

## March 2021 SAN Podcast Transcript

- Dan Silverman: Good day listening Public Work. Today is March 21st, fourth, 2021 and thanks for listening to General Disclosure, the podcast from SAN. My name is Dan Silverman and I'm joined as always by co-host Cheryl Dowd. Cheryl is your satellite aligned to the correct planet today?
- Cheryl Dowd: Hope it is. Good to be with you all today.
- Dan Silverman: Today is a special episode. Part of a suite of programming designed to celebrate SAN's 10th birthday. Today, we are going to focus on the history and development of SAN. Guiding us along this trip down memory lane are the first repeat guest on this podcast. Megan Raymond and Russ Poulin of WCET. Meghan and Ross welcome to you.
- Megan Raymond: Thank you.
- Russ Poulin: Oh. Great to be here.
- Dan Silverman: And because you're repeat guests, I'm not going to ask my traditional opening questions. So our Intrepid listeners can go back and see what these two said on my standard opening questions about greater purpose for this work. Let's set the scene in 2011 and before we get to the regulatory context, Russ, I'm sure you'll recall that in 2011 the Oscar for best picture was the King's Speech. Megan, you might recall that at the 2011 USA Cycling Mountain Bike Gravity National Champions in the Downhill pro division, where Logan Pengelley for the men and Jill Kintner on women's side.
- Megan Raymond: [inaudible 00:01:26].
- Dan Silverman: And Cheryl, of course, yes. For those of you who don't know, Megan is a mountain biker and clearly a big fan of that particular circuit. Cheryl, the Tony for best musical that year was the book of Mormon. But let's bring this closer to home. When did you guys first hear about State Authorization?
- Russ Poulin: First, we actually get to see Colin Firth in person at a screening of the King's Speech at Telluride film festival in 2010. That was fun. But anyway.
- Cheryl Dowd: I'm so jealous. I'm so jealous.
- Russ Poulin: Lots more stories there, but are very good. But we first heard about it, that I remember the role came out in October of 2010. It wasn't expected. They have this role regarding Distance Education and State Authorization and that there's no whole story around that as well. I was trying to figure out, okay, what's this and what's this about? Very quickly I called the Fred Sellers at the U.S. Department of Education and was finding out about it.
- Two weeks later we had the WCET Annual Meeting and I was up in front of about 60, 70 people trying to tell them about, well, here's what the Federal role

says and here what the state roles are. And Oh, by the way, all these State roles have been in place all along and we've not really been following them and should have been. People were hungry for more information. And so I thought, Oh, we need to do some work and then I pulled in Megan on this to try to help us to figure out some things. Megan, how did you learn about it and what were your reactions?

Megan Raymond: I remember we were flying to the Annual Meeting. I can't remember exactly what location we're at. You said, we're going to need a meeting room maybe for about a hundred people, because we want to do an update on this Federal rule. And I was like, okay, we'll find a meeting room at the last minute that can hold a lot of people.

Russ Poulin: Yes.

Megan Raymond: And we did, and it was wall to wall. It was packed. There was clearly a need for more information. I think shortly after that Russ, we did a webcast and that's where.

Russ Poulin: Right.

Megan Raymond: Sharyl Thompson was in the audience. Sharyl was at Capella at the time and she was the regulatory person there. She was very helpful. She was on as a participant and had great responses to a lot of the people's questions. Most of her responses were, well it depends. That was my first, I guess she would say introduction by fire to State Authorization and the regulations

Dan Silverman: Initially, what did you think the support the WCET was going to provide on this? What resources did you guys have in mind to help the members?

Russ Poulin: Megan, you want to talk about our guide that we are following?

Megan Raymond: Yeah. Yes. In that webcast, there were so many questions of, got State specifics. Which ones have application process? What the process is? What they look for? What the triggers are? I was probably one of the most naive moments in my entire career. I thought, the answer to most things that I do can be solved with the spreadsheets. How difficult would it be to just create a spreadsheet with all the regulations and the feeds for each State? I went into Russ's office and said, Hey, Russ, I have this great idea. Let's just create a spreadsheet and share that with our community, and then they'll have everything they need at their fingertips. And Russ, what did you think of that idea?

Russ Poulin: Yes. Yeah, that was I would say a good idea. But we were already figuring out that this is getting very difficult, because it does depend and that you need to figure out all of these different things. Then we decided that we would go ahead and try to create something that looked like a spreadsheet. You want to talk about what we're doing?

Megan Raymond: Yes. We quickly realized that there were States that were really easy to comply with in terms of Distance Education and Cross State Lines. There were States that were in the middle that took a little more work and research, and then there were States that we categorized as red. Those were longer process and, or a more expensive process. That's how we began to categorize and help inform people where they needed to focus their efforts, because some of them are a two to three year process to get through. That's where we developed the guide and we crowdsourced people doing the research on a specific set of States, and then merge that into our initial Distance Ed Regulations Guide.

Russ Poulin: Yeah. I remember this came out in October. Pretty much over our Christmas vacation, we were able to get Bruce Chaloux from SREB. Maggie Murdoch from University of Wyoming, and then Megan and me, and we split up the country. And then we tried to figure out for each State and you could go to the website, but not every website had everything, all the greatest information. We would call people and do that. We were able to come up with at least some initial information about what the roles are that we could figure out, and also whom to contact and if there were websites.

Dan Silverman: Russ, were there any unusual States or regulations that you found in that first pass?

Russ Poulin: Yeah. I clearly remember Megan had Pennsylvania and she asked me to come into her office and she had printed out the regulation from Pennsylvania and tried to make sure that she was not crazy in terms of how she read it, and then I said no, she's not. Because they had a paragraph where the... I can't remember exactly what it was. But the second sentence said the exact opposite of the first sentence. This really shows how things were kind of difficult back then, and there was another State too, that we remember that they didn't want to say anything about what the roles were or anything. They wanted to have a unique relationship with each institution. That was kind of fun because you couldn't really say anything. But they did have on their website, a massive fee scale. The Institutions are thinking, just to talk to them, I have to pay, several thousand dollars just to talk to them. That was a fun one. We were finding some of these where it was quite a lengthy process.

Dan Silverman: Why did you decide that a network that eventually called SAN? Why was the SAN, the answer?

Russ Poulin: We all doing this work. You're really from firsthand, talking to the State Regulators and looking what they had. That we were figuring out that one, that just with the way the roles were. That there was a lot of work to be done and that really a network would be really helpful, because what we saw was that, as people were out working with the different States and finding things out. That we call its kind of early alert system. Because States are now realizing that they had not changed the roles since the fifties or something like that. They were updating new roles. Somebody would say, Oh, I'm working one of the... We

would hear from people and say, Oh, I'm working on Arkansas this week and they just changed your role, if anyone else saw that.

When somebody else might not be working in Arkansas until a few weeks later. We started to figure out that this sharing back and forth was very helpful. We wanted to formalize that and make it so that, first of all, that we could keep people up to date on where we were with the Federal and State regulations, but also very much in terms of, it being a network and that members needed to help each other in terms of their experiences. Especially in those early days, that one would have one experience in working with a State and another would have a slightly different one than that they would share with each other about what strategies work best or that if you said this word, instead of that word that got you through. Things like that. Because there were crazy things around, are you authorized or registered or approved. Those sorts of things that you needed guide because different States would use different words. If you didn't use the right language in the right State, that would not work out.

We wanted to make it so that people could share and help each other on all of this and I think it's really work and kudos to the members, that they've fulfilled that vision in terms of being a great help in trying to tackle what is continued to be a difficult set of regulations, unrelated regulations as we found out. Thinking of Secretary of State and other things. That all of it that we had to tackle in all of this.

Dan Silverman: Tell me a little bit about the first coordinators meeting. When was it in and what was covered?

Russ Poulin: Yeah. I'll turn to Megan about talk about this, because I did bring Megan in some of this, because I needed some help for a while and she was great. Used to setting up the annual meeting and could help us set up meetings. But we thought that we were putting out information and getting people together, but we thought, for the SAN coordinators, that'd be really helpful. Okay. Let's try to do a face-to-face, where we could get some information together with them. You want to talk about the agenda and what we covered and all that, Megan?

Megan Raymond: Sure. Russ. It's funny you mentioned that because I was just cleaning out my office after a long, long time of never having cleaned it and I came across a stack of the agendas. It was fun to look at the names and the people that were there. It was a two day event and it was jam packed, and I think some of the highlights were when groups broke into small groups and were able to do some meeting and greeting. Just glancing at the agenda. You and Mike Goldstein got to spend just about two hours on a very small part of the regulations. It was certainly a jam packed session, but I think people enjoyed getting to speak directly to people that were doing this work and could share similar stories, because as you all know, this can be somewhat of an isolated experience at your institution. But then when you can get together and really share stories and best practices, I

think that's what WCET is known for, and SAN is a great example of how this can be effective and really help solve some of these major challenges.

Just looking at some of the names of the people that were there. It was awesome that we had actual regulators there, representing States so that people could ask questions. I think one of the highlights was that we had an incredible dinner up at Chautauqua that was scheduled on the first night. We needed transportation there. We had everyone meet at the hotel and we had reserved a charter bus that was going to come pick everyone up and take them up to Chautauqua in Boulder, which is right at the base of the flat irons, incredibly breathtaking and amazing food. We're waiting and waiting and waiting. And I call and I call and I call and I get ahold of the transportation company, and I said, well we were supposed to have a pickup for about 75 people, and they had just dropped the ball. They weren't able to help us. Very quickly we figured out...

Russ Poulin: And I think they could get us a bus in an hour and a half. Right?

Megan Raymond: Yeah. Right.

Russ Poulin: Yeah. No. Thanks.

Megan Raymond: Which was not helpful. Very quickly, I think we had Uber. I need to fact check that. I think Russ, when you and I talked about it, I said, Uber wasn't even around 10 years ago.

Russ Poulin: Mm-hmm (affirmative).

Megan Raymond: But they were in fact around. I just don't know if we use that. But regardless, we were able to quickly find enough vehicles to get everyone over to Chautauqua. Which is about 15 minutes away from where the hotel was. We had a very memorable and great special dinner, but just one of those things that keeps Event Planners up at night. You think you have every box checked and then something happens.

Russ Poulin: Actually, it was pretty impressive in terms of the network members, because between some having cars and taxis, Ubers, whatever. In five minutes we figured out. Okay, everybody's got a ride? We had about 60, 70 people. We were very quick to organize.

Megan Raymond: Mm-hmm (affirmative).

Russ Poulin: I remember writing down a little map and directions and you got people there and everybody had a lovely time. And then about Mike Goldstein and I going on for so long, I was trying to think, was it true, it was a two paragraph regulation. How that could do [inaudible 00:15:23]. But I recalled later that, Oh yeah, that there was also like three Bureau Colleague letters that came out about the

regulation afterwards. That went on and on about, I'll search it and then delete it and had all sorts of other things you can do.

There was a lot to talk about, and then from there, there weren't a lot of compliance people or State Authorization compliance people then, so we had a lot of leadership. At the provost, vice provost level. It was interesting, and then from there moved on and we got enough members. Megan had to go back to her day job, and then we brought in Marianne Boeke, who was working at NCHEMS at that time. It is now at NC-SARA. She's helping out in the early days on a part-time basis. We continue to do good work and grew and grew. We had to hire someone to, I had to still do my day job. Very lucky to bring in Cheryl Dowd. Took over directing this. We brought in Dan, and Dan were really going to miss you in all of this. I'm very happy for your time with as Dan. It's moved on from those first days.

Dan Silverman: Thanks Russ. I appreciate that. Could either of you have predicted that it would last this long?

Russ Poulin: No. Actually, it was well as things we thought. It's the Federal regulation. It's supposed to go into effect in 2011 and then it got pushed out for a few years, but we figured out. Everybody will be have it down and figure it out in a couple of years. This will be something where we'll be helping people for a couple of times, and then we had really hoped that was a big session at that first meeting was reciprocity. I was a, woo reciprocity, what's that?

Megan Raymond: Uh-huh (affirmative).

Russ Poulin: That would help, and taking that down. Then [inaudible 00:17:28] came along and we thought, well, certainly that will solve everything. Oh, no, they still get NC-SARA and reciprocity is great, but there's still other things that you have to work on and do and strategies and all that. The other thing we couldn't get was the Federal Government key. Either through lawsuits or resending or changes or all this that they kept changing that law and the State's changing out laws. It's been amazing that its kept on going. And I think it's going to be needed for awhile as well.

Dan Silverman: Well, this was a very rich picture of what it was like back then and how it's developed. Cheryl, do you have any follow-up questions or comments?

Cheryl Dowd: All right. I had to get on mute. This has been really fabulous to listen to. I was not doing this work at that time. I came in about a year later, but I did see that my Dean was present at this meeting, this initial SAN meeting. And I never knew that and I wish I had known that. But I know she was a big fan of WCET and of Russ. I remember when I got this position a few years later. She just kind of rolled her eyes and said, I figured this would happen. I was really glad and very honored to be able to join this team and really pleased that we continue to

grow in this dynamic network that we've created. We really have been fulfilling the idea.

Russ, you all spent time talking, you said two hours document two paragraphs. It was very much a one-way with some interaction, but it really, our tables, I think have shifted in that where there's so much more sharing that we're doing these days. Yes, we do bring updates, but it's really great now to see that we can take this word network very seriously and really be in a positive interaction for our community and we've really become quite a community, and that's very exciting. We appreciate the work that Russ and Megan did to get us started.

Russ Poulin: Great. Well, we're so happy that it's worked out and it's all about providing service to members and then members helping each other. Isn't it?

Cheryl Dowd: It really has been and we're up to a little over 800 institutions now. Just to see that community grow the way it has and be the interactive group, that it is, has been really exciting.

Dan Silverman: Yeah. I was super grateful, when I was on campus for SAN and for WCET and have also really been blessed to have worked for the organization as well, and seeing it from that side and getting to know our members, more members in this role has been, it's been really, really fulfilling. Is there anything that I missed or you wanted to say again about... Not say it again, but that you also want to talk about about the early days of SAN, either Megan or Russ?

Megan Raymond: I just want to say it's been so fun to see it evolve and grow. I've really enjoyed working with you, Dan and Cheryl. Kudos to you both for growing this into something that is incredibly valuable.

Russ Poulin: Yeah. And I think just that network spirit is just such a great thing to see that, that was part of the original idea. That know by working together, that we can make this happen and that is persistent.

Dan Silverman: Great. Well, as we so frequently do on this podcast, we will go ahead and skip segment number two and move right on to everybody's favorite Cheryl on musicals. Now, Cheryl, we're going to go back to 2011, the 2011 Tony's. I already gave you a big hint of which was the best musical. Can you name any of the other nominees?

Cheryl Dowd: I do not know. I just remember the 2012 Tony's. They were the opening number from Book of Mormon, But I don't recall, maybe Russ knows and then I'm really going to be embarrassed. Russ, do you know? You're super trivia man.

Russ Poulin: Yeah. It's hard to [inaudible 00:21:55] these two years like that.

Cheryl Dowd: Right.

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- Russ Poulin: Okay. But I do remember the Book of Mormon being the big opening act with Hello?
- Cheryl Dowd: Right.
- Russ Poulin: Yeah. At the Tony is that was really wonderful.
- Cheryl Dowd: Okay. I'm totally cheating here. And I see that
- Dan Silverman: I can tell. You don't have to cheat Cheryl. I can just tell you. I have a pattern
- Cheryl Dowd: Well, but this was very exciting because Catch Me If You Can was also big that year with Norbert Leo Butz.
- Dan Silverman: Yeah. So the others, for those of you out there, were Sister Act, The Scottsboro Boys and Catch Me If You Can.
- Cheryl Dowd: There you go.
- Dan Silverman: That is some context for you. Cheryl, have you seen any of those other shows?
- Cheryl Dowd: No. I have not seen Sister Act or Catch Me If You Can. Disappointingly, because I would like to see that on stage.
- Dan Silverman: Do you follow the awards closely? Do you find that the Tony's do a pretty good job of aligning with your personal opinion?
- Cheryl Dowd: What's really interesting is that some years are stronger than others. Of course. The year Hamilton, won. There were some very strong musicals that year and yet Hamilton was obviously going to walk away with a well-deserved slew of Emmys. I mean, excuse me, of Tony's. I think so, I think the whole aspect of the Tony's that I really appreciate is it appears to be quite that theater community, much like SAN. Seems to be a very strong community. And I think that's one of the things I appreciate about the theater community.
- Dan Silverman: I noticed that Sister Act and Catch Me If You, and I don't know, maybe the Scottsboro Boys too, I've never heard of it were both movies first. Do you tend to Cheryl, like the adaptations from movie to stage?
- Cheryl Dowd: It depends. Some are good and some have gone the other way too. They've been a stage and then become a movie. It depends what they do with the storyline. Sometimes they've done a really good job and sometimes it's questionable to me, or sometimes they're more true to the book where a movie may not have been as true to the book, but a stage version is. As a matter of fact, it's funny, my daughter Corinne is in town and we were watching Rocket Man last night. And we were talking about, we think Rocket Man could be



adapted to the stage. That's the Elton John movie. We think that could be adapted to the stage quite easily. We're hoping actually that, that will occur.

Dan Silverman: Russ, have you seen any movies recently that you think, let's put that thing on stage?

Russ Poulin: Put that thing on stage. That'll be interesting. I'll tell you a movie that we just get done watching was promising on woman, which was really quite good. I'm trying to think about whether that could be done. Has a lot of emotion to it, maybe it could be done as a musical. I'm not sure if it's a comedy, not really a comedy or not, in most of the most points. But what was the movie you were talking about just the other Cheryl that we saw that was going to be put on stage?

Cheryl Dowd: The Queen's Gambit.

Russ Poulin: Queen's Gambit.

Cheryl Dowd: They're talking about turning it into a musical. That seems hard for me to fathom, because it's not a musical in its movie form or in its mini series form. I'm not really sure how that's going to work, but stranger things have happened. It's a good storyline. I hope that they can do something good with it.

Russ Poulin: You'd really have to pare it down quite a bit, but again, they paired down Les Miserables. Right? So...

Cheryl Dowd: Yeah. Really.

Dan Silverman: Well, speaking of paring it down, I think that's probably all we're going to go forward today. But thanks so much Russ. Thanks so much Megan, Cheryl, thank you as always, thanks to our Senate family and cousins and friends who download this podcast. It's been fun thing for me to work on. Thank you all.

Cheryl Dowd: Thanks Dan. And thanks Russ and Megan for being our guests today.

Russ Poulin: Great to be here.

Megan Raymond: Thank you, I'm so honored. Take care.