

EXTERNAL REVIEW TEMPLATE

As part of the CAS Standards review process, departments are required to conduct external reviews. This evaluation process conducted by an outside reviewer/team is designed to provide insight and feedback on issues and trends within to departmental operations. Please find below a step by step template to assist you through the external review process.

Step 1

Develop external review goals

Goals for the external review process should:

- ▶ Clearly define the purpose and scope of the review.
- ▶ Provide a clear description of what you want and need from the reviewer prior to the visit.

Step 2

Develop a tentative external review timeline

Please find below an example external review timeline.

- ▶ January: Set goals for external review, prepare a timeline, determine budget and identify a potential external reviewer/team.
- ▶ February: Meet with the Executive Director, Administration for Student Affairs and Associate Director of Assessment and Accreditation to discuss budget, goals, timeline, and external reviewer/team.
- ▶ February: Begin agreement process and provide external reviewer/team with report components and reviewer expectations
- ▶ February/March: Gather material for review by external reviewer/team and identify stakeholders to meeting with external reviewer/team.
- ▶ March: Prepare agenda for site visit, send supporting documents to reviewer/team and make visit arrangements.
- ▶ April: Host external reviewer/team.
- ▶ May: External reviewer/team report received (max. 4 weeks after site visit).
- ▶ May/June: Prepare action plan.
- ▶ June: Submit action plan

External Review Goals

1.

2.

3.

Timeline:

Step 3

Identity an external reviewer/team with related knowledge and experience

List potential external reviewer/teams:
(Please include an estimated cost breakdown for each external reviewer/team.)

The external reviewer/team should have the following:

- ▶ Experience conducting departmental reviews
- ▶ Knowledge and experience related to the department
- ▶ Knowledge of CAS Standards
- ▶ Understanding of current higher education issues and trends within the profession
- ▶ Administrative leadership experience.

Step 4

External review budget, goals, timeline and reviewer/team approval

Schedule a meeting with the Executive Director, Administration for Student Affairs and Associate Director of Assessment and Accreditation to discuss budget, goals, timeline and external reviewer/team.

Please submit budget, goals, timeline and list of potential external reviewer/teams with cost estimates to the Executive Director, Administration for Student Affairs and Associate Director of Assessment and Accreditation one week before scheduled meeting.

Please contact 330-672-4050 to schedule meeting.

Budget Approval: _____

Date: _____

Goals Approval: _____

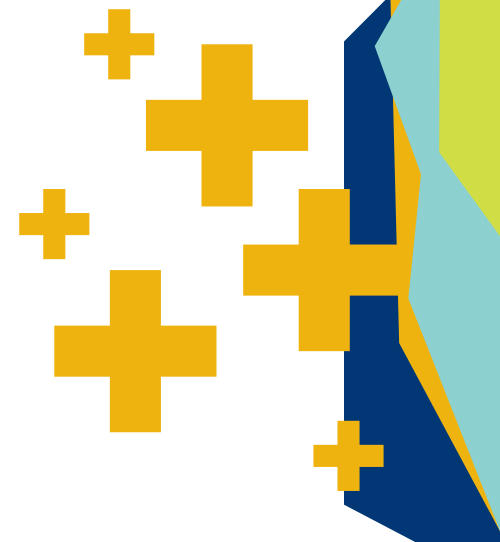
Date: _____

Timeline Approval: _____

Date: _____

External Review/Team Approval: _____

Date: _____





Step 5

Begin agreement process and provide external reviewer/team with report components and reviewer expectations

External reviewer/team role expectations

- ▶ Review all provided materials.
- ▶ Coordinating and execute review.
- ▶ Provide an external review report no later than 4 weeks following site visit.

External reviewer report components

- ▶ Department mission and goals: Insight regarding the department's success in achieving its mission and goals. Also, providing insight into the department's contribution to student affairs' mission and goals.
- ▶ Strengths: Identify processes the department does well.
- ▶ Weakness: Identify opportunities for improvement.
- ▶ Performance evaluation: Evaluate the departments success in meeting intended learning outcomes, goals, satisfaction, financial performance and any other noteworthy performance results. Key performance indicators are essential to evaluating performance.
- ▶ Organizational challenges: Identify challenges the department is currently facing and will face potentially in the future.
- ▶ Additional insights: This section is used to address remaining questions, concerns from the self-assessment and concerns discovered in the site visit.

Step 6

Provide external reviewer/team with appropriate documents for review

Documents include but are not limited to:

- ▶ Department's web address
- ▶ Self-assessment guide
- ▶ Staff vitas/resumes
- ▶ 3-5 year of departmental assessment data
- ▶ Departmental budgets
- ▶ Handbooks, policies, newsletters
- ▶ Assessment measures used by the department
- ▶ Student learning outcomes
- ▶ Mission statement
- ▶ Vision statement
- ▶ Departmental metrics
- ▶ Departmental goals

Step 7

Identify internal and external stakeholders to meet with external reviewer/team

Typically, the site host and the external reviewer/team will collaborate to identify individuals to meet with the external reviewer/team during the site visit. This could include but not limited to students, staff, and faculty that interact with the department and work for the department.

Step 8

Determine external reviewer/team itinerary for site visit

External reviewer/team site visit itinerary should include:

Scheduled times and locations for the reviewer to meet with program identified stakeholders. If the external reviewer/team has provided a list of questions for discussion, provide these in advance to stakeholder.

Time for external review/team to observe the department.

One or more meals with stakeholders.

A debriefing meeting or exit interview with the department leadership. This will allow for a preview of the final report.

Step 9

Host external reviewer/team for site visit

Step 10

Receive and review external reviewer/team report.

Please provide a copy of the external reviewer/team report to the Executive Director, Administration for Student Affairs, Associate Director of Assessment and Accreditation, and the department's reporting senior leadership member.

Step 11

Develop action plan

The action plan should include measurable and specific action items that responds directly to the concerns outlined in the external reviewer/team's report.

An action plan is due to the Executive Director, Administration for Student Affairs and Associate Director of Assessment and Accreditation 8 week after the site visit.