



Keys to A Successful Site Visit | Logistics aka “Best Practices”

Your site visit is scheduled. This site visit may be your first, second, third, or even fourth as a program director. Whether experienced or not, we hope you will find this document helpful with simple suggestions to help facilitate a smoother site visit!

Site visitors are volunteering their time to prepare for and conduct the site visit. The site visit schedule is compact and the Site Visit Team is working from the moment they arrive on campus to the moment they depart after the Exit Summation. If their basic needs are met, then the team can focus on the job at hand. If the team needs to consider finding their lunch and beverages, it could interrupt the flow of the site visit.

The following outlines a few **necessities** and some suggestions to reduce the stress level for the program director and make the site visit easier on the site visitors. If you have best practices that have worked for you, please share them with Jennifer at jennifer@coaemsp.org; they may be incorporated into this document!

➤ PREPARING FOR THE SITE VISIT

1. Review the *Site Visit Prep List: The Site Visitors are Coming!* at http://coaemsp.org/Site_Visits_Visitors.htm and collate all the documents listed and make them available upon arrival. If the files are digitally stored, then confirm a computer is available and a list of where the documents may be found on the computer. It is helpful that the files are organized using the suggested table.
2. Provide a 1 paragraph introduction and pictures of key people in advance IF there have been changes.
3. Ask site visitors if they have dietary requirements (decaf, gluten-free, sugar free, food allergies).
4. Ask site visitors for beverage of preference (coffee, pop, water).
5. **Provide lunch.** This may be supplying the team with a deli menu in advance of the site visit or upon arrival or catering in lunch. Going out to lunch or walking across campus are simply not options; site visitors work through lunch. This should be a working lunch for the site visitors and program personnel who will be assisting with (explaining) the documents reviewed. A simple and light lunch is best.
6. Ensure the chosen **hotel has meal choices within walking distance.** If this is not possible, then recommend the Site Visit Team rent a car.
7. Read the Executive Analysis you received from the CoAEMSP Executive Office and take the possible problem/violation and have a response for each area. The response may take the form of a document answering the questions or referencing where the team might look for answers – or – it may be a verbal response during the initial meeting with the program director at the start of the visit.
8. Work with the Team Captain to arrange transportation to the clinical and field sites.
9. Make **space** available to the Site Visit Team (base camp) that is quiet, private and large enough for interviews. A conference room works great. It is most convenient if the files and work area are the same conference room being utilized for interviews and lunch.
10. Have instructions for and access to WiFi in the private conference room (base camp) where the site visit team will be based from. If dependable WiFi is not available, let the site visitors know before the site visit.
11. Prepare your students for the site visit with some discussion about why the site visit team is coming and what students can expect from the site visit team.

➔ CONDUCTING THE SITE VISIT

1. Confirm Internet access is available and working in the private room where the Site Visit Team is based (base camp).
2. Make **readily available beverages and snacks**, something small to take away the growls until lunch comes and the longer afternoons.
3. Provide a list of individuals the Site Visit Team will interview and which community(ies) of interest they represent (administration, faculty, employers, students, graduates, preceptors, etc.).
4. If one or more individuals must be interviewed by phone, have a speakerphone available in the meeting area. (Preference is given to conducting interviews face-to-face.)
5. Ensure key members of the College and the Program are available by email or phone during the site visit. The Program Director and the faculty must be readily available for questions throughout the day.
6. Suggestions for dinner close to the hotel, preferably one with local flair.
7. No gifts. No arranged dinners; the site visitors are busy preparing for the site visit or drafting the site visit report.
8. If documents are digital, have a list of content to reduce the time looking through the digital documents.
9. Remain flexible, as the proposed CoAEMSP agenda might need last minute changes.
10. Use of a space for the Site Visit Team to work that the Team can work uninterrupted.
11. Access to a printer for the Team to print out the Summary page of the Site Visit Report for the Exit Summation.

The site visit team will do their best to provide a thoughtful, unbiased review of your program. Do not be intimidated by their questions. The site visitors have hosted multiple site visits, too, and volunteered to conduct site visits. The goal is to support the program's success! Consider the site visit team members your colleagues and ask questions as you wish.