Site Visit Review Guidelines

Welcome to Site Visit Review! Site Visit Review provides examiners with the opportunity to gain a deeper understanding of the applicant's organization in order to verify key strengths and clarify key OFIs identified by the team during Consensus Review.

Site Visit Review is **not** an audit and examiners are not auditors. The goal of the site visit is to learn as much as possible about the organization so that the team is able to provide value-added feedback to the applicant. Be mindful that the site visit should be a positive experience for the applicant.

Examiner Resources

- An Examiner Resources page with training materials, samples, and webinars is available on the TNCPE website.

- You can always contact TNCPE for help at Examiners@tncpe.org.

Preparing for Site Visit

- Enter site visit issues (SVIs) in Scorebook Navigator

  o Using Scorebook Navigator, document SVIs (the items you wish to obtain more information about on site) for your assigned items in the "Visits" pop-up screen. **At minimum, you should prepare site visit issues for each OFI and each double strength (+ +) comment.**

    - The "Visits" pop-up screen can be accessed by clicking on the lowercase "v" in the far right column of each documented strength and OFI comment. After you enter information in the "Visits" screen, it will become a bold, uppercase "**V**".

  o For each SVI, complete the "Potential Questions to Verify/Clarify" panel and identify the individuals you want to interview and documents you want to review, if applicable in order to resolve the issue.

    - *Pro Tip: You only have to document the main site visit issue question in the "Potential Questions to Verify/Clarify" in Scorebook Navigator (i.e., "Clarify the XXX's approach for recruiting and hiring new workforce members," or "Verify the XXX's seven-step strategic planning process.") Detailed questions that you will ask related to the evaluation factors (ADLI/LeTCI) will be documented on the Site Visit Issue Worksheets.*

  o The team leader will consolidate the list of SVIs, including the requested interviews and documents, and provide it to the applicant. Ideally, SVIs will be submitted to the applicant at least two weeks prior to the scheduled site visit; however, they must be provided no later than one week in advance of the site visit

- Complete Site Visit Issue (SVI) Worksheets

  o Prepare a SVI Worksheet for each issue that you wish to clarify or verify on site. You should have a worksheet for each SVI you documented in Scorebook Navigator.

    - SVI Worksheet instructions and a sample are available on the Examiner Resources page of the TNCPE website.

  o Email copies of your SVI Worksheets to the team leader and your Item Back-Up.

- *__Pro Tip:__ During the site visit, you may take notes directly on the SVI worksheet. These worksheets will be submitted with your final scorebook as crucial information reviewed by the Panel of Judges.*

- Watch the "Just-in-Time" Site Visit Training video posted on the [Examiner Resources](#) page of the TNCPE website. The team leader may also choose to show the video during the Consensus Meeting.

- A day or two before the site visit, review your SVIs and the applicant's key factors.

Examiner Conduct During Site Visit

- Represent yourself as a TNCPE examiner while on site.
  - You may disclose the organization you work for, but refrain from giving your job title or function.
  - Do not disclose how many years you have been an examiner. If asked, you can say that you everyone on your team has received the same TNCPE examiner training.

- Have your camera on when you are speaking during meetings.

  - If you are in a meeting where you are not the item lead, assist the lead by taking notes.
  - If you are not participating in a meeting, use that time to review documentation provided by the applicant or make updates to the scorebook based on site visit information.
  - You should not be checking emails, browsing the internet, or completing other work-related responsibilities during site visit hours.
  - No one should be in the room with you during site visit interviews or team meetings.

- Professional dress should be worn for site visit.

- Log in early for all scheduled meetings so that you will be ready to participate at the designated start times.

- Plan to be available for the entire site visit, including the post-site visit wrap-up meeting with your team.

- Do not record any of the site visit meetings.

- Ensure that your actions during site visit are consistent with the principles outlined in the Rules of Conduct and Code of Ethical Behavior. Discuss any potential issues with your team leader, or contact TNCPE.

Site Visit Interviews

- Interviews should be conducted with the applicant's senior leaders and workforce members.
  - Do not interview consultants, customers/students/patients, or suppliers, unless an exception has been identified by your team leader, in consultation with the TNCPE office.

- Document all interviews, including "walk-around" or employee focus interviews, on the "Site Visit Interview Log" sheet found on the [Examiner Resources](#) page of the TNCPE website.

- Interview meetings should be conducted in pairs.
  - Resources containing site visit tips and techniques and sample walk-around questions are available on the [Examiner Resources](#) page of the TNCPE website.

- Ask the applicant whatever information is needed to clarify or verify your SVIs.
    - Use the questions on your SVI worksheets, but also ask spontaneous questions based on their responses, as you see fit.
    - **Remember**, after site visit the phrase "it is unclear" should no longer appear in any of your comments. **If an issue is still unclear, that means you haven't done your job!**
- Interviews should be focused on gathering information from the applicant. Discussion should **not** be prescriptive or consultative in nature.
    - **Do not discuss** personal or team observations, findings, conclusions, or decisions—whether critical or complimentary.
    - **Do not give** verbal or nonverbal feedback related to the applicant's responses during the interview.
    - **Do not share** information or practices from your own organization, or from other applicant organizations.
    - **Do not suggest** approaches or practices for the applicant to implement.
- Adhere to the agenda, but be flexible. It is vital for the applicant to feel there were sufficient opportunities to "tell its story".
    - Be alert to any response, or lack of response, that may affect the team's agenda or approach. Let the team leader know of any findings so he/she may consider a change in the agenda or approach.
- Take thorough notes. Document things that will assist you in developing value-added comments for the feedback report and assist the Panel of Judges in understanding the applicant's processes and results.
    - *Pro Tip: During meetings in which you are the Item Lead, have the Item Back-Up take notes while you ask questions in order to ensure all the details are captured.*

Documentation Review

- **All documentation must be reviewed during the site visit.**
    - **Do not** save any of the applicant's documentation or materials to review at the end of the site visit.
- Make sure you have enough time to review all the documentation and results relevant to your SVIs. If you are not the Item Lead or Back-Up for a scheduled meeting, use that time to review the applicant's documentation.
    - If an applicant provided a document, it needs to be reviewed. You do not want an OFI in the feedback report that could have been cleared by a document you skipped.
- Record all documents reviewed on the "Site Visit Document Log" sheet found on the Examiner Resources page of the TNCPE website.
- Return all documents and materials to the applicant's point of contact prior to leaving the facility at the end of the site visit.

Team Meetings

- The team leader will schedule time on the agenda throughout the site visit for the team to caucus. Use this time to discuss findings and make adjustment to the team's approach based on interview responses and documentation that has been reviewed.

- For multi-day site visits, the team should meet at the end of each day and agree on any changes to following day's agenda, if necessary.
  - The team leader should communicate any changes to the agenda with the applicant prior to finishing for the day.

- **Post-Site Visit Wrap-Up Meeting.** The day following the site visit, the team will meet to prepare the final scorebook for submission to the Panel of Judges. During the meeting, the team will:
  - Finalize the applicant's strengths and OFIs,
  - Finalize key themes,
  - Complete the Score Summary Worksheet, and
  - Agree on an award recommendation and sign the Award Recommendation Form

Finishing Up

- Following the post-site visit wrap-up meeting, the team leader will set a due date for examiners to:
  - Ensure that findings are documented for all SVIs in the "Visits" screen of Scorebook Navigator, and
  - Revise final strengths and OFIs comments for the Final Scorebook.
    - **Note:** For OFIs that are cleared based on information obtained during site visit, delete the OFI comment **but do not delete the line in Scorebook Navigator.** Instead, replace the OFI with a statement indicating that it was deleted (for example, "The OFI related to the applicant's lack of an approach for strategic planning was removed after site visit.") In the SVI screen, be sure to document your findings that resulted in the OFI being deleted

- The team's Scorebook Editor will review all comments and the key themes. The Scorebook Editor will ensure that comments are coherent and Criteria-based, as well as check spelling and grammar, and make edits as appropriate.

- The team has **10 days** to finalize the scorebook and notify TNCPE of its completion. All scorebooks must be submitted **no later than November 30**.

- After the Feedback Report, which includes the team's final scorebook, has been delivered to the applicant, TNCPE will contact the team and let you know it's time to delete your files. All hard copies of notes, drafts, scorebooks, and SVI worksheets must be shredded and all digitally stored material about the applicant must be deleted.
  - TNCPE staff will be responsible for deleting scorebooks from Scorebook Navigator.