

CPA Accreditation Panel Site Visitor Conversation Session

76th Annual CPA Convention
Ottawa, On
June 5, 2015

Our Goals Today

- Share results of the SV Survey and solicit feedback
 - Especially input and feedback re future sessions for SV's at the convention/online/etc.
- Provide a forum for discussion amongst site visitors and the panel

Site Visitor Survey

- The Panel has been considering ways to provide more supports to SV teams
- Wanted to obtain input directly from SV's as to what supports would be desired
- Online survey conducted in March 2015

- Survey invite sent to 163 current & recent site visitors & recent workshop attendees
- Good representation:

	Sent	Received	Response Rate
Total	163	78	48%
Doctoral	67	37	55%
Internship	96	35	36%
(Other)	..	(6)	..
Chair	34	21	62%
1 or More Prev SV	47	29	62%
No Prev SV	82	28	34%

Survey Results

- Q4: What factors first motivated you to attend a site visitor workshop and/or to become a site visitor?
 - Desire to support the work of accreditation and quality assurance in training
 - Contribute to the profession
 - Better understand the accreditation process
 - Learn about training across the country

Survey Results

- Q5: What factors, if any, motivate you to be willing to continue to serve as a site visitor?
 - Desire to support the work of accreditation and quality assurance in training
 - Contribute to the profession
 - Enjoy the experience – learning, collegiality, networking, travel, etc.
 - Opportunities for mentorship (both directions)

Survey Results

- Q6: What factors, if any, prevent or discourage you from serving, or continuing to serve, as a site visitor?
 - Time commitments
 - Scheduling conflicts (work and/or family)
 - Lack of support from institution to take time away

Survey Results

- Q7: What factors, if any, might facilitate your ability and/or availability to serve as a site visitor?

Factor	N	Percentage
Sufficient advance notice of SV dates	66	85%
Limited investment of preparation/ follow-up time	30	39%
A semi-structured interview guide to follow	42	54%
Time to work on the site visit report on site	39	50%
A template for writing the site visit report	60	77%
Recognition from your employer	29	37%
An honorarium	32	41%
Ongoing training/supports	29	37%

Survey Results

- Q6 & Q7 – Discussion:
 - New site visit scheduling system developed this year
 - Initial feedback suggests that the system has been helpful in facilitating advance notice, as well as keeping people informed that they are on the site visitor roster; also helps the Accreditation Office (AO) to have more information about potential visitors' availability throughout the year

Survey Results

- Q6 & Q7 – Discussion continued:
 - AO will create some info that potential site visitors can share with their admin to help highlight the value of serving as a site visitor and how in fact benefits own program, and is part of peer review process
 - Site visit teams do receive an informal interview guide and a basic report template – the Panel appreciates the value of a more structured report template, but trying to balance structure/being prescriptive with not losing unique qualitative information; Panel will however will work on providing some examples of helpful vs non-helpful writing styles

Survey Results

- Q8: Would you be interested in receiving ongoing communications (i.e., emails, a newsletter) directed specifically at site visitors?

	N	Percentage
Yes	63	81%
No	14	18%

Survey Results

- Q9: What did you find most useful about your initial site visitor training workshop?
 - Overview of process and role of SV
 - Review of standards
 - Role plays
 - Discussion – in general and re challenges
 - Insights from experienced site visitors

Survey Results

- Q10a: What, if anything, might be useful to include MORE of as part of an initial training workshop?
 - Report writing
 - Tips on reviewing the SS/key standards
 - Coverage of various program types
 - Discussion of tricky issues
 - Giving feedback to the program
 - How to speak with administration

Survey Results

- Q10b: What, if anything, might be useful to include LESS of?
 - Less repetition of written materials



Survey Results

- Q11: What ongoing site visit training, if any, do you think might be useful?

Training Option	N	Percentage
Annual in-person workshop at the CPA Convention for all site visitors	37	47%
Annual in-person workshop at the CPA Convention for site visit team chairs	20	26%
Annual conference call for all site visitors	17	22%
Annual conference call for site visit team chairs	11	14%
Annual webinar/online workshop for all site visitors	57	73%
Annual webinar/online workshop for site visit team chairs	28	36%
Opportunities to be an 'observer' on a site visit team	35	45%

Survey Results

- Q11 Discussion:
 - Support for online refresher training – convenient opportunity to keep skills and knowledge up-to-date
 - Also support for series of presentations/webinars about specific aspects of the site visit process – can pick topics that are most relevant to own needs
 - Panel will work on developing these types of resources and feedback will be appreciated

Survey Results

- Q12: Looking back, in what ways, if any, would you like to have been better prepared for your first site visit?
 - Better understanding of interactive nature of standards
 - Clarity of each SV team member's role, and expectations for SV report
 - Prior communication with team members
 - *Lots of 'well prepared' and 'great chair'

Survey Results

- Q13: What changes, if any, have you noticed in your own skill or comfort level over time from one site visit to the next? What, if anything, has contributed to these changes?
 - Increased comfort and confidence (with the process, expectations, tricky issues, etc.) as a consequence of greater experience
 - Increased ease in writing report with practice

Survey Results

- Q14a & b: Upon completion of a site visit, what evaluation measures or feedback, if any, might you like to...
- **RECEIVE:**
 - Feedback on the SV report; info re the outcome of the Panel decision
 - ? Feedback from team members, the program
- **PROVIDE:**
 - Info re challenging situations; feedback on logistics – to program, Acc office

Survey Results

- Q15: Have you encountered any ‘tricky issues’/unusual situations on a site visit?
- Q16: What occurred and how did your team handle it? In hindsight, any thoughts about how your team could have been best prepared to handle an unusual issue?

→A number of examples were shared, the Panel will use some as part of discussions during SV training workshops

Survey Results

- Q17: Any other comments or suggestions
 - Access to updated program statistics
 - See: <http://www.cpa.ca/accreditation/resources/annualreportstatistics>
 - Ongoing communication
 - Efforts in place: new SV scheduling system, newsletter
 - Streamlining of SS requirements
- Your questions/comments/reflections:
 - On the survey and/or the results?
 - On site visitor activities in general?
 - Please email to: accreditation@cpa.ca

**THANK YOU FOR YOUR
COMMITTMENT TO HIGH QUALITY
PROFESSIONAL PSYCHOLOGY
TRAINING!**