

**College of Saint Benedict and Saint John's University**

**Office of Academic Review and Curricular Advancement**

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**37 College Avenue South, HAB 109**

**Saint Joseph, MN 56374**

**Key Contacts**

The Office of Academic Review and Curricular Advancement (OARCA) can answer questions regarding the budget for program review, as well as consultation on visiting external reviewers, student employee assistance, and external reviewer and Program Review Coordinator compensation. OARCA can also assist your department in designing a research strategy for your program review. This may include discussing which issues are most pressing in your department and what tools may best illuminate those questions. Conversations with OARCA staff can help departments design effective research questions and understand the results. The Director of OARCA will also be present at the debriefing of the external evaluators and the later review meetings with the Provost and Academic Dean. Refer to the Policy for Integrated Reporting Procedures for more information on the duties and responsibilities of the Director of the Office of Academic Review and Curricular Advancement. Contact: Phil Kramer (x5289) or Chris Wing (x5147)

The Academic Dean should be contacted early in the program review process. The Academic Dean shares oversight and consulting responsibility with APSAC and OARCA. The Academic Dean will be present at the briefing and debriefing of the external evaluators and the later review meetings with the Provost, the Director of OARCA, the Chair of APSAC, and departmental representatives. Refer to the Policy for Integrated Reporting Procedures for more information on the duties and responsibilities of the Academic Dean. Contact: Mary Jo Waggoner (x5401).

The Provost will participate in a briefing and debriefing of the external evaluators interview will be present at the briefing and debriefing of the external evaluators and the later review meetings with the Academic Dean, the Director of OARCA, the Chair of APSAC, and departmental representatives. A final written report of the program review is sent to the Provost. Refer to the Policy for Integrated Reporting Procedures for more information on the duties and responsibilities of the Provost. Contact: Rita Knuesel or Pam Reding (x5503).

The Academic Policies, Standards and Assessment Committee (APSAC) is the faculty representative charged with setting the program review policy and providing general oversight of the process. Questions about timelines, content, and consideration for extenuating circumstances should be directed to the committee. The chair of APSAC will also be present at the debriefing of the external evaluators and the later review meeting with the Provost, Academic Dean, the Director of OARCA, and departmental representatives. Resources, including the program review policy and a list of

current committee members, are found on [APSAC's web page](#), which includes a link to the Academic Dean's web page. Refer to the Policy for Integrated Reporting Procedures for more information on the duties and responsibilities of this committee.

Contact: Lisa Lindgren (x2066)

IT Services can help you with the technical aspects of the [Forms](#) survey manager. This online program will allow you to easily survey students, staff or faculty about different aspects of your program. Contact: IT Help Desk (x2228)

CSB and SJU Alumna/e offices: If your department would like to conduct a survey of your alums, the alumna/e offices will do much of the work for you. If your department provides the Alum office staff with the text of your survey, they will administer an e-mail survey and return the results to you. If you plan a paper survey with the SJU Alumni Office, their offices will provide a mailing list to the SJU campus mail center. The department doing the survey will need to provide the SJU mail center with return envelopes, copies of the survey and cover letter, and a budget number for doing the mailing.

When contacting the SJU alum office, be prepared to answer the following question.

- Is the survey to be emailed out only, or do you want it mailed as well?
- Do you wish to target all people within your major, or just those within a certain year (e.g., 2000-2009 graduates)?
- What is your timeline for the letters and/or emails – when do you wish for them to go out?

Do you wish them to go to CSB alumnae as well as SJU alumni? (If the answer to this is “yes,” which it typically is, Michael Halverson (SJU) will field the request and make contact with Jessie Sandoval (CSB) directly.

Have you created the survey online (e.g. through Survey Monkey), or is this something you would like us to do? The alum/advancement office would like to maintain control over their contact list and a degree of control over how much of a nuisance we can be to our graduates. If there is a reason the department needs direct control over some aspect of that process you may be able to negotiate something. Examples of surveys administered by other departments are available through OARCA. If you would like to pursue an alumna/e survey, contact Michael Halverson at SJU, who will coordinate survey work with his counterparts at CSB. Contact: Michael Halverson (x2491)

Institutional Planning and Research: Senior Survey Data – IPR is able to provide a statistical report indicating how your department's students responded to the survey compared to all CSB/SJU seniors. The survey includes approximately 100 questions ranging from academic habits (engaged in related activities outside of class, integrated ideas from various sources, worked with faculty on scholarly project, etc.) to extracurricular activities (volunteer service, participate in gender specific programs, developing leadership skills, etc.).

This is self-reporting, a very indirect measure, and should not be seen as a primary piece of evidence. Nevertheless, the reports might be very useful in affirming or questioning theories your department may have about student experiences.

Alum Survey – This was first administered in 2007 to a limited number of respondents. The survey may be of some use to larger departments at this point (who will have a higher and more statistically meaningful sample represented). In 3-5 years, we plan to be able to aggregate data to provide meaningful sample sizes to smaller departments as well.

IPR would prefer that any requests for these data sets come through OARCA as a way of managing their workload and keeping communication consistent. If you would like to request one or the other of these reports for your department as part of your program review detective work just call or an e-mail Chris Wing (x5147). Ryan will work with IPR to get the reports to you. Expect requests to take two to 4 weeks to be fulfilled. January and July are the most convenient time for IPR to do this work, though some work on this can be done at other times.

#### External Reviewer Travel, Meal, and Lodging Guidelines

Travel arrangements are made by the reviewer and reimbursed through the program review budget. Guidelines for meal reimbursements are based on per diem recommendations from the Saint John's business office. The per diem for a full day of travel is \$45, and further guidelines are found on the business office's web page.

For issues of cost, hospitality, and maximizing the reviewer's time available on campus, we strongly recommend lodging accommodations on campus. At SJU, departments should contact and arrange accommodations with the Abbey Guest House ([guestmaster@osb.org](mailto:guestmaster@osb.org)). Details on accommodations are available at <http://www.saintjohnsabbey.org/guesthouse/>.

At CSB, contact the Residential Life Office at ext. 5580 and let them know you would like to make a reservation for the guest suite. The CSB guest suite is located in the Wirth Apartment building (108) and offers a small kitchen, bathroom, living room, and sleeping accommodations for one (there is a queen bed provided in the bedroom, there is a hide-a-bed with a queen size pullout in the living room as well). Please make reservations at least two weeks in advance in order to ensure arrangements are made to have the suite ready for the guest. Check in time is anytime after 4 pm and we ask that guests depart no later than 11 am. Please arrange to get your key when making your reservation. Most often, the reserving department will pick up the key the day of the reservation and have someone to meet their guest and show them to the suite once they arrive to campus. The suite is \$30.00 per night for all guests, no tax is charged to departments if paid through a budget.



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**External Reviewer Guidelines for Program Review**

Purpose of Program Review

The College of Saint Benedict—a college for women—and Saint John's University—a college for men—are Catholic, Benedictine, residential, liberal arts institutions located on separate campuses in central Minnesota. The institutions have one curricula and one faculty. The College of Saint Benedict and Saint John's University (CSBSJU) are committed to providing excellent undergraduate liberal arts education. The primary purposes of program review at CSBSJU are to (a) identify--through a collegial, comprehensive, and scholarly peer review—the academic strengths and weaknesses in disciplinary programs and to (b) provide recommendations that result in action that improve undergraduate education at CSBSJU. More specifically, program review is intended to:

- Provide an opportunity for the academic department, the divisions, and the administration to identify and reflect on the accomplishments, challenges, goals, and strategies of the academic department
- Identify useful information for institutional planning and budgeting including the effective allocation and alignment of departmental, divisional, and institutional resources
- Use and link program review results with student outcomes assessment
- Determine how well the goals and objective of the program align with institutional mission, values, and vision statements and activities
- Promote the development of departmental leadership
- Align departmental curricula with the curricula in other academic departments and the Common Curriculum
- Align departmental curricula with learning in co-curricular and extra-curricular activities
- Improve the teaching and learning process
- Improve faculty and student scholarship
- Assist the Office of the Provost to support the goals, objectives, activities, needs, and priorities of the program
- Strengthen connections between the program review results, departmental plans, the colleges' current mission, values, and vision statements, and the colleges' strategic plans
- Provide assurance to CSBSJU stakeholders that the institutions are providing quality academic programs to students

## Preparation for the Site Visit

### Program Self-Study

Academic departments and programs are required to conduct a program review every seven years or as disciplinary accreditation dictates. Each academic department and program conducting program review must perform a self-study prior to the actual site visit by the external reviewers. Self-studies are typically started by disciplinary faculty up to one year before the site visit.

### Selection of the External Reviewer Team

Each academic department undergoing program review, with the approval of the Office of the Provost, selects one or two external program reviewers.

If there is more than one external reviewer, they will come to campus at the same time and function as a team. The departmental Program Review Coordinator, in consultation with the department chair and faculty, is responsible for the following:

- Sending the external reviewers the completed program review report from the prior program review at least three weeks prior to the arrival of the external reviewers on campus
- Sending the external reviewers the completed, current self-study at least three weeks prior to the arrival of the external reviewers on campus
- Briefing the external reviewers on the major issues identified in the self-study
- Providing the external reviewers with relevant data and reports (e.g., assessment, departmental, divisional, Institutional Planning and Research reports)
- Assisting external reviewers with transportation, accommodations, and meal options
- Scheduling the initial briefing and the final debriefing meetings with the Office of the Provost
- Scheduling all meetings with faculty, staff, students, and others
- Confirming a completion date of the external reviewers' final report no more than four weeks after the site visit

### Site Visit

The site visit by external reviewers is a critical component to the overall program review process at CSBSJU. Prior to the site visit, external reviewers will study the departmental self-study report and other materials in preparation for their visit. External reviewers will interview departmental faculty, the Provost, the Academic Dean, other administrators, students, staff, and others, examine departmental and institutional data and reports, write an external reviewer report, and debrief faculty, administrators, staff, and students regarding their findings. The site visit is an opportunity for the external reviewers to come to campus and learn more about the departmental academic strengths and weaknesses of the curricula, departmental goals and objectives, and departmental strategic budgeting and planning. (See the Site Visit Program Review Guideline document for further details.)

## Successful Program Review

A successful program review means that a review is:

- Evaluative and not merely descriptive
- Oriented toward the future while considering the historical and current state of the department or program
- Improvement and action oriented
- Utilizes national or regional disciplinary criteria for success and improvement
- Objective and independent
- Collegial, peer-reviewed, collaborative, and consultative

Successful program review answers the following broad questions:

- What are the current strengths and weaknesses of this academic program?
- How can the department or program improve its academic program?
- How can the institutions better support the department or program in fulfilling its mission?

## Expectations of the External Reviewers

### Goals

The task of external reviewers is to conduct an objective evaluation of the undergraduate academic quality and effectiveness of a specific academic department at CSBSJU in the context of the expectations and practices of the given academic discipline. The evaluation is fundamentally concerned with the quality of student learning.

### Briefing Interview

The external reviewers, soon after their arrival on campus, will meet with the Provost and the Academic Dean to discuss the expectations and roles of individuals and departments in the program review process, including the activities during the site visit.

### Debriefing Interview

The external reviewers will meet with the Office of Provost, Division Heads, other administrators, the Program Review Coordinator, departmental or program faculty, staff, and students and debrief them of their initial findings and recommendations.

### Written Report

One report, written by both external reviewers, is required four weeks after the completion of the site visit. The external reviewer team must prepare a written report based on the program self-study, and documents, interviews, and other evidence obtained before, during, or after the site visit. The written report is submitted to the CSBSJU Office of the Provost. The written report will address the following program review issues:

**Program Overview:** This section should include an evaluation of the program's current mission; goals; objectives; assessment practices and participation; policies; organization; the balance of teaching, scholarship, and service; the greater role in the entire education of the CSBSJU student; faculty attrition, retention, hiring, promotion, and development; departmental leadership; the effectiveness of the program vis-à-vis the number and quality of faculty, students, staff, and resources; and responses made as a result of the previous program review.

#### Students:

This section should include an evaluation of the quality of undergraduate education; evidence of student learning; student diversity (including people of color and women); admission standards and practices; financial support for students; advising; the use of students in research or as teaching assistants; student internships; completion rates of students in the program; job placement of students after graduation; student enrollment in graduate school; the role of students in program decision-making; and student morale.

#### Faculty:

This section should include an evaluation of the quality and quantity of the faculty; the policies and practices of assessment and evaluation to improve teaching and learning; faculty diversity (including people of color and women); the policies and practices faculty hiring, attrition, retention, retirement, promotion, and development; the quality and quantity of faculty teaching; the quality and quantity of faculty scholarship; the quality and quantity of faculty service; faculty mentoring; and faculty morale.

#### Curriculum:

This section should include an evaluation of the rigor of the curriculum; the appropriateness of the curriculum compared to national trends; changes to the curriculum since the previous program review; the role and responsibilities of the program faculty in improving the curriculum; the ability of the curriculum to prepare 21<sup>st</sup> Century students to live in, work in, and contribute to the improvement of global societies.

#### Resources:

This section should include an evaluation of budget adequacy of the program; appropriateness of physical (e.g., classrooms, laboratories, technologies, study areas, libraries) facilities; any centers, institutes, or other organizations or individuals affiliated with the program; any other interdisciplinary or extradisciplinary agreements and practices affiliated with the program; and the adequacy of staff, student worker, and student researcher support of the program

#### Recommendations:

This section should include an evaluation of the strengths and weaknesses of the academic program; the programmatic alignment with the mission, vision, and values of the institutions; the needs and priorities of the program; ways the program can improve its academic program; and

ways the institutions can better support the program in fulfilling its academic mission.

Please contact the departmental Program Review Coordinator or the Office of the Provost should you have any questions.