Peer Review of Program Advisor: PTS File Processing/Client Interview

Program Advisor: _____

Peer Name: _____

Reviewer's Relationship to Program Advisor:

☐ Departmental Colleague   ☐ External Colleague

Position _____

Setting of Observation:

☐ Program Advisory Office   ☐ Other (describe) _____

Date/Time of Observation: _____

Directions:

Thank you for agreeing to carry out this Peer Review. The results of this review will form part of an overall review of the program advisor's performance, and will be used to identify any areas where skills and expertise may be developed.

The review focuses on the program advisor's file processing and advising skills and knowledge of BCIT. Each item is to be assessed according to the following scale:

S	SR	U	
Satisfactory	Satisfactory with Reservations	Unsatisfactory	No Opinion

No Opinion is the appropriate response where you have insufficient data or you are otherwise unable to assess the item. Items indicated by an asterisk are to be left blank if you are not qualified to make an assessment. Please note that your comments are also welcome when particularly effective or otherwise noteworthy performance is observed.

Satisfactory with Reservations or **Unsatisfactory** are appropriate responses where you cannot rate the program advisor as **Satisfactory** on an item. When choosing either of these options, you must clearly explain why a rating of **Satisfactory** could not be given. If no explanation is provided the response will be scored as **No Opinion**.

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1. The program advisor replied to program approval
    applications within eight weeks.   □S □SR □U □No Opinion

2. The program advisor's use of English met an appropriate
    standard.   □S □SR □U □No Opinion

3. The program advisor clearly stated transfer credit
    information in the program approval letter, when applicable.   □S □SR □U □No Opinion

4. The program advisor obtained coordinator approval, where
    applicable.   □S □SR □U □No Opinion

5. The program advisor responded effectively to client
    questions.   □S □SR □U □No Opinion

6. The program advisor presented material in a logical
    sequence.   □S □SR □U □No Opinion

* 7. The program advisor referred the client to the appropriate BCIT contact person when necessary. ☐S ☐SR ☐U ☐No Opinion

8. The program advisor showed respect for the client. ☐S ☐SR ☐U ☐No Opinion

9. The program advisor presented information in a clear manner. ☐S ☐SR ☐U ☐No Opinion

10. The program advisor appeared to listen attentively. ☐S ☐SR ☐U ☐No Opinion

11. The program advisor's pace of delivery seemed to match the client's level of comprehension. ☐S ☐SR ☐U ☐No Opinion

* 12. The program advisor provided information that was beneficial to the client. ☐S ☐SR ☐U ☐No Opinion

13. The program advisor attempted to clarify any misunderstandings. ☐S ☐SR ☐U ☐No Opinion

* Asterisked items are to be left blank if the reviewer is unqualified to judge.

14. The program advisor provided additional BCIT resource information, when applicable. (Website, other student services, etc.)

☐S ☐SR ☐U ☐No Opinion

15. The program advisor processed the student's file in a reasonable amount of time.

☐S ☐SR ☐U ☐No Opinion