




Balancing the Logistics of the On-Site Visit

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Introduction

Logistics

- Who’s in charge?
- What’s involved?

Collaborators

- Who’s involved on/off campus?
- SACSCOC VP/Committee Chair

What issues do you address early for success?

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Logistics

Visit master plan (1-2 year view)


Communication

Schedules

Supplies

Expenses

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Collaborators

- Space arrangements
- Catering
- Technology
- Transportation

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Communication

CLEAR YOUR CALENDARS

- President, VPs, Board of Trustees
- Other university leadership
- Compliance Certification Content Experts
- QEP Team

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Communication - Institution

- Senior Leadership
- Interviewees (prep)
- Collaborators (catering, transportation, etc.)
- Invitations to Welcome meeting and QEP presentation
- Invitation to the Exit conference

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Communication - Point Person, Committee

- Identify a point person who will be the contact for committee chair and SACSCOC VP during the visit
- Committee questionnaire
- Build visit itinerary
- Pre-visit meeting with Chair
- Respond to documentation requests from Committee
- Schedule interviews, meals, tours
- Technology assistance

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Communication - Committee

- SACSCOC VP and committee chair
- Committee questionnaire
- Confirmation packet
- Welcome binder
- Visit master schedule
- Interview schedule

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Logistics - Schedules

- Logistics plan
- Campus/Hotel and Committee master schedules
- Customized schedules for each group involved
 - Committee members
 - Collaborators (e.g., Catering, Transportation)
 - Interviewees

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Collaborators - Off campus

Hotel

- Reservations
 - Guest rooms
 - Workroom and Support room
- Technology
- Security
- Catering
 - Breakfast, lunch, dinner
 - Snacks, beverages (all the time)

Off-site Dinner

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Collaborators - On Campus

- Space
 - Workroom and Support room
 - Welcome/QEP presentation
 - Interview rooms
 - Rooms for lunches/snacks
- Catering
 - Welcome/QEP presentation
 - lunches: board, faculty, students
 - Snacks, beverages
- Campus Security

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Collaborators - Transportation

- Chauffeurs/tour guides/student ambassadors
 - Emphasize the importance of the visit
 - Coordinate chauffeurs for airport arrivals and departures
 - Verify directions

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Collaborators - Technology

- Printers
- Technician available 24/7 (wherever team is)
- Laptops (backup)
- Internet access
 - Hotel workroom
 - Hotel guest rooms
 - On campus everywhere

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Logistics - Supplies

- Committee Workrooms (Hotel and campus)
 - Office supplies, printer, shredder or lock box, power strips
- Swag (water bottles, stress ball, pens, bags)
- Welcome binder materials
- Gift bags (water, snacks, chocolate)

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Logistics - Expenses

- Institution's responsibilities
- Alcohol
- Direct bill for hotel to institution
- SACSCOC staff credit card
- SACSCOC after-visit bill
- Observer arrangements

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Support Room

- Interviewee check in pre- and post
 - Identify potential concerns\ immediate follow up
- Student Ambassadors to guide Committee to interviews and meetings
- Information Technology support

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Takeaways

- Communicate: often
 - Interviews: items of concern that can be addressed immediately
 - Drivers: directions!
 - Catering: allergies, preferences
 - After exit interview: Box lunches for the road?
- Expect the unexpected; be flexible


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Remember!

- Your visiting committee is here to help you
 - They are volunteers
 - They are taking time from their busy schedules
- Make them feel comfortable and welcome.
- Provide support so they can get their work done quickly.
- Thank them often!

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Resources

SACSCOC website:
The Handbook for Institutions Seeking Reaffirmation

JMU website:
Conference Presentations
www.jmu.edu/pair/sacscoc/presentations

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Resources

Presenter Contact Information

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