Guidelines for External Review

Overview

An important component of WesternU’s Program Review process, the external review team is responsible for providing honest, unbiased professional feedback on program quality.

Responsibilities include:

1. Reviewing the program’s self-study document and any accompanying appendices

2. Engaging in additional information-gathering activities, including identifying and meeting with the program review self-study committee and other members of the program under review to substantiate the validity of findings in self-study report. The reviewers may request additional documents or they may request to visit facilities and other relevant campus sites and constituencies.

3. Debriefing program leads and program members to discuss preliminary findings.

4. Preparing a formal report that assesses program quality, identifies strengths and weaknesses, and makes recommendations for improvements.

The external team will consist of 2-3 individuals selected by the Chair of WesternU’s Program Review and Assessment Committee, in consultation with program leads. The team report should contain realistic, attainable recommendations that can be addressed by the program during a given timeframe. The report should distinguish between recommendations that might be accomplished given current resources and those that may require additional investment in the program.
Guidelines for Reviewer feedback

I. GENERAL OBSERVATIONS
   • Please comment on the quality of the report
     o Are findings adequately supported by evidence?
     o Does the program use appropriate benchmarks to assess its findings?

II. MISSION
   • Does the program’s mission align with and advance the institutions mission?
   • Does the program’s mission incorporate and support student learning outcomes?

III. PRODUCTS AND SERVICES
   • Does the program provide products and services that meet the needs of WesternU students and employees?
   • Are products and services consistent with goals and expectations?
   • Comment on utilization of products and services.

IV. FITNESS
   • Is the program adequately staffed and qualified to fulfill the mission and purpose?
   • Does the program possess sufficient resources to fulfill the mission and purpose?

V. PROGRAM EFFECTIVENESS
   • Are goals and objectives outlined by the program appropriate?
   • Is the unit adequately meeting its stated goals?

VI. FINDINGS AND RECOMMENDATIONS
   • Identify the program’s most significant strengths.
   • Identify the program’s most significant weaknesses.
   • Comment on the adequacy of the program’s self-identified plans for improvement.
   • Identify any additional recommendations you have for the program other than those suggested in the self-study?