Semiannual Compliance Reports

2019 WCET-SANsational Recipient

Outline

- Brief WGU 101

- Compliance Report Background

- Inception

- Implementation

- Examples

- Communication Strategy

- Adaptability

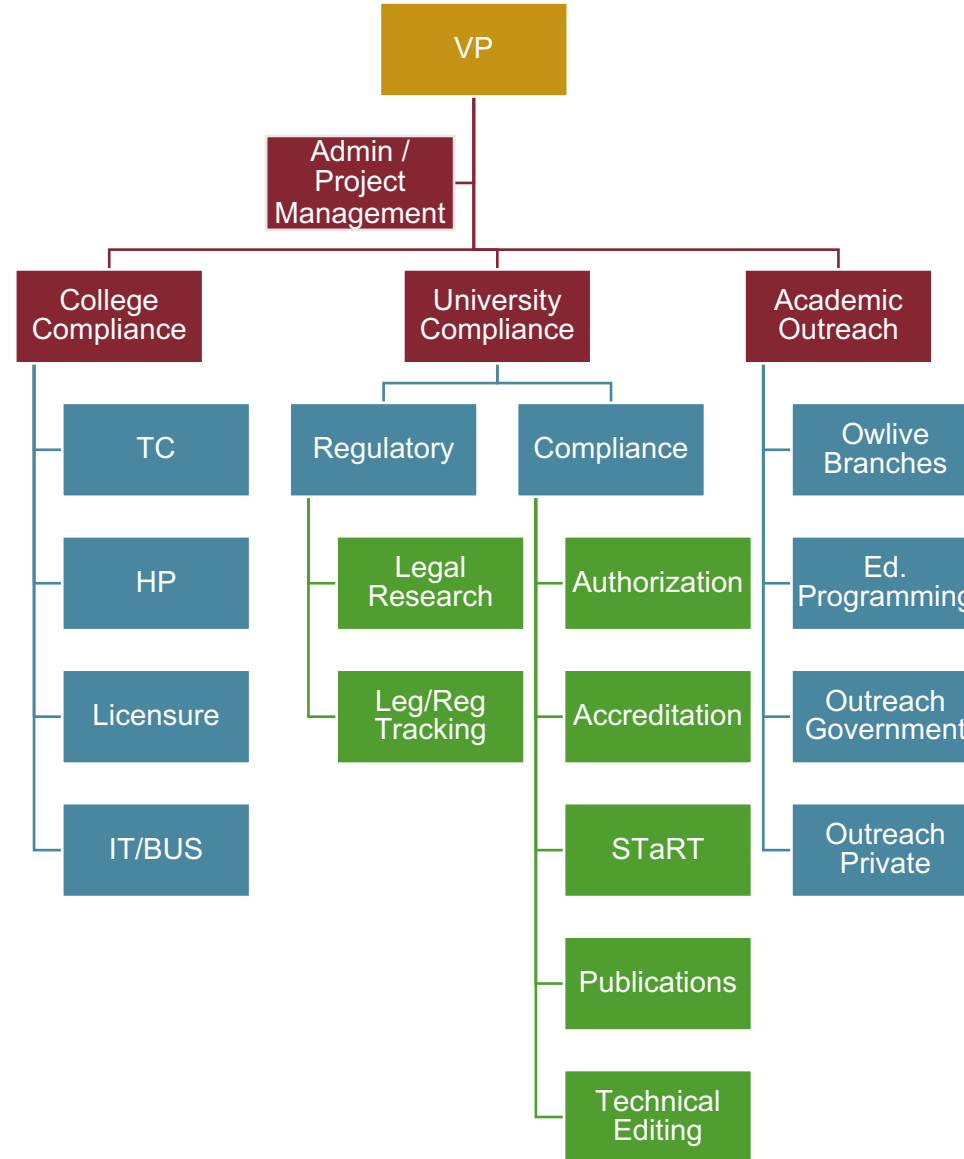# WGU 101

Founded in 1997
Western Governors' Association

Four Colleges

COLLEGE OF BUSINESS ONLINE | TEACHERS COLLEGE ONLINE | COLLEGE OF INFORMATION TECHNOLOGY ONLINE | COLLEGE OF HEALTH PROFESSIONS ONLINE

- 120K+ Students
- 160K+ Graduates

- 1 Regional Accreditation
- 5 Programmatic Accreditations
- 6 State Authorizations
- 10+ State Teachers College Approvals
- 7 State Nursing Approvals
- 50 State Licensure Requirements: Teaching, Acct

WGU Academic Engagement Team

VP

Admin / Project Management

College Compliance — University Compliance — Academic Outreach

College Compliance
- TC
- HP
- Licensure
- IT/BUS

University Compliance

Regulatory
- Legal Research
- Leg/Reg Tracking

Compliance
- Authorization
- Accreditation
- STaRT
- Publications
- Technical Editing

Academic Outreach
- Owlive Branches
- Ed. Programming
- Outreach Government
- Outreach Private

4

Compliance Report Background

- At WGU compliance is "all-knowing"

- Departments across the university solicited information

- Find new/innovative ways to share knowledge

- Lacked formal process/documents for sharing of key information

Inception

- Idea arose from 2018 – 2019 Strategic Planning

- Key initiative began creation of state and program specific compliance reports

- *Why strategic plan mattered?*

- Reports to be a two-page document that included:
  - Compliance snapshot (authorization, approvals, licensure, and accreditation)
  - Key data points (enrollment, graduates, student demographics, and KPIs)

- Reports produced semiannually (CY report and FY report)

Implementation: Phase 1

- Define the problem statement

- Define the project scope

- Submit to 2018-2019 University Strategic Plan

WGU | COMPLIANCE & ACCREDITATION — **Project Initiative Canvas**

PID	Initiative/Project Name	College or Practice	Strategy Code	5Y Strategy	Executive Owner	Project Owner
*19KL02	State-Specific Compliance Reports	Practice	CPW-OIP O;	S7	Lucas Kavlie <lucas.kavlie@wgu.e...	Tyson Heath <tyson.heath@wgu.e...

Problem Statement

Simple overview sheets of compliance information by college, program, and state are not presently available.

Scope

C&A will prepare annual state-specific compliance reports to be available to each state agency that currently do not regulate WGU because of our participation in SARA or lack of oversight by boards. These reports will provide a state profile (e.g., enrollment, graduates, alignment, and tracked legislation) and how WGU has contributed to the state through the work of our students and partnerships, as well as how the state can continue to help WGU within their state. These reports will be useful for Customer Relationship Managers, External Relations, and Strategic Relations in addition to supporting C&A's work with monitoring compliance regulations.

02/15/19 Original Finish — Last Overall Status
02/18/19 Finish — Current Overall Status
100% % Done — Overall Outlook

Team

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Student Benefits

Monthly Update Notes

Highlights:
Misses:
Dependencies:

OL	Goals	Success Measure	Start	Current Month	Target
1	Establish a list of non-regulated states and current programs by 7/31	Lists created		Completed	
2	Develop a program-specific template by 10/1, college-specific by 11/1, and state-specific by 12/1	Templates created		Completed	
3	Collect academic-year artifacts for the report using 10/10 data	Artifacts collected		Completed	

Rating	Top 5 Risks/Issues	Assigned To	Target Date	Status

Links

- Monthly Update - *19KL02
- Project Milestone Tracker - *19KL02
- RAID Log - *19KL02
- Project Initiative Tracker - *19KL02

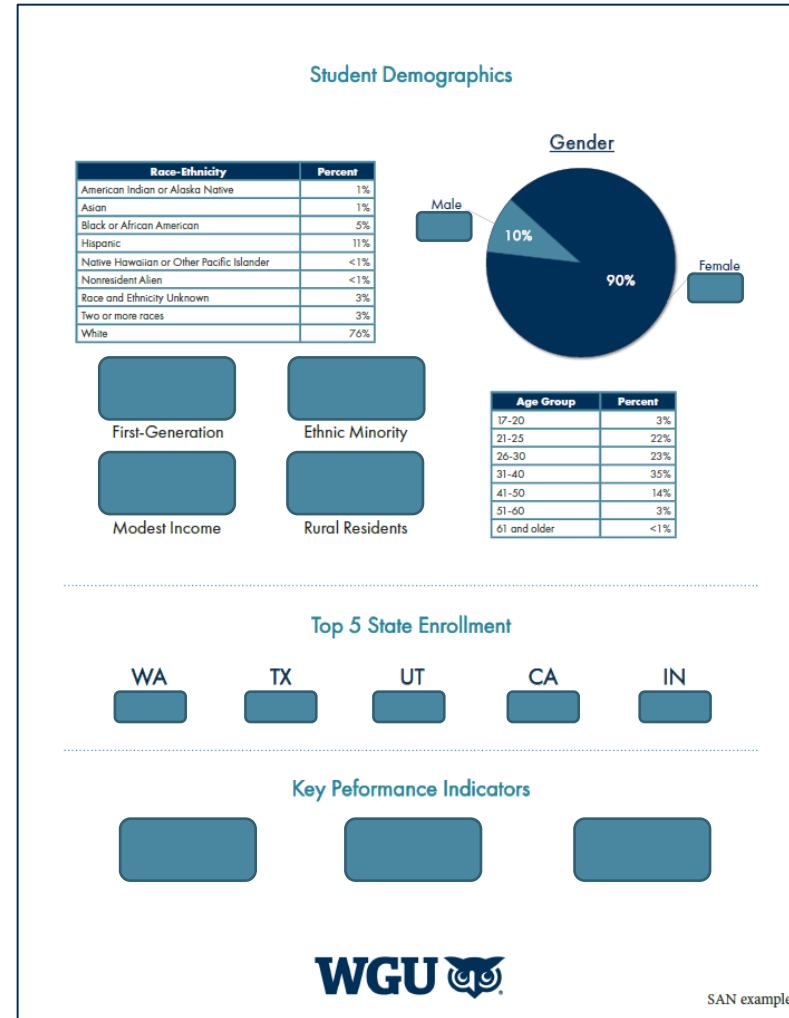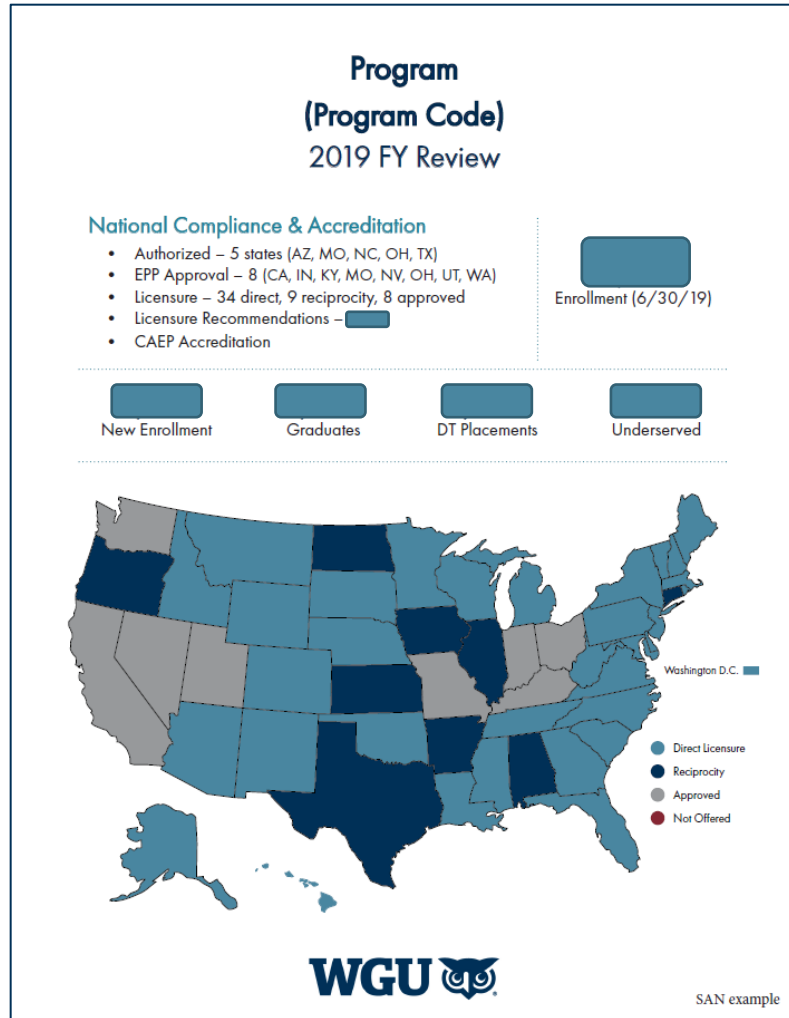| Action	Assigned To	Target Date	Status	Notes

Implementation: Phase 2

- *Deep-dive research*

- Created College / Program Profiles

- Indicate the authorization, professional licensure, and licensure pathway for each program in each state

- Basis for "compliance snapshot" in the reports and maps
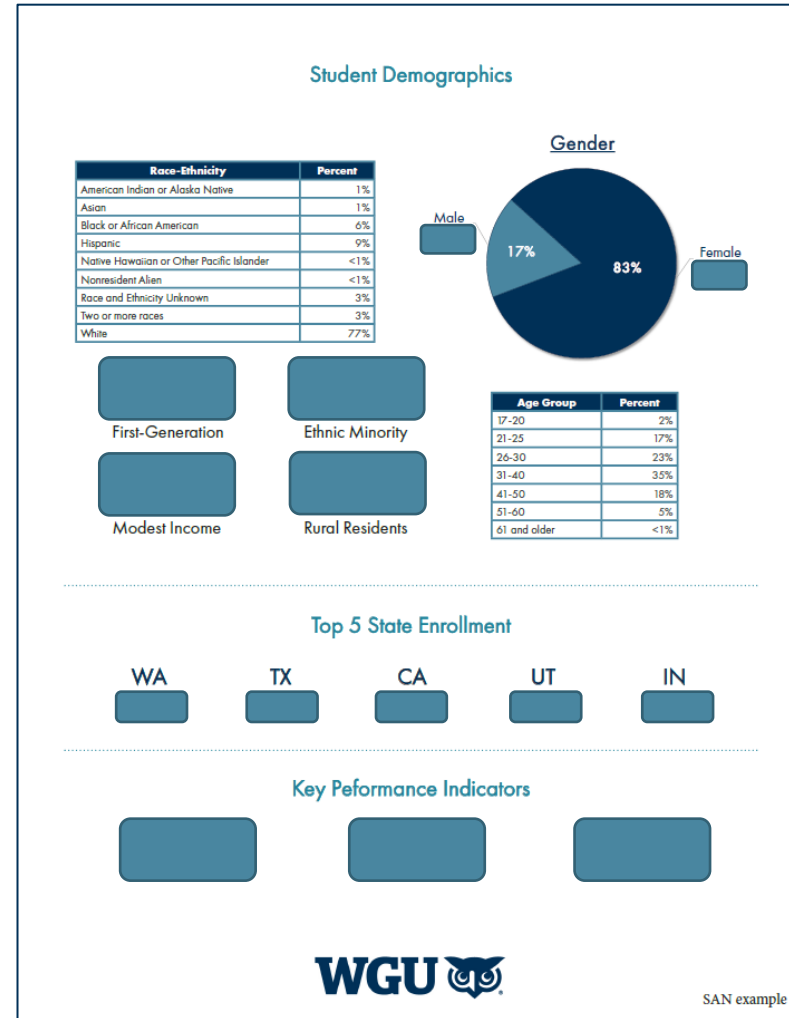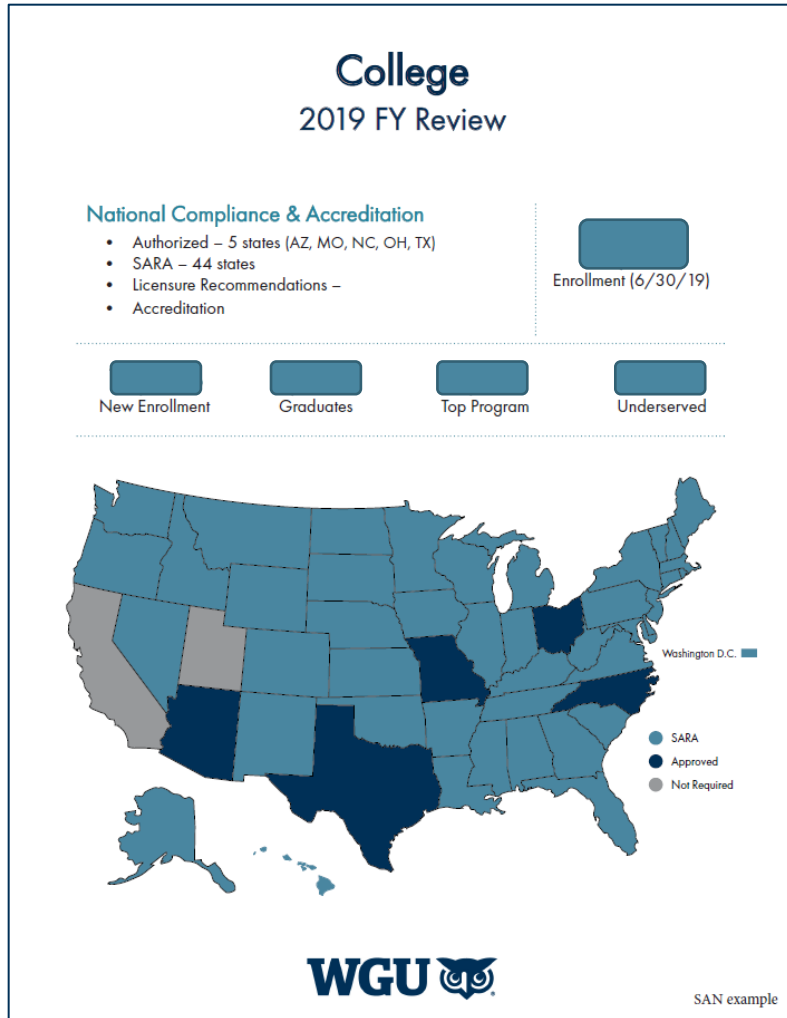
Implementation: Phase 3

- Smartsheet used to project plan

- Process included:
  - State research (Phase 2)
  - Research, test, identify software
    - Microsoft, Adobe, Google

- Create Templates
  - Identify key headings / objects
  - Submit for leadership review
  - Modify as needed

- Collect artifacts (data)
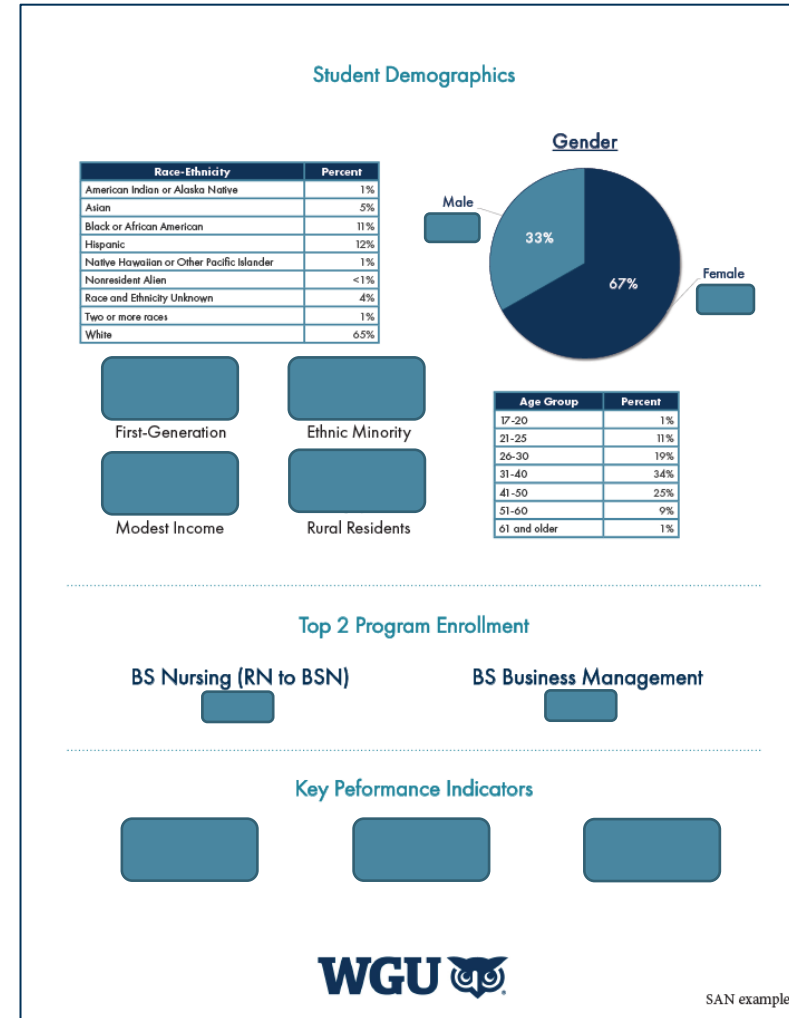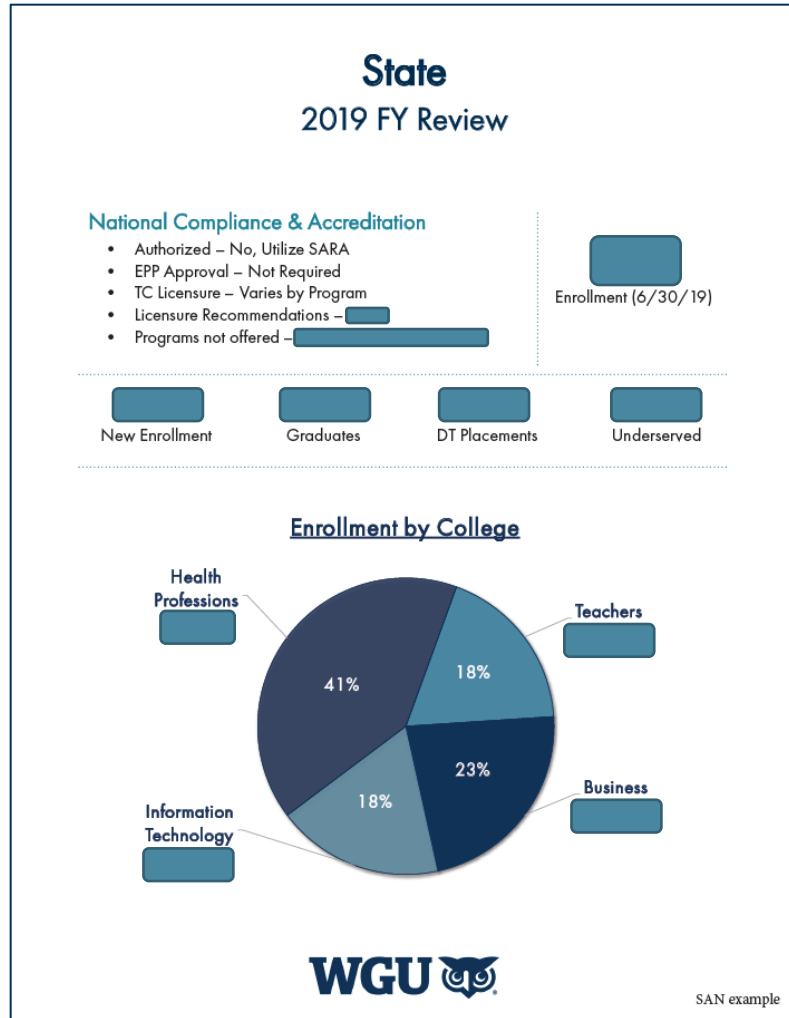
- Prepare reports

- Distribute

Example Reports - Program

SAN example

SAN example

Example Reports - College

College
2019 FY Review

National Compliance & Accreditation
- Authorized – 5 states (AZ, MO, NC, OH, TX)
- SARA – 44 states
- Licensure Recommendations –
- Accreditation

Enrollment (6/30/19)

New Enrollment | Graduates | Top Program | Underserved

Washington D.C.

SARA
Approved
Not Required

WGU

SAN example

Student Demographics

Race-Ethnicity	Percent
American Indian or Alaska Native	1%
Asian	1%
Black or African American	6%
Hispanic	9%
Native Hawaiian or Other Pacific Islander	<1%
Nonresident Alien	<1%
Race and Ethnicity Unknown	3%
Two or more races	3%
White	77%

Gender

Male 17% | Female 83%

First-Generation | Ethnic Minority

Modest Income | Rural Residents

Age Group	Percent
17-20	2%
21-25	17%
26-30	23%
31-40	35%
41-50	18%
51-60	5%
61 and older	<1%

Top 5 State Enrollment

WA | TX | CA | UT | IN

Key Peformance Indicators

WGU

SAN example

Example Reports - State

Communication Strategy

Multiple approaches used throughout each phase

- Phase 1: the need for additional resources; brand building

- Phase 2: monthly strategy meetings with provost organization; university town hall

- Phase 3: project tracking, department meetings

SharePoint site houses all reports, accessible to all WGU staff

Present and share reports at department / college meetings

Partnered with different groups in the university to ensure reports are sent with representatives attending external meetings

Adaptability

Applicable to all, no matter the size of the institution or staffing level

Scope and time needed will depend on the number of reports

- 117 Reports - 50 States (plus DC), 62 Programs, 4 Colleges

Questions to Consider:

- What do you often get asked about?
- Do you have access to data?
- Who would benefit from this information?
- How can I bring more awareness to the importance of my work?
- Which program should we use?

Questions?

Thank you.

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