

Program Review Overview: Steps and Roles

Program Review is a faculty-led, collaborative, systematic, evidence-based examination of a program's quality in accordance with KPU's Vision 2023 and Academic Plan 2023.

Specifically, Program Review aims to

- Conduct a detailed analysis of a program's strengths and areas for improvement.
- Determine the efficacy of a program's curriculum and instructional design.
- Evaluate a program's competitiveness, relevance and viability within its discipline/sector.

Program Review is

- One of KPU's quality assurance functions.
- Required by the Ministry's Degree Quality Assessment Board (DQAB).
- Required by KPU's Policy AC3.
- A condition of KPU's membership in Universities Canada.

Program Review Timing

- Degree programs will undergo review at least once every five (5) years.
- Non-degree programs will undergo review at least once every seven (7) years.
- Related programs will be reviewed together.
- The schedule for program reviews is updated on a yearly basis and provided to Senate.



Program Review Process: Overview of Steps and Roles

Program Review is supported by the Office of Planning & Accountability (OPA). The OPA staff who are on-hand to provide support are

- The Manager, Quality Assurance provides planning support, advice and guidance, and ensures the program review team (i.e. the faculty members conducting the review) have the support they need to complete the review in a timely fashion.
- The Research Analyst, Quality Assurance (QA) oversees all aspects of survey research (question design, survey administration and data analysis).
- Other OPA staff as required.

The components of the program review process are specified in KPU's Policy AC3 and include the following:

1. Self-Study
2. External Review
3. Quality Assurance Plan
4. Annual Follow-Up Reporting

To ensure quality standards are met, each component (beginning with the Self-Study) must be submitted to the Senate Standing Committee on Program Review (SSCPR) for approval before proceeding to the next phase of the process. Implementation of the Quality Assurance Plan is not deemed completed until a program can demonstrate, through Annual Follow-Up Reports to the satisfaction of the SSCPR, its substantial completion.

Note: To be considered by the SSCPR, each report must be received by the Quality Assurance Office by the report submission deadline, which is **3 weeks** prior to the SSCPR meeting.

A program review should ideally take a total of 18 months elapsed time from its commencement to the submission of a Quality Assurance Plan. This 18-month timeline includes a range of activities to be undertaken by numerous stakeholders (e.g. Program Review Team, OPA, the Dean, External Reviewers, and the SSCPR). Consequently, the 18-month timeline accounts for data-gathering processes, the submission of documents to the SSCPR, site visits arranged for external reviewers, as well as two months of annual vacation.

The chart on the next page depicts the ideal timeline for all steps of the review (prior to the Annual Follow-Up Reporting).



Program Review Process: Overview of Steps and Roles

Step	Months (Number of Months Suggested for Each Phase in Parentheses)															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Planning	(2)															
Surveys		(3)														
Self-Study			(6)													
External Review								(5)								
Quality Assurance Plan													(4)			

Note: This timeline is plotted out over 16 months to provide flexibility as to when faculty members take their annual vacation.

The steps entailed in each component of the review process are described on the following pages. For each step, the roles of the program review team, OPA staff supporting Program Review, the Dean’s office, and the Senate Standing Committee on Program Review (SSCPR) are described. Please note that steps may overlap. Requests for OPA support should be made to the Manager, Quality Assurance.

The [Program Review SharePoint](#) site contains resources to support the program review process, including all guides, forms and templates referred to below. It also provides the completed and approved reports associated with each step for past reviews. Forms and templates have changed over time, so previous work may not exactly match current requirements.



Program Review Process: Overview of Steps and Roles

Step	Program Review Team	OPA	Dean's Office	SSCPR
1. Planning				
<p>Develop scope and timeline for Review</p>	<p>Review documents provided by the Manager</p> <ul style="list-style-type: none"> ○ Introduction to Program Review ○ Program Review Steps and Roles ○ Message from the SSCPR Chair ○ SSCPR Memo ○ Self-Study Guide ○ Self-Study Template. <p>Provide information about program history, design, opportunities and challenges.</p> <p>Determine research question(s) the program seeks to answer through the review.</p> <p>Provide list of program competencies (program-level learning outcomes).</p> <p>Confirm review timeline.</p>	<p>Manager will</p> <ul style="list-style-type: none"> ○ Provide review documents; ○ Facilitate discussion; ○ Clarify review process; ○ Clarify scope of review; ○ Connect program review team with the Senior Manager, Education Development, Teaching & Learning Commons ○ Help establish timeline for review. <p>The Senior Manager, Education Development, Teaching & Learning Commons can support the program review team in articulating the program competencies and developing the curriculum profile and career pathways map.</p> <p>Research Analyst will participate in planning meetings where appropriate.</p>	<p>Provide input into development of review scope.</p>	

Step	Program Review Team	OPA	Dean's Office	SSCPR
2. Surveys				
Prepare and conduct surveys	<p>Provide feedback on draft surveys.</p> <p>Provide names and email addresses of faculty who should receive the faculty survey.</p> <p>Provide names and email addresses of discipline/sector representatives who should receive the discipline/sector survey.</p> <p>Confirm which student groups should receive the student survey.</p> <p><i>Note: OPA has access to student and alumni contact information; the program review team does not need to provide this.</i></p>	<p>Manager will</p> <ul style="list-style-type: none"> ○ Prepare surveys, ensuring they address issues in scope, in consultation with program review team. <p>Research Analyst will</p> <ul style="list-style-type: none"> ○ Administer online surveys. 		
Provide data analysis	<p>Review survey and administrative data analysis.</p> <p>Submit additional administrative data questions, if needed, to OPA.</p>	<p>Research Analyst will</p> <ul style="list-style-type: none"> ○ Provide survey data analysis; ○ Provide administrative data analysis; ○ Provide advice on data interpretation. 		



Program Review Process: Overview of Steps and Roles

Step	Program Review Team	OPA	Dean's Office	SSCPR
3. Self-Study				
Write Self-Study Report	<p>Review "Self-Study Report Template" (see SharePoint site).</p> <p>Gather documents needed for Self-Study.</p> <p>Draft Self-Study Report.</p> <p><i>Note: The Self-Study should contain recommendations of what issues need addressing; solutions are not expected at this stage.</i></p>	<p>Manager will</p> <ul style="list-style-type: none"> ○ Provide Self-Study Template; ○ Provide Self-Study Guide; ○ Provide guidance and advice, as required; ○ If requested, arrange to have members of the SSCPR provide feedback on draft versions of the Self-Study in advance of formal submission to SSCPR. 	<p>Read drafts of Self-Study Report and provide feedback.</p> <p>When Self-Study is ready for submission, provide Dean's Response to "Questions for Dean/Associate Dean" (see Appendix B of "Self-Study Guide").</p>	<p>Provide feedback on draft version of the Self-Study, if such input is requested prior to formal submission.</p>
Present-Self-Study to SSCPR	<p>Send Self-Study Report to Manager, Quality Assurance at least 3 weeks before the SSCPR meeting.</p> <p>Attend meeting.</p> <p>Answer SSCPR's questions.</p> <p>Revise Self-Study, if required, to obtain SSCPR approval.</p>	<p>Manager will</p> <ul style="list-style-type: none"> ○ Schedule time in the SSCPR meeting agenda for the Report to be discussed; ○ Post Self-Study Report on SharePoint site; ○ Arrange for SSCPR to review Self-Study; ○ Forward SSCPR's members reviewer's notes to Program Review Team ahead of the meeting. 	<p>Attend meeting of SSCPR when Self-Study is discussed (optional, but encouraged).</p>	<p>Prior to meeting, review Self-Study report.</p> <p>During meeting, ask questions, if required.</p> <p>During meeting, discuss and decide whether to approve or ask for specific revisions to meet SSCPR standard.</p>



Program Review Process: Overview of Steps and Roles

Step	Program Review Team	OPA	Dean's Office	SSCPR
4. External Review				
Plan External Review	<p>Nominate external reviewers.</p> <p>Determine date and location of site visit.</p> <p>Plan agenda for site visit (refer to the "Guidelines for a Successful External Review Site Visit.")</p>	<p>Manager will</p> <ul style="list-style-type: none"> ○ Provide External Review team with standards and guidelines for External Review and the Self-Study Report; ○ Provide program review team with "Guidelines for a Successful External Review Site Visit"; ○ Organize external review orientation call for external reviewers and program chair. 	<p>Invite external reviewers.</p>	<p>Review candidates for external review team.</p> <p>Appoint KPU faculty member who will be a part of the team.</p>
Participate in site visit	<p>Host site visit.</p>		<p>Participate as required in site visit.</p>	



Program Review Process: Overview of Steps and Roles

Step	Program Review Team	OPA	Dean's Office	SSCPR
5. Quality Assurance Plan				
Develop Quality Assurance Plan	<p>Review "Quality Assurance Plan Guidelines and Template" (see SharePoint site).</p> <p>Collaborate with faculty and Dean on how to address recommendations in Self-Study and External Review.</p> <p>Develop Quality Assurance Plan according to guidelines using template provided.</p> <p>Revise Quality Assurance Plan, if required, to obtain approval of Dean and Provost.</p>	<p>Manager will provide guidelines and template for Quality Assurance Plan, as well as advice and guidance as required.</p>	<p>Collaborate in development of Quality Assurance Plan.</p> <p>Review Quality Assurance Plan and ask for revisions, if required.</p> <p><u>Together with a Program representative, meet with Provost to discuss the Plan.</u></p> <p><u>Together with Provost, sign off on Plan.</u></p>	



Program Review Process: Overview of Steps and Roles

Step	Program Review Team	OPA	Dean's Office	SSCPR
Present Quality Assurance Plan	<p>Deliver signed Quality Assurance Plan to Manager, Quality Assurance at least 3 weeks prior to the SSCPR meeting.</p> <p>Attend meeting.</p> <p>Answer SSCPR's questions.</p> <p>Revise Quality Assurance Plan, if required.</p>	<p>Manager will</p> <ul style="list-style-type: none"> ○ Schedule time in the SSCPR meeting agenda for the QA Plan to be discussed; ○ Post QA Plan on SharePoint site; ○ Arrange for SSCPR to review QA Plan; ○ Forward SSCPR's members reviewer's notes to Program Review Team ahead of the meeting. ○ Coordinate Dean's and Provost's signatures if the SSCPR requests a revised QA Plan. 	<p>Attend SSCPR meeting to support Quality Assurance Plan.</p>	<p>Read Quality Assurance Plan.</p> <p>Decide whether to approve Quality Assurance Plan or to ask for specific revisions to meet SSCPR standard.</p>



Program Review Process: Overview of Steps and Roles

Step	Program Review Team	OPA	Dean's Office	SSCPR
6. Annual Follow-Up Reporting Annual Follow-Up Reporting continues until a program can demonstrate, to the satisfaction of the SSCPR, substantial completion of the Quality Assurance Plan.				
Prepare Annual Follow-Up Report	Write report on progress of implementation of Quality Assurance Plan to date.	Manager will <ul style="list-style-type: none"> Remind program review team when Annual Follow-Up Report is due; Provide guidelines for Follow-Up report. 	Provide input to the Follow-Up report.	
Present Annual Follow-Up Report	Deliver Annual Follow-Up report to Manager, Quality Assurance at least 3 weeks prior to SSCPR meeting. Attend meeting. Answer SSCPR's questions. Revise Annual Follow-Up Report, if required.	Manager will <ul style="list-style-type: none"> Schedule time in the SSCPR meeting agenda for the Annual Follow-Up Report to be discussed; Post Annual Follow-Up Report on SharePoint site; Arrange for SSCPR to review Annual Follow-Up Report; Forward SSCPR's members reviewer's notes to Program Review Team ahead of the meeting. 	Attend meeting of SSCPR when Annual Follow-Up Report is presented (optional, but encouraged).	Review Annual Follow-Up Report. Decide whether to approve Annual Follow-Up Report or to ask for specific revisions to meet SSCPR standard. Decide whether the annual follow-up reporting should continue the following year.