

Dan Silverman: [inaudible 00:00:01] of Summer. And Cheryl, are you recording or you want me to press the button?

Cheryl Dowd: I just pressed the button. We're good to go.

Dan Silverman: All right. Didn't even count you in there. Anyways, so we're going to get started today with some news about California. Cheryl, take us off.

Cheryl Dowd: [inaudible 00:00:30] my Internet says it's unstable. I hope you all are hearing me okay. But what happened today is that I sent out a notification to everyone in their SAN listserv about a notice that went out from the department yesterday. It's the first guidance we've received about the 2016 regulations. But you will recall that the 2016 regulations were delayed last July, July of 2018. But an April 26, 2019 court ruling vacated the delay. They stayed the delay for 30 days, which meant that May 26 of 2019, the 2016 federal regulations for state authorization went into effect. Which meant that all of those disclosure issues that we talked about went into effect, a definition of state authorization reciprocity agreement went into effect. And then today, specifically, the department addressed a little piece of 600.9C talking about the documentation of a complaint process in the States. And as we have discussed since I think they were proposed regulations three years ago, California at that time did not have a complaint process.

Cheryl Dowd: I believe it was 2017 when they implemented it for for-profits that were out of state. But currently and since then there has not been a complaint process for out-of-state institutions that are public or private nonprofit that offer [inaudible 00:02:17] education to students located in California. So that is an issue and we were concerned that for the purposes of Title Four HEA programs to be able to offer that to students in California there had to be a documentation of a complaint process and there is not one. And so the department released the guidance yesterday that this regulation is in fact in effect, became effective May 26 as we've been talking about now for a couple months. And that it does confirm that there is not a complaint process in California. And so I strongly urge you to have a look at the announcement that I'm talking about because what it specifically indicates. And what I indicated in my note today is that under the 2016 regulations that are now in effect, students residing in California receiving distance education or correspondence courses from out-of-state public or nonprofit institutions are not eligible for Title Four until such time as the state of California provides those institutions with an appropriate complaint process.

Cheryl Dowd: That's where we are at this point. We wondered how this would play out. We knew that it would have an effective date [inaudible 00:03:50] and the effective date. We were still in question because you'll recall that after the ruling came out from the US District Court, we wrote about it and we're seeking guidance from the department about what the enforcement would be of these regulations. So the department has been very clear about what this means for this portion of the regulation. And it also indicated the department intends to

file a motion for clarification or other appropriate pleading to the US District Court to obtain protection for students in California. But it also said that until a new regulation is implemented or the court rules otherwise, this regulation applies as written. So we knew that it was going to come into effect May 26, 2019, but how it was going to be managed and viewed by the department was still a question mark. And we now know that very clearly. We also know that the department has filed an appeal of the US District Court and has an August 20 3rd date to submit its brief about its appeal of the court ruling.

Cheryl Dowd: Does anybody have any questions about what we stated here? I mean right now it's a matter of just facts. So what the enforcement aspect of it is we are not aware of that at this moment. But we do know what the department says in terms of it being effective and the effective date absolutely was May 26. Any questions? You can unmute yourself or put it in the group chat if you'd like. Okay, well I know that Russ was going to join us too, and Dan, I know you're with us. Do either of you have additional comments you would like to make about this? Before I turn it over to you though, I do want to point out that we are writing a blog post at this time about these particulars. And we have been in communication with WICHE about interacting in California to determine what we can do to support these students.

Sue Hochberg: Cheryl, this is Sue Hochberg. I actually wrote an email to the group this morning. I think probably many of us have the same question, which we may not be able to answer given what you just said, which is we only know the facts. And that is, what do we do with current students who are maybe in the midst of completing an online program? And I guess we don't really have the answer to that, is that right?

Cheryl Dowd: Well you are correct. So what it comes down to at this point is you're going to need to work with legal counsel at your institution and determine what's the risk tolerance at your institution for this. And that's not something that we can address very specifically to you, it'll have to be the institution making a termination of how it would like to move forward. Russ, are you on the line right now because I know you and I were talking about this and maybe you could provide more depth to that?

Russ Poulin: Yeah, I'm here and I've been listening to this. And on this that truly we wish the department would have given more specific guidance on a lot of these things that we have here. So really all they really said was that you're out of compliance on this and didn't talk about what they would do in terms of how are they going to enforce this, if they're going to reinforce this, what are institutions supposed to do blah, blah, blah, blah, and all sorts of questions going down the path here. And so on what you'll see in the blog post that we're putting out is exactly what Cheryl said is that really given what you have we think that you need to take all the pieces, put them together, and talk to leadership at your institution because this is something is a decision. No offense to any of you. But you want to make sure that your higher ups know and are

part of this decision. And that they're the ones that are making it in terms of deciding what is your tolerance for risk. Because if you're found out of compliance, you could lose federal financial aid for those students who are in states where you're out of compliance and so it would be just that.

Russ Poulin: And so you'd have to figure that out and then try to figure out well how much do you think they're going to actually look for this because this rule, one thing to be very clear maybe we haven't said is not part of the new regulations that are coming out next year. This requirement to have a complaint process. So how much are they going to want to enforce it in the meantime? So sorry, but we're going to have to put it back on you to try to figure out, okay, how much do you want to take that risk between now and then, and then working with the students that you have. And that answer may differ quite a bit by institution with the number of students you have there and your commitment to California and whatever factors. And just the risk tolerance that you have among your attorneys, and presidents, and whoever else, so that's really where we're sending people at this moment.

Cheryl Dowd: There are quite a few that have asked in the chat about what to do. And I'm not going to address those very specifically because I think the general response that Russ just gave does answer those. Unfortunately, not completely because you don't know exactly what to do to move forward, but it's going to be your institution's decision as Russ indicated how you choose to move forward. But it's important to be able to know what these facts are. As Russ said, they are not part of the new regulations. They are subject to an appeal right now. It really is going to be interesting to see how this moves forward. But the department made a decision, this is a department that doesn't provide a lot of guidance, but they made a decision to offer guidance on this aspect of the federal regulations that had been delayed, but are no longer delayed. So I think I find that very interesting that they identified this very specifically.

Russ Poulin: We're hoping that there's a larger strategy, but there is some thought that it would be and maybe something else would be coming down the line. But there are very few staff and they haven't been noted for their strategy lately, so maybe there is a strategy on this, so hard to say.

Cheryl Dowd: And as Mary Lawson pointed out and I thank Mary for putting that in there, WICHE does continue to work in California to encourage California to join SARA. But it will require legislative change, and also WICHE is reaching out to California about a complaint process itself, so it's from both angles. So we do have interactions currently transpiring to try to come to some help for the institutions and the students right now. So that is in play.

Russ Poulin: The other thing that goes with this is that so this also affects other states that do not have complete processes for non-SARA institutions. And so for non-SARA institution you need to worry about that. And also the Pacific islands that not all of them or maybe none of them have a complaint process at this point. WICHE

he has been working with those islands and a few of them are members of WICHE, your parent organization. And so I know that they are reaching out to those islands about this issue as well.

Cheryl Dowd: And some of these states when they became SARA states did a really good job of creating a SARA complaint process that does not appear to be applicable to instate. So that was a concern as we were going through and updating the state complaint procedures the processes that we provide on our website. So we could not find in a handful of states what their state process was separate from, and they do not have to have a separate complaint process for SARA. They can just have a state process. But they indicated very specifically that it was a SARA process, which meant that it would not be applicable as a non SARA opportunity. So that's a concern and we've addressed that with a couple of different states, and hope that that can be managed soon. So as I said, we will be sharing more with you as quickly as possible. And there will be a blog post coming out that frames this whole issue. But one of the most important things as Russ pointed out is determining your institution. So you're going to have to work with key stakeholders at your institution to decide how you as an institution wish to move forward.

Cheryl Dowd: And yes I do want to confirm with everyone that it was May 26 that the regulations went into effect.

Russ Poulin: Yeah, so you would think that they would not be able to enforce that prior to that date or students who were admitted in. And of course, as of that date one would think that if you had courses that started after that date, you would think that those could be problematic. Again, this all would have been really nice if the department would have given us more information about how and if they were going to enforce this.

Cheryl Dowd: And Russ, we have some questions here about returning financial aid already awarded. Should we direct them to their financial aid offices to have these discussions?

Russ Poulin: Yes. You need to have that discussion there with the financial aid. Well first before you go there, again, get the decision about how does your institution want to react? Do they want to wait and see whether anything else is going to come out, or do they want to just be very proactive and go back and clear the decks and all that. So I think that's a first step before you do anything in terms of returning in aid.

Cheryl Dowd: And then we did have and we've talked about this before. If the student is not receiving Title Four financial aid in California that is one option is that if you don't offer financial aid. We had one of our colleagues here has asked how does this change if the student is not receiving financial aid in California, that's located in California?

Russ Poulin: Yeah, and to the things about federal aid, it's all a decision about whether you're trying to return aid or not. Once that decision is made there are set processes within the financial aid that the financial aid people should know about and how that works. Or they need to talk to their regional financial aid office about how that works, those would be where the answers would be. But the decision about whether to return aid, whether to not have students come in all that all wise with the institution at this point.

Cheryl Dowd: And of course we don't know where this is going to go with the appeal and whether they'd even win the appeal. We don't know that. So these are conversations that need to start happening at your institution straight away. I wouldn't wait on any appeal process or any submission of something by the department to another pleading from the department to the U.S. District Court. I wouldn't wait on those things that having these conversations at your institution is really important. Which actually is really rather interesting because if you roll into the next item, which was about being at NACUA. NACUA is the National Association of College University Attorneys, and it was at one of those sessions that Aaron Lacey of Thompson Cobourn was talking about the regulations that officer general counsel should be made aware of regarding the Department of Ed new rules.

Cheryl Dowd: And so I brought up the question that since the court ruling that the former federal regulations were in place. And I asked how institutions are managing this, how is general counsel directing their institutions for their compliance management folks and how to comply with this. And there were crickets in the room. So at the time General Counsel was not talking about this. But I can tell you today that NACUA's had several comments in their e-mail distribution list much like our listserv trying to get their arms around this as well. So I know that the general counsels are now talking about it. And so it is going to force a conversation for you all with your general counsel to determine what the processes are that you want to move through to manage compliance under this regulation.

Russ Poulin: There's a question here about from [inaudible 00:18:28] institutions students in California who do not receive financial aid. Does this change the obligation? All of this is about federal financial aid. So if you're enrolling students who do not receive federal financial aid then you just go by whatever the rules are of that state, which is California in this case. And they're not overseeing you at all.

Cheryl Dowd: So I appreciate these questions very much. Beasley, in general, like I said we cannot we're not in a position to be able to give you direct suggestion of what you should do at your institution about this. But it is particularly about Title Four financial aid and what is required for compliance for Title Four. OK, so that is what this is directly about and how you manage compliance at your institution is going to have to be a conversation within your institution. But we'll send out more about the particulars of this and what will help frame your conversation in a blog post that you probably receive either later today or early tomorrow. Russ,

is there anything else we should address at this with point that? Dan, do you have any additional comments at this point?

Dan Silverman: No, except that it's frustrating for me in some ways to see the questions here because they're very good questions. They're very specific questions. And it's just I wish we could be a ... I guess I just really empathize with you all sitting in the chairs you're sitting in. And I obviously wish that the department would provide more guidance or that we could give these very specific answers. All we can do is just restate really the very short guidance from the department. And it was obviously already effective, but these things in the details, unfortunately, I don't know. I just want to express empathy for you all to actually then go in and apply this.

Russ Poulin: I agree with that, Dan [crosstalk 00:20:46].

Cheryl Dowd: I agree too.

Dan Silverman: [crosstalk 00:20:46] go back and take financial aid or stop serving Californians. There's no easy answer to any of this, so anyway. I have nothing really to add, but just I'm with you guys.

Russ Poulin: I agree with that Dan and then maybe once you move on with the agenda and then if people still have other questions that they could put that out there. Do you see that ... I'll answer this one here, does people know how many students that this has an impact on? And I'm doing my calculations looking at the SARA data that I'm thinking up well over 50,000 students just in California alone who are in California and are enrolled in institutions from outside the state. That's just a guess based upon the SARA data.

Cheryl Dowd: And just to add to that we shared that with the department. So they are aware of you know we pointed to our concerns about the tens of thousands of students that would be affected by this implementation of this regulation. So they're aware of that as well. And yes, Dan, thank you very much for stating that about our empathy for these questions to be able to respond to these questions. But I think what is really important for you all to take away is that we will provide some more framing for the conversation at your institution. And please know that we are in conversation with WICHE about collaborating with California to get a response to this. So there is movement in that regard. It's just we don't have that kind of thing to state to you today about where it's going to go. So Dan, do you want me to go on with NACUA a bit.

Dan Silverman: Sure. Yeah. Yeah, go ahead.

Cheryl Dowd: Okay, just to share with you all a little bit about NACUA as I mentioned I went to an excellent session about that. I was really appreciative of the opportunity to be at this conference. It was with 1800 other attorneys I've never been in a place with 1800 attorneys. What they provide there in addition to their

PowerPoint is they write a lot of white papers that are about their session. So it gives a lot of good information and background about the variety of subject areas that they cover. My big takeaways that I came out with. I have already talked to you about the regulations. And another was that there seems to be at institutions a real concern right now about being able to manage regulatory management because there are so many regulations that general counsel's offices are often very overwhelmed in addition to managing all of the other legal aspects that they manage at an institution. So that many institutions are implementing an office for compliance, a compliance office, compliance manager. Some of them are JD, some are not, some reports to legal counsel, some report directly to the president.

Cheryl Dowd: But what they're seeing is that there needs to be an additional person who's being able to oversee where they are with regulatory matters. And so I found that very interesting in what the interaction is. Much like our state authorization compliant staff, we're seeing a real varied approach to this and I'm sure that's something that they're going to be testing at institutions to find the right formula. Much like we're seeing with our institutions managing the right formula to handle all of the compliance aspects for state authorization. The other thing that was my last big takeaway is that I have an appreciation that we have the ability to reach out to experts to support our work here with SAN and help you all. I was able to have wonderful conversations and get enormous amount of response and support for our organizations, our institutions that are part of their organizations from three different law firms, Cooley, LLP, Michael Goldstein from Hogan Lovells with Greg Ferenbach, and Thompson Cobourn with Aaron Lacey.

Cheryl Dowd: I was able to have very good interactions with them and they're very supportive of our work, and willingness to provide direction when we reach out for it. So I just wanted you to know we have good support. And I think we probably want to move on to the rest of the agenda. But if anybody has any questions about NACUA, feel free obviously to be in touch. Yes, I thought it was funny somebody in the comment indicated 1800 attorneys. Yes, 1800 attorneys, I made jokes myself. So yes, it was very funny. So I would like to move back to Dan and let him proceed with the agenda.

Dan Silverman: Well Cheryl, one follow up there. Did you come away with any advice for our members sitting in the compliance offices to try to find ways to educate the university councils about some of these issues?

Cheryl Dowd: That is very interesting that you asked that question because there was a gentleman from a university in Illinois that I had this conversation as I was walking out from the session with Aaron Lacey and was indicating that some of our compliance folks had some concerns about reaching out to legal counsel at their institution. And he was surprised by that and this was one person's opinion. But he specifically said, "Well I hope that's never the case that they would like to see at his institution and I hope there are many that feel this way."

I know when I worked at an institution my former institution was this way as well that the complaints folks reaching out to legal counsel with a prepared plan or a prepared conversation was always welcome. And so I hope that our compliance staff will make preparations to have good conversations with legal counsel.

Dan Silverman: Okay great. So shifting gears a little bit, all of you diehard fans out there of this coordinator call will remember that last month we got a great introduction to what role the regional compacts play in state authorization. We started in our Western tour with Christine Sandy, now we're heading south to hear from Wanda Barker. She's going to talk to us a little bit about some of the SRAB procedures for institutional actions and appeals. And then a little bit about some initiatives that the SRAB is doing on disaster preparedness. And I mean in this case natural disasters not regulatory disasters I don't think anyway. So Wanda, go ahead.

Wanda Barker: That's a great segue, Dan. And thank you for inviting me. It's a pleasure to do this for you. So I'm sure everyone understands on the call that in order for an institution to participate they have to be in a state that is a SARA member. And for this state to be approved it has to participate in one of the four regional compacts. SRAB's region is made up of 16 state members as well as 4 affiliated states, districts, or territories that affiliate with us just for purposes of SARA and that included Pennsylvania, district of Columbia, Puerto Rico and Virgin Islands. Our regional steering committee is made up of about 20 representatives from each of the state portal entities in our region as well as five at large members. Now the regional steering committees are made up of different components in each region. But for us their primary the portal entity members plus the five at large. But basically they review the performance of the state portal entities in the two years since their last renewal or since their initial application. The regional compact SARA staff works with the states on SARA policies questions supporting what they do anyway that we can. And we also work collaboratively with the other regional compacts to help ensure consistent policies and practices across the regions.

Wanda Barker: We also conduct webinars, and presentations, and hold meetings and events, and attend other SARA meetings in advance. So down to the two topics we're going to cover the procedures for appeals. So you may have noticed in the last SARA manual version 19.2 that came out that there are some deadlines in there for procedures that the compacts or states need to address. So the SRAB regional compact has been working on these procedures since last year, and we had us a steering committee subgroup that worked on the procedures. We have a rough draft is going through our editorial review. We hope that it will be finished like within the next week or so and we'll go through our SRAB executive board. But when those are finalized they'll be put on our website. But the required procedures from the SARA manual have a couple of different deadlines. The regional compact procedures have to be implemented by July 1, 2020 and the state procedures have a deadline of January 1, 2021.



Wanda Barker: So we'll start with what those appeals are. One of the first ones is the state denial. So either the initial or renewal denial where the state wants to appeal to the regional compact. So by July 1, 2020, the regional compacts have to develop and implement a means to hear and resolve appeals from states for which it denies initial membership or renewal membership. And during an appeal if a state is concerned the status of the state remains unchanged. A second type of appeal is if an institution appeals to the States for an initial denial. So by January 1, 2021 SARA member states have to develop and implement a means to hear and internally resolve appeals from institutions for which they deny initial participation or renewal of participation in SARA. And during any such appeal period the institution status does not change. A third type of appeal is if an institution appeals to states in an interim denial. So an institution can be removed at any time not necessarily during that renewal process.

Wanda Barker: But then they can appeal to the home state or the regional compact. But by January 1, 2021, states need to develop and implement an in-state appeal process for institutions removed by its home state for violation of or noncompliance with SARA policies. The institutional appeal to the regional compact is about, and an agreed institution, and they have the option of asking a regional compact through the compact's normal processes or procedures to determine whether the institutions home state continues to meet the requirements of SARA. But the regional compact can not direct a state to make a different determination regarding a specific case. And of course if regional compacts don't have those plans they have to develop it and implement it by July 1, 2020. So pause right there to see if we have any questions and then talk about disaster preparedness or catastrophic events. I don't see any questions in the chat box. So SARA isn't the only group that requires plans for catastrophic events. Creditors require them, the federal government and some state laws require them. Obviously, there are different types of events that can be considered catastrophic from an institutional closure where they're ceasing operations completely. Whether it's related to finances or loss of accreditation.

Wanda Barker: There's institutional closures that are due to natural disasters such as a flood, tornado, hurricane, or earthquake. Or there can be a temporary disruption of online services like a cyber attack and maybe all of their systems are down. But the SARA manual, the latest version 19.2 section 2.5 H, talks about what is required. So it requires states to have a well-documented policies and practices for catastrophic events. The state may request assistance from the institutions accreditor as the creditor applies its standards for section 602.24C of the federal requirements for catastrophic events. The state has laws regulations, policies, or processes in place to deal with the unanticipated closure of an institution. And will make every reasonable effort to assure that students receive the services for which they've paid or reasonable financial compensation for those that they did not receive. Obviously if they did not receive their education.

Wanda Barker: So those laws, regulations, and policies, or processes may include tuition assurance funds, or surety bonds, or teach out provisions, or other practices

that are sufficient to protect the consumer, the student. The state requires institutions to have adequate disaster recovery plans, particularly with respect to the protection of student records, or the state provides such a plan. And in some cases in the SRAB region. We have states that have an overall plan for providing those records indefinitely at the state level not at the institution level. And then lastly, a SARA member state agrees to apply its policies and practices for catastrophic events consistently and equally within each sector meaning public, private nonprofit, and private for profit to the residents of any state. Also, I'll mention that you know that section was about the manual, but on the SARA applications the institutions agree that if they cannot fully deliver the instruction the student has paid for, they will provide a reasonable alternative to delivering the instruction or provide reasonable compensation for the education that the student did not receive.

Wanda Barker: And that's item number 11 on the renewal applications. So I just want to emphasize that knowing, which institutions offer the same degree programs and having agreements for teach out plans can really help institutions be prepared for this type of event. It is up to the state portal entities to work with any struggling institutions in their state that may need some help with this. And I think that is going to be very helpful once we have the NC SARA program database launched, and I believe if Mary's on she can tell us I was thinking it was maybe late August. But I think this might actually help institutions find options for other institutions that have the same degree programs and be able to negotiate some teach out arrangements within the SARA institutions. But a recent figure that I saw now I can't remember if it was through education week or the Chronicle, but it said that almost 1100 institutions have close between 2014 and 2018. So it is a serious problem, and we've had just thousands and thousands of students affected by those closures. So that's all I had, Dan, I'll be happy to take any questions.

Dan Silverman: Okay, yeah. Thank you and I was thinking about that too for an upcoming something rather than be a call, or a blog post, or an open forum on the issue of closure because we've been hearing so much about that.

Wanda Barker: Yes, hot topic, definitely.

Dan Silverman: Yes. I'm not seeing any other questions on this. But thank you so much for this. Well it looks like Mary's chimed in or August does seem to be hopeful date. But anyway so thank you so much for this information. And we will continue our march around the country hopefully next month.

Wanda Barker: Okay.

Dan Silverman: Great. Thank you.

Wanda Barker: Thank you.

- Dan Silverman: Moving on here the SAN advisory group almost a year old is already in the need of a new member. There was a member who accepted a new position outside of compliance has vacated her chair. So we know, Tyson Heath, who is still on the committee on the group, he's going to talk a little bit about the election process, a little bit more about what they do. And really try to encourage people to nominate themselves and run. So Tyson take it away.
- Tyson Heath: Great. Thank you Dan. And I know that you are a big fan of state holidays, national holidays. So here in Utah we are gearing up tomorrow for Pioneer Day, which to the locals to me, well it's bigger than the fourth here with the fireworks good things for all of my fellow Utahns on the call. Happy Pioneer Day. But-
- Dan Silverman: Thanks for coming on, Tyson. I'm sure you're doing a lot of prep for that. So [inaudible 00:39:30] surprised you even came into work today.
- Tyson Heath: Well exactly. But no, so yeah. Heather from the University of New Mexico resigned her position with the taking of a new role within her institution has left us with one open vacancy. And it will be a two year term within the advisory group. Like Dan said we are just making it to our first year as a group. The group came about as the 2018 SAN commitment disclosure, I can't think of the word. But it was something that had been identified by the members. But what we do as a committee, we meet at least quarterly and then we have some a synchronous collaboration between the meetings. Some of the discussion points that we've talked about as a group that have come to fruition were the special project groups. So helping to oversee the selection of candidates, reviewing the information, kind of writing the charter for what the expectations of the outcomes from those groups were. We looked through leading up to and after the same basic workshop that we've refined the assessment, all of us participated within it.
- Tyson Heath: I gave our feedback. We helped to create the SAN member survey that Cheryl's going to talk about here in just a minute. So we're used as a sounding board for Cheryl and Dan as well as providing some ideas outside of the meetings of what we think might be of value to the general members in the coming year. So with that we encourage you to nominate yourself or to nominate a colleague if that person consents to it. You will e-mail your information in to Dan, and just write a short paragraph or two explaining why either you as a nominee or the individual that you nominate would be an asset to the group and how the nominee would represent fellow SAN members. The deadline for nominations are 5:00 p.m. Alaska time. That's tricky, Dan. I'm not sure what that is eastern time I think 10? And then shortly after that the ballot will be sent to the members of the listserv. And we would like to have the new member join our group by September 3rd. And that way we can begin SAN year nine. I believe with a full committee. So Dan will be sending all of this out in an email as well, so you have all of that information, but yeah.

Tyson Heath: It's been a great group to work with and be able to provide some feedback. A couple of questions that I see that are coming in. So Deb, are there travel requirements for this position? We try to meet at the annual gathering, so this past year at NASAPs all four of us were in attendance. So we went to dinner as a group and then tried to get together at the WCET annual meeting and SAN coordinator day as well. OK, some dead air there.

Cheryl Dowd: Hi everybody. This is Cheryl. I just wanted to add that the information you can find it on the SAN about page if you look up at the home page of the website you'll see about SAN, you can find it there. Dan also will be sending out an email to the listserv. You do not have to be a coordinator. We do try to focus on NAS Apps as a place to get together if we can. It's not a requirement, but if we can get together NAS Apps would be an ideal place because you do not have to be a coordinator to be on the advisory board. But if you have any questions certainly contact either Dan or myself, but you can find that on the Website. Dan also pointed directly to the resources page, but you can find it starting from the about SAN website page from the home page of The San Website. But I hope you will consider it and I and I hope if you're not considering for yourself if you'll talk to some people within your institution. They do not need to be a coordinator to be on the advisory group. So I do want to stress that. We do want to stress that we're happy with all sectors participating, so we look forward to a new member to join the group.

Tyson Heath: And I'd say too another thing is in addition to the all sectors, you have to be a coordinator. And you don't necessarily have to be from an institution that has totally nailed state authorization. You need to have an interest and some knowledge, but you don't necessarily have to be ... You could be from a school that's that's struggling with certain aspects of it or a little earlier on in your journey. It's really not meant to be a council of the all star schools. It's really a representative group as much as we can and in as many different ways in the institutions. And in fact, we have a member who's not even at an institution, who's the state portal, Terence Garbero. So we really do encourage anybody to give it a whirl if you've got some ideas about how this network can improve.

Cheryl Dowd: That's great. So thanks very much Tyson for being willing to talk about it. And from your experience especially for our advisory group. We find it to be very helpful to get the perspective from the variety of institutions that are represented on the advisory group. And so they are also folks you can reach out to, to share your ideas as well, as well as reaching out to Dan and myself. Tyson mentioned the SAN member survey, and I'll just talk very briefly about that. The SAN member survey is something that we opened a few weeks ago, and it was something the advisory group had indicated was it was a good idea for us to do. We haven't done one in about two years because we wanted to know what resources you all found valuable, what services and benefits do you all find valuable, and what other things would be helpful to help your compliance management role at your institution. So that's hyper linked in the SAN agenda. We will keep the survey open until Friday the second. So please have a look at

the survey. Encourage others at your institution, you all are the coordinator, so we hope that you are helping to be leaders in your membership to encourage others to participate in activities even if they're not coordinators.

Cheryl Dowd: So their input would be valuable as well for the survey. So I hope you will consider that because we do like to hear your input to help us frame what we'll be doing for the upcoming months and years. Dan, you want to add anything about the SAN members survey.

Dan Silverman: No, not really. It doesn't take very long, so that's always a plus.

Cheryl Dowd: It is a very quick survey. That's that's true. Dan and Tyson had input on that and I really appreciate the work that they did to open that up. So that's really helpful and just while I'm speaking before I turn it over to Dan. One of the things I wanted to share is that we have been moving forward on all of the new registration or the renewal registration for this year. And I thank everybody for their participation. I know most have already supplied their payment, and I thank you for that. If you haven't had the opportunity, would appreciate you checking for the invoice and processing the invoice. A few have contacted us to say that they are in process, we thank them for that. And so just to let you know we are receiving those and thank you very much for trying to move promptly on the payment of the invoices. Appreciate that very much.

Dan Silverman: Okay, thank you Cheryl. So speaking more on network matters, so often a new coordinator will come aboard or it could even just be a new contact, someone new to the membership in way who is new to state authorization. And they'll ask us, "Well, what can I do to get started? Just to get up to speed quickly so I can start participating and learn more?" And we don't have a great answer to that right now. We pointed to the website, which we're proud of and we work hard on. But we've been talking about ways of providing a more engaging introduction to our materials. And so we're even thinking about using some principles of gamification to do that. So I'm pretty excited about that. I'm not a little bit of gamification skeptic, but I'm also curious and I'm kind of a novice at it, so I don't want to withhold judgment. But I think that we're working on some ways to try to make get a real engaging introduction to our materials.

Dan Silverman: So as part of that planning process I'm looking for your help, and that was on the Google doc that was linked out on the agenda, a couple of things. One, is when you first came into your state authorization role into your interaction with SAN, what were the resources that helped you whether they were SAN materials or something you found elsewhere? If you wouldn't mind pasting those in or saying anything about that. This can be as anonymous as you'd like it to be. The other is we're going to try to come up with some kind of case studies or scenarios to help again try to bring this material alive more quickly for somebody. And so if you'd be willing to put in with as many of the identifying details obscured if you're more comfortable with that. But just some scenarios that you came across some problems that you had to solve. We've been

thinking that one way to really engage people is put that rather than a passive browsing of information to give them a lens of you're trying to solve a problem, or this happened in an institution we don't want it to happen again, here's what happened.

Dan Silverman: And so obviously we can come up with these ourselves, but the more authentic they are the more on point they are from you guys the better. So if you can take some time and write those in. And if the Google doc isn't a format you're comfortable with, you can reach out to me directly, of course. So these are just a request, again, a new project that we're working on. So I see a question here with Google Doc, its linked right there in the agenda. But I can also pop it right in here to notes. I will do that. And are there any questions about that?

Cheryl Dowd: I checked.

Dan Silverman: So anyway, I don't know if we have a hard deadline on this, but this is a project that we're working on. And if it works for new people then we can try to find a way to have that work for the more veterans out there. Is it just another way of engaging with our content. It's one thing that we're always trying to get that we put a lot of stuff out and a lot of stuff on our website, a lot of stuff on the frontier's blog. But we're not always sure that that's getting the engagement that we think we'll be most helpful. So this is just a new frontier for us that we're trying. Speaking of new things, we are trying at summer podcast series, and we recorded our first one with Ross. I hope you had a chance to listen to that and enjoy it. We have a new one coming we're recording tomorrow with Meghan Raymond from WCET. It's going to be a wide ranging conversation and she's an interesting person, so if you ever wanted to find more about WCTE, and how it works, and how members of organizations work, and how SAN and WCET interact well with each other as well as some question about meeting. We will be covering all of that. I've got more questions for Cheryl about musicals.

Dan Silverman: And you might even have a [crosstalk 00:53:11] of the month. So this is going to be a great cast, but I do have a request for questions for Megan if you have any. We did use some question last time for our conversation with Ross so I really appreciate that. Otherwise, there's events below. There's no open forum in August. We are traveling. And in September we'll be talking about accreditation in some way, shape, or form. And again, just encourage you to please register for the annual meeting, and I won't ask Cheryl about Newsies or Toy Story 4 even though I don't ... anyway. OK. Are there any questions for me or Cheryl at this time?

Cheryl Dowd: I think somebody was asking about the WCET annual meeting. And yeah, let me explain a little bit about that. Those of you that might be new as coordinators may not even be aware of what we try to do at the annual meeting. But every year the WCET annual meeting we hold a coordinator meeting meaning that separate from the annual meeting we will have a day. It'll be 10 a.m. to 4 p.m. on the Monday before the annual meeting starts. So you could register only for

the SAN meeting should you be interested. But I would urge you to participate in the WCET annual meeting, of course, which we'll address tomorrow with Megan. But if there are those of you that can only attend the SAN meeting, you do not have to register for the WCET annual meeting in addition to the SAN meeting. You can go on the site and register just for the SAN meeting. There is no cost for the SAN meeting. It will include lunch. And we will go to a local establishment after the coordinator meeting to have a networking time that'll be hors d'oeuvres at a local restaurant and I look forward to that very much. There is a code, it's: ITDEPENDS. All one word, all caps that indicates that you're a SAN coordinator, that you've entered that code.

Cheryl Dowd: So we hope that you will consider coming, it's in Denver. We have it every other year in Denver. And I think that you will find it very beneficial. Somebody asked, is the agenda available at this time for the coordinator meeting? No, we have not developed fully the agenda, but I can tell you generally speaking what we're doing. We will have an update on where our membership is. So this is an opportunity for kind of us to give the state of the membership address. Plus, we will talk about where the federal regulations are at that time because if the department provides final regulations by November 1, they will be able to be effective by July 1, 2020. So the annual meeting will occur after November 1, so it's going to be very interesting to see where we are at that point, so we will address that. We will have several of our members providing presentations about various aspects that are pertinent to our work.

Cheryl Dowd: And so each year we're able to have different volunteers provide those aspects. And then of course, one of the things that we're most proud of is that will be when the SANSational awards are provided to the winners. So we look forward to that because that's a very special time when we can showcase the good work of our SAN members. So that's generally the rundown of that 10 to 4 meeting. But it's a very good time for interaction with the other coordinators. Any other questions? And as Dan has put out questions for Megan. Yeah, it would be really helpful to have what your questions are about WCET in general and the benefits of the annual meeting.

Cheryl Dowd: And we can talk a little bit about the SAN portion while we're on while we're on that podcast. And you can also find on the WCET website, a tentative agenda for this for the WCET annual meeting. The same coordinator meeting is the Monday. I don't have a calendar. I can pull up a calendar. But whatever that Monday is, that would be Monday the fourth because the WCET annual meeting will start on the fifth. So Monday, the fourth is the same coordinator meeting, and the annual meeting for WCET starts the fifth. We are all day on the fourth and we will have like I said heavy hors d'oeuvres afterwards as a SAN networking event. [inaudible 00:58:03] we packed a lot in there, Dan. Thanks very much for steering us today.

Dan Silverman: Yeah, that's what I did. All right. Well thanks everybody. And we look forward to talking to you next month or anytime in between. Thank you.

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Cheryl Dowd: Have a great day everybody. If you have any questions don't hesitate to be in touch. Talk to you soon.