

Instructions for Coordinating a Successful Site Visit

Scheduling Meetings

- The program review team works with the Curriculum Governance Officer to establish site visit dates. The availability of senior administration (those who “must” attend) is critical. The visit cannot proceed without the following:
 - Associate Vice President Academic
 - Dean
 - Program Chair
 - Associate Vice President Research and Graduate Studies (for graduate programs)
 - Quality Assurance Officer
 - Representatives from the following groups:
 - Faculty
 - Students
 - Alumni
- The program review team creates the external review site visit agenda based on the template provided and is responsible for coordinating all meetings during the days of the visit, in addition to recruiting faculty, students, and alumni to attend events throughout the day. **Note**, preparation for this can take several weeks.
- Arrive one hour prior to the event on start of day 1. This allows for plenty of time to deal with any last-minute surprises, and to greet the external reviewers.

Room Bookings

- The program review team books meeting space and break-out space for 1.5 days based on the site visit agenda. It is helpful for the external reviewers to have the breakout space located as close as possible to the primary meeting room.
 - Main meeting room should be large enough to accommodate 20-24 people and include technology for showing slides.
 - External reviewer breakout room should include refreshments.
- Reserve meeting and break-out space as early as possible.
- Communicate with Security approximately one week prior to the site visit to ensure access to meeting rooms and any other special areas, such as washrooms. Check again one day prior to the site visit.

Catering

- Communicate as early as possible with Ancillary Services for catering (i.e., at least 4 weeks prior to site visit).
- Confirm special dietary requirements of external reviewers prior to ordering catering.
- Request all catering set and ready at least 30-45 minutes prior to start of meeting, especially if breakfast items will be available. Attendees like to arrive early to eat and have coffee before the meeting starts.
- Have the phone number of the catering supervisor on hand in case there are any issues with delivery or request for top-up of water/coffee.

Budget/Financials

- The program department is responsible for covering all expenses related to the site visit (e.g., room bookings, catering) and costs associated with external reviewers’ travel (e.g., flights, mileage, hotels, taxi, food, etc.).
- **Note**, the university does not book the external reviewers’ travel arrangements.
- The external reviewers will submit expense claim forms to the Curriculum Governance Officer who will then send to the program review team for further action.