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**The Program Certification Process**

**Steps in the Program Review Process**

**Step 1:** A Program Representative, preferably the intended Program Liaison, completes the **Program Readiness Checklist.**

**Step 2:** Assuming the checklist indicates the Program is prepared to undergo Program Review, the institution submits a **Program Review Application,** including the name of the proposed Program Liaison.

**Step 3:** QM approves the **Program Review Application** and sends it to the Program Liaison and the Quality Matters Coordinator.

**Step 4:** The Program Liaison submits a **Program Worksheet** with basic information about the Program(s) and the institution in which it or they reside, including type, size, budget, brief history, etc., and a visual representation of how the Program(s) fit within the institution.

**Step 5:** The Program Liaison submits a **Stage One Narrative and Evidence** form, attaching to it a series of as many documents as necessary to make the case for meeting the criteria and a narrative explaining the meaning and relevance of the documentary evidence for **each** criterion.  (Some of the certifications have as many as five criteria.) Submission of this form, after submission of the **Program Worksheet** initiates the work of the Review Team.

**Step 6:** The Review Team members review the **Stage One Narrative and Evidence** form over a two-week period.

**Step 7:** The Review Team meets with the Program Liaison to ask questions, react to the evidence, etc.

**Step 8:** Each Reviewer completes an **Individual Reviewer Request for Supplementary Evidence** form identifying any need for additional evidence or clarification of previously submitted evidence.

**Step 9:** The Review Team Chair reviews the three **Individual Reviewer Request for Supplementary Evidence** forms and compiles and submits an overall **Request for Additional Evidence** form (if needed) to the Program Liaison.

**Step 10:** The Program Liaison is given two-to-three weeks to submit a **Stage Two Narrative and Evidence** form, including any new or revised documents; some earlier documents may be resubmitted and others withdrawn.

**Step 11:** The Review Team members consider the **Stage Two Narrative and Evidence** and draft **Individual Reviewer Program Report** forms over a two-week period.

**Step 12:** The Review Team meets to discuss the views and conclusions of its members prior to the final submission of the **Individual Program Reviewer Report** forms.

**Step 13:** The Team Chair compiles a **Final Report**, based on the **Individual Reviewer Program Report** forms, and sends it to the Program Liaison and the Quality Matters Coordinator for the Program(s) or institution.

**Step 14:** The Program(s) is or are issued a certification mark with accompanying language to post on the institution’s website if the **Final Report** indicates it or they have Met Criteria.

**Step 15:** The Program Liaison has one week to challenge the report’s conclusions through a **Program Response** form and clarify any perceived misunderstanding of the evidence, but may not submit any new evidence, if the **Final Report** concludes that some criteria were not met.

**Step 16:** The Review Team members have one week to reconsider their **Individual Program Reviewer Reports** if a **Program Response** form has been submitted by the Program Liaison. If the majority of the Review Team now determines that all criteria were met at the 85% level, a revised **Final Report** is prepared and submitted to the Program Liaison and the Quality Matters Coordinator for the Program(s) or institution.

**Step 17:** If the majority of the Review Team members still maintain that not all criteria were met, the Team Chair, in consultation with the Program Liaison, prepares a **Program Certification Resubmission Agreement** listing recommended program changes or additional evidence necessary to Meet the Criteria overall and a specific deadline for doing so, and submits the Agreement to the Program Liaison and Quality Matters Coordinator for the Program or institution for consideration.

**Step 18:** The Program Liaison returns the **Program Certification Resubmission Agreement** within one week, indicating whether the Program intends to make the changes and/or provide the additional evidence by a date within the time allotted (no more than one calendar year and usually much less), or wishes to withdraw the application.