

## **Overview of Program Review Process:**

### **Finance & Administration/Student Affairs/Hybrid Programs**

Program Review is a five-year continuous-improvement cycle. The framework is structured as a self-study to evaluate and enhance the quality, currency and effectiveness of your program and services. It provides the opportunity for thoughtful reflection, inquiry, goal setting, assessment and strategic planning. The objective is to engage faculty, staff, managers, students and peer reviewers in:

- Assessing quality, effectiveness, and alignment with Lane's mission
- Building shared vision
- Meeting the needs of our students, college and community
- Identifying and understanding benchmarks and key performance indicators
- Understanding our operating environments, strengths, strategic issues and opportunities
- Developing strategies, goals and objectives for the future
- Evaluating and recognizing progress toward goals

Program faculty, staff, students and other stakeholders develop a shared vision and understanding of their program and services then create a five-year strategic plan. This plan informs collegewide planning, resource allocation, projects and initiatives. Program Review is the primary mechanism to ensure the work of departments and divisions is optimally aligned with the college's vision, mission and strategic directions, accreditation standards, employer needs, and relevant national, state and local benchmarks.

### **Steps of the Process**

1. During the first year, program faculty, staff, students and managers begin the self-study. The process is based on inquiry and analysis using quantitative and qualitative data.
2. Once the team has completed the self-study process, a peer reviewer is invited to visit and provide external perspective and input.
3. The final program review document, including peer comments, recommendations, action plans, and goals and objectives, is submitted to the administrative program review team and responsible executive administrator for feedback and response.

### **Essential Elements**

The following elements should be included in all program reviews:

#### **Program/Department Information**

*Include program mission and core purpose, description of services and operations, financial/budgetary information, staffing and an organization chart.*

#### **Environmental Scanning**

*Identify key national, regional, local, college, departmental, economic, political, demographic and/or technological trends that have or are expected to have a significant impact on your program and students. Impacts may be challenges or opportunities to explore.*

### **Key Performance Indicators**

*Describe the key performance indicators used to assess the quality and effectiveness of your program relative to its core purpose and the college mission. Address collegewide institutional indicators that are related to your program.*

### **Key Findings and Recommendations**

*Articulate key findings that arose from the review process. Identify and prioritize recommended strategies and opportunities for program improvement. For each recommendation, include a high-level feasibility analysis, to include required resources and other considerations.*

### **Peer Reviewer Comments and Recommendations**

*Include comments and recommendations from an external peer reviewer.*

### **Support**

Institutional Effectiveness ([www.lanecc.edu/pie](http://www.lanecc.edu/pie)) will provide customized support throughout the process. Some of the support services you can call on include one-on-one and group consultations; project management planning; facilitated appreciative inquiry sessions; specialized data gathering, analysis and presentation assistance; other tailored support to meet your specific needs.

For more information and detail about program review, please see:

<https://www.lanecc.edu/programreview>.