Accreditation Visiting Team
Leader & Member Certification
Part 2

Writing Findings of Non-Compliance, Suggestions, and Commendations

2021 Annual Meeting

Sandy Elliott
Myra West

Self-Study Timeline
Be Familiar with COE Resources

Visiting Team Forms 2022
- 2021 Check Sheets for Accreditation Visiting Teams – GENERIC 4-15-2021 (Public and Non-Public)
- 2021 Check Sheets for Accreditation Visiting Teams, FEDERAL VERSION, 6-10-2021
- 2021 Check Sheets for Accreditation Visiting Teams, RAS-NETI VERSION, 8-15-2021

Visiting Team Forms 2021
- 2020 Check Sheets for Unannounced/Focused Reviews (Site Visit Reports) 7-27-2020
- 2020 Check Sheets for Accreditation Visiting Teams – GENERIC 7-31-2020 (Public and Non-Public)
- 2020 Check Sheets for Accreditation Visiting Teams, RAS-NETI VERSION, 7-31-2020
- 2020 Check Sheets for Accreditation Visiting Teams, FEDERAL VERSION, 8-5-2020

Handout for Written Plans, Policies, Processes and Procedures

| Written Plans, Policies, Processes and Procedures That Must Be Maintained at All Times |
|---------------------------------|---------------------------------|---------------------------------|
| Criteria by Conditions/Standard | Public/Non-Public Institutions |
| Conditions of Accreditation:    |                                 |
| Policies and Procedures:        |                                 |
| PROCEDURE                        |                                 |
| STANDARD 1 – Institutional Mission |                                 |
| N/A                              |                                 |
| STANDARD 2 – Educational Programs |                                 |
| Program Alignment and Administration |                             |
| Coursework/Delivered via Distance Education |                             |
| Work-Based Activities           |                                 |
| Work-Based Activity's Plan       |                                 |
| Program Outcomes Follow Up       |                                 |
| STANDARD 3 – Leadership Standards|                                 |
| Strategic Planning               |                                 |
| STANDARD 4 – Learning Resources  |                                 |
| Media Services                   |                                 |
| Institutional Equipment          |                                 |
| Instructional Equipment Inventory |                                 |
| Emergency Equipment Purchases    |                                 |
| Monitoring/Disposing of Equipment |                                 |
| Institutional Supplies           |                                 |
| Purchases of Instructional Supplies |                       |
| Emergency Supplies Purchases     |                                 |
| Maintenance of Instructional Supplies |                       |
| |
Standard 2 Reminders to Institutions using the 2021 Check Sheets

- Standard 2 Postsecondary Educational Programs has been revised to reflect the following:
  A. Program Alignment and Administration
  B. Occupational Advisory Committee Activities
  C. Instructional Activities
  D. Coursework Delivered via Distance Education
  E. Work-Based Activities

- Occupational Advisory committees in 2021 now have the responsibility to review each educational program annually and make recommendations for the following (Standard 2 B. Occupational Advisory Committee Activities Criteria 10-22):
  - Admission requirements
  - Program content that is consistent with current industry practices and desired student learning outcomes
  - Program length
  - Program objectives
  - Competency tests
  - Learning activities
  - Instructional materials
  - Equipment
  - Methods of program evaluation
  - Level of skills and/or proficiency required for completion
  - Workplace ethics
  - Appropriate delivery methods for the subject matter being taught

Standard 2 Reminders to Institutions using the 2021 Check Sheets

- The Occupational Advisory Meeting agendas and minutes must reflect the above requirements. Handouts used during the meeting must be included in the documentation as proof that the criteria requirements were reviewed, and the committee made recommendations accordingly. (Standard 2 B. Occupational Advisory Committee Activities Criteria 10-22)

- **The Employer Verification form cannot be used as the proof for Standard 2 B. Occupational Advisory Committee Activities Criteria 10-22.**

- The most recent Employer Verification Form is dated January 2021 and is found on the COE website. Standard 2-A. Program Alignment and Administration-Criterion 9: The institution considers the length and the tuition of each program in relation to the documented entry level earnings of completers.
  - NOTE: The Employer Program Verification Form must be completed by potential employers of program graduates (Occupational Advisory Committees) to assist in documenting compliance with the Criterion.
  - The person that signs the EVF must be a bona fide employer who is in a position to make hiring decisions
Team Report will be completed electronically in the Team Report Software

- All Conditions and Standards criteria require a “Yes”, “No” or “NA”.

Findings of Non-Compliance

- Provide specific description detailing the deficiency as it relates to the criterion
- Underscore the need for well-thought out, well-written language
- Provides the Institution with a clearer, more concise report to which they can respond
- Are most often not a repeat of the criterion...be specific about the deficiency
- Simplifies the review process for the COE staff and Commission
When the team does not find documentation to show compliance, the criterion will be marked “NO” and a FNC will be written.

Example of a single part criterion:

**Multi-Part FNC**

- Examples Found In: Advisory Committee Meetings (Standard 2), Written Plans (Standards 4, 5, 10)
- If “NO” applies to all parts of the criteria, write one FNC, repeating language of the criteria.

The institution has an organized and functional institutional advisory committee. VISITING TEAMS: If NO is checked, resume with criterion 12. Write one finding of non-compliance that specifies BOTH the requirement to appoint an institutional advisory committee AND each criterion 7-11. (See instructions page.)

The institutional advisory committee meets the following requirements:

7. Is composed of at least three persons external to the institution.
8. 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).
9. Meets at least once annually, if serving only in an institutional advisory capacity; OR, twice annually, if serving in an occupational advisory capacity.
10. Keeps typed minutes to document its activities, recommendations, meeting attendance, and demographic information for each member and.
11. Is used to provide community involvement in maintaining a relevant mission for the institution.
Multi-Part FNC Example:

• If “NO” does not apply to all parts of the criterion, specify in the FNC the component(s) in the criterion that is/are unmet.

• A FNC will be written for each criterion not met.

• Examples:
  • “The team finds the Welding program has an Occupational Advisory Committee; however, documentation does not reflect that it has met twice annually.
  • “The team finds the Welding program has an Occupational Advisory Committee; however, documentation does not reflect that it follows an agenda and maintains typed minutes to document its activities, recommendations, meeting attendance, and demographic information for each member.”
Tightening up the FNC Language

- Remember, Spell Check and Grammar Check are our friends
- Use the term “documentation”, not “evidence” in the FNC
- Avoid language that can appear to be subjective:

  **Example:**
  “The team finds that the institution took appropriate/inappropriate steps in evaluating its media services plan.”
....Just a Little Tighter

- Be consistent in the use of verb tense throughout the team report
  “The team finds...” OR “The team found...”

- Write FNCs using an **active**, not a passive voice
  - Passive: “The team finds that a catalog or other on-line publications were not created by the institution....”
  - Active: “The team finds that the institution did not create a catalog and/or other on-line publications...”

---

**Standard 2 Program Example of FNC**

If a program requires a FNC, list the **program and the location(s)** where the violation occurs:

“The team finds that potentially harmful waste products from the Heating, Ventilation and Air Conditioning program and the Automotive Technology program were stored in open containers in the instructors’ offices at both the Richmond and the Mill Creek campuses.”
**Writing Suggestions**

- Identify possible improvements:
  - in an educational program
  - in the operation of some part of the institution
  - may address a questionable activity

- Are not a clear violation of a standard or condition, but reflect an area of concern for the team

- Institutions may respond to a suggestion, but are not required to do so

**Suggestions**

- Team must write a finding (not a FNC) along with the suggestion

- Apply the same language rules as FNCs

- “The team suggests……”

- Be careful that the suggestion is not a FNC, and that it does qualify as a suggestion and does not reflect a personal preference
Suggestion Example

Finding:
“The Pharmacy Technician program has an Occupational Advisory Committee that consists of well-qualified persons from industry. Dates on the minutes indicate that the committee meets twice per year and the committee meets all other COE requirements. The minutes; however, are vague with regards to some of the topics discussed during the meetings.”

Suggestion:
“The teams suggests that the institution keep more detailed minutes for the Pharmacy Technician program.”
Commendations

A statement by the team that the institution exceeds the expectations of the team on a Standard or Condition

Unlike Findings of Non-Compliance and Suggestions; Commendations do not require a Finding

Commendations

- Like Findings of Non-Compliance and Suggestions, Commendations should never name individuals

- “The team commends....”

- Teams should feel free to commend schools that exhibit exceptional activities
Commendation Example

• “The team commends the institution for its partnership with the business, industry and manufacturing community in providing state-of-the-art equipment in their Welding laboratory at minimal cost to the institution.”

• “The team commends the administration, faculty and staff for creating and maintaining an outstanding culture and climate through its commitment to both academic and life skills education for all students.”

Commendations

Please type all commendations for this standard below. Commendations are not required. Commendations may be made by standard in cases where the institution has, in the team’s opinion, demonstrated exemplary performance in a program or other operational area. Number commendations when more than one is written.

1. Commendations for this standard? *
   - Yes
   - No

Commendations *

Submit Section | Save Draft | Cancel
EXAMPLE #1 – Standard 2

Scenario:

**Main Campus:** Tucson, AZ  
**Branch Campuses:** Seattle, WA, and Eugene, OR

**The Issue:** Culinary Arts Program (main campus), and Medical Office Specialist and Medical Assistant (both programs in Seattle). None of these programs have advisory committees.
Well Written FNC Example:

“The team finds that the institution has not appointed occupational advisory committees for the Culinary Arts program at the main campus, or the Medical Office Specialist and Medical Assistant programs at the Seattle, WA branch campus. The advisory committee must ensure that desirable, relevant, and current practices of each occupation are being taught. These occupational advisory committees must: Consist of a minimum of three members external to the institution who have expertise in the occupational program; represent each service area covered by the program at each meeting (main campus and each branch campus); have 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, meet at least twice annually; ensures that no fewer than three months separate each official committee meeting; and, follows an agenda and maintains typed minutes to document its activities, recommendations, meeting attendance, and [provide] demographic information for each member.”

What Makes It Good?
• Included Campus Names
• Included Program Names
• Included Criteria Language from the Check Sheets

EXAMPLE #2 – Standard 2

Scenario:
Main (and only) Campus: Schenectady, NY
Program: Cosmetology (See Handbook of Accreditation regarding single-program institutions)

The Issue: Harper Island Cosmetology School is hosting a reaffirmation visit in October 2019 and it hosted its last accreditation visit in 2013. The institution has a history of hosting its OAC meetings every March and September. During the reaffirmation visit the school provided documentation of all of its OAC meetings for 2013-2018, but could not provide documentation reflecting that they hosted any OAC meetings in 2019. Should the school receive a finding?

YES, The criterion states that the institution must host at least two OAC meetings (at least three months apart) in one (calendar) year, and this institution has not done so.

Things to Consider:
• Look at the site visit date: October 2019
• In 2019 there were no OAC meetings
• The institution will not have the time it needs (team visit in October) to host two sets of OAC meetings for the program it offers (minimum of 3 months of meetings required)
EXAMPLE #3 – Standard 6 (Operation and Maintenance Plan)

Main Campus: Harper’s Ferry, WV
Branch Campuses: Key Largo, FL and Wilmington, NC

Scenario:

Below is a description of the status of the institution’s operation and maintenance of all physical facilities, technical infrastructure and, if applicable, distance education infrastructure:

- The plan addresses the institution's equipment and supplies.
- The plan addresses applicable federal codes and procedures.
- The plan addresses personnel.
- The plan was last evaluated five years ago.
- Branch campuses were not included in the plan.

Finding of Non-Compliance Language

The team finds that although the institution developed an operation and maintenance plan, the plan does not address relevant STATE law; the institution has not made the plan available to employees and students; the institution has not ensured that the plan is evaluated on an annual basis and revised, as needed; and, the plan does not address the branch campuses in Key Largo, FL and Wilmington, NC.

Things to Consider:
- Look at all the elements of the plan (use the check sheets)
- Remember all plans must be evaluated and in use
- Include the names of the branch campuses
EXAMPLE #4 – Programs

Scenario

Main Campus: San Francisco, CA
Branch Campuses: Jennings, LA and Mt. Juliet, TN

The institution is approved to offer Welding Technology, CNC Machining, and Pharmacy Technician among its list of COE-approved programs. During the visit, the team discovers that the programs are listed in the school’s catalog and website as Welding Technician, CNC Machining Operator, and Pharmacy Technology at all campuses. Should the institution receive a FNC?

EXAMPLE #4 – YES, the institution should receive a Finding of Non-Compliance

Conditions #13:
The institution has informed the commission of all planned and unplanned substantive changes.

The institution is approved to offer Welding Technology, CNC Machining, and Pharmacy Technician. However, the team finds the programs are listed incorrectly in the school’s catalog and on its website as Welding Technician, CNC Machining Operator, and Pharmacy Technology at the San Francisco, CA main campus and the branch campuses in Jennings, LA and Mt. Juliet, TN.
To write a successful FNC:

- **Ensure**
  - Ensure that the FNC is an agreed-upon decision by the team

- **Provide**
  - Provide specific details that make apparent the area(s) of non-compliance

- **Identify**
  - Identify program(s) and location(s)

- **Do not hesitate**
  - Do not hesitate to write suggestions or commendations when warranted.

Questions?
Thank You for Attending
Team Member and Team Leader
Certification