



# Site Visit Guide for External Reviewers

PROGRAM REVIEW AT CHAPMAN UNIVERSITY  
OFFICE OF ACCREDITATION AND ASSESSMENT

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# Welcome to Chapman

Dear External Reviewer,

Welcome to Chapman University! We are excited to host you for a site visit as part of the program review process. Chapman programs all undergo regular program review every 5-7 years as part of our commitment to excellence and continuous improvement. The program review process is overseen by the Office of the Provost.

Prior to your site visit you will be provided with the department's self-study and supporting documents. During your site visit you will meet with faculty, students, and staff and administrators. At any time, you may request additional documents or meetings as you deem appropriate.

Following your site visit, your team will draft a report with your findings and recommendations and submit that to the Office of Accreditation and Assessment. Our office will coordinate with faculty governance bodies and the Office of the Provost to provide comprehensive feedback to the program so they may incorporate recommendations into their strategic planning.

Your time, expertise, and input are incredibly valuable, and we appreciate your participation in this important process. This guide includes important information about what to expect before, during, and after your site visit. If at any time you have any additional questions, please contact:

- Dr. Clair Stocks, Director of Accreditation and Assessment, [cstocks@chapman.edu](mailto:cstocks@chapman.edu)
- Kaela King, Assessment Coordinator, [kberry@chapman.edu](mailto:kberry@chapman.edu)

Regards,

Office of Accreditation & Assessment

## Before the Visit

### *Selecting the External Review Team*

The faculty and program leadership take great care in identifying and nominating potential reviewers. Reviewers are selected from faculty of note at peer institutions or from similarly situated and ranked programs.

Nominations are submitted to the Office of Accreditation and Assessment who contacts the nominees and coordinates a time for the site visit that works for all participants. The external review team will be provided with the contact details for all members so you may begin collaborating at your convenience.

The Office of Accreditation and Assessment will act as the liaison for all communication and activity prior to and after the site visit.

### *Honorarium*

Chapman offers an honorarium to external reviewers to compensate them for their time and expertise. To process your honorarium, you must complete the following:

1. Sign and return the agreement letter and include a copy of your CV, resume, or other credentials
2. Complete and submit a W-9 which will be provided to you by Supplier 360
3. Complete the site visit and submit your final report

### *Travel and Logistics*

Travel and logistical needs will be coordinated and/or reimbursed by Chapman University. The following information serves as a guide for team members participating in site visits at Chapman:

#### **Transportation to Southern California**

Review team members are compensated for their travel to Chapman University. Members who travel by air should plan to book flights arriving to and departing from John Wayne Airport (SNA) in Santa Ana. Your first day will include a dinner in the evening so we recommend you plan to arrive no later than 3 p.m. The final day of your visit will conclude following the exit interview in the early afternoon, allowing you to comfortably schedule your departure after 4:00 p.m.

Reviewers should schedule their own flights according to their preferences for airline, departing airport, arrival/departure times, etc. Chapman will reimburse reviewers for an economy-class roundtrip ticket. We are not able to cover flight upgrades or reimburse for flights booked using airline miles or other promotions.

Review members who live in driving distance will be compensated for mileage using the federal mileage allowance calculation. We will also reimburse any parking fees charged by the hotel.

We are unable to reimburse for car rental service.

### **Hotel Accommodations**

Chapman will make hotel reservations on your behalf and provide you with your reservation details. Should you need accommodations immediately before or after the visit, please let us know, and we can assist with adding additional dates to your stay. You will be responsible for any hotel charges and fees for dates outside of the visit window.

If you live locally and prefer to commute to the site visit, please let us know so we may cancel your hotel accommodations.

### *Self-Study Report*

You will be provided with access to the program's self-study report approximately 4 weeks prior to the site visit. The self-study will include several appendices with documentation of syllabi, faculty qualifications, assessment information, program enrollment data, student performance data, etc. You should review the self-study and its accompanying documentation, so you are familiar with the program and its location and performance in the broader Chapman context. If you would like to request additional information or documents, please contact the Office of Accreditation and Assessment.

## **During the Site Visit**

### *Schedule*

The site visit is scheduled to occur over the course of 3 days as follows:

- Day One: Arrival and welcome dinner
- Day Two: Meetings with key constituents and document review
- Day Three: Documentation of initial findings and exit meeting

You will be provided with a full itinerary for your visit approximately one week before you arrive. If you would like to suggest changes to the schedule or request meetings with additional constituents, please advise the Office of Accreditation and Assessment so we may coordinate with the program to ensure appropriate arrangements are made.

### *Transportation During the Site Visit*

Generally, transportation to and from the airport, hotels, campus, meals, etc., during the site visit will be provided by a member of the Department. Reviewers will be provided with the name and contact details of the driver(s) during their stay as part of the schedule itinerary.

Should it be necessary for reviewers to use rideshare services such as Uber or Lyft during their stay, Chapman will reimburse these expenses.

### *Meals*

All meals during the visit will be provided by Chapman. Prior to your visit we will send a questionnaire to gather important information, including any dietary restrictions or preferences.

### *Summary of Findings*

During your visit, you will be provided with time to begin to articulate your findings and recommendations. External review teams will complete a Summary of Findings worksheet, which will act as a guide when composing your final report. This worksheet should be submitted to [cstocks@chapman.edu](mailto:cstocks@chapman.edu) at the end of your site visit.

### *Exit Meeting*

Your site visit will conclude with an exit meeting involving the following:

- University Provost
- Vice President of Institutional Effectiveness and Faculty Development
- Director of Accreditation and Assessment
- Dean of the School/College
- Program Chair

The exit meeting will include a discussion of your observations about the program's strengths and weaknesses and your initial recommendations.

## **After the Site Visit**

### *Final Report*

Your final report should be approximately 5-10 pages. The Summary of Findings worksheet can serve as a guide for organizing your report and determining what to include. Please submit your report within two weeks of the end of your site visit to [kberry@chapman.edu](mailto:kberry@chapman.edu). If you have any questions about your report, you may contact the Office of Accreditation and Assessment and we are happy to provide assistance.

### *Honorarium and Reimbursements*

Your honorarium will be processed after submission of your final report. Generally, a check will be mailed to you within 3 weeks. If you incurred additional expenses related to the site visit, please provide a copy of your expenses and receipts to [kberry@chapman.edu](mailto:kberry@chapman.edu), and we will issue reimbursement with your honorarium.