Accreditation Visiting Team Leader & Member Certification Part 2

Writing Findings of Non-Compliance, Suggestions, and Commendations

2022 Annual Conference
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Candidate Visits
Initial Accreditation Visits
Reaffirmation Visits
Unannounced Visits
Focused Visit
Follow-up Visits (virtual)
Substantive Change Visits

The team visit
Acknowledgment of the institution’s hard work!
Purpose

Determine if the institution is in compliance with the policies, standards, and conditions of accreditation of the Commission.

- Gold Standard
- Best Practices
- Standard Criteria from the handbook of accreditation

Self-Study Timeline

You are on the team visit
## Visiting Team Roster Example

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Standard 2 Reminders to Institutions using the 2022 Check Sheets

Postsecondary Educational Programs now has 5 sections:
A. Program Alignment and Administration
B. Occupational Advisory Committee Activities
C. Instructional Activities
D. Coursework Delivered via Distance Education or Hybrid
E. Work-Based Activities

In 2021 Occupational Advisory Committees had to meet a twice with a minimum of 1 time fact to face. They also had the responsibility of reviewing:
- Admission requirements
- Program content consistent with industry practices
- Program length
- Program objectives
- Competency tests
- Learning activities
- Instructional materials
- Equipment
- Methods of program evaluation
- Level of skills and proficiency for completion
- Workplace ethics
- Appropriate delivery methods

In 2022—only required to meet once and must be face to face—committees review program and provide industry updates.
Standard 2 Reminders to Institutions using the 2022 Check Sheets

• Advisory Committee documentation must include attendance and demographic (place of employment, address, etc.) information of each member present.
• The Employer Verification form cannot be used as proof that the advisory committee has reviewed the program.

The most recent employer verification form is dated January 2021. This form is used to verify that the institution considers the length and the tuition of each program in relation to the documented entry level earnings of completers. When reviewing these forms, you should look for the following:
• The correct form was used for the year(s) being reviewed (this is a full look back during their full accreditation period)
• The form includes the program hours and tuition
• The form is completed by a bona fide employer in the position to make hiring decisions.
• The form has a signature (not electronic) and is dated.

Team Report will be completed electronically in the Team Report Software

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

Institutional Mission

1. The primary mission of the institution is to instruct students to reach competency levels that they are qualified for initial employment and/or career advancement. *
   - Yes
   - No

The institution’s mission is:

2. Clearly and concisely stated in written form; *
   - Yes
   - No

Please provide an explanation:
Findings of Non-Compliance (FNC)

• 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.

6. 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 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.

If NO is checked, “N/A” will autofill for each criterion 7-11; resume with criterion 12. Write one finding of non-compliance that specifies BOTH this requirement AND each criterion 7-11. (See instructions page.)
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 three external members were in attendance"
  - "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.”
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.”
Now, It’s Your Turn!
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 the meeting (with at least two members physically present and one virtually present); and, follows an agenda and maintains typed minutes to document its activities, recommendations, meeting attendance, and 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 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 #3 – 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 #3 – 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.
Your Scenarios

• What have you encountered that left you with questions?

• What do you do when you team is in disagreement on a finding?

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.
The impact of your decisions:

• School compliance
• School improvement
• Your reputation

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