THE RIGHT STUFF
HOW TO DEVELOP AN EFFECTIVE TECHNOLOGY SOLUTION USING INSTITUTIONAL EXAMPLES
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YOUR TOUR GUIDES

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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
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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