

Student Affairs Program Review FAQ

Q What is Program Review?

A Program Review is an important aspect of the Student Affairs 2003-2007 Strategic Plan continuous improvement initiative. It is a process using organizational performance indicators that will give units the opportunity to:

- 1) examine its current programming, services, directions, and organizational efficiency and resource capabilities;
- 2) validate its strengths;
- 3) identify opportunities for improvement; and
- 4) achieve high level performance results.

In addition, program review is intended to serve as a valuable mechanism for communication in your department, the Office of the Vice President, and with central administration and the trustees.

Q Why is Student Affairs conducting program reviews?

A All university departments have been asked to undergo program reviews on an ongoing basis. The Office of Student Affairs has developed its own model that best fits its needs and timeframes, and has begun a pilot program.

Q When will program reviews begin?

A In 2004-05, the Office of Student Affairs will pilot its review guidelines with two units – the Student Wellness Center and the Schottenstein Center. These units will help to evaluate the effectiveness of the designated approach to Program Review by using feedback to refine the process for future years. All departments will be reviewed on a seven year cycle. A complete schedule is available and can be downloaded from the [main page](#).

Q How much work is involved?

A Program review will require a commitment of time and hard work from all involved. However, this combination of self-study, and review by University faculty/staff/students and external field experts has led to significant and positive organizational outcomes throughout many institutions of higher education. A comprehensive outline of the review process is available online and can be downloaded from the [main page](#).

Q Why did the university begin the Program Review process?

A Following the report of the Ad Hoc Support Units Committee, also known as the Hoffsis Report, the Office of Institutional Research and Planning (IRP) and the University Senate Fiscal Central Services Subcommittee began implementation of a University-wide process of program review for support units. This process is described in detail in the Academic Support Units Program Review Procedures and Rationale Manual. At the same time, the Office of Student Affairs (SA) began developing a process for review of its own units.

Q How is Student Affairs Program Review different than the University's Program Review process?

A The University-wide program review process for support units evaluates VP/AVP areas and selected functional reviews. Student Affairs has developed a program review process that is based on the University process but tailored to more fully meet its needs. In particular the Student Affairs process: 1) conducts reviews at the individual departmental level (27 departments) rather than at the VP/AVP level; 2) incorporates the Baldrige Education Criteria for Performance Excellence and the Council on the Advancement of Standards in Higher Education review criteria into their reviews; and 3) provides a more timely review cycle by coordinating and funding their own unit reviews.

Institutional Research & Planning and Student Affairs have developed a joint proposal that modifies the Student Affairs program review process in ways that will provide the information and procedural coordination needed to support the University process as well as deliver the program review essentials that are important to Student Affairs. Institutional Research & Planning will manage functional reviews involving Student Affairs units. Institutional Research & Planning and Student Affairs believe this process will eliminate duplication of review efforts while strengthening the University's overall support unit program review activities.

For more information, please refer to the detailed documents included on the [main page](#), or contact:

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