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Winners announced for the seventh annual SANsational Awards

WCET State Authorization Network (SAN) is pleased to announce the recipients of the 2021 State Authorization Network SANsational awards: East Carolina University, Franklin University, Slippery Rock University, and University of South Dakota

SANsational
Innovative Solutions to State Authorization Challenges

Boulder, CO – The *WCET State Authorization Network* (SAN) is pleased to announce the winners of the 7th annual SANsational Awards. These awards recognize outstanding efforts by SAN member institutions and organizations in developing a high-quality, comprehensive solution to a challenging state authorization issue. Works recognized by the SANsational Awards present solutions that meet the needs of regulators, the institution and, most especially, students. These efforts serve as models which can be adapted or replicated by others.

The 2021 SANsational Award winners are categorized into three areas: (1) Licensure Programs: Notifications and disclosures for professional licensure in each state; (2) Location: Identifying student location for regulatory compliance and reporting requirements and (3) Compliance Innovations: Institution policy, tools, compliance teams, or other inventive or novel compliance management process.

Location: Identifying student location for regulatory compliance and reporting requirements
Awarded to:
- **East Carolina University** (North Carolina)
    - **Title:** Where are ECU's students?

Compliance Innovations - Institution policy, tools, compliance teams or other inventive or novel compliance management process
Awarded to:
- **Franklin University** (Ohio)
    - **Title:** Slate Customer Relationship Management (CRM) as a Tool for Compliance Management for Professional Licensure Programs – A Partnership Between Offices
- **Slippery Rock University** (Pennsylvania)
    - **Title:** Bringing Order to Chaos – SARA Data Collection
- **University of South Dakota**
    - **Title:** Robust, Minimal Cost Tools for State Authorization and Professional Licensure Compliance

"The SANsational Awards recognize outstanding efforts and innovative solutions created by members of the State Authorization Network," said Cheryl Dowd, the Senior Director for Policy Innovations. She

continued: "The winners of this annual award display diligence and commitment to improving their institutional compliance functions to better serve their students. Each winner has approached their respective challenge in a methodical and practical manner, which lends their system and results to be easily adapted by other institutions. We're thrilled to acknowledge the great work of these winners and to help elevate collaborative and creative approaches to what can often be a complex, yet critically important institutional responsibility."

Due to the COVID-19 Pandemic, we will deliver the awards directly to each SANsational awardee in a safe manner throughout 2021. SAN will publish a video library containing recorded presentations with each winner describing their compliance challenge and winning solution in December 2021.

For more information and videos of our award winners, please visit:
https://wcetsan.wiche.edu/resources/sansational-awards

Additional Information on 2021 Award Winners

East Carolina University
Awarded: Identifying student location for regulatory compliance and reporting requirements

Title: Where are ECU's students?

East Carolina University is a public four-year institution and is part of the University of North Carolina System. ECU offers 212 undergraduate programs, over 90 graduate and doctoral programs and 125 online only programs and certificates. ECU serves over 28,700 students from all 100 counties in NC, 47 states and 99 counties. We have over 190,000 alumni around the world.

Knowing where our students are is extremely important for so many reasons! Department of Education, NC-SARA Reporting Requirements and our accreditors are just some of these reasons. Charlene Lee, the university's SARA Compliance Specialist, saw a regulatory compliance need and worked with a team across our campus to revise ECU's admission applications to help better determine the location of students while enrolled at the university. ECU identifies the location of the student at the time of admission and every time thereafter they register for classes. Students cannot opt out of the question. This information is important to help with the National Council for State Authorization Reciprocity Agreements (NC-SARA) reporting, among other reporting requirements ECU may have. This information also helps us provide professional licensure disclosures to the students.

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Franklin University (Ohio)
Awarded: Compliance Innovations - Institution policy, tools, compliance teams or other inventive or novel compliance management process

Title: Slate Customer Relationship Management (CRM) as a Tool for Compliance Management for Professional Licensure Programs – A Partnership Between Offices

Franklin University is a private, non-profit institution that was founded in 1902 as one of the YMCA's Schools of Commerce, where working adults attended night courses in order to advance their careers. Franklin was an early adopter of online programming and currently serves most of its over 6,000 students online, while continuing to offer a small number of classes in face-to-face format at its campus located in downtown Columbus, Ohio. Franklin offers academic programming choices that lead to a variety of credentials, including micro credentials, certificates, associate's degrees, bachelor's degrees, master's degrees, and doctoral degrees.

Franklin University utilizes a variety of technical solutions to manage compliance with state authorization. One way the University uses technology is to effectively manage communication specific to the University's professional licensure programs and direct disclosure notifications. Franklin's Accreditation and Authorization office developed the content of the disclosures, but did not have the technology to implement the automated solution. An existing CRM campaign was in place that was designed to ensure compliance with previous regulations. However, when establishing student outreach that would be compliant with the July 1, 2020 regulations, we learned the University was switching to the Slate CRM platform and the original structure of the campaigns were causing the system to crash. Franklin's Accreditation and Authorization office as well as the CRM team took this as an opportunity to improve the design and structure of the notifications automatically sent to students for our licensure programs. This project included regular communication between the Accreditation and Authorization team, the offices responsible for setting up the CRM campaigns, and with those who were responding to student questions. The project greatly benefited from cross-departmental teams working together and helped build a deeper understanding of what was being communicated, when, and why. The Accreditation and Authorization team collaborated with Student Affairs to ensure the campaign designs were compliant and to identify any existing campaigns that could be deactivated. The teams from Marketing and Student Affairs were able to collaborate in order to reduce redundancies in message campaigns and streamline the administrative process.

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Slippery Rock University
Awarded: Compliance Innovations - Institution policy, tools, compliance teams or other inventive or novel compliance management process

Title: Bringing Order to Chaos – SARA Data Collection

Slippery Rock University (SRU), founded in 1889, is a member of the Pennsylvania State System of Higher Education (PASSHE). Located an hour north of Pittsburgh, it is a four-year, public, coeducational, comprehensive university offering a broad array of undergraduate and graduate programs to more than 8,500 students.

SRU's Compliance Office is charged with gathering information on hundreds of experiential learning activities from dozens of professors across campus to ensure compliance with federal and state laws as well as State Authorization Reciprocity Agreement requirements. Compliance with SARA requirements, enables SRU to continue to employ SARA's economic and efficient methods for securing approval for distance education and experiential learning activities in other member states.

Working with the Office of Institutional Research, our first effort was relatively low tech. Faculty were sent a blank spreadsheet which they needed to complete. Compliance Office staff would then cross reference the completed spreadsheets with class rosters to ensure information was gathered on all registered students. This once burdensome process has evolved to a mostly automated one that now requires minimal time and effort from faculty.

The current process involves running a report that creates an Excel workbook which includes a verification form for every faculty member supervising ELA. Each spreadsheet is pre-populated with student information, including name, Banner ID, course number, class status and CIP code. A macro is used separate the workbook into faculty specific spreadsheets. Using a mail merge, the spreadsheets are then emailed. Faculty enter the name of each student's site, the city and the state. Information from completed forms is inserted into a master spreadsheet for that semester, with individual forms being electronically filed. Semester spreadsheets are combined based on a calendar year for SARA Data Reporting. Once all the information for a calendar year is collected, a pivot table is used to divide the data by CIP and state for ease of reporting.

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University of South Dakota
Awarded: Compliance Innovations - Institution policy, tools, compliance teams or other inventive or novel compliance management process

Title: Robust, Minimal Cost Tools for State Authorization and Professional Licensure Compliance

Rooted in South Dakota's value of responsible stewardship, the University of South Dakota (USD) developed a sustainable digital data matrix at minimal cost. USD uses management tools to compile, track, disseminate, and assess the myriad of data required to ensure compliance with federal regulations, state consumer protection requirements, and SARA policies. These innovations include: (a) a comprehensive tool for professional licensure compliance data management, (b) a tool for the licensure determination process, (c) a tool to track student learning placements and other off-campus activities, and (d) a knowledge base portal to communicate and make these tools available on a familiar platform across USD's seven Colleges and Schools.

USD's state authorization team consists of the State Authorization Specialist and the Director of Continuing and Distance Education. Together, they have forged productive working relationships with 202 undergraduate and 84 graduate programs in the College of Arts & Sciences, School of Education, Knudson School of Law, Sanford School of Medicine, School of Health Sciences, Beacom School of Business and College of Fine Arts. USD has 83 programs designed to lead to professional licensure and 35 online degree and certificate programs. USD is the first public liberal arts university in the state and the state's largest provider of graduate and professional education, and has an enrollment of nearly 10,000 students and more than 400 faculty. With a 16:1 student/faculty ratio, it ranks among the best in academics and affordability. USD's 18 athletic programs compete at the NCAA Division I level.

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About WCET
WCET – the WICHE Cooperative for Educational Technologies - is the leader in the practice, policy, & advocacy of technology-enhanced learning in higher education. WCET is a member-driven, nonprofit which brings together colleges and universities, higher education organizations and companies to collectively improve the quality and reach of technology-enhanced learning programs. The Western Interstate Commission for Higher Education (WICHE), WCET's parent organization, serves states, students, and institutions throughout and beyond the American West, and is one of four U.S. regional interstate compacts.

Learn more: http://wcet.wiche.edu

About the State Authorization Network (SAN)
SAN is a membership organization serving more than 800 postsecondary institutions and agencies nationwide to collaboratively navigate regulatory compliance for out-of-state activities of postsecondary institutions. By empowering members to successfully resolve educational technology regulatory challenges, members improve postsecondary learner opportunities and protections. SAN serves its members by providing resources, analysis, and training as well as facilitating communication so that members can cooperate to identify common needs, track emerging policies and regulations, evaluate their efficacy, and share lessons learned.

Learn more: https://wcetSAN.wiche.edu