Overview

Program review was launched in 2011 in College Operations in response to accreditation requirements. By 2018, all programs and services began the process. Although Lane strives to meet and exceed accreditation requirements, the underlying philosophy of program review is based on continual improvements made by the people doing the work.

Program review purpose: enhance the program and the student experience

Program review is an ongoing continuous improvement cycle focused on enhancing the student experience. It is structured as a self study to evaluate and enhance the quality, currency and effectiveness of programs and services. Your review will help inform institutional strategic planning and resource allocation.
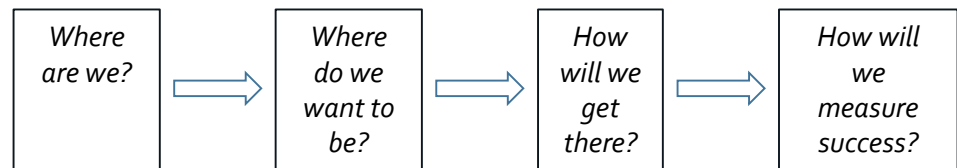
Working in program review teams you will study the program, create a vision for the future, develop a plan to strengthen the program and document your work.
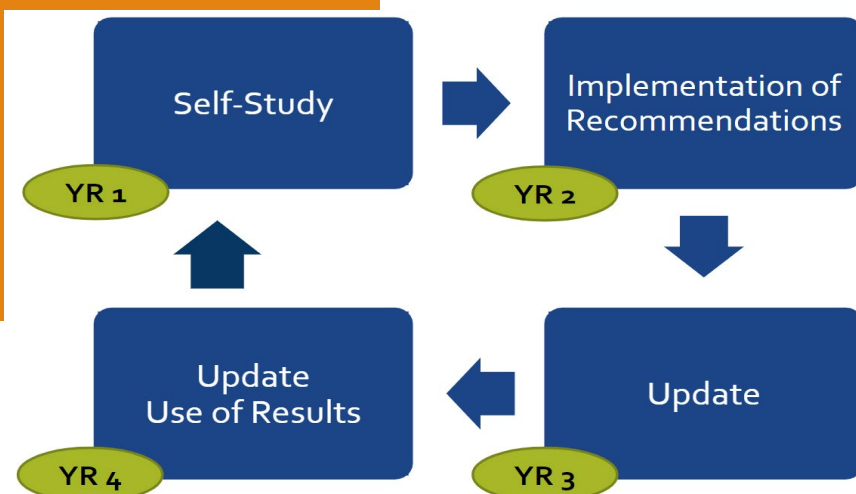
Outcomes

- Assess quality & effectiveness
- Build shared vision
- Meet students' needs
- Use benchmarks & KPIs
- Evaluate progress toward goals

Strategic Management

Assess the current state of your program and plan for the future
Align program with College mission and strategic goals

| Where are we? | → | Where do we want to be? | → | How will we get there? | → | How will we measure success? |

Program Review Process

Self-Study — YR 1
Implementation of Recommendations — YR 2
Update — YR 3
Update Use of Results — YR 4

Year 1: Collaborative research, gather feedback, submit report with recommendations for improvement
Year 2: Create & submit action plan, implementation
Year 3: Provide update
Year 4: Evaluate effectiveness of changes that were made; provide update

Program Review Teams

Program reviews are conducted by teams working in the program itself. A team lead (or co-leads) facilitates the process and the work. Program review teams gather feedback as part of the process.

Hallmarks of a Successful Review

Student focus:
- Student development & achievement are the top priority
- Internal and external perspectives are used to strengthen the program

Collaboration:
- All employees are encouraged to participate
- Agree upon roles, responsibilities, tasks & timelines
- Collegial & collaborative engagement in the review process
- Open, honest & transparent communication

Actions:
- Clearly defined scope for the review
- Data is used to set goals & make decisions
- Results are measured to determine the effectiveness of changes

See Tips for a Successful Program Review for more helpful ideas.

Contacts and Support Services

- Orientation
- Ongoing support sessions
- Facilitation
- Project planning

- Maintaining momentum
- Coaching & feedback
- Technical writing
- Process mapping, and more

Program Review Coaches

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Additional Support

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