



Program Liaison Guide

Council for Accreditation of Counseling and Related Educational Programs (CACREP)

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Welcome

CACREP is grateful to you for agreeing to serve as the Program Liaison for the Counseling program(s) at your institution. As the Liaison, you are the primary point of contact between your program and the CACREP office. The relationship between Liaison and CACREP is one of a collaborative partnership and of a two-way sharing of information.

Welcome to the CACREP Program Liaison Guide. This Guide is prepared:

- to help you carry out your role and responsibilities effectively,
- to direct you to the resources available to you, and
- to be a valuable reference for seeking and maintaining CACREP accreditation.

Mission

The mission of CACREP is to promote the professional competence of counseling and related practitioners through the

1. Development of preparation standards
2. Encouragement of excellence in program development
3. Accreditation of professional preparation programs

Vision

The vision of CACREP is to provide leadership and to promote excellence in professional preparation through the accreditation of Counseling and related educational programs. As an accrediting body, CACREP is committed to the development of standards and procedures that reflect the needs of a dynamic, diverse, and complex society. CACREP is dedicated to

1. encouraging and promoting the continuing development and improvement of preparation programs; and
2. preparing Counseling and related professionals to provide services consistent with the ideal of optimal human development.

CACREP maintains collaborative relationships with other groups that focus on accreditation, licensing, certification, and the professional development of counselors and related practitioners.

Program Liaison Role and Responsibility

The definition and expectations of the role and responsibilities of the Program Liaison can be found on the [CACREP website](#). Your responsibilities include:

- serving as the primary point of contact between the program and CACREP office, you will be the conduit for information from CACREP to your program faculty and program administrator, and institutional personnel as appropriate,
- serving as the conduit for information from your program faculty and program administrator, and institutional personnel to CACREP,
- coordinating the development of the Self-Study Report (SSR) when seeking initial accreditation or re-affirmation of accreditation and/or adding a program,
- coordinate and facilitate the Site Visit which is a step in the accreditation review process,
- monitoring due dates of mandatory reports and fees, and ensure a timely submission of these reports and fees to remain in good standing with your accreditation,
- maintaining currency of all contact information by completing the *People- Confirm or Update Designated Roles* form in the AMS when there is a Program Liaison change.
- ensuring the completion of the Vital Statistics survey each year, including submitting the URL for the program outcomes link, and
- maintaining the Program Description section of the CACREP online Directory.

Sources of CACREP Communications

CACREP's primary mode of communication is digital, therefore, you need to please ensure that the following email addresses are whitelisted by your institution:

- ✓ Emails from the @cacrep.org domain
cacrep@cacrep.org – this is the CACREP email address from which you will receive notifications, billing invoices, and news updates.
- ✓ **noreply@qemailserver.com** – this is the Qualtrics platform from which you will receive the annual Vital Statistics Survey and all other surveys that CACREP is conducting.
- ✓ **cacrep@cacrep.ccsend.com** – this is the Constant Contact messaging platform from which you will receive the CACREP Monthly Bulletin and time sensitive communications and announcements.
- ✓ **noreply@edvera.com** or **cacrep@edvera.com** – these are the emails for the Accreditation Management System (AMS). You will get emails from the AMS when resetting your password as well as notifications from the system.

Whitelisting these addresses will ensure that you receive all communications from CACREP and do not miss important information.



CACREP Staff Communications

You will receive communications from various staff members from the addresses that you have been asked to whitelist at different times of the year and at different points in your accreditation cycle.

Key Contacts:

Accreditation Team, staffsupport@cacrep.org for accreditation review questions and accreditation reports.

Heidi Campbell, Accounting and Operations Associate, hcampbell@cacrep.org for billing.

Vivian Gray, Accreditation and Technology Systems Coordinator, vgray@cacrep.org for Accreditation Management System (AMS).

Jenny Gunderman, Chief Operating Officer, jgunderman@cacrep.org for Directory of Programs.

Gwen Roman, Communications Specialist at groman@cacrep.org for CACREP Bulletin, Announcements, and Resource Wall.

Shantae Watkins, Site Visit Coordinator at swatkins@cacrep.org for site visit process.

Pre-applicant program – a program that is developing its first Self-Study Report (SSR)

When you submit the Pre-applicant Form for access to the AMS:

1. You will receive an email from CACREP with an invoice if a fee was not submitted with the Pre-Application Form. For all billing questions, you may contact Heidi Campbell.
2. Once payment has been received, an initial institution profile will be created in the AMS, and you will receive a welcome email with instructions on how to log in. For questions about navigating the AMS, you may contact Vivian Gray.
3. You will be added to the mailing list to receive the CACREP Monthly Bulletin on or about the 15th of every month. This Bulletin includes announcements, news items, and alerts to keep you up-to-date with what's going on at CACREP. Please freely disseminate this information to your colleagues and stakeholders. For questions about the Bulletin, you may contact Gwen Roman.

New Applicant program – a program that is not yet accredited but has submitted an application for accreditation, a Self-Study Report (SSR), and application fee now has “New Applicant” status

When you submit your SSR packet:

1. You will need to submit the remaining balance of the application fee. To request an invoice and for all billing questions, you may contact Heidi Campbell.
2. You already have access to the AMS. For questions about navigating the AMS, you may contact Vivian Gray.
3. You are already on the list to receive the CACREP Monthly Bulletin. For questions about the Bulletin, you may contact Gwen Roman.

4. For questions about accreditation reports, you may contact the Accreditation Team by emailing staffsupport@cacrep.org or by calling our office at 703 535 5990.
5. Once your SSR, application, and full application fee have been received, your SSR will undergo a preliminary review to check whether all documentation requirements (as outlined in the CACREP Standards Guidance Document) have been addressed. Staff will send feedback to the liaison, and you will have an opportunity to provide any documentation identified as missing.
6. Following completion of the preliminary review process, a desk review will commence. The desk review involves multiple reviewers and is intended to identify areas in the SSR where responses to standards may require additional clarification or documentation. Desk review feedback will be compiled by staff and sent to the program liaison.
7. As part of the desk review process, a program may be required to submit an addendum to the SSR to address notes provided in the initial round of feedback. The addendum must be completed and submitted using the AMS. Feedback on the addendum will also be compiled by staff and sent to the program liaison.
8. If the desk review process results in a recommendation to move forward with a site visit—either after initial review of the SSR or after review of a required addendum—a program may respond to notes arising from the review of the SSR or addendum. This response would also be considered an addendum but would be used to facilitate a site team’s review and would not result in notes relayed from CACREP staff.
9. For any accreditation-related questions, including questions during the accreditation desk review process, contact the Accreditation Team at staffsupport@cacrep.org.
10. Once approved for a Site Visit, you will receive a Site Visit Planning Packet, which includes a Site Visit Invoice, directing you on next steps. You will also receive either a Virtual Site Visit Manual or an In-Person Site Visit Guide depending on the type for which your institution is approved. For billing questions, contact Heidi Campbell. For site visit process contact Shantae Watkins.
11. Once you return the completed Site Visit Planning packet, planning for your site visit will commence. If you have any questions about the site visit process contact Shantae Watkins.
12. Your institution and specialized practice area(s) will be listed in CACREP’s Directory as “In-Process”. You cannot update Program Descriptions to update information in the Directory and will not have access to the Resource Wall.

Initially accredited program – a program that is granted accreditation for the first time
When you are granted accreditation by the CACREP Board:

1. You will receive an email from CACREP with a pro-rated Annual Fee invoice. For all billing questions, you may contact Heidi Campbell.

2. You will receive a welcome email with login credentials for the Directory on the website, and the Resource Wall. For questions about the Directory, contact Jenny Gunderman. For questions about the Resource Wall contact Gwen Roman.
3. You are encouraged to use the CACREP Certification Mark on your website and promotional materials. Please contact Gwen Roman, Communications Specialist at groman@cacrep.org to receive the graphics files.
4. You already have access to the AMS. For questions about navigating the AMS, contact Vivian Gray, the Accreditation and Technology Systems Coordinator.
5. You are already on the list to receive the CACREP Monthly Bulletin. For questions about the Bulletin, contact Gwen Roman.

Currently accredited program – a program that holds accreditation

1. You already have access to the AMS. For questions about navigating the AMS, contact Vivian Gray.
2. You are already on the list to receive the CACREP Monthly Bulletin. For questions about the Bulletin, contact Gwen Roman.
3. You will receive an invoice for your Annual Fee on or about April 15th each year with a due date of September 15th. For all billing questions, contact Heidi Campbell.
4. You will receive a memo for completing the Vital Statistics Survey on or about September 1st each year with a due date of December 15th. For all Survey questions, contact the CACREP Office at cacrep@cacrep.org.
5. You need to maintain the currency of all contact information in the AMS. For any accreditation-related questions, including questions during the accreditation desk review process, contact the Accreditation Team.
6. You need to pay attention to report due dates in the AMS under Report Due and Received Dates on your program dashboard.
7. If a new liaison takes on the role during your accreditation cycle, the new liaison will receive a welcome email from our Accreditation Team directing them to available resources and calling attention to upcoming reports

CACREP Electronic Information Systems

CACREP maintains multiple electronic information and database systems that are primarily accessible to the Program Liaison. The Program Liaison may share access directly with faculty and administrators for some systems while for others, a request for access needs to be submitted to CACREP.

Accreditation Management System (AMS)

The Accreditation Management System (AMS) is the platform that CACREP uses to maintain each program's accreditation record and facilitate the accreditation review process. The AMS may be accessed through the CACREP website. Each Program Liaison will need to set up a password when logging in for the first time.



Sign in

Email address

Password

☐ Remember me

[Forgot your password?](#)

Sign in

Powered by **EDvera**

In the AMS, Program Liaisons are able to view their institution's accreditation record, track due dates, and coordinate the timely submission of all mandatory reports. Further details about function and use of the AMS can be found in the [AMS Manual for Program Liaisons](#). Each user of the AMS has their own unique login (i.e. Program Liaisons, Department Chair, Dean, and President).

Website

The CACREP website contains the Directory of Programs and the Resource Wall.

- The Directory is the public listing of CACREP programs. Each Liaison is provided with login information and has the ability to update the program description field in the Directory.

Program Info

Program History

- The Resource Wall, accessible to accredited programs, is a benefit to CACREP-accredited. This site provides resources categorized by:
- *Accreditation Resources* is a repository of accreditation-related information that is relevant specific to CACREP standards and policies.
 - *Advocacy By CACREP* lists by, federal and state, letters that have been written by CACREP either in support of or in opposition to legislation that impacts counselor education or license to practice.
 - *CACREP Perspectives* provides insights on current issues in accreditation and higher education.
 - *Instructional Resources* includes short videos and PowerPoints that can be downloaded for use in Master's and Doctoral courses.
 - *Grants* lists the availability of federal, private, and CACREP grants.
 - *Program Liaison Support* has practical information to orient and support Program Liaisons to their role and the use of CACREP information systems.

While it is the Program Liaison who is provided with the login access to the Resource Wall, you are encouraged to share the login information with your faculty so that they may access all the available resources.

