

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



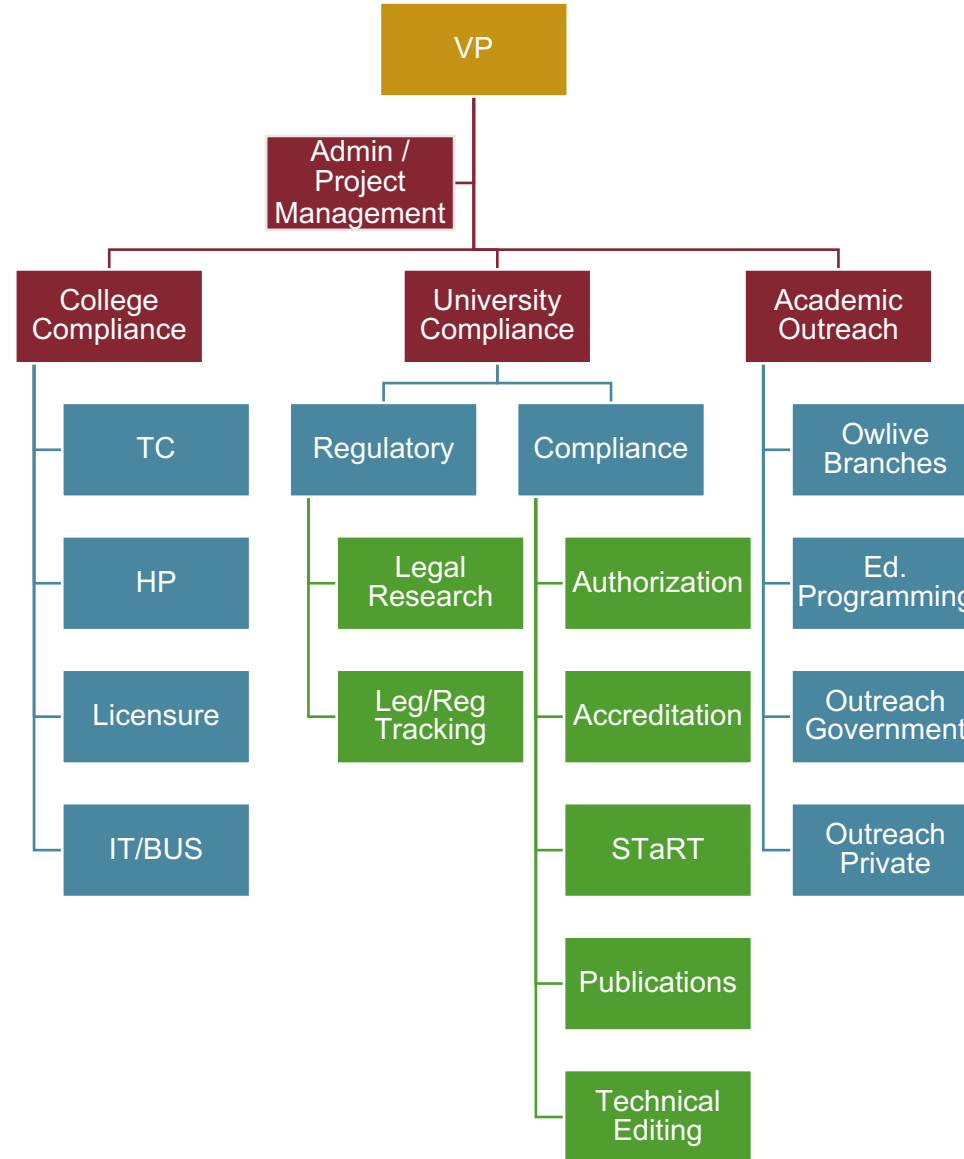
Four Colleges



- 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



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



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.

Team	Student Benefits	Monthly Update Notes
tyson.heath@wgu.edu, lucas.kavlie@wgu.edu, liz.carney@wgu.edu, trevor.jonsson@wgu.edu, mitch.gilbert@wgu.edu		<p>Highlights:</p> <p>Misses:</p> <p>Dependencies:</p>

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

Action	Assigned To	Target Date	Status	Notes

Links

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

Timeline

02/15/19 Original Finish

02/18/19 Finish

100% % Done

Last Overall Status
 Current Overall Status
 Overall Outlook



Implementation: Phase 2

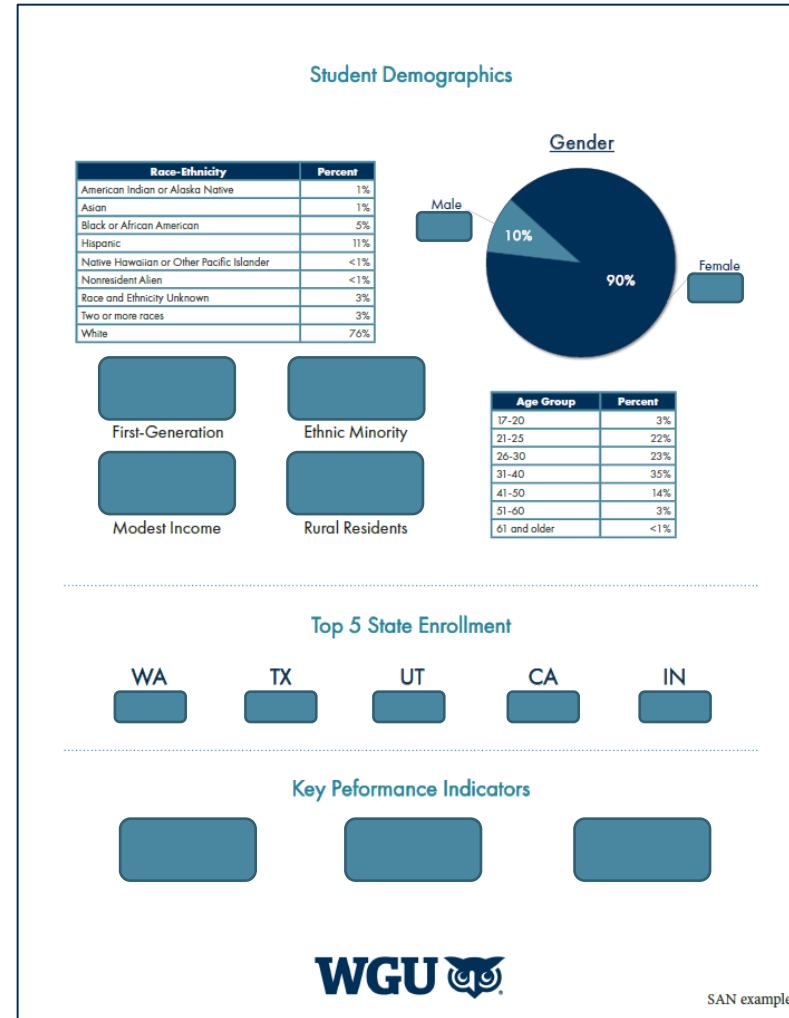
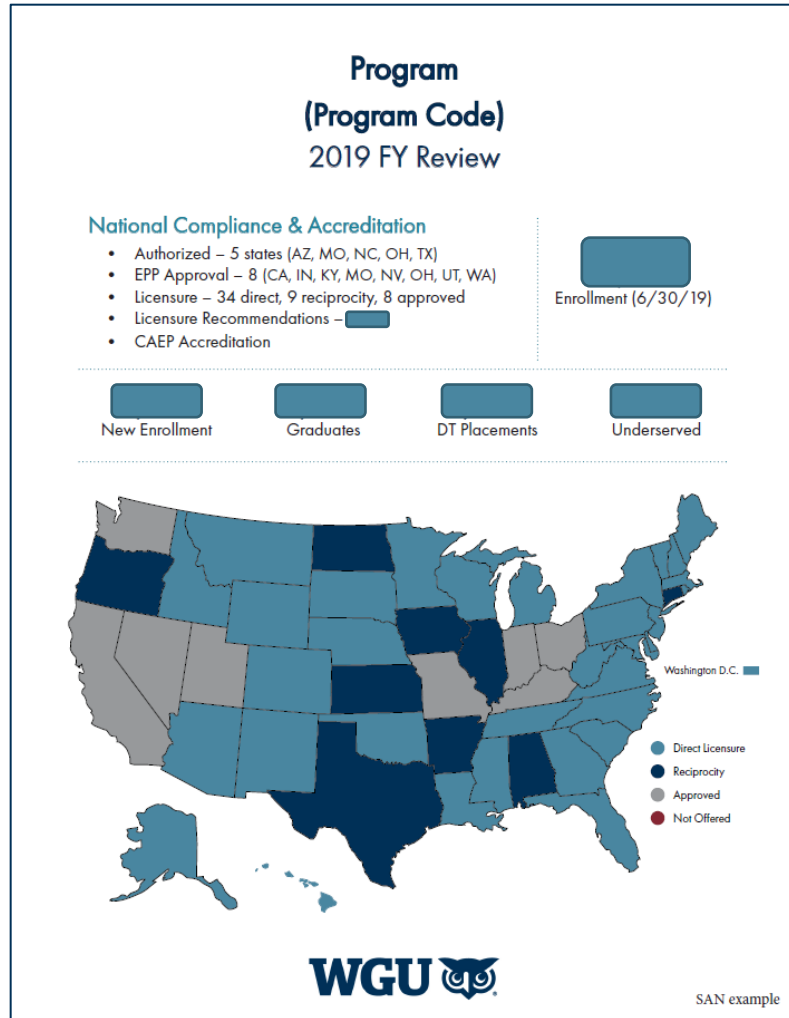
- *Deep-dive research*
- Created College / Program Profiles
- Indicate the authorization, professional licensure, and licensure pathway for each program in each state
- Basis for “compliance snapshot” in the reports and maps

Implementation: Phase 3

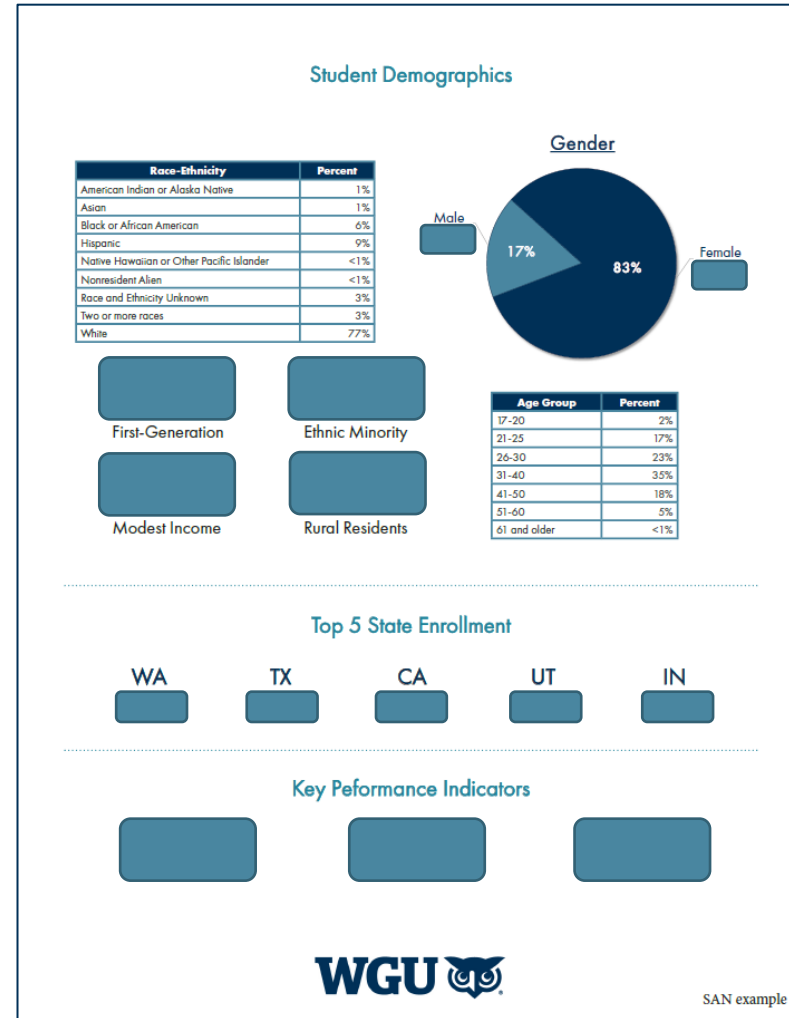
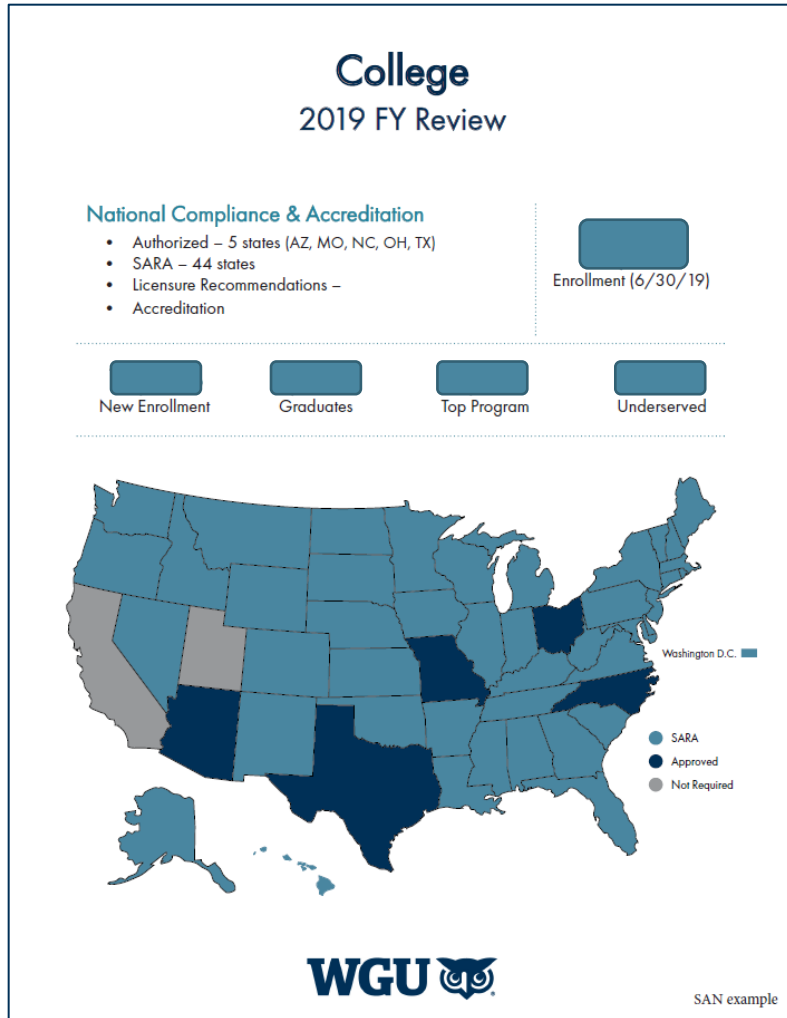
#	RYG	OL	Major Milestone	Task Owner	Status	Monthly Update Comments	Expected Start	Expected Finish	Start	Finish	% Compl.	Done	Schedu... Variance	Duration	Predecessors	Predecessor Type	Root Cause
			Links									<input type="checkbox"/>					
			Project Initiative Canvas									<input type="checkbox"/>					
			Project Initiative Tracker									<input type="checkbox"/>					
			Monthly Update									<input type="checkbox"/>					
			RAID Log									<input type="checkbox"/>					
			Project Metrics									<input type="checkbox"/>					
			Schedule									<input type="checkbox"/>	2				
			Cost									<input type="checkbox"/>					
			Quality									<input type="checkbox"/>					
			Risk Levels									<input type="checkbox"/>					
0			State-Specific Compliance Repor		Completed		06/01/18	02/15/19	05/16/18	02/18/19	100%	<input checked="" type="checkbox"/>	2	199d			
1			List States & Programs		Completed		06/01/18	07/19/18	05/16/18	07/03/18	100%	<input checked="" type="checkbox"/>	8	35d			
2			Research, Test, Identify Softw		Completed		07/18/18	08/14/18	07/18/18	08/14/18	100%	<input checked="" type="checkbox"/>		20d			
3			- Create Program Template		Completed		08/15/18	09/12/18	08/15/18	09/30/18	100%	<input checked="" type="checkbox"/>		33d			
3.1			Identify Key Headings and		Completed		08/15/18	08/20/18	08/15/18	08/20/18	100%	<input checked="" type="checkbox"/>		4d			
3.2			Create and Submit Templa		Completed		08/21/18	08/21/18	08/21/18	08/21/18	100%	<input checked="" type="checkbox"/>		1d			
3.3			Leadership Review		Completed		09/23/18	09/25/18	09/23/18	09/25/18	100%	<input checked="" type="checkbox"/>		3d			
3.4			Revisions		Completed		09/26/18	09/28/18	09/26/18	09/28/18	100%	<input checked="" type="checkbox"/>		3d			
3.5			Final		Completed		09/30/18	09/30/18	09/30/18	09/30/18	100%	<input checked="" type="checkbox"/>		1d			
4			- Create College Template		Completed		10/01/18	11/01/18	10/01/18	10/12/18	100%	<input checked="" type="checkbox"/>		10d			
4.1			Identify Key Headings and		Completed		10/01/18	10/05/18	10/01/18	10/05/18	100%	<input checked="" type="checkbox"/>		5d			
4.2			Create and Submit Templa		Completed		10/08/18	10/19/18	10/01/18	10/12/18	100%	<input checked="" type="checkbox"/>		10d			
4.3			Leadership Review		Completed		10/22/18	10/24/18	10/01/18	10/03/18	100%	<input checked="" type="checkbox"/>		3d			
4.4			Revisions		Completed		10/25/18	10/30/18	10/01/18	10/04/18	100%	<input checked="" type="checkbox"/>		4d			
4.5			Final		Completed		10/31/18	10/31/18	10/01/18	10/01/18	100%	<input checked="" type="checkbox"/>		1d			
5			- Create State Template		Completed		11/01/18	12/03/18	12/03/18	12/31/18	100%	<input checked="" type="checkbox"/>		21d			
5.1			Identify Key Headings and		Completed		12/03/18	12/07/18	12/03/18	12/07/18	100%	<input checked="" type="checkbox"/>		5d			
5.2			Create and Submit Templa		Completed		12/10/18	12/18/18	12/10/18	12/18/18	100%	<input checked="" type="checkbox"/>		7d			
5.3			Leadership Review		Completed		12/19/18	12/21/18	12/19/18	12/21/18	100%	<input checked="" type="checkbox"/>		3d			
5.4			Revisions		Completed		12/26/18	09/28/18	12/26/18	12/26/18	100%	<input checked="" type="checkbox"/>		1d			
5.5			Final		Completed		12/31/18	12/31/18	12/31/18	12/31/18	100%	<input checked="" type="checkbox"/>		1d			
6			Collect Artifacts (Academic)		Completed		10/09/18	10/15/18	01/10/19	01/18/19	100%	<input checked="" type="checkbox"/>		7d			
7			Collect Artifacts (Calendar)		Completed		01/09/19	01/15/19	01/10/19	01/16/19	100%	<input checked="" type="checkbox"/>		5d			
8			Prepare Academic Reports		Completed		12/03/18	12/31/18	01/16/19	02/05/19	100%	<input checked="" type="checkbox"/>		15d			
9			Prepare Calendar Reports		Completed		01/15/19	02/15/19	01/16/19	02/18/19	100%	<input checked="" type="checkbox"/>		24d			

- 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

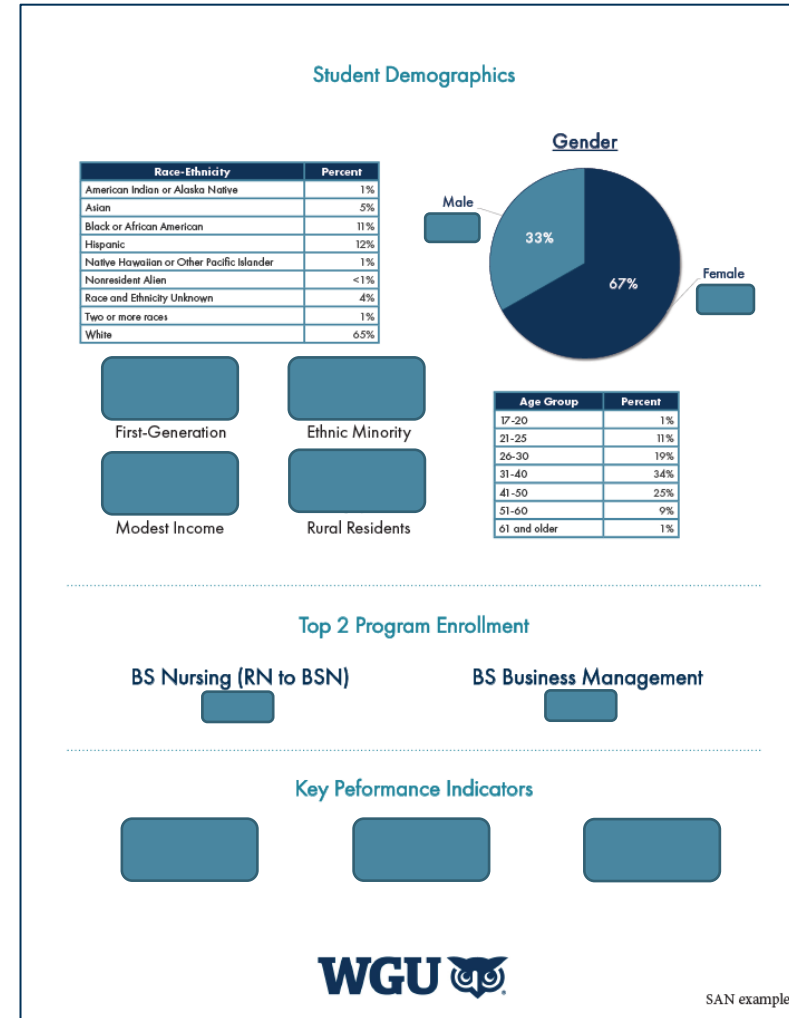
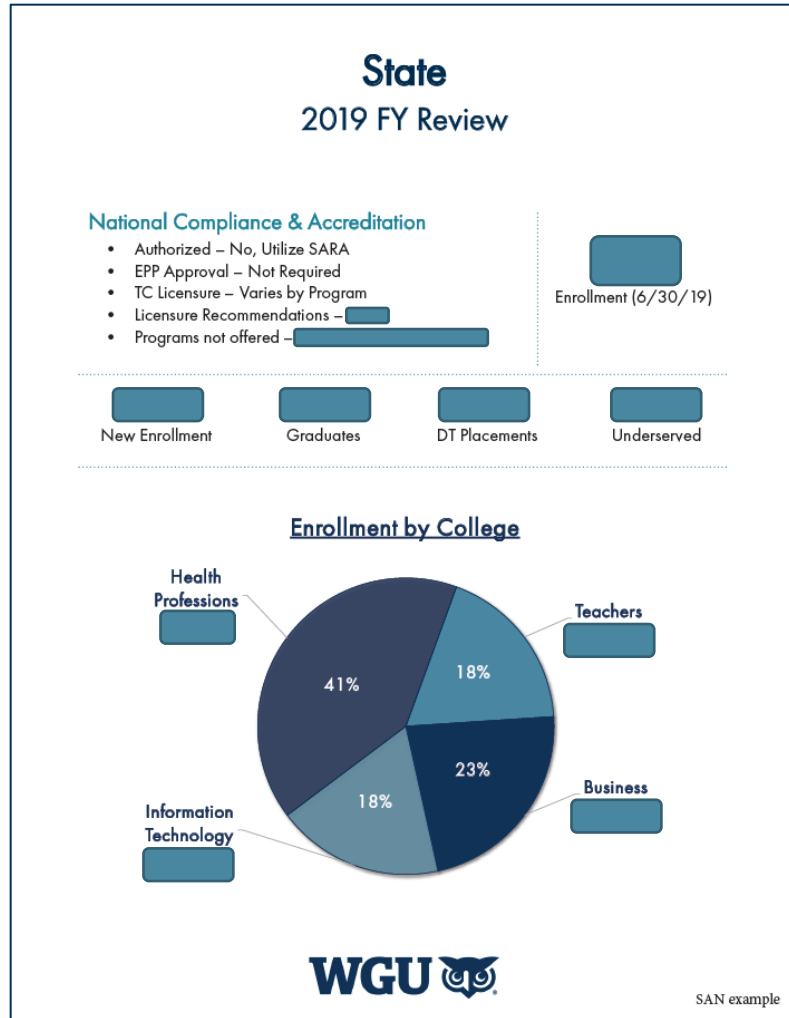
Example Reports - Program



Example Reports - College



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



A screenshot of the WGU Compliance Reports internal site. The page has a dark blue header with the WGU logo and the text "Compliance Reports Internal". Below the header is a navigation menu with links for "Home", "Programs", "States", "Colleges", "Previous Reports", and "Edit". On the right side of the header, there are icons for "Not following" and "Share site". Below the navigation menu is a sub-header with "New" and "Page details" on the left, and "Published 12/5/2019" and "Edit" on the right. The main content area has a dark blue banner with the text "Compliance Reports" in white. Below the banner is the WGU logo and the text "WGU | ACADEMIC ENGAGEMENT" and "Formerly Compliance & Accreditation". The main text on the page reads: "The state, program, and college-specific compliance reports are prepared semiannually and available to internal stakeholders and can be shared with state agencies or other external groups (departments of higher education, boards of nursing, accounting, education, etc.). These reports include the following information: general compliance / accreditation overview, enrollment, graduates, licensure/placement rates, KPIs, and student demographics." At the bottom of the page, there are three buttons: "State Reports", "Program Reports", and "College Reports".

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.



WGU

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