California State University, Long Beach
EXTERNAL REVIEWER CAMPUS VISIT
CHECKLIST FOR DEPARTMENTS & PROGRAMS
(rev. January 2025)

There are many procedures and responsibilities that the department/program has in the external review process; please share this checklist with coordinators or anyone involved in the creation of the external review schedule.

I) PREPARING FOR THE VISIT – The department needs to creates an agenda of meetings:

- [ ] Department ensures that the **Dean** is available to participate in both the entrance (morning) and exit (afternoon) interviews
  - [ ] If the Dean is unavailable to participate in either review, ensure that an **Associate Dean or Program Director** is available to participate.
- [ ] Department ensures that a **conference room** is available for all in-person meetings
- [ ] Department sets up all **Zoom links for virtual meetings** and ensure a conference room is ready for reviewers to join
- [ ] Consider working with a **department/program coordinator** to help craft the schedule

II) CRAFTING YOUR SCHEDULE: – The department creates the schedule interviews and meetings. The timing is up to the department's discretion, but example times are listed below for reference. These meetings may include:

- [ ] Check in with Academic Affairs at the start of the day (BH 300, prior to entrance meeting)
- [ ] Entry interview of the External Reviewers with the Vice Provost for Academic Affairs and the College Dean or appropriate administrator (always in BH 316, typically at 9 AM)
- [ ] Working lunch meeting (around 12 PM)
- [ ] Meeting slots with different stakeholders with designated conference room or Zoom (timing is various, and what works best. Some of the following stakeholders may not apply to your department/program):
  - [ ] Chair
  - [ ] Faculty
  - [ ] Students: undergrad, grad
  - [ ] Staff
  - [ ] Alumni
  - [ ] Tour of the campus/facilities
  - [ ] Any additional meetings requested by the External Reviewers
- [ ] At least 30 minutes of working time for the External Reviewers to work (independently, if there is only one reviewer, and together, if there is more than one reviewer)
- [ ] Breaks where appropriate (bathroom, snacks, beverages, etc.)
- [ ] Exit interview of External Reviewers with the Vice Provost for Academic Affairs and the College Dean or appropriate administrator (always in BH 316, typically around 3 or 4 PM)
- [ ] **IMPORTANT**: Account for travel time between meeting rooms (e.g. travel between Brotman Hall and other conference rooms)

III) HOTEL RESERVATIONS – Jamie Custodio will inform the department which external reviewer(s) will be at which hotel. If reviewer(s) is staying at hotel:

- [ ] **Department reaches out to reviewers** staying at hotel and asks them their preference to be picked up and dropped off for the review
  - [ ] Department ensures that there is a **point person that can meet the reviewer**(s) at the hotel and bring them back and forth from hotel to campus at the start and end of each day.

IV) DEPARTMENT HOSTING RESPONSIBILITIES – The department should be on standby for all external reviewers' needs. Do not let them navigate campus alone!

- [ ] **Escorts** – Ensure that there is always an escort for the external reviewers, for example, when the reviewers first reach campus, during tours, and walking to meetings with the Vice Provost and Dean, faculty, students, and/or other campus entities.
- [ ] **Parking –** If reviewer drives themself to campus, the department needs to be ready with an escort at the appropriate parking lot. Please share with reviewer(s) before they arrive on campus:
  - [ ] Campus map
  - [ ] Directions to parking lot
  - [ ] Contact info of escort/point person (e.g. phone number, email)
  - [ ] Parking permit or code for the reviewer
- [ ] **Lunch –** Ensure appropriate lunch logistics are finalized (e.g. food delivery, reservations)
- [ ] **Document availability** — During the visit, the reviewers may request documents 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. Please ensure that the department is ready to access or print such documents.

V) DEPARTMENT COMMUNICATION WITH REVIEWERS – The department should ensure the following documents are available for external reviewers during the review:

- [ ] Copy of the final schedule
- [ ] Current departmental self-study
- [ ] Previous program review reports if available (from internal and external reviews)
- [ ] Campus map
- [ ] Any other relevant documents