

Reviving the Program Review Process

presented by Mount Saint Mary's University,
Los Angeles

Wednesday, October 27th



Mount Saint Mary's University
LOS ANGELES

Agenda

- Institutional Context
- The Problem: Old Program Review Process
- The Solution: New Process
- Lessons Learned
- Future Plans





Who we are:

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ABOUT MOUNT SAINT MARY'S UNIVERSITY

Mount Saint Mary's is the only women's university in Los Angeles and one of the most diverse in the nation. The University is known nationally for its research on gender equality, its innovative health and science programs, and its commitment to community service. As a leading liberal arts institution, Mount Saint Mary's provides year-round, flexible, and online programs at the undergraduate and graduate level. Weekend, evening, and graduate programs are offered to both women and men. Mount alums are engaged, active global citizens who use their knowledge and skills to better themselves, their communities, and the world.

www.msmu.edu



What is your role in Program Review?

- A. Faculty (dept chair, program director, etc.)
- B. IR Staff
- C. PR Committee Member
- D. Administrator (director, provost, dean)
- E. Other



The Problem: Old Program Review Process

- 6 month process
- Departments found own data
- No external reviewers
- No follow-up
- Lost reports



How long is your program review cycle?

- A. Annual
- B. Every 2 years
- C. Every 3 years
- D. Every 4 years
- E. Every 5 years
- F. More than 5 years



Do you involve External Reviewers in your process?

- A. Yes
- B. No
- C. No, but plan to
- D. Do not know




The Solution: New Process

New committee, with IPR representation

- Redefining the Purpose of program review:
 - Collaborative, faculty involvement
 - program improvement
 - not punitive
 - no current PR, can't request new faculty lines
- New Committee Members:
 - Individual responsibilities
 - Support
 - Subcommittees to write reports, provide accolades and recommendations to programs



A two-year process



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Program Review Committee Timeline of Actions

Department/Program Actions			Program Review Committee Actions		
Year	Month	Task	Month	Year 1 of the Review Process	Year 2 of the Review Process
Year 1	August		August		
	September	Programs notified by PRC Chair to begin work on Self-Study; Program Chairs/Directors make appointment with PRC Chair	September	Programs notified that their PR Self-Study is due next Fall	Conduct Faculty and Staff Surveys/ Interviews (IPR / PRC sub-committees)
	October	Make appointment with IPR to review Data Packets	October	Data Packets Available, including Course Evals (IPR)	Self-Study due by October 1st
	November		November		Start drafting PRC Report
	December		December		
	January		January		External Review Visits
	February		February		
	March	Give PRC recommendations for External Reviewers	March	Conduct Student Surveys (IPR)	External Report due March 1 st
	April		April		Share External Review Report with Departments/ Programs and PRC
	May		May		Share Draft PRC Report (Discussion Draft)
	June		June		
	July		July		
Year 2	August		August		
	September		September		
	October	Self-Study submitted to PRC— Due by October 1st	October		
	November	Student Survey results available	November		
	December		December		
	January	External Review Visit	January		
Year 3	February		February		
	March	Revise Self-Study, if needed	March		
	April	Meet with PRC	April	Begin selecting and inviting External Reviewers	Accolades and Recommendations due April 1 st
	May	Addendum, as needed	May	Interim Report from Sub-committees to document Year 1 - due April 30 th	Departments/ Programs meet with PRC
	August	Share experiences at Convocation	August		
	Fall	- Meetings between Departments/ Programs and the Provost - Begin to address recommendations made by the PRC	September		
			October		
			November		
			December		
		January			

- Multiple check-in points along the way
- Advanced schedule

Program Review Schedule: 2019-2024

Semester/Year	Departments/ Programs	Notification by PRC	Self-Study Due	Accolades & Recommendations Due
SP 2019	• English	8/15/19	10/15/19	1/15/20
FA 2019	• Philosophy • MSMU Honors	8/15/19	11/30/19 Ext. 3/1/20	Completed 1/27/20
SP 2020	• RST • Edu/Lib.Studies/ ECE • Social Work	8/15/2019	Ext. 3/24/20 Ext. 12/20/19 3/30/20	Ext. 4/6/20 Ext. 2/10/20 4/6/20
FA 2020 Launch WEAVE	• All UG Nursing • Psychology	1/15/20	10/15/20	12/15/20
SP 2021	• Physical Sciences/Math • Biology	2/15/20	1/15/21	3/15/21
FA 2021: Begin External Review	• Art • FYS • Pre-Nursing	9/01/20	10/01/21	4/01/22
FA 2022: Off Site Review SP 2023: WSCUC Visit	• Business • Film and Media • Hist/Pol. Sci.	9/01/21	10/01/22	4/01/23
2023-2024	• Sociology • Music • LACE	9/01/22	10/01/23	4/01/24
2024-2025	• Languages & Culture	9/01/23	10/01/24	4/01/25

TIME-TABLE

- 1.) Completed Program Reviews Spring 2020
- 2.) WEAVE launched in Fall 2020 and Spring 2021
- 3.) External Review piloted in Fall 2020 by Nursing Department and continued in Fall 2021
- 4.) WSCUC Visit

What tools do you use for Program Review?

- A. Data access
- B. Document management
- C. Surveys
- D. Other (reporting, etc)



IPR Involvement: Provide Data, Conduct Surveys

- Measures and Timelines

Standard Data Set Checklist for Program Review

Program:

Program Review Cycle – Notification Date:

Date Report is due to PRC:

Data	Includes Data from:	Delivery	Date Due to Department/PRC	Status Updates	Notes
Majors/ Minors/ Enrollment	Beginning Fall 2014	Tableau: Department Capacity	October, Y1 - Department	Posted	Created overall for MSMU
Faculty/Student Ratio	Beginning Fall 2014	Tableau: Department Capacity	October, Y1 - Department	Posted	Created overall for MSMU
Class Section Data	Beginning Fall 2014	Tableau: Department Capacity	October, Y1 - Department	Posted	Created overall for MSMU
GPA/ Grades	Beginning Fall 2015	Tableau: Grade Distribution Report	October, Y1 - Department		
Course Eval Data – Department Overall and by Course		Tableau: Course Evaluation Dashboard	October, Y1 - Department		
Persistence		Excel report	October, Y1 - Department		
Completion		Excel report	October, Y1 - Department		
Data from Graduating Student Survey and First Destination Survey			October, Y1 - Department		As needed – not applicable to all programs; Also check with Alumni Office
Student Survey		Qualtrics	Run in Spring of Y1, deliver to PRC subcommittee in Fall Y2		Results go to PRC Also send to Dept. Chair after PR report case by case basis

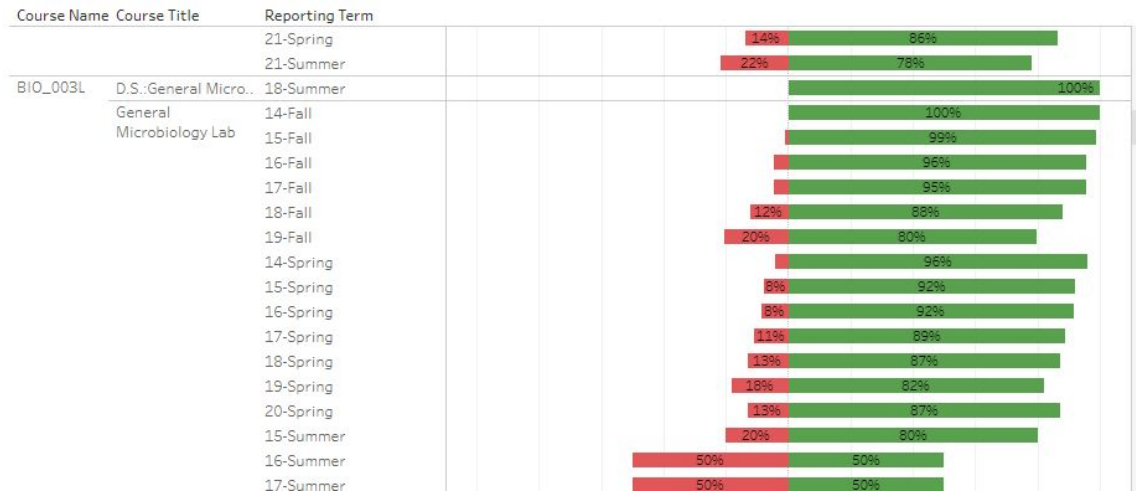
Standard Data Set Checklist for Program Review

Data	Includes Data from:	Delivery	Date Due to Department/PRC	Status Updates	Notes
Faculty Survey		Qualtrics	PRC will send link in Fall Y2		Results go to PRC only
Staff Survey		Qualtrics	PRC will send link Fall Y2		Results go to PRC only
Send Q10 & 11 (student familiarity with assessment) from Student Survey		Qualtrics	Send in March to Michele and Elizabeth		Not for Honors (specific surveys created for them)

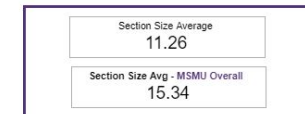
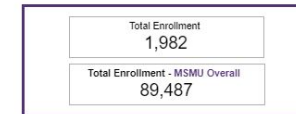
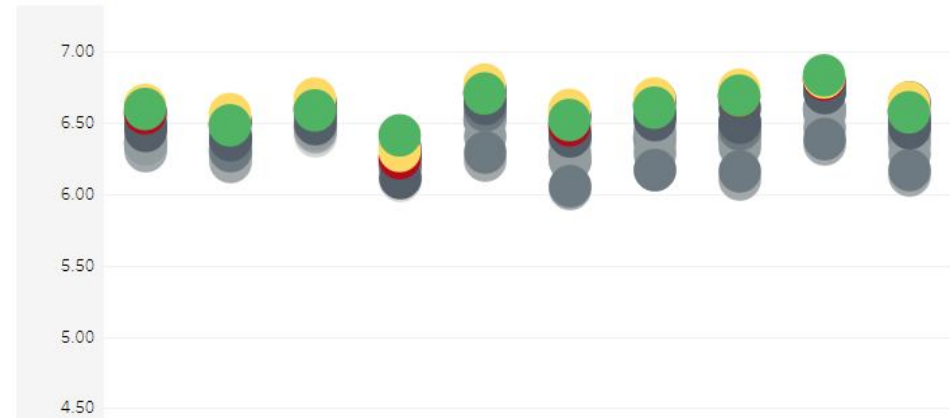
IPR Involvement: Provide Data, Conduct Surveys (Continued)

- Training
- Tableau

UG Overall

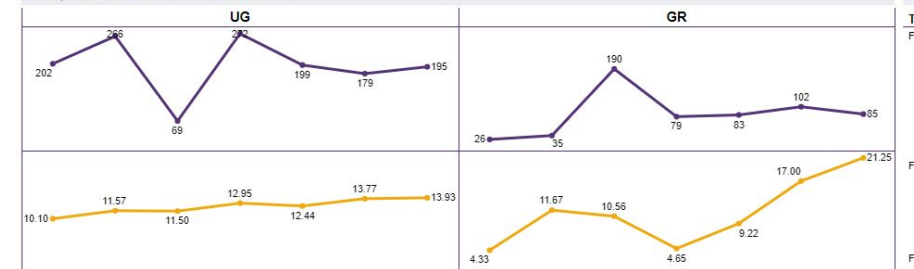


Average Response Scores by Department



Note: Total Enrollments accounts for the number of seats enrolled, or duplicated headcount (ex. One student may be enrolled in six classes, so that student accounts for six enrollments).

Trends in Enrollments and Class Sections Film, Media & Communication



IPR Involvement: Provide Data, Conduct Surveys (Continued)

- Surveys

Q2

Reflecting on your department/program, please rate each of the following:

	1 - Low	2	3	4 - Moderate	5	6	7 - High	🗑️	N/A
A commitment to teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A strong collegial environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for scholarly work and professional development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovation in terms of pedagogy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality in course content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indicators of student success	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integration of full-time and adjunct faculty in the department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-going efforts to strengthen the department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment of the department's curriculum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment of the quality of the major	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment of the quality of the minor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8: What do you perceive to be the weaknesses of the Nursing Department?

Figure 6. Summary of Responses and Sentiment Score for Question 8 using Text iQ Analysis



Comments for Question 8:

I understand this is not for any particular professor, but I will say that the NUR 23 professor answered me in a mean way when I asked her if she would go over the whole midterm questions or just the questions in doubt by my classmates. She replied: "If you want, you can talk to me after class." I just wanted to know if she was going to go over the whole test. That's it. I cannot think of any "weaknesses." I think it is more of what we put in to this program and how we perceive the program to be going, and so far, I have had no issues or any generalized weaknesses that I can bring up at this moment.

External Reviewers



Dear External Reviewer,

Thank you for your interest in serving as an External Reviewer of our _____ department/program at Mount Saint Mary's University.

Following is an outline of what we will be asking you to do and a timetable for completion of the review.

October 1st to January 15th

- As the internal review is being compiled, the External Reviewer will become oriented to the department/program by examining program materials available on the University website, including the catalog entry for the _____ department/program and information about the Mount's Mission and the role of LACE, Liberal Arts Core Education.

January 15th to January 31st

- The External Reviewer will review the department/program's Self-Study and request from the Provost's Office any additional materials necessary for the internal review.

January 31st to March 1st

- The External Reviewer will conduct a virtual site visit of the classrooms, labs, and pertinent spaces at MSMU, led by the Provost's Office and departmental/program faculty.
- The External Reviewer will conduct the following interviews with:
 - several groups of students, or at least 4 students, in the department/program. At least one interview should be devoted to students who are pursuing a minor in the program, if applicable.
 - at least two alumni/ae of the program in the past five years.
 - individual program faculty and the Provost.

March 1st

- **The completed external review report is due.** The external review report will:
 - address each of the major topics in the Self-Study.
 - discuss the virtual site visit and the results of the interviews.
 - make recommendations based on best understanding of the department/program, institutional context, and opportunities for growth and improvement in the larger context of higher education.

If the forgoing is acceptable to you, please let me know. If you have questions or concerns, please advise me and we will work to resolve those issues.

Annual progress reports

The Program Review Committee received and reviewed the attached Annual Program Review Reports from the Departments and Programs which were evaluated during the 2019-2020 AY.

Below is a summary of the needs and requests by specific Departments and Programs. If a Department/Program is not listed, they did not note the need for additional resources and reports by the Provost's Office.

Department/ Program	Recommendations from the Program Review Committee	Progress Made by Department/Program	Resources Needed
EDU	The department should continue the work of a work/life balance concerning faculty members' workload.	This remains a challenge for the EDU Department, particularly in 2020-21 with remote teaching/meeting. Since all faculty wear multiple hats of teaching and directing programs, this will continue to surface as an issue.	The EDU Department reported that additional support staff (coordinators and credential analysts) is likely needed if programs are to grow in size.
PHIL	Evaluate gender equity opportunities.	PHI has been and currently is trying to add a CLT for Amée Soerlio . The current hiring freeze makes this a struggle. As it is, they are down two FTE lines, and when PHI gets the go-ahead to hire, they will actively seek out qualified women candidates.	The <u>PHIL Department</u> reported the need for at least one CLT line to open up, and ideally a tenure-track line.



Weave as repository

Projects / English Department Program Review 2019-2020 / Response: Program Review

In Progress Response: Program Review ✎


Table of Contents —

Standard 4 ▾

Annual Program Review Progress Reports

Description	Instructions	Rubric

Evidence (1 attachment) , drag and drop files to add new

 **ENG Program Review Report 2021.docx**
[Add a description](#)

Select type of report

Program Review ▾

- Education Department Program Review 2019-2020
- English Department Program Review 2019-2020
- First-Year Seminar Program Review 2021-2022
- Honors' Program Review 2019-2020
- MSMU Program Review Template
- Nursing Undergraduate Program Review: 2020-2021



Reporting Out/Transparency

- Subcommittee meeting with Programs
- Provost meets with Dept Chair /Program Director
- Convocation
- PR myMSMU portal



Lessons learned

- What Programs have learned:
 - Identified critical needs – ie, need to increase diversity
 - Student, part-time faculty, staff voices were heard via surveys
 - Increased collaboration
 - More integration of adjunct faculty
- What Program Review Committee Members have learned:
 - Communication with programs should be done early and often
 - Provide training and support
 - Support for the faculty in analyzing the data and also for the sub-committee members for writing their reports
 - Flexibility






Future Plans

- Implement External Reviewer process
- Continue to follow up on recommendations
- Evaluate the entire program review process



MSMU Program Review Templates

https://bit.ly/msmu_programreview

	Annual Program Review Report Template.pdf
	External Review Report Template.pdf
	External Reviewer Contract Template.pdf
	MSMU IPR Standard Data Set Checklist Template.docx
	MSMU-Reviving the Program Review Process.pptx
	Program Review Committee Report Template with Accolades and Recommendations.docx
	Program Review Committee Timeline of Actions 12 April 2021.pdf
	Program Review Schedule 2019-2029 16 September 2021 FINAL.docx
	Program Review Self-Study Template.pdf
	Standards for Evaluating Departments Program and Composing Accolades and Recommendations MS.docx



Questions?



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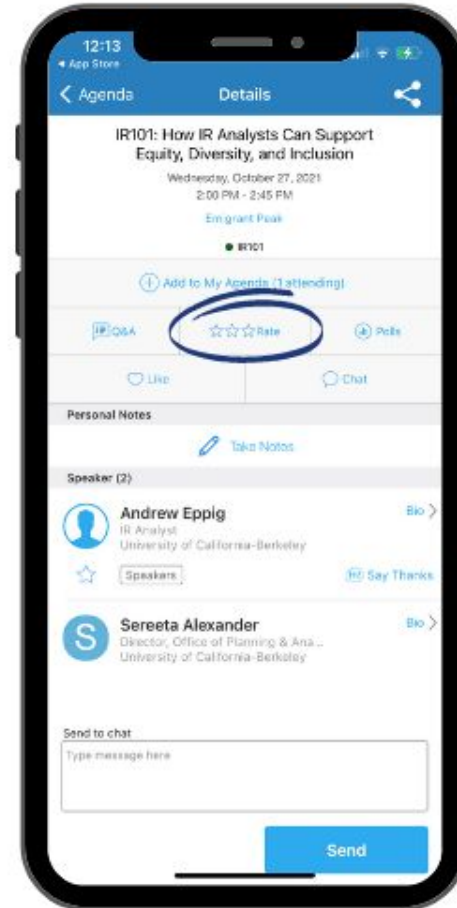
REMINDER: COMPLETE YOUR SESSION EVALUATIONS



OPTION 01

Home - Feedback

- Navigate to the **Home** page
- Click on **Feedback**
- Select **Session Feedback**
- Select the name of the session that you attended



OPTION 02

Agenda - Session

- Navigate to **Agenda** on the bottom menu
- Select session name
- Click **☆☆☆ Rate**