



Welcome to #WCETWebcast

July 19, 2017

- *The webcast will begin shortly.*
- *There is no audio being broadcast at this time.*
- *An archive of this webcast will be available on the WCET website next week.*

Link to view the webinar

https://youtu.be/mbhU_s5L2HM

Compliance Staff Experiences

Key Stakeholders Part 1

July 19, 2017



wcet

STATE
AUTHORIZATION
NETWORK

Welcome!

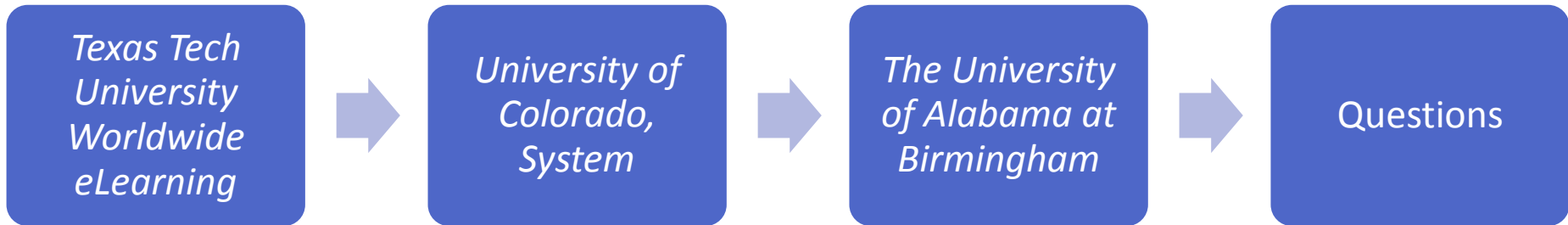
- *Use the question box for questions and information exchange.*
- *Archive, PowerPoint, and Resources available next week.*
- *PowerPoint can be downloaded in the handouts pane.*
- *Follow the Twitter feed: #WCETwebcast.*



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@meraymond

Overview



Questions from the Audience

- *If you have a question during the presentation, please add your questions to the question box.*
- *We will monitor the question box and have time for Q&A at the end of each section.*



Moderator

Cheryl Dowd

*Director, State Authorization
Network, SAN*

WCET



Presenters

Tom Dolan

Associate Director

*Texas Tech University
Worldwide Learning*



Lisa Reburn

State Authorization
Compliance Director

*University of Alabama,
Birmingham*



Christine Galdston

*State Authorization
Compliance Specialist*

*University of Colorado
System*



Presenter 1

Tom Dolan

- *Associate Director*
- *Texas Tech University
Worldwide eLearning*





TEXAS TECH UNIVERSITY

Worldwide eLearning™

- *Multi-pronged Approach*
- *Who, What, Where, When, Why, & How*
- *Stakeholder Management*



TEXAS TECH UNIVERSITY

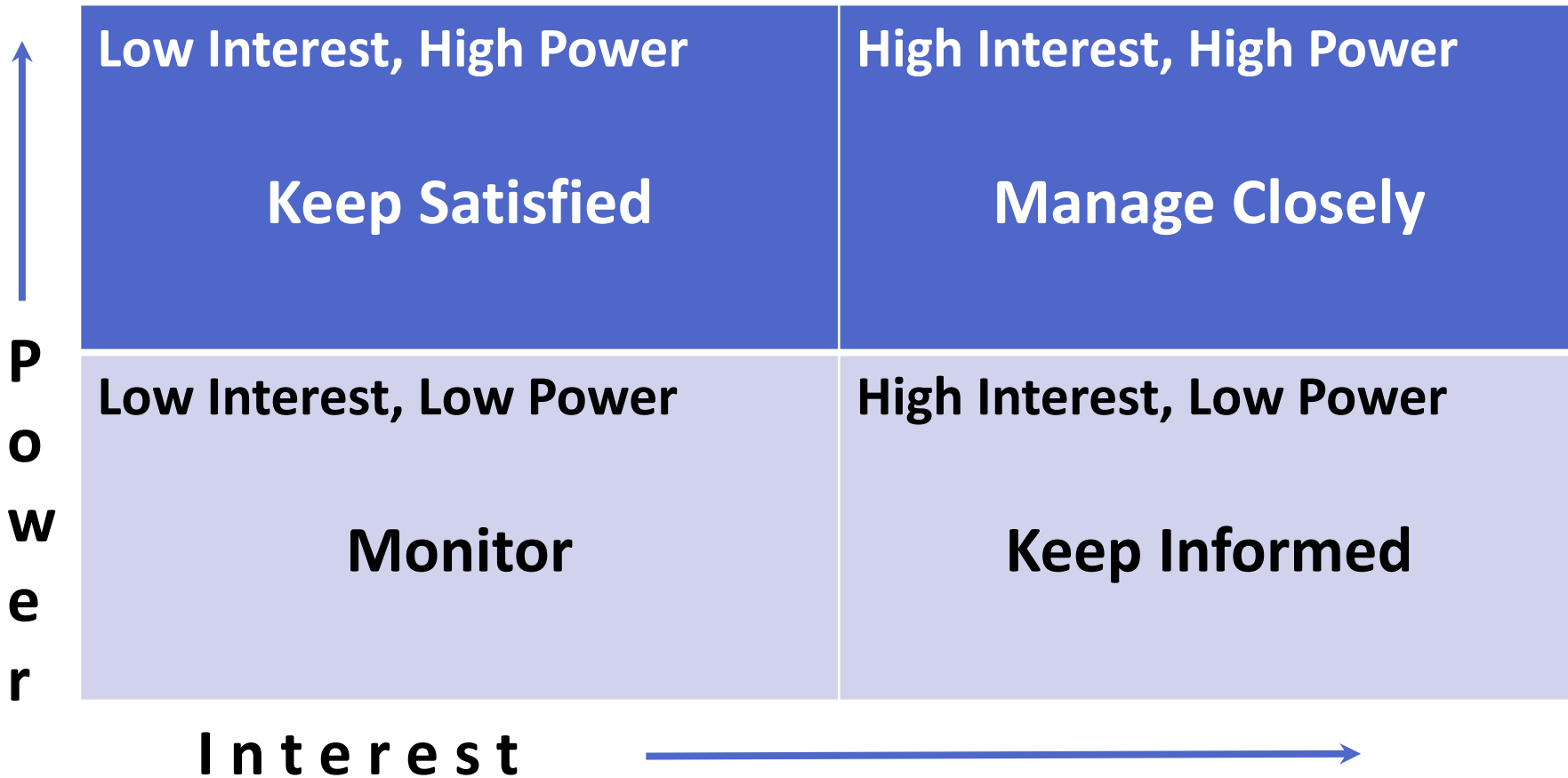
Worldwide eLearning™

- *Project Management Body of Knowledge (PMBOK)*
 - *Stakeholders in Project Management*
 - *<https://pmstudycircle.com/2012/03/stakeholders-in-project-management-definition-and-types/>*



TEXAS TECH UNIVERSITY

Worldwide eLearning™



Presenter 2

Christine Galdston

- *State Authorization Compliance Specialist*
- *University of Colorado, System*





University of Colorado

Tales of a Newbie & Lessons Learned

- Centralized vs. Decentralized Compliance
- Three “P”s of Compliance in a Decentralized Institution
- You are Not Alone

Presenter 3

Lisa Reburn

- *State Authorization Compliance Director*
- *The University of Alabama at Birmingham*



The Long & Winding Road

July 19, 2017

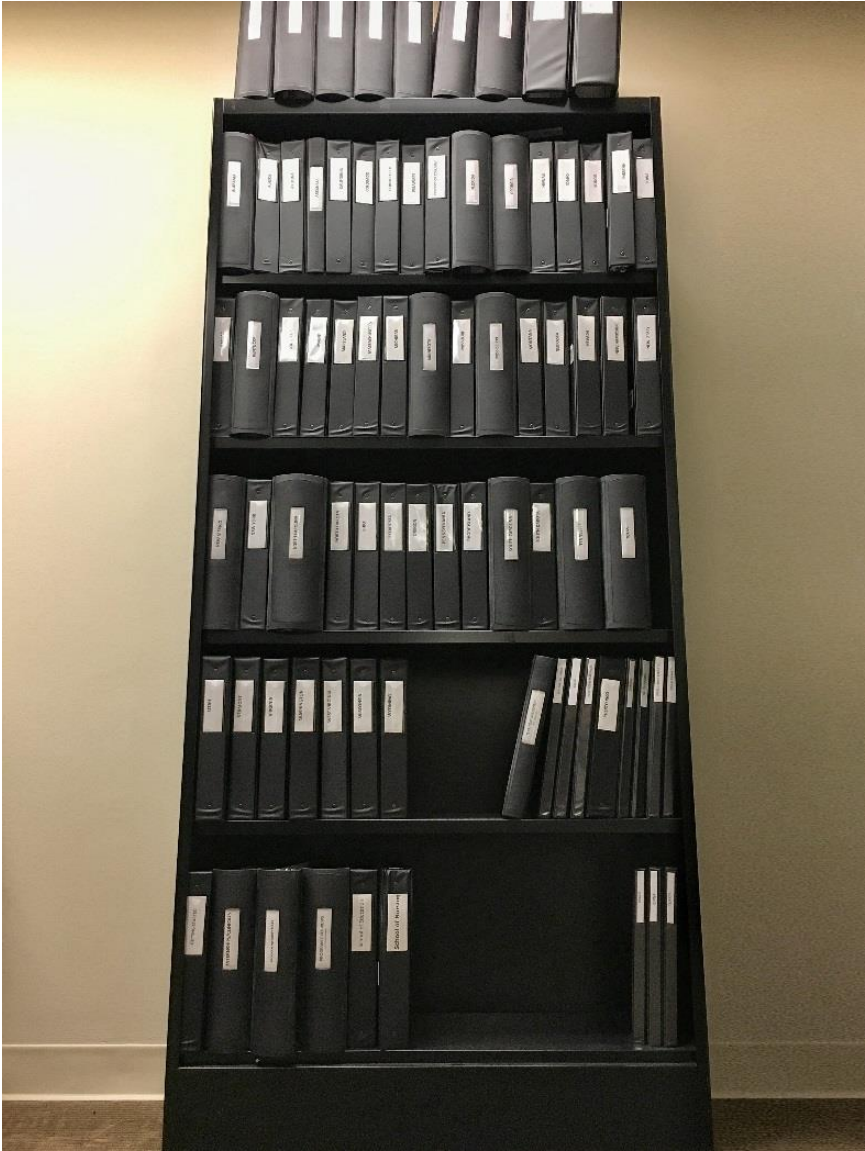


A Journey of a Thousand Miles Begins with a Single Step

Chinese Proverb

- ❖ **Sept. 11, 2013** – “Would you be willing to take on a project called State Authorization?”
- ❖ Two days later- **Friday the 13th** – Alabama Commission on Higher Education quarterly meeting at the capital: Keynote-
 - ❑ The dangers of “SARA” for Alabama
 - ❑ State authorization; past, present, & future
- ❖ One week later – Rescue efforts from my colleague at The University of Alabama
Roll Tide!!

Show Me the Way!



Overview First Part of Journey



My Vacation

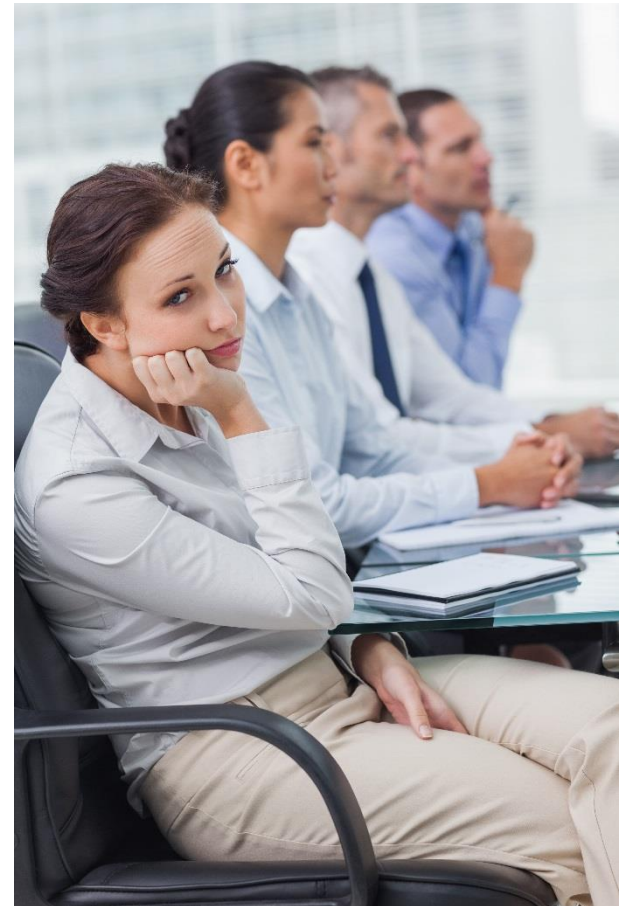
Ahhhh...what a good job you did! SARA's coming soon, so just kick back and relax!

- ❖ My focus was turned to developing something new for the Division and a co-worker completed the remaining authorizations and kept up with deadlines while I looked on (*from time-to-time*).
- ❖ We were in Cruise Control...



Take Two!

- ❖ Just for fun, I registered for a WCET State Authorization Conference in March 2016 to be sure there wasn't anything new going on.
- ❖ I brought my laptop and a load of work to complete during the conference as I was quite sure that I already knew everything they would be saying.



WRONG!!

- ❖ I think I was sweating after less than 30 minutes!
- ❖ "How many of you think that state authorization is only for online?"

I immediately stuck my lonely hand high up in the air...I KNEW this stuff...

*Shouldn't my test-taking skills have warned me **not** to do that??*



Oh No!

Things got worse from there-
(I completed zero pieces of office work)
I began to become up-to-date on:

- ❖ Professional licensure and certification disclosures & notifications
- ❖ Supervised field experiences
- ❖ What SARA did and
- ❖ What SARA did not do

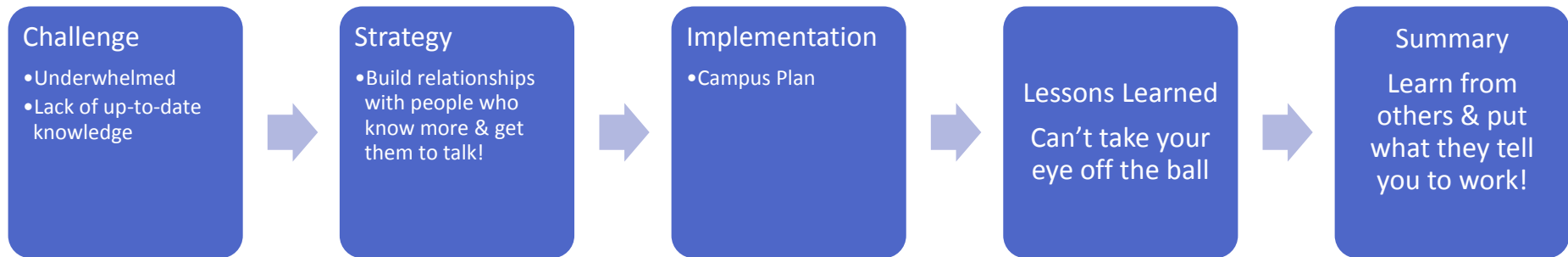


I Was Not Left Alone with My Fear!

- ❖ Someone sat with me at every meal and encouraged me!
- ❖ SAN Mentorship Group
- ❖ WCET Membership Benefits
- ❖ SAN Membership Benefits



Overview Take Two



“Bringing it Home”

“Influence” - To change someone's beliefs, behaviors, & actions



Politics

- ❖ Alabama SARA
- ❖ Negotiated Rulemaking and Dept of Ed Program Integrity Regulations
- ❖ Important-we are the front line
- ❖ We see the impact of regulations that others speculate about

Developed a Plan

Highlighted a University Org Chart with all the people I thought I needed to talk to:

- *Provost
- *Legal
- *Financial Aid
- *Compliance
- *Registrar
- *Institutional Effectiveness & Analysis
- *Recruiting
- *Communications
- *Academic Deans
- *Assoc. Deans

It was pretty yellow!

Emails-Follow-up-emails-
phone calls-chasing people
down after meetings...



Rough Beginnings

❖ After a few personal meetings, I realized that UAB didn't know which of our programs led to a professional licensure or certification

AND

❖ We weren't too sure that the list of courses we had flagged as having a field experience component was complete.

Asked to Talk - *ALL* the Time!

- ❖ End of every email responding to a question, I always say that I would be happy to come to their office or any of their meetings to discuss

- ❖ Formal Presentations (Invited myself!)
 - Provost
 - Deans' Meetings
 - Assoc. Deans' Meetings
 - Faculty Meetings
 - Committee Meetings
 - Program Director Meetings

My Big Break

The Provost finally let me present at a Dean's Meeting under these conditions:

- ❖ Keep it positive
- ❖ Don't scare anyone
- ❖ Keep it short
- ❖ Tell them what we need-a couple of things
- ❖ Tell them we will handle it from there



UABeLearning

Knowledge that will change your world

**Around State
Authorization in
*360 Seconds***

Actions! (Only Two)



#1 - Send Lisa names of any programs that can lead to Professional Licensure or Certification (contact person)

#2 - Send Lisa names of any courses/programs that contain a supervised field experience component (contact person)

Actions Speak Louder Than Words!

- ❖ The Dean's were a great audience - but no actions
- ❖ 2nd try- Assoc. Deans' meeting
- ❖ The Assoc. Deans
 - ❑ Interrupted after about 90 seconds!
 - ❑ Pushback-Arms crossed "I don't believe that. We don't have to do that."
 - ❑ **Lots** of discussion & questions
 - ❑ Somewhat uncomfortable for me...have to be persistent
 - ❑ Have to be prepared...know what you're talking about
 - ❑ Offer to follow up with any individuals
 - ❑ Give a deadline
 - ❑ Follow up with Take-a-ways in writing
- ❖ The Assoc. Deans were not my dream happy audience, but they got the work done!

Acknowledge Others!

- ❖ Acknowledge Outstanding Behavior!
- ❖ Keep it Simple!
- ❖ Give Handouts!
- ❖ Be Happy!

Introduce a Little Fun



To Do For NC-SARA Guidelines



- Additional student data reporting (May) Exactly
WHERE are our students?
(taking online courses & doing field experiences)



Jon Corliss is my hero!!

and disclose all states' requirements for
acceptance of our students' earned professional
licensures & certifications

The Biggest and Brightest Star of All

School of Health Professions

Dr. Donna Slovensky



- ❖ Requested that I create an Excel Spreadsheet for the Associate Deans
- ❖ Was the **very first** to get the Excel Spreadsheets completed and turned in!!

Star Schools: Completed PLC Spreadsheet

School of Health Professions
School of Nursing
School of Optometry
School of Education
School of Engineering



Two SARA Guidelines We Need to Work on

- Reporting student data
- Professional Licensure and Certification disclosure & notification

Priority #1-Student Location

- ❖ Know what you need (...and when)
- ❖ Know who can give it to you
- ❖ Identified IEA as the key stakeholder
- ❖ 5 meetings to get to an assigned task
- ❖ Followed Sheri Miller's method (WCET SANSational Winner) of asking students who enrolled in online courses in Fall 2016 where they were located while taking the course (through Banner)
- ❖ We didn't make it mandatory, but we made it incredibly annoying if they didn't (Pop-ups)
- ❖ DONE!



Priority #2-PLC Notifications & Disclosures

First-SFE

- ❖ Had IEA pull what they identified as courses with SFE components for School of Education, Nursing, and Health Professions
- ❖ Invited Academic Deans & IEA to lunch to review for accuracy (Establish starting point)
- ❖ WILD & CRAZY meeting-not too much was correct!
- ❖ Each of the schools coded their courses differently. They all interpreted the coding definitions from a different perspective. There was absolutely NO consistency.
- ❖ This ultimately led to us to form a committee to address how to apply standardized coding and automate the SFE component (so they wouldn't have to report it manually to my office).
- ❖ We accomplished this in ONE meeting with the right people at the table! Coming in Spring 2018!

Priority #2-PLC Notifications & Disclosures

Second-PLC Temporary Measures as we Work

- ❖ Met with Legal team to approve wording for websites related to PLC programs.
- ❖ Distributed wording (emails, presentations)
- ❖ Gave example of how to use PLC disclosure in an acceptance letter
- ❖ Encourage to address with current students
- ❖ Have student PLC questions funneled to state authorization office

Priority #2-PLC Notifications & Disclosures

Third - Laser Focus on Collecting PLC Disclosure and Notifications

- ❖ Excel Spreadsheet per school
- ❖ Shifted Presentations to PLC Focus
- ❖ Have a “Check your State” webpage, and are working on a State Authorization website
- ❖ Ultimately (July 1, 2018) house an interactive data base with accessible PLC state-by-state disclosures for students and prospective students
- ❖ Developed a SharePoint Site for Program Directors to enter data for each of the 50 states and territories for each of their programs
- ❖ We currently have 126 programs identified as PLC Programs
- ❖ Had 1st meeting with eLearning Advisory Council (many Assoc. Deans) introducing SharePoint site last week
- ❖ Will have detailed training on **September 11, 2017** for those who will enter data.



State Authorization

EDIT LINKS

Search this site

State Authorization

- Home
- CSOB
- Dentistry
- Engineering
- Health Professions
- School of Nursing
- School of Optometry
- SOE
- SOM
- SOPH
- Site contents

EDIT LINKS



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☆ Not following | Share

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- Site contents
- Edit
- Return to classic SharePoint



State Authorization

New Export to Excel ... GroupByContactPerson				
Ashley Hodges	Registered Nurse to BSN	R.N.		Alaska
Ashley Hodges	Registered Nurse to BSN	R.N.		Arizona
Ashley Hodges	Registered Nurse to BSN	R.N.		Arkansas
Ashley Hodges	Registered Nurse to BSN	R.N.		California
Ashley Hodges	Registered Nurse to BSN	R.N.		Colorado
Ashley Hodges	Registered Nurse to BSN	R.N.		Connecticut
Ashley Hodges	Registered Nurse to	R.N.		Delaware

Feedback

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State Authorization

+ New [Export to Excel] ... GroupByContactPerson [Filter] [Info]

Yes	Fingerprints & Criminal Background Check Required
Yes	Fingerprints; State & Federal Criminal Background Check Required
Yes	Fingerprints-Federal; State & Federal Criminal Background Check; State Background Check-Online Form
Yes	Fingerprints; Passing Background Checks; Can deny application for professional licensure due to outstanding tax obligations under certain circumstances
Yes	We cannot currently accept students from Colorado in our distance accessible courses; however, if you move to Colorado after completing your program that leads to a R.N. licensure, our nursing program does meet the
Yes	Background check required
Yes	We cannot currently accept studen

Feedback

Return to classic SharePoint

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School of N... > Alaska

State Disclosure

Yes ▼

Yes
No
We have not yet been able to determine

Save Cancel

Feedback



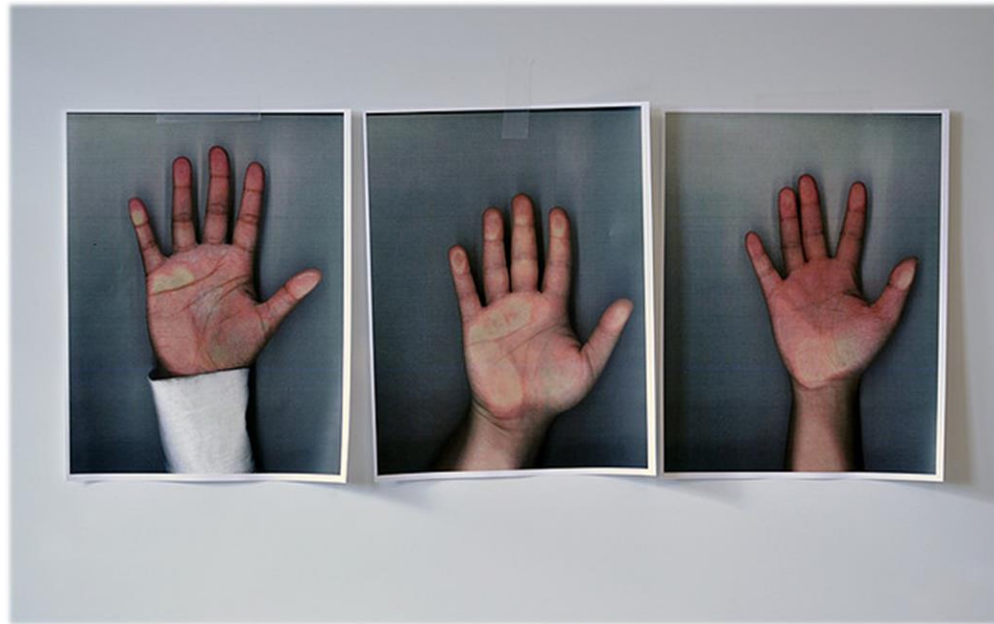
7/20/2017



Overview



Questions from the Audience



Contact Information

- **Cheryl Dowd**, Director, WCET/SAN - cdowd@wiche.edu
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- **Lisa Reburn**, State Authorization Compliance Director, University of Alabama at Birmingham– lreburn@uab.edu
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WCET/ State Authorization Network

Providing research, training, and collaboration to efficiently manage regulatory compliance of interstate activities in higher education.



<http://wcet.wiche.edu/initiatives/state-authorization-network>

WCET State Authorization Webpage

<http://wcet.wiche.edu/focus-areas/policy-and-regulation/state-authorization>

WCET *Frontiers* Blog

<https://wcetblog.wordpress.com/>

Learn More and Stay Connected

SAN Summer Webinar Series cont'd

August 16, 2017 - Key Stakeholders Part 2 – Insights from Key Stakeholders

<https://register.gotowebinar.com/register/6036963534052711171>

September 27, 2017 – Key Stakeholders Part 3 – How to Reach Out & Inform the Key Stakeholders <https://register.gotowebinar.com/register/1578529645328052739>

State Authorization Compliance Workshop

“Back to Basics” – Beginner workshop

September 19-20, 2017

Boulder, CO

Sold Out!

WCET Annual Meeting

October 25-27 (SAN Coordinator Mtg. October 24)

Denver, CO



Learn More and Stay Connected

Focus Areas ▼

Initiatives ▼

Events ▼

Get Involved ▼

Visit WCET's New Website to learn about our Focus Areas, Initiatives, Events, Membership and Sponsorship: <http://wcet.wiche.edu/>

Join WCET: learn more about the benefits of joining our community: <http://wcet.wiche.edu/join-wcet>

Additional Information and Resources

Access to the resources discussed during this webcast, including the archive, will be available next week.

<http://wcet.wiche.edu/connect/webcasts>



Thank you Supporting Members for your commitment to WCET and e-Learning

- *Colorado State University*
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- *Lone Star College System*
- *Michigan State University*
- *University of Missouri - Columbia/Mizzou Online*
- *University of North Texas*

Thank you WCET Annual Sponsors

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