



## Virtual MOA Visits

A virtual site visit works very similarly to one on-the-ground - is a fairly rigorous and intense process, and preparation for it will require the time and effort of many people on your campus. As we adapt to the evolving public health outbreak with potential last minute changes to site visit plans, MCCB appreciates the flexibility and creativity of all involved. MCCB is confident that together we will be able to ensure the health and safety of everyone engaged in the MOA review, as well as successful site visits.

MCCB staff are available to help answer questions about shifting from an in-person site visit to a partial or full virtual site visit. As we work together to adjust plans, please reference the below for guidance on how to put together a successful virtual visit. Dr. Kim Verneuille, MCCB MOA Coordinator, will schedule a meeting with School staff in completing all the necessary tasks.

### Before the Virtual Visit

1. To complete the MOA review, the team will require access to a number of documents and materials such as campus maps, the college catalog, sample promotional materials, policy manuals, internal reports, etc. The on-site review process is more efficient if these documents are collected and presented in an organized and easily accessible format. This will allow the team to conduct its review with minimum disruption to your staff. A full list of evidentiary documentation required for the review is provided with this information.
2. One week before the scheduled visit, materials the site team would usually review on site (see the evidentiary documentation list) must be uploaded to a secure location. ***(This is still being worked out with Ray Smith and IT due to upgrades coming to our networking capacities.)***
3. Prior to the scheduled dates of the visit, a pre-visit with MOA staff will be scheduled to test the technology so any problems can be identified and corrected prior to the date of the virtual visit and contingency plans can be made should the primary technology fail at the time of or during the virtual site visit.
4. Technology requirements must in place for all participants including:
  - An internet connection – broadband wired or wireless (3G or 4G/LTE)
  - Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth
  - A webcam or HD webcam - built-in or USB plug-in
5. All individuals participating on the virtual site visit agenda will register in order to access the Zoom meeting. The MCCB MOA Coordinator will provide a registration link to send to everyone. Only those individuals registered will be allowed into the meetings. Attached is a Compliance Interview list of groups that will be involved in these meetings. The specific individuals will be determined upon discussion with the school's point person.
  - a. Attendees must not share their confirmation emails with other participants as the links are specific to each attendee.
  - b. Only those names provided by the college as participates will be allowed to register. Names used to register must match those provided by the college.

6. The MCCB MOA Coordinator will work directly with the college's point of contact in setting up the MOA Review schedule and Zoom meeting times.
7. The college's point of contact shall be responsible for notifying all participants participating in the interviews for the virtual process, date, and time.

A detailed MOA site visit schedule will be provided to you prior to the scheduled visit for your college.

The MOA Review Team will consist of six sub-teams. Each sub-team will have its own area of responsibility and will work independently in those areas. The six sub-teams are:

1. Administration/Admissions/Recruiting
2. Financial Aid/Work-Study
3. Counseling/Disability Services
4. Athletics/Housing
5. HR/Personnel/Job Placement/Cooperative Education/Apprenticeships
6. **Facilities team will work directly with school administration to schedule the on-site review. MCCB will attempt to schedule reviews when students are not on campus or on limited campus attendance to take provisions for the health and safety of everyone involved.**

### During the Virtual Site Visit

1. Review of required evidentiary documentation.
  - a. Institutions will be provided with a list of required evidentiary documentation in advance of the MOA Review. The institution will upload its required documentation in the designated location with all items clearly labeled for ease of access in PDF, Excel or Word format.
  - b. No college staff will be utilized during the document review process, although a contact person should be identified and available to locate or provide any additional requested documentation.
    - i. The review team may ask for additional material or clarification of material. Sometimes it may seem as if visitors are asking for material that has already been provided. Sometimes, the manner in which the material is organized may require clarification or appear to the site visitors to be incomplete.
  - c. MOA Review staff will meet via Zoom organized by the MCCB MOA Coordinator to include respective breakout rooms.
2. Interviews
  - a. Small group interviews of faculty and staff. The college should provide those faculty and staff requested on the interview schedule (which will be issued in advance). Zoom meetings details will be organized to conduct the various interviews.
  - b. Small group interviews of students. The college should provide those students listed in the interview schedule (which will be issued in advance). Zoom meetings details will be organized to conduct the various interviews.
2. Facilities
  - a. This portion of the MOA Review will be scheduled separately and work within the proper pandemic protocols. The MCCB MOA Coordinator will collaborate with the administration to schedule a date and time for the facilities review to occur.
  - b. Once scheduled, maps of the college, along with a list of facilities, the programs they house, and the date of construction and last renovation will be required at least one week prior to the visit. To benefit the College's understanding of the facilities, review process, it is *recommended* that an employee involved with facilities management or maintenance accompany the review team(s) on the facilities inspection, but it is not *required* that they do so.

3. Exit interview.

- a. At the completion of the review, the Team will conduct an exit interview with College personnel (to be determined by the college) to discuss and clarify observations made during the course of the review, to answer questions, and to inform the College of additional information needs, when necessary. No formal findings will be issued during the exit interview.

**What happens next?**

Within 60 days of the MOA Review, MCCB will submit a Letter of Findings (LOF) to the reviewed institution. This LOF will outline findings, required actions, and recommendations.

Within 60 Days from the LOF date, the reviewed institution is required to submit to MCCB a Voluntary Compliance Plan (VCP), which addresses LOF items requiring corrective action (required) and areas of concern (recommended). MCCB will work with the institution to develop a plan which meets OCR approval.

Within 90 days of the LOF date, MCCB will approve the Voluntary Compliance Plan from the reviewed institution.

The results of the on-site reviews, LOFs, VCPs and follow-up visits will be compiled by MCCB and submitted, as required, to the federal Office for Civil Rights.