

**DEAC COMPLIANCE ASSESSMENT FORM**

**Follow On-Site Visit to Virtual Site Visit**

# Instructions

The U.S. Department of Education issued guidance to accreditors on March 5, 2020 and on December 31, 2020 with respect to 34 Code of Federal Regulations §602.17(c) which requires accreditors to conduct at least one on-site review when considering an application for initial accreditation approval or accreditation renewal. According to this guidance, beginning on March 13, 2020, for the duration of the national emergency declaration and 180 days following the date on which the COVID-19 national emergency declaration is rescinded, the Secretary is waiving the provisions of § 602.17(c) and requiring accreditors to perform a limited in-person site visit as soon as practicable following the end of the state of emergency. DEAC staff will therefore schedule and conduct a limited in-person site visit guided by Standards I, II, IV and XII to include a sample verification of student and faculty files as allowed by these guidelines or subsequent direction issued by the U.S. Department of Education.

Evaluator(s) should refer to the institutions Self-Evaluation Report submitted during the COVID-19 national emergency as well as the resultant Chair’s Report, Chair’s Report Response, and Commission Findings.

The questions on this Compliance Assessment Form are provided to assist on-site team evaluators in determining whether institutions are continuing to comply with DEAC’s Accreditation Standards I, II, IV, and XII and that institutions are able to provide evidence of compliance through appropriately maintaining and documenting student and faculty files. The questions provided match the questions used to affirm compliance with DEAC standards during the COVID-19 national emergency. The evaluator should use these questions to determine whether sufficient evidence is in place to document that the institution continues to comply with DEAC Standards. They should not be used to reevaluate the institution’s compliance with DEAC Standards as a whole. Evaluators are not limited to the questions on this rating form. This rating form is for the evaluator’s use only. Evaluators do not need to send this rating form to DEAC.

With respect to Standards I, II, IV and XII, DEAC evaluators decide whether institutions provided evidence of compliance. Within the context of an on-site evaluation that is following up on an accreditation decision by the DEAC Commission, the evaluators are reporting whether the evidence presented during on-site evaluation “verifies”, “partially verifies”, or was “unable to verify” compliance with applicable Standards. For any rating of “partially verifies” or “unable to verify,” the evaluator must provide a “required action” that instructs the institution on what evidence the institution needs to provide in order to demonstrate that its records affirm compliance with the identified standard. Evaluators should be careful to review institutions based only on the accreditation standards. Any recommendations beyond the scope of the accreditation standards should be provided under suggestions.

Evaluators should refer to the *DEAC Accreditation Handbook and Guide for Self-Evaluation* for any further clarification on institutional requirements.

# Accreditation

[ ]  Initial [ ]  Renewal [ ]  Special Visit [ ]  Follow up on Virtual Visit

Institution Name: Insert institution name

Date of Original Virtual Visit: Date of on-site visit

Accreditation Decision by the Commission: Summarize the decision made such as “renewal of accreditation”, “accepted change of location”, etc.

Date of the Commission Decision: Select the meeting.

Date of Follow Up Visit: Date of on-site visit

Name of Evaluator: Evaluator name

Date of Report: Date of Report

# Accreditation Standards

## Standard I: Institutional Mission

1. **Description of the Mission:** The institution’s mission communicates its purpose and its commitment to providing quality distance educational offerings appropriate to the level of study offered. The mission establishes the institution’s identity within the educational community and guides the development of its educational offerings.

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| **Questions** | **Yes** | **No** | **N/A** |
| Did the institution present its mission statement?  |[ ] [ ] [ ]
| Did the institution describe how its mission guides the development of educational offerings?  |[ ] [ ] [ ]
| Does the mission communicate the institution’s purpose and its commitment to providing quality distance educational offerings?  |[ ] [ ] [ ]
| Is the institution’s mission appropriate to the level of study offered?  |[ ] [ ] [ ]
| Does the mission establish the institution’s identity within the educational community?  |[ ] [ ] [ ]
| **Standard I.A. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Review and Publication of the Mission:** The institution’s leadership, faculty, staff, administrators, and other stakeholders regularly review the mission to assure continued institutional quality and viability. The published mission statement is readily accessible to students, faculty, staff, other stakeholders, and the public.

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| **Questions** | **Yes** | **No** | **N/A** |
| Did the institution describe the procedures followed by leadership, faculty, staff, administrators, and other stakeholders to regularly review the mission and the continued quality and viability of the institution?  |[ ] [ ] [ ]
| Did the institution explain how often the mission is reviewed by leadership, faculty, staff, administrators, and other stakeholders?  |[ ] [ ] [ ]
| Did the institution provide meeting minutes or other documentation that provided supporting evidence that the mission is regularly reviewed?  |[ ] [ ] [ ]
| Did the institution identify who is responsible for ensuring that the mission is readily accessible to students, faculty, staff, other stakeholders, and the public?  |[ ] [ ] [ ]
| Did the institution describe where the mission is published to demonstrate that it is readily accessible to students, faculty, staff, other stakeholders, and the public?  |[ ] [ ] [ ]
| **Standard I.B. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

 **Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Information on Achievement of the Mission:** The institution identifies key indicators it uses to demonstrate that it is effectively carrying out its mission. The institution documents the achievement of its mission and shares appropriate information on this achievement with relevant groups (e.g., Advisory Councils, faculty, staff, students, and the public).

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| **Questions** | **Yes** | **No** | **N/A** |
| Did the institution provide the key indicators it uses to measure the achievement of its mission?  |[ ] [ ] [ ]
| Did the institution adequately describe how the achievement of these key indicators demonstrates that it is effectively carrying out its mission?  |[ ] [ ] [ ]
| Did the institution identify who is responsible for documenting the institution’s achievement of its mission?  |[ ] [ ] [ ]
| Did the institution describe processes used to seek input from relevant groups regarding the extent to which it achieves its mission?  |[ ] [ ] [ ]
| Did the institution provide samples of the type of data collected for review that is relevant to the key indicators?  |[ ] [ ] [ ]
| Did the institution describe how it shares information on the achievement of its mission with relevant groups?  |[ ] [ ] [ ]
| Did the institution describe how the information received from relevant groups is incorporated into improvement planning? |[ ] [ ] [ ]
| **Standard I.C. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

## Standard II: Institutional Effectiveness and Strategic Planning

1. **Institutional Effectiveness Planning:** The institution demonstrates a commitment to its educational offerings and administrative operations through processes that monitor and improve institutional effectiveness. The institution engages in sound research practices; collects and analyzes evidence about its effectiveness; and develops action plans that are used to improve operations, educational offerings, and services.

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| **Questions** | **Yes** | **No** | **N/A** |
| Did the institution describe its efforts to monitor institutional effectiveness?  |[ ] [ ] [ ]
| Did the institution provide examples of the data collected and analyzed for monitoring institutional effectiveness?  |[ ] [ ] [ ]
| Did the institution describe its research practices and data collection and analysis processes?  |[ ] [ ] [ ]
| Did the institution provide the key indicators that it uses to measure its effectiveness and to determine if improvements are needed?  |[ ] [ ] [ ]
| Are the institution’s key indicators and the data collected, adequate to measure effectiveness and inform necessary improvements?  |[ ] [ ] [ ]
| Did the institution describe and provide examples of improvements to its educational offerings based on the data collected and analyzed from its research?  |[ ] [ ] [ ]
| Did the institution describe and provide examples of how it improves its student services based on the data collected and analyzed from its research? |[ ] [ ] [ ]
| Did the institution describe and provide examples of how it improves its administrative operations based on the data collected and analyzed from its research?  |[ ] [ ] [ ]
| Did the institution describe how institutional effectiveness studies inform the ongoing development of its curricula and services?  |[ ] [ ] [ ]
| Did the institution describe how often its institutional effectiveness programs and data are reviewed to determine achievement of initiatives?  |[ ] [ ] [ ]
| Did the institution describe the action plans undertaken during its most recent institutional effectiveness planning cycle?  |[ ] [ ] [ ]
| **Standard II.A. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Strategic Planning:** The institution has a systematic process of planning for the achievement of goals that supports its mission. The institution’s planning process involves all areas of the institution’s operations (e.g., admissions, academics, technology, etc.) in identifying strategic initiatives and goals by evaluating external and internal trends as they affect the future. At a minimum, the strategic plan addresses finances, academics, technology, admissions, marketing, personnel, and institutional sustainability. The strategic plan is reviewed and updated annually using established metrics designed to measure achievement of strategic planning goals and objectives. The plan helps institutions set priorities, manage resources, and set goals for future performance.

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| **Questions** | **Yes** | **No** | **N/A** |
| Did the institution describe how its strategic planning efforts guide its pursuit of achieving its goals in support of its mission?  |[ ] [ ] [ ]
| Did the institution provide a copy of its strategic plan?  |[ ] [ ] [ ]
| Did the institution describe how it seeks input from internal and external stakeholders as a means of enhancing its strategic planning process?  |[ ] [ ] [ ]
| Did the institution describe how the input received from internal and external stakeholders is used in its strategic planning process?  |[ ] [ ] [ ]
| Did the institution identify areas for improvement via a SWOT Analysis (strengths, weaknesses, opportunities, and threats) or other means?  |[ ] [ ] [ ]
| Does the institution’s strategic plan adequately identify proactive initiatives to achieve sustainability and protect itself against identified weaknesses and threats?  |[ ] [ ] [ ]
| Did the institution describe how it aligns the resources needed with its identified strategic initiatives? |[ ] [ ] [ ]
| Does the institution’s strategic plan address the following: financial stability; development of educational offerings; integration of technology to enhance educational offerings; admissions processes; effective and accurate marketing campaigns to promote institutional sustainability; and professional development of leadership, faculty, and staff?  |[ ] [ ] [ ]
| Did the institution describe the metrics that guide the achievement of its strategic planning goals and objectives?  |[ ] [ ] [ ]
| Did the institution identify key achievements from its last strategic planning cycle that resulted in improvements to the educational offerings and administrative operations?  |[ ] [ ] [ ]
| **Standard II.B. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

## Standard IV: Educational and Student Support Services

1. **Appropriate Technology:** The institution uses appropriate and readily accessible technology to optimize interaction between the institution and the student that effectively supports instructional and educational services. Students, faculty, and involved practitioners receive training and support for the technology used to deliver the educational offerings.

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| **Questions** | **Yes** | **No** | **N/A** |
| Are students adequately informed of the institution’s minimum technology requirements prior to admission? |[ ] [ ] [ ]
| Does the institution adequately use technology or other appropriate means (e.g. correspondence) to optimize interaction between the institution and students?  |[ ] [ ] [ ]
| Does the institution’s use of technology effectively enhance and support instructional and educational services?  |[ ] [ ] [ ]
| Does the institution offer adequate training and support for students and faculty in the use of the technology used to deliver its educational offerings?  |[ ] [ ] [ ]
| Are the institution’s plans for maintaining current technology and adopting new technology adequate, based on its educational offerings?  |[ ] [ ] [ ]
| **Standard IV.A. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Student Inquiries and Submissions:** The institution publishes all available methods students can use to submit inquiries and assignments. The institution responds promptly and thoroughly to all student inquiries using all these channels.

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| **Questions** | **Yes** | **No** | **N/A** |
| Does the institution offer various ways for students to submit inquiries and assignments?  |[ ] [ ] [ ]
| Does the institution adequately respond to administrative inquiries (e.g., admissions, enrollment, transcript requests, technology)?  |[ ] [ ] [ ]
| Does the institution adequately respond to academic inquiries (e.g., assignment submission, assessment requirements, grades)?  |[ ] [ ] [ ]
| Are the procedures followed by faculty/instructors for reviewing, evaluating, and grading examinations and assessments adequate?  |[ ] [ ] [ ]
| **Standard IV.B. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Individual Differences:** Academic advising and instructional support are provided to assist students in achieving institutional and program requirements, program outcomes, course learning outcomes, and educational goals consistent with best educational practices and as required by applicable federal and state laws.

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| **Questions** | **Yes** | **No** | **N/A** |
| Does the institution offer adequate academic advising and instructional support to assist students having difficulties in meeting program requirements?  |[ ] [ ] [ ]
| Does the institution’s academic advising and instructional support encourage students to meet program requirements, achieve program and course outcomes, and attain educational goals?  |[ ] [ ] [ ]
| Does the institution adequately accommodate the needs of students, as required by applicable federal and state laws?  |[ ] [ ] [ ]
| Are the institution’s procedures for ensuring students equal access to educational offerings adequate?  |[ ] [ ] [ ]
| **Standard IV.C. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Encouragement of Students:** The institution’s policies and procedures optimize interaction between the institution and students. The interaction proactively promotes student completion and success.

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| **Questions** | **Yes** | **No** | **N/A** |
| Are the institution’s policies, procedures, and time frames for monitoring and encouraging student progress adequate?  |[ ] [ ] [ ]
| Are the various types of contact used by the institution adequate to encourage students to achieve stated program outcomes?  |[ ] [ ] [ ]
| Are the institution’s efforts to encourage students separate from efforts to collect delinquent tuition?  |[ ] [ ] [ ]
| **Standard IV.D. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Satisfactory Academic Progress:** The institution implements and consistently applies a satisfactory academic progress policy and discloses this policy to students. Standards for measuring satisfactory academic progress include qualitative and quantitative standards used for evaluation of student progress. The institution takes appropriate action if students fail to meet the institution’s minimum standards of progress. Students are informed of their academic progress and standing in the program at regular intervals throughout their enrollment.

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| **Questions** | **Yes** | **No** | **N/A** |
| Is the institution’s satisfactory academic progress policy adequate, based on its educational offerings and mission?  |[ ] [ ] [ ]
| Does the institution have appropriate qualitative and quantitative standards that adequately measure student progress?  |[ ] [ ] [ ]
| Does the institution consistently enforce its satisfactory academic progress policy if the student is unable to meet minimum standards of progress?  |[ ] [ ] [ ]
| Did the institution identify who is responsible for monitoring student progress?  |[ ] [ ] [ ]
| Does the institution regularly monitor and verify student progress based on its satisfactory academic progress policy?  |[ ] [ ] [ ]
| Does the institution inform students of their academic progress and standing in the program at appropriate intervals?  |[ ] [ ] [ ]
| **Standard IV.E. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Grading Policies:** Student academic performance is measured using published grading policies that include prompt return of accurately, fairly, and consistently graded assessments that are supervised by a qualified instructor or faculty member. The institution publishes its assignment marking system, course extension policy, and information on issuance and completion of incomplete grades, and applies them with fairness and consistency.

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| **Questions** | **Yes** | **No** | **N/A** |
| Is the institution’s approach to grading adequate and consistent with accepted best practices?  |[ ] [ ] [ ]
| Does the institution have procedures in place to ensure that faculty/instructors apply the grading policy with consistency and fairness?  |[ ] [ ] [ ]
| Did the institution identify who is responsible for ensuring that all grading is conducted accurately, fairly, and consistently?  |[ ] [ ] [ ]
| Did the institution provide a link to its published grading policies and other related academic policies?  |[ ] [ ] [ ]
| **Standard IV.F. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Student Records:** Accurate student records are securely and confidentially maintained. Policies and procedures for keeping records on students’ academic progress are in accordance with applicable federal and state laws and professional requirements. Transcripts are readily accessible and are maintained permanently in either print or digital form.

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| **Questions** | **Yes** | **No** | **N/A** |
| Does the institution require students to submit appropriate academic records based on its educational offerings?  |[ ] [ ] [ ]
| Does the institution maintain appropriate documents in students’ records based on its educational offerings?  |[ ] [ ] [ ]
| Is the institution’s process for maintaining student academic records adequate?  |[ ] [ ] [ ]
| Does the institution maintain academic records for a sufficient period of time, based on federal, state, and professional requirements?  |[ ] [ ] [ ]
| Does the institution follow appropriate procedures for maintaining records of students’ examinations and assessments? |[ ] [ ] [ ]
| Are the institution’s procedures for securing, maintaining, and protecting student records adequate?  |[ ] [ ] [ ]
| Are student records readily accessible to authorized staff and faculty?  |[ ] [ ] [ ]
| Does the institution offer adequate transcript services for current students and alumni?  |[ ] [ ] [ ]
| **Standard IV.G. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Confidentiality and Privacy:** The institution’s policies protect student confidentiality and privacy as required by applicable federal and state laws.

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| **Questions** | **Yes** | **No** | **N/A** |
| Are the institution’s confidentiality and privacy policies adequate and consistent with applicable federal and state laws?  |[ ] [ ] [ ]
| Do the institution procedures adequately protect student confidentiality and privacy as required by applicable federal and state laws?  |[ ] [ ] [ ]
| **Standard IV.H. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Student Support Services:** The institution provides support services designed for the students enrolled, such as financial aid guidance, advising services, employment assistance, and/or alumni services. Appropriate academic support services are readily available. Any career services and/or alumni services are offered as published in the institution’s materials.

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| **Questions** | **Yes** | **No** | **N/A** |
| Does the institution provide adequate support services for students enrolled, based on its educational offerings?  |[ ] [ ] [ ]
| Are these support services readily available to students?  |[ ] [ ] [ ]
| Does the institution offer career and alumni services?  |[ ] [ ] [ ]
| If so, are the career and alumni services offered adequate, based on its educational offerings and consistent with the institution’s mission?  |[ ] [ ] [ ]
| **Standard IV.I. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Student Complaints:** The institution has policies and procedures for receiving, responding to, and addressing student complaints. The policies and procedures should embody the principles of fairness, responsiveness, respect, due process and proportionality.
	1. Institutional Complaints

DEAC requires institutions to have written complaint policies and procedures for the purposes of receiving, responding to, addressing, and resolving complaints made by students, faculty, administrators, or any party, including one who has good reason to believe that an institution is not in compliance with DEAC accreditation standards.

* 1. At a minimum, the institution’s policy instructs students how to file a complaint or grievance and the maximum time for resolution. The institution’s complaint policy and procedures are available to all students. The institution defines what it reasonably considers to be a student complaint.
	2. The institution reviews in a timely, fair, and equitable manner any complaint it receives from students. When the complaint concerns a faculty member or administrator, the institution may not complete its review and make a final decision regarding a complaint unless, and in accordance with its published procedures, it ensures that the faculty member or administrator has sufficient opportunity to provide a response to the complaint. The institution takes any follow-up action, including enforcement action if necessary, based on the results of its review.
	3. The institution’s complaint policy states how complaints can be filed with state agencies and its accrediting organization.
	4. The institution will retain the complete files for all complaints which may be filed against the institution, its faculty, staff, students or other associated parties for the longer of five years from the filing of the complaint or the completion of the institution’s next cycle of evaluation for reaccreditation.

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| **Questions** | **Yes** | **No** | **N/A** |
| Is the institution’s complaint policy adequate, and is it appropriately published?  |[ ] [ ] [ ]
| Does the institution follow adequate procedures for receiving, responding to, and addressing student complaints? |[ ] [ ] [ ]
| Did the institution resolve adequately and in a timely manner any complaints received in the past five years?  |[ ] [ ] [ ]
| Does the institution’s complaint policy provide students with information on filing a complaint with the appropriate state licensing or authorizing authority and DEAC?  |[ ] [ ] [ ]
| Does the institution retain complete files for all complaints filed against the institution, its faculty, staff, students, or other associated parties for an appropriate length of time, as defined by Standard VI.J.5? |[ ] [ ] [ ]
| **Standard IV.J. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

## Standard XII: Facilities, Equipment, Supplies, Record Protection and Retention

1. **Facilities, Equipment, and Supplies:** The institution maintains sufficient facilities, equipment, and supplies to achieve its mission and values and support its educational offerings and future operations. A written plan outlines the maintenance and upgrade of facilities, equipment, and supplies, and includes a disaster response and recovery plan. The plan states the resources that are budgeted to support its goals. Buildings, workspace, and equipment comply with local fire, building, health, and safety regulations and are appropriately equipped to handle the educational program(s) of the institution.

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| **Questions** | **Yes** | **No** | **N/A** |
| Do the institution’s facilities, equipment, and supplies promote the achievement of its mission and values?  |[ ] [ ] [ ]
| Do the institution’s facilities, equipment, and supplies support its educational offerings and future operations? |[ ] [ ] [ ]
| Does the institution have a sufficient plan for maintenance that includes upgrades of its facilities, equipment, and supplies? |[ ] [ ] [ ]
| Does the institution have adequate disaster response and recovery procedures based on its geographical location?  |[ ] [ ] [ ]
| Does the institution have adequate financial resources and budgets to maintain and upgrade its facilities and equipment?  |[ ] [ ] [ ]
| Is the institution’s technical infrastructure adequate to provide timely delivery of distance education and support services to accommodate future student enrollment growth?  |[ ] [ ] [ ]
| Do the institution’s building, workspace, and equipment comply with local fire, building, health, and safety regulations? |[ ] [ ] [ ]
| Does the institution have adequate professional liability, property, and general liability insurance? |[ ] [ ] [ ]
| **Standard XII.A. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **Record Protection:** The institution’s financial, administrative, and student educational records are maintained in a reasonably accessible place and are adequately protected in accordance with applicable federal and state laws.

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| **Questions** | **Yes** | **No** | **N/A** |
| Does the institution have adequate procedures for maintaining financial, administrative, and student records?  |[ ] [ ] [ ]
| Does the institution follow proactive steps to protect financial, administrative, and student information from unauthorized access or threats? |[ ] [ ] [ ]
| Do the institution’s record maintenance and protection procedures comply with applicable federal and state laws? |[ ] [ ] [ ]
| Are physical records adequately secured on site?  |[ ] [ ] [ ]
| Are digital records adequately secured and backed up to minimize data loss?  |[ ] [ ] [ ]

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

* 1. If maintaining documents electronically, the institution provides audit records to verify that the images were properly created and validated.

|  |  |  |  |
| --- | --- | --- | --- |
| **Questions** | **Yes** | **No** | **N/A** |
| Does the institution follow adequate procedures for properly creating and validating digital records? |[ ] [ ] [ ]

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

* 1. If an institution accepts digitally signed transcripts or electronically transferred verified data from an outside source, the institution documents the outside source using a system that provides registration and verification of participants, protocols for securely sending and receiving files, logging of file transmissions, and electronic notification. The outside source complies with all applicable laws and regulations governing the activities and services provided, including FERPA and other laws concerning the privacy and confidentiality of information and records.

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| --- | --- | --- | --- |
| **Questions** | **Yes** | **No** | **N/A** |
| Does the institution have an adequate process in place for accepting digital signatures on electronically processed documents (e.g., official transcripts, enrollment agreements)?  |[ ] [ ] [ ]
| Does the institution follow adequate procedures to ensure students that all transmitted information is adequately protected and in compliance with FERPA and other laws concerning privacy and confidentiality of student data? |[ ] [ ] [ ]

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

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| **Standard XII.C. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

1. **Record Retention:** The institution’s financial, administrative, and student educational records are retained in accordance with applicable federal and state laws. The institution implements a comprehensive document retention policy.

|  |  |  |  |
| --- | --- | --- | --- |
| **Questions** | **Yes** | **No** | **N/A** |
| Does the institution follow adequate procedures for retaining financial, administrative, and student records in accordance with applicable federal and state laws?  |[ ] [ ] [ ]
| Did the institution state how long financial records are maintained? |[ ] [ ] [ ]
| Did the institution state how long administrative records are maintained? |[ ] [ ] [ ]
| Did the institution state how long student records are maintained?  |[ ] [ ] [ ]
| Does the institution implement an adequate comprehensive document retention policy? |[ ] [ ] [ ]
| Did the institution identify who is responsible for ensuring the proper retention of financial, administrative, and student records?  |[ ] [ ] [ ]
| Does the institution conduct regular internal audits for compliance with all applicable federal and state laws? |[ ] [ ] [ ]
| **Standard XII.D. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

1. **State Authorization:**
	1. The institution is properly licensed, authorized, exempted, or approved by all applicable state education institutional authorizations (or their equivalent for non-U.S. institutions).
	2. Exemptions from state law are supported by state-issued documentation or in statutory language for that state.

|  |  |  |  |
| --- | --- | --- | --- |
| **Questions** | **Yes** | **No** | **N/A** |
| Did the institution describe how it is properly licensed, authorized, exempted, or approved by all applicable state education institutional authorizations (or their non-U.S. institutional equivalent)? |[ ] [ ] [ ]
| Did the institution provide its DEAC State Authorization Form and documentation of its state licensures and authorizations? |[ ] [ ] [ ]
| Did the institution describe any exemptions from state law that it has determined, and did it describe the state-issued documentation or statutory language used to determine its exemption? |[ ] [ ] [ ]
| **Standard XII.D. – Verified, Partially Verified, Unable to Verify, or Not Applicable** | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.

## Additional Records Considerations

|  |
| --- |
| Does the institution require all student recruitment personnel to sign the DEAC Code of Ethics?  |[ ] [ ] [ ]
| Does the institution maintain adequate documentation to demonstrate that faculty/instructors are appropriately qualified? |[ ] [ ] [ ]
| Does the institution maintain adequate documentation to demonstrate that students have sufficiently met its admissions criteria? |[ ] [ ] [ ]
| **Verified, Partially Verified, Unable to Verify, or Not Applicable** (Note: Any required action for a Partially Verified or Unable to Verify must reference the specific DEAC Standard in question.) | Choose a finding. |

**Comments:** Provide comments to support the finding based on the institution’s responses and evidence provided prior to and during the on-site visit.

**Required Actions:** Provide the required actions necessary for the institution to verify compliance with the accreditation standards. Each required action must correspond to an accreditation standard or a core component.

**Suggestions:** Suggestions are those recommendations that are not required to verify minimum accreditation standards but are provided to the institution as an opportunity for growth and improvement.