

Appreciative Inquiry in Program Review

Using Appreciative Inquiry to Improve
Educational Quality and Student Learning

Program review is an opportunity to learn
from what is working, understand challenges,
and explore possibilities for improvement.



What Is Appreciative Inquiry?

Appreciative Inquiry = Strengths-Based Analysis

- Focuses on what is working well
- Uses dialogue and questions to uncover opportunities
- Encourages collaborative problem solving
- Supports positive and actionable change



Why Use Appreciative Inquiry for Program Review?



recognize strengths

identify meaningful opportunities
for improvement

ask thoughtful questions about data

generate ideas for action



The Appreciative Inquiry Mindset

What's
wrong?



- What **strengths** do we see?
- What **opportunities** emerge from the data?
- What do we need to better **understand**?
- What **possibilities** could improve student learning and program effectiveness?



The Three Comment Frames

01

“Impressed by”

What strengths, accomplishments, or positive trends do you notice?

02

“Concerned by”

What data suggests opportunities for improvement?

03

“Wondering / Seeking Clarification”

What requires additional context, explanation, or understanding?

Impressed by

Recognizes strengths and successful practices.

I am impressed by the sustained increase in course success rates.

I am impressed by the program's strong engagement with diverse student populations.

I am impressed by the thoughtful alignment between program goals and student learning outcomes.



Concerned by

Turn concerns into opportunities for improvement.

I am concerned by declining enrollment trends. What strategies might improve student access?

I am concerned by equity gaps in course success rates. What interventions could support affected students?



Wondering / Seeking Clarification

Deepen understanding before drawing conclusions.

I'm **wondering** what factors contributed to the enrollment decline.

Can you clarify how staffing levels affect course offerings?

Can you provide more context regarding student outcome trends over time?



Applying the Framework to Program Review Data

Impressed by...

What evidence of student success stands out?

Concerned by...

What trends may warrant attention?

Wondering...

What additional information would help us understand the story behind the data?



Closing Thoughts

As we review our program data, let's focus on:

- Celebrating strengths
- Addressing challenges constructively
- Asking meaningful questions
- Supporting continuous improvement
- Improving educational quality and student learning

LET'S REFLECT TOGETHER:

What are you impressed by?

What concerns you?

What are you wondering about?

