

Responsibilities of External Reviewers

External reviews are conducted by a team of at least two professionals for each program, one from another CSU campus and one from a non-CSU institution, or from business, industry, or the public, as appropriate.

The purpose of academic program review is to encourage excellence in the instructional program. The following outlines the specific roles as an external evaluator.

- Provide an informed and unbiased view to review the program by reading the self-study and performing an on-site visit.
- Participate in the kickoff teleconference approximately two weeks prior to the visit. Visit details shall be finalized during the call, including the interview schedule and requests for materials to examine during the visit.
- Consider the extent to which the plans of the program(s) are appropriate, considering such factors as the current state of the program, trends in the discipline, the nature of the faculty, and the characteristics of the students and the community the program serves.
- Meet with designated university and college administrators, department chair(s), program faculty, students, and other appropriate individuals and groups.
- At the conclusion of the external review visit, a one-hour exit interview shall be conducted to obtain responses and clarification to final questions the team may have and to provide an oral report on any preliminary findings, assessments and conclusions reached. This meeting shall be attended by the Dean, Department Chair(s), author(s) of the self-study, and the Office of Assessment and Program Review.
- Complete a summary report within 30 days of the visit.

Cal Poly Pomona (CPP) and its faculty honor the expertise of external reviewers to provide meaningful feedback and evaluation of the program. Their mastery of the discipline cannot be replaced by artificial intelligence (AI) tools. Drawing from [WSCUC's Artificial Intelligence in Accreditation Policy](#), CPP highlights the following:

- The program self-study narrative is confidential during the review process.
 - Use of any AI tool (even those internal to an academic institution or any closed system) cannot guarantee confidentiality in that no one outside of the reviewers may be able to access the data.
 - Programs have not provided consent to their work being submitted to AI tools.
- Reviewers should not use AI tools during their work in program review at any stage. This includes:
 - Summarizing the self-study narrative.
 - Analyzing program data.
 - Drafting feedback.

A template is provided to help external reviewers write the final report. The report should address each of the Suggestions for Action in the self-study indicating agreement or disagreement with each suggestion, and as appropriate, include additional suggestions for action. The final report is a single report signed by all reviewers and submitted within one month after the completion of the visit. Dissenting opinions should be included when consensus is not reached. The report should be addressed to the Director of the Office of Assessment and Program Review who will distribute copies to the College Dean and the Department Chair.