

GAC Technology Virtual Visit Protocol

14 September 2020

The following information is technology guidance for program administrators preparing for the GAC Virtual Visit. Any questions or concerns should be shared with GAC staff. This guidance is effective for pilot GAC Virtual Visits only at this time.

Before the Visit:

- The Team Lead is the primary point of contact between the GAC Virtual Visit Team and the program. The Team Lead plans the visit with the program's designated representative. This includes preparation of the Virtual Visit Agenda and any related logistics, including technology needs.
- At least two weeks prior to the visit, the GAC Team Lead works with Program Director, or assigned Program Representative to ensure the team is meeting with the appropriate individuals and modify it, if necessary, to adhere to the virtual format. Please refer to the "GAC Virtual Visit Agenda Template" document for guidance. The final agenda/schedule is then shared with the Virtual Visit Team and appropriate program representatives.
- The program being accredited/reaffirmed is responsible for the technology and platform for the Virtual Visit. This means that the technology must be tested and ready to deploy prior to the commencement of the Virtual Visit.
- One week prior to the Site Visit, the Program must provide:
 - Log-in information and access to curriculum documents & student work for the team's review (See "GAC Guidance to Programs Hosting GAC Virtual Visit" document)
 - Provide an overview of the curriculum documents & student work repository to the Virtual Visit Team, to ensure they understand the design and where to access needed documentation.
- Prior to the virtual visit, a pre-visit virtual meeting with the Virtual Site Visit Team and the Program will be scheduled to test technology so any problems are identified and corrected prior to the date of the virtual Site Visit. This can be accomplished during the curriculum overview noted above.
- The Program is responsible for working with all attendees, including GAC Virtual Visitors, to ensure that participants have the appropriate equipment to participate in the sessions with video. GAC requires all attendees to participate with audio and video.
- The Program should prepare contingency plans in the event the primary technology fails at the time of or during the Site Visit.
- Technology requirements must be in place for all participants on the Virtual Visit schedule:
 - An internet connection – broadband wired or wireless
 - Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth
 - A webcam – built-in or USB plug-in
- The Program will provide a listing to the GAC Virtual Visit Team of all individuals attending the sessions. These individuals will be listed on the GAC Virtual Visit agenda/schedule and the GAC Team will verify that



those on the listing are in attendance during the related sessions. Only those individuals listed on the agenda/schedule will be allowed into the meetings.

- The program administrator is responsible for informing all participants who may be present during interviews, what is expected during the virtual Site Visit.

Creating the Site Visit Schedule:

- Use the GAC Virtual Visit Agenda Template posted to the GACPM.Org Website.
- The schedule includes the names, degrees and position titles of each person with whom the team will meet. Be sure to include the names of alumni and students.
- The Virtual Visit schedule will include:
 - Breaks for the team between meetings and sufficient time for the next group of individuals to log into the platform.
 - Time for the team to review the documents that the Program has posted to the secure site.
 - Time throughout the day for the team to meet with the program administrator to clarify any issues or answer questions.
- The program administrator must be available for the entire active period of the Virtual Visit in case s/he is needed for clarifications.
- Schedule changes must be discussed with the Team Lead.
- Faculty and students must be available for the entire interview period for which they are scheduled, with their cell phones turned off.

During the Visit:

- The Program is to ensure all participants have audio and video functioning properly, and if there are problems, someone from the institution's IT department must be available to address the issues(s) and/or the program's contingency plan is put into action.
- The Program must ensure confidentiality of all meetings. Log-in information may NOT be shared beyond scheduled participants in each meeting.
- Materials requested by the Virtual Visit Team must be provided in the method specified by the team Lead.
- The only individuals(s) present at virtual meetings are those listed on the Virtual Visit schedule. All participants in the interviews will introduce themselves and state their role in the program.
- The Virtual Visit Team will meet with senior administration, faculty, students etc. without the program administrator present. The program administrator should be present only when indicated on the Virtual Visit Agenda.



- The Virtual Visit Team Lead has sole responsibility for the final decision regarding who should be interviewed and who may be present during the interviews.
- The use of any recording device by the Program during any portion of the Virtual Visit is strictly prohibited.
- Be prepared for changes. The team recognizes the Virtual Visit may be a stressful time for program faculty and staff. Nevertheless, it is the team's responsibility to ensure that they speak with the appropriate people, and read the documents to give them the most accurate picture of the program. The schedule and materials may necessitate last minute changes. The Virtual Visit Team Lead will work with the Program representatives to minimize any disruption.
- On the last day of the Virtual Visit, the Team and Team Lead execute closeout activities, including:
 - A debrief of the Oral Report with the Provost/Department Chair,
 - The presentation of the Oral Report by the Team Lead with the representatives selected by the program.
 - The Team then thanks the program and the Virtual Site Visit concludes.

Visit Conclusion:

- The Post-Virtual Visit Activities mirror the processes in place for the GAC Onsite Visit process. Please refer to the "Guidance to Programs: Hosting a GAC Virtual Visit Evaluation" document for more details.