Russ Poulin, WCET Executive Director (00:01):

All right. Well, hello everyone. I'm Russ Poulin, Executive Director of WCET. And as you've noticed that we're having this recorded here today, I'm your substitute teacher today. Mrs. Dowd wants all of you to be on your best behavior. Leigha will be taking names of anyone of you who get out of line today so that Mrs. Dowd can deal with your disruptive behavior, so be very good today.

Russ Poulin, WCET Executive Director (00:26):

Actually, Cheryl and Catherine are on the road in Austin, Texas, and Cheryl's also moving on to Long Beach today. I'll see her there this week, we're at the online teaching conference for the community colleges out there. So they're busy, so I get to step in. And Leigha and I are going to watch the chat box and keep going. So I'm glad that people are going to stay in line there. I'm seeing some things coming up in the chat box there.

Russ Poulin, WCET Executive Director (00:58):

All right. So here we are at school. We have to start off with announcements, right? So we'll start with announcements. SAN and WCET provided two webinars in May and June with Dave [inaudible 00:01:10], the Chief Security Officer with the Department of Homeland Security. I hope you saw those. If not, they've shared how institutions can manage cyber threats and how to consider risks associated with third party vendors in the event of a ransomware attack. Each webinar is recorded and available for you. I'll put that out there. There's a [inaudible 00:01:33] where you can get at them. It's in the password protected part of the SAN website. And so really good things, even though ransomware and those issues aren't maybe in your bailiwick, it's good for all of us to know what is happening in that space.

Russ Poulin, WCET Executive Director (01:49):

This is also a quick reminder that this is the final coordinator call for SAN year 11. How did we get to the end of June? I don't know, but SAN will circulate a new Zoom meeting invitation with a new link for SAN year 12. They do change the link every year and that SAN year 12 starts on July 1st so we'll be watching for that invitation. We know that some of you put your own calendar invites and so when you see that link, be sure to put it in your own calendar invite if you don't use the one sent out by SAN. Please continue to reach out to Leigha and Cheryl. If you have any questions about renewing your SAN membership about SAN or invoicing or upcoming meeting links or anything like that. Also let's see, check out the latest WCET frontiers blog post.

Russ Poulin, WCET Executive Director (02:41):

This is something where... I'll put that link in here as well. And that was written by Cheryl and myself. And what we're updating you is that we've been doing a whole lot of work around what came out of the negotiated role making around professional licensure and the reciprocity issues. Mostly a lot more than the professional licensure, we thought, "Oh, it might be good to update people that we haven't just been sleeping over here, but been doing a lot of work." And in that I called the Cheryl, the bulldog of professional licensure, the amount of connections and thinking and trying to get people to understand the complexity of all this that she's done has just been pretty amazing and she continues to do that. So we wanted you to see that blog post. Gives you an idea that... Well, if you hadn't heard that those issues have been put off to next year for being sent out for a public comment and so then that's coming up.

Russ Poulin, WCET Executive Director (03:46):

That'll be put off, but we're still going to continue to work to try to figure out what works best for consumer protection and then also is something that's actually enforceable, which is a problem with some of the recommendations. With that, okay, we're done with announcements. We made it through that. Let's move on to the member spotlight. There was a terrific discussion thread in May about systems to manage information and research pertaining to professional licensure. We reach out to one of your institutional colleagues who shared that they use Smartsheet to manage compliance projects across their institution.

Russ Poulin, WCET Executive Director (04:23):

And we're so happy today to welcome Melissa Brown. Melissa's the Manager of Compliance at Pittsburgh Technical College. And she'll share with you how she's adapted Smartsheet. That's a program that she says is Excel mixed with Microsoft Project and Survey Monkey, but also keeps everything in one place. We'll remind you that this is one tool that's been adapted to Melissa's institution and there could be a number of other ways to replicate parts of what she's trying to do or creating your own system. So we're not really endorsing Smartsheet, I wanted to show you what one institution was doing and their success with it and give you some ideas about how to manage all this. With that, Melissa, going to turn it to you to know what you're doing. Thanks so much.

Melissa Brown, Pittsburgh Technical College (05:09):

Thank you. Let me go ahead and I will get my screen shared.

Russ Poulin, WCET Executive Director (05:23):

That looks great. Thank you.

Melissa Brown, Pittsburgh Technical College (05:24):

Okay. Wonderful. Well, hello everyone. Thank you for inviting me to present at the coordinator monthly meeting, I look forward to sharing with you how PTC utilizes Smartsheet for compliance management. Personally, I've used Smartsheet for 15 years. It was my first purchase request when I joined PTC a decade ago and they purchased it for me and I've been using it here ever since. The software helps me organize, collaborate via surveys. Through update requests, I publish notifications on Teams and I can track compliance progress for several regulatory projects.

Melissa Brown, Pittsburgh Technical College (06:13):

So what is a Smartsheet? It is software that combines as Russ just mentioned, Excel, Project, Forms or Survey Monkey and power automate that creates workflows within Microsoft, but it's a much more user friendly version of that. It contains cloud-based document storage and it's designed for collaboration with detailed reporting functionality. And it also has dashboard features, but I don't really use the reporting and the dashboard. So I won't be touching on those topics today.

Melissa Brown, Pittsburgh Technical College (06:57):

So why does PTC use Smartsheet? I love the versatility. At present, I use it to track state authorization, policies, compliance projects, data security, licensing and certifications, accreditations, and other regulatory compliance. For policy management, I use it to send out surveys to leadership so they can assign a review schedule, the review frequency, assign the review teams and contacts linked to policies and procedures, and also any regulatory associations to that policy and why we have it. So they get all of

that in a survey, they can fill it out through their email and hit submit, and it auto populates the Smartsheet for us.

Melissa Brown, Pittsburgh Technical College (07:53):

Ease of use, the software's workflow system is incredibly easy and they have a lot of support videos and webpages. So how we've done this, and I've shown you some examples of a few of the Smartsheets that I've created. What's different about Smartsheet versus Excel or something of that nature is the hierarchy system. A Smartsheet uses a hierarchy organizational system with a primary column. The primary column is sort of like the header and then you can expand or collapse it to add in subheaders and then you can do the tracking information underneath the header. As you can see, you can build a whole system. If you were going by 50 states, you would have 50 headers with the organizational system built within that. It flows really well when you're working and it's great for organizational purposes.

Melissa Brown, Pittsburgh Technical College (09:02):

The workflow system, this is... Smartsheet's well known for being a secondary choice for power automate. So I use it for that. I send out for our policies to have them assign contacts and editors to review schedules. I have approval workflow so people can sign off on it and it also automatically post to our PTC policies team site when a policy is final. The workflow options, they have a manual process and then they also have a template process so it's very user friendly. So I use the templates pretty much all the time and they work quite well for me. For Smartsheet surveys, this is how I collaborate within the software to our team members. Our document repository is actually SharePoint so I set the permissions within SharePoint, and then I also set permissions for the sheet as well.

Melissa Brown, Pittsburgh Technical College (10:22):

So what I'm able to do then is when I link to the Smartsheet policy in SharePoint, I can send out an email to a team member asking them to update. Smartsheet will send this email, it'll have open update form on it where they can click it and that'll open the surveys, but it provides all of the information that they will be filling in so they could see it in grid form as well and link to the actual policy that they would want to edit. So Smartsheet does work well with other programs outside of it.

Melissa Brown, Pittsburgh Technical College (11:04):

The survey itself is very simple. They open it via email. They never have to actually log into Smartsheet or access Smartsheet in any way. Only the users who have access to Smartsheet open that, this is all they see, all users see. They update this. You can send groups of surveys. This one group has 16 different surveys within it. You can send one individual, you can send five at a time, 10 at a time, 15 at a time. You can bulk them up and send them out en masse to speed up the process.

Melissa Brown, Pittsburgh Technical College (11:49):

After a user completes a survey, an automated notice is sent to me via email and it tracks all of the changes and highlights everything so I know exactly what was done. And then, they also have a card view system. So for state authorization rules by state, I can actually go through really quick and say, "Oh, these states require authorization. These states for our purposes do not." It's just a real quick at a glance tool that I use just to stay on top of things. And then here is the automatic notification to Teams. This is a SAN, one of my first ones that I set up. It was just to test it and it works fine. When policies hit the approval, it'll automatically post it to Teams, which is great so everybody can stay on top of that.

Melissa Brown, Pittsburgh Technical College ([12:55](#)):

For data security purposes, there are various levels of Smartsheet. The business level does not meet FERPA requirements. We have the business level so whatever we enter in there has contains no PII. The enterprise level does have single sign on, which would include FERPA compliance. They do have that in that package, but we are not at that level, we're a small institution. So I keep the PII out of Smartsheet.

Melissa Brown, Pittsburgh Technical College ([13:37](#)):

As I've mentioned before, the users do not need to create a Smartsheet account to access it or to... Not to access it, but to update the surveys and to communicate. You can set sharing for the actual Smartsheet. You can have editors, you can have editors who can share, who cannot share, commenters, viewers, administration who have full control. All of that is able to be set at the owner level for that sheet. And it works really well. You can really lock down the items. So access is managed on at every step. With our document system and SharePoint that's locked down and with our workflow system and Smartsheet, it's locked down as well. So we feel very secure with the system.

Melissa Brown, Pittsburgh Technical College ([14:37](#)):

I use the quick collaboration tool quite a lot. This is when I need a line item updated, but it's outside of our standard schedule. I can open this file and hit send update request while I'm highlighting that one line item and it will create a survey for that one item that can be sent to whoever we choose. And Smartsheet has options that I don't use. Like I said, we are small, but they do have that dashboard reporting functionality. They have Gantt for projects. And it has a project assistant, which is a wizard system that will help guide people with setting up different projects. So that's it. If you have any questions regarding Smartsheet, please feel free to contact me. You can email me and I will be happy to answer any questions that you have.

Russ Poulin, WCET Executive Director ([15:40](#)):

We have some questions right here for you, Melissa.

Melissa Brown, Pittsburgh Technical College ([15:42](#)):

Wonderful. I haven't opened the chat, so please go feel free.

Russ Poulin, WCET Executive Director ([15:45](#)):

Okay. So Bob Reid from UCFS. Does integration with Teams enable shared documents with track changes and email functions, or is that built into the Smartsheet platform?

Melissa Brown, Pittsburgh Technical College ([15:58](#)):

Smartsheet has all of the workflow system built into it. Was that the question, whether you had to...

Russ Poulin, WCET Executive Director ([16:10](#)):

Yeah. Does integration with Teams enable shared documents? And so-

Melissa Brown, Pittsburgh Technical College ([16:13](#)):

Yes.

Speaker 4 (16:14):

Yes. I was asking about integration with Teams and where the shared documents reside, or if you need a separate integration with your email processes? What all needs to be set up to make this work?

Melissa Brown, Pittsburgh Technical College (16:26):

Well, Smartsheet has a built in storage. It has built in cloud storage. Actually, what's really neat with that and if you can still see my screen, I'm going to open up this page. If you look on the side, you can see attachments. There is document attachments that you can do per line item, which is fantastic because if it can be used as sort of a database as well. So you have that storage, but then you can also collaborate with SharePoint storage outside of that. So you have options. It's depending on how your system is set up and what works best for you.

Russ Poulin, WCET Executive Director (17:16):

Good.

Melissa Brown, Pittsburgh Technical College (17:17):

Yeah. I believe the business level has one terabyte included of data.

Russ Poulin, WCET Executive Director (17:28):

Okay. Sounds good. And then Yolanda is asking, do you receive alerts notifying whether a designated person has or has not signed off on something? Are you able to control the alert setting?

Melissa Brown, Pittsburgh Technical College (17:41):

Yes. Yes. I can track every change that is made within the Smartsheet. It will notify me when approvals have gone through, I can actually set it to automatically publish to Teams without any interference from me. It just as soon as somebody signs off on it and hits the approval to auto-post to Teams as a completed policy or what have you. So yes, you can maneuver the workflows as how you see fit. You can do a lot of notification alerts and behind the scenes, it gives you a lot of information.

Russ Poulin, WCET Executive Director (18:29):

Okay, great. Great. Great. And then Katie asked, what is the approximate cost per year?

Melissa Brown, Pittsburgh Technical College (18:36):

This is... Well, like I said, we use the business platform. The business platform allows three users. Now, that may not sound like a lot, but how that works is a user is allowed to create a Smartsheet, multiple Smartsheets and they're allowed to share them with other users. So you could have three creators and have 20 people using Smartsheet, but it would be only the three people can create a new Smartsheet. That's sort of how they limit it. But that is... I really want to say it's less than $1,200 a year. It's very financially... That's why we're on that level. I do not know enterprise single sign on level. We do not have that. But if their business plan is 1200, I would assume that their enterprise is reasonable as well. Hello. Did I lock up?

Leigha Fletcher, SAN Administrative Assistant (19:55):

No, we can still hear you, Melissa. [inaudible 00:19:56]

Melissa Brown, Pittsburgh Technical College ([19:56](#)):

Okay. Okay. Everything kind of froze on my screen I couldn't tell if you could hear me or [inaudible 00:20:02].

Leigha Fletcher, SAN Administrative Assistant ([20:01](#)):

No. You're fine.

Melissa Brown, Pittsburgh Technical College ([20:02](#)):

Okay. Was there any other questions? Let me see. I'm going to go to the chat here.

Russ Poulin, WCET Executive Director ([20:10](#)):

We have one from Brenda, but while you were talking about cost, I guess that we had a question about, are there comparable products that you would see for somebody who doesn't quite have the budget for this? Because we have a smaller institutions that know they want try to do something like this, but could... Don't have the money.

Melissa Brown, Pittsburgh Technical College ([20:30](#)):

Yes. I've used Smartsheet for so long I've not really comparison shopped sure in a decade. Honestly, I couldn't tell you. I do know of Tableau, I believe Tableau is popular and a few others, but I'm not sure of their pricing structure or anything.

Russ Poulin, WCET Executive Director ([20:53](#)):

Well, kind of going along with that, then we've got Brenda. Are you seeing her question?

Melissa Brown, Pittsburgh Technical College ([20:57](#)):

Let's see.

Russ Poulin, WCET Executive Director ([20:59](#)):

She's using Airtable.

Melissa Brown, Pittsburgh Technical College ([21:01](#)):

I'm not familiar with Airtable. Let's see. Which is similar for downloading information. Does it download in formats other than Excel? Just to faculty order students also... It's interesting. We do not use Smartsheet for the student level. Because of the FERPA compliance issue, we keep it strictly for compliance management. I use it for everything from data security to tracking ECAR updates, accreditation. Everything is behind the scenes at the administrative level is what I track with this. Now, if enterprise does have it, so you can use it with students. But like I said, I'm not familiar with that level of pricing and things like that.

Russ Poulin, WCET Executive Director ([21:57](#)):

Okay. Is there a trial version to test before buying?

Melissa Brown, Pittsburgh Technical College ([22:03](#)):

You can always ask Smartsheet. I'm sure they would be more than willing to work with you. Their representatives are always in touch. They've always been really helpful with me. So I am sure, if somebody was interested in using this they would be more than happy to give a presentation and show all of the bells and whistles that I don't use. Because there's a lot of it that I wish I had time to create.

Russ Poulin, WCET Executive Director (22:35):

Well, Melissa, this has been great. This is a great presentation and thank you for sharing what you're doing. I know one of our grants, we have somebody who's a Smartsheet wizard and I'm just amazed that she knows where absolutely everything is. And so...

Melissa Brown, Pittsburgh Technical College (22:47):

I should probably get her name and number because I could probably use her.

Russ Poulin, WCET Executive Director (22:50):

We can make some connections if needed. She's...

Melissa Brown, Pittsburgh Technical College (22:53):

Absolutely.

Russ Poulin, WCET Executive Director (22:54):

She is the wizard. We can always learn more. So that's great. Thank you for sharing and [inaudible 00:23:01]

Melissa Brown, Pittsburgh Technical College (23:00):

And no problem. And like I said, and if anybody has any questions, please feel free to email me. I'm so glad I could help everybody out today.

Russ Poulin, WCET Executive Director (23:09):

Thank you. Thank you.

Melissa Brown, Pittsburgh Technical College (23:10):

Thank you. Bye bye.

Russ Poulin, WCET Executive Director (23:12):

Well, next we're on to SANsational awards and this is the point of the year where we launch what's called the WCET SANsational Award and looking for nominations for that. These awards recognize outstanding efforts by SAN member institutions and organizations who develop a high quality comprehensive solution to a challenging state authorization issue. Members submit a project description and supporting materials in one of three categories. Winners are selected by a committee of your peers and ideally, the selected winners provide projects with which address the compliance issue, meets submission criteria and can be replicated or adapted by other institutions. Always like sharing things that you can replicate. The three categories for the awards are licensure programs. So managing state approvals, disclosures and notifications. These types of projects are those which share how

manage, approval, procedures, maintenance, issue disclosures for purposes of Title IV or veterans assistance and or how you adapt to changes.

Russ Poulin, WCET Executive Director ([24:20](#)):

Number two has to do about student location. That's always a thing for all of us. So great practices you're doing and identify the student location and reporting that information. How do you be in compliance with tracking those students? And the third, third is compliance innovations. Institutional policies, tools, use of Teams or novel compliance management practices that you're doing. So to apply or be considered for that, we'll put the link in the chat here. Just a moment. For you, maybe Leigha could do that or it's on your sheet as well on your agenda but please do think about that. The deadline is July 15th, which is approaching pretty fast and you may choose to provide examples to support you submission such as hyperlinks in the submission form or email, or as attachments or whatever makes sense for you.

Russ Poulin, WCET Executive Director ([25:22](#)):

So July 15th, please get those in. And let's say that you're a winner. What do you get? Well, first of all, bragging rights. Recognition as a leader in your field. Winners also receive a special award and will work with SAN to accept the award on their campus or during one of our upcoming meetings. And SAN has been doing that the last few years where they actually come to your team and it has been really great recognition for you among your bosses and among other peers that... I got to participate in one and we got to meet with the provost and some other folks on campus that was really, really cool. And in the spirit of collaboration sharing, we asked that you prepare a brief informal on pre-recorded presentation about the project and participate in a Q and A session with members about that so that you can share it out and people can see whether they want to do it.

Russ Poulin, WCET Executive Director ([26:22](#)):

And if we have any SANsational and we do. We have some SAN SANsational winners out there. I use the chat and tell us just briefly, what did you win for? And just briefly what was it about? Just a very short synopsis of what yours was that'd be cool to share if you'd like. And today we're going to have Ricky LaFosse with University of Michigan is going to share his experience with the 2020 SANsational award that as a winner there. He'll share about his process of putting together his submission and the benefits that he got out of doing this. And so Ricky turning it over to you.

Ricky LaFosse, University of Michigan ([27:02](#)):

All right, thanks so much. Going to get the screen share set up. All right. I think we can all see that hopefully. So yeah, I think what I want to do here is just kind of quickly give you the behind the scenes about what our process looked like when we were preparing our self domination for this award. I'm not going to talk too much about the project itself. There is a link to the presentation we gave about the project back in 2020 and I'd encourage you to check that out, but really just focusing on tips and tricks. Some of the benefits that we've seen since winning this award a couple years ago. And yeah, what you see in this first picture here too, this is Cheryl was kind enough to do that road tour. So the first year I think they did this is pandemic year, hence the masks and we're in front of the big house. And this is the rest of my team there. Mike Daniel, Sarah Diser, Dave Lauren slept in, and of course, Sharon in the middle.

Ricky LaFosse, University of Michigan ([28:14](#)):

We're making an "M" if that was not obvious. But so in terms of motivation for this so I don't expect you to read everything on this slide, but at the time we were preparing the submission, we had this project in mind already where we had just taken on a new role in providing a compliance review for new online degree programs that would be making their way up the chain for the provost approval process. And so we were already in the process of sort of outlining all these different risk areas and that required a lot of cross institutional collaboration with council, financial aid, registrar's office, export controls, tax, you name it. And so we are sort of envisioning as part of this project that we would create a summary of all the major compliance issues and share that summary in advance with academic units.

Ricky LaFosse, University of Michigan ([29:14](#)):

So that they'd be better prepared to complete this step of that provost for approval process. And seeing at that time, I believe this was the inaugural year of the compliance innovation subcategory for the SAN award. And this is something that I'd personally wanted, mostly for selfish recognition reasons for myself to go after... Previous to my time at University of Michigan, I worked at Indiana University as well and was aware of this award and it's kind of the only award out there really that specific to distance education compliance and the work that we do. So of course it was on my radar and I kind of suggested at the time if we also keep this award in mind as we're moving through this project, that might give us a little extra motivation to produce something that's SANsational and allow some opportunity to get feedback from other institutions and really make sure that we're doing the best we can with this process.

Ricky LaFosse, University of Michigan ([30:28](#)):

So that was one of the underlying factors here. And then the other of course, Michigan, Ohio state, if you're a college football fan, you're well aware of that rivalry. We happen to know that Ohio state had won this award a few years prior. So it seemed like something Michigan needed to do as well. So won't lie, the rivalry did factor into this decision and if you have a rivalry with another winning school, let that motivate you certainly. So we did here, I already referred to the project a little bit, but we had this mission again to collect all this information as summary. And once we started thinking about, "Okay, well, how do we now take it to that next level and make it something that's SANsational?" That's sort of when we got the idea of, "Well, let's not just summarize compliance topics."

Ricky LaFosse, University of Michigan ([31:27](#)):

Let's integrate this into the approval process. Add student service features. Collect basically all the information relevant to online program management and design that we can find. And then, in terms of that novel approach, which is one of the things that was listed among the criteria for this award, we also really thought about that. And whether this document, instead of just being summary of risk areas, why don't we make it a directory where we're directing people to subject matter experts across campus that might be a novel approach to this? Why don't we have this document also serve not just to provide summaries, but also link to as many external resources as well as internal resources that we're developing as possible and really make this a comprehensive guide. And we thought the angle for our own submission here, that we don't have any central administrative unit for online degree programs while the role for a compliance review exists within the center of academic innovation where I work. We don't have any control over what other... We don't serve in a clearing house capacity for approving new online degree programs.

Ricky LaFosse, University of Michigan ([32:51](#)):

We can't tell units not to go forward with certain proposals. We can partner and offer some of our in kind services, including learning experience, design, support, compliance consulting. We do copyright clearance work, accessibility reviews, things like that, but that's all based on around partnership. And academic units can really just go it alone, which is a little different than what many other institutions have. So having this document serve kind of in place of an actual administrative office, where everybody is now directed to the appropriate subject matter expert, we thought that that was basically tailor made for this new award category. So we just thought it was a great fit overall. And before making that submission, we did want to focus on a couple specific things that we thought we might struggle with. So we were designing this project obviously for the context of University of Michigan, which I think everybody should do and not worry about what the award criteria says, but of course it does reference how is this going to be adaptable to other institutions?

Ricky LaFosse, University of Michigan ([34:01](#)):

How can other institutions replicate what you've done themselves? And once we started thinking about that, we realized this playbook is very much University of Michigan specific. So we're going to use that nomination process to really talk about how other institutions might replicate this by doing something similar. So we broke it down in terms of the process that we went through and really highlighted that. So it was a lot of emailing, different offices, collaborating throughout inviting people to write whole sections of the playbook, or as well as provide feedback. And we just made the rounds around pretty much all units across campus and were in part motivated by thinking through the submission criteria and how to make this something that other people can replicate. And then detailing all of that as part of our nomination, the steps that we took.

Ricky LaFosse, University of Michigan ([35:00](#)):

And we also wanted to focus on how this actually benefits students as well, which is another important criteria just by noting that we were going to include student service specific provisions and sort of develop resources based on the playbook that would eventually be used as student guidance as well. So things to think about, and again, other examples of how just applying for or the award that simple act or having a plan to apply for it really does help you push your own work product kind of to that next level.

Ricky LaFosse, University of Michigan ([35:35](#)):

So I already mentioned a lot of the benefits there, but the primary one in addition to the recognition and everything that Russ mentioned at the beginning, we did receive quite a bit of really helpful feedback just through the process of sharing about the award. We not only did this through... This forum with SAN, but also kind of took it on the conference circuit and discussed in other networks as well. And by having a lot of visibility around our playbook, we've been able to get a lot of helpful feedback about how other institutions are handling similar issues as outlined in the playbook and share different ideas back and forth. And I'm not sure how common that is across these SANsational awards, but to us, at least that's been a tremendous benefit and continuing to update this playbook over time.

Ricky LaFosse, University of Michigan ([36:37](#)):

So one last thing in closing here, I should congratulate the local WCET and SAN hockey team, Colorado Avalanche on a great Stanley cup run. Fantastic season. And in watching that seeing people drinking champagne at a Stanley cup and all the celebration photos, I do think as great as this award is, what if we did have it as the SANley cup in the future? I'm going to throw that out there, marinate on the idea but I think that would be a wonderful evolution. Love to have a Stanley cup version, a SANley cup. And

that way we can drink champagne out of it when we win as well. But yeah, thanks again for the opportunity to share. I'm happy to answer any questions. If you like the SANley cup idea. I don't know. Can we take a vote and make this happen? Just kidding. But all right, I'll stop sharing with that and happy to address any questions about the process.

Russ Poulin, WCET Executive Director ([37:47](#)):

That's great, Ricky. We can start it at [inaudible 00:37:49] so with Cheryl who knows more about hockey than just about anybody I know that probably will go over very, very well. So we'll be certain to bring that up with her because we were going back and forth during the final there. So that's good. And thank you for the University of Michigan for helping us out with all of this. Just curious, I was wondering if you also received any help internally that in terms of getting recognition across the institution or the people you report to that helped to say, "Oh, hey, we're doing good stuff and they took notice of that."?

Ricky LaFosse, University of Michigan ([38:35](#)):

Yeah. So we did. We have a pretty wildly read newsletter. So we announced the award through that channel. Just internally... So we have the option of using the SANsational stamp in putting it. We could add it to the playbook actually, but we kind of passed around the idea of we should put this on websites and I think that's definitely something winners should do. But because we're so decentralized here, we didn't really have a good place that was accurate and didn't want to put this the SAN stamp of approval where it did not belong. So our Michigan online page features worked by us, but also of other offices and other units. So we didn't have a great place to put that. I really wanted to feature it on a website, but we were at least able to yeah, send out a press release, generate interests.

Ricky LaFosse, University of Michigan ([39:29](#)):

We also have a community of practice. So we were able to advertise through that channel, a community practice for online hybrid program representatives and so through that work, we were able to generate a little bit more interest in our events and talk specifically about this project quite a bit more. So that's all been very helpful, I should say [inaudible 00:39:52] for the Ohio state thing they... After we received and we're so excited to learn that we had won this award and we're now on par, I highly [inaudible 00:40:03] won again that exact year. So they're still ahead of us but [inaudible 00:40:07] spent some time in the future, but...

Russ Poulin, WCET Executive Director ([40:11](#)):

There's always that push, yeah? Well, Gretchen's asking how can you get access to the playbook?

Ricky LaFosse, University of Michigan ([40:18](#)):

Yeah. So I was hoping to actually share a completely new and revised version because we've been working on it most of the summer. I think we're still a couple weeks away from releasing that, but I believe the link there in the agenda might send you to the right place. If not, I'm going to drop a very dated version. In fact, actually what I'll do is following this call, because there are some updates I can make right now. I will send out through the SAN [inaudible 00:40:54], an updated version, because a lot has changed obviously in two years. And this will also link, we have a online teaching page that was developed off of our playbook efforts, which features a lot more compliance resources for the course level. So certain things like that I think may be helpful for other institutions to take a look at. So I'll share that out after this call. Thanks.

Russ Poulin, WCET Executive Director ([41:19](41:19)):

Excellent. Let's see. Not seeing any other... Anyone have other questions for Ricky? If not, thank you very much. Congratulations and onto winning your next one, right? Let's see.

Ricky LaFosse, University of Michigan ([41:39](41:39)):

Going to have to now so... Ohio state.

Russ Poulin, WCET Executive Director ([41:43](41:43)):

Thanks so much.

Ricky LaFosse, University of Michigan ([41:45](41:45)):

[inaudible 00:41:45] it some motivated. All right, [inaudible 00:41:47].

Russ Poulin, WCET Executive Director ([41:47](41:47)):

Good. And then just remember that we put that link out there for the call for nominations and get your materials together and get them in July 15th. July 15th, it's getting close. We're almost to that date so get cracking or some of you probably been working on it. And then at the SAN staff will work with the review committee and try to get that all done around the end of July, start of August. And then maybe get back to those who apply with some feedback or with questions or letting you know the outcomes. And they turn that around pretty quickly. With that, let's see we're down to just the final things here and then I'll see if you have any other... We'll go through these final bits of more announcements. We announcements at the start.

Russ Poulin, WCET Executive Director ([42:41](42:41)):

Now we've got more. So, more announcements and we'll see if you have any questions or issues that you want to raise for future meetings at the end, so we'll be thinking about those. WCET's annual meeting coming up in October. October 19th to 21st, doing it as an in-person event, trying to really make sure that we focus on. If you came somewhere to be somewhere that we focus a lot on interaction among the people who are there. We'll have a general session where we'll have three of our friends from accrediting agencies talking about the issues that they're running into, changes that are happening there, expectations for digital learning. And that should be a really great session.

Russ Poulin, WCET Executive Director ([43:25](43:25)):

We have another one about online program management companies and those services and what's happening there. And that we're likely to see who knows when and thought maybe it happened already, but could be seeing some additional changes to the federal regulations around those that there's more coming on that and so we'll see if that happens between now and then, or we might still be speculating on that. There's a whole series of policy sessions on several different issues that will have there. And speaking of the Stanley cup, who knows, maybe the season will start that early that somebody could catch a hockey game with Cheryl and Ricky get going there.

Russ Poulin, WCET Executive Director ([44:11](44:11)):

There will also be a SAN coordinator meeting on Tuesday, October 18th. It'll be not all but much of that day, an agenda is coming out fairly soon. So plan on being there and while it is for coordinators, if you can't make it as a coordinator, happy to have somebody else come in your place representing you and

your institution or organization. Register through WCET annual meeting registration forum for that and we'll welcome to reach out to anyone on the SAN team any questions that you have. I'll put in the chat the link for that as well for the annual meeting. With that, we're coming to the end. Let's see. Before we get to the very closing thing, let me see if there's any questions that people have or suggestions for future meetings that you have future issues. Not hearing anything.

Russ Poulin, WCET Executive Director ([45:25](#)):

We'll wrap it up. Thank you, Melissa and Ricky. Really great information. Great being with you here today and you all were very good folks in terms of keeping inside the boundaries. Look forward to seeing you again, Tuesday, July 12 during the open forum. The open forum guest expert is Sandra Freeman from [inaudible 00:45:52], from Virginia and address the new institutional approval process in Virginia for institutions that either do not participate in reciprocity or that they offer activities outside of reciprocities. Cheryl also wanted me to plug the homepage of the SAN website to gain access for new information about the role making and the advanced topics workshop in September. See you again at next SAN coordinator meeting on July 26. Thanks so much and remember that's going to be a new Zoom link for that one. Have a great day. We'll see you again.

Leigha Fletcher, SAN Administrative Assistant ([46:29](#)):

Thank you, Russ.