

Discussion of the Results of the Site Visit Surveys 2015-16 November 2016

Introduction

This agenda item presents the data collected after the 2015-16 site visit from the site visit team leads. This data is presented to help inform future training of consultants, team leads, and site visit team members.

Results from Site Visit Team Lead

After each accreditation visit, the Commission consultant assigned to the visit sends a link to a survey monkey to 1) the institution that was reviewed, 2) site visit team lead, and 3) site visit team members. In addition, consultants are also surveyed. The Commission staff is currently in the process of analyzing the results of the surveys to help inform future site visit staffing, training efforts, and materials development.

Due to limited staff time, this agenda item addresses only the survey responses from site visit team leads. At the next COA meeting, Commission staff will provide information on the survey responses from institutions and team members. Because of the critical role that team leads play in the site visit process, staff felt that this set of surveys was the most critical to review first.

Responsiveness of Consultants to the Team Lead

A total of 31 site visit team leads responded to the survey for a return rate of nearly 80%. The first area we ask team leads to rate is the responsiveness of the site visit consultant. The results were overwhelmingly positive. On a scale of 1-4, the survey ask team leads how consultants did on five different areas pertaining to the site visit. The data is summarized below.

Responsiveness of Consultants

	Weak	Adequate	Strong	Excellent	Average
Timely information	0.00%	3.23%	6.45%	90.32%	3.87
Communicated the process well	0.00%	3.23%	9.68%	87.10%	3.84
Answered questions, secured additional information	0.00%	3.23%	0.00%	96.77%	3.94
Supported me in facilitating the work of the team	0.00%	3.23%	3.23%	93.55%	3.90
Worked with team members who needed additional guidance	0.00%	3.23%	6.45%	90.32%	3.87



Of those few site visits that were assigned a second site consultant, the second consultant scored equally as high as the first consultant, with 3 out of 4 areas securing a 4.0 score. On timely information being shared, the second consultant scored an average of 3.2.

Effective Strategies Employed by Team Leads

When asked what effective strategies the consultants used during the site visits that could be shared with others, some sample responses were as follows:

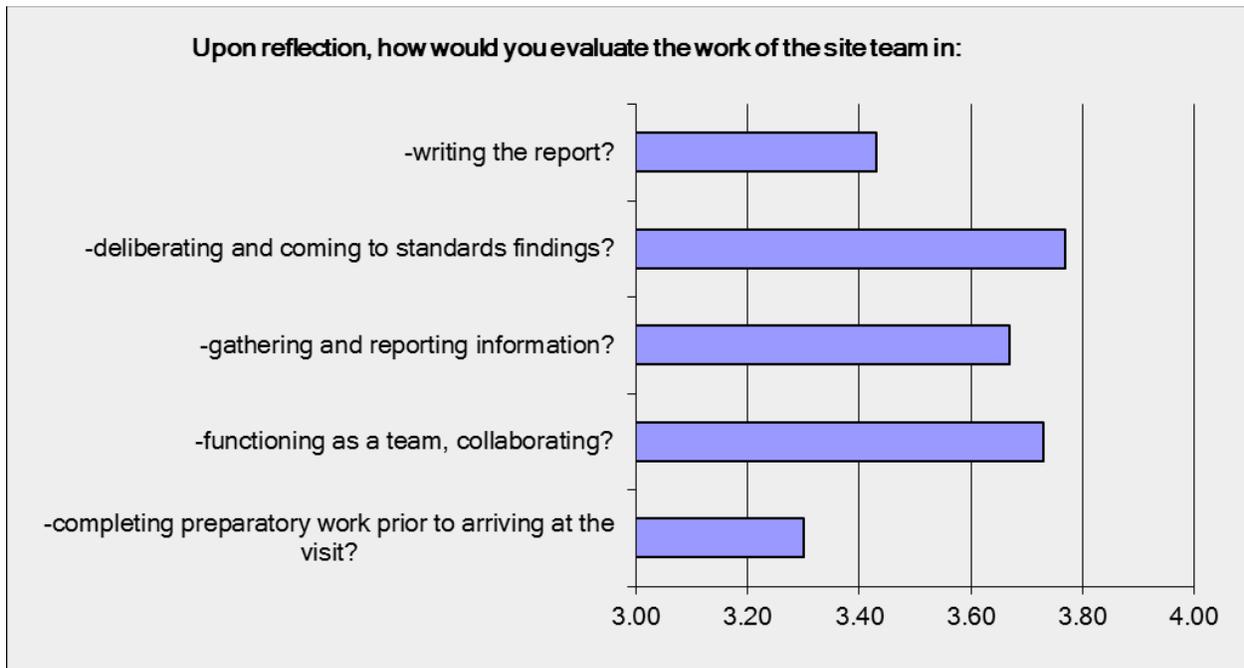
- Consultant supported the team in every way.
- Great communication throughout, made the entire process seem smooth and manageable. Guidance on the process of determining findings, contact with Division director when extra guidance was needed.
- Consultant was very positive and reinforced this with all of the visit.
- Consultant is always so wonderful to her teams. She carefully reads each portion of our report and gives us measured feedback while allowing us to have our own voice and perceptions. She is so well-versed in the standards that it is always helpful as we maneuver through the recommendation and see where we might need more information. It made the process so smooth and gave us enough time.
- Consultants were both very good about responding immediately to any question or concerns raised by the team. And they both worked effectively with the NCATE team lead.
- Providing sentence frames, sentence starters when we were stuck on wording parts of the report.
- She supported a collaborative work environment and provided information as team members had a need.
- Our consultant used clear communication patterns and shared resources and samples to support the coordinator of the institution. She also responded quickly to emails and was always there for support.

- Consultant was very clear in her communication both before and during the site visit. This was not the easiest visit but consultant was instrumental in making sure that both the team and the program staff were supported in their efforts and felt comfortable in the process. I can't thank her enough for tremendous leadership and guidance.
- Consultant was incredibly organized. She also had the foresight to have us do as many quality interviews as soon as possible so that we had plenty of time to gather information to see where we might need more information. It made the process so smooth and gave us enough time to start writing the report to see what else we might still need.

Evaluation of the team

The site visit team lead was also asked to evaluate the team in five areas: 1) completing preparatory work prior to arriving at site visit, 2) functioning as a team, 3) gathering and reporting information, 4) deliberating and coming to standard findings, 5) and writing the report. The data is summarized below:

	Weak	Adequate	Strong	Excellent	Average
Completing preparatory work prior to arriving at site visit	6.7	6.7	36.7	50.0	3.3
Functioning as a team, collaborating	0	0	26.7	73.3	3.7
Gathering and reporting information	0	3.3	26.7	70.0	3.7
Deliberating and coming to standards findings	0	0	23.3	76.7	3.7
Writing the Report	0	10.0	36.7	53.3	3.4



our call, I sent a preliminary working report to my team and we collaboratively wrote our standards sections before the site visit started. Because of our frequent communication and technological collaboration, we were able to write the report on site in a truncated amount of time from what is considered the norm on a site visit. We even went out to dinner on night two!

- Having the time to talk candidly with the consultant without the other team members present was helpful. I had the opportunity to voice concerns before hitting the ground running.
- Frequent check-in meetings to see how members were progressing.
- I just tried to be supportive and encouraging. I shared some ideas for framing interview questions and managing time as well as the report preparation.

Identification of What They Would Do Differently

In addition to asking about effective practice, the survey asked team leads what they would do differently next time. Many of the results are included below:

- I think that I may personally contact new members who are added to the team at the last minute. I e-mailed them, but I think a zoom meeting would be helpful for their orientation to the team and the work ahead of us.
- Would have our first phone call a little earlier in the process. Work a little harder to have the interview schedule from the site to the team earlier.
- Because it included CTE, I would have worked to understand these standards a little more before the site visit.
- It was frustrating to have the team members change before the visit. It made it difficult to work together to prepare for the visit. I did not feel that team members came to the review with good knowledge of the program which would have occurred if we had been able to confer around the documentation provided prior to arriving at the site visit.
- Delve deeper into team members' knowledge and experience in order to better facilitate report writing.
- Providing reading tasks in smaller chunks or provide samples of writing if I see someone isn't getting started in advance.
- I don't know that I'd do anything quite differently, but a few thoughts come to mind about this year's visit. It was interesting for me to have a consultant on hand for my first few times being a team lead, then not have one on site - though readily available as needed via phone and email, and then have a consultant again. It was fine having one on site, but this year's visit was smooth so I didn't have much for the consultant to do. I hope in the future I can stick to my timelines for communicating with my team. I think I've done a decent job of being in touch, but when the rest of work life is crazy I want to make sure my team feels supported.
- Next time as team lead, I would encourage more accountability in pre-visit writing activities. I would also do more check in calls and emails prior to the visit.
- This visit was unique in that the consultant and I had both worked closely with the LEA to ensure we were "good to go", but the LEA still had some dropped balls. The only thing I would do differently is ask more pointed questions/not accept general "We are sooooo ready for the team!" responses because, despite all our work and clear communication, somewhere

Summary and Next Steps

The COA is asked to discuss these findings and recommendations from team leads and to provide some guidance for consideration in team lead selection, recruitment, training, as well as the selection, recruitment, and training for site visit team members.