Enrollment Management and Student Affairs Program Review Process

Introduction

As Enrollment Management and Student Affairs professionals we value reflection, continuous improvement, and data-based and informed decision making. Program reviews provide a structured process for self reflection and peer feedback, and are used to ensure documentation of good practice and areas for improvement. All review results will be presented to the Unit Leader, Alignment Leader, and the VP for EMSA for consideration.

Review Process

Included are the broad steps in the review process and the person(s) assigned (or responsible). Each year EMSA will seek 1-2 departments to undergo review.

1. Identify the department to undergo review
2. Identify the review team, as outline below
3. Meet to charge the review team – the VPEMSA and alignment leader
4. Orient the review team to the department under review – dept leader and alignment leader
   a. Department self-study presentation to the review team
5. Review period (2-3 months)
6. Report writing (1 month)
7. Review team presentation of findings to the department and alignment leader
8. Chair of review team presentation to the VPEMSA

Review Team

The review team will consist of 2-3 people from PSU and 1 person external to PSU (if approved by Legal). This will include the Coordinator of Assessment or a designee, and 1 person from the department under review.

Review Team Outline

1. Confirm that the department has established mission, vision, values, goals, and measurable outcomes. Determine if the mission, vision, values, goals and outcomes are aligned with Institutional and EMSA priorities. Identify areas for improvement.
2. Confirm that the department uses appropriate standards (e.g., CAS, ADA, AACRO, NIRSA, ACHA, legal,…) and best practices.
3. Confirm that the department has clearly established outcomes that are data driven. Also identify the means the department uses to determine if these outcomes are met (i.e., assessment plan, evaluations, surveys, etc.).
4. Confirm that the department has administrative structures, practices and resources to ensure delivery of student-centered activities and services (i.e., processes, facilities, technology, systems, and data).
5. Examine policies and practices within the department to determine those that are successful as well as those that need improvement.
6. Confirm that the department has policies and practices to ensure fiscal resources are used efficiently and effectively. Identify areas for improvement.

7. Confirm that the department has established practices to ensure employee success. Identify areas for improvement (i.e., employee hiring, orientation, handbooks, protocols, and training).

8. Confirm that the department has practices that promote sustainability, employee learning, MCOD and assessment.

**Review Team Report (not to exceed 8-10 pages)**

Part I Summary of Finding: Provide a short summary of observations and findings from each area listed above.

Part II Recommendations: Make recommendations regarding possible next steps for the department.

**Self Study Outline (prior to the start of the review)**

1. Gather information regarding mission, vision, values, goals and measurable outcomes for the department. Determine if the mission, vision, values, goals and outcomes are aligned with Institutional and EMSA priorities. Identify areas for improvement.

2. Record or gather information regarding meeting standards (CAS, ADA, AACRO, NIRSA, ACHA, legal,…) and or best practices the department follows. Identify areas for improvement.

3. Record or gather information regarding outcomes the department has identified. Also identify the means the department uses to determine if these outcomes are met (i.e., assessment plan, evaluations, survey). Identify areas for improvement.

4. Record or gather information regarding administrative structures, practices and resources that ensure delivery of student-centered activities and services (i.e., processes, facilities, technology, systems, and data). Identify areas for improvement.

5. Record or gather information regarding policies and practices within the department. Identify any policies and practices that need improvement.

6. Record or gather information regarding policies and practices to ensure fiscal resources are used efficiently and effectively. Identify areas for improvement.

7. Record or gather information regarding practices to ensure employee success. Identify areas for improvement (i.e., employee hiring, orientation, handbooks, protocols, and training).

8. Record or gather information regarding practices that promote sustainability, employee learning, MCOD, and assessment.

9. Self assessment comments regarding the department and/or any information above.