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For LLU Programs and Review Teams
Preparing and Conducting Remote Program Reviews[1]

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For External Review Teams and Programs
- **Remote review experiences.** WSCUC surveyed institutions and teams that participated in remote reviews in the spring 2020. Responses were generally positive; visits in a virtual format were productive and provided teams with the information they needed to make their recommendations. Respondents did indicate that some things are lost, however, when the team is not visiting the institution in person.

- **Will we have a team room that is set up prior to the visit?**
  The program director will ask the LLU Office of Educational Effectiveness to set up a unique and secure Zoom room for the external review team and to send the link directly to the team well before the visit. However, if the team prefers, the chair of the team can create the team's videoconference room in their own videoconference program to be used by the team independent of LLU's Zoom.

- **Meeting and break times.** Because too many back-to-back Zoom meetings can be draining, it is recommended that 45 minutes is enough for a meeting followed by a 15-minute to 30-minute break. It is also recommended that 30-60-minutes be scheduled for work-free lunches and dinners. Due to Zoom fatigue, programs and their external review teams may decide to extend the review time by one day to accommodate a less draining schedule.

- **Number of people per meeting**. If the external review team wants to be able to view all participants in the meeting on one Zoom page, make sure that there are never more than 25 people total in the meeting including the team members.

- **Saving chats.** Do *not* save any chats.

- **Recording meetings.** Do *not* record any interviews.

- **Dress code.** When meeting via Zoom, dress respectfully such as business casual or wear what you normally would on an in-person visit, if desired.

For Programs
- **Open meetings with faculty, staff and students.** Send invitations without Zoom links to program faculty, students and staff about the open meetings and request RSVPs. Send the link *only* to those individuals who indicate an interest to attend the open meeting.

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[1] Based on advice from WSCUC Spring 2020 Remote Review Teams webinar

- **Unique Zoom links for each meeting**. Programs should create unique Zoom room invitations/links for *each* meeting and do not post the links in public places. The schedule with all of the unique Zoom links should only be given to the external review team.

For External Review Teams

- **Team-only meetings.** For team-only meetings, it is recommended that the team consider holding more than one meeting prior to the review at a time that works for everyone. These meetings will allow the team to be well prepared in advance of the review, and spread out the Zoom meetings.

- **Getting the feel for the institution's excitement, culture, and innovation.** Many institutions may have developed videos to use for recruiting. If a team wishes, it can ask to see those videos, if they are not already posted on the institution's website. Please don't ask LLU or programs to create videos specifically for the visit.

- **COVID-19 impact.** It is important to communicate that the team understands the overall and dynamic impact of the current situation and that they are not assessing the program's response to the pandemic *per se*. One significant aspect of program capacity, however, is related to the ability to adjust to change while keeping learning objectives and student success front and center. In that regard, teams may use the program's and institution's response to add to their understanding of leadership, planning, student learning, and support services, and financial stability.

- **Post-review communication.** The external review team should indicate their preference to the program director regarding the preference for communications with the program after the site review: phone, email, Zoom meeting, etc. Share all requests for follow up information during the visit with the program director.

Tips for Participating in Remote Reviews[2]

During the remote review:
1. **Review Team and Program**: Start each meeting with introductions. The team lead will open with introductions of the team and then the participants. This is particularly important if some people are part of the meeting via phone (without video). Do not chime in on your own; the team lead for the session will call each person by name and ask them to speak. If new people join the session after it has begun, the team lead will ask if they are supposed to be in the session.
2. **Program**: Identify a program host/moderator for each session: The host needs to be able to address any technical issues, enforce microphone muting, and trouble shoot any problems that may arise.

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[2] Based on WSCUC document for Remote Reviews

3. **Program**: Give the cell phone number of an IT person from the institution to the team chair and the institutional host for each session in case of problems.
4. **Program**: Let participants know that the team will stick closely to the schedule to make sure that meetings do not run over time.
5. **Program**: Forgo sidebar conversations in the Zoom chat.
6. **Program**: Answer questions directly and briefly. The team will have limited time to pose their questions.

Virtual Meeting Etiquette[3]

Review Team and Program: To promote engagement by all participants, there will be a team lead for each session who will introduce themselves as lead and explain how people can indicate they have something to say. This way the lead can call upon speakers to take turns.

Having everyone follow a common set of rules and reminders will ensure that virtual sessions run smoothly and the team can get the answers to the questions they pose. Below are a few reminders and tips for all participants.
- Join the meeting on time or a few minutes early.
- Make sure you are in a quiet area so others can hear you clearly.
- Mute your microphone when you are not speaking to limit background noise.
- Mute all devices around you such as landlines, cell phones, and notifications for email and text messages.
- Make sure your name is spelled out in Zoom so everyone knows who is speaking. To do this in a Zoom meeting: click on "Participants" in the menu at the bottom of the screen. Find your name, hover over the camera icon next to your name, then click on "More," and then go to "Rename" and type your first and last names.
- Please try to use the video function, if possible. Everyone wants to see you when you speak, and you will communicate a great deal through your facial expression and body language. Sometimes you may need to turn off the video and use audio only to maximize the connection.
- If joining after the meeting has started, wait for the team lead to announce you. Wait for the team lead to notify you when it's your turn to speak and never interrupt the current speaker.
- During the session, when you begin to speak, unmute your microphone and start with your name so everyone will know who is speaking. When you are done speaking, mute your microphone again.
- Stay engaged throughout the entire session; avoid the urge to try to multitask.

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[3] Adapted from NC-SARA "Virtual Meeting Guide," March 20, 2020 v1