

Leave The Welcome Mat
Out
Unannounced Visits

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ICE BREAKER!

Let's Take a Stroll Through
The Garden

www.answer garden.ch/



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Paradigm Shift

Maintaining Compliance as a Standard Operating Procedure

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- More Than an Annual Submission of Every Sixth-Year Event
- An On-going Education Process for Faculty, Staff and Stakeholders
- An On-going Set of Activities and Processes
- Alignment Between Annual Report and Institution's Evaluation

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What is an Unannounced Visit

- o Fall 2015 COE Announcement Re: Unannounced Focus Review Visit
- o Winter 2016 Began Conducting Visits
- o Institution Selection by the Commission
- o Institution Selection Based on Two Criteria:
 - **Random** - Schools selected at random during their mid-cycle
 - **Risk** - include (but not limited to); excessive complaints, exponential financial growth, exponential student growth, multiple substantive changes, monitoring or violation statuses, questionable CPL rates, or federal or state agency findings

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Basic Structure of an Unannounced Visit

GENERALLY:

- o Visiting Team Consists of Two Members
- o Team Visit Lasts One Day
- o **Random** Team Visit Follows Unannounced Visit Check Sheet ([www.council.org, Applications](http://www.council.org/Applications))

ALWAYS:

- o **Risk** Team Visit Conducts Review Based on Criteria that Addresses Specific Area(s) of Concern(s)
- o **Risk and Random** Teams May Evaluate ANY Area of Compliance

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About the UV Checksheets

Random Team Visit

- o Approximately 55 Criteria (includes Multi-part Criteria)
- o Criteria Selected by Commission
- o *Criteria Selected from Conditions and Each of the Standards (1-10)
- o Criteria Selected, in Part, from Criteria in which Schools Tend to Have Findings (e.g., Advisory Committees, CPL)



Risk Team Visit

- o Number of Criteria Varies, Depending Upon COE Concern(s)
- o Criteria Selected by Commission and Staff
- o *Criteria Selected from Conditions and Each of the Standards (1-10) and/or COE Concern(s)

* REMINDER: Additional criteria not listed on standard UV check sheet may be added

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A Typical Unannounced Visit Day

Step 1

Team Arrives shortly after class begins (8-9am)

Delivers letter of introduction to CAO

Takes BREF school tour

Step 2

Workspace

School should provide quiet and sequestered workspace (preferably in administration building)

Step 3

File Review

Institution should be able to provide documentation to team in a timely manner.

Step 4


Exit Report

Preliminary Report made official once COE sends

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What's in the Introduction Letter?

- o Identification of Visiting Team Members
- o Explanation of the UV process
- o Reminder of School's Financial Obligation



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Finances

- o Team Submits Cost for Travel, Meals, Etc. to COE Office for Reimbursement; COE Invoices School
- o Since Visit Is Unannounced, School Is Not Expected to Directly Pay for Anything During Visit; However, School May Decide to Cover Cost of Snacks, Meals, Etc. for Team While They Are On-site
- o Schools Hosting Risk Visits and Other Types of Focused Review Visits (Not Random) Are Invoiced An Additional \$750 (See Fees in Handbook of Accreditation)

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School Tour

- o Because this is typically a one day visit, keep it brief.
- o Walking Tour to show that your classes are operating, etc.
- o TIP: As soon as the tour begins, you can have a staff member send an email notifying staff that there is a COE team on campus

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Work Space

- o Computer (at least one; two is preferable)
- o Room to look at files
- o **TIP:** If you have snacks or drinks available, this is a good opportunity to show a little hospitality (but doing this is NOT a Council mandate).



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Files

- o Arranged According to Unannounced Visit Check Sheets (www.council.org)
- o Provide Data in as Timely a Manner as Possible to Help Ensure Team has Sufficient Opportunity to Complete Their Review
- o Are NOT Required to be Electronically Maintained
- o Pay Close Attention to Multi-part Criteria (e.g., Advisory Committees and Employer Verification Forms)

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Exit Report

- o Similar to Accreditation or Substantive Change Visit Exit Report
- o Verbal, Draft Findings of The Team. Report Is Not Official Until COE Sends It to Your Institution
- o Take Notes So That You Can Begin Drafting Response and Collecting Documentation, If Necessary
- o Remember, Once the Exit Report Is Given, the Team Can No Longer Discuss the Visit. Contact COE Staff (Renee Pellom) with Additional Questions

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After the Report

- o COE Will Send a Final Copy of Team Report to School
- o School Will Have 30 Days to Respond to Any Findings
- o Commission Will Review Team Report and Institutional Response at Next Meeting
- o School Will Be Notified of Commission Actions in Writing Within 30 Days of Meeting

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General Thoughts

- o Make Sure That Your School's Website Is Up-to-Date
- o The Team May Stay Late Depending On How the Review Progresses and the Timing of the School's Schedule
- o These Teams will Arrive Completely Unannounced, So It Is Critical to Be Prepared
- o Make Sure You Have Several People Who Know Where Documentation Is Kept at Your Institution

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Final Tips

- o **HOSPITALITY:** Lunch, Snacks, Drinks (Optional)
- o **TOUR:** Keep It Brief; Always Walking
- o **DOCUMENTATION:** Be Responsive to Team's Requests
- o **FINANCE:** Have a Plan for Paying for The Cost of An Unannounced Visit, Should You Have One
- o **PREPARATION:** Have A Plan For Who Will Do What (Team Requests, Snacks, Tour, Email To Staff/District)

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Lessons So Far.....

- o Significant Number of Schools Appear to Maintain COE Requirements
- o Sizeable Number of Schools Challenged to Provide Documentation in Multiple Areas of Compliance
- o Reconciling Annual Report with Findings of Team Visit

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Lessons So Far (Con'),.....

Most Commonly Cited Findings:

- o Incomplete Or Non-existent Accreditation File (Conditions)
- o Programs Not Identically Described in All Institutional Publications (Conditions)
- o Occupational Advisory Committees (Standard 2)
- o Employer Verification Forms (Standard 2)
- o Unverifiable Completion, Placement and/or Licensure Data (Standard 3)

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Commission Measures Beyond UVs

Institutions with Extensive Findings and/or Unverifiable Outcome Data:

- ✓ Some Have Been Required to Host An Additional Announced or Unannounced Focused Review Visit
- ✓ Some Have Been Placed on Violation Status
- ✓ Some Have Had Their Accreditation Team Visit Cycles Shortened

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Questions?

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THANK YOU

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