

Appendix 4
External Consultant Review Process - Samples and Templates

EXTERNAL CONSULTANT'S REPORT TEMPLATE

Program _____

External Consultant's University _____

Date _____

This template is provided to assist External consultants in the completion of their report.

External consultants are asked to write a report that:

- Includes an **executive summary** of general comments, singles out features of the program that merit **commendations**, and makes **recommendations** for improvement.
- Varies in length between three and five pages.
- Is completed within two weeks of the visit.

1. Executive Summary

Provide a brief executive summary of major findings for this program. Include:

- General observations and comments on the program and curriculum, quality of student learning and the achievement of student learning outcomes, the implementation plan, faculty, students, facilities, and resources
- Responses to questions posed by faculty

2. Commendations

Provide comments about what the program is doing well. Note suggested topic areas below.

3. Recommendations

Provide comments to guide future direction for faculty to use to improve student learning. Provide evaluative feedback that would improve any aspect of the program and recommendations that require no new resources as well as those that do. The report may note recommendations that have been shown to be effective elsewhere. Note suggested topic areas below.

Educational Effectiveness Topic Areas for Commendations and Recommendations sections:

- Provide feedback / suggestions on any learning outcome.
- Analyze / evaluate direct and indirect evidence of student learning
- Offer suggestions to improve the assessment process
- Evaluate assessment plan
- Evaluate assessment impact

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EXTERNAL CONSULTANT'S SAMPLE SCHEDULE

Program _____

Date _____

| Time | | Interview / Meeting | Location |
|------|------------------|--------------------------------------------------------------------|------------|
| Date | Evening | Dinner with Faculty / Dean / Consultant | Restaurant |
| Date | 8:30 – 9:30 am | Program Department Chair Tour of Campus / Facilities | |
| | 9:30 – 10:00 am | Meet with Dean | |
| | 10:00 – 10:30 am | Meet with AVPAA | |
| | 10:30 – 11:00 am | Meet with Faculty | |
| | 11:00 am – Noon | Classroom Observation | |
| | Noon – 1:00 pm | Lunch with Students | |
| | 1:00 – 2:00 pm | Meet with Faculty | |
| | 2:00 – 2:30 pm | Meet with Program Assessment Coordinator | |
| | 2:30 – 3:00 pm | Meet with Faculty | |
| | 3:00 – 4:00 pm | Meet with Service Learning / Librarian / Institutional Research | |
| | 4:00 – 4:30 pm | Meet with Alumni | |
| | 4:30 – 5:00 pm | Meet with Faculty to deliver Preliminary Impressions and Report | |
| | 5:00 pm | Departure | |

**include time for external consultant to meet with Human Resources and sign paperwork (if employed by the CSU)

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EXTERNAL CONSULTANT REVIEW: SAMPLE LETTER OF INVITATION



CALIFORNIA STATE UNIVERSITY, STANISLAUS

DATE

Dr. XXX XXX

Address

Dear Dr. XXX:

I am writing to invite you to serve as external consultant of California State University, Stanislaus' XXX program (BA, BS). As part of CSU Stanislaus' assessment effort, every academic program undergoes an Academic Program Review every seven years. The review is intended to help us identify a program's strengths and areas in which it could improve; determine the program's education effectiveness by assessing student learning; and provide data for informed planning.

Dr. XXX, Professor of XXX and Department Chair has suggested you as someone who could help us with that task. The role of the external consultant is to provide an objective assessment of the quality and effectiveness of the academic program, resources, and operations based on the program's self-study and questions asked by program faculty and administration.

We would ask you to read the XXX program self-study; visit CSU Stanislaus sometime this fall to meet with members of the department and administration as well as students; and write a report based on the self-study and interviews, responding to specific questions that faculty and administration might ask as well as noting what a program is doing well and making overall recommendations for quality enhancement.

I have attached three documents that should help address questions that you might have about the review: 1) the template for the external evaluator's report; 2) a typical schedule; and 3) a document describing the purpose of the review. The XXX Department has prepared some specific questions that I will send should you accept this invitation. In addition, we would send the departmental study and additional questions that I would ask you to address.

CSU Stanislaus will pay your travel expenses and an honorarium of \$250 per day. I will follow up this invitation next week with a phone call to see if you are able to do this and to answer any questions that you might have; please feel free to call or write in the meantime.

If you are able to do this, I will ask Ms. XXX, my administrative assistant, to call you to schedule your visit and help you make travel arrangements.

We would be very pleased if you are able to do this. Thank you for considering the invitation. I look forward to hearing from you.

Sincerely,

XXX

Dean, College of XX