The National Hispanic University
Support Program Review Guidelines

Program Review Goals

The Program Review at the NHU has the following goals:

A. Evaluate program effectiveness
B. Identify priorities
C. Help program improve their services to support student learning and outcomes assessment
D. Serve as a tool for accountability
E. Ensure effective use of university resources
F. Maintain the fit of program goals with the university mission.

Program Review Stages

The following stages will help develop an effective program review:

1. Convene a Program Review Committee
2. Conduct the self-study
3. Present self-study to the Provost and Institutional Research Director for feedback
4. Organize a visit by outside reviewers
5. Host outside reviewers
6. The program and the Provost receive report from outside reviewers, review it and prepare response (if necessary)
7. Prepare plan of action needed to address issues raised by report
8. Present plan of action to Provost
9. Seek Provost approval for plan of action

The Self-Study

The following questions will guide the self-study.

Program Mission, Goals and Objectives
1. Describe the program’s mission, role, and scope.
2. What are the major goals and objectives? If these have changed over the last 5 years, provide a summary of these changes. Are they likely to be changes in the near future?

3. How do these goals and objectives fit in with the NHU mission?

Program History
1. Describe the program’s history, emphasizing major changes that have occurred.
2. How effectively does the program utilize its existing resources? What are the major resource issues affecting the program now and into the next 5 years?

Program Quality
1. Describe how the program has improved within the last five years, using evidence (such as number of students served, survey results, outcome results) to support these conclusions.
2. Describe new directions in resources, reorganization, staffing, or student clientele planned for the next few years and aimed at strengthening the program.
3. Describe the present and planned use of technology to enhance support services. What are the most serious technological needs of the program?
4. Employee profile: both full-time and part-time
   a. Describe how new employees are mentored in providing services, advising, and working at the university.
   b. Describe how the program evaluates program effectiveness.
   c. Describe plans for enhancing program effectiveness.
   d. Describe the distribution of part-time and full-time employees in the program.
   e. How are employees identified, and how are their qualifications evaluated?
   f. Attach employees’ resumes.
5. Describe how the program coordinates with other support programs to provide one compendium of services.
6. Describe how the program coordinates with academic departments and faculty to improve delivery of student support services.

The self-study will be organized in a binder, containing the following sections:
1. Administrative, Senate, and/or Program decisions
   i. All major meetings and decisions related to the program review should be well documented and all information should be kept by the program director/coordinator.
2. External Review Reports and Program Responses (if available)
i. The latest program review documents should be available as well as the department’s response and actions.

ii. If available, an analysis of the result of actions taken and possible influence on the program review that will take place should be available.

3. Self-study
   i. Cover page
      1) Name of program
      2) Name of program director/coordinator
      3) Date of last program review (if available)
      4) Name(s) of those responsible for the preparation of the report
      5) Signature of program director/coordinator
      6) Signature of Provost

   ii. Table of contents for self-study elements

   iii. Body of self-study addressing questions listed above

4. Notes from program retreats and meetings (if available)

5. Program statistical summary (i.e. students served, survey results/summaries, other reports available)

Selection of an external reviewer
The reviewer selection consists of the following basic steps:

   a. Submit a list of names of possible reviewers, along with a brief resume demonstrating their qualifications to the Provost.

   b. The Provost will make the final selection of the external reviewers and send them an invitation.

   c. Once date is set, the program director/coordinator will send self-study and instructions to reviewers.

The Provost’s Office funds the external reviewer team’s visit. The programs are responsible for making the arrangements for the visit and for keeping the Provost informed. One or two external reviewers will serve. The program submits a list of at least three names of possible reviewers and the Provost is responsible for the final decision on the make-up of the team.

External Reviewer Selection Criteria
The program nominates at least three candidates for the external review who meet the following criteria:
- Affiliation with a program or professional organization appropriate to the program being reviewed.
- No conflict-of-interest (i.e., no recent employee, friend or relative of any member of the program, recent contractual arrangements with program).
- Familiarity with the nature of the program being reviewed (e.g., experience with similar programs).

Role of the external reviewer
After the selection of the external reviewer by the Provost, the program confirms the external reviewer’s willingness to serve and sends a copy of the self-study to the external reviewer. The Office of the Provost will provide the external reviewer with a copy of NHU Program Review guidelines, a formal letter of invitation, and other relevant additional information. This material will be sent at least one month prior to the visit.

The role of the external reviewer is to bring a professional and experienced analysis of the documents contained in the self-study, as well as insightful observations during the visit. The reviewer will utilize his/her professional judgment as to how effectively the self-study has addressed the NHU Program Review Goals. The reviewer will also comment on the critical program review areas of: Program Mission, Goals and Objectives; Program History; and Academic Quality.

Reviewer's site visit
During his/her site visit, the external reviewer will meet students, faculty, and administrators. A separate interview will be held early on the first day with the Provost, and the President, whenever possible.

At the end of the visit, the external reviewer is asked to present initial impressions and findings at an "exit meeting", to which any party concerned is invited. Those specifically invited shall include the Provost, the program director/coordinator, program employees, faculty, the Director of Institutional Research and Evaluation, students and representatives from other student support service areas.

Reviewer's report
The evaluation report should be guided by information in the above section, "Role of the external reviewer." The report ought to contain recommendations based on the NHU Program Review Goals and areas of the self-study. Recommendations should be based on comparison with other programs in institutions and communities that are similar to NHU.

The length of the report should be appropriate to the complexity of the self-study and the external reviewer's assessment of their contribution to the quality of the program during the next five years.

The format of the report is left to the external reviewer's discretion. The reviewer may consider organizing the report according to the following program review areas:

1. Program Mission
2. Goals and Objectives
3. Program History

4. Academic Quality

It would be helpful to group recommendations within areas and also to number them for ease of reference.

The external reviewer's reports should be submitted to the Office of the Provost within four weeks after completion of the site visit. The Office of Provost will then distribute the report to the department chair.

**Budget**

The NHU has to cover the cost of air travel from outside California, not to exceed rates available from a University contracted travel agency.

The reviewer will receive a $1,000 honorarium, out of which he/she is expected to pay all expenses (except for out-of-state airfare).

**Schedule**

Time: One and a half days to two days for site visit.

Important Contact People:
- Program director/coordinator and employees
- Provost
- President
- Students

**Required Meetings**

The reviewer has to have the following meetings:
- Initial interview with the Provost on the first day.
- Interview with the program director/coordinator.
- Interview with program employees as appropriate.

The reviewer has to have an exit meeting to present initial impressions, to which all interested persons are invited. The following people will be invited to this meeting:
- The Provost
- Program director/coordinator and employees
- Director of Institutional Research and Evaluation