ICPE Checklist for Conducting Virtually-Led Visits 2016/2017

Thank you for choosing to serve NACCAS and our schools. Your expertise and your time are greatly appreciated. By choosing to serve you are agreeing to utilize your knowledge and expertise to analyze and evaluate school documents, school processes, and school operations objectively, thoroughly, and without bias to determine whether the school is in compliance with NACCAS Standards and Policies. It is the Commission's expectation that each ICPE follows the deadlines set during the visit as outlined in this document.

Please ensure that you read this document thoroughly and in its entirety.

Complete	*Task*
Section A	**Upon Receipt of Your Visit Assignment**
☐	Upon receipt of the email from the Travel Office confirming your visit assignment respond to the email with your confirmation or refusal of the assignment within 24 hours of receiving the email.
☐	Within approximately three (3) to four (4) weeks of the visit assignment you will receive an email with the following documents attached: Statement of Work (SOW), Travel Compensation chart, and travel itinerary (mock itinerary if you book your own travel). Review the documentation, sign the SOW and scan it back to the Travel Office as outlined in the email you will receive. Note: please review the visit assignments listed in the SOW to ensure there are no conflicts of interest. If you perceive a conflict of interest with any of the school(s) to be visited, please notify the Travel Office immediately.
☐	Within approximately one - two weeks prior to the visit you will receive an email from the NACCAS Staff (STAFF) who will be leading the visit. The email will have the following forms/documents attached: Team Logistics, ISS Review letter for each school, Class Schedule for each school, and Student Roster of current students/graduate students/withdrawn for each school. The Student Roster will be highlighted to note the student files the School Administrator ICPE will pull when the team is on-site. Review all forms and documents ahead of time, as applicable, in preparation for the conference call pre-visit meeting both held with STAFF. The email will also detail the method the STAFF will use to communicate with the team. The conference call is intended to provide an opportunity for introductions, outline the STAFF expectations during the visit, and the procedures for communicating with the STAFF during the virtual visit. Additionally, the call with the team will provide an opportunity to provide the team with any new information regarding the school being visited that day.
☐	No later than seven (7) days prior to the visit you are to be in receipt of the ISSs from the schools on the visit schedule. *(If you have not received the ISS by this time frame contact the NACCAS Travel Office immediately).*

	Thoroughly review the ISSs in your respective areas of expertise per the most current OSE Grid found on the NACCAS website under the Evaluator tab. *Note: Refrain from destroying the ISS materials kept at your residence or office until after you have returned from the visit.*
Section B	**The Week of the Assigned Visits**
☐	Prior to departing for the school visits ensure you have the following items: 1. ISSs (or specific portions of the ISSs required to complete your responsibilities at the school) for each of the schools being visited 2. Team Logistics form and copies of the ISS review letter provided by the STAFF. 3. Travel Itinerary for the week provided by the NACCAS Travel Office 4. Driver's license and credit card for identification and incidentals at the hotel. 5. Laptop/tablet and cell phone. 6. The correct number of copies of all forms and documents required to complete your visit assignments at each school. *(Ensure you have downloaded or printed out the most current version found on the NACCAS website under the Evaluator tab and called "Guide for Document Copies Needed for Each Visit Type")*
☐	Travel to the first destination and coordinate with the ICPE TL for transportation upon arrival.
Section C	**School Visit Day – Morning Activities**
☐	Meet with the team and ICPE TL at the breakfast meeting ensuring to dress business professionally by NACCAS standard and bring NACCAS Handbook, ISS materials, laptop/tablet, all of the necessary forms, and your cell phone in order to complete your responsibilities.
☐	The breakfast meeting will cover the following topics for the visit that day: 1. Go over copies of materials for the visit 2. Go over the elements of the Team Logistics document provided by the STAFF. 3. Discuss issues or concerns that came up during your review of the ISS and the contents of the ISS Review letter provided by the STAFF. 4. Discuss the schedule for the day based on the Class Schedule provided by the STAFF. 5. Discuss procedures the team is to follow regarding communicating information and documents needed to the school.
☐	Depart for the school at the appointed time provided by STAFF ensuring to allow sufficient time to meet the team as coordinated by the Team Lead and ICPE TL.
☐	Participate in the conference call with the Team Lead as coordinated by the ICPE TL and using the call-in information provided by STAFF. Note: This call is critical and must be attended in its entirety. The Team Lead will remind the ICPEs of the focus for the day on reviewing documents and procedures for

	compliance *based strictly on the information provided in the ISS. If the school has deviated from the information in the ISS a limitation must be cited regardless of whether the deviation is in compliance. The school may make the correction if applicable, and in doing so will not need to respond to that limitation in its Response to Limitations. However, the limitation must still be cited.*
☐	Enter the school with the team and be greeted by the school's representative. The ICPE TL will ask the school representative to take the team to the office space designated for conducting the work.
☐	Once in the team room, set up your work area and review all documentation the school has provided. Utilize the checklist found in this Checklist, called "Documents Required" to verify that all documents outlined in the Checklist are housed in the team room. If you are unable to locate one of the required documents, request assistance from the rest of the team. If any documents required to be provided are not found, assist the ICPE TL with creating a list to provide Team Lead. **The school has been made aware of all documentation that must be in the team room upon the team's arrival as listed in the Checklist and Timelines for School Visits. They have also been made aware that documents not provided from the list will result in a limitation that will be cited in the area related to the missing documentation (Advisory Committee meeting minutes = limitation for Standard I, Criterion 7, 10, and 11).** **School providing a copy of their ISS does not replace the requirement for schools to lay out the documents listed.** **The Commission expects teams to adhere to this requirement and be willing to cite these limitations. All schools must be treated the same regardless of the team evaluating the school and their personal viewpoint on this policy.**
☐	Once the team is settled and has reviewed all documents found in the team room, the ICPE TL will inform the school liaison that the team is ready for the tour of the school. When the tour is conducted team members are to observe specific areas of responsibility such as classroom learning areas, sufficient operable equipment, textbook/curriculum location, fire extinguishers, etc.
☐	Upon the conclusion of the tour the team will return to the team room and begin work on their Standards/Criteria (observe classes, interview students/faculty/administrator, review policies, etc.) and the ICPE TL will coordinate Team Lead and the school to conduct the Morning Information Meeting (MIM).
☐	For the School Administrator ICPE - upon the conclusion of the MIM the ICPE TL will inform you of the appointed time when one of the school personnel will take you to the location of the student files where you will pull the student files for the names

	highlighted by the Team Lead as provided in the email prior to the visits. (This should take place within approximately 15 minutes of the conclusion of the MIM)
☐	Lunch Break: Prior to the team leaving the school to go to lunch, re-convene in the team room at the time set by STAFF and the ICPE TL to participate in a conference call with STAFF. Ideally the call will take place outside of the school as schools often have video cameras with audio capabilities and privacy is paramount. Note: If the team decides not to take a lunch, the 11:30 call must still take place so that the team's progress can be determined and communicated to the school.
☐	The pre-lunch conference call will outline the following topics: 1. Team Lead will check in with each team member on the status of their responsibilities and plan for the afternoon 2. Team Lead will open up discussion regarding any documentation now needed from the school to complete the review 3. Team Lead will discuss any potential limitations to be cited including details of what was seen or heard during the review and the details regarding the concern.
Section D	School Visit Day – Afternoon Activities
	While the team is at lunch the Team Lead will contact the school to provide them with an update on the progress of the team and request any additional documentation required by the team to complete their work. The school will be instructed to have the documentation ready for the team upon their return from lunch but no later than **3:00pm**.
☐	Upon the team's return from lunch the ICPE TL will touch base with the school representative to receive any documentation requested of the school by the Team Lead. The team will continue on with their responsibilities in a timely manner
☐	Ensure that any revised or new documentation you need in order to complete your work is communicated to the school representative following procedures outlined by the Team Lead during the Pre-visit conference call.
☐	Note: All documentation requested by the team to be revised or provided must be revised and/or provided by the school by **3:00 pm** or a limitation for that area must be cited. The school has been informed of this procedure via the Checklist and Timelines for School Visits document sent to them in advance of the visit. **As above:** **The school has been made aware of all documentation that must be in the team room upon the team's arrival as listed in the Checklist and Timelines for School Visits. They have also been made aware that documents not provided from the list will result in a limitation that will be cited in the area related to the missing documentation (Advisory Committee meeting minutes = limitation for Standard I, Criterion 7, 10, and 11).**

	The Commission expects teams to adhere to this requirement and be willing to cite these limitations. All schools must be treated the same regardless of the team evaluating the school and their personal viewpoint on this policy.
☐	Ensure the ICPE TL is always informed if any of the areas of your responsibility are not able to completed timely. The goal is for each ICPE to complete their work, draft the limitation, and copy/gather the required documentation and exhibits before the planned Pre-Exit Interview conference call with the Team Lead (approximately **4:00 pm**).
☐	**Prior to 2:00 pm** ensure that any additional documents or revisions needed from the school to complete your review have been communicated to the school as outlined by the Team Lead during the Pre-Visit conference call, as the school has until **3:00 pm** to provide revisions or documentation to the team before a limitation is potentially cited, as outlined above.
☐	At approximately **4:00 pm** participate in the Pre-Exit Interview conference call with STAFF using the call-in information previously provided. The goal of the Pre-Exit Interview conference call is as follows: 1. Discuss with the Team Lead all limitations and supporting documentation in detail 2. Determine and share with the Team Lead what you plan to speak about during the Exit Interview. These topics are to be limited to items such as "thank you for your hospitality", "the students seem to be happy with their program, the facilities, the textbooks, the product, etc.", and "the student files were very organized", etc. 3. The Team Lead is the one responsible for going over any limitations and providing the school with the next steps.
☐	At approximately **5:00 pm** participate in the Exit Interview with the school personnel. During the Exit Interview: 1. The Team Lead will go over any limitations cited, webinars strongly recommended and any next steps for the school. 2. Additionally, the Team Lead will go over the forms the school must sign. 3. The ICPE TL will gather those documents, have the school sign the, and also sign them as a representative of NACCAS. Once the forms are signed the ICPE will include them in the visit report documentation shipped to NACCAS.
☐	Post-Exit Interview: Once the Exit Interview has been completed, the team is to proceed with packing up any final personal items and departing the school. The team should leave the team room in the same condition they found it, leaving behind all of the school's materials neatly organized, including your copy of any ISS documents you brought with you.

	Note: Ensure that you have gathered all required documents and exhibits outlined in the OSE Grid to be provided to the ICPE TL to ship back to NACCAS so STAFF can prepare the visit report.
Section E	Post Visit Activities
☐	At the end of the visit week complete the electronic Evaluation Survey on each of your team members including the STAFF. The electronic form can be found on the NACCAS website under Evaluators/ICPE Survey. Ensure you complete the survey form including questions regarding the visit procedures. This information is critical to the team members and to NACCAS as we continue to improve our processes. *Completing the evaluation survey is required.*
☐	If there were any unusual travel issues that created additional costs covered by NACCAS, submit a "Payment Request Form – Additional Costs", found on the NACCAS website under Evaluators/Evaluator Documents. Ensure that documentation is provided to support the additional costs outlined.
☐	The STAFF will complete the usual Payment Request Form and submit it to the Travel Office for processing to the Finance Office for payment.
☐	Destroy the schools' ISSs.

The following is the list of documents provided to the school in advance of the visit that is required to be available to the team in the Team Room <u>prior</u> to the arrival of the team.   Each team member should note which documents they use to review compliance in their assigned Standards and Criteria. Upon arrival at the school and prior to the School Tour each ICPE should verify that each document on this list is found in the team room.

Complete	**Documents Required**
	Documents to Provide in the Team Room prior to Team arrival: *Note: This is not an all–inclusive list as additional documentation will likely be requested once the team begins their work. In addition, although many of these documents were contained in the institution's ISS, current copies must be provided to the Team.)*
	POLICIES – Place a copy of the current Policies listed below into folders labeled with their contents. Ensure any applicable policy has been cross-referenced with its NACCAS Policy & Checklist as noted below.
☐	Leave of Absence Policy, if applicable
☐	Cross Referenced Satisfactory Academic Progress Policy

☐	Cross Referenced Institutional Refund Policy
☐	Cross Referenced Enrollment Agreement for each program
☐	Cross Referenced Catalog – *3 copies*
☐	Externship (Internship) Policy, if applicable
☐	Instructor Meeting Policy
☐	Admission Policy and Procedures
☐	Transfer Policy
☐	Re-Entry Policy
☐	Ability to Benefit Policy, if applicable
☐	Internal Grievance Policy
☐	Academic Advising Policy and/or Procedures
☐	Attendance Policy

	STATE REGULATIONS – Provide the following state regulation. Place each type of regulation in separate folders labeled with their contents
☐	State Regulations governing the institution including its facilities, supplies, equipment and other policies regulated by the State–2 copies
☐	State Regulations governing curriculum–2 copies
☐	State Regulations governing a mandated refund policy, if applicable–1 copy
	DOCUMENTATION - Place a copy of each document below into folders labeled with their contents
☐	Improvement Plan, as applicable (based on feedback from Advisory Committee, students and graduates)
☐	Plan for Instructor Continuing Education
☐	Plan for Use of Substitutes
☐	Institution's Operating Policies & Procedures
☐	Privacy and Release of Information policy and forms
☐	Program Participation Agreement (PPA) (signed and current) and Eligibility Certification Approval Report (ECAR)
☐	Articulation agreement, if applicable
☐	Training agreements with other entities, if applicable
☐	Professional Assistance Referral Policy and/or Procedure
☐	Requirements for Graduation

☐	Published Annual Report Outcomes Rates
☐	Advisory Committee Roster
☐	Advisory Committee meeting minutes, completed surveys, etc.
☐	Documentation of feedback from current students and graduates
☐	Summary of feedback from current students, graduates and advisory committee
☐	List of all currently employed regular instructors
☐	Personnel file for each currently employed instructor
☐	Licenses and/or Credentials for each instructor including substitutes. If licenses/credentials for currently employed regular instructors is contained within the personnel file already provided, a separate copy is not required
☐	Instructor meeting minutes for the most recent 12 months
☐	Documentation of completed continuing education for each instructor
☐	Performance evaluations for each instructor
☐	State license as a post secondary educational institution
☐	Examples of each type of advertising for previous 12 months