

HOSTING AN EVALUATION TEAM VISIT

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Hosting an Evaluation Team Visit

AGENDA

HOSTING: OBJECTIVES

HOSTING: PLANNING

HOSTING: PREPARATION

HOSTING: CHAIR

HOSTING: TEAM

HOSTING: SCHEDULE

HOSTING: ACCOMMODATIONS

HOSTING: GOODBYE



OBJECTIVES

- QUALITY EXPERIENCE: ENSURE THE TEAM ENJOYS THEIR VISIT
- CONCIERGE EXPERIENCE: IT IS ABOUT THE TEAM-SERVE THEM
- ENJOY THE EXPERIENCE: EXPRESS YOUR VALUES
- SELF STUDY EXPERIENCE: AFFIRM WHAT YOU HAVE SAID ABOUT YOUR INSTITUTION

HOSTING: PLANNING

- READ SELF-STUDY GUIDE (CH. 4) AND EVALUATOR TEAM HANDBOOK
- LAUNCH 90-120 DAYS PRIOR TO VISIT WEEK
- **PUBLIC NOTICE** ON WEBSITE AT LEAST 30 DAYS BEFORE THE VISIT. *SEE POLICY ON PUBLIC NOTIFICATION OF COMPREHENSIVE VISIT IN COA MANUAL FOR REQUIRED WORDING.*
- HOST (CONCIERGE) TEAM
 - LEADER, ACCREDITATION LIAISON, GIFTS OF HOSTING, FACILITIES, TECHNOLOGY, FINANCE, COMMUNICATIONS, OTHERS
- REGULAR MEETING SCHEDULE AND MINUTES/PROJECT TRACKING
- AREAS OF FOCUS: TRANSPORTATION, TECHNOLOGY SUPPORT, MATERIALS PREPARATION, FACILITIES, GIFTS, COMMUNICATIONS, ACCOMMODATIONS, FOOD

HOSTING: PLANNING



Budget- estimate
\$15-\$20,000

Travel, Hotel, Food,
Gifts, Materials,
Equipment, Other



Schedule Orientation/Training of
Institutional Employees



Engaging Institution Community and
Updates to Executives

HOSTING: PREPARATION

- PREPARE THE INSTITUTION
 - WHAT IS THE SCHEDULE
 - WHAT CAN THEY EXPECT
 - WHAT DO THEY NEED TO DO
 - WHAT DO THEY NEED TO KNOW
 - WHAT WILL CHANGE THE WEEK OF THE VISIT
- ASSESS FACILITIES
- COMMUNICATE REGULARLY LEADING UP TO THE VISIT (START 6 WEEKS OUT)
 - EMAILS, FAQs, IN PERSON, ETC.
- TRAINING: INTERVIEWEES, BOARD, FACULTY, STUDENTS, CONCIERGE PARTNERS

HOSTING: THE CHAIR

- **INSTITUTIONAL CONCIERGE:** LEADER/ACCREDITATION LIAISON
- PARTNER WITH THE EVALUATION TEAM VISIT CHAIR
 - BE PREPARED
 - BE RESPONSIVE
 - BE AVAILABLE
 - BE READY (6-8 WEEKS)
 - BE ACCOMMODATING
 - BE A SERVANT
- SHARE YOUR CELL PHONE NUMBER

HOSTING: THE TEAM

- SURVEY THE TEAM: FOOD ALLERGIES/PREFERENCES, FLIGHTS/TRANSPORTATION,
- PREPARE GIFT BAGS FOR HOTEL ROOMS: GIFT <\$50, DRINK, SNACKS, FRUIT, ETC.
- CONCIERGE FOR EACH TEAM MEMBER WHILE ON CAMPUS
- ESTABLISH RELATIONSHIP
 - START BY FINDING PICTURES
 - GOOGLE TO LEARN ABOUT THEM
- PROVIDE A GUEST ID BADGE (ADD PICTURE)
- PROVIDE KEY TO CAMPUS WORK ROOM

HOSTING: SCHEDULE

Schedule Coordinators: Team Chair and Institutional Concierge(Liaison)

Initial Schedule established within two weeks of the visit (But it will Change!)

Visit Week (Monday-Thursday)

- Monday- Team arrival and Dinner-*no Institutional Employees*
- Tuesday- Welcome, Interviews, Lunch, Interviews, Dinner-*no Institutional Employees*
- Wednesday- Interviews, lunches, interviews, Dinner-*no Institutional Employees*
- Thursday – President Debrief (Chair, ABHE Staff), Exit Report Meeting (Pres. Guests), Team Exit

Special Meetings/Lunches

- Institutional Board Members: select 3-6
- Faculty: select sample group across programs (full-time, Adjunct, etc.) 6-12
- Students: select sample population (campus, online, location, etc.) 10-12

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D5

Bill Blocker, President

Mrs. Zelda Blocker

Emmanuel Lalande, VP Enrollment and Student Success

Joe Parle, Provost and Academic Dean

	A	B	C	D	E	F
6	8:00 – 9:00 pm	Executive Session	All		Hotel Workroom	
7						
8						
9	Tuesday, March 28					
10	Time	Activity	Team Member	CBS Team Member	Location	
11	8:00-9:00	Campus and workroom arrival	All	CBS Drivers	Room 202	
12	8:30-9:00 am	Introductions	Mary Drabik Lisa Beatty	Bill Blocker	President's conference room 260	
13	8:30-9:00 Am	Campus Tour	Rick Swift Jason Hache Liz Chivers Robert Youngblood	Terry Bryan	From room 202	
14	9:15-10:00 am	Welcome to Campus	All	Bill Blocker and Invitees	105-106 and virtual	
15	10:15-11:45 am	Interviews	Schedule	Schedule	Various	
16	12:00-1:00 pm	Lunch: Team Members with Board of Trustees Representatives	Mary Drabik Lisa Beatty	Jim Fox, David Tauber, Dr. Ivory Varner Diana Wandix-White, James Cowthran	President's conference room 260	
17	12:00-1:00 pm	Lunch: Team Member with Student Group	Rick Swift Robert Youngblood	Students	105-106 and virtual	
18	12:00-1:00 pm	Lunch: Team Member Faculty	Liz Chivers Jason Hache	Faculty	Confernce Room 113-112 and virtual	
19	1:15 -5:00 pm	Interviews	Schedule	Schedule	Various	
20	5:00 - 6:00 pm	Break	All	CBS Drivers		

HOSTING: SCHEDULE



It's a Mission Trip-
Changes will happen
(Update, Update, Update)

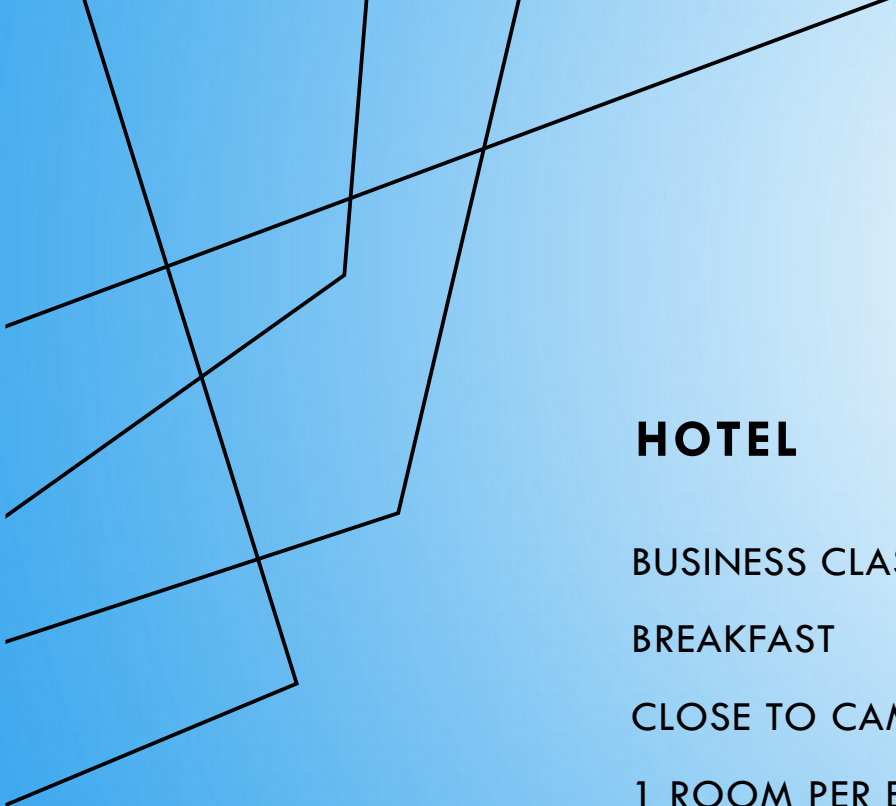
Update the schedule
Update the Concierge Team
Update those being
interviewed
Update Leaders



Team selects Institutional People to interview
and follow up interviews if necessary



Institutional People are available per the
schedule (Visit is top Priority)!!



HOSTING: ACCOMMODATIONS

HOTEL

BUSINESS CLASS HOTEL- 3 STAR

BREAKFAST

CLOSE TO CAMPUS

1 ROOM PER EVALUATOR

CHARGE TO INSTITUTION

WORK ROOM

INSTITUTIONAL STAFF (TECHNOLOGY)

TRANSPORTATION

TO AND FROM AIRPORT

INSTITUTION OWNED OR RENTED

EASE OF ACCESS (STEP TOOL)

WEATHER FORECAST

CONSISTENT DRIVERS

FACILITATE THEIR SCHEDULE

PICTURES AND CELL PHONE NUMBERS
(DRIVER AND TEAM MEMBER)



HOSTING: ACCOMMODATIONS

FOOD OUT

LOCAL QUALITY FOOD

ALLERGIES

PREFERENCE (PROVIDE CHOICES TO
CHAIR)

CLOSE TO HOTEL

INSTITUTION PAYS

DRIVERS EAT SEPARATELY

DRIVERS PAY

FOOD CAMPUS

ALLERGIES, PREFERENCES

SNACKS, DRINKS

CAMPUS FOOD OR DELIVERED

BOX LUNCH OK



HOSTING: ACCOMMODATIONS

HOTEL WORK ROOM

SECURE (KEY FOR CHAIR)
TEAM WORKSPACE
PRINTER
SHREDDER
PROJECTION OR TV SCREEN
CABLES AND POWER SUPPLIES
SUPPLIES
SNACKS, DRINKS
TECHNOLOGY SUPPORT STAFF

CAMPUS WORK ROOM

SECURE (KEYS FOR TEAM MEMBERS)
SOUND CONTROL
TEAM WORKSPACE
PRINTER
SHREDDER
PROJECTION OR TV SCREEN
CABLES AND POWER SUPPLIES
SUPPLIES
SNACKS, DRINKS
TECHNOLOGY SUPPORT STAFF

HOSTING: GOODBYE



Transportation to the Airport



Invoices for the Team travel expenses
will be sent by ABHE to Institution

The background of the slide is a solid blue color. In the top-left corner, there are several realistic-looking water droplets of various sizes, some partially cut off by the edge. There are also a few smaller droplets scattered near the bottom right corner.

HOSTING: OUTCOMES

- EVALUATION VISIT TEAM
 - IS RELAXED
 - FEELS WELCOMED
 - FORMS RELATIONSHIPS
 - NEEDS ARE MET
 - CONSISTENTLY SERVED
 - HAS AN EXPERIENCE
 - TELLS OTHERS ABOUT THE EXCEPTIONAL EXPERIENCE



HOSTING: CELEBRATION

- CELEBRATE WITH INSTITUTION COMMUNITY
- CELEBRATE THE KEY CONTRIBUTORS
 - WRITERS, EDITORS
 - CONCIERGE TEAM
 - ALL
- CELEBRATE THE WORK OF THE LORD

LET THE FAVOR OF THE LORD OUR GOD BE UPON US AND ESTABLISH THE WORK OF OUR HANDS UPON US; YES, ESTABLISH THE WORK OF OUR HANDS! (PS 90:17).