

Overview of Program Review Activities: Administrative Services February 2017

Overview of this Report

This item presents information on Administrative Services Credentialing (ASC) programs' use of the Accreditation component Program Review as the final step in their transition to new program standards.

Background to this Report

Program standards for the Preliminary Administrative Services Credentialing programs (PASC) and the Clear Induction Administrative Services Credentialing programs (CASC) were adopted by the Commission in December 2013 and February 2014, respectively. A multi-year transition plan was implemented for programs, culminating in a description of the programs' new designs either through Initial Program Review (for old standards-based clear program) or Program Assessment (for preliminary and guidelines-based clear programs). However, with the efforts to streamline and strengthen the accreditation cycle, Program Assessment was replaced by the Program Review component. Subsequently, a decision was made to have ASC programs complete Program Review as the final step in the review process. Programs participating in site visits in the next two years (Yellow and Orange) will join the remainder of the programs at their institution in completing Program Review the year prior to their site visit, while programs in the Red, Green, Indigo and Violet submitted Program Review by December 30, 2016. Members of the blue cohort participated in a site visit during the spring of 2016 and their program was reviewed at that time against the new standards.

Unlike the previous Program Assessment process that relied on lengthy narrative, during Program Review institutions demonstrate how their program design is implemented and aligned with program standards through the submission of specific evidence, requiring hyperlinks and a dedicated website. The Administrative Services program's participation in Program Review allows the staff to conduct program review for the first time to ensure that it allows for the review of all appropriate evidence and provides an opportunity to better understand what kind of training needs will be necessary for the larger field. And finally, this effort will allow the Commission to ensure that all administrative services are operating in alignment with the new standards.

Current Activities

Fifty-four programs, representing forty-seven institutions were scheduled to submit Program Review by December 30, 2016. All but a few have been received by the CTC and communication is ongoing with the remaining institutions to ensure submission within the month. Staff members checked in each submission, verifying the required elements were included and the hyperlinks worked, with institutions editing and resubmitting by January 31st.

Four feedback sessions have been scheduled during February 2017 where colleagues from the Administrative Services community will review and respond to each program's submission, evaluating the program design's implementation of the program standards. Reviewer

applications are currently being solicited through Survey Monkey; each session will provide training in how to review as well as time to complete at least one submission per reviewer. It is our goal to complete the review of all 54 submissions during the four feedback sessions.

Reviewer duos will use a uniform feedback form to identify missing components or unclear sections of each submission. The feedback will be reviewed by staff and forwarded to the institution leadership. While no immediate response is asked of the institution, program leadership will use the feedback form to improve program design and implementation, clarify documentation, and submit an addendum to the Program Review sixty days before their next site visit.

Staff Recommendation

This is an information item only and requires no action from the Committee on Accreditation. Commission staff will report to the COA at its next regularly scheduled meeting how effective the new Program Review process was for the Administrative Services programs in this first effort.