



## Program Review within Student Affairs at CSULB

### Purpose of Program Review:

Institutions of higher education are continuously responding and negotiating external accountability and internal focuses on improvement (Keeling et al., 2008). CSULB recognizes the importance of improvement and accountability, and frames this work within its Public Good pillar. Kuh (2005) suggests that forms of evidence to guide decisions and improvement efforts include program review and self-studies. Program review will provide an opportunity to examine the effectiveness in serving students and measuring student learning.

**Overview:** It is recommended that 4-5 programs be reviewed a year, on a 5 year cycle.

### Preparation and Evidence Collection

- Department Completes a Self-Study
- Department will utilize past department reports, assessment reports, and other documents as documentation for their evidence.

### Campus Review

- 3-5 individuals (DSA unit area member, faculty/staff external to student affairs, student)
- Campus review completes a Program Review study where they incorporate the self-study conducted by the department, as well as an analysis of the department from an external perspective (program analysis/check sheet)

### Program Review Outcomes

- Program Review Study created by Campus Review team incorporating the department self-study (Campus Review)
- The Department of Assessment and Evaluation works with the department to utilize the program review study to develop a Department Action Plan. (Assessment and Evaluation Office & Department)
- Executive summary combining the program review and department action plan with specified recommendations for the next cycle (Assessment and Evaluation Office & Department)

### Timeline (per year cycle):

- September 26th- Introduce Managers to Program Review at Managers Meeting
- October 3rd- Meet with all self-study teams and train on process for completing a self-study
- Fall- Department completes self-study
- November- Train Program Review team on how to complete a program review
- January 10<sup>th</sup>- Self-Study due from departments
- January- April- Campus review completes a review and writes a report.
- By May- Program review complete (department action plan completed by Assessment and Evaluation Office & department)
- By June- Department Executive Summary submitted to DSA

### References

Keeling, R. P., Wall, A. F., Underhile, R., & Dungy, G. J. (2008). *Assessment reconsidered: Institutional effectiveness for student success*. USA: NASPA

Kuh, G. D. (2005). Seven steps for taking student learning seriously. *Trusteeship*, 13(3), 20-24.