

Site Visitor Evaluation: Performance Feedback from Programs

Please provide your feedback on the performance of the individuals who conducted an accreditation site visit to your academic program in the past year. Your honest assessments will help the CAA improve the accreditation program and provide meaningful performance feedback to site visitors, as part of the Accreditation Quality Management System. Your feedback is NOT considered by the CAA when making accreditation decisions on programs. Thank you!

Institution Visited:

Professional Area of Program Visited (select one):

- SLP Audiology Joint SLP and Audiology

CAA File #:

Date of Visit:

Position of Person Completing Form (select one):

- Program Director
 Site Visit Team Chair
 Site Visit Team Member
 Other (specify) _____

Evaluation of [Name of Site Visitor being evaluated]:

You are being asked to rate this individual on a number of performance-based success factors related to their responsibilities as a CAA Site Visitor. All site visit team members will be rated on 4 broad categories of knowledge, skills, and responsibilities related to their role as a site visitor. Site Visit team chairs will be rated on a few additional responsibilities under each category, and the entire site visit team will be rated as a whole on their cohesiveness as a group.

Below each success factor is a list of descriptors to keep in mind when rating the site visitor on their performance. You may not be able to address all of the descriptors for each person you rate; rather, these serve only as a tool to get you thinking about this individual's performance as part of the site visit team.

After each success factor, you will have an opportunity to provide explanatory text and comments. Please keep in mind that your comments are a valuable tool for growth and improvements to the site visitor education and training program. Again, thank you!

Please rate the performance of the site visitor listed above using the rating scale belowⁱ: 1=Needs Much Improvement, 2=Needs Some Improvement, 3=Successful Performance, 4=Noticeable Strength, 5=Exceptional Strength, N/A=Not Applicable or Not Observed.

Knowledge and Understanding of CAA and Program Materials

- Ability to objectively collect, analyze and document evidence and/or lack of evidence of compliance with accreditation standards
- CAA Standards for Accreditation, site visit process, and CAA procedures
- Familiarity with the application submitted by the program and other relevant documentation associated with the review; came well-prepared
- Observed the critical aspects of the program
- Reported site visit findings clearly and appropriately in exit report
- CHAIR: Assumed leadership role regarding observation and reporting procedures, roles and responsibilities, general format of the visit, and explanation of the process for other team members and observers

RATING: 1 2 3 4 5 N/A
(Circle only one rating)

Please provide explanatory text below for any individual item rating of a “1” or “2” given above. Any additional comments on the strengths or areas for improvement for this site visitor may be provided below.

Verbal and Written Communication Skills

- Interviewing, writing, and reporting skills
- Provided the program with sufficient opportunity to highlight its strengths
- Communicated with program/team member(s) before, during, and after the site visit and participated in team discussions throughout the visit
- CHAIR: Communicated with the program director regarding agenda, access to program materials, and logistical considerations
- CHAIR: Communicated with other team member(s) regarding agenda, assignments, and observations/concerns about the program
- CHAIR: Conducted exit conference with team members/trainee
- CHAIR: Submitted site visit report developed in cooperation with the team

RATING: 1 2 3 4 5 N/A
(Circle only one rating)

Please provide explanatory text below for any individual item rating of a “1” or “2” given above. Any additional comments on the strengths or areas for improvement for this site visitor may be provided below.

Time Management and Organizational Skills

- Use of technology (e.g., collaborate site) to complete site visitor activities
- Maintained a planned schedule – efficient use of time and energy
- Responsive to time lines before, during, and after site visit
- Organized; flexible
- CHAIR: Facilitation of the development of the site visit agenda
- CHAIR: Focused discussion on relevant issues

RATING: 1 2 3 4 5 N/A

(Circle only one rating)

Please provide explanatory text below for any individual item rating of a "1" or "2" given above. Any additional comments on the strengths or areas for improvement for this site visitor may be provided below.

Interpersonal Skills

- Professional, ethical, and respectful manner (e.g., tactful, fair)
- Ability to interact professionally with program leadership and others
- Promoted an open, honest, and nonthreatening atmosphere during interview and discussion sessions
- Maintained an open and objective attitude about the program
- Avoided comparison with own or other programs and expressions of personal philosophies about graduate education
- Adhered to CAA's Conflict of Interest policy
- CHAIR: Demonstrated helpfulness to team members and sought input from team members (e.g., agenda review, rationale for observations)

RATING: 1 2 3 4 5 N/A

(Circle only one rating)

Please provide explanatory text below for any individual item rating of a "1" or "2" given above. Any additional comments on the strengths or areas for improvement for this site visitor may be provided below.

Please review the following skills applicable to the site visit **TEAM** and evaluate the team performance using the rating scale below: 1=Needs Much Improvement, 2=Needs Some Improvement, 3=Successful Performance, 4=Noticeable Strength, 5=Exceptional Strength, N/A=Not Applicable or Not Observed.

Team Performance

- Cohesiveness of the site visit team (e.g., common mission)
- Effectiveness of the site visit team in verifying application information
- Group planning and goal setting as a unit
- Group operating processes on-site amongst team members (e.g., effective verbal exchanges and positive interpersonal interactions)
- Clear and transparent delineation and communication to the program of the roles and responsibilities of the site visit team

RATING: 1 2 3 4 5 N/A

(Circle only one rating)

Please provide explanatory text below for any individual item ratings of a "1" or "2" given above. Any additional comments on the strengths or areas for improvement for this site visit team may be provided below.

Please provide any suggestions for improvement or skills to address in future site visitor training and calibration activities.

SITE VISITOR PERFORMANCE FEEDBACK RATING DESCRIPTORS

Not Applicable or Not Observed: This skill set does not apply to the site visitor being rated or there has not been enough opportunity to observe this behavior to provide a rating.

Needs much development: Observed behavior was inappropriate or inconsistent with the site visitor role and fell far below expectations as defined in the Site Visitor Terms of Agreement, Responsibilities of Site Visit Team, and Behavior of Site Visitors (e.g., Site Visit Manual, section III, pages 5-7, 9-11). Use this designation when a great deal of additional development is necessary.

Needs some development: Observed behavior was inappropriate and below expectation as defined in the Site Visitor Terms of Agreement, Responsibilities of Site Visit Team, and Behavior of Site Visitors (e.g., Site Visit Manual, section III, pages 5-7, 9-11). Use this designation when additional development would be beneficial.

Successful performance: Observed behavior successfully met the behavioral requirements and expectations of the site visitor role. Use this designation when the behavior demonstrated was generally appropriate and met expectations as defined in the Site Visitor Terms of Agreement, Responsibilities of Site Visit Team, and Behavior of Site Visitors (e.g., Site Visit Manual, section III, pages 5-7, 9-11).

Noticeable strength: Observed behavior more than met the requirements of the site visitor role. Use this designation when the exhibited behavior frequently exceeds the requirements and expectations as defined in the Site Visitor Terms of Agreement, Responsibilities of Site Visit Team, and Behavior of Site Visitors (e.g., Site Visit Manual, section III, pages 5-7, 9-11).

Exceptional strength: Observed behavior was consistently excellent and outstanding. Use this designation when the exhibited behavior always exceeded the requirements and expectations as defined in the Site Visitor Terms of Agreement, Responsibilities of Site Visit Team, and Behavior of Site Visitors (e.g., Site Visit Manual, section III, pages 5-7, 9-11).