Embedding APS Data into the Program Review Process

John Carroll University, Private Master’s University in University Heights, OH

• **About:** John Carroll University (JCU) is a private university with a total enrollment of 3,673.

• **Challenge:** JCU’s previous program review self-study process required extensive manual analysis and relied heavily on the Institutional Research (IR) department to provide the necessary data. Faculty lacked easily accessible data to inform and measure impact of their resource allocation decisions. This required considerable effort from each program undergoing review to identify key data points, where to find them, and how to interpret them.

• **Solution:** In partnership with their Academic Performance Solutions (APS) dedicated consultant, JCU Leadership improved the program review process by requiring the use of APS data to support program self-study reports. JCU Leadership conducted training for program leaders on how to complete the report, which was supplemented by a how-to guide that outlined required metrics and their locations in the APS platform.

• **Impact:** After the first round of program review, JCU has already experienced several changes in their culture and resource use across campus. The new review process has resulted in improved data literacy and informed curiosity, as well as saved IR and program leaders about 180 hours of data collection and analysis to reallocate to other priority areas.

**Empowering Faculty With Hands-On Data**

APS data provides program leaders with insight into the state of their programs, including resource efficiencies. With the ability to drill into their own data, faculty can readily see in which areas their programs are flourishing, as well as areas that may need additional support.

- Increased awareness among faculty stakeholders about needs within the program, department, and college
- Enhanced communication between JCU Leadership and program leaders established expectations for which kinds of data would be evaluated to inform decisions
- APS data illuminated areas of excellence, or areas that are exceeding internal standards, for faculty to highlight within their review process.
- Faculty identified areas below department standards within their programs, added commentary for additional context, and proposed next steps

**Impact Highlights**

180 hours saved in manual data collection and analysis
Plugging APS Into an Existing Institutional Process

JCU Leadership collaborated with their APS dedicated consultant to integrate APS data into the program review process. Incorporating a new data source into the existing process reduced the time to creation and limited the additional effort required to train faculty.

Why Re-invent the Wheel?

Together, the JCU and APS teams examined the existing Program Review Self-Study Guidelines. Close collaboration between the two teams and assessment of already existent materials facilitated quicker development of guidelines, as well as turnaround time to launch the new process with program review candidates.

- Chose metrics, such as Intercurricular Dependencies, available in the APS and Benchmarks dashboards that align with JCU’s priorities
- Also identified areas in which data from additional sources would be valuable, such as IR-generated reports, to fully paint the picture of program health
- Developed an APS how-to guide, which supplements the JCU self-study guide, to provide reviewees with clear direction and support
- The supplement includes required APS analyses to include in the self-study, their locations in the APS platform, and recommended filter selections to ensure analyses are relevant
- All faculty undergoing review were provided with access to the APS platform
- APS dedicated consultant led a guided training session, including how to navigate the APS platform, specifically for programs scheduled for review

Selected APS Metrics to Support JCU’s Priorities

Provided Clear Guidance with Supplement Guide

Launched Data-Informed Program Review

Three Ways to Derive Insights through APS

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<thead>
<tr>
<th>PROGRAM DATA</th>
<th>INTERNAL COMPARISONS</th>
<th>PEER BENCHMARKS</th>
</tr>
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<tbody>
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<td>Leverage data in the APS platform to drill in on unit specific data and trends.</td>
<td>Transparency across departments provides insights into relative performance.</td>
<td>APS Benchmarks dashboard allows for apples-to-apples comparisons with peers.</td>
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- Is the program achieving its objectives and standards?

- Is this program’s performance in line with others in the same college?

- Is my program outperforming other comparable programs?