

THE RIGHT STUFF

HOW TO DEVELOP AN EFFECTIVE TECHNOLOGY SOLUTION USING INSTITUTIONAL EXAMPLES

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YOUR TOUR GUIDES



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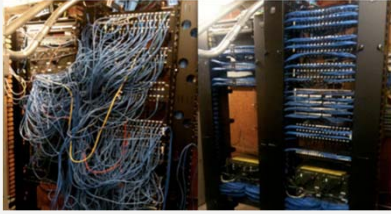


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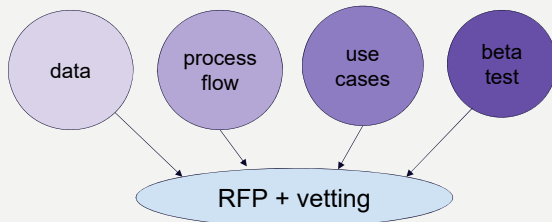
New York University SNAPSHOT

- NYU has over 50,000 students, over 1,100 academic programs, 39+ online degrees, 3 portal campuses and 13 global sites
- Extremely decentralized organization
- Commitment to 100% compliance
 - Overseen by the Office of the Provost

Problems and solutions



Multi faceted approach



NORTHERN ARIZONA UNIVERSITY SNAPSHOT

- NAU has 30,000 students, over 100 online degrees, thousands of students enrolled in experiential courses, global footprint, rolling enrollment
- Extremely decentralized organization
- Attitude toward compliance activities
- Academic compliance encompasses state authorization, professional licensure, affiliation agreements, and more

NAU'S TECHNOLOGY PROBLEM

Determining where students are physically located during each semester for academic compliance purposes:

- In online courses via distance ed
- In experiential placements such as clinical placements, student teaching, internships, etc.
- Professional licensure

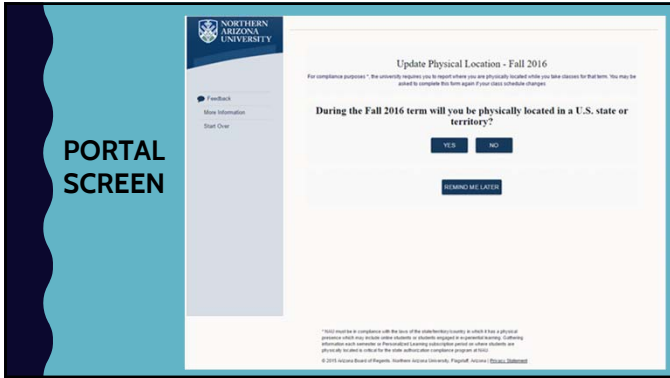
NAU PORTAL PROJECT - GOAL

To improve the timeliness and accuracy in gathering student location data using technology that met the following objectives:

- Created with existing in-house resources
- Ability to interface with enterprise performance management system (PeopleSoft)
- Minimal inconvenience for student
- No faculty or administration effort
- Accessible design for all students

HOW DOES NAU'S SOLUTION WORK?

- Students must be registered for the upcoming semester
- Receive messaging asking for their physical location for that semester
- If registered for an experiential course, then receive second question for each such course



**PORTAL
SCREEN**

FOUNDATION FOR CHANGE: THE PROCESS

- Data needed for two activities
 - Online education
 - Experiential activities
- Scope of data
 - Domestic
 - International
- Importance of "the right stuff"
 - Garbage in, garbage out!

THE DATA SCAVENGER HUNT

- Determination of where information resides
 - Who controls it?
 - Who has access to it?
 - Value of the relationships
- Any existing processes that could be tweaked?
 - Value of understanding current processes
 - Much easier/more timely to make adjustments
- What new processes are necessary?

DATA FOUNDATIONS

- PeopleSoft reports created for compliance purposes with the following attributes:
 - Degree programs that lead to professional licensure
 - Courses with experiential components
 - Use the NC-SARA definition of supervised field experience
 - Casts a broad net

CAN THIS DATA BE TRUSTED?

- Integrity of the data
 - New courses (smooth course creation process)
 - Annual survey of existing course data
 - Department input
 - Why it's important to know who controls it as well as having a relationship with the person!
 - Still cumbersome manual process (looking at a tech solution)
 - Coordinated with registrar's office (for annual catalog publication)

INSTITUTIONAL SYNERGIES

- Tie any project to the institution's mission statement and strategic plan
- Piggy back off upcoming reaccreditation efforts
 - Are usually in alignment with what is needed for a best practices compliance program
 - Can use the reaccreditation deadline to expedite compliance activities
- What other units can use the information?

PAST EFFORTS AT NAU

- No attempt prior to Compliance role being created (2013)
- Run report on student address fields (2013)
- Download student rosters and cut and paste in an email to 600 faculty members asking for student location (2014)
- Student survey using electronic survey tool (2015)
- Results were not timely, not very accurate, faculty and student complaints which led to administration complaints

VALUE OF FAILED ATTEMPTS

- Due to complaints, raised awareness with leadership!
- In communication with department chairs and internship coordinators:
 - Recognized the need for reports of experiential courses - the basis for the portal solution
 - Built necessary relationships
 - Learned about the dynamic processes
- Provided a basis to judge data integrity
- Able to use a “lower cost solution”

IMPLEMENTATION METHOD

- Stakeholder meeting
- Team of volunteers who collaborated across units
- Firm deadlines set and communicated
- Communication strategy – Critical!!!
 - To leadership and entire campus community
 - Student eyes and ears post launch

WHY IT WORKS

- It's the only application of this technology
 - Is not diluted
 - Timely response
- Self-reported
 - NAU students are relatively compliant!
- IPEDS data: locked at census

OUTCOMES

- A clever yet simple connectivity between the student log-in portal and PeopleSoft
- Timely: in 10 days generated nearly 29,000 responses
 - 0 complaints ever
 - Students were expecting it and were compliant
- Data integrity: IPEDS and SARA reporting

UNIVERSITY OF NEW MEXICO SNAPSHOT

- Public, non-profit institution established in 1889
- SARA member
- Just over 27,000 students enrolled
- 1,345 of those students are 100% exclusively online (Fall 2016)

UNM'S PROBLEM: STATE AUTHORIZATION DISCLOSURES

- In 2015, UNM became a member of SARA
- UNM had an outdated website
- Needed to keep state student complaint information available
- UNM had an authorization map, but it was flat, difficult to understand, and difficult to update

IN 2015, UNM'S AUTHORIZATION MAP LOOKED LIKE THIS:





UNM'S REVAMP STRATEGY

CHALLENGE

Provide required information to students without overwhelming them **AND** without creating a mess of a webpage

REQUIREMENTS

- Low or no-cost
- Easy maintenance
- Clear and easy to understand
- Interactive
- Clean design
- Accessible

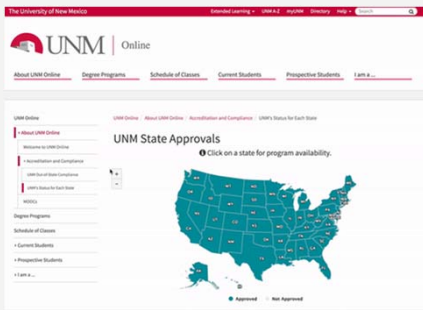
PROJECT TOOLS

- [Highcharts](#)
 - Visual data and chart library
 - Free for non-commercial use (schools, non-profits)
- JavaScript and JQuery
 - Javascript is a programming language and JQuery is a library created to streamline Javascript development.
- Web Content Management System
 - UNM uses Cascade Server. The site template is created using the Twitter Bootstrap, an open source web development framework.

CHANGES MADE

- Reduced categories to two: “approved” and “not approved”
- Complaint contact table is accessible and includes UNM’s approval status in each state
- Responsive design that is compatible with mobile devices
- The map is interactive

AND HERE SHE IS NOW ...



LESSONS LEARNED

- Plan for changes and updates
- Have a plan for visibility
- Do not let perfection be the enemy of the good

QUESTIONS? CONTACT US!



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