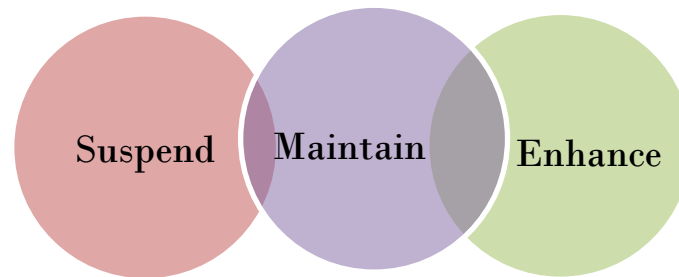# Council for the Advancement of Standards (CAS) in Higher Education's standards for self-study & program improvement

Non-Instructional Department and Administrative Unit PROGRAM REVIEW

Ensuring Excellence in Non-Instructional Unit

Suspend · Maintain · Enhance

Ensuring > Accountability > Excellence

Office of Institutional Effectiveness and Research
Talladega College
Talladega, AL

Purpose

Colleges and universities have done program review for centuries. Program Review is designed to examine, assess, and strengthen Talladega College's instructional and non- instructional activities because program review is a systematic process for the collection, analysis, and interpretation of data concerning a program or department. Program review provides the department or administrative unit accountability by collecting, analyzing and disseminating information that will inform integrated planning, resource allocation, and decision-making processes. It helps Talladega College to understand how our students are learning and whether the unit and academic program are effective and sustainable to support college mission and strategic plan. The purpose of the program review is to evaluate the strengths, weakness of the programs, respond to future challenges, and opportunities to shape the program.

Scope

Every non-instructional unit at Talladega College will be reviewed on a three-year cycle. Unit Head is the key responsibilities to prepare the review process, and Unit Director or Vice President will coordinate to review the process. Each Program Review used CAS (Council for the Advancement of Standards in Higher Education) standards.

The primary goals are to:

- Ensure quality and excellence of student support programs and administrative units.

- Provide a standardized methodology (CAS standards) for review of units.

- Provide a mechanism for demonstrating continuous quality improvement, producing a foundation for action.

- Identify effective and exemplary practices.

- Strengthen planning and decision-making based on current data.

- Identify resource needs.

- Develop recommendations and strategies concerning future directions and provide evidence-supporting plans for the future, within the program or unit, at the college level.

- Ensure that services reflect student needs, encourage student success, and foster improved teaching and learning.

- Provide a baseline document for a demonstration of continuous improvement and use as a reference for future annual program updates.

Assessment in Non-Instructional Units

Outcomes assessment involves systematically collecting and analyzing evidence to determine how well the unit is accomplishing its intended purposes. Outcomes assessment also measures the *quality* and *impact* of the unit's services to its stakeholders and in fulfilling the College's mission.

Expected Outcomes statements are:

- Measurable – the outcome can be observed and verified with evidence

- Aspirational – the outcome describes an improvement the unit intends to achieve

- Beneficial – the outcome supports the mission of Talladega College and the students

- Attainable – the outcome can be accomplished within the available resources

- Stable – expected outcomes are aligned with the mission of the unit.

The Non-Instructional Program Review Team

The Non-Instructional Program or Administrative Unit Review Team at the College is comprised of the following members:

- Department, program or administrative unit Manager.

- Two additional staff members within the department, program or administrative unit.

- All staff within a department, program or administrative unit are encouraged to participate in the Non-Instructional Department, Program or Administrative Program Review process, although participation is not mandatory.

- A college body, such as a validation committee or institutional effectiveness committee, comprised of staff outside of the department, program or administrative unit.

CAS Standards Program Review Assessment Process:

Step 1: Vice President or Director Participation: The Vice President will participate in the program selection process to select which program needs to be reviewed first (Spring-Fall) schedule for the academic year for next three-year program review cycle.

Step 2: Program Self-Study Review

The Unit Director will review program self-study. The Unit Director will be responsible for the preparation of a Self-Study Program review documents as per CAS Standard. The Unit Director is also responsible for adding all the required input on the Program Review

component of the Compliance Assistance (Campus Lab) application. The Office of Institutional effective and Research will set up the entire required document framework at the Program Review website.

Step 3: Vice President Review:

The Vice President (V.P.) of the unit is also responsible for reading the program self-study report with all required documents. The V.P. after reading the program review documents may add another review with comments and recommendation or have the opportunity to add their comments and recommendation. The V.P. can discuss the comments and recommendation with Unit Director and have the opportunity to collect and add justification before going to program review committee.

Step 4: CAS Standards Review Committee Charge:

The Vice President and Office of Institutional Effectiveness and Research will select the CAS standards Review committee members from the instructional and non-instructional unit. The committee will examine all documents developed during by Program director for the review.

The Committee will guide each department undergoing self-study and based on its examination the committee shall prepare its comments and recommendation. These are followed by the Office of Institutional Effectiveness and Research.

Step 5: Provost and V.P. of the Unit Review:

Upon receiving the program review document from Office of Institutional Effectiveness and Research, the Provost/Vice President for Academic Affairs and V.P of the Unit will meet with the Program director and discuss the committee's comments and their recommendations (if any). The Provost/Vice President for Academic Affairs and V.P of the Unit also meet with the President and Vice President of Business and Finance to discuss budgetary planning process or allocation of other resources. Provost/Vice President for Academic Affairs and V.P of the Unit will ask for the action plan from the Program director in response to recommendations (if any). Finally, at the end of the semester, the Vice President shall circulate a summary of the major findings and recommendations for all programs reviewed.

Responsibilities

Phase-1:   **Department Head:**   **Program Name**

- Review the Checklist and develop the plan to prepare the program review report

- Prepare the required Documents and add all supporting documents

- Add all required document electronically on the Campus Lab(Program Review Component) (if available)

- Consult with Dean or other Faculty to assess available resources and arrange the supporting document

Phase-2:   **Program Director: Name of Unit**

- Oversee the preparation of all required documents

- Review the program review report with the program head and provide recommendation and feedback

- Ensure that all documents and reports are submitted to the CAS Standards Review Committee promptly

Phase 3:   **CAS Standards review committee's members**

- Vice President and Provost/Vice President will select the CAS Standards review committee's members

- Review the entire documents and add remarks (if necessary)

- Plan to meet with Unit director and discuss the report

- Visit the facility by sending a note to the Unit directors

- request additional information or clarification if necessary (request can be arranged by e-mail or by communicating with the unit director)

- Add recommendation and provide the time to the unit director to update the report as per committee suggestions and submit again

- Sign the checklist/ program review checklist and send to the Vice President of the Unit with report

Phase 4:   **Vice President and Provost/Vice President Responsibilities**

- Review the program review report and add recommendation, suggestion

- meet with unit head and director to discuss the Committee's recommendation

- meet with other administrators to discuss the resources, program's report

- meet with President to discuss the result

Phase 5:   **Office of Institutional Effectiveness and Research (OIER)**

- Compiles Data for Program Reviews

- Follow-up and coordinate with the Department Head, Deans, Program, committees, and Vice President of the Unit and Provost/V.P.

- Provide template for all required checklist items

- Set the Assessment model at Campus Lab (Program review) or arrange binders with all required template

- Provide Training on how to use Program review component to Unit heads, Directors, and Program review committees

- Save the official report

Program Review Schedule

Name of Program to be Reviewed	Year of Proposed Review
Housing and Residence Halls	Fall 2017
	Spring 2018
	Spring 2018
	Fall 2018
	Fall 2018
Bachelor of Arts in Computer Science & Computer Information Systems	Spring 2019
Bachelor of Arts in History	Spring 2019
	Fall 2019
	Fall 2019

Program Review Calendar:
August 2017- December 2017

Event		Responsible Person	Date
Program Name: Housing and Residence Halls		Unit Head	
Compiles Data for Program Reviews : [Arrange necessary documentations]		Dr. Syed Raza	Nov 10, 2017
Program Review Training for Non-Instructional Units Directors		Dr. Syed Raza	Nov 8, 2017
Unit Director May Begin Working on Program Reviews		Unit Head	
Program Review Completed by Unit Head		Unit Head	
Program Review Completed by Evaluators: Committee's members (at least 3) will be selected by V.P and V.P/Provost.		Program Review Evaluators	
Reviews submitted to Director for Review Reviews completed by Unit Head		Unit Director	
Provost Review Completed and Discussed with President		President and V.P and V.P/Provost	
Review of Recommendations from President and Provost		Dr. Raza, Unit Director, V.P. and Unit Head	
Complete Unit Head Action Plan in Response to Recommendations		Unit Head	

Appendix- A

Council for the Advancement of Standards in Higher Education (CAS) http://www.cas.edu/

- Founded in 1979

- A consortium of 39 higher education associations who work collaboratively to develop & promulgate standards & guidelines and to encourage self-assessment.

CAS MISSION

- To promote the improvement of programs and services to enhance the quality of student learning & development.

- CAS is a consortium of professional associations who work collaboratively to develop and promulgate standards and guidelines and to encourage self -assessment (CAS, 2008).

USES OF CAS STANDARDS

- **Credibility, accountability, improvement:**

    - Program & service improvement; measures of quality and effectiveness; measures of impact on learning

    - Design of new programs & services

    - Restructuring / reorganization

    - Change in leadership

- Institutional self-studies

- Preparation for accreditation

- **Staff development**

- **Academic preparation**

Why Use CAS?

- CAS identifies performance indicators necessary for quality programs and services for students

- CAS is used nationally by many institutions and various member associations providing a helpful baseline for programs and services

- Places student learning and development at the center of its focus