

Review by the Commission

Dr. Caulyne Barron, Dunlap-Stone University

Myk Garn, Commissioner

Amanda Harrison, Cummings Graduate Institute and Commissioner

Traci Lee, Sonoran Desert Institute and Commissioner

Jessica Lucey, DEAC Staff

Preparing for a Site Visit

Dr. Caulyne Barron, Dunlap-Stone University

Be Prepared

- Documents are submitted on time and are organized and accessible
- Reserve any spaces you may need and ensure everyone is available for the day of your site visit.
- Review all communication from DEAC for specific instructions.





Consider All Stakeholders

- Leadership (President, CAO, CFO, Deans)
- Boards (Board of Directors, Governance, Faculty, Advisory)
- Students/Alumni
- Librarian
- Accountant/Auditors
- Admissions
- Enrollment Staff
- Technology
- Student Services
- Financial Aid
- Account Managers



Make sure everyone knows what to expect

- Provide information about the process. Review evaluation criteria for the standards. Reread the SER and exhibits. Hold mock interviews. Provide background information for external stakeholders.

Develop a Schedule

PROPOSED ON-SITE EVALUATION AGENDA

This is an example of a proposed on-site evaluation agenda that should be modified based on the availability of institution members. Institutions should coordinate with the DEAC evaluation staff member to assure the proposed agenda is conducive for the on-site evaluation. The agenda is a tentative schedule that must remain flexible as the evaluation progresses. Please make sure individuals with limited availability have at least a two-hour window open for interviews. Interviews should take between half an hour to an hour. Please schedule interviews with key staff members, faculty/instructors, principal managers, external accountants, governing board members, librarians, deans, and Advisory Council members.

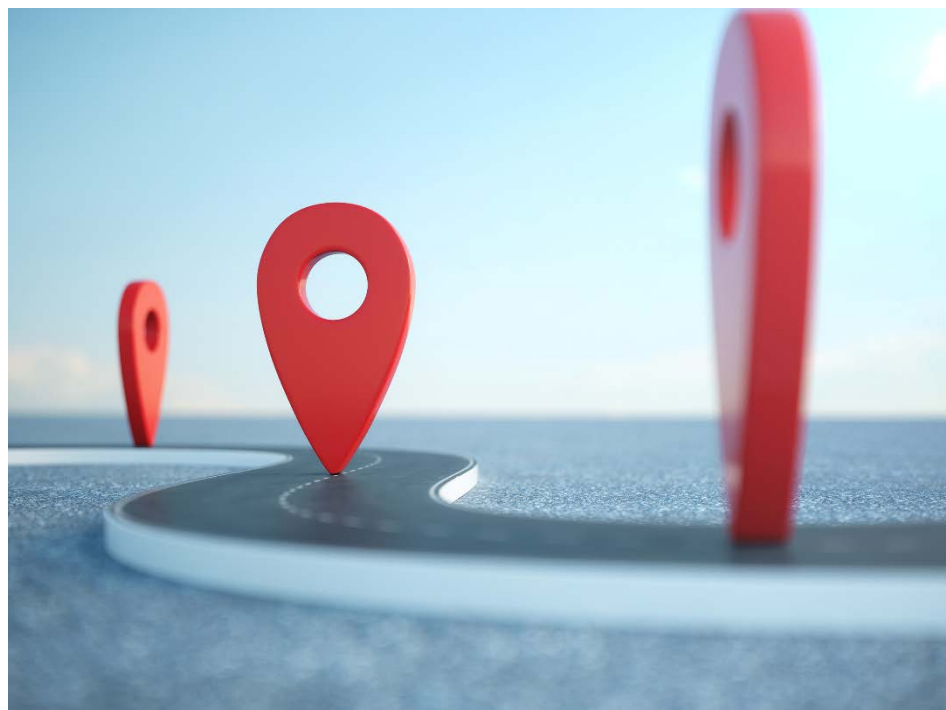
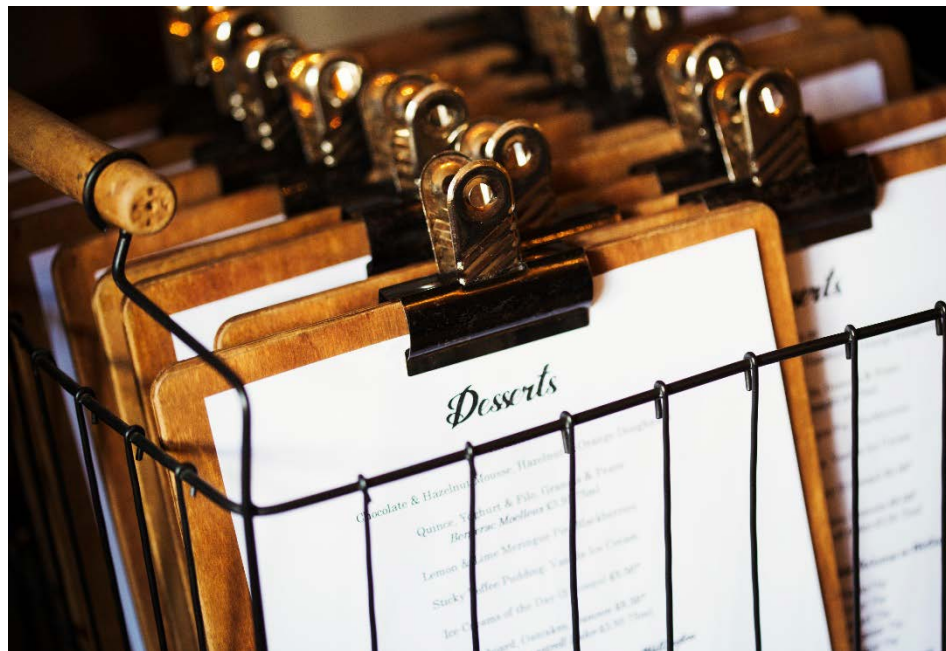
9:00 a.m. - 9:10 a.m.	On-site evaluators arrive at the institution and are directed to the meeting room. Evaluators are provided with the On-site Evaluation Guide.		
9:10 a.m. - 9:30 a.m.	On-site evaluators are introduced to key institution members. Institution's President/CEO provides a brief statement about the institution, its history and mission, its evolution, and future goals.		
9:30 a.m. - 9:45 a.m.	Institution provides a tour indicating location of staff members.		
9:45 a.m. - 10:00 a.m.	Brief presentation of Learning Management System.		
10:00 a.m. - 10:10 a.m.	Break		
10:10 a.m. - 12:00 p.m.	On-site evaluators conduct interviews. (Note: Please try to schedule any faculty or staff who will only be available remotely during this morning round of interviews.)		
EXAMPLES	DEAC Staff Member and Chair meeting with President	Education Standards meeting with CAO	Business Standards meeting with CFO
Interviews generally take between 30-45 minutes.	Business Standards meeting with President	Education Standards meeting with Student Services	Subject Specialist meeting with Dean of Relevant field
	Chair and Staff meeting with CAO	Ed Standards and Subject Specialist videoconference students	Business Standards meeting with Auditor
12:00 p.m. - 1:00 p.m.	On-site evaluators will hold a private lunch meeting. The time will be confirmed on the day of the evaluation. No interviews may be scheduled		
1:00 p.m. - 3:30 p.m.	On-site evaluators conduct interviews		
3:30 p.m. - 4:30 p.m.	On-site evaluator team meeting		
4:30 p.m. - 5:30 p.m.	On-site evaluators conduct final interviews		
DEAC concludes on-site evaluation (approx. 5:30 p.m.)			
Note: During multi-day evaluations, the visit will conclude at 3 p.m. on the final day.			

- Consider the size of the team and meeting spaces
- Consider logins and virtual meeting locations
- Consider who needs to meet with which stakeholders
- Make sure everyone has a copy of the schedule
- Your site visit team may request changes

Meeting Participant List

Please make sure to include the following meetings with the listed individuals on your institution's proposed agenda.
Note: Titles and duties vary across organizations. When creating the agenda, please refer to your institution's organizational chart to identify the person whose role is most comparable to those listed below.

DEAC Team Member	Institutional Staff Member
DEAC Staff and Chair	President
Educational Standards Evaluator	CAO
Business Standards Evaluator	CFO
Subject Specialist	Dean of Relevant field
Educational Standards Evaluator and Subject Specialist	Faculty
Business Standards Evaluator	Auditor
Business Standards Evaluator	President
Education Standards Evaluator	Student Services
Subject Specialist	CAO
Education Standards and Subject Specialist	Librarian
Business Standards Specialist	Marketing Staff
Chair, Education Standards, and Subject Specialist	Advisory Council
Business Standards Evaluator	Enrollment Staff
Chair, Business Standards and DEAC Staff	Board of Directors
Educational Standards Evaluator	Admissions
Business Standards Evaluator	Financial Aid Director and/or Account Manager
Business Standards Evaluator	CTO
Education and Subject Specialist	Students (phone call or videoconference)



Be a thoughtful host

- Organizational Chart
- Evaluator name badge
- Day of Visit Dropbox
- Lunch Planning Information (menu, instructions)
- Comfort items: Water, pens, scratch paper, passwords, etc.
- Day of Visit Packet:
 - A layout of the institution's facilities indicating the location of staff members (include names and titles)
 - Contact information for key staff members and key office phone numbers
 - A list indicating the contact person for each Accreditation Standard (as applicable)
 - Students that are available for evaluator interviews - include names, city and state, the course/program they are enrolled in, and availability (as applicable)



Evaluator Space

Once the on-site evaluators arrive, they should be directed to the private meeting room and provided with an evaluator guide. Designate a private conference area for the evaluators to use during the on-site evaluation.

Institution staff members should be aware that interviews with evaluators must be conducted at an alternate space. The private conference area and any room that is conducting interviews may not be entered freely by institution staff members.

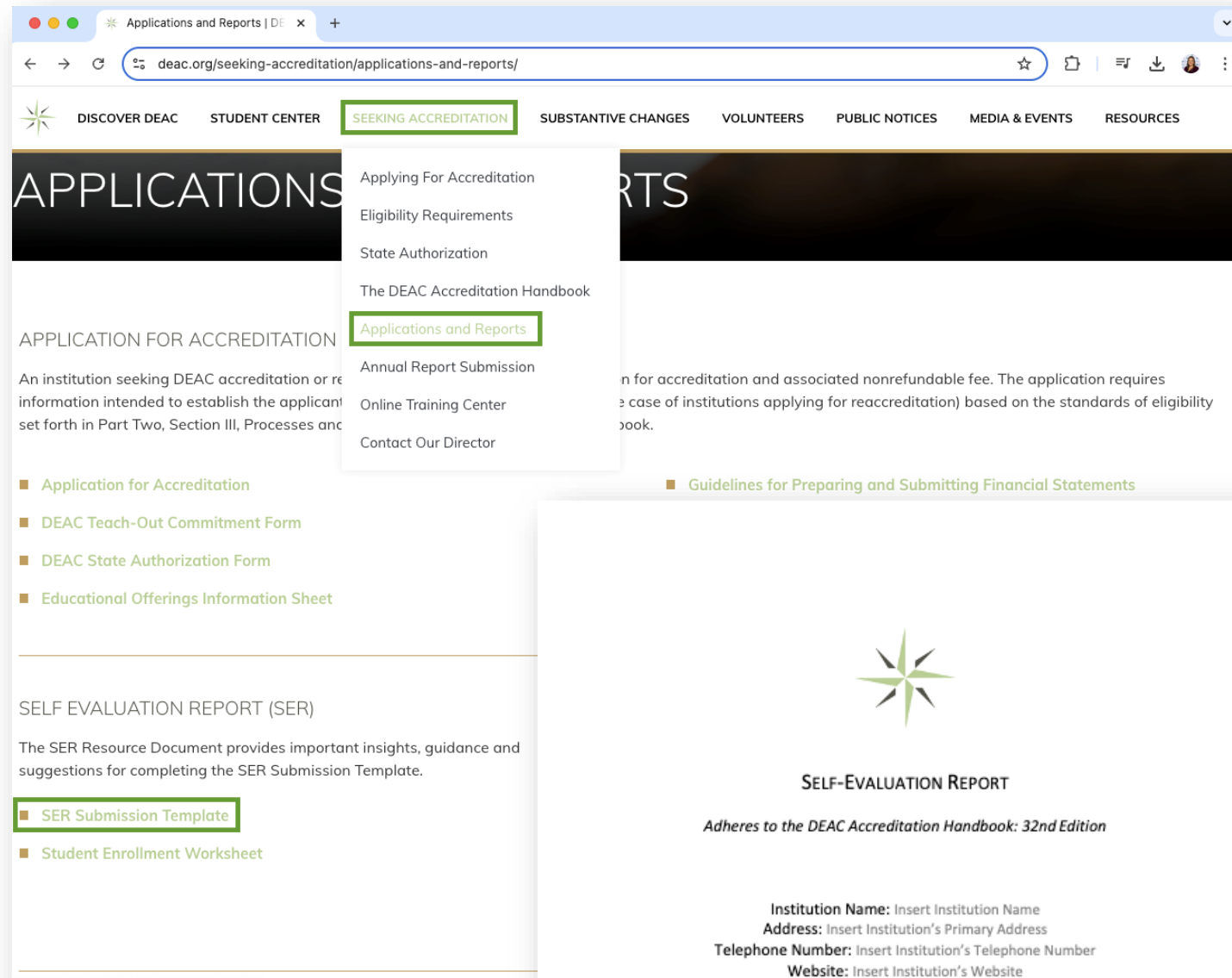


Meeting Advice

- Be open and forthcoming
- Use examples
- Be prepared
- Center on evidence of implementation, not just future plans
- Show your enthusiasm about your growth through the process
- Make connections with your mission

Tips for an Effective SER

Amanda Harrison, Cummings Graduate Institute and DEAC Commissioner



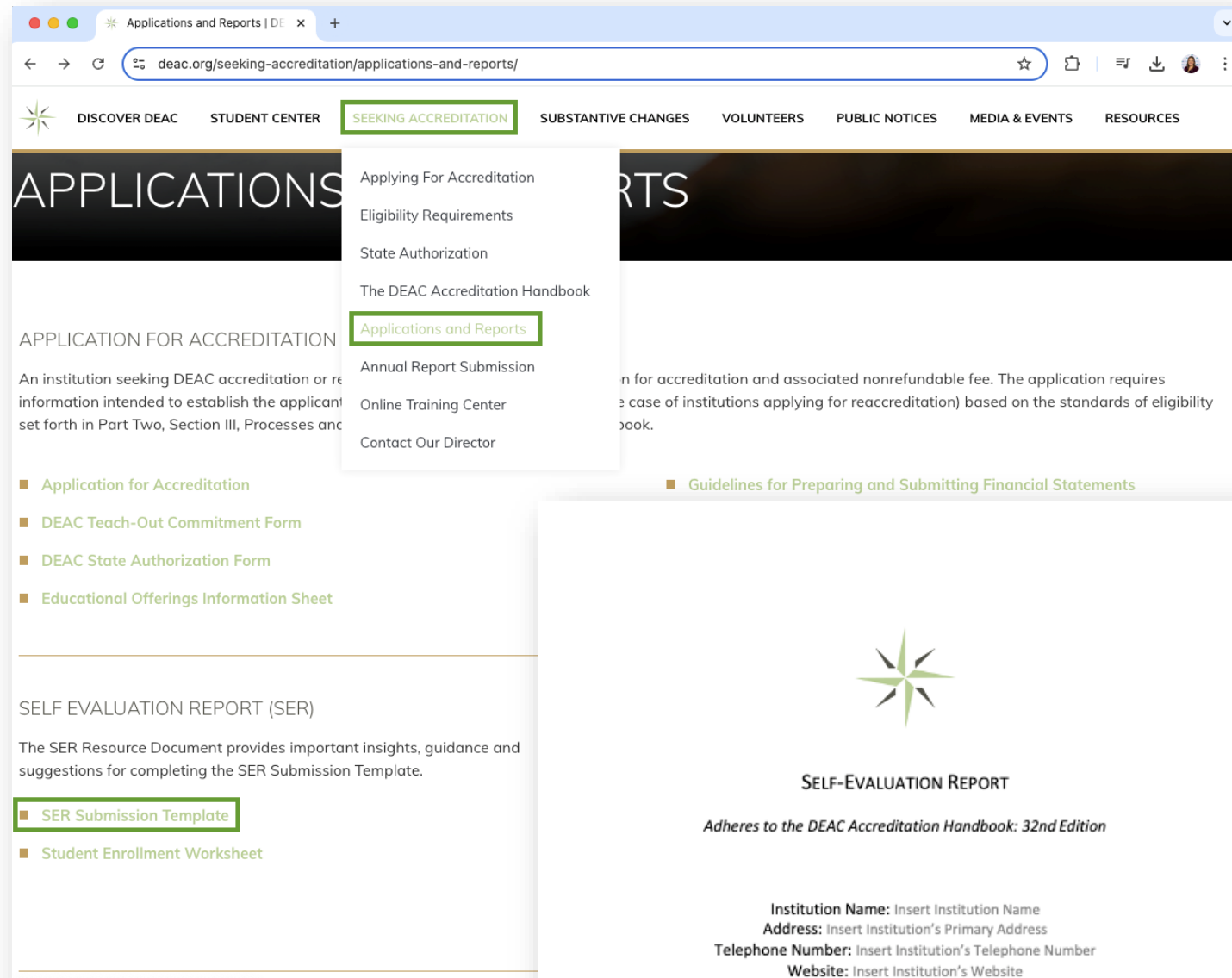
The screenshot shows the DEAC website's navigation menu with 'SEEKING ACCREDITATION' highlighted. Below the menu, there are sections for 'APPLICATIONS' and 'REPORTS'. The 'APPLICATIONS' section includes links for 'Applying For Accreditation', 'Eligibility Requirements', 'State Authorization', 'The DEAC Accreditation Handbook', 'Applications and Reports', 'Annual Report Submission', 'Online Training Center', and 'Contact Our Director'. The 'REPORTS' section includes 'Guidelines for Preparing and Submitting Financial Statements'. There are also links for 'Application for Accreditation', 'DEAC Teach-Out Commitment Form', 'DEAC State Authorization Form', and 'Educational Offerings Information Sheet'. The 'SELF EVALUATION REPORT (SER)' section includes 'SER Submission Template' and 'Student Enrollment Worksheet'.



The image shows the cover page of the DEAC Self-Evaluation Report (SER) form. It features the DEAC logo at the top center. Below the logo, the text reads 'SELF-EVALUATION REPORT' and 'Adheres to the DEAC Accreditation Handbook: 32nd Edition'. There are fields for 'Institution Name', 'Address', 'Telephone Number', and 'Website'. A statement of accuracy is provided: 'The information submitted is correct to the best of my knowledge and belief. I understand that electronically typing my name in this document is considered to have the same legally binding effect as signing my signature using a pen and paper.' Below this, there are fields for 'President/CEO Name', 'Title', and 'Date Report Submitted'. At the bottom, it says 'Date Adopted: 06.01.2024', 'Date Revised: 09.01.2024 (Handbook 32nd Edition)', and 'Page 1 of 72'.

Tips for an Effective SER

- SER
- Initial – due 60 days after application is approved by DEAC
- Initial – also due 5 weeks prior to onsite visit
- Renewal – due 5 weeks prior to onsite visit
- DEAC Standards (Accreditation Handbook)
- Narrative
- Supporting Exhibits



The screenshot shows the DEAC website's navigation menu with 'SEEKING ACCREDITATION' highlighted. A dropdown menu is open, listing options like 'Applying For Accreditation', 'Eligibility Requirements', 'State Authorization', 'The DEAC Accreditation Handbook', 'Applications and Reports', 'Annual Report Submission', 'Online Training Center', and 'Contact Our Director'. Below the menu, there are sections for 'APPLICATION FOR ACCREDITATION' and 'SELF EVALUATION REPORT (SER)'. The SER section includes a link to the 'SER Submission Template'.

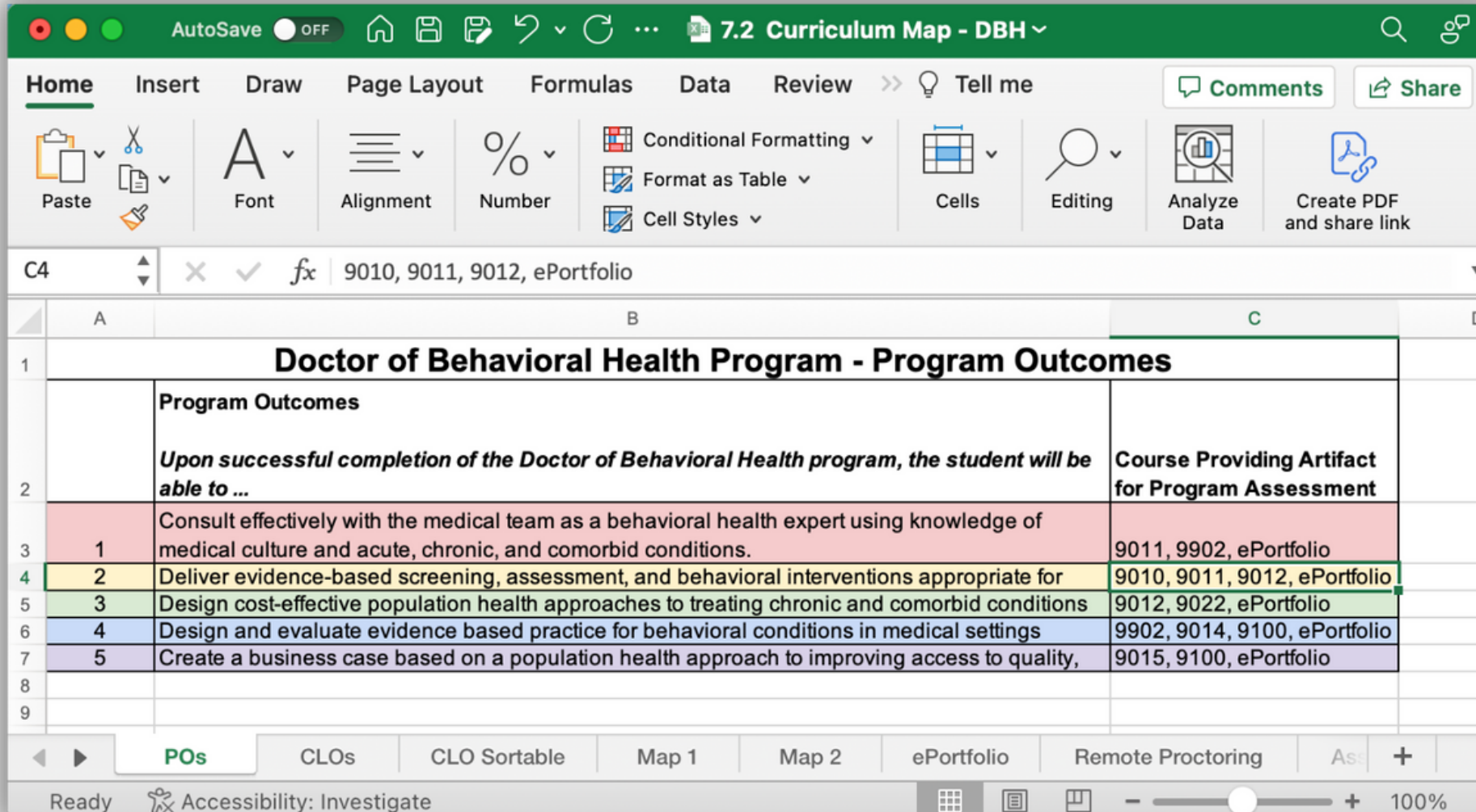


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Tips for an Effective SER

- Institutional Project
- Project Manager
- Department or Staff responsible for job areas
 - Who will be interviewed within each standard?
- Be clear!
- We don't know you...teach us
- Snapshot in time
- Today...not the future
- Use your resources (network!)

Tips for an Effective SER



Doctor of Behavioral Health Program - Program Outcomes		
	Program Outcomes	Course Providing Artifact for Program Assessment
	<i>Upon successful completion of the Doctor of Behavioral Health program, the student will be able to ...</i>	
1	Consult effectively with the medical team as a behavioral health expert using knowledge of medical culture and acute, chronic, and comorbid conditions.	9011, 9902, ePortfolio
2	Deliver evidence-based screening, assessment, and behavioral interventions appropriate for	9010, 9011, 9012, ePortfolio
3	Design cost-effective population health approaches to treating chronic and comorbid conditions	9012, 9022, ePortfolio
4	Design and evaluate evidence based practice for behavioral conditions in medical settings	9902, 9014, 9100, ePortfolio
5	Create a business case based on a population health approach to improving access to quality,	9015, 9100, ePortfolio

- Be clear
- Provide necessary details
- Talk about now..not the future
- Link out to exhibits
- Explain exhibits

Responding to a Chair's Report

Myk Garn, Commissioner

Traci Lee, Sonoran Desert Institute and Commissioner

Accreditation is a Process



At the June 2020 meeting, no Chairs report had any institution meeting all standards—but 50% of the institutions had Chairs reports showing that they had met 80% or more of the standards prior to their response

Perfection is Rare – Proving Improvement is Perfect

STANDARD (Old Standards)	PARTIAL	DNM	TOTAL	Percentage
Enrollment Agreement	15	5	20	91%
Financial Disclosures	14	2	16	73%
Strategic Planning	10	6	16	73%
Advertising and Promotion	14	1	15	68%
Instructors, Faculty, and Staff	13		13	59%
Performance Disclosures	10	4	12	55%
Refunds	7	5	12	55%
Institutional Effectiveness Planning	10	1	11	50%
Appropriate Program Outcomes	10	1	11	50%
Comprehensive Curricula and Instructional Materials	9	2	11	50%

Top 10 citations sorted by Partially Meets - Fall 2023 – Spring 2024 (n=22)

Failing to Plan is Planning to Fail*

- You only have 30 days to respond
- If you don't understand a finding – ASK!
- Select the lead for the response.
 - Generally, institutions utilize the same person who was the overseer of the initial SER
- Develop a plan (within the specified time -frame)
 - To demonstrate compliance with the standards
 - To reply to the Chair's Report

*Myk's Therapist

Do's In Preparing Your Response

- Address all “Partially Meets” and “Does Not Meet” Standards
- Acknowledge suggestions
- Be respectful of the Accreditation process (and Site Visit Team)

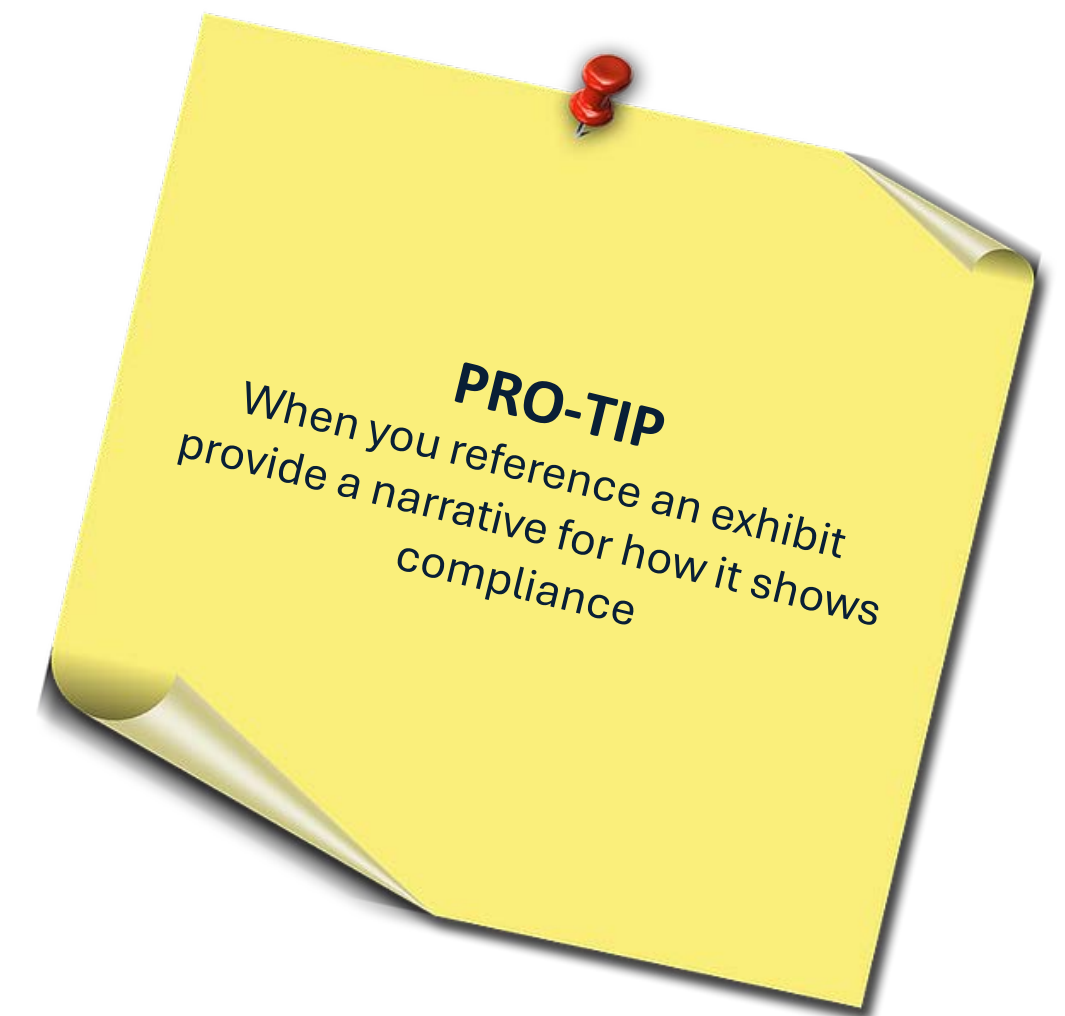
Do's In Preparing Your Response

- Address all “Partially Meets” and “Does Not Meet” Standards
- Acknowledge suggestions
- Be respectful of the Accreditation process (and Site Visit Team)
- **Articulate clearly** how you are meeting the Standards
- **Provide evidence** of meeting the Standards or what changes you've made to meet them
- Ensure the response is thorough enough to stand on its own

Don'ts In Preparing Your Response

- **Be Responsive— Not Defensive**

- Avoid defensive responses that do not address the findings.
- If you are convinced that they got it wrong, feel free to make your argument —with respect for the process and the Chair
- Common defensive (but unproductive) responses:
 - Chair doesn't get it
 - Site team didn't review the institution properly
 - We are different and DEAC needs to understand that
- Responding without providing evidence
- Copying what was already in the SER

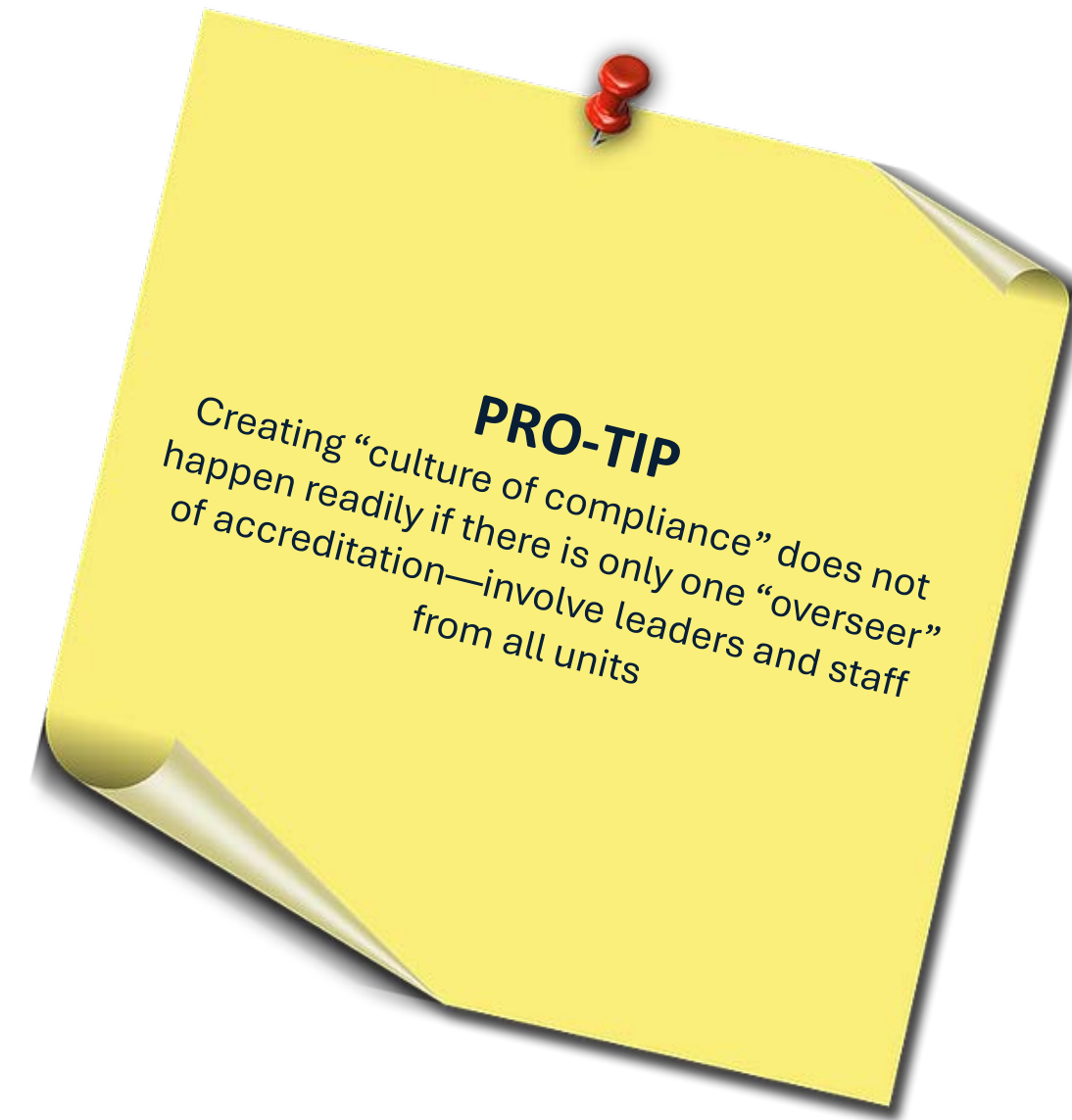


The Successful Response Will...

- Address ALL required actions
- Show you understand the issue, that you own it and that you addressed it
- Be respectful – not defensive
- Respond in the positive
- Show us the evidence

Successful Institutions:

Have leaders who ensure DEAC standards are routinely part of the implementation of policies and procedures



Commission Actions

Jessica Lucey, DEAC Staff



Commission Actions

INITIAL APPLICANTS

Accredit (up to 3 years)

- Accredit with Condition
- Accredit and Require an Enhancement Report

Defer (fact-finding)

- 6 months
- 12+ months

Deny Accreditation (adverse action)

RENEWAL APPLICANTS

Accredit (up to 5 years)

- Accredit with Condition
- Accredit and Require an Enhancement Report

Defer (fact-finding)

- 6 months
- 12+ months

Show Cause

Revoke Accreditation (adverse action)

Thank You
