External Review Site Visit:

Planning a Successful Site Visit

Contents

The External Review Site Visit

The *External Review* is the second stage of a KPU Program Review. It comes after the *Self-Study Report* has been approved by the Senate Standing Committee on Program Review (SSCPR) but before development of the *Quality Assurance Plan*. The *External Review* provides an external assessment of the validity of the *Self-Study Report*.

The Site Visit is to ensure the External Review Team has sufficient information upon which to base their assessment.

External Review Team

The External Review Team consists of three people: two discipline/sector representatives (at least one of whom is an educator from a similar academic program at a different institution) and a KPU faculty member from a different program. They are expected to:

Review the program's completed *Self-Study Report* (which they will receive prior to the visit);
Participate in a 30-minute-long teleconference call (organized by OPA; the Program Chair is also invited to join the call) prior to a site visit;
Participate in a day-long site visit with the program's faculty, administrators, alumni and students;
Complete an *External Review* (an *External Review Template* is provided).

Who is Involved

Faculty from the program will lead the site visit and host the External Review Team. Other parties providing support include the Dean's Office, Office of Planning & Accountability (OPA) and the Senate Standing Committee on Program Review (SSCPR). Here is a breakdown of tasks and responsibilities.

Suggested Timeline	Task	Responsibility	Notes
3 months before site visit	Nominate Reviewers	Program	Nominate at least 6 Reviewers (external to KPU) using the nomination form provided
	Determine Date	Program	Determine the date and campus location of the site visit
	Approve Reviewers	SSCPR	Approve and rank the nominated Reviewers
	Invite Reviewers	Dean's Office	Invite the top 2 ranked External Reviewers
2 months before site visit	Select KPU Reviewer	SSCPR Chair	Invite a KPU faculty member from a different program (typically from a program that has undergone review and is part of a different faculty) to join the External Review Team
	Orient Reviewers	OPA	Plan a conference call with all three Reviewers to discuss their roles and responsibilities
	Provide review documents	OPA	Send Reviewers the *Self-Study*, *External Review Template* and *Guidelines for External Review Teams*
	Plan Visit	Program	Organize and host the visit. This includes developing the agenda for the day, booking rooms, inviting participants and ordering refreshments

Planning

Who will be Part of the Site Visit?

The following people should be invited to meet the External Review Team. (Please provide them with ample time to confirm their availability.)

Advisory Board Members (if available; they can participate in person or remotely)
Alumni (they can participate in person or remotely)
Central and/or Degree Advisor (consult with the Dean as to which Advisor should be present)
Current students
Current faculty
Dean and/or Associate Dean
Program Chair (if s/he is not already part of the Program Review Team)
Program Librarian

Planning Notes

Advising/Student Affairs

Consult with your Dean as to which Advisor should be present (a Central Advisor, Degree Advisor or both). If a Central Advisor is required, please contact Herbie Atwal (Manager, Academic Advising) at Herbie.Atwal@kpu.ca.

Alumni

OPA can help you reach out to alumni. Send us the invitation wording. The invitation should explain how you expect alumni to participate (via Skype, conference call, a face-to-face meeting, etc.) It should also include the name and contact information of the person who will be coordinating the RSVPs (e.g. a program assistant or Dean's assistant). OPA will reach out to the alumni who were contacted for the alumni survey on your behalf.

Dean's Office

If you need administrative help in planning the visit, consult your Dean or Associate Dean and ask if a Dean's Assistant is available to provide support.

Library Liaison

If you are unclear who your library liaison is, please ask Allison Richardson at Allison.Richardson@kpu.ca. She is a librarian who serves on the SSCPR and can point you in the right direction.

Logistics

Food

The External Reviewers should be provided food (breakfast, lunch and non-alcoholic refreshments) during their visit. OPA will contribute up to $200 (pending available budget) for refreshments served on the day and will transfer those funds to the appropriate account (the Dean's Assistant will have this information) after the site visit. Once the visit is over, please provide Melike Kinik-Dicleli at Melike.Kinik-Dicleli@kpu.ca with the following:

Codes for where the funds should go:
- ORG code and name associated with ORG code
- Account code and name associated with Account code

Electronic copy of actual invoice

If the program needs additional funds for food, please consult the Dean/Associate Dean. OPA's budget is limited and must accommodate other programs across the institution undergoing site visits.

Parking

If the Reviewers who are external to KPU are driving to campus, electronic parking passes will need to be arranged. The Dean's Assistant can set these up.

Room and Technology

Please book a meeting room or classroom where the External Review Team can work and meet alumni, faculty, etc. The room should have appropriate technology (usually a computer; if guests are participating remotely, please ensure the computer is set up with internet, Skype, etc. and/or that a phone is available for use). IT can provide assistance if required.

Tips for a Successful Site Visit

These tips were provided by programs that have already completed their External Review Site Visit.

Allow for time between meetings as some meetings may run late.

Budget an hour for the meeting with the Dean or Associate Dean.

Assign a program representative with the task of keeping reviewers on track and on schedule. This representative should also shepherd guests from one meeting to another.

Ask representatives from the Library, Advising and Student Affairs to bring handouts.

Provide each External Reviewer a KPU folder with key documents (this could include KPU's latest VISION and the Academic Plan, additional information about the program, course outlines -if requested - etc.)

Provide External Reviewers with the names of those who will be joining them throughout the day (e.g. students, alumni, advisory board members, etc.)

Encourage open discussion of the program's strengths and weaknesses.

When Reviewers are talking to students and alumni, for instance, it would be best not to have program representatives present.

Ask the Reviewers if they would like times to confer with each other or with guests alone.

Ensure Reviewers have time alone with each other to discuss their findings

Sample Agenda for External Review Site Visit

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Kwantlen Polytechnic University

PROGRAM NAME

External Review Site Visit
DATE – LOCATION

Thanks to External Reviewers:
NAMES TO BE ADDED

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9:00– 9:30:	Breakfast, Introductions, Program Overview
9:30 – 10:15:	Interview with Program Chair
10:15 – 10:30:	*Break*
10:30 – 11:00:	Tour of Program Facilities
11:00 - 11:30:	Meet with University Services Panel (Library Services/Student Services/Central and/or Faculty Advising etc.)
11:30 – 12:30:	Meet with Students
12:30 – 1:30:	Working lunch with Program Faculty
1:30 – 2:30:	Meet with Dean
2:30 – 2:45:	*Break*
2:45 – 3:30:	Meet with Advisory Board/Alumni
3:30 – 4:00:	Final Meeting with Program Chair
4:00 – 4:30:	External Review Team meets to discuss findings and coordinate their Review