PROGRAM REVIEW LIAISON FAQS

1. **Who is a liaison?**
A liaison is a peer reviewer drawn from the same division as the program or service area to which they are assigned. Their role is to provide guidance and assist lead writers with their program review.

2. **Why would I want to be a liaison?**
   - You provide a valuable service to the lead writers and to the College by acting as a peer reviewer
   - You learn about other programs in your division
   - You earn 10 Flex hours
   - It is interesting work, and you are actively involved in a critical process for the campus
   - You get inspiration and ideas for your own program or service area

3. **What are my responsibilities as a liaison?**
   - Most important: Attend at least one training session to get comfortable in the Taskstream module. You do not need to be an expert, but you should be able to perform basic functions as they relate to the liaison role. Assistance is always available.
   - Communicate with lead writers often during the program review writing process
   - Provide structured guidance and collaborate with lead writers
   - Assist lead writers in assuring that program reviews are documented to support resource requests
   - Complete a written Review after the document has been submitted

4. **So what actually am I doing?**
   - First step is to email your lead writers and introduce yourself
   - During September-November, go into the program review document at regular intervals, read what has been written by the lead writer, suggest that the lead writer explain further if you think something needs more clarification or supporting documentation.
   - If no work is being done, contact lead writer and ask if they need assistance. Some lead writers work in a Word document and then paste it into Taskstream; if so, you could read and comment on the Word document that they provide to you.
   - This is also a great time to seek additional training or support you feel you may need

5. **How often should I contact lead writers?**
We suggest contacting them every two weeks or so, to see how they are doing or ask if they need assistance. Find a schedule that both you and your writers are comfortable with, but be consistent.

6. **What are my deadlines?**
Between December 2 and January 19, liaisons need to complete the formal written Review embedded in Taskstream.

7. **What about that formal Review document?**
In Taskstream, under the "Edit Content" tab, look at the list below "General Information". At the bottom is the "Liaison's Review". Although you have been offering support and suggestions all along, this is the place to record your comments. Simply respond to the questions posed. This documentation helps to validate the program review process.

8. **Who can read my review?**
The lead writer(s), manager, and the IE Office staff. Your review will not be made public.

9. **What is my responsibility for resource request forms?**
- It is not your responsibility to decide if the request should be funded, nor is it your responsibility to decide what data they should or should not use to support their justification
- Instead, look over the form to be sure it is completely filled in
- Has the lead writer used the correct form?
- If attachments (such as a price quote) are required, have they been attached?
- Are there objective errors in the data or are there responses in the wrong place?
- If lead writers want more guidance, direct them to a BARC, CHP, or FHP committee member. See below for contacts

10. **Where do I go for help?**
Check the Program Review webpage. Come to a training session; the schedule is posted on the webpage. Contact a Program Review Co-Chair, come into A109 or call us at x2509.

Program Review Co-Chairs
Madeleine Hinkes x2320
Pegah Motaleb x5926
Jacqueline Collins x2554
Genevieve Esguerra x2230

BARC Assistance
Jacqueline Collins x2554

FHP Assistance
Andy MacNeill x2797
Rob Fremland x2422

CHP Assistance
Jacqueline Collins x2554

Outcomes Assessment Assistance
Kris Clark x2650

IE Office Staff x2509
Madeleine Hinkes
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Research x2319
Bridget Herrin
Alanna Milner
Hai Hoang
Kyung Ae Jun

Program Review Webpage
www.sdmesa.edu/about-mesa/institutional-effectiveness/program-review/