

Supplement to the Site Visits and Visitor Manual

Virtual Site Visits



Credible education
through accreditation

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Context

The year of 2020 has been characterized by the COVID-19 pandemic. In a devastatingly short time period, we have witnessed a shocking human toll in terms of physical, emotional, and economic wellbeing. Virtually all industries and professions are adversely impacted.

In the higher education arena, many colleges and universities have closed campuses and shifted students and faculty into virtual learning environments. CoAEMSP, CAAHEP, NREMT, licensing/certifying bodies, and professional membership associations have been working to find innovative ways to assist emergency medical services programs, including Paramedic, especially those nearing graduation, obtain their required patient encounters/skills, while upholding the standards for entering the profession.

In terms of the accreditation review process, because of the COVID-19 crisis CoAEMSP cancelled all residential/in-person site visits scheduled for March 2020 and beyond. CoAEMSP and CAAHEP are developing ways to continue the accreditation review process for Paramedic programs in the review process, within the context of campuses being closed and students and employees being impacted by shelter-in-place orders and travel bans.

Virtual Site Visits

CoAEMSP is establishing a process to conduct virtual site visits (v-SV) in lieu of the residential/in-person visit format as circumstances permit.

Purpose of This Guide

This guide is a supplement to CoAEMSP *Site Visits and Visitors Manual*. It serves to highlight those areas of the site visit process unique to virtual site visits. All programs are expected to adhere to the residential/in-person guidelines in [CoAEMSP Site Visits and Visitors Manual](#), as well as this Supplement.

Purpose of the Virtual Site Visit

The purposes of the virtual site visit are the same as for a residential/in-person site visit, to:

- validate the Self-Study Report (SSR), and
- verify the sponsor's and program's commitment to the CAAHEP *Standards and Guidelines* and accreditation process.

The virtual site visit will be done in lieu of a residential/in-person site visit and will emulate to the extent possible the standard format and activities of the residential/in-person site visit. (See [Appendix 1](#) for a Sample Virtual Site Visit Agenda).

Minimum Eligibility Requirements

CoAEMSP maintains sole authority in determining which programs are candidates for virtual site visits (virtual site visits). Selection eligibility criteria include, but are not limited to, the nature of the accreditation review process outcomes thus far (identified areas of concern, recommendation for site visit, etc.) and the complexity of the site visit (satellite campuses, sponsorship concerns).

To be approved for a virtual site visit, Paramedic programs, at a minimum, must be able to demonstrate the following:

- the ability to securely share but not transmit confidential files/documents with the Site Visit Team (preferably via a VPN connection) while maintaining administrative control of the materials, and
- the ability to provide interaction for the Site Visit Team with an acceptable number of representatives of the program's sponsor and the standard constituent groups that participate in CoAEMSP/CAAHEP accreditation site visits, to afford a full review of the counseling specialty areas.

CoAEMSP will contact the eligible programs to offer the virtual site visit option. The program may opt to move forward with planning for a virtual site visit or may opt to defer until residential/in-person site visit can be rescheduled.

Virtual Site Visit Agreement Form

After a program has received initial approval to participate in a virtual site visit through consultation with CoAEMSP, the Program Director must sign and submit an electronic copy of the Virtual Site Visit Agreement form (See [Appendix 2](#)).

Through this form, the program verifies it meets the minimum eligibility requirements and the additional scheduling as well as the conduct parameters for a virtual site visit. In addition, the program agrees to accept the report of the virtual site visit and acknowledges that it cannot, at a later date, request a new site visit with a traditional format, or appeal the resulting accreditation decision solely on the basis of the virtual format of the site visit.

Establishing the Dates and Team for the Virtual Site Visit

CoAEMSP, after receiving and approving the Virtual Site Visit Agreement, will work with the Program Director to determine the dates for the site visit. CoAEMSP will consult with the program on the applicable time frame for scheduling the virtual site visit.

Once the CoAEMSP secures a team for the visit, the CoAEMSP will communicate to the Program Director and the Site Visit Team to establish the agenda and make preparations for the visit.

Technology for the Virtual Site Visit

Videoconferencing

CoAEMSP utilizes Zoom to facilitate the virtual site visit. Zoom is compliant with Health Insurance Portability and Accountability Act (HIPAA) and Federal Education Rights and Privacy Act (FERPA). This platform will be used to provide a private meeting space for the Site Visit Team and to provide space for the team members to meet with sponsor and program representatives and representatives of other groups including but not limited to program director, medical director, instructional faculty and staff, advisory committee, current students, graduates, and preceptors. For security purposes and to ensure only those previously identified participate during the site visit, the participants will be admitted to the waiting room prior to admittance to the actual Zoom meeting. Additionally, passwords may be required.

A copy of Zoom's HIPAA Compliance Guide may be accessed here: [Zoom HIPAA Compliance Guide](#)

A copy of Zoom's FERPA Compliance Guide may be accessed here: [Zoom and FERPA Compliance](#)

Technology

All participants must have the technology requirements to use Zoom, including having a contingency plan in place:

- internet connection – broadband wired or wireless (3G or 4G/LTE)
- audio device that includes speakers, microphone, phone or similar device
- webcam built-in or USB plug-in

Guidelines for Videoconferencing

- All participants should have their own meeting space and the ability to log in separately for the meetings. There should not be multiple participants in any single screen.
- Each participant should have a quiet space without distractions available for participation in the meeting(s).
- CoAEMSP will utilize a waiting room for approved access to all meetings with individuals outside of the team.
- All participants must have their video on and be on screen throughout the duration of the meeting. CoAEMSP will not accept picture placeholders or blank screens with names on them for participation in the meeting. Anyone using picture placeholders or blank screens with names on them will be removed from the meeting.
- CoAEMSP will not record any of the meetings. CoAEMSP prohibits the recording of the meetings by the sponsor and/or any of the meeting participants. Video cameras may not be used except for security reasons or as agreed upon by CoAEMSP and the program.
- Each participant should use earphones/buds during the meeting to limit background noise and ensure privacy for the meeting.
- It is strongly recommended that all meeting participants download and utilize the Zoom Client for Meetings app available at the [Zoom Download Center](#) to access meetings.

Backup/Contingency Plan

There are multiple avenues for accessing Zoom videoconferencing, including via PCs, laptops, tablets, and cell phones. If a meeting participant has trouble accessing the videoconferencing, trying multiple avenues, they should notify the Program Director or their designee as soon as possible. If the situation cannot be resolved quickly, the participant should use their cell phone to dial in to the meeting and may participate by audio only. Cell phones should only be used in situations where efforts to resolve the access to the videoconference were unsuccessful. ***All participants should participate in the videoconference, if possible, with video/audio and must have video/audio capability before being selected to participate.***

Should a power failure or act of nature interfere with the conduct of the visit, the use of cell phones will be the immediate backup plan. All participants should be advised to have hard copies of the dial-in numbers available.

In the event the Site Visit Team is not able to complete its review, including the review of documents or to conduct meetings with required participants due to problems with technology on the part of the program or for any other reason, CoAEMSP, in its sole discretion, may schedule another virtual site visit or a residential/in-person site visit. In the event this occurs, an additional fee may be assessed.

File Sharing

CoAEMSP utilizes Citrix ShareFile as the file sharing platform for the virtual site visit. CoAEMSP will provide the Site Visit Team with access to ShareFile to the standard site visit documents and program-generated reports submitted to date, in advance of the visit.

During the site visit it will be necessary for the program to share student-related records (e.g., student files, clinical files, assessment, and remediation files) with the Site Visit Team. In deference to HIPAA and FERPA considerations for security of records, the program will securely share without transmitting the confidential files/documents to the Site Visit Team while maintaining administrative control of the records at all times. These documents should not be transferred to the team in any way. The preferred mechanism for sharing these documents is via a Virtual Private Network (VPN) connection in view-only. The sharing of these documents should be done in accordance with sponsor protocols, to include non-disclosure agreements.

If the Site Visit Team requests additional documentation or evidence during the visit, the program may similarly make these materials available to the team using the VPN or the share screen option in Zoom, or via email if the document is not a private document. The Site Visit Team Chair will work with the Program Director in advance of the visit to determine what types and how many of each type of student records need to be made available to the team.

Planning and Conducting the Virtual Site Visit

The following roles and responsibilities for a virtual site visit for CoAEMSP Staff, the Site Visit Team Chair, and the Program Director are in addition to or in lieu of the standard roles and responsibilities delineated for a residential/in-person site visit.

Before the Visit

CoAEMSP Staff will:

- Schedule a test run with the Program Director and the Site Visit Team to ensure that any problems with the technology for the site visit are identified and corrected and to address logistical questions.
- Provide support via telephone and email to the Site Visit Team and the Program Director.
- Provide access to and content from the designated ShareFile folder for the visit.

The Program Director will:

- Participate in a scheduled test run with CoAEMSP to ensure that any problems with the technology for the site visit are identified and corrected. The test run will include major aspects of the site visit including connecting with some test constituents to ensure access to the video conferencing platform and file sharing through screen sharing or via a VPN.
- Plan for the required videoconferencing meetings with all individuals and groups identified in the site visit agenda.
- Ensure that all potential participants have the requisite audio/video capabilities and review the videoconferencing guidelines with them.
- Provide a video of the program classrooms, offices, other instructional sites, equipment, and supply storage. If the program is taught on satellite campuses or at alternate locations, site visitors will also need a tour of those facilities. (See [Appendix 5](#))

- Prepare a secure method (e.g., VPN) for sharing confidential student records, such as program admission files, clinical files, and assessment, retention and remediation records, in view-only, during the visit.
- Ensure the confidentiality of all meetings.
- Provide final lists of attendees for all meetings and the confirmed schedule to the team a minimum of two (2) weeks prior to the start of the meeting. Any modifications following the provision of the final list should be discussed with the Site Visit Team Chair. (Only those names listed on the list of attendees will be admitted to the specified meeting.)
- Ensure that all meeting participants understand the guidelines for participating in the videoconference meetings.

During the Visit

CoAEMSP Staff will:

- Act in a support capacity for the team and sponsor regarding the use of technology and logistical considerations.
- Provide access/login information for meetings to the Program Director.

The Site Visit Team Chair will:

- Indicate in the Site Visit Team Report if the program was able to provide to the team a virtual/video tour of the program's facilities, including the clinical instruction environment. If a virtual/video tour of the facilities has not been provided to date, the team will mark the applicable standards as not met and the program will have an opportunity to respond to the team report at a later time in the review process.

The Program Director will:

- Provide access/login information to meeting participants.
- Ensure that all participants understand and agree that no part of the site visit may be audio and/or video recorded. Video cameras may not be used except for security reasons or as agreed upon by CoAEMSP and the program.
- Provide or assign a designee to provide in each virtual meeting a brief introduction of the team and participants or participant groups. The Program Director will leave the meeting unless they are a designated participant in the meeting.

After the Visit

CoAEMSP Staff will:

- Remove access to and content from the designated ShareFile folder for the visit.

Virtual Meetings

Meeting Access/Log-In

We recommend, to avoid confusion or mix-ups in terms of who is logging in to what meeting, that you only provide the Zoom login details specific to the participants that will be attending each meeting.

For example, send the connection information for the Interview with Faculty to only the Faculty that will be in attendance during that session. The Site Visit Team Captain can clarify specific details of the appropriate individuals required for each session.

When communicating with each of the individuals participating in the virtual site visit, ask them to arrive 10-15 minutes in advance of their session and to use their name on the Zoom screen, not their telephone number. (See [Appendix 3](#) for Zoom instructions.)

Appendix 1: Sample Virtual Site Visit Agenda

Considerations in Planning

The times of the virtual site visit agenda will be based on the program's local time. For the full virtual site visit agenda and to customize it for the site visit, visit <https://coaemsp.org/site-visits-paramedic-program-directors> > Virtual Site Visit Agenda.

- Meeting start times should be adjusted in consideration of the location of the sponsor.
- CoAEMSP will provide the links for each activity.
- The Program Director will send invites to all constituent groups with the links, provided by the CoAEMSP, to access the video conferencing for their specific meeting.
- Constituent participants should ensure they have access to resources to be able to answer the Site Visit Team's questions.
- The Program Director, or their designee, will help ensure everyone is prepared to use the meeting technology.
- CoAEMSP will test the technology with the Program ahead of the visit.

|  | Virtual Site Visit Agenda | | | | | | | Which time zone is the program located? | | |
|---|--------------------------------------|----------------|-------------------------------------|--|-------------------|-------------------|--------------------|---|------------------|---------------------------|
| | Activity | Length of Time | Zoom Connection Info | Participants | Eastern Time Zone | Central Time Zone | Mountain Time Zone | Pacific Time Zone | Alaska Time Zone | Hawaii-Aleutian Time Zone |
| DAY 1 | | | | | | | | | | |
| | Meet with Program Director | 30 minutes | www.zoom.com/xxxxx password: ### | Program Director | 9:00 AM | 8:00 AM | 7:00 AM | 6:00 AM | 5:00 AM | 2:00 AM |
| | Transition | 10 minutes | | | 9:30 AM | 8:30 AM | 7:30 AM | 6:30 AM | 5:30 AM | 2:30 AM |
| | Opening Session | 20 minutes | www.zoom.com/xxxxx password: ### | Opening Session | 9:40 AM | 8:40 AM | 7:40 AM | 6:40 AM | 5:40 AM | 2:40 AM |
| | Transition | 10 minutes | | | 10:00 AM | 9:00 AM | 8:00 AM | 7:00 AM | 6:00 AM | 3:00 AM |
| | Meet with Medical Director | 45 minutes | www.zoom.com/xxxxx password: ### | Medical Director | 10:10 AM | 9:10 AM | 8:10 AM | 7:10 AM | 6:10 AM | 3:10 AM |
| | Break | 15 minutes | | | 10:55 AM | 9:55 AM | 8:55 AM | 7:55 AM | 6:55 AM | 3:55 AM |
| | Interview Faculty & Program Director | 90 minutes | www.zoom.com/xxxxx password: ### | Faculty Program Director | 11:10 AM | 10:10 AM | 9:10 AM | 8:10 AM | 7:10 AM | 4:10 AM |
| | Transition | 10 minutes | | | 11:20 AM | 10:20 AM | 9:20 AM | 8:20 AM | 7:20 AM | 4:20 AM |
| | Interview Students | 45 minutes | www.zoom.com/xxxxx password: ### | Students | 11:30 AM | 10:30 AM | 9:30 AM | 8:30 AM | 7:30 AM | 4:30 AM |
| | Site Visit Team Meeting | 30 minutes | www.zoom.com/xxxxx password: ### | Site Visit Team | 12:15 PM | 11:15 AM | 10:15 AM | 9:15 AM | 8:15 AM | 5:15 AM |
| | Lunch | 30 minutes | | | 12:45 PM | 11:45 AM | 10:45 AM | 9:45 AM | 8:45 AM | 5:45 AM |
| | Transition | 10 minutes | | | 1:15 PM | 12:15 PM | 11:15 AM | 10:15 AM | 9:15 AM | 6:15 AM |

Appendix 2: VIRTUAL SITE VISIT Agreement



Credible education
through accreditation

Committee on Accreditation
of Educational Programs for the
Emergency Medical Services Professions

VIRTUAL SITE VISIT AGREEMENT

This Virtual Site Visit Agreement is entered into this day by the Paramedic program sponsored by **Sponsor** and the Committee on Accreditation for the Emergency Medical Services Professions (CoAEMSP), a committee on accreditation of the Commission on Accreditation of Allied Health Education Programs (CAAHEP), collectively the parties, and sets forth the understandings and obligations of the Paramedic program and CoAEMSP relating to the conduct of a virtual site visit of the Paramedic program sponsored by **Sponsor** as part of CoAEMSP's review of the program's application for continuing accreditation.

Whereas the parties have determined that it is in their interest for the **Sponsor** to host a virtual site visit of the Paramedic program, to assure the health and safety of the sponsor's faculty, staff and students, and CoAEMSP's representatives during the National State of Emergency caused by the COVID-19 pandemic; and

Whereas the Paramedic program sponsored by **Sponsor** agrees to proceed with a virtual site visit;

The parties therefore agree to the following terms and conditions:

Terms and Conditions

The **Sponsor** agrees that it has the resources and technological capacity to host the virtual site visit in a manner that complies with all applicable policies, procedures and guidelines established by CoAEMSP, as those policies, procedures and guidelines are updated and revised.

Outlined below is a description of virtual site visits as well as details about the requirements and guidelines for the site visit. If the program or the sponsor has any questions about these requirements, they should consult with the CoAEMSP, Jennifer Anderson Warwick, at jennifer@coaemsp.org.

A virtual site visit uses a web-based audio and visual connection so that the site visitors can interact effectively with the Paramedic Program Director and instructional staff, the program Medical Director, the sponsor administration and support staff, preceptors, the students and the graduates, employers, and the Advisory Committee.

The virtual site visit includes the same goals as a residential/in-person site visit:

- To validate the Self-Study Report (SSR), and
- To verify the sponsor's and program's commitment to the CAAHEP *Standards and Guidelines* and accreditation process.

Technology and Security

1. The **Sponsor** program represents that it has the technological capacity to host a virtual site visit to facilitate secure communication between and among visiting team members, and program administrators, faculty and students, and other participants.

2. The **Sponsor** agrees to ensure that all potential participants are informed or trained on applicable videoconferencing guidelines and to use the technology selected for audio/video communication.
3. The **Sponsor** represents that it has the capacity to securely share confidential files/documents with the site visit team in a manner that complies with the Family Education Right to Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA) while maintaining custody and administrative control of the records.
4. The **Sponsor** agrees to facilitate, in advance of the visit, a test run in the presence of CoAEMSP staff so that any issues related to the selected videoconferencing and file sharing platforms can be identified and resolved in advance of the visit.
5. The **Sponsor** agrees to assure the confidentiality of interviews with the site visit team in the same manner as if the visit were to take place on site at the sponsor.
6. The **Sponsor** agrees that it will not, and will assure that those present during the visit, do not audio or video record any portion of the visit, including the team's exit summation.
7. The CoAEMSP is responsible for hosting the technology platform, Zoom, that allows for audio and video to conduct the site visit meetings and has a platform that provides privacy and security to facilitate secure communication between the CoAEMSP site visitors and the program administrators, faculty and students, Medical Director, advisory committee, graduates, employers, and other sponsor representatives.
8. The CoAEMSP will host a training session for the site visitors and program directors and other program staff to ensure access to the technology.
9. The **Sponsor** and CoAEMSP will ensure that there is a backup plan if participants are not able to access the technology platform at the time of the meeting due to either technological limitations or internet access issues. All interviews with Paramedic Program Director and instructional staff, the program Medical Director, the sponsor administration and support staff, preceptors, the students and the graduates, employers, and the Advisory Committee must include both the audio and visual component. If the video component is not available for any given interview, it must be noted at the commencement of the interview.
10. To the extent permissible by applicable laws and regulations, the **Sponsor** agrees to defend, indemnify and hold harmless CoAEMSP and CAAHEP, its officers, employees and volunteers from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or in connection with a breach of security or unlawful disclosure of confidential information occurring during preparation for or during the course of the virtual site visit.

Preparation and Logistics

1. The Program is responsible for setting up the meetings, inviting the participants, creating the list of participants, providing that information to site visit team, and finalizing the schedule at least two (2) weeks before the site visit and reviewing with the site visit team captain.
2. The Program is responsible for contacting all participants.
3. Many of the meetings take place without the Program Director in attendance. Due to the nature of the virtual site visit, the Program Director will need to provide the connection information to each of the participants to allow for confidential conversation.

4. The Paramedic program agrees that it will use its best efforts to assure that the visit proceeds according to the agreed upon schedule and to notify CoAEMSP of any needed changes to the schedule within a reasonable time period in advance of the visit.
5. While the bulk of the documentation has been provided to the site visit team in the original Self-Study Report, the program will be required to upload to the CoAEMSP-designated sharing application (i.e., ShareFile) the Addendum to the Self-Study Report at least two (2) weeks prior to the site visit.
6. Any additional documentation that is requested during the visit will be shared with the site visitors through the presentation software (for example review of student competency tracking and evaluations of students).
7. The Program Director will be required to have access to the campus to conduct a virtual visit of the lab areas. The virtual visit of the lab areas will be pre-recorded and provided to the site visit team in advance of the virtual site visit. The virtual tour must include viewing lab medical equipment and supplies (i.e., basic life support, advanced life support, etc.). Site visitors may request additional virtual review of space and equipment.
8. The Program Director will provide a video of the Paramedic program classrooms, offices, and other instructional sites. If the program is taught on satellite campuses or at alternate locations, site visitors will also need a tour of those facilities.

Other Terms and Conditions

1. To ensure transparency and open communication, the sponsor agrees that none of the site visit will be recorded, there will be no unannounced persons in any of the meeting.
2. The parties agree that legal counsel shall not be present at any stage of the virtual site visit, including the during site visit team's exit presentation.
3. The **Sponsor** agrees to accept the report of the site visit team and agrees that it will not challenge the team's findings or the accreditation decision solely on the basis of the virtual format provided that the site visit is conducted in all material respects in accordance with applicable policies, procedures and guidelines of CoAEMSP and CAAHEP.

Reservation of Rights

In the event the site visit team is not able to complete its review, including the review of documents or to conduct meetings with required participants due to problems with technology or for any other reason, the CoAEMSP, in its sole discretion, may schedule another virtual visit or delay the visit until the CoAEMSP determines that an on-site visit to the program can safely take place. In the event this occurs, an additional fee may be assessed.

Acknowledgment

As the authorized program representatives for the Paramedic program sponsored by **Sponsor**, we have read and agree to the foregoing requirements for the program to participate in a virtual site visit conducted by CoAEMSP. We understand that unless CoAEMSP requires otherwise, the virtual site visit will be the only visit conducted by CoAEMSP as part of the accreditation review process and that the results will become part of the record to be reviewed by the CoAEMSP in making its recommendation to CAAHEP.

As the authorized representatives of the Program, we agree that the Program will not challenge the results of the visit or CoAEMSP's recommendation relative to the accreditation of the program solely on the basis that the visit was conducted virtually. The program will, however, have the opportunity, based upon CoAEMSP's practice to provide additional documentation.

We understand that once the program has agreed to participate in the virtual site visit and planning has begun, a program may not, without reasonable justification as determined by CoAEMSP, request an on-site visit in lieu of the planned virtual site visit.

Agreed to this _____ day of _____ 202____:

Program Director:

Dean of Health Professions or Equivalent Position:

Name & Credentials (typed)

Name & Credentials (typed)

Signature

Signature

Date

Date

CoAEMSP Representative:

Name & Credentials (typed)

Signature

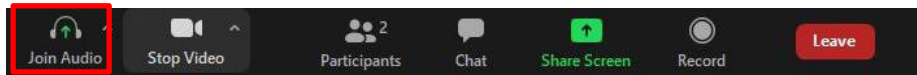
Date

Appendix 3: Joining Zoom Meetings

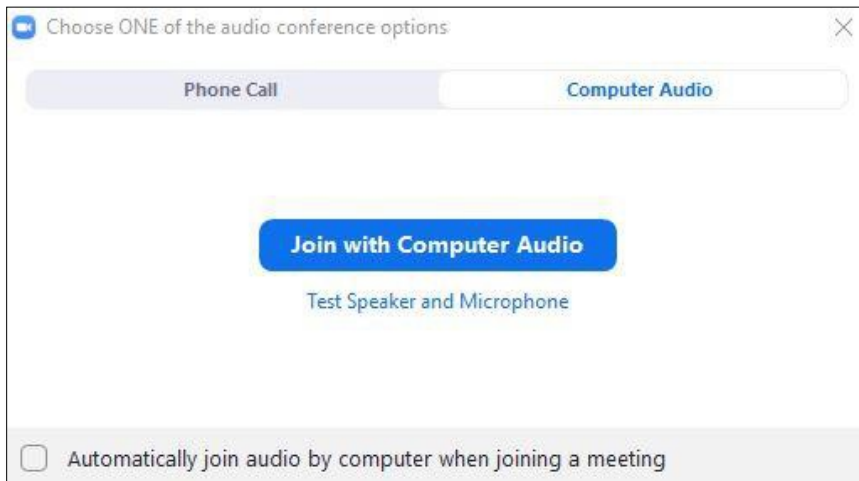
Here is a helpful video on logging into Zoom: <https://www.youtube.com/watch?v=hIkCmbvAHQQ>

Connecting Computer Audio

1. Join the Zoom meeting.
2. You will be prompted to join the audio automatically
 - a. if this prompt does not appear or you close out of it, click Join Audio in the meeting controls.



3. Under the “Computer Audio” tab, click “Join with Computer Audio”

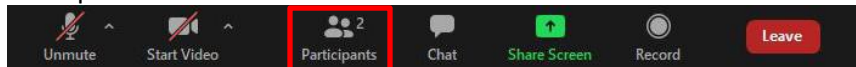


Here is a helpful video on how to test your computer audio: <https://youtu.be/-s76QHshQnY>

Identify Yourself and Display Your Name and Program on the screen (Rename):

Please display your first name, last name on your screen by doing the following:

1. Click “Participant” icon



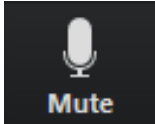
2. Hover over your name and click “More” then “Rename” to change your screen name displayed to other participants.



Mute/Unmute

To avoid audio echo, please mute yourself upon entry and when you are not speaking by:

1. Clicking the Mute/Microphone icon:



Gallery View

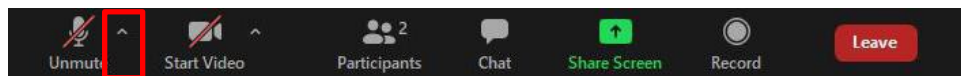
It is recommended that all users switch their video layout to from Active Speaker to Gallery view to view all participants on a single screen by:

1. Click "Gallery View" in the top-right corner.

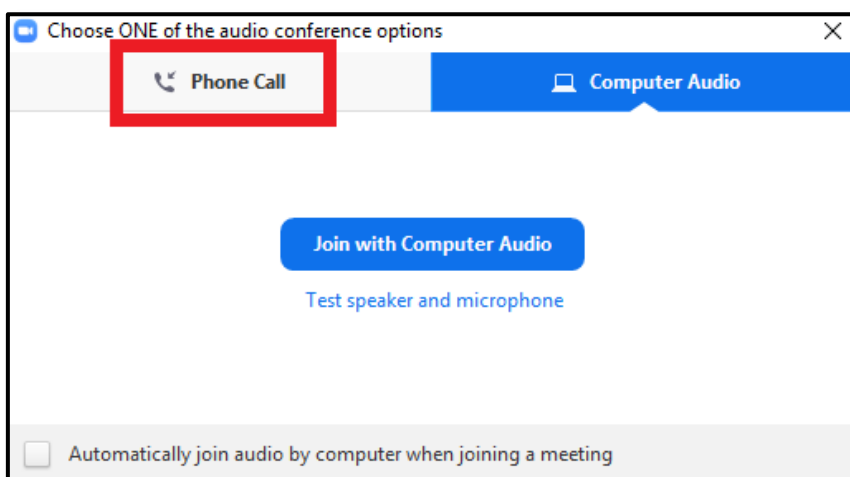
Joining Meeting Audio by Phone

This is used only if experiencing technical difficulties. If you are experiencing technical difficulties with your computer audio, you may use your phone audio by doing the following:

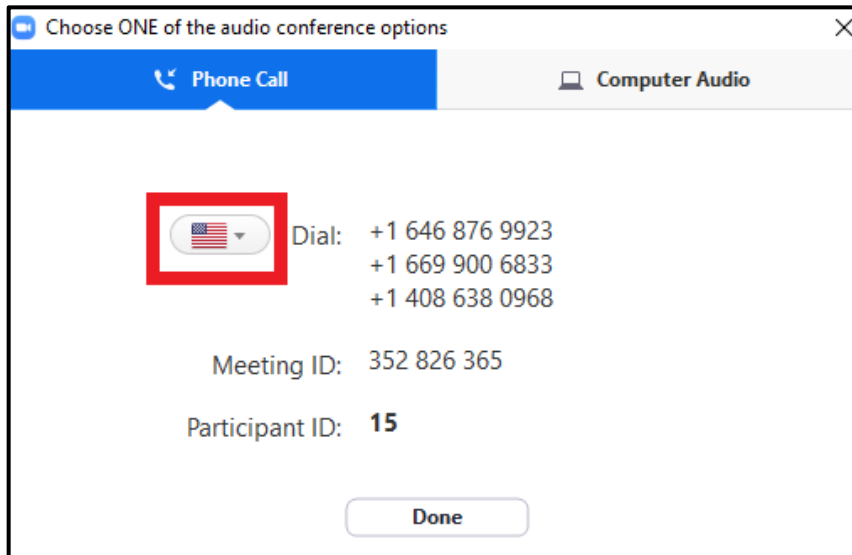
1. Join the Zoom meeting.
2. You will be prompted to join the audio automatically
 - a. if this prompt does not appear or you close out of it, click Join Audio in the meeting controls.



3. Click the "Phone Call" tab



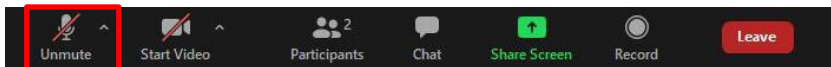
4. Select the country your are calling from in the flag drop-down menu.



5. Call one of the numbers provided.
6. Enter your meeting ID followed by #.
7. Enter your participant ID followed by #.

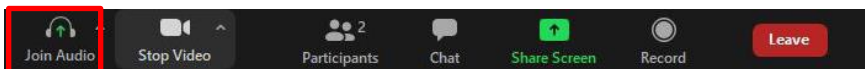
If you joined computer audio automatically, you can leave the computer audio and join by phone:

8. Click the arrow next to Mute/Unmute



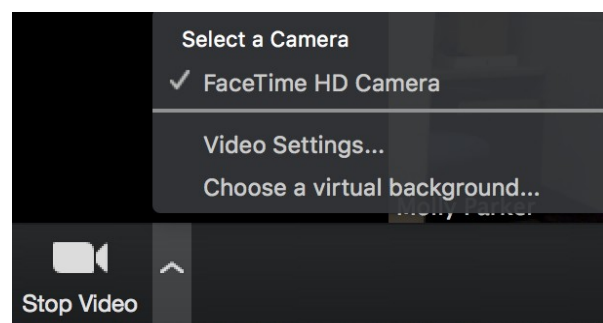
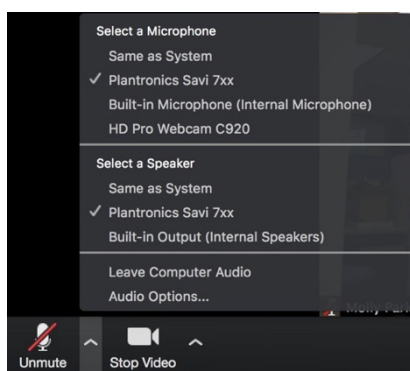
9. Click Leave Computer Audio.

10. Click Join Audio

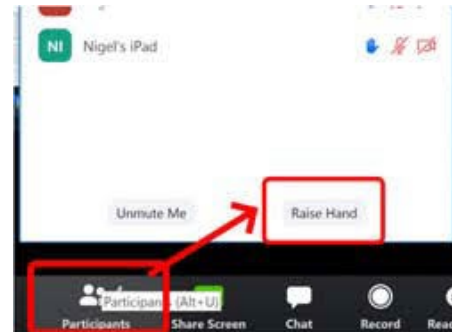
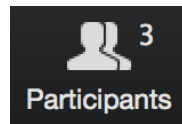


Camera and Microphone

Your camera and microphone will be off when you enter the meeting. Click the microphone and camera icons on the control bar to mute/unmute or to turn your camera on/off. Clicking the arrow to the right of each button allows you to view additional options.



If you click on Participants, a box will open showing you who is currently in the meeting. At the bottom of the box, you will see the raise hand button.

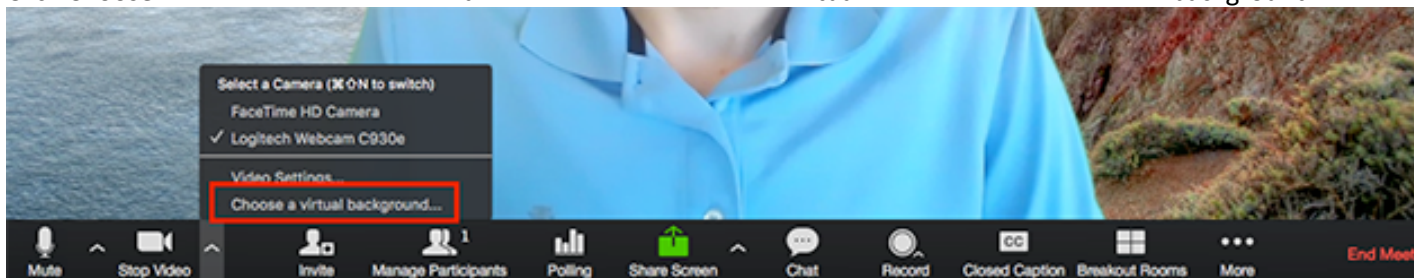


Enabling Virtual Background during a meeting

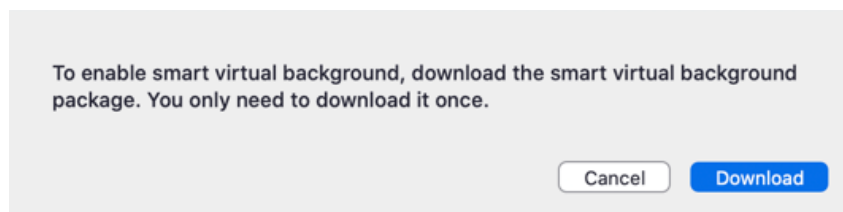
The virtual background feature allows you to display an image as your background during a Zoom Meeting. You can upload your own images as a virtual background. There are no size restrictions when adding your own virtual backgrounds, but we recommend cropping the image to match the aspect ratio of your camera before uploading.

If you have already have Virtual Background enabled in the web portal, you can turn it on during a meeting.

1. In a Zoom meeting, click the upward arrow (^) next to Start/Stop Video.
2. Click Choose a virtual background.



3. If prompted, click Download to download the package for virtual background without a green screen.



Appendix 4: Zoom Etiquette & General Tips for Success

With this new era of video conferencing and online meetings, there are a new set of guidelines to follow - things that we might not have needed to discuss in person but are worth going over now that so many are working from the comfort of their own homes.

Following are suggestions to maintain a productive, professional, connected virtual site visit:

- Give yourself extra time to connect to the meeting in case you have technical issues.
- Dress professionally.
- Find a quiet room to attend and conduct the site visit.
- Follow the agenda and timing as much as possible.
- Assume you are always on camera and that you are always audible (even if you think your are muted, or video is turned off).
- Mute your microphone when you are not speaking and be mindful of background noise
Background noise can be really distracting. If you are not sharing anything at the moment, go ahead and hit mute until you do.
- Be aware of room lighting.
Video quality is dramatically improved with more lighting. An extra nearby lamp is usually helpful. Just make sure the light is in front of you, not behind you - being backlit makes you harder to see.
- Position your camera properly.
Keep in mind that people are not just seeing you, they are also seeing whatever the camera is pointed at behind you. Either arrange it so that your camera is facing something favorable or use a Zoom background.
- Look into the camera.
If you are presenting or speaking to a group, looking into the camera will give the appearance of eye contact with whoever you are talking to.
- Do your own tech support before you start.
Make sure you do a test run at some point, and that you are aware of your audio and video settings before you start. Zoom allows you to test your settings before your meetings begin: just go to zoom.us/test.
- Do not eat during the meeting.
- Limit distractions and stay focused.
Close unneeded applications on your computer to help you stay focused and to keep the video optimally functioning. Turn off notification settings on your device(s).

Appendix 5: Virtual Tour of Program Resources

The CAAHEP *Standards* state that “Program resources must be sufficient to ensure the achievement of the program’s goals and outcomes. Resources must include but are not limited to: faculty; clerical and support staff; curriculum; finances; offices; classroom, laboratory, and, ancillary student facilities; clinical affiliates; equipment; supplies; computer resources; instructional reference materials, and faculty/staff continuing education.” During a residential/in-person site visit, the Site Visit Team would visit the various areas. The virtual tour must include viewing lab medical equipment and supplies (i.e., basic life support, advanced life support, etc.). Site visitors may request additional virtual review of space and equipment.

To demonstrate compliance with, the Program must provide narrated video evidence of the following resources to demonstrate the Program has sufficient resources:

- Faculty offices
- Classroom space
- Lab medical equipment and supplies
- Lab space
- Any other space used by students such as break room or rest area

For a sample of a recorded video, visit <https://coaemsp.org/site-visits-paramedic-program-directors>.

It is suggested programs use the video feature on a phone or a tablet to create the video. The video must include the areas listed above and show how the spaces are sufficient in size to accommodate maximum enrollment. Still photos or maps may accompany a video presentation as appropriate.

The video must be uploaded to ShareFile at least two (2) weeks prior to the first day of the virtual site visit.

Appendix 6: Scripts

Script – General Session

Good morning. We represent the Committee on Accreditation of the EMS Professions (CoAEMSP). We are here to gather information through observation, interview, and review of documentation to verify, clarify, and amplify the contents of the self-study report and supporting documentation prepared by the program. We will objectively report our findings to the CoAEMSP Board of Directors relative to the Standards and Guidelines for the Emergency Medical Services Professions of the Commission on Accreditation of Allied Health Education Programs (CAAHEP). In addition, we are a consultative and facilitative team for the accreditation process.

As site visitors for CoAEMSP, a Committee on Accreditation of CAAHEP, we understand that information has been made available to us about the program, sponsor, and faculty. We agree to respect and protect this information. All discussions and written information provided prior to, during, and after the site visit will remain confidential.

While the Family Educational Rights and Privacy Act (FERPA) generally requires written permission from the parent or eligible student in order to release any information from a student's education record, FERPA allows disclosure without consent to accrediting organizations carrying out their accrediting function (34 CFR § 99.31).

To ensure transparency and open communication, the program agrees that none of the site visit will be recorded, there will be no unannounced persons in any of the meeting. Only the individuals previously submitted to us will be permitted into identified meetings.

The parties agree that legal counsel shall not be present at any stage of the virtual site visit, including the during Site Visit Team's exit presentation.

The program and sponsor agree to accept the report of the Site Visit Team and agrees that it will not challenge the team's findings or the accreditation decision solely on the basis of the virtual format provided that the site visit is conducted in all material respects in accordance with applicable policies, procedures and guidelines of CoAEMSP and CAAHEP.

In the event we are not able to complete this review, including the review of documents or to conduct meetings with required participants due to problems with technology or for any other reason, the CoAEMSP, in its sole discretion, may schedule another virtual visit or delay the visit until the CoAEMSP determines that an on-site visit to the program can safely take place. In the event this occurs, an additional fee may be assessed.

We will share our findings with you at the end of this review visit during the Exit Summation Conference.

Script – Exit Summation Conference

As site visitors for CoAEMSP, a Committee on Accreditation of CAAHEP, we understand that information has been made available to us about the program, sponsor, and faculty. We agree to respect and protect this information. All discussions and written information provided prior to, during, and after the site visit will remain confidential.

The program and sponsor agree to accept the report of the Site Visit Team and agrees that it will not challenge the team's findings or the accreditation decision solely on the basis of the virtual format provided that the site visit is conducted in all material respects in accordance with applicable policies, procedures and guidelines of CoAEMSP and CAAHEP.

Based on the information gathered during this virtual site visit, we have identified the following program strengths:

- *[State the strengths.]*

Based on the information gathered during this virtual site visit, we have identified the following areas of non-compliance:

- *[State the Standard and the Rationale for each of the program's non-compliance listed.]*

We have noted the following recommendations for enhancement:

- *[State the recommendations.]*

Appendix 7: Addendum to the Self-Study Report

The CoAEMSP Self-Study Report (i.e., ISSR or CSSR) was revised Summer of 2020 to provide additional information; therefore, additional information is being requested in the Self-Study Report Addendum rather than having the Program complete the entire revised Self-Study Report.

CoAEMSP will provide the Program Director the actual Step by Step Instructions; however, following are *The Step by Step Instructions* to provide the information that will be requested.



Committee on Accreditation
of Educational Programs for the
Emergency Medical Services Professions



CoAEMSP Self-Study Report (SSR) Addendum

The CoAEMSP Self-Study Report (i.e., ISSR or CSSR) has recently been revised to provide additional information; therefore, additional information is being requested in this Self-Study Report Addendum rather than having to complete the entire revised Self-Study Report.

The Step By Step Instructions below must be followed carefully to correctly complete the Self-Study Report Addendum. Click on the Step By Step Instructions link below in order to correctly compile and complete the Self-Study Report Addendum.

Step By Step Instructions

For questions or help composing the Self-Study Report Addendum, please contact Lisa Collard (lisa@coaemsp.org or 214-703-8445 ext. 118)

1. Standard III.B. – Resources – Personnel

The sponsor must appoint sufficient faculty and staff with the necessary qualifications to perform the functions identified in documented job descriptions and to achieve the program's stated goals and outcomes.

The sponsor must verify there are qualified program personnel on file which have been approved through the CoAEMSP.

Contact Lynn Caruthers (lynn@coaemsp.org or 214-703-8445 ext. 115) to confirm current program personnel and receive the Personnel Verification document required for evidence. Please Note: The personnel verification document is different than the individual approval email(s) received.

Place the CoAEMSP Personnel Verification in the Addendum sub-folder and create a hyperlink to the document using the orange box below. Any type of file format (i.e., Adobe Portable Document [.pdf], Word, 97-2003 [.doc], Word 2013 [.docx], PowerPoint Presentation [.ppt or .pptx], or Excel [.xlsx]) may be used as long as all the documentation is included as a single file and not multiple documents.

Create a hyperlink to the evidence using the following title:

01 Personnel

2. Standard IIB.1.a.1) thru 7) – Program Director Responsibilities

The program director must be responsible for all aspects of the program, including, but not limited to:

- 1) the administration, organization, and supervision of the educational program,
- 2) the continuous quality review and improvement of the educational program,
- 3) long range planning and ongoing development of the program,
- 4) the effectiveness of the program, including instruction and faculty, with systems in place to demonstrate the effectiveness of the program,
- 5) cooperative involvement with the medical director,
- 6) the orientation/training and supervision of clinical and field internship preceptors,
- 7) the effectiveness and quality of fulfillment of responsibilities delegated to another qualified individual.

Submit a completed CoAEMSP Program Director Responsibilities form. The CoAEMSP Program Director Responsibilities form is available on the CoAEMSP website at <https://coaemsp.org/ResourceLibrary.htm>.

Submit evidence demonstrating the Paramedic program's **clinical and field experience preceptor orientation** includes the following minimum required topics:

- Purposes of the student rotation (minimum competencies, skills, and behaviors)
- Evaluation tools used by the program
- Evaluation of criteria for grading students
- Contact information for the program

Submit evidence demonstrating the Paramedic program's **capstone field internship preceptor training** includes the following minimum required topics:

- purposes of student rotation (minimum competencies, skills and behaviors);
- evaluation tools used by the program;
- evaluation criteria for grading students;
- contact information for the program (routine and emergency);
- coaching and mentoring techniques;
- minimum number of required team leads; and,
- program's definition of team lead (An example of a team lead definition is available in the CoAEMSP Policies and Procedures on the CoAEMSP web site at https://coaemsp.org/Policy_Procedures.htm).

Preceptor Orientation and Training may be conducted using any of the following:

- written documents
- formal course
- power point presentation
- video
- on-line
- designated trainers on-site

The program should tailor the method of delivery to the type of rotation (e.g. hospital, physician office, field).

Programs may use one curriculum but have separate exit points for orientation and training. If one curriculum is utilized place the same documentation as evidence for the orientation and training and title the evidence for each as directed.

Place the documentation above in the Addendum sub-folder and create a hyperlink to each of the documentation file(s) using the orange boxes below. Any type of file format (i.e., Adobe Portable Document [.pdf], Word, 97-2003 [.doc], Word 2013 [.docx], PowerPoint Presentation [.ppt or .pptx], or Excel [.xlsx]) may be used as long as all the documentation for each item is included as a single file and not multiple documents.

Create a hyperlink to the evidence for each using the following titles:

02 PD Responsibilities

02 Preceptor Orientation

02 Preceptor Training

3. Standard IIIB.2.a.1) thru 8) – Medical Director Responsibilities

The medical director must be responsible for medical oversight of the program, and must:

- 1) review and approve the educational content of the program curriculum for appropriateness, medical accuracy, and reflection of current evidence-informed pre-hospital or emergency care practice,
- 2) review and approve the required minimum numbers for each of the required patient contacts and procedures listed in these Standards,
- 3) review and approve the instruments and processes used to evaluate students in didactic, laboratory, clinical, and field internship,
- 4) review the progress of each student throughout the program, and assist in the determination of appropriate corrective measures, when necessary,
- 5) ensure the competence of each graduate of the program in the cognitive, psychomotor, and affective learning domains,
- 6) engage in cooperative involvement with the program director,
- 7) ensure the effectiveness and quality of any Medical Director responsibilities delegated to another qualified physician,
- 8) ensure educational interaction of physicians with students.

Submit a completed CoAEMSP Medical Director Responsibilities form. The CoAEMSP Medical Director Responsibilities form is available on the CoAEMSP website at <https://coaemsp.org/ResourceLibrary.htm>.

Place the documentation above in the Addendum sub-folder and create a hyperlink to the documentation file(s) using the orange box below. Any type of file format (i.e., Adobe Portable Document [.pdf], Word, 97-2003 [.doc], Word 2013 [.docx], PowerPoint Presentation [.ppt or .pptx], or Excel [.xlsx]) may be used as long as all the documentation is included as a single file and not multiple documents.

Create a hyperlink to the evidence using the following title:

03 MD Responsibilities

4. Standard IV.A.1. – Student Evaluation – Frequency and Purpose

Standard IV.A.1 - Evaluation of students must be conducted on a recurrent basis and with sufficient frequency to provide both the students and program faculty with valid and timely indications of the students' progress toward and achievement of the competencies and learning domains stated in the curriculum.

Achievement of the program competencies required for graduation must be assessed by criterion referenced, summative, comprehensive final evaluations in all learning domains.

The program must evaluate and assess the student progression toward and achievement of the program competencies and learning domains stated in the curriculum. Achievement of the program competencies must be assessed by criterion-referenced, summative, comprehensive evaluations in all learning domains (cognitive, psychomotor, affective).

Submit a completed CoAEMSP Frequency of High-Stakes Exam form for the most recently completed cohort. The CoAEMSP Frequency of High-Stakes Exam form is available on the CoAEMSP website at <https://coaemsp.org/ResourceLibrary.htm>.

Submit three (3) completed CoAEMSP High-Stakes Exam Analysis forms. The CoAEMSP High-Stakes Exam Analysis form is available on the CoAEMSP website at <https://coaemsp.org/ResourceLibrary.htm>.

Submit evidence of a representative sample from one (1) recent graduate demonstrating completed, graded summative, comprehensive (final) evaluations conducted at or near the conclusion of the capstone field internship. Final evaluation(s) must assess the following learning domains:

- Cognitive;
- Psychomotor; and,
- Affective.

In most cases a combination of written (cognitive) and scenario (psychomotor and affective) evaluations will be necessary to perform such a summative evaluation.

Place the completed CoAEMSP Frequency of High-Stakes Exam form and the High-Stakes Analysis Forms [03 Item Analysis] and the representative sample from one (1) recent graduate [04 Summative Evaluations] in the Addendum sub-folder and create a hyperlink to each of the documentation files using the orange boxes below. Any type of file format (i.e., Adobe Portable Document [.pdf], Word, 97-2003 [.doc], Word 2013 [.docx], PowerPoint Presentation [.ppt or .pptx], or Excel [.xlsx]) may be used as long as all the documentation for each item is included as a single file and not multiple documents.

Create a hyperlink to the evidence for each using the following titles:

04 Item Analysis

04 Summative Evaluations

5. Standard IV.A.2. - Student Evaluation - Documentation

Standard IV.A.2. – a. Records of student evaluations must be maintained in sufficient detail to document learning progress and achievements, including all program required minimum competencies in all learning domains in the didactic, laboratory, clinical and field experience/internship phases of the program.

b. The program must track and document that each student successfully meets each of the program established minimum patient/skill requirements for the appropriate exit point according to patient age-range, chief complaint, and interventions.

The program must maintain in sufficient detail students learning progression.

Submit a detailed summary record (i.e., table, chart, gradebook) for three (3) recent graduates demonstrating graduate performance on every summative evaluation for each course in the program to document learning progress.

Submit a summary tracking document (i.e., spreadsheet, table, grid, chart) clearly demonstrating the following:

- *most recent graduating cohort(s);*
- *name of each graduate; and,*
- *program required minimum numbers have been met by each graduate.*

An example of summary tracking is available in the Sample section of the Resource Library page on the CoAEMSP website (<https://coaemsp.org/resource-library>).

Place the documentation above in the Addendum sub-folder and create a hyperlink for each to the documentation files using the orange boxes below. Any type of file format (i.e., Adobe Portable Document [.pdf], Word, 97-2003 [.doc], Word 2013 [.docx], PowerPoint Presentation [.ppt or .pptx], or Excel [.xlsx]) may be used as long as all the documentation for each item is included as a single file and not multiple documents.

Create a hyperlink to the evidence for each using the following titles:

05 Summary Record

05 Summary Tracking

6. Standard V.A.2. - Publications & Disclosures

Standard V.A.2. – At least the following must be made known to all applicants and students: the sponsor's institutional and programmatic accreditation status as well as the name, mailing address, web site address, and phone number of the accrediting agencies; admissions policies and practices, including technical standards (when used); policies on advanced placement, transfer of credits, and credits for experiential learning; number of credits required for completion of the program; tuition/fees and other costs required to complete the program; policies and processes for withdrawal and for refunds of tuition/fees.

The information specified in Standard V.A.2. must be disclosed to applicants and students in at least one of the program's publications (i.e., website, catalog, student handbook, policy manual, recruiting materials, etc.).

Submit a screenshot for each item(s) from at least one of the program's publications (i.e., website, catalog, Student Handbook, Recruiting Materials, policies and procedures, etc.) of the following clearly demonstrating compliance with this Standard:

- *Admissions policies and practices;*
- *Advance placement policy;*
- *Credits for experiential learning policy;*
- *Sponsor's institutional accreditation status;*
- *Programmatic accreditation status statement [For Letter of Review: CoAEMSP Policy I.B.3 or for CAAHEP accredited programs: CoAEMSP Policy IV.A.3];*
- *Technical standards;*
- *Transfer of credits policy.*

Place the documentation above in the Addendum sub-folder and create a hyperlink for each to the documentation files using the orange boxes below. Any type of file format (i.e., Adobe Portable Document [.pdf], Word, 97-2003 [.doc], Word 2013 [.docx], PowerPoint Presentation [.ppt or .pptx], or Excel [.xlsx]) may be used as long as all the documentation for each item is included as a single file and not multiple documents.

Create a hyperlink to the evidence for each using the following titles:

06 Admission Policies

06 Advanced Placement

06 Experiential Learning

06 Institution Status

06 Program Accredited Status

06 Technical Standards

06 Transfer of Credits

7. Standard V.A.3. - Publications & Disclosures

Standard V.A.3. – At least the following must be made known to all students: academic calendar, student grievance procedure, criteria for successful completion of each segment of the curriculum and for graduation, and policies and processes by which students may perform clinical work while enrolled in the program.

The information specified in Standard V.A.3. must be disclosed to all students in at least one of the program's publications (i.e., website, catalog, student handbook, policy manual, recruiting materials, etc.).

Submit a screenshot from at least one of the program's publications (i.e., website, catalog, Student Handbook, Recruiting Materials, policies and procedures, etc.) for the following clearly demonstrating compliance with this Standard:

- *Policy for performing clinical/field experience/capstone field internship work while enrolled in the program.*

Place the documentation above in the Addendum sub-folder and create a hyperlink to the documentation file using the orange box below. Any type of file format (i.e., Adobe Portable Document [.pdf], Word, 97-2003 [.doc], Word 2013 [.docx], PowerPoint Presentation [.ppt or .pptx], or Excel [.xlsx]) may be used as long as all the documentation for the item is included as a single file and not multiple documents.

Create a hyperlink to the evidence using the following title:

07 Student Work Policy

8. Standard V.B. - Lawful & Non-Discriminatory Practice

Standard V.B. – All activities associated with the program, including student and faculty recruitment, student admission, and faculty employment practices, must be non-discriminatory and in accord with federal and state statutes, rules, and regulations. There must be a faculty grievance procedure made known to all paid faculty.

A program conducting educational activities in other State(s) must provide documentation to CoAEMSP that the program has successfully informed the state Office of EMS that the program has enrolled students in that state.

The information specified in Standard V.B. must be disclosed to all paid faculty in at least one of the program's publications (i.e., website, catalog, faculty handbook, policy manual, recruiting materials, etc.).

Submit a screenshot from at least one of the program's publications (i.e., website, catalog, Handbook, Recruiting Materials, policies and procedures, etc.) for the following clearly demonstrating compliance with this Standard:

- *Faculty recruitment*

Place the documentation above in the Addendum sub-folder and create a hyperlink to the documentation file using the orange box below. Any type of file format (i.e., Adobe Portable Document [.pdf], Word, 97-2003 [.doc], Word 2013 [.docx], PowerPoint Presentation [.ppt or .pptx], or Excel [.xlsx]) may be used as long as all the documentation for the item is included as a single file and not multiple documents.

Create a hyperlink to the evidence using the following title:

08 Faculty Recruitment

9. Standard V.C. - Publications & Disclosures

Standard V.C. – All activities required in the program must be educational and students must not be substituted for staff.

The information specified in Standard V.C. must be disclosed to all students in at least one of the program's publications (i.e., website, catalog, student handbook, policy manual, recruiting materials, etc.).

Submit a screenshot from at least one of the program's publications (i.e., website, catalog, Student Handbook, Recruiting Materials, policies and procedures, etc.) for the following clearly demonstrating compliance with this Standard:

- *Policies and procedures to safeguard the health and safety of patients, students, faculty, and other participants;*
- *Completed Student Health assessment checkoff tool with all Public Health Information (PHI) blacked out.*

Place the documentation above in the Addendum sub-folder and create a hyperlink for each item to the documentation files using the orange boxes below. Any type of file format (i.e., Adobe Portable Document [.pdf], Word, 97-2003 [.doc], Word 2013 [.docx], PowerPoint Presentation [.ppt or .pptx], or Excel [.xlsx]) may be used as long as all the documentation for each item is included as a single file and not multiple documents.

Create a hyperlink to the evidence for each using the following titles:

09 Checkoff Tool

09 Safeguard Policies