Slide 1

Get Ready for the Quiz

Log in at kahoot.it

PIN Number:

Kahoot!

Don't Start
-
Just Be Ready

1

Slide 2

DOCUMENTATION NOT DISCOURSE

INSTITUTIONAL RESPONSE REPORT

2019 Summer Conference
Biloxi, MS
Denise R. Willis, Presenter

2

Slide 3

Evaluation of Compliance

At the time of the site visit, the institution is providing a snapshot in time; therefore, <mark>no</mark> changes, modifications, additions, and deletions can be made to the institution's documentation.

3

Objective

- How to respond to team reports and letters from the Commission.

  o Findings of Non-Compliance

  o Requests for additional documentation from the Commission

  o Suggestions

4

Institutional Response Report

The institution must provide a response and supporting documentation, when appropriate, reflecting that the Commission's request for information is now RESOLVED. Therefore, it is critical that the institution correct the condition BEFORE responding.

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Institutional Response Format

- **Document cover page**
- **Institution's response to Commission Letter**
- **Institution's attached documentation, if applicable.**
  - **Response to Findings of Non-Compliance (required)**
  - **Follow prescribed institutional response format**
    - **Create table of contents, number pages, and highlight important information**
  - **Separate page for each Finding of Non-Compliance**
  - **Response to suggestions (suggested, but not required)**
  - **Send 1 PDF copy as 1 single document following the directions with the school's team report or letter**
    - **no hard copy documentation**

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How to Respond

- **Be specific**

- **Provide documentation and highlight**
  - Letters, memoranda, financials, purchase orders, work orders, photographs, etc.

- **Start preparing for the response as soon as the team leaves (but remember, FNC are not official until COE sends the team report)**

- **Involve appropriate staff members in the response**

- **Correct the condition before making the response**

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Top 11 Findings of Non-Compliance

- **COE List of Approved Programs (Conditions)**

- **Employer Verification Forms (Standard 2)**

- **Advisory Committee Meetings**
  Institutional Advisory Committee (Standard 1)
  Occupational Advisory Committee (Standard 2)

- **Follow-up Plan for Completion, Placement, and Licensure (Standard 3)**

- **Strategic Plan (Standard 4)**

- **Media Services Plan (Standard 5)**

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Top 11 Findings of Non-Compliance

- **Health and Safety Plan (Standard 6)**

- **Annual evaluation of institutional employees (Standard 8)**

- **Plan for Professional Growth (Standard 8)**

- **Plan for Evaluation of Student Personnel Services (Standard 10)**

- **Plan for Placement Services (Standard 10)**

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Criterion: Conditions #13-The institution has informed the Commission of all <u>planned and unplanned substantive changes</u>.

- **Governance/Control**
- **Institutional** *(for example)*
  - *Name*
  - *Change of Location*
  - *Main Campus/Branch Campus Relationship change*
  - *Contractual Agreements for Consulting or Recruiting*
- **Programmatic** *(for example)*
  - *New Program*
  - *Deletion of a Program*
  - *Change of Scope*
  - *Teach Out of a program*

10

What is a program?

Occupational Education Program-An education program designed to provide a sequence of educational and skill development experiences that lead to workplace competencies. (Such programs offered by Commission accredited institutions are designed to prepare individuals for job entry and/or career advancement.) An "occupational program" is one that prepares a student for employment or job advancement. Occupational programs can be any length, from a 40-hour phlebotomy program to a 2,000-hour dental hygiene program. The term "short program" has no meaning with COE. Whether the school calls it a "course" or a "program", if the instruction imparts job knowledge and skills and prepares the student for employment or job advancement, it is an "occupational program" in the eyes of the Council.

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Conditions #13

- **FINDING OF NON-COMPLIANCE: The team finds the institution is offering Cosmetology (1500 clock-hours) at the Branch Campus located at 1507 N. State Street, Jefferson, NJ without COE Approval.**

- **RESPONSE: The institution received approval on February 21, 2018 from the NJ Board of Cosmetology to add Cosmetology (1500 hours) to the Branch Campus located at 1507 N. State Street, Jefferson, NJ. The institution has submitted a mini-form (Public Institutions)/Addition of a New Program (Non-Public Institutions) application to the Council of Occupational Education on March 1, 2018 to add the Cosmetology program to the Branch Campus located at 1507 N. State Street, Jefferson, NJ. The institution received a Commission approval letter on April 15, 2018. The COE List of Approved Programs is now consistent with the program offered by the institution. <u>Following is a copy of the COE List of Approved Programs, copy of the COE request form, copy of COE approval letter and the state approval letter.</u>**

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Conditions #13

- **Documentation: (Documentation is placed directly behind the narrative response)**
  - **Copy of letter from the NJ Board of Cosmetology**
  - **Copy of COE Mini-Form/Addition of New Program form requesting addition of Cosmetology (1500 clock hours)**
  - **Copy of Commission Approval Letter**
  - **Snap shot of COE List of Approved Programs for the Branch Campus**

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PROGRAMMATIC FORMS LOCATED ON THE COE WEBSITE UNDER RESOURCES-APPLICATIONS AND FORMS

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Standard 2-Employer Verification Form

- **Must be completed by annually**

- **Completed by a bonafide potential employer who is in a position to make hiring decisions**
  - **Occupational Advisory Committee members may sign Employer Verification Forms if they have fulfilled the obligations of reviewing the program, per the Employer Verification Form, and if they are bonafide potential employers who are in a position to make hiring decisions**

- **Complete 3 forms for each program at each campus**

- **Must be completed in its entirety (No Blank Fields)**

- **Program Name, Program Length, Mode of Delivery of Program must match your COE List of Approved Programs**

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Employer Verification Form

- **FINDING OF NON-COMPLIANCE:** The team finds the Accounting program does not have Employer Verification forms completed by three bona fide potential employers annually.

- **RESPONSE:** The institution has had three bona fide potential employers review the Accounting program on May 14, 2018 and recommend admission requirements, program content, program length, program objectives, competency tests, learning activities, instructional materials, equipment, methods of evaluation, level of skills and/or proficiency required for completion and appropriate delivery formats for the subject matter being taught. <u>Following is a copy of the completed Employer Verification Forms.</u>

- **DOCUMENTATION: The documentation will be placed directly behind the narrative.**
  - **3 Completed Employer Verification Forms for the Accounting program.(Be sure to check for the most up to date form)**

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Standard 2-Occupational Advisory Committees

- Consists of a minimum of three members external to the institution who have expertise in the occupational program;

- Represents the geographical service area covered by the program at each meeting (main campus and each branch campus;

- Has at least three external members who meet these criteria present at each meeting (with at least two members physically present and one virtually present); and,

- Meets at least twice annually; and

- Ensures that no fewer than three months separate each official committee meeting; and,

- Follows and agenda and maintains typed minutes to document its activities, recommendations, meeting attendance, and demographic information for each member.

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Occupational Advisory Committee

- **FINDING OF NON-COMPLIANCE:** The team finds the occupational advisory committee appointed for the Accounting program did not consist of a minimum of three members external to the institution to ensure that desirable, current and relevant practices of each occupation are being taught.

- **RESPONSE:** The institution has appointed an official occupational advisory committee for the Accounting program has four external members. The members are Cliff Owen, Accountant, Council on Occupational Education; Robert Smith, Bob's Accounting Services; Patricia Livingston, Accounting Department, Macy's; Carole Price, Accounting Department, S & S Bank. Following is a copy the Accounting Occupational Advisory Committee Roster, minutes and agendas and attendance roster.

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Occupational Advisory Committee

DOCUMENTATION: (Documentation is placed directly behind the narrative response)

- A typed list (Official Roster) of the advisory committee members including name, email address, phone number, job title, place of employment

- Typed Agenda and Minutes of advisory committee meeting, including meeting attendance

- Attendance Rosters

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Advisory Committees

- Institutional Advisory Committee may serve as an Occupational Advisory Committee if the school has only <u>one</u> program.

- Plan ahead to assure there are two meetings a year
  - *Ensure that no fewer than three months separate each official committee meeting*

- Committee members may sign Employer Verification Forms if they have fulfilled the obligations of reviewing the program, per the Employer Verification Form, and if they are bonafide potential employers who are in a position to make hiring decisions

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Advisory Committees

- May use Advisory Committees to document annual/regular evaluation of written plans, policies and procedures
  - Admission by Exception Policy and Procedure (Standard 2)

  - Strategic Plan (Standard 4)

  - Plan for Assuring Health and Safety (Standard 6)

  - Operation and Maintenance Plan (Standard 6)

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Advisory Committee Minutes

- Committee minutes should clearly document:
  - What committee(s) is meeting? (Program Name must match the COE List of Approved Programs)
  - When did the meeting take place?
  - Where did the meeting take place?
  - Who is on the committee?
    - External
    - List members, job titles, company name, contact information
  - Who was present at the meeting?
  - What were the topics of discussion?
  - What decisions/recommendations were made?
  - Attach any handouts, evaluations, PowerPoint presentations that were discussed in the meeting

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Occupational Advisory Committee Questions:

- Can company owners serve on an Occupational Advisory Committee?

- Can several institutions in the same region or county hold their Occupational Advisory Committee meetings together?

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Standard 3- Follow-up Plan

- The institution has a written plan to ensure that follow-up is systematic and continuous, and includes the following elements:
  - Identification of responsibility for coordination of all follow-up activities.
  - Collection of information from completers and employers of completers.
  - Information collected from completers and employers of completers focused on program effectiveness for various modes of delivery and relevance to job requirements.
  - Placement and follow-up information used to evaluate and improve the quality of program outcomes.
  - Placement and follow-up information made available at least on an annual basis to all instructional personnel and administrative staff.

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Standard 3- Follow-up Plan

FINDING OF NON-COMPLIANCE: The team finds the institution has a written plan for follow-up. The team did not find documentation that the placement and follow-up information was made available, at least, on an annual basis to all instructional personnel and administrative staff.

RESPONSE: At the May 15, 2018 Faculty Meeting the Placement Coordinator shared placement and follow-up data to all faculty and administrative staff. Following is the agenda and minutes of the faculty meeting, (list all documentation used to prove you are in compliance with the criterion.

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Standard 3- Follow-up Plan

DOCUMENTATION:(Documentation is placed directly behind the narrative response)

- **May 15, 2018 Agenda and Minutes of the faculty and administrative meeting;**
- **Collection of information from completers and employers of completers;**
- **Information collected from completers and employers of completers focused on program effectiveness;**
- **Placement and follow-up information used to evaluate and improve the quality of program outcomes.**
- **Be sure to include all handouts, PowerPoint presentation, attendance documentation with your response.**

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Standard 4- Strategic Planning

The institution has written strategic plan that **includes,** as a minimum, the following components:

- Mission of the institution;
- Vision of the institution;
- Objectives for a minimum period of three years;
- Strategies for achieving the objectives;
- Current and projected financial resources that provide a basis for initiatives specified in the strategic plan; and
- Strategies for evaluating process toward achieving the objectives.
- The strategic plan is reviewed by the faculty, administration **and** institutional advisory committee **and** revised as necessary at least annually.
- The results of the evaluation of progress toward achieving the objectives are documented annually

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Strategic Plan

- **FINDING OF NON-COMPLIANCE:** The team finds the institution has a written strategic plan. However, the strategic plan is not reviewed by the faculty, administration, **and** institutional advisory committee and revised as necessary at least annually.

- **RESPONSE:** The strategic plan has been reviewed by the faculty and administration at the May 15, 2018 Faculty Meeting. The Institutional Advisory Committee met on June 1, 2018 to review the institution's strategic plan. Following is the agenda, minutes, PowerPoint presentation and attendance roster of the May 15, 2018 Faculty Meeting, and agenda, minutes, PowerPoint presentation and attendance roster of the June 1, 2018 Institutional Advisory Committee meeting.

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Strategic Plan

DOCUMENTATION: (Documentation is placed directly behind the narrative response)

- **Agenda and Minutes of the May 15, 2018 Faculty Meeting**
  - **Attendance Roster**
  - **Strategic Plan Handouts, PowerPoint Presentation, etc.**
  - **Highlight the agenda and minutes**

- **Agenda and Minutes of the June 1, 2018 Institutional Advisory Committee Meeting**
  - **Official Roster of Members**
  - **Attendance Roster**
  - **Strategic Plan Handouts, PowerPoint Presentation, etc.**
  - **Highlight the agenda and minutes**

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Standard 5- Learning Resources

The written plan for media services is appropriate, is inclusive of all methods of program delivery to the institution, and includes the following:

- **The scope and availability of the services.**

- **A variety of current and relevant educational materials, such as reference books; periodicals and manuals of a business, professional, technical, and industrial nature; audio-visual materials and equipment; internet access to sites with educational and reference materials appropriate to program offerings to help fulfill the institution's purposes and support its educational programs;**

- **The staff person (administrative, supervisory, or instructional) responsible for the implementation and coordination of the media services.**

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Standard 5 Learning Resources

- Roles and responsibilities of designated staff member(s).
- Orientation for user groups (i.e., instructors, students, and others).
- Facilities and technical infrastructure essential for using media materials.
- Annual budgetary support for the services.
- Annual evaluation of the effectiveness of media services and the utilization of the results to modify and improve media services.

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Learning Resources

FINDING OF NON-COMPLIANCE: The team finds the institution has a written plan for its media services and it is in use; however, the plan did not include the scope and availability of the services.

RESPONSE: The institution updated the written plan for media services to included the scope and availability of the services. Following is an updated Media Services Plan. Page 3 of the Media Services Plan highlights the scope and availability of services

DOCUMENTATION: (Documentation is placed directly behind the narrative response)
- Updated plan (include revision date)
  - Written Plan Components:
    - *Objectives, purpose, or intent of the plan*
    - *Outline activities to achieve the objectives*
    - *Specify roles and responsibilities*
    - *Include guidelines or timelines for review and evaluation*

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What's Your Take?
Standard 6- Physical Resources and Technical Infrastructure

CRITERIA: An appropriate plan for assuring the health and safety of the institution's employees, students, and guests has been developed and is in use.

The health and safety plan includes: a system for reporting and investigating accidents; is in use; has been distributed to employees; is available to students; and regularly evaluated with appropriate input from employees and students and revised as needed.

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Physical Resources and Technical Infrastructure

FINDING OF NON-COMPLIANCE: The team finds the institution has a health and safety plan and it is in use. The team did not find documentation that the plan is regularly evaluated/revised with input from employees **and** students.

RESPONSE:

DOCUMENTATION: (Documentation is placed directly behind the narrative response)

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Standard 8- Human Resources

CRITERIA: Appropriate procedures have been developed for the continuous evaluation of the performance and effectiveness of all institutional employees, with at least an annual written formal review and evaluation.

FINDING OF NON-COMPLIANCE: The team finds no documentation that **all** institutional employees are evaluated with at least an annual written formal review and evaluation.

RESPONSE:

DOCUMENTATION: (Documentation is placed directly behind the narrative response)

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Human Resources

The institution plans, provides, supports, and annually documents professional growth opportunities for and participation by all faculty members.

FINDING OF NON-COMPLIANCE: The team finds no documentation the institution annually **documents** professional growth opportunities for **all** faculty members.

RESPONSE: The institution provided a faculty in-service opportunity on how to prepare PowerPoint presentations for the classroom. The institution has developed a form to document participation in professional growth activities. Following is the ____

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Human Resources

- **DOCUMENTATION: (Documentation is placed directly behind the narrative response)**

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Standard 10- Student Services and Activities

- **CRITERIA:** The institution has a written plan for determining the effectiveness of student personnel service for documenting an annual evaluation of these services, and disseminating the results to the staff so that pertinent information can be used to improve the student personnel services.

- **FINDING OF NON-COMPLIANCE:** The team finds the institution does not have a written plan for determining the effectiveness of student personnel service for documenting an annual evaluation of these services, and disseminating the results to the staff so that pertinent information can be used to improve the student personnel services.

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Student Services and Activities

- **RESPONSE:** The institution has <u>developed</u> and <u>implemented</u> a written plan for determining the effectiveness of student personnel service for documenting an <u>annual</u> evaluation of these services, and <u>disseminating</u> the results to the staff so that pertinent information can be used to improve the student personnel services. Following is the Student Personnel Effectiveness Plan and _____.

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Student Services and Activities

- Documentation: (Documentation is placed directly behind the narrative response)
- Student Personnel Effectiveness Plan
  - *Written Plan Components:*
    - Objectives, purpose, or intent of the plan
    - Outline activities to achieve the objectives
    - Specify roles and responsibilities
    - Include guidelines or timelines for review and evaluation
- What other documents should be included in the RESPONSE?
- Go back to the key words:
  - Developed
  - Implemented
  - Disseminating
  - Annual

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Institutional Response Report

PLEASE SUBMIT ONE DIGITAL COPY, AS ONE DOCUMENT, TO COE WITHIN 30 DAYS OF RECEIVING THE TEAM REPORT. IF RESPONDING TO A COMMISSION LETTER, COMPLY WITH THE DEADLINE STATED IN THE CORRESPONDENCE.

IF THE RESPONSE IS TOO LARGE TO E-MAIL, PLEASE SUBMIT THE RESPONSE ON A FLASH DRIVE, OR IN DROPBOX, OR BY OTHER DIGITAL METHODS BY THE STATED DEADLINE.

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Do's and Don'ts When Submitting your Response Report

- Don't submit blank forms
- Don't submit the entire catalog
- Do submit your response as one pdf file
- Do highlight the important text on the page
- Do number the pages and be sure to include a table of contents
- Do contact COE staff for assistance
- Don't drown the Commission Readers with irrelevant information
- All plans need to be evaluated and in use

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TIME FOR THE KAHOOT QUIZ

- Do I have to respond to suggestions?
- When will my response be reviewed?
- How much time do I have to respond?
- Are photos, snapshots of website allowed?
- Do I send my entire catalog to show I have updated my refund policy?
- Will the Commission consider an EVF if the form is not signed by a potential employer?
- Do I need to respond to a team report if the institution does not receive a FNC?
- Should I include a table of contents and page numbers if the institutional response?
- Is it ok to highlight in the institutional response?
- I have learned something from this presentation?

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Resources

- **COE publications**
  - *Handbook of Accreditation*
  - *Policies and Rules of the Commission*
  - *Self-Study Manual*
  - *Guidelines for Accreditation Visiting Team*

- **COE Staff (1-800-917-2081)**

- **COE Web Site (www.council.org)**

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