Committee on Accreditation of Educational Programs for the EMS Professions

# Virtual Site Visitor Checklist

You have agreed to serve on a virtual site visit team, so what next?  The following checklist will aid the newer site visitors and jog the memory of the veterans.  Remember, the site visit team is the face of the CoAEMSP and CAAHEP and frequently the only contact the program may have with the representatives.  Proper planning and attention to detail can make all the difference in the program perception of the CAAHEP accreditation process.

| ✔ | Activity |
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| | **Scheduling** |
| | Receive confirmation of the program location and site visit dates from CoAEMSP staff.  HOLD those dates on your schedule until the date is confirmed. |
| | **Arrangements** |
| | The site visit is confirmed when the program and the site visitors are notified via email. |
| | *Team Captain* |
| | • Contact the Program Director and copy your site visit team member(s). Contact with the program should occur as soon as the site visit is confirmed, reassuring the Program Director that you intend to be supportive as they prepare for the site visit. |
| | • Begin discussion of the EA and the program response<br>• Review the documents uploaded to the CoAEMSP file share and the time frames: Self-Study Report Addendum, as applicable, campus videos, Banker Box documentation.<br>• Begin the discussion with the Program Director on the site visit schedule.<br>    o Clarify the purpose of each meeting and who is expected to attend.<br>    o Clarify the purpose of interviews with the preceptors at clinical and capstone field internship affiliates and that you want to speak with preceptors and not management for those interviews.<br>    o Clarify program personnel, Medical Director, and administrative staff are not included in the conversations/interviews with the Advisory Committee members, employers, graduates, or preceptor interviews, even if they function in both roles.  Thus, individuals associated with the program inherently have a potential conflict of interest in providing unbiased feedback.<br>• Contact the Program Director for additional times needed to discuss further the EA, schedule, or answer other questions.<br>• Schedule the meetings via Zoom or other web meeting platform, if possible, to begin to establish a relationship with the Program Director. |
| | • Confirm the schedule and ability to interview current students and recent graduates. |
| | • Review the Executive Analysis (EA) contents with the Program Director and request the documentation that addresses the EA comments is uploaded to the file share at least 2 weeks before the site visit. |
| | • Answer any questions. |
| | • Schedule additional calls with the Program Director, as needed. |
| | • At least 2 weeks before the site visit, review the final schedule and verify the interview times. include an email address and phone number for all individuals in the interview groups.. |

| ✔ | Activity |
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| | • Obtain cell phone contact numbers for the site visit team member(s), the Program Director, and the Zoom facilitator to communicate via text or voice during the site visit. |
| | **Program Materials** |
| | Download site visit materials as soon as available from the file share. |
| | Review all materials before the site visit.  Make notes/questions as appropriate. |
| | Review SV Report and EA section |
| | References (electronically or paper copies) <br> • CAAHEP *Standards* and CoAEMSP *Interpretations* documents <br> • CoAEMSP *Site Visitor Manual* (includes question guide to use during the site visit) <br> • Accreditation process flow charts |
| | **Preparing for the Visit** |
| | A computer with a webcam, microphone, and speaker is required.  A two-monitor set-up, if available, facilitates simultaneously viewing participants and documents. |
| | **During the Site Visit** |
| | Focus on the program: only reply to calls, texts, or other communications at break or after hours. |
| | Take notes during interviews: these may be important during the preparation of the SV Report and later responding to concerns addressed in the *Findings Letter.* |
| | One team member can complete the SV Report during the interviews; however, that activity must be in the background.  *Do not verbalize to the program regarding the need to complete a report and give the impression that the primary purpose of the visit is to complete the paperwork.* |
| | Dress appropriately in business attire. |
| | It may be helpful to have a clock handy set to the program's local time zone. |
| | Keep snacks and beverages handy but avoid eating on camera.  Due to time zone variations, the scheduled lunch period may not be in sync with your time zone. |
| | **Post Site Visit** |
| | Submit the SV Report within one week.  With the virtual process, the SV Report can often be submitted on the last day of the visit. |
| | Respond to the CoAEMSP staff regarding the accuracy of the *Findings Letter* within one week. |
| | Complete the peer evaluation of your site visit team member(s). |
| | Destroy all paper and delete any electronic copies of program materials when the formal request is received from the CoAEMSP.  These documents include downloaded files, files saved on your computer, from your site visitor folder on the CoAEMSP file share, and any paper copies of files or notes. |
| | **Other Notes** |
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