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2022

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CSWE 68th Annual
Program Meeting
November 10-13 | Anaheim, CA



Demystifying the Accreditation Process

*Exploring the Who, What, When, Where, and Why
of Social Work Accreditation
for Baccalaureate and Master's Social Work Programs*

Hosted by: CSWE's Department of Social Work Accreditation

Saturday, November 12, 2022 | 10:45-11:45pm PT |
Huntington A / 4th Floor (Concourse Level)



Disclaimer

Similar to accredited programs, the Commission on Accreditation (COA) and accreditation staff engage in continuous quality improvement efforts. This translates to clarifications and enhancements to policies, procedures, interpretations, requirements, and resources.

Content in this presentation is subject to updates!

Always check the cswe.org website or contact staff as CSWE's Department of Social Work Accreditation is the sole source of official accreditation information.

Housekeeping

- This slide deck will be available for download at:
<https://www.cswe.org/accreditation/training/accreditation-powerpoints/>
- There will be limited time for Q&A at the end of the presentation
- Primary contacts may connect with your program's assigned accreditation specialist for follow up post-presentation as needed; DOSWA offers services year-round!
- We encourage self-care during this session!
 - If you need to take a break, step away, stretch, or get a snack, know that resources will be available post-conference on the CSWE website.

Session Purpose & Goals

Purpose: Explore the who, what, when, where, and why of social work accreditation.

Goal #1: Clarify the most common accreditation processes.

Goal #2: Share how to access and utilize accreditation services and resources – and identify programs' responsibilities.

Goal #3: Provide guidance and recommendations to prepare your programs to successfully meet your accreditation goals.

Agenda

Purpose & Framing of Accreditation

COA & DOSWA Scope of Work

Types of Accreditation
Processes

Top 10 Tips &
Myth Busting

Q&A

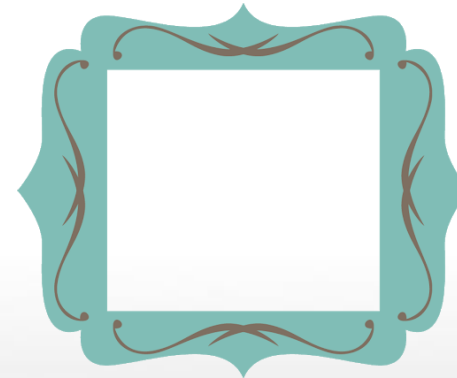


What is the purpose of accreditation?

Accreditation is a system of peer-review for recognizing educational institutions and professional programs affiliated with those institutions as having a level of performance, integrity, and quality that entitles them to the confidence of the educational community and the public they serve.

The purposes of accreditation are:

- quality assurance
- academic improvement
- professional preparation
- public accountability



Why engage in accreditation?

- Accreditation is an elective and self-driven peer-review process.
- Evaluates educational programs' ability to meet / comply with established expectations for academic quality.
- A social work degree from a CSWE-COA-accredited program positions graduates for:
 - Social work practice / employment
 - Licensure
 - Advanced standing admission into master's social work programs

Types of Accreditation

Regional Accreditors: Accredit institutions

- [CHEA Directories](#)

Programmatic Accreditors: Accredit professional degree programs

- CSWE's Commission on Accreditation (COA) accredits social work programs
- [Directory of Accredited Programs](#)

CHEA Recognition

CSWE-COA is recognized by the Council on Higher Education Accreditation ([CHEA](#)) to accredit social work education programs in the United States and its territories.

CHEA recognition includes:

- 10-year re-recognition reviews;
- Interim reports;
- Maintaining recognition based on a set of policies and standards; and
- Production and submission of a self-study.

Accreditation by the Numbers

- **538** accredited baccalaureate social work programs
- **313** accredited master's social work programs
- **4** accredited post-master's social work fellowship programs
- **16** baccalaureate social work programs in candidacy
- **29** master's social work programs in candidacy
- **6** baccalaureate social work programs in pre-candidacy
- **7** master's social work programs in pre-candidacy
- = **913** programs served

Who is responsible for accreditation reviews?

- CSWE-COA is the only accrediting body for social work education in the US and territories.
- Sole and final arbiter of compliance.
- 30 volunteers that diligently execute a peer-review process that is fair, impartial, and objective.
- *Peers*: Full-time faculty or administrator in an accredited social work program.
- *Public member*: Practitioner or individual typically from other disciplines.

Current 2022 EPAS Resources

- Begin planning your program's transition to the new EPAS, with:
 - 2022 EPAS
 - Implementation timeline
 - Glossary of key terms
 - Anti-racism, Diversity, Equity, and Inclusion (ADEI) information
 - FAQs
 - Includes list of major changes between the 2015 EPAS and 2022 EPAS?
 - Candidacy Benchmark Grid
- Visit cswe.org/2022EPAS to learn more

2022 EPAS Accreditation Toolkit & Training

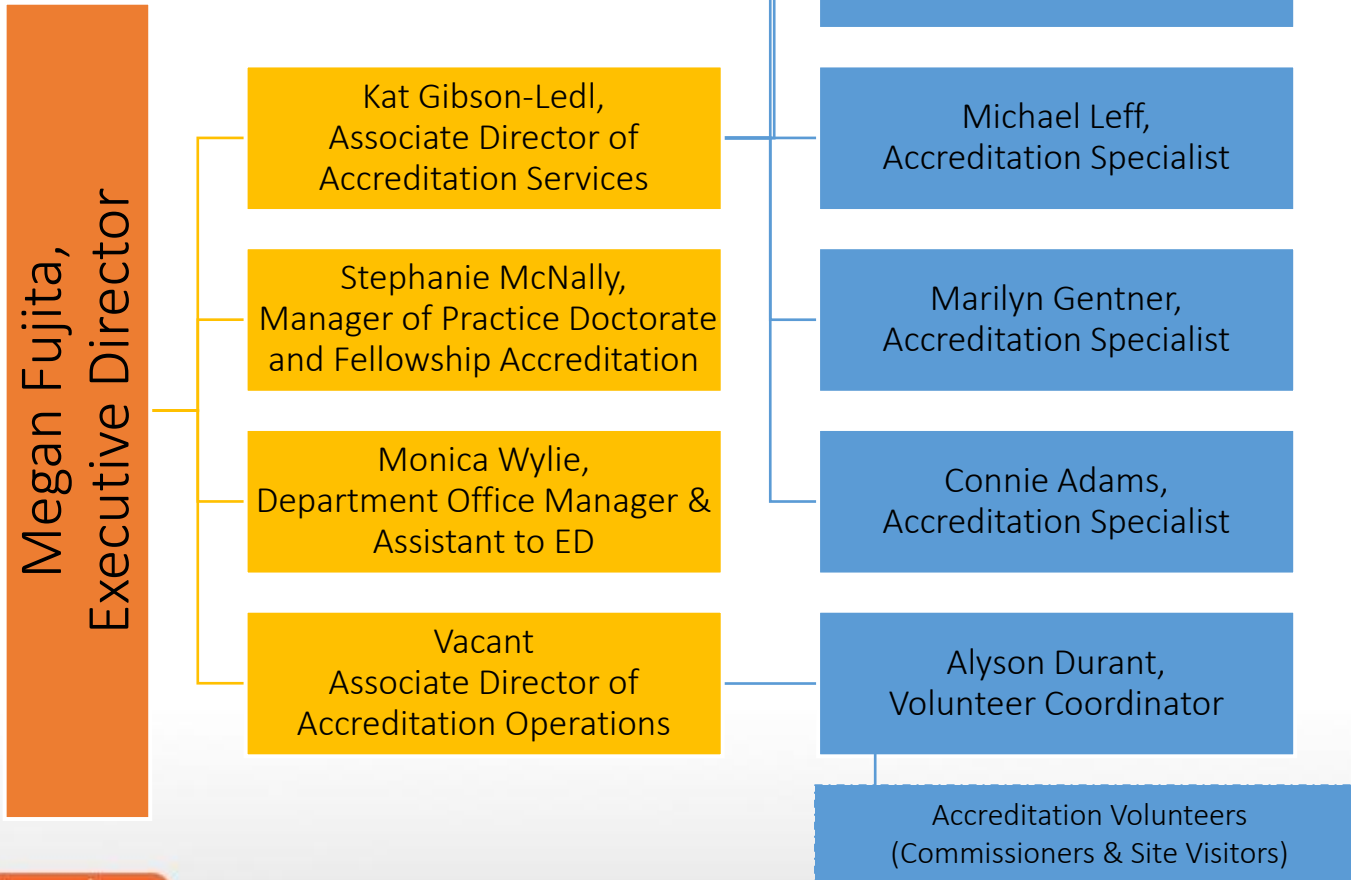
- Coming December 2022!
- Interpretation Guide
- Required Self-study & Benchmark Templates
- Required Forms & Samples
- Substantive Change Proposal Template
- Eligibility Applications
- Accreditation training coming spring 2023!

Connect with CSWE as we continue the essential work of educating the next generation of social workers guided by EPAS that align with our [mission, goals, and values.](#)

Hello.

Department of Social Work Accreditation (DOSWA)

*Meet the accreditation
team!*



DOSWA Scope of Work

- The DOSWA staff liaise between the COA and the program, providing services, education and training opportunities, communicating accreditation policies, procedures, and interpretations, and furnishing COA decision letters to programs.
- Active external engagement with:
 - Council for Higher Education Accreditation ([CHEA](#))
 - Association of Specialized and Professional Accreditors ([ASPA](#))
 - National Advisory Committee on Institutional Quality and Integrity ([NACIQI](#))

DOSWA Scope of Work

- Offers year-round accreditation services.
 - Consultations via email, phone, and video chat (Zoom).
 - Trainings, webinars, and presentations on a variety of accreditation-related topics.
 - Onsite offerings at professional conferences.
- Services provided with social work values; unique lens in the accreditation field.
- The COA is the sole and final arbiter of compliance.
- Social work programs are responsible for implementing, demonstrating, and maintaining compliance with the current set of standards.

A Day in the Life of an Accreditation Specialist

- Each program is assigned to 1 of 5 accreditation specialists.
- On any given day specialists may be:
 - Consulting with social work programs via email, phone, and video chat.
 - Responding to public inquiries from students, faculty, administrators, practitioners, employers, licensing boards, and more.
 - Engaging in COA meeting prep, facilitation, or post-meeting distribution of decision letters.
 - Walking programs or visitors through a decision letter and each citation.
 - Training commissioners, visitors, or social work programs.
 - Creating and maintaining resources.
- Specialists do not review documents nor provide verbal or written feedback on accreditation materials.

Collaborative Partnership

- DOSWA and COA have a collaborative partnership.
- Specialists provide 1:1 support to programs.
- Staff liaise between COA and programs to facilitate the accreditation process.
- When specialists deliver decisions and news, it is to communicate on behalf of the COA as the sole and final decision-making authority rests with the regulatory body, not staff.

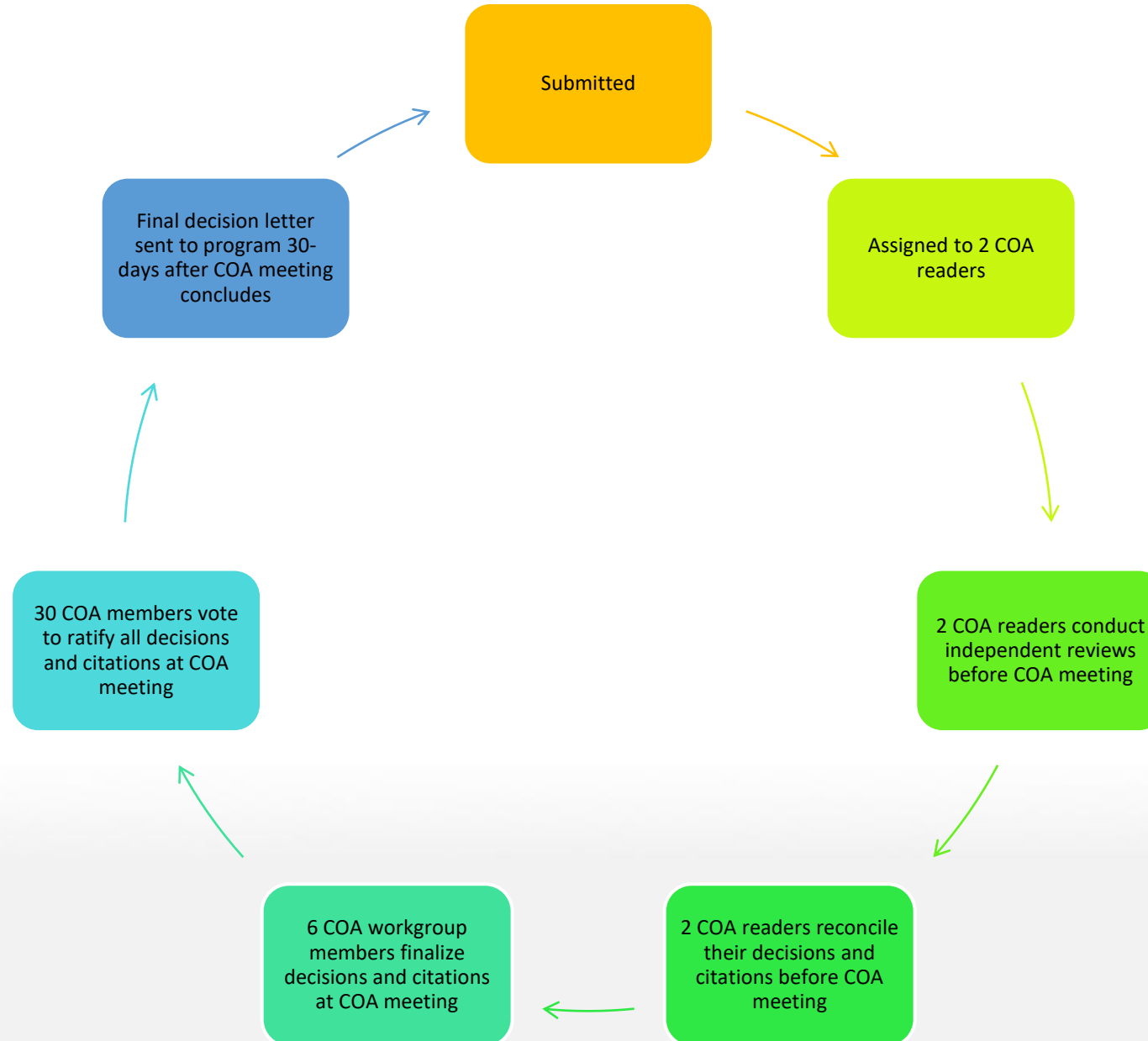
What accreditation resources are available?

- [2015 EPAS & Glossary](#)
- [2015 EPAS Interpretation Guide](#)
- [2015 EPAS Handbook](#)
- [Reaffirmation & Candidacy Training](#)
- [Accreditation PowerPoints](#)
 - **Topics:** Pre-Candidacy, Navigating Accreditation-related Program Changes, Demystifying the Accreditation Process, Assessment, Frequently Cited Standards, Accreditation Services Orientation, Writing an Accreditation Document, etc.
- [Accreditation Resources](#)
 - Eligibility Applications, Review Briefs, required forms, timetables, fee info, waivers, postponements, program changes, sample curriculum matrices, sample assessment reporting format, etc.
- [Reaffirmation Self-Study & Candidacy Benchmarks Volume 1 Optional Templates](#)
- [Formatting & Submission Requirements](#) | **Accreditation is paperless!**
- [Site Visit Information](#)
 - Sample LOI, sample Site Visit Agenda, general questions bank, etc.
- [COA Decisions](#)
- [Directory of Accredited Programs](#)

What are the common accreditation processes?

- [Reaffirmation](#)
- [Candidacy](#)
- [Program changes](#)
 - Notification of changes that may impact program compliance with the EPAS
 - Database / [directory listing](#) updates
 - Substantive Change Proposals
- [Annual collection of website hyperlinks to program assessment outcome reports](#)
 - Must have competency-based student learning outcomes / data posted on the social work program's website that were collected within 2-years at all times

Life Cycle of an Accreditation Document



Framing the Accreditation Process

- Peer-review
 - Based on integrity and trust
 - Not investigative or “gotcha!” approach
- Volunteer-led
- Self-evaluation (i.e., self-study)
 - Programs document compliance with the accreditation standards
 - Process promotes program self-reflection and data-informed decision-making about the quality of the education provided
 - Helpful, strategic, and reflective rather than a hurdle
- Multi-phased to provide due process
- Accountability via minimum compliance with the EPAS

What is minimum compliance?

- Considered the quality threshold.
- COA reviews programs through “minimum compliance” lens.
- Staff also train programs to set goals for minimum compliance requirements using the EPAS, Interpretation Guide, and other COA-sanctioned materials.
- This means that programs are welcome to go above and beyond minimum compliance or incorporate best-practices as long as the program is meeting the minimum requirements of the standard.
- Programs have the flexibility to craft excellent educational experiences that exceed the EPAS minimum requirements!
 - No 2 programs are the same.
- CSWE-COA sets the floor via the EPAS; programs set the ceiling!

Review Framework: Service & Trust

- Rooted in shared commitment and service to the profession
- Assume positive or neutral intent
- Trust programs are learning, applying, adjusting, and continuously improving their educational offerings and environment
- Trust programs are open to questions
- Trust program want to educate to the best of their ability daily and excel in this process
- Trust the collaborative spirit as COA, DOSWA staff, and programs share a goal of ensuring quality social work education

Accreditation as a Process

The process expands beyond quality control. Accreditation is a developmental, reflective, and renewal process by which program stakeholders craft educational experiences to prepare competent social work practitioners. While accreditation is reviewed at periodic intervals, programs are expected to maintain compliance between review cycles.

- Accreditation can be an impetus for:
 - Data-informed decision-making
 - Innovation
 - Quality improvement
- Accreditation is not a one-time event.



Accreditation as a Team Effort

- Encourage all administrators, full-time and part-time faculty, staff, students, field instructors, board members and other relevant program stakeholders to understand and actively participate in the accreditation process.
- Continuous accreditation efforts, including periodic reaffirmation reviews, are owned by and affect the entire program.
- Team-based approaches are highly recommended.
- Match team members by strengths and/or expertise.
- Optional Tool: [Self-Study/Benchmark Team Approach Grid](#)



Guidance for Successful Accreditation Reviews

Learn and understand the EPAS and factual interpretations

Apply accreditation knowledge to renew program operations or retool, update, or change as needed

Evaluate the program's alignment with the EPAS via writing the self-study or benchmark document

Set realistic expectations by understanding potential COA decision types and be open to COA's clarifying questions

Continuously utilize accreditation resources and services to bridge gaps in knowledge deepen comprehension of the EPAS and accreditation processes

Reaffirmation Self-study Candidacy Benchmarks

- Tell your program's story
- Technical evaluative report; documenting compliance with the accreditation standards
- Write very clearly and concisely
 - COA cannot assume anything
 - General / vague responses may prompt clarifying questions from COA
 - Excessive narrative can accidentally bury the required compliance documentation
- Use subheadings

Reaffirmation Self-study Candidacy Benchmarks

- Use the language in the standard in your responses
- Employ one final editor to give the document one cohesive voice
- Most common reasons for a citation:
 - Failing to address the COA's official interpretation of the standard (vs. the program's assumed interpretation)
 - Failing to clearly address one or more elements of the standard
 - Failing to explicitly address each program option in response to each standard

Maintaining Compliance Between Review Cycles

- 8-year review cycles with no interim reports
 - Asking the COA to issue reasonable assurance to the public and constituents that the program is providing quality social work education for almost the next decade
- Update assessment of competency-based student learning outcomes minimally every 2 years via required Form AS 4 B/M
- Self-report issues that may impact compliance with the EPAS, database updates, and substantive changes per policy 1.2.4 in the [EPAS Handbook](#)
- Review the program changes policy or discuss any planned changes with your program's accreditation specialist if you are unsure whether such changes impact accreditation
- Programs are not static and continuous quality improvement processes are encouraged including creativity, innovation, and pilots

Top 10 Tips

#1

Focus on preparation and proactive approaches to avoid citations and adverse actions.

Top 10 Tips

#2

Begin the process 2-3 years in advance of submission of the self-study / benchmark document.

- Layers / levels of approvals may be needed for changes including:
 - Program (faculty, committees, etc.)
 - Institution (faculty governance, boards, etc.)
 - Regional accreditor
 - State-based higher education authority (e.g., higher education board)

Top 10 Tips

#3

Form a team and establish your process, roles, and timeline.

Top 10 Tips

#4

Do not rely on your own interpretations. The COA has published theirs! Use the *Interpretation Guide*.

Top 10 Tips

#5

Understand “program options” and their implications in the accreditation process.

- Structured pathways to degree completion
- In-person / Face-to-Face / Traditional
 - Main / Primary Campus
 - Branch / Satellite Campus
- Distance Education
 - Online
 - Broadcast Site
 - Correspondence

Top 10 Tips

#6

Engage in CSWE accreditation services such as trainings, webinars, year-round consultations, and onsite offerings at professional conferences.

- Individual or group consults available via email, phone, or Zoom video chat
- Accreditation staff can meet with teams, committees, and even your full faculty

Top 10 Tips

#7

Trust the process.

- Use the available tools, resources, and your academic skills to engage in this work.
- **Metaphor:**
 - COA and the DOSWA staff have provided the “syllabus” and “rubric” (e.g., EPAS, Interpretation Guide, optional templates, policies, formatting and submission requirements, etc.).
 - The program produces the “paper” (i.e., self-study / benchmark) according to the provided “syllabus and rubric.”

Top 10 Tips

#8

Don't rely on external samples and information.

- While social work programs are welcome to share self-study / benchmark documents amongst themselves, this does not mean that the review process / outcomes will be the same for a program borrowing or utilizing content from another previously reviewed program.
- The spirit of the self-study is to study the program rather than replicate other program's approaches to pass a review.
- Replication of materials can make it falsely appear that there is only one way to meet a standard, making social work education appear more rigid. The EPAS promotes many areas of flexibility to capture each program's unique context.
- DOSWA offers optional templates to remove the stress of formatting, the content / narrative is all that remains the program to input!
- While programs may collaborate, share documents, adapt or adopt other program models; there is no one-size-fits-all for social work education. Others' self-studies should not be viewed as a template or only option for fulfilling / operationalizing the standards.

Top 10 Tips

#9

Check with accreditation staff before thinking your program "isn't allowed" to do something.

- There are very few standards that speak to what a program can't do.
- Rather, standards primarily ensure that you have a policy, procedures, criteria, process, or mechanism; not what the content is.
- Operations, offerings, polices, procedures and other programmatic elements may be more traditional or innovative.
- Some examples will be provided in our next myth busting section!

Top 10 Tips

#10

Celebrate and recognize your work in ensuring quality and excellence in preparing social work practitioners!

- Each phase of this process is intended to enhance and renew the social work education programs you work so thoughtfully and diligently to (em)power year-round.
- Take moments to celebrate progress, recognize contributors, and reward your team for their ability to both map the big picture and document the details.

Accreditation Myth Busting

Myth: CSWE or COA has opinions.

- COA develops and follows policies and procedures consistently.
- COA evaluates programs consistently according to the accreditation standards.
- DOSWA staff offer consultation based on COA policies, procedures, and standards.
- DOSWA and COA work diligently to document and disseminate transparent accreditation information.
- Opinions are subjective and do not align with the intent and purpose of the accreditation process; thus, the COA and DOSWA engage in objective evaluative processes based on clear criteria.

Accreditation Myth Busting

Myth: COA changes interpretations frequently and compliance is a moving target.

- Interpretations are clarifications and codifications.
- Changes to interpretations are rare. When changes are made it is typically providing more flexibility versus rigidity.
- COA is sensitive and responsive to the ever-changing landscapes in higher education and the social work profession in order to ensure that social work education programs can best prepare competent practitioners.
- Update the *Interpretation Guide* 3x annually and highlight most recent info.

Accreditation Myth Busting

Myth: Asking an accrediting organization for help alerts it that the program should be placed on unofficial watch for future scrutiny.

- Accrediting organizations welcome questions from programs that pay for their expertise!
- The DOSWA team roles focus upon:
 - Liaising between programs and the COA
 - Providing expert consultation, education, resources, and referrals
- Program's primary contact may request a customized letter via email from the program's accreditation specialist clarifying EPAS and accreditation requirements.

Accreditation Myth Busting

Myth: Commissioner / site visitors are investigators.

- Visitors operate under the authority and jurisdiction of the COA.
- The visitor's role is that of information gatherer; visitors do not determine compliance nor select a decision type.
- The COA is the sole arbiter of compliance.
- Site visitors do not provide feedback, opinions, advice, recommendations, nor instructions to the program.
- Site visitors are bound by the Letter of Instruction (LOI), which summarizes their role, scope, and boundaries.

Accreditation Myth Busting

Myth: CSWE offers a list of external consultants.

- The use of external consultants is not recommended nor endorsed by CSWE, COA, and DOSWA.
- Any external consultants are at the discretion of the program and CSWE is not responsible for their services, nor can their advice be guaranteed or verified to be accurate.
- The COA and DOSWA are the sole sources of official accreditation information.
- Accreditation fees pay accreditation staff to provide consultation to programs!

Accreditation Myth Busting

Myth: Programs realign with the EPAS every 8-years.

- Accreditation is a continuous quality improvement process.
- While reviews occur every 8-years, programs are responsible for upholding the standards perpetually.
- To maintain compliance, DOSWA staff advise building reflection points into your program's strategic planning process, cyclical events (e.g., retreats), and attending accreditation events or visiting our web-based resources.

Closing

CSWE, commissioners, and social work programs share the same goal / commitment:

Ensuring quality social work education and competent social work practitioners.

Call to Action:

Engage with accreditation processes and CSWE services to best meet your accreditation goals and ensure an excellent and engaging educational experience.

We love to hear from you and collaborate with you!

Q & A

What questions do you have for the accreditation team?

Appendix A: Bonus Content

Accreditation by the Numbers

- **150** programs reviewed by COA annually
- **200** active site visitors
- **130** site visits per year
- **30** commissioners
- **75** commissioner visits per year
- **20+** educational offerings per year (trainings, webinars, & presentations)
- **3** newsletters sent annually after each COA meeting

Popular Terms

- **Commission on Accreditation (COA):** The sole accrediting body for social work education in the US and territories; a commission under CSWE's shared governance structure.
- **Reaffirmation:** The 8-year regularly scheduled multi-step peer-review process to reaffirm or reaccredit social work programs.
- **Candidacy:** The multi-step peer-review process for new or existing social work programs seeking initial accreditation. The process is based on achieving compliance through 3 phased benchmarks, culminating in an initial accreditation self-study and decision.
- **EPAS:** The Educational Policy and Accreditation Standards is the official published document by which the CSWE-COA evaluates baccalaureate and master's programs and bases their compliance decisions upon.

Types of Documents

- ***Self-Study, Benchmarks*** – Program’s documentation / evidence of compliance after self-evaluative processes.
- ***Commission / Site Visit Report*** – Findings from discussion / dialogue about program’s plan for compliance. Visitors do not determine compliance. They collect clarifying information, verify facts, and summarize objective findings.
- ***Program Response*** – Program’s documentation / evidence of compliance following a visit. Program has final word / opportunity to demonstrate compliance to the commission.
- ***Reports*** – Program’s documentation / evidence of compliance typically following the COA’s decision. These include progress reports and restoration reports.
- ***Substantive Change Proposals*** – Program’s plan for compliance when proposing a significant change to the program such as a new location-based or online program option.

Interested in becoming a CSWE site visitor for 2022 EPAS?

Must be a full- or part-time faculty member at a CSWE-accredited program with at least 3 years of teaching experience.

Meet the qualifications and interested in volunteering? Contact Alyson Durant at adurant@cswe.org to learn more.

Interested in becoming a Commissioner?

Calls for applications for commissions and councils are sent to all CSWE members each spring.

¡Se buscan voluntarios bilingües (inglés y español)! CSWE is actively recruiting site visitors and commissioners with Spanish fluency and/or Professional Practice Doctoral Program experience.

Applicants must have completed at least 3 site visits under the 2015 EPAS in order to be appointed to the Commission.

Meet the qualifications and interested in volunteering? Contact Alyson Durant at adurant@cswe.org to learn more.

COA Qualifications & Appointment

- Full-time faculty member or administrator at a CSWE-accredited social work program.
- A minimum of 5-years teaching and / or practice experience.
- Recent experience as a CSWE site visitor; conducted at least 3 site visits under the 2015 EPAS.
- Maintain active CSWE membership by [linking to their program's membership](#).
- Appointed by CSWE Board of Directors.
- Serve a 3-year term with the option to reapply for a 2nd term.

COA Scope of Work

- Attend 3 meetings annually: each February, June, and October.
- Review 30-40 program accreditation documents electronically annually.
- Conduct 3 commission visits for pre-candidacy and candidacy programs annually.
- Serve on standing or ad hoc committees.
- Participate in discussions and decision-making about social work education accreditation.
- Vote to create, change, or eliminate accreditation processes.
- Responsible for updating and interpreting accreditation standards.

EPAS Development Process

- COA and the Commission on Educational Policy (COEP) recently reviewed and revised the 2022 EPAS.
- EPAS are updated at periodic intervals, historically every 7 years.
- Requirement by the Council on Higher Education Accreditation (CHEA) (COA's recognition body).
- 2015 EPAS and 2022 EPAS for baccalaureate and master's programs involved a 5-year process with drafts issued for public review and comment.

EPAS Development Process

- EPAS are informed by program and public feedback, research / data, as well as environmental scanning in higher education, social work, and accreditation.
- Most recent set of EPAS for baccalaureate and master's programs were released on July 15, 2022.
 - Process included: environmental scan, drafting, and feedback from programs, members, and the public.
 - Draft 1 feedback was collected in Spring 2021.
 - Draft 2 feedback was collected in Fall 2021.
- More information on [2022 EPAS](#) is published and regularly updated.

Appendix B: Presentation Summary |

the Who, What, When, Where, and Why of Social Work Accreditation

for Baccalaureate and Master's Social Work Programs

Presentation Summary

- Who
- What
- When
- Where
- Why

Presentation Summary: The Who

- Volunteer-led peer-reviews.
 - Commission on Accreditation (COA) evaluates program compliance with the EPAS.
 - Site visitors operate under COA's authority and are bound by the LOI.
- Programs are solely responsible for implementing, demonstrating, and maintaining compliance with the EPAS.
 - Encourage all administrators, full-time and part-time faculty, staff, students, field instructors, board members and other relevant program stakeholders to understand and actively participate in the accreditation process.
- CSWE accreditation staff liaise between COA and programs.
- Accountability in social work accreditation creates a ripple effect that impacts students, faculty, staff, administrators, alum, practitioners, clients, constituents, and communities served by the social work profession.

Presentation Summary: The What

- System of recognizing programs for having a level of performance, integrity, and quality that entitles them to the confidence of the educational community and the public they serve
- Elective
- Self-driven
- Regularly scheduled reviews
- Maintenance of accreditation between review cycles

Presentation Summary: The When

- Regularly scheduled reviews
 - 8-years for accredited programs seeking reaffirmation
 - 3-year benchmarking process for candidacy programs
- Maintenance of accreditation between review cycles
 - CSWE database / [Directory of Accredited Programs](#) listing updates
 - Changes that may impact compliance with the accreditation standards
 - *Substantive Changes*: addition of a new location-based or online program option
 - Keeping Form AS 4 B/A current; used for reporting competency-based student learning outcomes to the public on each program's website

Presentation Summary: The Where

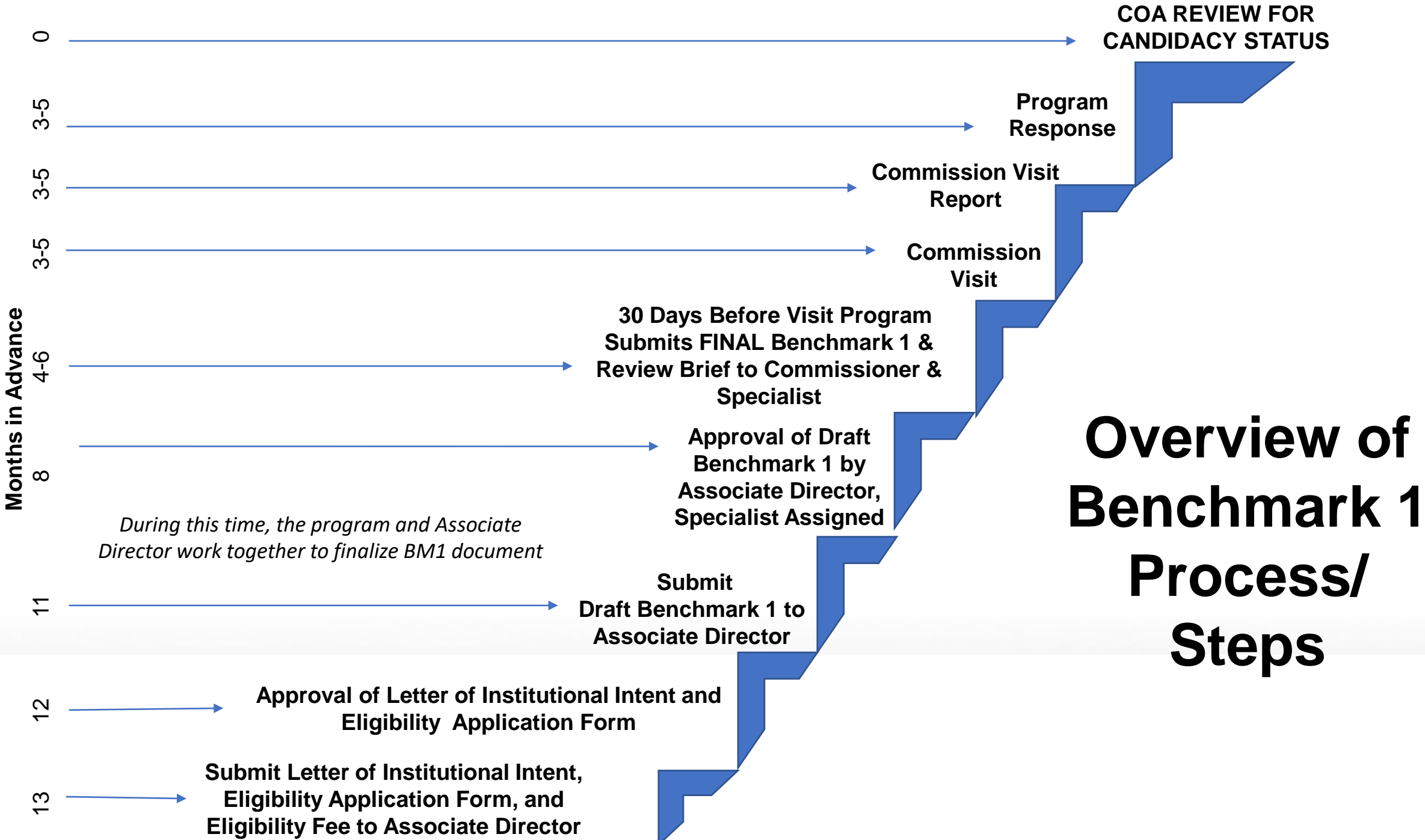
- On a daily basis, at all accredited and candidate social work programs across the US and its territories.
- On a daily basis, hundreds of volunteers are reviewing program materials, conducting visits, or preparing for COA meetings at which accreditation decision are rendered.
- On a daily basis, at CSWE.
 - Build a positive professional relationship with your program's assigned accreditation specialist.
 - Read our accreditation newsletters, sent after each COA meeting.
 - Engage in our accreditation services, including consultations, training, webinars, and onsite offerings at professional conferences!

Presentation Summary: The Why

- Improves accountability and transparency.
- Builds program capacity to uphold a culture of educational quality and safety.
- Program stakeholders better understand the program.
- Supports cross-organizational communication.
- Assurance that graduates have formal professional preparation that meets national standards.
- Provides competitive advantage and supports student pursuits of next steps (e.g., practice, licensing, graduate school, employability, career, etc.)
- Identify and renew program strengths.
- Identify and change trajectory to addresses areas for improvements or gaps in offerings and operations.
- Helps identify resources and encourages strategic planning.
- Improves program outcomes and mitigates risks.

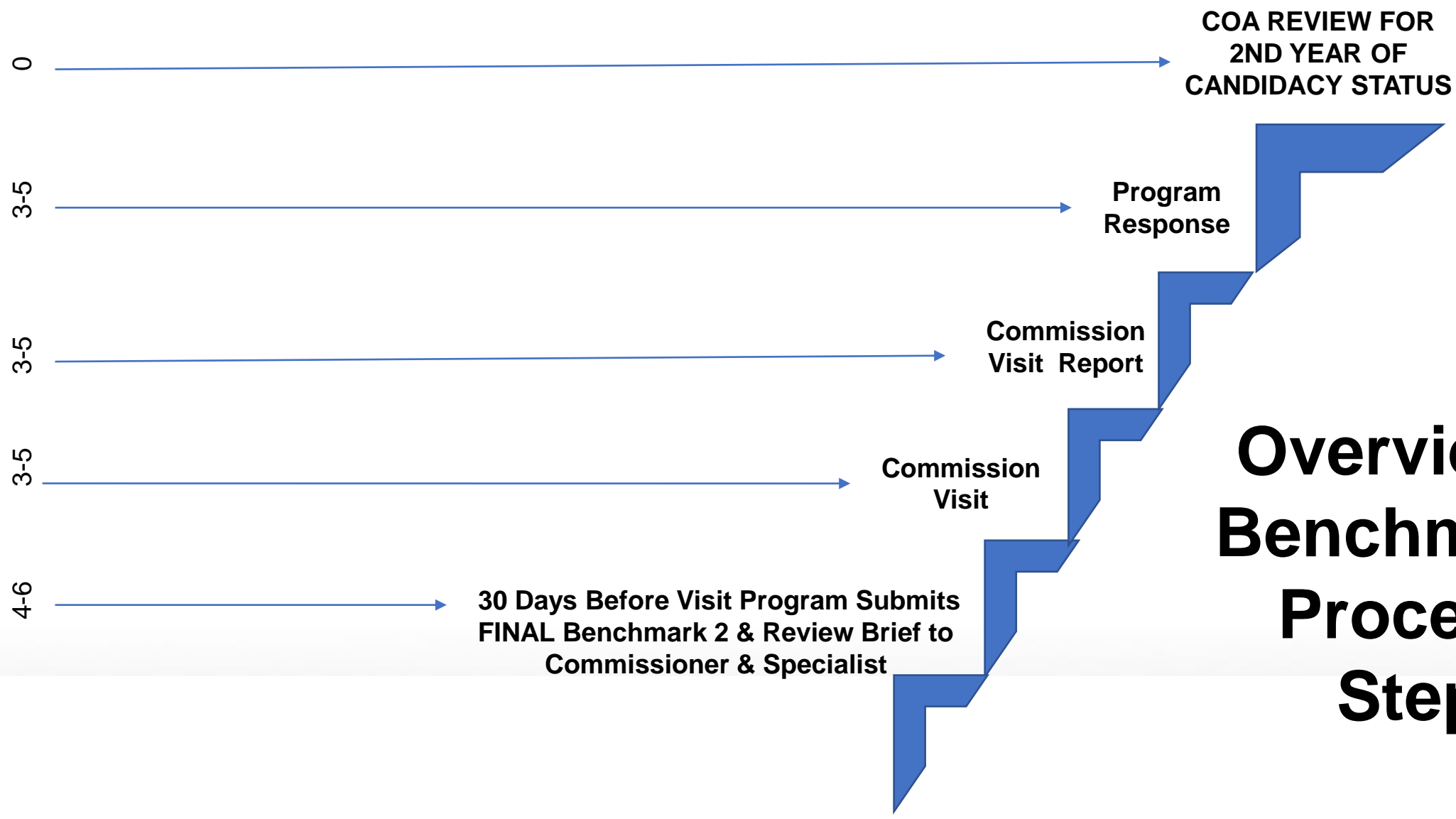
Appendix C:

Step-by-Step Visuals of Accreditation Processes

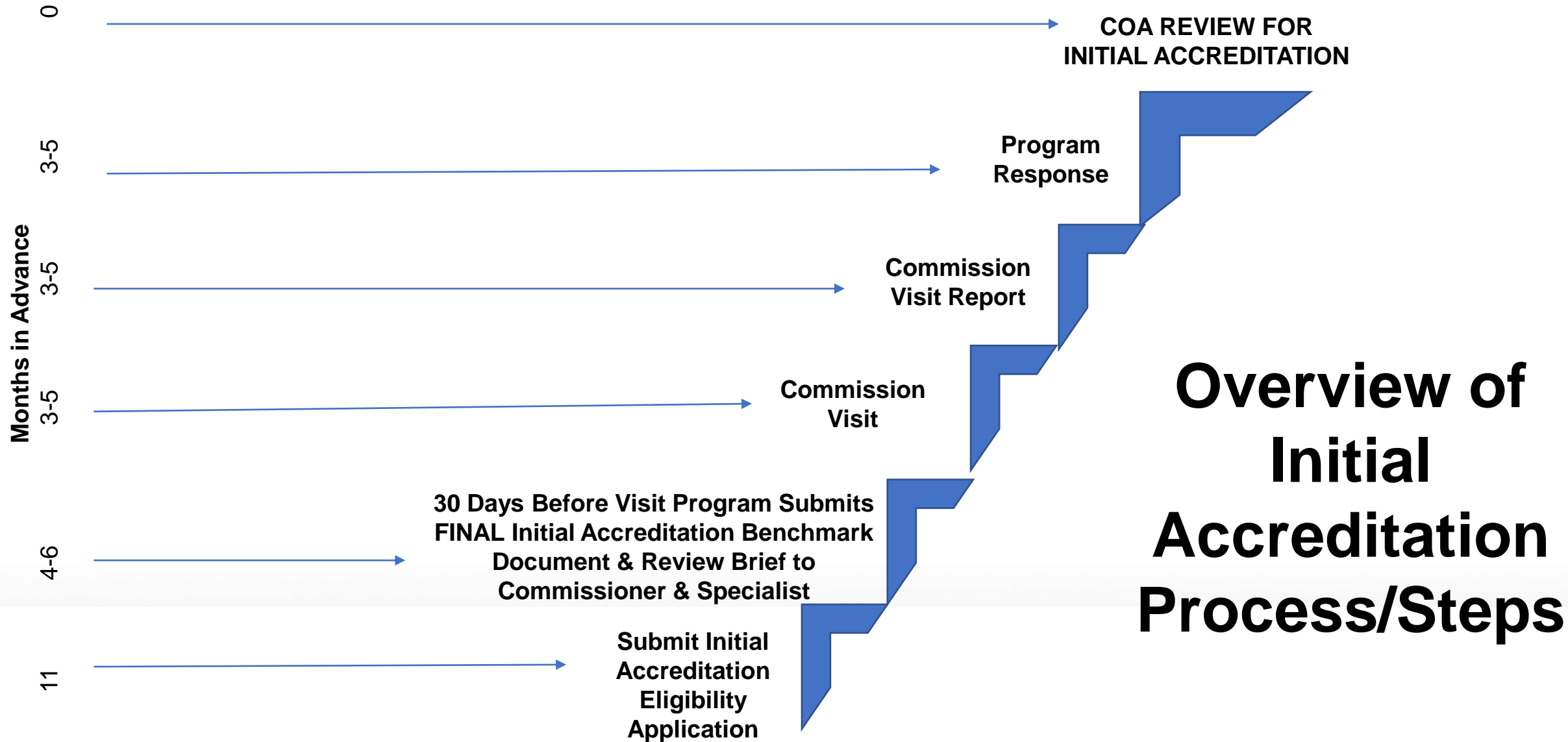


Overview of Benchmark 1 Process/Steps

Months in Advance



Overview of Benchmark 2 Process / Steps



Overview of Initial Accreditation Process/Steps

Overview of the Reaffirmation Process / Steps

