



MACTE

**Montessori Accreditation Council
for Teacher Education**

On-Site Verification Visit Guide

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MACTE

Montessori Accreditation Council for Teacher Education

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USING MACTE'S ON-SITE VERIFICATION VISIT GUIDE

MACTE's On-Site Verification Visit Guide is for the faculty and administrators of MACTE institutions/programs and the on-site verifiers serving on the On-Site Verification Team (OSVT). The On-Site Verification Visit Guide contains information with regard to scheduling and conducting the on-site verification visit.

MACTE Staff

The MACTE staff is available to answer questions and support all involved in the planning and execution of the on-site verification visit.

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1. PURPOSE OF THE ON-SITE VERIFICATION VISIT

The on-site verification visit is a key component of the accreditation process. This is a visit to the certification course level(s) in process by a team of professionals representing MACTE for the purposes of:

1. achieving a comprehensive view of the certification course level in its particular environment;
2. verifying the contents of the application and *Self-Study*;
3. assessing the quality of the program with regard to its degree of compliance with the Quality Principles and Criteria;
4. providing verification with a written report to MACTE and the program.

During the process, the OSVT works to determine if the content of the application and *Self-Study* can actually be verified through the on-site observations, review of files, and interviews.

IMPORTANT NOTE: For initial applicants, only adult learners present and currently enrolled in academic session during the on-site verification visit will be eligible to graduate from a MACTE accredited program. The OSVT will record the names of all adult learners present.

An on-site verification visit in no way guarantees MACTE accreditation.

2. LENGTH OF VISIT

The OSVT is expected to spend adequate time to complete a comprehensive review. The length of the visit and size of the team will depend upon the size, complexity, and location of the institution and the number of certification course levels being concurrently verified. A minimum of two and one-half days will be allocated to visit an institution offering a single certification course level. If two or more certification course levels are going through the current accreditation process, the MACTE office will determine if additional days and/or on-site verifiers are needed to conduct the visit.

3. CRITERIA FOR THE APPOINTMENT OF THE ON-SITE VERIFIERS

Individuals may be recommended or may volunteer on their own for consideration as an on-site verifier. Selection is nondiscriminatory with respect to race, color, creed, national origin, gender, age, disability, or marital status. Once individuals are approved for inclusion in the OSVT, their selection to participate in a specific on-site verification visit is made by MACTE staff.

I. MACTE's Responsibilities

1. Recognize that the qualifications and talents of the individuals who constitute the OSVT are critical to the credibility of the accreditation process;
2. approve the appointment of individuals who meet established criteria to the OSVT;
3. require verifiers to regularly improve their knowledge and skills through continual training;
4. expect verifiers to be knowledgeable concerning the accreditation process and objective concerning program verification of certification course levels offered on-site and via distance education;
5. require verifiers to demonstrate attainment of these prerequisites through the submission of the following documentation:
 - a. knowledge of the scope of the professional education available for Montessori teacher preparation;
 - b. knowledge and understanding of the MACTE Quality Principles and Criteria and Competencies;
 - c. ability to make a positive contribution to the accreditation process, as evidenced by the following professional experiences and behaviors:
 - i. maintaining confidentiality;
 - ii. communicating effectively;
 - iii. applying deductive reasoning;
 - iv. employing problem solving skills;
 - v. exhibiting maturity, objectivity, diplomacy and flexibility;
 - vi. discriminating among appropriate/inappropriate program or certification course level standards, policies, procedures or outcomes;
 - vii. using appropriate interviewing techniques;
 - viii. collecting, analyzing and evaluating relevant data;
 - ix. actively participating as a team member in all related activities.

II. Criteria for Verifiers

1. Evidence of appropriate credentials:
 - a. for Montessori professionals: certification and at least three years teaching and/or administrative experience
 - b. for the professional (non-Montessori) educator: a minimum of three years' experience in an educational setting
2. Attendance (at a minimum) of one on-site training session
3. Submission of verifier profile and supporting documents
4. Attendance at MACTE webinars and seminars at least every two years in order to regularly update knowledge and skills
5. Attendance at OSVT review sessions held by the team leader at the beginning of each on-site verification visit

4. SELECTION AND COMPOSITION OF THE ON-SITE VERIFICATION TEAM

The OSVT consists of three or more qualified verifiers appropriate to the needs or special characteristics of the program. At least one of these verifiers must be credentialed at the certification course level(s) offered at the program being verified. If the applicant program operates more than one certification course at the same site, an attempt is made to verify all certification courses at a single visit. In such a case, MACTE may appoint a fourth on-site team verifier. The composition of the team must include:

1. **Team leader:** a program director, educator, or practitioner with significant experience as a trained on-site verifier. Team leaders must have current verifier training and be up to date on all MACTE Quality Principles and Criteria.
2. **Educator:** a person whose primary responsibility is that of a faculty member; someone who is directly involved in the delivery of an educational program, or someone who currently spends at least 50 percent of a full-time workweek teaching, conducting research, or involved in Montessori teacher preparation.
3. **Practitioner:** someone currently or recently directly engaged in a significant manner in the practice of a profession in the area being verified.
4. **Local practitioner (when applicable):** The OSVT may include a local practitioner who is familiar with the local educational context. In any verification visit, there may be issues and findings that can be clarified with the advice and counsel of someone with local knowledge about the program, the community, local practicum sites, the careers of the program's graduates, etc. Thus, MACTE may ask that a program to be visited will identify a local

practitioner to serve on the OSVT. The local practitioner (such as a classroom teacher, principal, or supervisor) is a member of the OSVT and participates in all activities involved in visiting the teacher education program. The local practitioner is a part of all subsequent reports and responses between MACTE and the program.

The addition of a practitioner does add a small cost to the on-site visit. The program will select the practitioner, ensure there is no conflict of interest, cover costs (if any) of a substitute, and pay the person no less than the same honorarium that is paid to the program's supervising teachers. The matter of a potential conflict of interest is complex and subtle in this case, because while the practitioner needs to be familiar with and knowledgeable about the program and its graduates, the person must not have a direct personal stake in the outcome of the visit. In any case, the local practitioner's relationship (past and present) with a teacher education program must be disclosed to MACTE. Program directors are to send a copy of the local practitioner's vita along with a brief statement describing the reasons for selecting this person to the MACTE office.

The local practitioner will receive briefing and training during the organizational meeting of the team before the on-site begins, will have full access to the *Self-Study* and its supporting materials, and will participate in the on-site interviews, etc.

5. **Observer (when applicable):** an observer may be present during the on-site visit but does not provide input or assist with completing the On-Site Verification Report. The program is NOT required to pay for travel/food/lodging for an observer. Observers are typically present for training purposes.

Verifiers are selected and assigned by the MACTE office, not by the program. MACTE carefully considers the distance involved in travel and any expressed needs of the applicant program during the assignment of the OSVT.

TRANSLATORS: If the applicant program is in a country where certification courses are delivered in a language other than English, every attempt is made to assign at least one OSVT member who speaks the applicant program's language. If this is not possible, an individual who speaks the applicant program's language, who is *not* associated with the institution or with any member of the faculty, is to be provided by the program to assist the OSVT. This is solely the responsibility of the program to locate the translator and incur the cost.

AFFILIATES: MACTE works with affiliating organizations when coordinating on-site visits.

DISTANCE EDUCATION: If three or more components of a certification course are delivered via distance education (see MACTE Guide to Accreditation, Section J), a complete application, *Self-Study*,

and full on-site verification visit are required. The visit must be conducted during the residential phase of the course cycle.

In addition to the review process used to verify compliance of on-site programs with MACTE's Quality Principles and Criteria, specific guidelines are used to verify compliance of distance education certification programs.

NOTE TO PROGRAM DIRECTORS: Program directors applying for renewal of accreditation are strongly encouraged to enroll in OSVT training and to serve on an OSVT prior to the visit of their own program.

4.1 Conflict of Interest

MACTE requires on-site verifiers to be conscious of any real or perceived conflicts of interest in the assignment and/or performance of the OSVT. A conflict of interest exists when conditions or circumstances preclude, or interfere with an individual's capacity to make an objective decision, or conflict with the outcome of the decision made. In these instances, individuals must recuse themselves from volunteering. Conditions or circumstances which may create a real or perceived conflict of interest include, but are not limited to, situations where an individual:

- is an officer or employee of a program for which recommendations or decisions relative to accreditation are considered;
- has monetary or personal interest in the outcome of the accreditation decision;
- has been or is an employee or consultant of the program system;
- cannot embrace the program with positive regard for any reason;
- is a graduate of the program;
- has close personal or professional relationships with individuals involved in the program;
- has access to "unofficial" information concerning the program;
- operates or is employed at a program in direct competition with the program under review;
- has accepted, prior to, during, or after the on-site verification visit, any payments, loans, services, or favors involving more than ordinary social amenities, or gifts of more than a nominal value from the program.

Individuals are prohibited from serving as OSVT members if a conflict of interest (real or perceived), is declared or identified. A conflict of interest may be declared by a program administrator, faculty member, on-site verifier, MACTE Board member, or MACTE staff member. An alternate verifier is selected in the event that an assigned verifier becomes unavailable or if a conflict of interest is perceived to occur.

All verifiers are required to sign and submit a Confidentiality Agreement and Conflict of Interest Policy and Acknowledgement to the MACTE office prior to each on-site verification visit. These forms are sent via email with the verifier checklist when the Official Notification email is sent out to the program director, verifier(s), and affiliate.

5. ON-SITE VERIFIER CONDUCT

MACTE holds on-site verifiers to a high-standard and expects their conduct while on-site to reflect this. Allegations (from program directors and/or other OSVT members) of verifier's inappropriate behavior or poor performance are investigated. In order for an investigation and action to occur, allegations must be submitted to the MACTE office in writing, be dated, and signed. MACTE follows due process in investigating complaints and designates the President of MACTE to facilitate an investigation and determine the validity of the allegations.

The President:

1. notifies the on-site verifier of the allegations made against him/her and requests a written response within twenty (20) calendar days;
2. provides the MACTE Board with copies of the complaint, responses to the complaint, and the President of MACTE's recommendations for resolution.

The MACTE Board:

1. considers the documents submitted by the President of MACTE when determining the final resolution;
2. informs the on-site verifier in writing of the resolution. Proven allegations of unprofessional behavior, poor performance, or failure to uphold the standards and procedures of MACTE are cause for suspension from future on-site verification visits.

6. PREPARATION FOR THE ON-SITE VERIFICATION VISIT

6.1 MACTE Staff Responsibilities

Prior to the scheduled on-site verification visit, MACTE staff will:

1. provide the program director and all OSVT members with a copy of the Official Notification sheet (containing all contact information) and the confidentiality agreement;
2. confirm the visit dates with the team leader, verifiers, and program director;
3. provide the following documents to the team and program director:
 - On-Site Verification Visit Guide
 - On-Site Verification Report
 - MACTE Reimbursement Form
 - Program Director Checklist
 - On-Site Verifier(s) Checklist
 - Confidentiality Agreement
 - Conflict of Interest Policy and Acknowledgement
 - Program Director's Response
4. provide access to the program's Accreditation Management Portal containing the application, *Self-Study*,
5. share any other necessary documentation deemed necessary by MACTE Accreditation Specialists (such as a Staff Analysis)
6. send the On-Site Verification Report and Program Director's Response form to the program director following the visit.

6.2 Program Director Responsibilities

Prior to the on-site visit, the program director:

1. develops the schedule for the OSVT (see MACTE requirements of On-Site Verification Visit agenda below);
2. coordinates travel and lodging for verifiers (see travel and lodging requirements below);
3. organizes the on-site documentation to facilitate the work of the OSVT.

Travel and Lodging Requirements:

- On-Site Verifiers will have separate lodging and will not be required to share a room/bathroom.

MACTE requires an on-site verification visit schedule to help assure things run smoothly. An approximate time is assigned to each agenda item. The schedule developed by the program director must include:

- OSVT planning meeting;
- preliminary conference with officials of the program;
- tour of facilities (including additional locations and teaching sites, if appropriate);
- interviews with the program director, faculty, enrolled students, graduates, employers, and practicum site personnel;
- list of names of faculty, enrolled students, graduates, employers, and practicum site personnel to be interviewed;
- observation of classes;
- review of records, files, and documentation specified in the MACTE Guide to Accreditation;
- tour of practicum sites with specific addresses specified;
- departure time.

NOTE: The visit requires intensive work for the OSVT. Allowing maximum time for the team to confer and rest is appreciated. Late nights and lengthy social gatherings should be avoided when planning the schedule.

The following documentation must be on file for at least the previous five years for renewing institutions and for the length of operation for initial applicants. It must be easily accessible:

- all on-site verification documentation requirements indicated in the MACTE Guide to Accreditation - Section D
- student files and records: admissions, evaluations, counseling, advising, inclusive of completed academic phase assessment evaluations and completed practicum phase assessment evaluations listed in requirements 2.5 and 2.10 from the Guide to Accreditation
- official copies of diplomas/degrees/transcripts, contracts (if applicable), resumes (if applicable), background checks (if applicable)
- samples of adult learn work and projects (a minimum of 20% of student files)
- records of grades and clock hours- these are kept on file permanently
- copies of printed handouts distributed to students (outlines, information, required readings, etc.)
- records of practicum site agreement forms and supervisors
- personnel records: verified transcripts, credentials, employment history, evaluations, signed agreements, background checks (if applicable)- these are kept on file permanently
- copies of all published advertisements and promotional literature
- financial records

- results of program and student assessments (e.g., test results, questionnaires, etc.) as required in Table 2.1 in the *Self-Study*
- for programs applying for renewal of accreditation, provide access to completed graduate surveys and completed employer surveys. Provide access to files containing evidence of placement rate and graduation rate tracking supporting data collection noted in requirement 2.13
- the edition of the MACTE Guide to Accreditation used in writing the application and *Self-Study*
- file of student complaints/resolutions within the last five (5) years relative to the institution's compliance with MACTE Quality Principles and Criteria

MISSING DOCUMENTATION: When required documents are not immediately available to the OSVT, they must be made available within twenty-four hours of the team's request.

6.3 On-Site Verification Team Leader Responsibilities

At least fifteen business days prior to the OSVT visit, the OSVT leader:

1. reviews all documents, requests additional material if necessary;
2. contacts OSVT members prior to the visit to discuss their interests and areas of expertise and assigns primary responsibility for particular areas of the *Self-Study* as appropriate;
3. approves the schedule submitted by the program director and suggests changes as necessary.

6.4 On-Site Verification Team Member Responsibilities

The On-Site Verification Team Member:

1. Reads the *Self-Study* completely, well in advance of the On-Site Verification Visit, in conjunction with the MACTE Quality Principles, Criteria, and required documentation;
2. sets aside the time required for the visit, in order to avoid interruption by other responsibilities;
3. Respects and maintains the confidential nature of all materials;
4. Makes detailed notes while reviewing the Application and *Self-Study* so that comments and questions can be communicated to the team leader;
5. Avoids situations in which conflict of interest or the appearance of conflict of interest might arise (such as social invitations from the staff of the program being verified);
6. Organizes questions for interview sessions;
7. Plans to arrive on time, participate fully, and depart immediately after work is completed.

In the event an assigned OSVT member withdraws prior to the date scheduled for the visit, she/he is responsible for immediate notification to the team leader and for forwarding all materials to the individual designated as the replacement by MACTE staff members.

7. INTERNATIONAL ON- SITE VERIFICATION TEAM VISITS

PASSPORT: Individuals volunteering for visits must procure and fund their own passport. Experienced travelers who possess a passport are given priority when possible. Verifiers should have a passport before they volunteer or have adequate time to procure one. (Est.: Minimally 3 months)

VISA: For locations requiring a visa, the program supplies the critical information on how and where to apply as well as the invitation with details to be supplied to officials. This must occur minimally 3 months prior to a visit and will be funded by the program. If agreed, the cost for a visa service can be charged to the program. The program can recommend a service if they are familiar with one. Other costs for the visa such as phone, mail, photos, etc. will be covered by the program and should be documented and listed using the reimbursement form.

EMBASSY REGISTRATION: Embassy registration may be mandatory upon arrival. Contact persons and location of the U.S. or any other embassy requested is required prior to the visit. Any special circumstances should be revealed before the team is confirmed so that team members are aware of the entire situation in which they will be placed. A program cannot assume that MACTE has any specific knowledge of its location or customs and language.

CARRYING PRINTED MATERIALS: Some locations have guidelines and/or laws about carrying printed materials into the location. It is important to determine if materials need to be searched and what may be confiscated.

IMMUNIZATIONS/INOCULATIONS/MEDICATIONS: Each verifier needs to consult with their physician in regard to personal and official requirements. Personal needs are to be funded by the verifier and required (listed on state department websites or health care provider materials) items are to be funded by the program. The program should address country/region/location specific concerns prior to accepting a team.

Health Care Providers at the Site

A list of reputable health care facilities in the location of the program and its practicum sites must be presented to the team prior to the visit date. The verifier is responsible for identifying issues relating to health and the program is responsible for being aware of emergency situations that might arise and

how to provide for access for the team. The verifier's insurance companies and health care providers must advise the verifier as to the status of care available to them at the site if they are concerned. A Medivac program may be available at the location, which could be accessed.

Incidental Expenses During Travel

The program is responsible for food, lodging, and travel and any associated tips or fees for normal activity. If there is any question as to what is "normal" the program will need to be consulted before a verifier incurs the debt. The MACTE office can be contacted as well.

The verifier should keep receipts and make a record of all such activities and the associated costs. If possible, it is preferred that when the program personnel escort the team, it would be expeditious for the program to handle arrangements and fees at that time.

Other Expenses

It has been suggested that no matter where a team works, volunteering for a site visit can incur expenses that one would not have if they were to stay at home. The question as to how to determine who funds these expenses is this: Can I continue with my work on the OSVT if I do not have this item/cost, etc.? If the cost is necessary to continue work, the program covers the cost. If the cost is associated with personal or comfort items, souvenirs, entertainment or any other unrelated (to the work) needs of the team, it is covered by the verifier.

Prior to the visit, as the team consults with the program, issues specific to the location should be introduced by the program and/or also questioned by the team members.

The cost of travel expenses begin from the verifiers home and extends to the site and back again, eliminating costs for any change from the plan such as extended visit time or rerouting based on decisions by the individual.

Food/ Lodging/Travel Expenses

Due to high costs of travel to international sites, a program should reimburse airfare immediately upon submission to them of the itineraries. An acceptable alternative would be for the team member to provide the program with exact travel plans, mileage information, seat preferences, dietary limitations, etc. and allow the program to make the reservations which are charged to the program accounts. Similarly, for food and lodging, using program accounts are expeditious and avoid spiking exchange rates and delays in reimbursement.

The length of the visit should include appropriate rest and travel time given the locale. No personal residence of an owner, faculty or staff will be used for lodging of the team. If the verifier plans to travel in early and/or extend their visit after the On-Site Verification Visit, the program is not responsible for expenses incurred by the verifier. This would be considered personal travel and should

not be included in the reimbursement form sent to the program. MACTE does allow for verifiers to arrive a day early and leave one day after the conclusion of the visit; the program covers these expenses.

General Safety

A schedule of times and places should be provided to the team members with details of locations where meetings occur, persons to be interviewed and contact information for them. A preview video or photographs can be helpful in preparing an appropriate wardrobe. An escort with multiple language skills will be required in any location where the language of the team members is not in general use.

International Travel Waiver of Liability Form

MACTE requires all On-Site Verifiers attending international visits to read, acknowledge and sign the International Travel Waiver of Liability Form prior to their attendance on the visit. Please contact the MACTE office for this form.

Useful website: www.travel.state.gov.

8. CONDUCTING THE VISIT

During the visit, the program director is responsible for:

1. Providing all required documentation for verification by the OSVT;
2. Providing a location for the team meeting and interviews where materials can be left in safety and discussions will be private;
3. Providing the OSVT with additional, pertinent materials and information as requested;
4. Facilitating the schedule by keeping the OSVT aware of the time, adapting to unforeseen changes, and arranging for personnel to be present when needed.

The OSVT leader is responsible for:

1. Chairing team meetings, assigning responsibilities, and reviewing critical points;
2. Starting each interview or meeting with an expectation of the purposes of the visit and functions of the team;
3. Maintaining the schedule, and modifying it as needed;
4. Facilitating interviews;
5. Coordinating completion of the report;

6. Delivering or assigning responsibilities for the oral report, guiding discussion toward clarity and understanding for all involved parties, and ensuring a brief and clear summation;
7. Finalizing the On-Site Verification Report and sending the complete OSVT Report to the MACTE office within five (5) calendar days of the visit ending.

Following the opening conference with program officials to state the purpose of the visit, the OSVT divides its labor. Individual members conduct separate interviews, observe classes, review records, and perform other tasks. The OSVT may come together for working lunches and other meetings as necessary.

8.1 Methods of Verification and Assessment

Verifiers utilize methods of verification and assessment that include observation, examination of documents, and interactions and interviews with certification course participants.

For each characteristic of the institution, verifiers consider these issues and make written notes about relevant concerns:

- Are the Quality Principles and Criteria verified as defined by MACTE? If not, what areas are not verified or verified with error? How can its relationship to the Quality Principles and Criteria be described?
- Does the institution meet the needs of the situations as observed? What difficulties or problems are identified?
- Is there evidence that the characteristic contributes to the overall goal of preparing students to teach successfully according to the Montessori system of education?

9. MODEL SCHEDULE FOR ON-SITE VERIFICATION VISIT

MEETING WITH THE PROGRAM DIRECTOR

Purpose: to allow OSVT members to gain a complete understanding of the program director's perspective, and to ask any questions they have concerning the program.

STRATEGY MEETING OF THE OSVT

Purpose: to enable OSVT members to get acquainted, receive an orientation from the OSVT leader, review the schedule, discuss critical points noted in individual reviews of the Application and *Self-Study*, decide on facilities to be toured, and determine assignment of specific activities to each member.

TOUR OF FACILITIES

Purpose: to familiarize the verifiers with the classroom, practice space, and adjunct areas used by students and staff.

PRELIMINARY CONFERENCE WITH THE PROGRAM DIRECTOR AND ADMINISTRATORS

Purpose: to allow the verifiers to state briefly the purpose of the visit, describe the accreditation process, review the schedule as planned by the program director, and make adjustments as necessary.

INTERVIEWS WITH FACULTY AND FIELD CONSULTANTS

Purpose: to discuss curriculum content, methods, objectives, evaluation systems and outcomes for each certification level.

INTERVIEWS WITH ADULT LEARNERS AND GRADUATES

Purpose: to obtain reactions to all phases of the certification course(s) and outcomes for each certification level applied for through private interviews, without the presence of faculty or administrators.

OBSERVATION OF CLASSES

Purpose: to verify scheduling and resources as described in the Application and *Self-Study*.

TOUR OF PRACTICUM SITES, ADDITIONAL LOCATIONS, TEACHING SITES

Purpose: to survey the quality of student teaching environments of at least a representative sample of practicum sites approved by the program. Distance may be a complicating factor, and the verifiers may have to separate in order to observe the largest possible number of sites. Verifiers may use opportunity to speak with practicum personnel and students in order to assess the quality of their relationship with the program. A minimum of two practicum sites should be visited for each certification course level.

ORAL REPORT: FINAL CONFERENCE

Purpose: to share findings and conclusions contained in the draft report with the program director and other administrative officials.

INDIVIDUAL TASKS

- Review of documentation
Purpose: to verify maintenance of records as described in the *Self-Study* and as required to be available for the OSVT (On-Site Verification documentation requirements listed in Section D of Guide).
- Observation of classes
Purpose: to verify scheduling and resources described in the *Self-Study*.
- Optional: Conference with financial office
Purpose: to review and verify financial information.
- Meeting with program director
Purpose: to clarify and/or obtain additional information.

10. ON-SITE VERIFICATION VISIT INTERVIEW PROCESS

The OSVT should construct questions for interviews based off the material provided within the program’s *Self-Study*. The team should prepare questions for the following interviews:

- Program Faculty/Staff
- Current Adult Learners
- Program Graduates
- Supervising Teachers
- Other: individuals in charge of program finance/operation (if different than director)

The purpose of the interview is to support information provided in the *Self-Study* and used as a verification technique in the On-Site Verification Report. Questions asked in interviews should target specific Quality Principles and Criteria stated in the *Self-Study*. All interview content is to be typed out with the specific responses in the On-Site Verification Report section “Program Interviews”.

MACTE ON-SITE VERIFICATION VISIT INTERVIEWS: SAMPLE QUESTIONS

Program Director Interviews

1. How can this OSVT visit best serve your needs? Do you need consultation or support concerning any specific issues or problems?
2. Are you satisfied with the present results of the certification course(s), such as support by the community, effectiveness of staff, competence of graduates, adequacy of resources, and cooperation of participating practicum sites?
3. What is your projection for the future of the institution (level of expectations, plans for

- development, expansion, or revision)?
4. Have you ever had a formal complaint?
 5. Do you have a process by which you evaluate your faculty?
 6. Describe the process for writing the *Self-Study*. Who was involved?
 7. What happens when a student cannot complete the course in the scheduled time?
 8. What is your admissions process?
 9. Have you ever accepted transfer credits from another teacher education program? How does that work?
 10. Do you have an ethics policy? For staff? For adult learners? What is the policy?
 11. How do you ensure that the adult learner who registers in a distance education course is the same adult learner who participates in and completes the course and receives the academic credit?

Faculty/Staff Interviews

1. What areas do you teach? Do you have adequate materials and consumable items to do your job?
2. Are you satisfied with the present results of the certification course(s)? If not, please explain.
3. How did you come to be part of the teacher education program?
4. What do you look for as signs of a student's excellence or competence?
5. How do you document student learning? How do you evaluate adult learner academic work? Internship?
6. Are you satisfied with your present workload and job definition?
7. Is there a process for evaluating your work? From administration? Adult learners? What is done with adult learner feedback?
8. Are you provided professional support? Do you have opportunities for professional development? What are they?
9. What do you consider to be the strengths of the institution?
10. How does the program follow graduates after they leave the program?
11. In what ways would you like to see the educational program changed or improved?
12. Did you help/have input in the *Self-Study*? Have you read it? Do you understand the relationship between the program and MACTE?

Practicum Supervisor/Coordinator Interviews

1. In what ways do students from the institution appear well prepared?
2. What do you consider to be the greatest strengths of the institution?
3. How do you assess an intern's ability?
4. How do you communicate with supervising teachers? Directors/owners of practicum site schools?
5. In what ways would you like to see the educational program changed or improved?
6. Are you satisfied with the amount of information and direction you receive from the institution about your responsibilities in supervising practicum students?

7. Are you provided professional support? Opportunities for professional development? What are they?
8. What happens when an intern has issues/problems with a supervising director or school? What happens when staff from a school complains about an intern?

Practicum Site Personnel Interviews

1. Are the institution's graduates adequately prepared to teach according to the Montessori method of education? Would you hire them? Why?
2. Do you ever send teachers to this program? Assist with tuition or other financial obligations?
3. Does the program support you? Communicate well with you?
4. What would you do if you were displeased with an intern's performance?
5. Do you have suggestions for improvement?

Adult Learner/Graduate Interviews

List names of adult learners present during interviews

1. Do you know why we (OSVT) are here? Do you know what MACTE is/does?
IF NOT – VERIFIERS ARE TO EXPLAIN
2. When you get finished with this program, what will you be able to teach?
3. What kinds of curriculum are you learning? What does the program teach you to do?
4. What was covered in your Curriculum?
5. Did you receive an adult learner/student handbook? What is in it?
6. Do you feel that the information you get and expectations are communicated to you clearly?
7. Do you have an orientation class?
8. When did you start the program, how long does it take to finish?
9. How many students in your cohort?
10. Have any of you transferred any credit? What did you have to submit?
11. How are you graded? How are you evaluated? How do you know if you are passing?
12. Do you feel that your admissions process and how you receive your credential is explained well?
13. How does the program keep up with your attendance?
14. What happens if you miss more class time than is allowed?
15. What if something traumatic happens? What if you become ill?
16. What are the requirements before you begin your practicum/internship?
17. Are your responsibilities and the policies of the TEP communicated to you clearly and how?
18. Do you know what to do if you enrolled, and, if for some reason you had to drop out, where you would find out if you would get a refund?
19. If you have a problem with an instructor, what happens? What do you do? Maybe someone has been disrespectful or graded you unfairly?

20. What if you were in a class and an instructor presented something that you were pretty sure was erroneous or contrary to Montessori philosophy or methodology? Would you feel comfortable talking to the director? Would he/she listen?
21. Do you evaluate your instructors/courses? How? Do you feel that your feedback is valued/acted on by the faculty?
22. If you knew someone who was thinking about going into Montessori training would you recommend this program? Why?
23. During your practicum, did you feel like you receive the support you needed?
24. Are you employed in a Montessori school? How long?
25. Does the program help you find a job? How?
26. Do you have any suggestions for improvements?

11. PRESENTING THE ORAL ON-SITE VERIFICATION TEAM REPORT

The oral OSVT report is presented to the institution using the rough draft of the written On-Site Verification Report.

The oral report is to be presented by all OSVT members. At the end of the report, program representatives may offer clarifications or corrections, and the report may be modified with the agreement of the OSVT members.

The OSVT Leader then informs the group of the subsequent steps in the accreditation review process:

1. The program director receives a copy of the written OSVT Report within fifteen (15) business days. The report will be sent from the MACTE office. The OSVT neither recommends an accreditation status nor takes action on the status of the applicant reviewed.
2. The chief executive officer and/or program director are required to respond to the OSVT Report in writing by sending the Program Director's Response to the MACTE office. The purpose of this response is to confirm that the OSVT report has been received, to give the program director an opportunity to respond, or to clarify items in the report.
3. Confidentiality surveys entitled "Program Director's Assessment of the On-Site Verification Process" and "Team Member Assessment of the On-Site Verification Process" are emailed to the program director and to each OSVT member by the MACTE staff. It is vital, for purposes of confidentiality that these forms are returned only to the MACTE office. The purpose of these surveys is to provide feedback to the Executive Director and to the MACTE Board concerning the entire accreditation process.

4. Once the On-Site Verification Visit has taken place the program will be placed on the next quarterly MACTE Board Meeting Agenda.
5. The MACTE Board examines all appropriate materials and takes action on the application.
6. The program receives formal notification from the Board regarding a decision within fourteen (14) calendar days of its action.
7. The program has the right to request reconsideration or to appeal if the status granted is denial or revocation of accreditation. The letter informing the program of adverse action includes a description of the reconsideration/appeal process (see Section F of MACTE Guide to Accreditation).

12. THE WRITTEN ON-SITE VERIFICATION TEAM REPORT

The OSVT leader is responsible for completing the written report. The cover sheet contains the signatures and contact information for all team members. Before endorsing the report, each OSVT member reviews it to make sure that:

1. It is legible, clear, accurate, and complete;
2. specific addresses are provided for all locations visited;
3. names of individuals appear only in the lists of those interviewed (titles may appear as necessary, but always in impersonal and objective reference, or for the purpose of commendation);
4. all observations are verifiable and objective;
5. verified status with respect to each Quality Principle is addressed in the space provided, with a detailed explanation of how it was verified;
6. the program's performance with respect to student achievement is assessed.

The On-Site Team Leader sends the original completed report to the MACTE office within five (5) calendar days of the visit. The MACTE office reviews the report, and requests any clarification from the On-Site Verification team. The MACTE office then sends a copy to the program director within fifteen (15) business days of the visit. Within fifteen (15) business days of receipt of the OSVT Report, the program director sends the Program Director's Response (with appropriate supporting documentation, if appropriate) to the MACTE office.

12.1 The On-Site Verification Team Report: Additional Information

1. Use only the official report provided by the MACTE office.
2. All OSVT members sign the report. This is most conveniently done while the team is together at the program; if the report draft is complete at that time, it is acceptable for the team member verifiers to sign the (final) cover sheet while there. OSVT members receive a copy of the report. In the event the final version of the report is different from a team member verifier's understanding or memory of the draft report, the team member sends a written statement to that effect to the OSVT leader and the MACTE office.
3. If the OSVT cannot agree on the content of a particular section(s) of the report, the dissenting member(s) writes a "minority opinion", which is submitted as part of the final report.
4. An evaluation rating of Verified, Verified with Error, and Not Verified and a detailed response **must** be included for every Quality Principle and Criteria listed in the report. The response must contain, as a minimum, the ways in which the OSVT verified the Criterion, including:
 - Citation of page numbers of appropriate documentation (e.g., student handbook, program brochure, etc.);
 - Verification through interviews (e.g., with administrators, faculty, practicum site personnel, students, etc., listing the category);
 - Verification by observation (e.g., of the faculty, model or lab classroom, practicum site classrooms, additional location, teaching sites, etc.);
 - Verification of documentation reviewed in files or posted in the facility.
5. Areas in the program "Not Verified" or "Verified with Error" must relate to specific Quality Principles and Criteria. These are listed in the "Findings of the On-Site Verification Team" section at the end of the report, which the team is required to complete. Areas not verified must be clarified by the OSVT. General comments and suggestions related to areas of partial verification are optional. The OSVT should refrain from offering consultative suggestions unless requested by the program director and staff.
6. Quotes or transcripts of interviews should be included at the end of the On-Site Verification Report in the designated area.

13. CHECKLIST FOR THE ON-SITE VERIFICATION TEAM

OSVT Leader

- When the official date for the visit is set by the MACTE office, contact the program director to confirm dates, agenda, material, etc.
- Prior to the visit review the *Self-Study* (and any other documentation, correspondence, etc.) and on-site visit agenda. Assign primary responsibility for particular areas of the *Self-Study* to the On-Site Verification Team members, as appropriate.

OSVT Members

- Read the Application/*Self-Study* completely, well in advance of the visit.
- Make notes about potential strengths, questions, missing documentation, potential deficiencies, and items to check on with the program director. Use the MACTE office review copy of the *Self-Study* as a way to familiarize yourselves with the program's material prior to the visit.

13.1 The On-Site Verification Visit Agenda

1. Verifier Team meeting (review schedule, discuss critical points, assign specific activities). Make ongoing notes, entering verification information and commendations/concerns on a blank copy of the OSVT Report.
2. Working with the other OSVT members, the On-Site Team Leader completes the MACTE On-Site Verification Report. This is returned to the MACTE office following the visit.
3. Tour of facilities, additional locations, and teaching sites.
4. Preliminary conference with administrators of the program. (see section 9)
5. Meeting with the program director (Identify program director's goals for the visit, request additional information, ask questions to clarify understanding of the program). (see section 9)
6. Interviews with faculty and field supervisors. (see section 9)
7. Interview(s) with students and graduates (confidential sessions with all team members present. Usually done with groups of students/graduates, but may be done with individuals). (see section A.9)
8. Interviews with employers. (see section 9)
9. Review of files and records, including:
 - all documentation required to be available for review by the On-Site Verification Team as listed within the Guide to Accreditation;
 - a random selection of student files and records (for completeness of documents required for admission, evaluations, counseling, advising, transcripts, background checks, etc.) These should be available for at least the previous five (5) years for renewing institutions, and for the length of operation for initial applicants. Grades and clock hour records should be kept permanently;
 - samples of student work and projects;
 - printed handouts distributed to students by the program;

- records of practicum sites and supervisors;
 - all personnel records (transcripts, credentials, employment history/experience, evidence of competence in teaching, educational administration, and curriculum development such as evaluations, letters of recommendation, projects developed or curricula designed, professional development activities within last three (3) years, evaluation, signed agreements, background checks);
 - published advertisements and promotional literature;
 - financial records;
 - files of student complaints/resolutions within the last five (5) years relative to the program's compliance with the MACTE Quality Principles and Criteria;
 - results of program and student assessments (documentation of test results, surveys, and other assessment measures as required) inclusive of completed academic phase assessment evaluations and completed practicum phase assessment evaluations listed in requirements 2.3, 2.4 and 2.10 (see Guide to Accreditation);
 - review of on-site documentation (e.g., posted licenses, original copies of approval by state postsecondary review agency, incorporation/registration, state approved articles or bylaws, as appropriate).
10. Observation of class sessions for each certification course verified.
 11. Visits to student teaching sites and interviews with site personnel.
 12. Optional conference with financial officer (to review/verify financial information).
 13. OSVT meeting, in private, to prepare oral report and draft of written On-Site Verification Report.
 14. Oral Report: sharing findings and conclusions with director (and other officials at director's option).

Important Note: When required documents are not immediately available to the On-Site Verification Team at the program visit, they must be made available within twenty-four (24) hours of the team's request while on-site.

13.2 After the On-Site Verification Visit

1. The On-Site Verification Visit Team Leader finalizes the written report and, within five (5) calendar days of the visit, emails the completed On-Site Verification Report to the MACTE office and other team members.
2. The MACTE office reviews and sends the On-Site Verification Report to the program director within fifteen (15) business days of the visit.
3. The On-Site Verification Visit Team Leader sends the completed documentation to the MACTE office.

4. The program director responds to the On-Site Report within fifteen (15) business days of receipt of report using the Program Director's Response form. The purpose of this response is to confirm that the report has been received, and to give the director the opportunity to respond to, or clarify items addressed in the report.
5. MACTE sends On-Site Verification Visit Assessment forms to the program director and On-Site Verification Team.
6. The complete *Self-Study*, Staff Analysis, On-Site Verification Report and Program Director's Response are sent to two (2) MACTE Board members for a final review and recommendation to the MACTE Board for deliberation and final motion for accreditation.