

Current as of March 12, 2012

Weber State University Information Technology



Program Review Handbook

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Weber State University Mission Statement

Weber State University provides associate, baccalaureate and masters degree programs in liberal arts, sciences, technical and professional fields. Encouraging freedom of expression and valuing diversity, the university provides excellent educational experiences for students through extensive personal contact among faculty, staff and students in and out of the classroom. Through academic programs, research, artistic expression, public service, and community-based learning, the university serves as an educational, cultural, and economic center for the region.

Information Technology Division Mission Statement

The Information Technology Division provides information technology services and solutions that support and enhance Weber State University's academic programs, operational functions and support services.

Purpose of Program Review

The purpose of a program review is to provide a comprehensive evaluation of units within our division on a five year cycle. Program review is a reflective process that allows for an introspective look at our structure and services and allows us to see areas that we are doing well in and areas that we can improve upon. Program review also serves to assist in strategic planning and goal setting; therefore, it is imperative that weaknesses, as well as strengths, are thoroughly vetted out in the self-study report.

Goals of Program Review

1. To ensure that each unit is providing high-quality, effective programs and services
2. To continually strive to improve WSU information technology programs and services
3. To demonstrate alignment with the division and university mission, as well as the university core themes and objectives through an evidence-based process
4. To create action plans and identify important initiatives to be used in strategic planning for the Information Technology Division and units within the division
5. To increase knowledge and understanding of the division as a whole within Information Technology and across the university

Each unit will go through the program review process on a five-year cycle. As this is an intensive process, all unit members should play an integral part. Each unit will complete a self-study document (see page 7) that addresses not only unit data and statistics but also unit needs and areas of strength and those needing improvement.

Program Review Process

The program review process is a reflective process taking an in-depth look at units within the division. Each unit will be responsible for preparing a self-study document, selecting the site review team, and implementing an action plan after consultation with its ITRC representative and the Vice President for Information Technology.

Timeline

The timeline for the program review process is largely dependent upon the individual unit. Each unit will be reviewed on a five-year cycle with the specific date to be set during the academic year specified in Appendix A. The specific date will be decided by your unit in collaboration with your Information Technology Review Council (ITRC) representative and the review coordinator.

A letter will be sent to your department by the Vice President for Information Technology approximately six months prior to your site visit to schedule exact dates; although, your unit will know in advance when your review is approaching (see Appendix A) and may begin preparing at any time.

Upon receiving a letter informing your department of your upcoming review, your ITRC representative and the review coordinator will meet with your unit to provide an overview of the process and to answer any questions you may have during this meeting, you will discuss your timeline for the program review process (see Appendix C) and the composition of your self-study team. Your ITRC representative and the review coordinator will serve as resources throughout your self-study preparation. The assessment committee and other units who have completed program review can also serve as resources.

Within one month after receiving a letter from the Vice President, your site review team for your unit's program review should be selected pending the final approval of the Vice President, your ITRC representative, and the Review Coordinator (see page 11).

Budget

The program review process is of great value to each individual unit and to the overall Information Technology Division. As such, during the academic year for which the program review for your unit is scheduled, an extra sum of up to, but not exceeding, \$2,500 will be allotted to your budget for all expenses associated with the program review. The budget will be allotted based upon an actual expense report (see Appendix B). This expense report should be sent to the Vice President with all necessary receipts. The money will then be reimbursed to the appropriate accounts.

Group Composition

Due to the relative small size of the units in the IT Division, functional groups will be created and will perform their reviews as one unit. The unit groupings are as follows:

Division Office	Systems
VP	Service Desk
Information Security	Data Center and Operations
Planning, Policy and Assessment	Networking
Communications, Events, Training & Education	Telecommunications
Project Management and Portfolios	Systems
Finance	
Application Services	Academic Technology
Student	Multimedia
Admin	Academic support
DBA	

Self-Study Team

Your self-study team is the steering committee that organizes and creates your self-study document. This team includes members of your unit as well as one or more individuals from outside units that have recently participated in program review.

Unit Self Study

Each unit prepares a self-study report examining each of the following areas:

1. Unit Mission and Goals
2. Core Programs and Services
3. Leadership and Staffing
4. Financial Resources/Budget
5. Facilities, Equipment, and Technology
6. Ethical and Legal Responsibilities
7. Assessment and Evaluation
8. Summary

This is an in-depth, reflective process that your unit will complete in approximately six months; however, your unit is encouraged to gather and continually update this information even during the time periods that you are not scheduled for program review.

The purpose of the unit self-study is to provide a comprehensive overview of your unit for the site review team. The self-study should address each of the program review goals articulated on page four.

Following is a list of **topics to consider** including in your self-study report:

1. Unit Mission, Goals and Outcomes
 - a. Include your unit mission statement and any overarching goals or outcomes that you have for your unit. Overarching goals and outcomes are those that do not change on an annual basis.
 - b. Describe how your unit mission statement supports those of the Division and University.
 - c. Detail how your unit contributes to WSU core theme objectives.
 - d. Detail a brief history of your unit.
2. Programs and Services
 - a. Detail the core programs and/or services that you provide.
 - b. What is the core purpose of each of these programs? Please limit these to only the **core** programs and services of our unit with a brief (1-4 sentences) description.

- c. How do these programs align with the mission and goals of WSU, the Information Technology Division, and your unit?
 - d. How do these programs and services align with one or more of the university core theme objectives?
 - e. What theories, philosophies, etc. inform the programs and services you offer?
 - f. How are new programs and services initiated?
 - g. Outreach, Campus Relations, and Collaborations
 - How do you advertise your programs and services?
 - Detail how you provide outreach to students and the community.
 - How do you collaborate with other units within the Information Technology Division?
 - How do you collaborate with units outside the Division? How do you initiate collaborative projects? How do you reach out to the campus and surrounding community? How can you improve these efforts?
 - h. Describe any core changes in your programs and services over the past five years.
 - i. Do you anticipate implementing any new programs or services? If so, please briefly (1-3 sentences) detail them.
3. Leadership and Staffing
- a. Detail organizational and reporting structure for professional staff and students (include organizational chart).
 - b. How are decisions made within the leadership and the unit as a whole? How are decisions communicated within your unit?
 - c. Staff and Responsibilities
 - Include basic aggregate demographic information regarding employees in your unit (see Appendix E)
 - Detail recruiting methods including any challenges or successes you have experienced in recruiting
 - Include the following components for each employee (student employees can be included in one category)
 - Job Responsibilities (3-4 sentences; by title)
 - Qualifications (e.g., skills employees should possess such as alignment with Divisional values, degree types)
 - Training and Professional Development
 - How are employees oriented to their role within the university?

- What professional development/training occurs for staff throughout their career?
 - Evaluation
 - Highlight evaluation methods for both professional staff and student employees.
 - Explain feedback mechanisms and timeline for changes or improvements.
 - Highlight any unit rewards/recognition programs.
- d. Do you have any needs involving staffing in your unit? If so, please detail those needs.
4. Financial Resources/Budget
- a. Detail your overall budget over the past five years.
 - b. Detail any outside funding and/or revenue you receive.
 - c. How do you determine priorities within your unit budget? How do you distribute funds within your unit?
 - d. Describe any major budget oriented changes within your unit over the past five years. Why did these changes occur? Do you anticipate any changes in the near future? If so, why?
5. Facilities, Equipment and Technology
- a. How effective is your current space and distribution of employees within that space in helping you to achieve your unit mission and goals? Are there any challenges you are currently facing in regards to space? Do you anticipate any?
 - b. Are offices within your unit accessible? Please detail.
 - c. Does your unit provide a safe environment? Please detail.
 - d. Detail how often you update equipment and technology within your unit. Is the technology in your unit adequate for meeting your needs? Please detail.
 - e. How do you incorporate technology within your unit (e.g., recruiting, presentations, advertising)?
 - f. Is the equipment in your unit adequate for meeting your needs? Please detail.
 - g. What are your projected needs in regards to facilities, equipment, technology and your working environment?
6. Ethical and Legal Responsibilities
- a. Detail unique regulations that your unit must abide by related to unit personnel, data, procedures and facilities.
 - b. Detail the ethical responsibilities of your unit or program.

- c. Detail your unit's adherence to the Information Security Policy as outlined in the Policies and Procedures Manual 10-1. Do you have any concerns for your unit's security? How do you assess security risk?
 - d. How do you fulfill these? If you do not, why not?
7. Assessment and Evaluation
 - a. How do you determine your goals and initiatives? Who do you include in this process? How do you share this information with the rest of your unit? How do you incorporate your goals and activities into your day-to-day activities?
 - b. Student Needs and Satisfaction
 - How do you assess student needs for programs and services?
 - How do you assess student satisfaction with programs and services?
 - How often do you conduct benchmarking surveys or use benchmarking data to compare programs and services offered?
 - What have you found through the use of these instruments?
 - How have you used this information to improve or programs and services?
8. Summary
 - a. What are the major changes within your unit that have occurred over the past five years?
 - b. Detail any changes to unit programs, services, or goals related to university core theme objectives.
 - c. Highlight the major accomplishments and strengths of your unit discovered through this self-study reflection process. How do you intend to maintain and/or improve upon these strengths?
 - d. Highlight areas of improvement that you have identified through this reflection process. What resources do you need in order to make these improvements? Prioritize resource needs.
 - e. Articulate goals and recommendations that you have for your unit based upon your self-study.
 - f. What are key issues or concerns that you would like your site review team to address?

Submission of Self-Study Report

The self-study report should be sent to your site review team, ITRC representative, the Review Coordinator, and the Vice President for Information Technology six

weeks prior to your scheduled review. A detailed timeline is available in Appendix C. This should be in electronic format.

Site Review Team

Within one month of receiving the letter from the Office of the Vice President, a list of potential names for your site review team along with reasons for their selection, should be submitted to the Vice President, your ITRC representative, and the Review Coordinator. This site review team consists of the internal reviewers and an external reviewer who serves as chair. The site review team goals and guidelines are listed below.

Goals of the Site Review Team

- To provide an unbiased evaluation of programs and services and their alignment with department, division and university missions.
- To identify areas of excellence in unit programs and services
- To provide recommendations for areas of potential improvement

Internal Reviewers

The internal reviewers for your program review should consist of at least two individuals who have existing knowledge of your unit. Potential members include faculty members with whom you have collaborated, peers within Information Technology, members of units who have recently undergone program review, and members of the assessment committee. Please draft a list of five potential candidates and specify your relationship with each individual and why they were selected.

External Reviewer

The external reviewer selected for your unit should be a well-respected individual in your field who is not affiliated with WSU. This individual can be from anywhere within the United States as long as they are well-versed in your respective area. We encourage you to select reviewers from outside the state. Please list three potential external reviewer candidates when submitting your draft site review team candidates to the Office of the Vice President. Your unit will be responsible for scheduling the visit. The

Review Coordinator will schedule a conference call with the Site Review Team prior to the visit to help them prepare. The director of the unit is not a part of this conference call; however, questions may emerge where the site review team would seek further clarification from the director.

Site Visit Schedule

The site visit will be approximately a day and a half. The external reviewer will meet with the internal reviewers upon his or her arrival to discuss the review process, the self-study report and the site visit schedule. Other meetings are also held with the Review Coordinator, the Vice President for Information Technology, the director/program head and the ITRC representative for the unit /area under review. This group also hosts a dinner for the site review team. The next day interviews/meetings with unit stakeholders are held, usually through mid-afternoon when the team discusses and prepares a summary of their findings and preliminary recommendations. At the end of the day, the team then presents its recommendations to the ITRC representative and Vice President for Information Technology.

Site Review Team Recommendations

The site review team will provide a written report of recommendations within two weeks of the site visit. Soon thereafter, you and/or unit representatives will meet with the Vice President of Information Technology, the Review Coordinator, and your ITRC representative to discuss the site review team recommendations.

Unit Action Plan

Approximately six weeks after the program review, your unit will provide an action plan in response to the site review team recommendations. This should include goals generated by the recommendations and strategies for reaching the articulated goals. Your unit representative(s) will then meet with your ITRC representative and the Vice President for Information Technology to discuss feasibility of the goals and strategies identified as well as ideas for implementation. You will have a follow-up meeting to discuss your action plan one year after submitting your action plan.

Appendix A*

Timeline for Review

<i>Group</i>	<i>Review Year Begins</i>
Division Office	Jan 2013
Application Services	May 2013
Systems	Jan 2014
Academic Technology	May 2014

*Note: Program Reviews are accomplished on a 5-year cycle. Subsequent reviews will begin on the 5th anniversary of the beginning month of the previous review.

Appendix B



Program Review Expense Report

[illegible]

Appendix C

Program Review Timeline and Checklist

Department Notification of Upcoming Program Review	Beginning of Month One	<input type="checkbox"/>
Program Review Overview Meeting held with Unit	Beginning of Month One	<input type="checkbox"/>
Selection of Site Review Team Candidates sent to Office of the Vice President	Month 1	<input type="checkbox"/>
Program Review Dates Finalized/Site Visit Schedule Drafted	Month 2	<input type="checkbox"/>
Submit Outline of Self-Study to Review Coordinator	Month 2	<input type="checkbox"/>
Submit Rough Draft of Self-Study to Assessment Coordinator	Month 3	<input type="checkbox"/>
Submit Final Draft to Vice President and Review Coordinator	Month 4	<input type="checkbox"/>
Submission of Self-Study to Site Review Team	Month 5	<input type="checkbox"/>
Site Review & Expense Report Sent to Vice President	Month 6	<input type="checkbox"/>
Site Review Team Written Report Submitted Back to Unit	Beginning of Month 7	<input type="checkbox"/>
Unit Action Plan Drafted in Response to the Site Review Team Recommendations	End of Month 7	<input type="checkbox"/>
Program Review Final Meeting	End of Month 7	<input type="checkbox"/>

This is a draft timeline. The dates will be specified for your department's program review timeline during the initial meeting with your department.

Appendix D

Program Review Standards

1. Unit Mission, Goals and Outcomes

The unit has a mission and overarching goals/outcomes statements which are consistent with and which support the University and Division mission statements and core theme objectives.

2. Programs and Services

The unit provides a set of core programs/services which are central to and consistent with the unit's missions and goals. These programs/services are responsive to the needs of the unit's constituents, are cost effective and, when appropriate, are supported by other units or agencies within and outside the University.

3. Leadership and Staffing

The unit has a sufficient number of well-qualified employees (professional, support, student) to effectively provide the core programs/services offered by the unit. Employees have clear and current job responsibilities. Employees are oriented to their roles, receive appropriate leadership and supervision, are provided with ongoing professional development opportunities and are regularly evaluated.

4. Financial Resources and Budget

The unit has a well-defined and participatory budget planning process. This process results in sufficient resources to meet the unit's core programs/services, staffing, facility, equipment and technology needs.

5. Facilities, Equipment and Technology

The unit has safe, accessible and current physical facilities, equipment and technological resources to support its core programs/services and personnel

6. Ethical and Legal Responsibilities

The unit is aware of and compliant with statutory and professional ethical and legal standards which apply to the unit's core programs/services, personnel, facilities, equipment and technology.

7. Assessment and Evaluation

The unit has clearly defined and measurable core program/service outcomes which are consistent with the unit's mission and goal statements. These outcomes are regularly assessed through both direct and indirect measures and the results of assessment are shared among constituents and are used for decision making and planning.

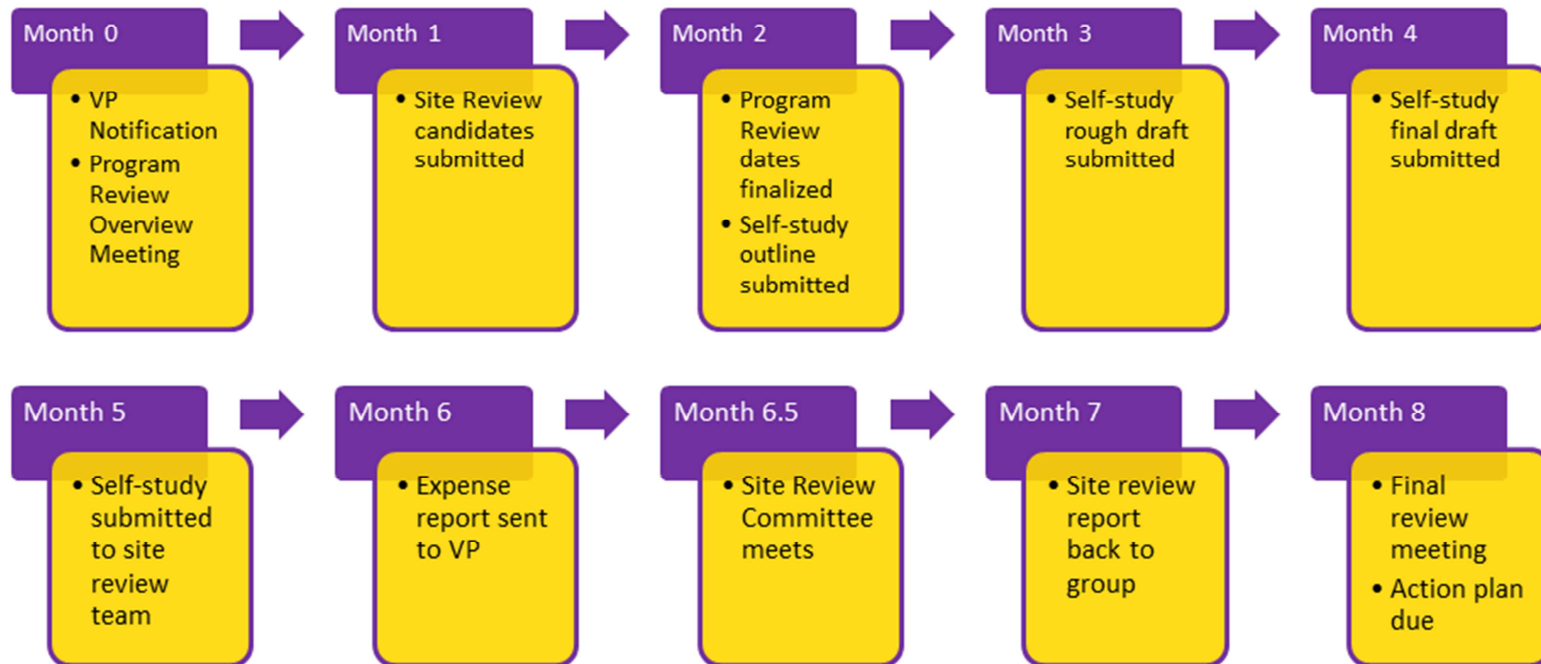
Appendix E

Unit Staff Profile

STANDARD THREE – STUDENTS TABLE 2 INFORMATION TECHNOLOGY STAFF PROFILE				
Form used in NWCCU Accreditation				
	Professional	Support	Student	Other
Female				
Male				
Degrees: PhD, EdD				
MD, JD, MSW				
MA, MS				
BA, BS				
AA, AAS, Certificate, etc.				
Years Experience in field:				
None				
Less than 5				
5-10				
11-15				
16-20				
More than 20				
Full-time: 9/10 months				
12 months				
Part-time: 9/10 months				
12 months				

Northwest Commission on Colleges and Universities. (2008). Forms. Retrieved March 2, 2009, from <http://www.nwccu.org/PUBs%20Forms%20and%20Updates/Forms/Forms.htm>

Appendix F Program Review Timeline



Appendix G Program Review 5-Year Calendar

