



## **External Review Site Visit:**

# **Guidelines for External Review Teams**

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*OFFICE OF PLANNING & ACCOUNTABILITY  
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## 1. Overview

Program Reviews at KPU are conducted to assess program quality, mandated by KPU Policy AC3 and overseen by KPU's Senate Standing Committee on Program Review. The External Review, a key step in KPU's quality assurance processes, is the second stage of Program Review. It follows the submission of a Self-Study Report written by faculty representing the program under review. The Self-Study Report defines the scope of the review, determines the focus of the External Review and informs subsequent Quality Assurance Planning. The External Review seeks to validate the Self-Study and provide external perspective on program quality. The External Review Team should consist 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.

## 2. Role of the External Review Team

The External Review Team is responsible for the following:

- **Reviewing** the program's completed Self-Study Report to ensure it is in accordance with KPU's Program Review standards;
- **Participating** in a 30-minute-long teleconference call prior to a site visit;
- **Participating** in a day-long site visit with faculty, administrators and students of the program;
- **Collaborating** with other members of the External Review Team in the completing of the External Review Template (to be provided).

## 3. External Review of the Self-Study Report

The Self-Study Report – which will be provided to the External Review Team prior to the site visit – must include an overview of the program, the scope of the review and a robust, data-supported, analysis of programmatic quality. A good Self-Study draws upon information collected from surveys and administrative data and proposes rational recommendations based upon an evidence-based assessment of the following programmatic areas:

- Program Currency and Connections (Chapter 2),
- Quality of Curriculum Design (Chapter 3),
- Quality of Instructional Design (Chapter 4),
- Quality of Services, Resources and Facilities (Chapter 5).

#### **4. Site Visit**

A day-long site visit will be scheduled at a time suitable for the External Review Team and program stakeholders. Prior to the site visit, KPU's Manager of Quality Assurance will arrange a conference call with the External Review Team. During the call the Team will: a) identify a Chair; b) review a draft agenda (which will be provided) for the site visit; and, c) discuss other relevant logistics. OPA will also liaise with out-of-town team members to discuss travel and accommodation.

During the site visit, the External Review Team will meet with students, faculty, staff, administrators and external stakeholder groups to seek their input. The External Review Team will have meeting space and other resources so they can work on the External Review Template.

Following the site visit, the External Review Team should submit relevant expense claims (using a form which will be provided) to the Manager of Quality Assurance. Expense claims must be submitted within two weeks of the visit.

#### **5. The External Review Template**

Following a review of the Self-Study Report and the site visit, the External Review Team is expected to produce an independent, arms-length assessment which answers the following questions:

- Are the programmatic strengths and weaknesses identified in the Self-Study Report supported by data and on-site findings?
- Are recommendations presented in the Self-Study Report supported by data, a clear rationale and on-site findings?
- Does the Self-Study Report have appropriate scope, as articulated by the Self-Study Guide?
- Does the External Review Team have further recommendations for program improvement?

The External Review Team will use the External Review Template to complete this assessment and answer the questions above. The External Review Team must maintain confidentiality with regard to their findings before, during and after the site visit. When completing the Template, the External Review Team must not name or identify any individual; all comments should speak to the program. Kwantlen Polytechnic University can be referred to as "KPU" or in full. Please do not refer to the institution simply as "Kwantlen," as that is the name of the First Nation band. The completed External Review Template will be made available on KPU's internal program review site. Therefore, please review the document carefully to ensure that it is free from spelling, syntax and grammatical errors. The External Review Team must submit the completed template to the Manager of Quality Assurance, within four weeks after the Site Visit. The Manager will forward the document to the Senate Standing Committee on Program Review for review. Please direct any questions you may have to the Manager of Quality Assurance.