



CCNE Webinar for Programs Hosting a Fall 2020 Virtual Evaluation

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Presenters

Mary Jane Hanson, PhD, CRNP, CNS, FNP-BC, ACNS-BC, FAANP
Nurse Practitioner
LVPG - Family Medicine
Professor/Director of Graduate and DNP Programs
University of Scranton

Jennifer Butlin, EdD
CCNE Executive Director

Daniel S. Michalski, PhD
CCNE Director of Accreditation Services

Expected Outcomes

- To become familiar with the requirements and expectations for programs hosting a CCNE virtual evaluation
- To learn more about the support the program and CCNE will provide for virtual evaluations
- To identify helpful reminders and tips for hosting virtual evaluations



Virtual Evaluations & What to Expect in Fall 2020

UPCOMING EVALUATIONS

- All evaluations scheduled for Fall 2020 will be virtual evaluations; no on-site evaluations will be conducted through December 31, 2020.
- CCNE will conduct 105 virtual evaluations in Fall 2020 (96 for nursing education programs and 9 for entry-to-practice nurse residency programs).
- The CCNE Board will decide by October 2020 whether Spring 2021 evaluations will be on site or virtual.

VIRTUAL EVALUATION FAQs

- CCNE has developed *Virtual Evaluation FAQs for Nursing Education Programs* to communicate CCNE's expectations, as well as helpful guidance, to program officials and evaluators.
- This is essential reading. Please share it with everyone at your institution who is involved with virtual evaluation preparations and logistics, agenda development, the virtual resource room, etc.
- The FAQs is accessible on the CCNE webpage (<https://www.aacnnursing.org/Portals/42/CCNE/News/Virtual-Evaluation-FAQs-for-Education-CCNE.pdf>) and will be updated as needed.

EXPECTATIONS FOR VIRTUAL EVALUATIONS

- No travel will be required of CCNE evaluators in Fall 2020. No hotel reservations or meals needed for the evaluation team.
- Fall 2020 evaluations will occur over the usual 2.5- to 3-day period but will be fully virtual.
- The virtual evaluation serves as a comprehensive review of a program's compliance with the CCNE accreditation standards and key elements; its purpose is the same as that for a “normal” on-site evaluation.



Technology & Support

TECHNOLOGICAL REQUIREMENTS

- The evaluation team will use their own equipment (e.g., PC, Mac).
- The evaluation team may be accessing the program's materials and videoconferencing platform from a variety of locations and using a variety of operating systems (e.g., PC, Mac).
- Save program materials in formats that are easy to access on any operating system (e.g., PDF).
- Are special downloads or applications required to access the platform?
- Be sure to not require burdensome technology or special/proprietary software.

TECHNOLOGICAL REQUIREMENTS

- The program is responsible for providing the videoconferencing platform that will be used to conduct the virtual evaluation, including all meetings/interviews with administrators and program constituents.
- Provide clear instructions and orientation on the technology being used to:
 - ❑ the CCNE evaluation team to ensure that they have access to and know how to use the technology; AND
 - ❑ all administrators, faculty, students, and other constituents (e.g., alumni, preceptors, employers) the program has arranged to meet with the team.
- All meeting participants are expected to attend sessions with the team via videoconference (not just audio/phone call).

TECHNOLOGICAL SUPPORT

- The program is responsible for identifying a dedicated IT staff member(s) who can be available to the team at any time to provide support for the program's technology.
- Multiple contacts may be identified, if necessary, to provide support:
 - on different days of the virtual evaluation;
 - “after hours” (within reason) if the team cannot access the materials in the virtual resource room; and
 - for different platforms or technology that is being used by the program to support the virtual evaluation (e.g., one person may assist the team with the videoconferencing platform, whereas other individuals may assist with the learning management system and the virtual resource room).

TECHNOLOGICAL REQUIREMENTS

- In advance of the evaluation, the program should schedule a technology test with the evaluation team (or individually, with team members, if necessary) and the program's IT staff member(s) to ensure all members of the team can access the program's videoconferencing platform, learning management system, and/or any other software being used.
- During the “tech check”:
 - ❑ Solicit questions from the team members about the platform's features and operation to ensure they are comfortable using the technology (e.g., muting/unmuting, turning on video, leaving the meeting).
 - ❑ Ensure the team has contact information for the program's identified IT support staff member(s).
 - ❑ Identify a contingency plan should the technology not work (e.g., all meeting participants will reconnect via conference call using specific dial-in instructions & passcode as a last resort).

OTHER TECHNOLOGY NEEDS

- CCNE will provide each team with access to a password-protected Zoom account for use the day before the evaluation through the final day of the evaluation.
- This Zoom account will be used for all executive sessions of the team (e.g., private team meetings to discuss findings, deliberations about compliance, group work reviewing materials in the virtual resource room).
- The team will be assigned a CCNE staff member who will be available to assist with technological issues related to the Zoom account; the program's IT staff member will not be responsible for this.

Virtual Evaluation Logistics

IN ADVANCE OF THE EVALUATION

Before the virtual evaluation begins, the program should:

- contact the team leader to determine if any team members would like a hard copy of the self-study document (including appendices);
- notify both the team leader and CCNE staff if the virtual evaluation will be a “joint visit” (e.g., with the BON);
- develop the agenda for the evaluation and consult with the team leader to finalize it;
- provide the team access to the virtual resource room at least 7 days before the evaluation.

AGENDA CONSIDERATIONS

- What is your (the program's) time zone? What time zone(s) are the team members in? The agenda should account for these differences.
- Clearly delineate the start times of each session. Links and instructions for how to join each meeting also should be provided on the agenda or in a companion document.
- Remember to include sufficient breaks throughout the agenda.
- Confirm with the team in advance whether each session will include the entire team, selected team members, or one individual team member.

AGENDA CONSIDERATIONS

- Provide the team with a list of all expected participants in each meeting/interview (name, title/role, program affiliation).
- If there is a program representative serving as the “meeting organizer” and that individual is not a member of the constituent group (e.g., students) in that meeting, be sure they know they will need to exit the meeting once it commences to preserve the confidential nature of the meeting.

VIRTUAL RESOURCE ROOM

- The program is responsible for identifying and granting the team access to the platform being used to house the virtual resource room.
- Team access to the virtual resource room should be provided no later than 7 days before the evaluation and should continue until the end of the exit interview.
- Evaluators should not be asked to provide any personally identifiable information (e.g., social security numbers) or pay to gain access to the program's platforms or materials.

VIRTUAL RESOURCE ROOM

- Organize the virtual resource room materials to ensure the evaluation team will be able to easily find what is needed.
- Consider organizing materials according to standard and key element and by program type, with clear document titles and labels to indicate what the document is and to which key element(s), program, and/or track it corresponds.
- Consult the “Supporting Documentation” sections at the end of each standard in CCNE’s *Standards* (2018) for guidance on what information needs to be provided.

VIRTUAL RESOURCE ROOM

- Develop a table of contents or “key” to assist the team in understanding how the materials are labeled and organized in the virtual resource room. Some examples include:
 - ❑ constructing a “shell” in the learning management system to organize and outline accreditation materials;
 - ❑ creating electronic folders on a shared drive or in the cloud and granting the team temporary access to it; and/or
 - ❑ granting the team access to the virtual resource room by using specialized software.

VIRTUAL RESOURCE ROOM

- Per CCNE’s *Procedures* (p. 12), “the evaluation team must have access to student files and records.” Applicable privacy laws allow for the provision of these records for accreditation purposes.
- Programs should determine the best way to provide access to information about students and faculty. Some examples may include:
 - providing redacted/de-identified documents in the virtual resource room
 - using screen sharing through the videoconferencing platform
 - providing the team access to a secure, cloud-based system where sensitive documents are housed
- All information accessed by the team will be treated confidentially.

TOURS, CLASS, AND CLINICAL OBSERVATIONS

- Programs may use several methods to ensure that the team can observe physical resources, classes, and clinical experiences, including, but not limited to:
 - ❑ photographs
 - ❑ narrated, guided video tours of the campus and facilities
 - ❑ pre-recorded/asynchronous class sessions or setting up a camera in a live class session
 - ❑ narrated videos of clinical facilities
 - ❑ interviews with faculty, clinical instructors, students, and/or preceptors
 - ❑ observations of simulation or lab sessions
- CCNE encourages programs to be flexible and creative in providing teams with this evidence and documentation.

REQUIRED IN-PERSON VISIT, LATER

- In order to comply with USDE guidance, CCNE will be conducting an in-person visit within a reasonable timeframe following the virtual evaluation, likely within 24 months
- The accreditation decision resulting from the virtual evaluation will not be delayed as a result of the need to conduct an in-person visit later.
- It is likely that one individual will conduct the in-person visit. CCNE anticipates that the visitor will not be a member of the virtual evaluation team (although this is not prohibited) and that the visit will last approximately 1-3 hours.
- The evaluation fee the program pays to CCNE for the virtual evaluation includes any expenses that may be incurred by CCNE or the visitor for the in-person visit. No additional fees will be assessed.

FINAL REMINDERS

- All information and materials shared by the program during an evaluation will be treated as strictly confidential.
- Per CCNE policy (*Procedures*, p. 10), the recording of any meetings/interviews with the team is prohibited. The team leader will remind participants of this policy at the start of every session.
- Be proactive in working with the team leader to help ensure a smooth process.
- Thank you in advance for being accommodating to the team and responding to their requests.

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Conversation About Best Practices for Virtual Evaluations

Questions & Answers



Contacting CCNE Staff

Daniel Michalski, Director of Accreditation Services
dmichalski@ccneaccreditation.org

Priya Lorenzen, Associate Director
plorenzen@ccneaccreditation.org

655 K STREET NW
SUITE 750
WASHINGTON DC 20001

WWW.CCNEACCREDITATION.ORG