

Program Review Steering Committee

Procedures Manual

Original Draft – September 2023

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**Purpose**

The program review process is a five-year program-level, summative evaluation, planning and improvement cycle to hone mission delivery for improved outcomes with an emphasis on serving students better. Collin College's program review process provides a framework for review, evaluation, and formulation of goals for each institutional program and functional service unit cluster. As a process, it engages faculty, staff and administration as stakeholders in institutional evaluation, planning and resource allocation.   
   
Program Evaluation is achieved by rolling up four years of Continuous Improvement Planning including identification of program or service unit outcomes, assessment to determine the extent to which these outcomes are achieved, use of the assessment results to improve outcomes, and documentation that the outcomes were improved. In addition, data for program performance indicators, generated by the Office of Institutional Research are considered to determine overall program success in achieving standards for course retention, course success and program completers.   
   
Educational Planning is undertaken as programs review and update their outcome goals, their curriculum, and delivery mechanisms considering local current and future market demand, area wages, and employer input through Advisory Council and professional associations' consultation. These plans are integrated into the Academic Master Plan. Service Unit planning focuses on reviewing and planning improvements in customer satisfaction, effectiveness and efficiency. These plans are integrated into the Infrastructure and Student Development Master Plans.  
   
Finally, Resource Allocations are aligned with program review findings regarding individual program or unit budgets, facilities, and staffing. Resource needs are addressed, and program goals are adjusted accordingly. This information is integrated into the institutional budgeting process and the Development Master Plan.

The Procedures Manual exists to provide guidance and continuity to Program Review Steering Committee business.

The Procedures Manual should be regularly reviewed by the Executive Committee and may be revised as situations warrant.

**History**

The Program Review Steering Committee (PRSC) was created in Fall 2013. This was a change in process from Collin College’s previous program review procedure. The PRSC was made up of faculty, staff and administrators throughout the district with representatives from each campus and the committee was to begin the work of reviewing submitted program review reports to ensure compliance and make recommendations in Spring 2014. Since the creation of the PRSC, the processes have evolved and the committee is involved not only in reviewing the program reports, but also in improving the procedures and processes of the group.

In the first year of the new process (2013-2014) it was decided that three members of the PRSC would review each of the program units so if there were disagreements about the review a third member could act as tie-breaker. The PRSC also discussed the assignments of programs to reviewers and noted that those on the committee, if involved with a program, should not be a reviewer of that program as it could be seen as a conflict of interest. The majority of the PRSC’s work would be done in the Spring since the program reviews are due in early spring and the process to review them would be completed prior to the end of spring semester. Once the final executive report of the programs reviewed that cycle was completed, the PRSC would meet to review the process and discuss improvements for the entire process.

Over the years of the PRSC, the committee has become more involved in updating the templates and rubrics for program review, building on what worked and what did not work as well over the previous cycle. Sub-committees have been involved in updating templates, rubrics, and helping with training those that are writing and submitting their program’s reviews and training the members of the PRSC on how to review the submitted reports. There have been different versions of templates as we at the college strive for continuous improvement in our programs and in reviewing program reports.

The committee makes its recommendations to the Collin College leadership team at the end of each cycle in the PRSC Executive Report.

Current and Past Co-Chairs:

Gage Waggoner.................................................2023-2026

Brandy Fair ….................................................2022-2025

Lydia Danton …..............................................2021-2024

Andrea B. Szlachtowski ….............................2020-2023

**Membership**

The Program Review Steering Committee (PRSC) shall consist of representatives from the Institutional Research Office (IRO), two co-chairs, the outgoing chair, and faculty, staff, and administrator representatives from across the district.

The number of faculty, staff, and administrator representatives will vary based on the number of programs to review for the academic year. (Each program will be reviewed by three members of the PRSC)

The Executive Committee will annually evaluate committee members to ensure proportional and adequate representation. The Executive Committee will request nominations for additional representatives (when needed) from the Campus Provosts or Vice President. Representatives are nominated by Campus Provosts or Vice Presidents and selected by the IRO representatives to ensure proportional and adequate district representation.

Co-Chairs serve two-year terms and one year as outgoing chair.

After leaving the co-chair position, an individual is immediately eligible to serve as a representative. At least one academic year must elapse before a former co-chair may again be elected.

Representatives serve three-year terms.

A representative may serve two consecutive three-year terms (six years) after which he or she is ineligible for re-appointment for one year. (Representatives may continue based on campus representation needs.) A member may run for co-chair during or after one year of service.

**Executive Committee**

A co-chair shall be elected at-large from the Program Review Steering Committee representatives annually.

The Executive Committee includes two Institutional Research Office (IRO) representatives, two co-chairs, and outgoing chair totaling five members.

The IRO representatives serve as an advisor to and ex-officio member of the Program Review Steering Committee.

Terms of co-chair office shall be June 1 – May 31. A newly elected chair is officer-elect from the date elected to June 1.

Institutional Research Office (IRO) Representatives (2)

Serves on the Executive Committee as Ex-Officio.

Maintains schedule of programs due for review.

Communicate with deans/directors about program status.

Tracks representative term limits, position, program/unit, and campus.

Maintains calendar of deadlines, reviews, etc.

Submits requests to Campus Provosts for representative nominations (when needed).

Presides at Program Review Steering Committee (PRSC) meetings.

Maintains data/archives on the PRSC web portal.

Records/Posts minutes of the PRSC meetings.

Participate in program review evaluations.

Prepares the Executive Summary and Final Report for the Program Review Cycle.

May delegate responsibility to other representatives as needed.

Serve on any existing sub-committees.

Co-Chairs

Serve on the Executive Committee.

Surveys the Committee Representatives for meeting availability.

Prepare and Present Mandatory Training session for new representatives.

Presides at Program Review Steering Committee meetings.

Has the authority to call special PRSC meetings.

Develops the agenda for all PRSC meetings.

Participate in program review evaluations.

Review documents/web links for accuracy.

May delegate responsibility to other representatives as needed.

Representatives

All representatives are expected to attend the training, scheduled Program Review Steering Committee meetings, and special meetings as scheduled by the Executive Committee. Representatives need to contact one of the co-chairs at least 48 hours in advance if unable to attend a meeting. Representatives can request a class substitute and/or alter office hours if necessary to attend meetings. Notify your supervisor immediately if these requests are needed. A representative may request a one-semester leave of absence for sabbatical, medical, or family leave.

A co-chair will reach out to a representative (and possible supervisor) if the representative has not completed required training and/or missed two meetings to determine if the representative can continue to serve.

**Timelines**

All Program Review Meetings and Reports should be completed by the end of April. Below is a sample timeline for an academic year. Please visit the PRSC web portal for current deadlines.

**Schedules**

**CIP (Continuous Improvement Plan) Schedule 2023-24**

|  |  |  |  |
| --- | --- | --- | --- |
| **CIP Year 2** |  | **CIP Year 4** |  |
| **Date** | **Activity** | **Date** | **Activity** |
| 08/01/2023 | Final Program Review Reports posted to intranet | 08/01/2023 | Final Program Review Reports posted to intranet |
| 10/31/2023 | IRO completes preparation of data for this year's program reviews and posts on the intranet | 10/31/2023 | IRO completes preparation of data for this year's program reviews and posts on the intranet |
| 02/16/2024 | CIP Report due to Deans or VPs for approval (Deans/VPs may require submissions at their own, earlier due date) | 03/01/2024 | CIP Report due to Deans or VPs for approval (Deans/VPs may require submissions at their own, earlier due date) |
| 03/01/2024 | CIP Report due to the Institutional Effectiveness department | 03/15/2024 | CIP Report due to the Institutional Effectiveness department |
| 03/15/2024 | CIP Reports posted to the web portal | 03/29/2024 | CIP Reports posted to the web portal |

**Program Review Schedule 2023-24**

|  |  |
| --- | --- |
| **Date** | **Activity** |
| 08/01/2023 | Final Program Review Reports posted to intranet |
| 10/31/2023 | IRO completes preparation of data for this year's program reviews and posts on the intranet |
| 11/7/2023 | Revisit/Revise Presentations from Spring 2023. |
| 01/15/2024 | Program Review Reports due to Deans or VPs for approval (Deans/VPs may require submissions at their own, earlier due date. |
| 02/01/2024 | Program Review Reports due to the Institutional Effectiveness department |
| 04/21/2024 | Steering Committee completes reviews of submissions. |
| 05/03/2024 | Executive Summary and Program Review reports provided to Executive Vice President and supervisory chain as appropriate. |
| 06/24/2024 | Deans, Associate Deans, and Program Directors of units undergoing fifth-year review complete authoring team appointments |
| 08/02/2024 | Program Review Reports posted to the web portal. |

**Meetings**

The Program Review Steering Committee will host the new representative training the week before the start of the spring semester. New representatives are required to attend. The returning representatives' attendance is optional. This training will be conducted in a face-to-face format (unless otherwise noted) for optimal success.

A co-chair will send a survey to all representatives to determine the best days/times for the majority to meet to present program reviews during the spring semester. A meeting schedule will be set based on survey results. The number of programs to review will determine how many meetings are required each cycle. Meetings to present program reviews will occur online. Meeting dates and review assignments are posted on the IRO web portal for the Program Review Steering Committee.

All representatives are expected to attend all meetings. A quorum (majority) of representatives is required to conduct business and voting. The order of the programs being reviewed during the meeting dates can be adjusted if there is a scheduling conflict with the review team. The IRO representative should be notified as soon as possible about schedule conflicts. Representative can request a class substitute and or alter office hours during these meetings if necessary. Notify supervisor immediately if these requests are needed.

All representatives will be selected on a review team at random. If a representative has a direct connection to the program, they must notify the IRO representative to get reassigned immediately. Every effort will be made by the Executive Committee to avoid these conflicts of interest.

A representative must recuse themselves from voting in the following circumstances: 1) the program review is about their discipline/department, 2) authored the program review document, and/or 3) supervise the discipline/department under review. Anyone needing to recuse themselves during the voting of a program review must contact an IRO representative on the Executive Committee at least 48 hours before the meeting to ensure quorum expectations are met.

Anyone outside of the PRSC membership interested in addressing the committee should ask a co-chair in advance to be included on the agenda.

**Procedures**

Teams of three committee members (one person serves as senior reviewer)

1. Will be assigned to a Program Review.
2. Will analyze Program Review document and make written recommendations using the appropriate Program Review Checklist, Steering Committee Review Rubric, and Composite Heatmap.
   1. Senior reviewer
      1. Must be either a seasoned member and/or undergo sufficient training to serve as senior reviewer (Cannot be an IRO representative).
      2. Is responsible for assimilating all reviews into one document and making a verbal presentation to the PRSC using the Steering Committee Review Rubric Composite and a Composite Heatmap.
      3. Makes any requests for additional information/clarification.
      4. Makes the recommendation on behalf of the review team.
3. The PRSC representatives vote on the proposed recommendation from the review team.
4. After all program presentations are completed, the IRO representative will notify all District Discipline Deans whose programs were up for review when all information and summaries are completed and uploaded to the PRSC website <https://inside.collin.edu/institutionaleffect/templatesandforms.html>
5. It will be the District Discipline Dean’s responsibility to follow up with their program authoring teams for any updates, corrections, and Revise and Resubmit by the timeline posted on the IRO website.
   1. The Revise/Resubmit presentations can receive up to an Accepted w/Suggestions rating on their second review.

**Appeals Process**

1. Once the IRO representative has notified the District Discipline Deans of the PRSC’s determination, programs or units will have seven business days to submit a written request for an appeal to the PRSC Co-chairs.
2. For an appeal to be valid, the program or unit’s appropriate supervisor(s) and program review author must collectively review the meeting recording/minutes and submit the PRSC appeal form.
3. Upon receipt of a timely and valid appeal, the PRSC Co-chairs and three committee members who made the recommendation shall meet and decide to confirm or change the determination.
4. If the PRSC Co-chairs and three committee members who made the recommendation confirm the determination, the PRSC Co-chairs will schedule an appeal meeting between the appropriate supervisor(s), PRSC Co-chairs (only one required), and the three committee members who made the recommendation (senior reviewer required).
5. The options for the conclusion of the appeal meeting are:
6. All parties agree no change of the PRSC’s determination is necessary
7. All parties agree on a change of the PRSC’s determination
8. Parties disagree on the current determination but no further action is requested
9. The results of the appeal meeting are final. The IRO representative will notify the program or unit’s appropriate supervisor(s) and program review author of the PRSC’s final determination.

**Sub-Committees and Ad Hoc**

The Program Review Steering Committee (PRSC) will create sub-committees and ad hoc groups to address concerns or complete tasks as needed. Sub-committees consist of a few representatives to prepare content and report findings back to the Executive Committee of the PRSC. The following committees are frequently needed to address continuous improvement and changes in the PRSC process. In addition, subcommittees will check web links for accessibility. However, the committees may not need to meet each term. Also, additional committees can be created as the need arises.

Subcommittees will present work to the PRSC executive committee for consideration and approval. Once approved, the subcommittee will present its final products to the PRSC committee for information-sharing purposes.

*Heatmap/Rubric Committee*

Each PRSC team uses the prescribed rubric and heatmap to evaluate their review documents. Both tools guide how to evaluate a program, assess the quality of answers, and ensure a fair evaluation of all program submissions.

*Procedures Manual Committee*

The Procedures Manual includes the goal of the PRSC committee, timelines throughout the academic year, review and meeting procedures, representative expectations, and responsibilities of the Executive Committee, Co-Chairs, and the Institutional Research Office. The Executive Committee should regularly review the Procedures Manual, which may be revised as situations warrant.

*Template Committee*

Program Review Steering Committee templates provide a step-by-step guide for authors writing program reviews. Each template section includes a series of questions, examples of information to include, and where to find data and resources to include supporting evidence.

*Training/Videos Committee*

New representatives are recruited to replace outgoing members each year. The PRSC will host a training session before the start of the spring semester to help a new representative become acclimated to their role on the committee. In addition, the PRSC developed training materials and videos for additional information and reference for all representatives.