

CAMPUS VISIT OF EXTERNAL REVIEWER(S)
GUIDELINES FOR DEPARTMENTS & PROGRAMS (rev. 1 October 2014)

OVERVIEW

The visit of the external reviewer(s) is an important part of the program review process, and one that involves a considerable amount of coordination between the academic program or department, the Division of Academic Affairs, and the University Program Review Committee.

- For the academic program or department, coordination of the process is usually the responsibility of the program director or chair and the departmental administrative services coordinator (ASC), unless another faculty or staff member is designated.
- For the Division of Academic Affairs, it is the responsibility of the Vice Provost for Academic Affairs (Cecile Lindsay); for overall questions, the Director of Program Review and Assessment (Sharlene Sayegh); for appointments and for external reviewer reimbursements, the Vice Provost's administrative assistant (Kathleen Hollwig).
- For the University Program Review Committee, it will be the responsibility of the Chair of the Program Assessment and Review Council (Keith Freesemann) of the Academic Senate. However, questions can also be directed to Sharlene Sayegh.

SELECTION AND CONTRACTING PROCESS

Generally there are two external reviewers, one from a CSU with a similar program and one from a doctoral degree-granting program. In the case of large departments with multiple degrees, the number can be increased; for small departments/programs, the number may be decreased in consultation with Academic Affairs and the college Dean.

The Division of Academic Affairs will begin the process by soliciting nominations for external reviewers from the department or unit and from the college dean or administrator. Academic Affairs will make the final choice of reviewers. Once the external reviewers have been identified, a formal letter and contract will be issued by the Division of Academic Affairs, with copies to the department chair and college dean.

The Division of Academic Affairs will handle all the paperwork to pay the honorarium and to reimburse the external reviewers for the expenses of transportation and lodging. Reimbursement will include airfare, hotel, and car rental or airport transfers to and from the hotel or campus, or mileage for the use of a personal vehicle. Also included is the cost of meals and/or other incidentals incurred while in transit as well as any meals (breakfast or dinner) the reviewer is not sponsored by the department.

If you have any questions, please contact Sharlene Sayegh at x57094 or Sharlene.Sayegh@csulb.edu or consult the Program Assessment and Review Council web page:
http://www.csulb.edu/divisions/aa/grad_undergrad/senate/councils/prap/self_studies/

ARRANGING THE ON-CAMPUS VISIT

1. SCHEDULING THE VISIT – The Director of Program Review and Assessment consults with the Vice Provost’s office and the external reviewers to find mutually agreeable dates for the visit, and then provides the dates to the department. The department then creates a schedule of meetings based on the attached template. The visit requires a minimum of two days on campus. If there are two reviewers, their visits must be coordinated to coincide. Both reviewers should participate in all the campus visit activities together and jointly contribute to the external reviewers’ report.

2. HOTEL RESERVATIONS — The department assists the external reviewers with making travel plans, for example, by suggesting the best airport to use. Departments are encouraged to have the reviewers lodged at the **Ayres Hotel in Seal Beach**; Academic Affairs pays the hotel directly so that reviewers do not need to be reimbursed.

NOTE: In order to have the Ayres bill the campus, the Department needs to send an email to (or call) the Ayres Hotel booking the room and requesting that the hotel bill the charges to the campus and that the guest is not to be charged for the room and tax.

The Department should send the email to the hotel attention Kelly Phillips -

kphillips@ayreshotel.com (aganahl@ayreshotel.com, sealbeach@ayreshotel.com) with a cc: to Georganne Sparks (Georganne.Sparks@csulb.edu) and Kathleen Hollwig (Kathleen.hollwig@csulb.edu)

3. REVIEWER FINANCIAL RESPONSIBILITIES — The reviewers pay the cost of transportation and hotel up front (unless they are lodged at the Ayres Hotel in Seal Beach), and are then reimbursed by the Division of Academic Affairs. While the department should assist in providing dinner arrangements for the reviewers, members of the department should not join them. Reviewers will be reimbursed for dinners if receipts are submitted, and reimbursement will be to the individual only.

The reviewers sign the paperwork for reimbursement during the campus visit, and reimbursements are processed as soon as the administrative services manager of the Division of Academic Affairs receives all final receipts. Reimbursement checks can take four to six weeks for delivery.

4. DEPARTMENT HOSTING RESPONSIBILITIES – The department enquires as to the external reviewers’ needs and provides the external reviewers with office space, administrative support such as a computer or copy machine access, a secure location for reading files, or an area to hook up a personal computer with internet and/or printer access.

a) **Escorts** – The department provides a campus escort for the external reviewers at all times, for example, to and from the hotel, meetings with the Vice Provost, the Dean, faculty, students, and/or other campus entities.

b) **Lunch** – Typically, the department hosts a working lunch with the reviewers.

c) **Document availability**—During the visit, the department provides any documents the reviewers need to consult during the visit, such as faculty CVs, course syllabi, or other documents that the reviewers request that are relevant to the visit. Reviewers may request information on class size, grade distribution, assessment of student learning, samples of student work, and so forth.

5. ROLE OF PARC—The Chair of the Program Assessment and Review Council of the

Academic Senate will select a three-person university program review committee (UPRC). Normally, the UPRC will participate in some of the on-campus activities along with the external reviewers. However, the external reviewers may elect to conduct some or all of their activities without the UPRC. While every effort should be made to coordinate the UPRC and external reviewer schedules, this may not always be possible. The Director of Program Review and Assessment (Sharlene Sayegh) will coordinate between the external reviewers, the UPRC, and the department as to the extent of their joint participation.

6. DEPARTMENT SCHEDULING (see template) – The department schedules interviews and meetings as well as meeting space for the external reviewers. These meetings include, in this order:

- a) Check in with Academic Affairs and file necessary paperwork
- b) Entry meeting of the External Reviewers with the Vice Provost for Academic Affairs
- c) Entry meeting of the external reviewers with the College Dean or appropriate administrator
- d) External Reviewers meet with the University Program Review Committee (UPRC)
(optional)*
- e) Joint meeting of the external reviewers and the UPRC with the department chair
- f) Joint meeting of the external reviewer and the UPRC with department faculty
- g) Joint meeting of the external reviewer and the UPRC with department students
- h) Any additional meetings requested by the External Reviewers
- i) Exit interview of External Reviewers with department chair
- j) Exit interview of External Reviewers with the Vice Provost for Academic Affairs and the College Dean

*based on availability of UPRC and external reviewers' preferences.

This list is meant to be as comprehensive as possible. However, departments should check with the external reviewers as to their preferences. For example, external reviewers may wish to meet with faculty as a whole, in small groups, or individually. Most external reviewers want to meet with students outside a regularly scheduled class, but they may also want to observe a class being taught. They may also wish to visit the program's classrooms, laboratories, or other campus facilities (e.g., library). **Meetings between the external reviewers and the UPRC should be scheduled in the department's or college's conference rooms or meeting space.**

7. DEPARTMENT COMMUNICATION WITH REVIEWERS – The department sends to each external reviewer, at least three weeks prior to the visit, a copy of the following:

- schedule for campus visit;
- current departmental self-study;
- previous program review reports if available (from internal and external reviewers);
- review guidelines (from accreditation or professional association or from the proposal for the Self-Study);
- any other relevant documents.

8. HONORARIUM DISBURSEMENT—The Division of Academic Affairs assembles the paperwork to pay a \$750 honorarium to each external reviewer. The honorarium is processed upon receipt of the written final report of the external reviewers. Please allow four to six weeks for delivery.

Sample Schedule for External Reviewer(s) and Visit to Department
(This schedule may be revised / changed as programs deem necessary)

Day One

8:30 am	Reviewers picked up at airport or hotel by department faculty
8:45 am	Reviewers check in at Academic Affairs with Georganne Sparks to sign paperwork
9:00 am	Reviewers have entrance interview with Vice Provost
9:30 am	Reviewers meet with college dean or appropriate administrator
10:00 am	Reviewers meet with members of University program review committee (UPRC)*
11:00 am	Reviewers, UPRC interview department chair
12:00 noon	Working Lunch for reviewers, UPRC, and other guests invited by the department
1:30 pm	Reviewers, UPRC meet with faculty (in groups, or individually)
2:30 pm	Reviewers review department documents, continue faculty interviews, etc
3:30 pm	Reviewers, UPRC meet with graduate students
4:30 pm	Reviewers continue document review and/or interviews or meetings
6:00 pm	Reviewers return to their hotel for a joint or solo dinner

Second Day

8:45 am	Reviewers picked up at hotel by department faculty
9:00 am	Reviewers, UPRC meet with undergraduate students
10:00 am	Reviewers continue review of department documents, other interviews
12:00 noon	Working Lunch for reviewers with department faculty, students, staff
1:00 pm	Reviewers and UPRC share observations about the visit
2:00 pm	Reviewers work on draft report, continue document review or interviews
2:30 pm	Reviewers, UPRC have exit interview with department chair
3:00 pm	Reviewers have exit interview with Dean and Vice Provost
4:00 pm	Reviewers leave for airport (or hotel)

*UPRC members attend meetings as their schedules and external reviewers' preferences permit.