

Dan Silverman: Good afternoon, SANTastic listeners, and I did say plural. I don't think that's too optimistic of me. Wherever you are, we're very grateful. Today is July 24th, 2019 and this is the second in a three part summer podcast series from SAN, as yet untitled. I think last hour we talked about the ... calling it the Hugh Jackman Appreciation Show, so I don't know, we might have to get a little more technical than that, but my name is Dan Silverman and I am joined as always by my cohost Cheryl Dowd. Cheryl, are you ready to podcast?

Cheryl Dowd: Yes, very excited. Hi everybody.

Dan Silverman: Great. And today our special guest is Megan Raymond. Megan is the director of special programs and sponsorship for WCET, which is the parent organization of SAN. Megan, thank you for being with us.

Megan Raymond: Thank you so much for inviting me. I'm very honored to be guest number two on your SAN series.

Dan Silverman: Yeah, the first one, we were making it up, and this last one, we're probably just going to be mailing it in, the third one. So second is where you want to be.

Megan Raymond: Perfect.

Dan Silverman: So, my first question before we get to the more specifics is Megan, how did you ... why did you choose to work for a membership organization in the first place?

Megan Raymond: Oh, that's a good question. So I previously was at a college down in the southwestern part of Colorado called Fort Lewis College. And I worked in Student Affairs there and my husband and I were moving to the front range, and I remember mentioning to some of my colleagues that we are moving and I wasn't sure what I was going to do. And a colleague of mine, Dr. Ken Pepion, he said you should look at WICHE. And so I looked at WICHE and they had ... the position at the time was the coordinator of events, and I applied and got the job. And so that's how I sort of fell into it. It was through WICHE being a Higher Ed organization, and then I'd become acquainted with the whole other world that is a membership organization and all the interesting facets that are involved. But I do love the membership aspect. I love that we get to interact with some of the smartest people on the face of the planet on a daily basis. And it's a little more removed from students from where I was previously, but I know that work we do impacts students. So that's how I sort of navigated this path into WCET.

Dan Silverman: So Higher Ed institutions have a lot of sources for information and development. Why are membership organizations a good fit for many of them?

Megan Raymond: That's a great question. So every day I read The Chronicle and Inside Higher Ed, and they are two excellent sources of real time information on what is impacting us in higher education. And I really respect the journalists and their

thorough investigations and reporting. Where organizations like WCET play a vital role, is that we're able to do the research and share what is most critical to our communities, without them having to weed through the daily use of information. So WCET provides the article digests, blogs, webcasts. We have a great membership community for membership exchange. So WCET really, I think, is great at facilitating those connections and being a convenient or in disseminating information out. And I think that's where the value of a membership organization is, is in its people, whether that's the staff or the other membership organizations.

Dan Silverman: How did SAN hatch from WCET originally? I think a lot of our members are unclear of the origin and the relationship in general.

Megan Raymond: I hope you asked Russ this question, because I keep meaning to ask him if his recollection is the SAN as mine. But, we did a webcast on state authorization and there were so many questions, and I was very new to the topic, and I remember saying to Russ, "Well why can't we just pull together a list of every state's requirements and I'll just do this spreadsheet this afternoon and we'll share it with our people." And he was like, "Yeah, okay. That's really naive, and I see where you're headed, and that we need to help provide all this information and keep on top of it, because it is very dynamic and it changes, but I don't think it's going to be just a simple spreadsheet." So I think that that was part of the impetus is recognizing the need for a resource, as well as a way to get our arms around all the regulations and how quickly they were changing state by state and what the requirements were and how to get that out to our communities.

Megan Raymond: So that's my recollection. There's a lot more to it. Russ has always recognized that we can do more as a community with collaboration than we can do with one or two people. And why is everyone having to do this work across the institutions when we could just pull together people and really coalesce around this? So that's my recollection. I'm not saying that I'm the godmother of SAN, I'm more the naive, "Hey, let's do this," and Russ being the more seasoned expert, knowing what's real realistic and reasonable.

Dan Silverman: Well, Megan, if you could just hurry up and finish that spreadsheet. I think our members would really like that.

Cheryl Dowd: I remember when people wanted to have it all on a spreadsheet. I remember that was something when I came in, too. It was before Sarah and the SHEU surveys were still new and we're not on a website that was dynamic for changes. So it's a PDF document and so I remember those days and ... but it was a great resource to be able to have something. And I know people are talking right now about, "Well why can't you just do that with professional licensure," which is 50 times what you're talking about for what was required in the states. So, but we do appreciate that early on, Megan was one of those that helped pull SAN together quickly. So between Russ and, and Megan and Marianne Boccie,

we had a resource because many institutions were really caught flatfooted not knowing what to do. So thank you for providing this for us.

Megan Raymond: Wow, and it's been so fun to see SAN grow and expand and have you both on board. Look at you now, you have a podcast series.

Dan Silverman: Yeah, we were used to ... Yeah, I know, it's been a lot of progress, but I think that there's a kind of a lesson there too in that maybe membership organizations have an ability to just kind of dive into something and let it grow in a way that other other types might not. There's something about ... having that critical mass of members allows you to take to take a risk sometimes.

Megan Raymond: Right, absolutely.

Cheryl Dowd: Well, I think it was really important what Megan said a few minutes ago about being able to collaborate on things. And so that's what we've really been trying to do with the network. I know Megan, when you first started, it was a lot of telling institutions what was going to be required of them. And now, it's so great. The institutions are sharing and so many of them are doing such great work that it's not a one way. It's definitely ... I take that word network pretty seriously, much like WCET does in terms of collaboration is that we think these are really important to have members that are super involved in what we're doing to be able to share that good work.

Megan Raymond: Right. We're stronger, smarter and more efficient as a community.

Cheryl Dowd: Yup, there you go.

Dan Silverman: That sounds like it could be on a bumper sticker. Is there a way, given the need for collaboration, that WCET ... pardon me, SAN members can take greater advantage of their WCET membership and WCET services?

Megan Raymond: Yeah, absolutely. I think one of the points that I always try and make is that WCET memberships extends to everybody within the organization. So often times we only have one or two names in a database, but we know that there's a lot more people at the institution that should be taking advantage of our benefits. So the institution makes the investment, it might as well extend beyond just one or two people. So that's one point I always make. And we have a growing list of member benefits that are on our website and I'm also happy to share that link out if anybody's interested. But we try and keep finding valuable ways that we can provide resources to our members, and so, some of the newer ones are our partnership with MindWires on their LMS subscription service, which provides insights into the LMS marketplace, and helps institutions make informed decisions around LMS providers.

Megan Raymond: We partnered with you at college last year, which is an online mental health platform. So we're constantly updating what we provide to our members. But I

am very excited about wctMIX, which is our membership community. So previously we had the Listservs, which are great, but now I think we have a whole nother dynamic component, which is the membership community, which will continue to be built out. So if people aren't in mix, or aren't signed up for a list, they should join. The two are WCET Discuss and WCET News. And those are also the ways that we share the events and programs that we're doing here at WCET. So if people are interested in their webcast series or annual meeting deadlines, that type of thing. It's a great way to stay connected to WCET. So those are just a few.

Dan Silverman: Those are great suggestions. Cheryl, maybe you can ask Megan a little bit more about the annual meeting. You've, had a lot more experience there than I have.

Cheryl Dowd: Of course.

Dan Silverman: So maybe you can ask her a little bit about how ... who it can benefit and why. Last year was my first time attending and I was with the organizers. So there you go.

Cheryl Dowd: Well, I think that's great. I know something that you know Megan and I have talked about before is I encourage all of the SAN members ... SAN coordinators and SAN members but at the SAN coordinator specifically that if they're coming to the annual meeting to ... for the SAN coordinator meeting to come also to the whole WCET meeting. Because I know as a staff member, before I became a WCET staff member, I got a lot out of the WCET annual meeting. And what I encourage, and maybe Megan you can help me with this, is I encourage our SAN members who come not just to focus on state authorization related kinds of sessions, but also things they don't know, learn something. Learn something to take back at the institution, so you can kind of learn to speak the language, because all of these things are related in some way. So what is the interrelationship? So Megan, can you, can you speak to that maybe a little bit about what benefits and topic areas that our institutions can have if they attend the meeting?

Megan Raymond: Sure. And I agree with you Cheryl. I think WCET a great job of sharing policy information, and we have several sessions that are policy related this year. Oh, and I don't know if you know, but Diane Auer Jones, she's the deputy under secretary for Higher Ed at the US Department of Education. She's going to be one of our keynote presenters on Wednesday morning of the conference.

Cheryl Dowd: That is very exciting.

Megan Raymond: And so, yeah, I'm very excited and she'll be talking about what some of the impacts at HEAR, accreditation changes, as well as talking about the aggressive innovation agenda. So that should definitely appeal to SAN members and our WCET audience at large. And then this year I did a ... made a concerted effort to have fewer sessions that are really, really strong and are timely topics that I

think our community really needs to hear about, and it made it a little more competitive process. But I think what is on the program really speaks for itself. And hopefully no matter what area of higher ed you're in, that if you have anything to do with technology, enhanced teaching and learning, you will find it difficult to pick which session to go to on any one concurrent session block. So the conference is a mix of panels, solo presentations, round table discussions. We have a lot of round table discussions, which are great because it's not the standard PowerPoint presentation, it's more interactive discussion.

Megan Raymond: And we have a handful of unconference sessions this year to which those sort of model, those engaging hallway conversations we all appreciate where you have 10 minutes and then you get in this fantastic conversation and before you know it they're sending you off to the next concurrent session. So, we have a handful of topics including accessibility, working with online program managers, management companies, LMS selection, using Ed tech tools, badging. There's a handful, but I really like those because I think that's where we have up to 450 of the smartest people working in tech enhanced teaching and learning. And you get to pick each other's brain and share what some of your lessons learned are, or what you tried and maybe it failed miserably, but at least you can share some of those lessons with those that are in the session.

Megan Raymond: So those are just some of the structural pieces of the annual meeting, which I think really help us stand out. The content and the speakers, there's just a wide variety including sessions that are ... the intent is that we can just have some really open and honest conversations about some of these challenges in Higher Ed. So how you work with OPMs, if that's something that your institution is considering, and what are some of the good practices and model agreements? As well as, we're putting together a session on accessibility, and how can we as institutions work with vendors to help inform what accessible products should be and ask vendors some questions about why it's so difficult for them sometimes to provide accessible products?

Megan Raymond: So really having those good conversations that'll help us all move the needle on student success. So I hope that wasn't too astray from the intent of the question, but I, of course coming from the program perspective, think that many of your SAN members will find value in attending the whole conference. Oh, and one other thing. So, Van Davis, who many of you know, he works with Russ closely on policy, and he's actually on contract with us right now at WCET doing some policy work. He's facilitating several sessions at the annual meeting, including our very popular Ask The Expert closing session, which if your SAN members haven't been there and Dan, I hope you were able to see it last year, but it's a really fun way to end our meeting and we're going to make it a little more serious this year, but it will still have a fun component.

Megan Raymond: But the audience gets to ask our panel of experts questions that that are really important questions. They're there related to tech enhance teaching, and learning, and higher education. And then our panelists all answer those

questions and then the audience can vote on those as well as our panel of judges and Van does an amazing job of seeing those. So that's not to be missed. So between Diane Auer Jones, these awesome presentations and panels, and unconference sessions, and then that closing session, I think they'll find the program to be a good investment in their time and their resources.

Cheryl Dowd: That is awesome. Thank you so much for that very thorough explanation.

Megan Raymond: Sure.

Cheryl Dowd: Because that that really helps nail it in terms of being help ... of helping our institutions know that beyond just things that are related to specific state authorization that they can learn so much more. Which as I said, they have to be able to talk with folks at their institutions about a broader array of issues than just what state authorizations. They have to know about how it impacts the other parts of the institution. And so this kind of work, and these kinds of sessions will be really helpful. So thank you for that explanation.

Megan Raymond: Of course.

Dan Silverman: So, last question for you, Megan. You're an avid mountain bike rider. Say someone has never hopped on a mountain bike, but they know how to ride a bike, but they've never gone on a trail or ... I don't want to go too far into the jargon and botch it. What would they ... what would surprise them?

Cheryl Dowd: I think they'd be surprised at how it translates to other life skills. And I'm saying that because I have a seven year old who's getting more and more into mountain biking, and the other night he was actually searching rocks out, which are obstacles, right? So sometimes we, we search obstacles out, because we want to get over them and achieve them. So I think that's one of my favorite things about helping new people become acquainted with the sport is how much they can be empowered when they realize, "Oh gosh, you know I never thought I'd be able to ride over that obstacle, and I did it. And I did it with grace and I'm super proud of myself." And so just those achievements and the translation to all aspects of life. So it is a great sport, it is. It's probably one of the hardest sports to get into just because you do have to have the fitness and it's not an easy investment to make but it's a pretty amazing thing to share with your friends, and your family, and just do for yourself.

Dan Silverman: Well on that note, I can't really can't really top that. We are going to move on. Speaking of seeking ... thank you Megan. We're going to move on here. Speaking of seeking out obstacles, we're going to do a little segment that we may never do again, or we may do every time, which is a kind of a professional licensure regulation of the the week, of the month, I guess of the month, we're a monthly show. So are so often the conversation about professional licensure disclosure is abstract in the research that goes behind it. But, and that's okay, it's necessary to speak in abstractions, but it can also be useful for looking at an

example of the kinds of work that professionals on campus undertake while preparing to make these disclosures.

Dan Silverman: So in Florida, for example, if you want to be a licensed mental health counselor in a variety of fields, you must complete at least three credits of coursework on human sexuality and three on substance abuse, and that's even if you're from a CACREP accredited program, which is the top creditor for family counselors in a bunch of mental health counselors. And if you're playing along at home, that's Florida administrative code 64B4-3.001, just to prove that I'm not making this up. And this just goes to show the detailed work that it's going to have to go into, and is going into determining whether your program meets these licensure requirements of the boards in all 50 states. Finally, we have Cheryl on musicals. The best part of the show.

Cheryl Dowd: Which just cracks me up.

Dan Silverman: Yeah. Well this is an homage to [Rossia 00:20:47]. Go ahead, Megan.

Cheryl Dowd: There you go.

Megan Raymond: Yeah, this is the moment I've been waiting for.

Cheryl Dowd: Okay, all right.

Dan Silverman: Well, my question Cheryl, first question is if somebody is a skeptic about musicals, is there one particular show or type of show that you think kind of get them on board?

Cheryl Dowd: Oh my goodness. That is a good question. I think that you'd have to know the person. There are musicals that can be very serious. There are musicals that are very humorous. There are musicals that are very dance heavy. I think probably one of my favorite musicals that kind of just pokes fun at musicals in general was Something Rotten that came out just a few years ago. And it was talking about the time of Shakespeare and how the musicals were invented to kind of rival what Shakespeare was putting out. And Christian Borle played Shakespeare, which just cracked me up and he played him sort of like a rock star and they did an homage to all kinds of musicals in their songs. And, of course, Christian Borle was over the top, but anyone who's kind of a skeptic, or maybe just wants to have something that's very lighthearted, entertaining, something like Something Rotten provides that kind of shtick, if you will. But if they're more serious, and they want a real good story, and they can sit for more than three hours I've of course point them to Les Mis, but ...

Dan Silverman: Is there an actor or actress who's kind of famous on TV or movies that people might be surprised to know, they actually came up through musicals?

Cheryl Dowd: Well, I think it depends on your age, but what I understand is that now that Sutton Foster has been on TV so much, people forget that she was very dynamic on Broadway in a variety of roles and that that's where she got started. So there's that of course. And of course Angela Lansbury, if you go back way farther. Angela Lansbury spent a lot of time in theater before she was doing movies. So, of course, there's Angela Lansbury and maybe Shirley MacLaine. Those are the ones that come off the top of my head. She did a lot of Broadway before. She did musicals as well, musicals in movies, excuse me.

Megan Raymond: I didn't know that.

Dan Silverman: Well, this, this question, this can be the last one I guess, and it's for both of you, since you both have family members who are actors in musicals. Is there something that you've picked up from seeing your family members doing it, that the average fan wouldn't realize about how they're performed or what people like to do them or in any of that?

Cheryl Dowd: You want to go first, Megan or ...

Megan Raymond: Oh, I need to think about that. I did confess that I've not seen many musicals even though my brother is an acclaimed actor, and has starred in many-

Cheryl Dowd: But even acting. Think about that too, Megan because I think some of these things just regarding stage performances that early on, we would leave a show and my daughter is 20, and she's in Performing Arts at a conservatory right now. But anyway, the point in the story is, she would leave a show and talk about the blocking and you know, where people are on stage, and what movements they were making and how they didn't make sense. So it was directing notes basically. And so we get her in the car, and of course we have a rule that you can't talk about it while you're still at the location because that's rude. But once you get in the car you can start to talk about it, but as long as other people from the show aren't around you, so you're not insulting anybody. So anyway, but then she goes on to share all of the directing notes that she would ... even at 12 there's lots of things about the show. And so now, I have a critical eye for those things. I was like, "Well, why did that actor stand there? Why did he make his arm gestures in that motion? Did it really serve a purpose?" So anyways, so she has me being more critical about movement on stage.

Megan Raymond: Yeah. And my brother, who is a very, very talented actor, is also an amazing improv actor. And so I've probably seen more of his improv than I have his other plays. But that to me was really eye opening because you just have to know a few rules to be a good improv performer. And my brother also has an amazing memory, which I think makes him a really good talent for improv, because he can just recall this amazing history. But that was one of the things I found to be most interesting was how the improv actors play off of each other. So again, I divert. It has nothing to do with musicals, but being able to get up there on the stage and your improv co-actor says something, you have to go with it. You can't



say "No," you just have to go with it. And so I think that creates just an interesting dynamic that I would not drive in that atmosphere, so I haven't much admiration.

Cheryl Dowd: I would love to see him because that is something that's very exciting to be that quick minded to be asked to respond in that way. So that that shows you have a bright brother.

Megan Raymond: He's very, very bright.

Cheryl Dowd: That's awesome.

Megan Raymond: So, I think that translate, yeah.

Dan Silverman: Well thank you both. I learned a lot, and actually, the point about memory I've been thinking about that in number of contexts. Some argue that in the age of Google, in the age of free information everywhere, memory is an obsolete skill, or on their way that way. And I don't think that's quite true, but clearly being able to look things up easily does alleviate some of it. But I don't know, I've just been thinking a lot about that, In, obviously, acting it would be relevant, but even in improv, so that's a lot to think about there.

Megan Raymond: Right.

Cheryl Dowd: I think you're right. I think it's a real interesting balance. You have to know how to use your resources, but I think memory, like you said, it's a balance, and you need to be able to have both skills.

Dan Silverman: Yup.

Megan Raymond: Right.

Dan Silverman: Well thanks. Thanks, Megan. Thanks, Cheryl. Thanks everybody for listening, and we will be back next week ... I'm sorry, next month with, we don't know who, talking about something interesting, I'm sure. Thanks again and we'll see you next time.

Cheryl Dowd: See you in August. Thank you, bye.

Megan Raymond: Thank you, bye.