Program Review Overview: Steps and Roles

Program Review is a faculty-led, collaborative, systematic, evidence-based examination of a program's quality. In accordance with KPU's Vision 2018 and Academic Plan, it focuses on a pivotal question: **are programs providing students the skills they require to become successful global citizens and career professionals?**

Consequently, the review aims to:

- ❖ Conduct a detailed analysis of the program's strengths and areas for improvement.
- ❖ Determine the efficacy of the program's curriculum and instructional design.
- ❖ Evaluate the program's competitiveness, relevance and viability within the sector/discipline.

Program Review is:

- ❖ One of KPU's quality assurance functions.
- ❖ Required by the Ministry's Degree Quality Assessment Board (DQAB).
- ❖ A condition of KPU's membership in the Association of Universities and Colleges of Canada (AUCC).

Program Review Timing:

- ❖ Degree programs will undergo review at least once every five (5) years.
- ❖ Non-degree programs will undergo review at least once every seven (7) years.
- ❖ Related programs will be reviewed together.
- ❖ The schedule for program reviews is updated on a yearly basis and provided to Senate.

Program Review Process – Overview of Steps and Roles

Program Review is supported by the office of Institutional Analysis and Planning (IAP). The IAP staff who are on-hand to provide support are:
- ❖ The Manager, Strategic Planning and Quality (SP&Q) provides planning support, advice and guidance, and ensures the faculty conducting the review have the support they need to complete the review in a timely fashion.
- ❖ The Research Analyst, Quality Assurance (QA) oversees all aspects of survey research (question design, survey administration and data analysis).
- ❖ Other IAP staff as required.

The components of the program review process are specified in KPU's Policy B.12 and include the following:
1. Self-Study
2. External Review
3. Action Plan
4. Institutional Response
5. One-Year Follow-up

To ensure quality standards are met, each component (beginning with the Self-Study) must be submitted to the Senate Standing Committee on Program Review (SSCPR) for approval before proceeding to the next phase of the process. The Action Plan should be submitted together with the Institutional Response. The One-Year Follow-Up is to be submitted one year after the Action Plan has received SSCPR approval.

Note: To be considered by the SSCPR, each report must be received by IAP at least 2 weeks prior to the SSCPR meeting.

A program review should ideally take a total of 18 months elapsed time from its commencement to the submission of an Action Plan/Institutional Response. This 18-month timelines includes a range of activities to be undertaken by numerous stakeholders (e.g. IAP, the Dean, External Reviewers, and the SSCPR). Consequently, the 18-month timeline accounts for data-gathering processes, the submission of documents to the SSCPR, site visits arranged for external reviewers, as well as two months of annual vacation.

The chart on the next page depicts the ideal timeline for all steps of the review (prior to the One-Year Follow-Up).

Step	Months (Number of Months Suggested for Each Phase in Parentheses)															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Planning	(2)															
Self-Study: Data Gathering		(3)														
Self-Study: Analysis			(3)													
Self-Study: Writing				(5)												
Dean's Response						(2)										
Self-Study: Approval								(1)								
External Review										(3)						
External Review: Approval												(1)				
Action Plan: Writing														(3)		
Institutional Response														(2)		
Action Plan: Approval																(1)

Note: This timeline is plotted out over 16 months so as to provide flexibility as to when faculty take their annual vacation.

The steps entailed in each component of the review process are described on the following pages. For each step, the roles of faculty conducting the review, IAP staff supporting Program Review, the Dean's office, and the Senate Standing Committee on Program Review (SSCPR), are described. Please note that steps may overlap. Requests for IAP support should be made to the Manager, Strategic Planning and Quality.

The Program Review SharePoint site contains resources to support the program review process, including all guides, forms and templates referred to below. It also provides the completed and approved reports associated with each step for past reviews. Forms and templates have changed over time, so previous work may not exactly match current requirements. The SharePoint site is: https://our.kpu.ca/sites/progrev/SitePages/Home.aspx

Step	Faculty	IAP	Dean's Office	SSCPR
1. Planning				
Develop scope and timeline for Review	• Review "Self-Study Guide" (see SharePoint site) • Provide information about program history, design, opportunities and challenges • Help clarify scope of review • Help establish review timeline	• Manager, SP&Q, will: o Facilitate discussion o Clarify review process o Help clarify scope of review o Help establish timeline • Research Analyst, QA will participate in planning meetings where appropriate	• Provide input into development of review scope	
Review Administrative data	• Review administrative data to understand any issues that should be addressed in the review • Provide additional information about program history, design, opportunities and challenges	• Manager, SP&Q, will: o Provide relevant administrative data on the program, including enrolment, retention and graduation trends. o Provide advice on data interpretation		
Identify Self-Study tasks, roles and timelines	• Ensure tasks and roles are understood • Identify roles of faculty review team • Help refine timeline	• Manager, SP&Q, will: o Clarify tasks and roles o Help refine timeline o Follow-up through-out the review to ensure timelines are maintained and ensure the faculty review team has the support they require		

Step	Faculty	IAP	Dean's Office	SSCPR
2. Self-Study: Data Gathering				
Identify information, and its sources, required to address each issue in scope	• Consult with Research Analyst, QA on data requirements	• Research Analyst, QA will: o Provide advice and guidance in identifying appropriate data, sources and data collection method/approach. o If interviews are to be conducted, determine whether they should be conducted by IAP, or by faculty review team.		
Prepare and conduct surveys	• Provide feedback on draft surveys	• Research Analyst, QA will: o Prepare surveys, ensuring they address issues in scope, in consultation with program review team o Administer online surveys		
Gather documents	• Gather documents needed for the review			
Conduct other research as required	• Conduct interviews, if appropriate	• Research Analyst, QA will: o Provide support for data collection as required o Conduct interviews, if appropriate		

Step	Faculty	IAP	Dean's Office	SSCPR
3. Self-Study: Analysis & Writing				
Conduct analysis of survey data	• Seek clarification from Research Analyst, QA if necessary	• Research Analyst, QA will conduct analysis, provide tables/charts, as appropriate, and advice on interpretation		
Interpret IAP data	• Seek clarification from IAP if necessary	• Research Analyst, QA and/or Manager, SP&Q, will provide advice on interpretation of IAP data, and support on data presentation		
Review and interpret documents and other information	• Review and interpret documents and other information in terms of how they address the issues under review			
Adjust Self-Study Report outline to fit review scope	• Review "Self-Study report template" (see SharePoint site) and modify as required to fit scope of review • Seek clarification and advice from IAP as required	• Research Analyst, QA and/or Manager, SP&Q will: o Provide Self-Study outline o Provide guidance and advice, as required		

Program Review Process – Overview of Steps and Roles

Step	Faculty	IAP	Dean's Office	SSCPR
Draft Self-Study report	• Note: this is a report of the findings of the Self-Study with recommendations of what issues need addressing; solutions are not expected in the Self-Study report • Write up findings and recommendations using revised "Self-Study report template" • Seek clarification and advice from IAP as required	• Research Analyst, QA and/or Manager, SP&Q, will provide guidance and advice, as required, including review draft self-study if requested, in advance of submission to SSCPR • Research Analyst, QA will prepare data-related appendices and, if requested, assist with assembly of appendices		
4. Dean's Response				
Obtain Dean's response to Self-Study Report	• Provide draft Self-Study Report to Dean		• Read Self-Study report • Provide Dean's response to "Questions for Dean/Associate Dean" (see Appendix C of "Self-Study Guide")	

Step	Faculty	IAP	Dean's Office	SSCPR
5. Self-Study Approval				
Present-Self-Study to SSCPR	• Send Self-Study report to Research Analyst, QA at least 2 weeks before the SSCPR meeting • Prepare presentation • Attend meeting and present highlights of report • Answer questions of SSCPR • Revise Self-Study, if required, to obtain approval	• Research Analyst, QA will: ○ Post Self-Study report on SharePoint site ○ Review Self-Study Report • Manager, SP &Q will: ○ Read Self-Study Report ○ Coordinate timing of presentation to SSCRP ○ Provide guidelines for presenting Self-Study	• Attend meeting of SSCPR when Self-Study is presented (optional, but encouraged)	• Prior to meeting, read Self-Study report • During presentation, ask questions if required • After presentation, discuss and decide whether to approve or ask for specific revisions to deal with inadequacies
6. External Review				
Plan External Review	• Review "Guidelines for External Review Team" (see SharePoint site) • Determine timing of External Review in consultation with PRC • Complete form with names of possible candidates for external committee (see SharePoint site)	• Manager, SP&Q, will: ○ Contact possible candidates and determine availability and interest and obtain CVs ○ Set date for external review site visit in consultation with faculty and external reviewers ○ Finalize logistics for site-visit in consultation with faculty and external reviewers ○ Provide External Review team with standards and guidelines for External Review, self-study report, and agenda for site-visit		• Review CVs of candidates for external review team • Approve membership of External Review Team

Step	Faculty	IAP	Dean's Office	SSCPR
Participate in site visit	• Participate as required in site visit of External Review team		• Participate as required in site visit of External Review team	
7. External Review Report Approval				
External Reviewers' report	• Review External Reviewers' report	• Research Analyst, QA will post External Reviewers' report on SharePoint site • Research Analyst, QA and Manager, SP&Q, will review External Reviewers' report	• Review External Reviewers' report	• Review External Reviewers' report • Ask questions • Decide whether to approve or ask for specific revisions to deal with inadequacies
8. Action Plan				

Develop Action Plan	• Review Action Plan Guidelines and template (see SharePoint site)
	• Collaborate with faculty and Dean on how to address recommendations in Self-Study and External Review
	• Develop Action Plan according to guidelines using template provided:
	  o this plan doesn't provide solutions, it provides the approach that will be used to develop solutions
	  o Include timelines, and assigned roles
		• Research Analyst, QA will provide guidelines and template for Action Plan
		• Research Analyst, QA and Manager, SP&Q, will provide advice and guidance as required
			• Collaborate in development of Action Plan
			• Review Action Plan and ask for revisions if required	

Step	Faculty	IAP	Dean's Office	SSCPR
9. Institutional Response				
Review Action Plan	• Provide draft Action Plan to Dean • Revise Action Plan, if required, based on feedback from Dean and Provost		• Once satisfied with Action Plan, review with Provost	
Write Institutional Response			• Develop Institutional Response in consultation with Provost	
10. Action Plan Approval				
Present Action Plan	• Deliver Action Plan and institutional Response to Research Analyst, QA at least 2 weeks prior to the SSCPR meeting • Present Action Plan to SSCPR • Revise Action Plan if required	• Research Analyst, QA will: o Post Action Plan and Institutional Response on SharePoint site o Review Action Plan and Institutional Response • Manager, SP&Q, will: o Coordinate timing of presentation to SSCPR o Provide guidelines for presenting Action Plan o Read Action Plan and Institutional Response •	• Attend SSCPR meeting to present Institutional Response • Review revised Action Plan and revise Institutional Response if required	• Read Action Plan and Institutional Response • Decide whether to approve Action Plan or to ask for specific revisions to deal with inadequacies • Note, Institutional Response is not subject to approval by SSCPR. It is provided for information only. If the Action Plan is required to be revised, the Dean may wish to revise the Institutional Response

Step	Faculty	IAP	Dean's Office	SSCPR
11. One-Year Follow-up				
Prepare Follow-up report	• Write report on progress of implementation of Action Plan to date	• Manager, SP&Q will: ○ Remind program review team when one-year follow-up is due ○ Provide guidelines for Follow-up report	• Provide input to the Follow-up report	
Present Follow-up Report	• Deliver Follow-up report to Research Analyst, QA at least 2 weeks prior to SSCPR meeting • Present highlights at SSCPR meeting	• Research Analyst, QA will: ○ Post Follow-up report on SharePoint site ○ Review Follow-up Report • Manager, SP&Q, will: ○ Coordinate timing of presentation to SSCPR ○ Provide guidelines for presenting report ○ Read the report	• Attend meeting of SSCPR when 1-Year Follow-up is presented (optional, but encouraged)	• Review Follow-up report and decide whether to approve, or to ask for specific revisions to deal with inadequacies