

Review and Feedback Reporting Process

The Program Assessment document is reviewed by trained members of the Board of Institutional Reviewers (BIR) or Deans/Program Directors who have expertise in the program area. The reviewers also have access to the institution's Biennial Reports, which show how a credential-granting institution is using data to assess candidate competencies and review program effectiveness. Reviewers are looking for the following:

- Does the document address how the program is meeting each program standard?
- Does the response align with the standard? For example, if the standard states that candidates will have multiple, ongoing opportunities to demonstrate skills in a particular area, does the response describe multiple, ongoing opportunities, or just one?
- Does the documentation provided in the syllabi provide support for the document? For example, if the program states that a standard is being met by having candidates complete an assignment in a particular course, is that assignment noted in the course syllabus and referenced in the Program Assessment narrative?

Feedback is provided in the [Preliminary Report of Findings](#). The format of the feedback provides information regarding the review of each program standard response. At the end of the first reading of the document, readers determine one of two things: Either the standard is determined to be preliminarily aligned, or more information is needed. If more information is needed, Commission staff communicate with the institution to request additional information by sending the Preliminary Report of Findings to the institution with the reviewers' questions and/or comments. A professional dialogue then takes place between program sponsors and reviewers (facilitated through Commission staff) in order to get the most complete sense of how the program is meeting the standards in a way that ensures candidate competence. This dialogue helps provide clarity and assists the reviewers in coming to a preliminary finding as to whether the program is aligned with all program standards. The dialogue does not go on without end. The Preliminary report of Findings must be finalized a minimum of six months prior to the site visit, however it is recommended to have this process completed sooner to avoid crossover between the program assessment process and the final preparations for the site visit.

All Program Standard Findings are preliminary until the site visit team reviews evidence at the site visit. Only the site visit team makes the decision that standards are **Met**.

The complete Preliminary Report of Findings will be submitted to the Committee on Accreditation (COA) indicating the status of the review. This Preliminary Report of Findings will also provide information about implications for the Site Visit (e.g., how the Site Visit will be conducted, number of team members, programs that need further on-site review, etc.).

Timeline

Once the Preliminary Report of Findings is sent to the institution it is expected that a revised document will be provided electronically to the Commission within one month if additional information is needed. Readers are then asked to review the institution's revised document and amend the Preliminary Report of findings within two weeks. It is important to note that there is processing time

between when information is received by Commission staff and when it is sent to either the reviewer or institution. If a reader or institution needs additional time to complete their part of the process, a request email can be sent to programassessment@ctc.ca.gov to discuss the need for additional time and set a new submission date.

Late Documents

Institutions that fail to submit initial submissions or resubmissions in a timely manner will be reported to the Committee on Accreditation as an information item in the consent calendar. Institutions requiring extra time can request an extension prior to the initial submission or resubmission deadline. If the extension is approved by staff the program will not be listed on the COA consent calendar. Extension request should include the program document type, reason for extension, and the proposed resubmission date.

Please refer to [PSA 10-12: Maintaining a current program document and responding to document review feedback](#) for information on the best way to respond to program assessment feedback.

[Back to the Program Assessment webpage.](#)