

Guidelines for On Site Evaluation Teams

Why do On-Site Evaluation Visits?

Accreditation requires a qualitative evaluation of an institution's educational programs to determine whether it is meeting its stated objectives and is in compliance with the NACCAS *Standards and Criteria* set forth by the Commission.

The evaluation process has two (2) phases:

- In the first phase, the institution performs a self-study in which objectives are clarified and the institution's performance is evaluated according to the stated criteria in the Institutional Self-Study (ISS). The ISS and supporting exhibits are reviewed by an Accreditation Specialist to verify that all necessary documents are contained within the ISS. Areas of non-compliance or items in need of clarification are pointed out to the institution. However, the staff analysis should not be construed as a final review. The responsibility of reporting comments and limitations to the Commission rests with the on-site evaluation team.
- In the second phase, the evaluating team (consisting of an Academic, a School Owner/Administrator, and a Practitioner) visits the institution to verify that the *Standards and Criteria* are being met and that the information contained in the ISS is accurate. The narratives contained in the ISS are an important element in the process and should be considered carefully by the team, since these generally contain important information regarding an institution's self-perception. The team members will use the school's ISS as a guide during the on-site evaluation and may solicit information regarding the school's compliance through interviews (or written surveys) with the administrative staff, faculty, students, and members of the local business community, and salon owners who employ the school's graduates. The team members will specifically attempt to verify the participation in the self-evaluation process of those persons listed in the ISS.

Note: An on-site evaluation is normally scheduled for one day, but two days may be necessary if additional time is needed for a proper evaluation; if the size of the student body so dictates; or if the school's most recent application for (re) accreditation was denied regardless of whether they prevailed on appeal. If a second day is necessary, the NACCAS staff person will inform the school owner of the need to return the next day during the check-in email or phone call the week before.

Independent Contractor Peer Evaluator (ICPE) Responsibilities Overview

ACADEMIC

Primarily responsible for:

- **Standard I (all Criteria)**
- **Standard II (all Criteria)**
- **Standard VI (Criteria 1 – 4 and 10 – 13)**

- Standard IX (Criteria 1 – 3)
- Standard X (all Criteria)
- Interviewing Instructors
- Observing Classes
- Reviewing the School's Catalog

Secondarily responsible for:

- Standard VI (Criteria 16 and 17)
- Interviewing Students
- Verifying Placement for Annual Report Data

SCHOOL OWNER/ADMINISTRATOR

Primarily responsible for:

- Standard III (all Criteria)
- Standard IV (all Criteria)
- Standard VI (Criteria 16 and 17)
- Standard VII (Criteria 4 – 11)
- Standard IX (Criteria 4 - 6)
- Reviewing Student Files for SAP, Refunds, Catalog, and Contracts
- Interviewing School Administrator
- Reviewing the School's Catalog

Secondarily responsible for:

- Assisting other team members with responsibilities as available

PRACTITIONER

Primarily responsible for:

- Standard V (all Criteria)
- Standard VI (Criteria 5 – 9 and 14 & 15)
- Standard VIII (all Criteria)
- Reviewing the School's Catalog
- Interviewing Students
- Observing Classes

Secondarily responsible for:

- Standard I (Criteria 6, 7, and 11)
- Standard II (all Criteria)
- Standard IV (Criteria 17 & 18)
- Interviewing Instructors
- Interviewing School Administrator
- Verifying Placement for Annual Report Data

A Typical Visit Day

Morning:

Breakfast Meeting (if Monday evening Pre-Visit meeting was not able to occur)

The team members and NACCAS Team Lead meet at breakfast to discuss any questions the team members may still have concerning ISS materials, new interpretations of relevant criteria, the schedule for the day, the purpose and process of the evaluation, the individual role and responsibility of each team member, and key items regarding the school such as pending complaints or any adverse actions.

School Tour

Upon the team's arrival at the school, the NACCAS Staff Member will request a tour of the facility and a quiet office or unused room reserved for the team's use during the day.

Pre-meeting with School Designee/Class Observation

Following the tour, the evaluators will observe theory classes and begin the evaluation of the school. The NACCAS Staff Member will provide the school owner or designee with an overview of the accreditation process, review the day's schedule, and explain the role of the team members and staff, and the process to be followed. In addition, the staff person will alert the school owner/designee of the documentation needed by the team members to successfully complete their review.

Since the time available for the evaluation is limited, each team member is assigned specific Standards. Team members are not prohibited from evaluating other Standards as well, and in fact, are encouraged to do so. Their first responsibility, however, is to complete their own areas thoroughly.

Interviews, file review, etc.

The morning continues with the examiners evaluating the school according to the NACCAS Standards and conducting interviews with faculty and students. The team will meet to review findings and to ensure that consistency is being maintained. Information obtained through interviews should be further investigated and discussed with other team members prior to citing a limitation. The NACCAS Staff Member will provide technical assistance to the team members and school owner, review the catalog, contract, Satisfactory Progress and Refund policies, as well as verify the school's annual report. In addition, the NACCAS Staff Member reviews specific criteria to ensure consistency and accuracy.

Lunch Meeting

The team breaks for lunch to discuss its findings, observation information and interviews with students and staff. The team will discuss what further research is required. The NACCAS Staff Member may assist and guide the team in the method of their research and any assistance needed for the review of materials.

Afternoon:

After lunch, the NACCAS Staff Member discusses with the school management any problems found by the evaluators which may require clarification or where the school may assist the team in locating the necessary documentation. The team continues with their evaluation until all criteria have been covered.

Review of the Team Report prior to the Exit Interview

The team members and NACCAS Team Lead meet to discuss and write the findings in the Team Report, noting limitations, if applicable, pertinent to each Standard.

The NACCAS Team Lead records the outcome of the visit, ensures forms are complete and fully executed, and all supporting documentation is submitted by each team member. Although each team member is responsible for standards which fall in their area of expertise, the Team Report represents a consensus of all the team members' findings.

Exit Interview with School Personnel

- The NACCAS Team Lead reads the Team Report to the school management in the exit interview. Time is provided for questions from the school management following the reading of the report.
- The Team's role is one of a fact-finding body and representatives of the Commission; therefore the evaluator's do not make recommendations to the school as to how to correct specific limitations.
- The school should not argue with the Team regarding the Commission's Standards and policies, but should ask for clarification of the information included in the report or they may provide documentation not previously seen by the Team.
- The NACCAS Team Lead answers any questions regarding the *Standards* or *Rules* and informs the school of the next steps in the accreditation process.
- The Team Report will be sent to the school and the school is given forty-five (45) days to submit a written response.
- No extensions are given to submit the school's response document.
- The school owner/designee whose school is being visited is asked to sign a verification sheet that identifies the programs reviewed the day of the visit and the time the team was present.

After the Visit

- Following the on-site evaluation, the NACCAS Team Lead has the Team Report finalized to ensure that all information is correct and a final copy is emailed to each evaluator.
- If any member feels that something was omitted or disagrees with the wording of the report, he or she must respond to the email outlining the discrepancy within 48 hours of receipt.
- A copy of the Team Report is then sent to the institution.
- Team members are expected to submit an evaluation on each team member to NACCAS on the form provided, electronically, as applicable.