

With membership being made official, DLAB members have been receiving requests and inquiries, even from institutions whose home state is not Wisconsin but are wanting to provide correct information to their own portal entities. Dr. Foy explained that DLAB has conveyed to the Midwest State Authorization Reciprocity Agreement (M-SARA) and M-SARA members that Wisconsin has high standards. The DLAB's unique collaboration establishes an administrative process coordinated by sector, and requests should be tracked by the individual sectors. The goal is to reduce bureaucracy and avoid charging administrative fees to Wisconsin institutions for portal entry.

With a sizeable number of applications on the agenda, it is important to acknowledge that this is a new process, being invented along the way with federal guidance. It is important to establish a clear timeline for the applications. To that end, while DLAB has an obligation to process applications within 60 days, there also needs to be a minimum of time before a DLAB meeting in which the institutions need to submit completed applications. Dr. Foy announced that after discussion with those reviewing the applications for the sectors, it was agreed that applications must be submitted a minimum of two weeks prior to a DLAB meeting, and the agenda will be posted one week before the meeting. No exceptions will be made. This policy will be put on the webpage and in the operating procedures. Dr. Foy encouraged the sector reviewers to let her know if the two weeks is not sufficient.

Review: DLAB Webpage

The review of the webpage was moved up in the agenda due to a schedule conflict.

Mr. Reinemann stated that the sectors have been wonderful to work with in the website development. He introduced Ms. Kriplean as the webmaster. Mr. Reinemann noted that he had made layout decisions and that placement of logos and such could always be adjusted. The website was live and accessible via Google, but it was not yet linked through the HEAB website. Dr. Foy stated that all sector websites should link to the DLAB website.

Ms. Kriplean reviewed the website pages. She indicated that minutes and agendas would be added, and that sidebars, pictures, and links could be placed on any page.

Dr. Foy requested creation of a "For Institutions" page because institutions are DLAB's primary customers. Institutions will be accessing the website for applications, renewal forms, and information. The complaint process for students is a secondary function of the website. Students must file their complaints first with their institution, and appeals would come to DLAB. Dr. Foy acknowledged that everyone wants to make sure students understand the complaint process. Dr. Wegenke added that the main path for student complaints will be linked through the institution's website. Mr. Reinemann agreed that the tabs should be renamed and the deadlines for applications and renewals should be added.

Dr. Foy also requested that FAQs be located on each page, not just on a separate page. While there will be redundancy, it will also make it easier to find the appropriate questions if they are separately sorted for institutions and students. Ms. Merrill volunteered Ms. Larson, Ms. Reed and

herself to assist Ms. Kriplean in splitting the FAQs appropriately. Ms. Merrill also noted that in addition to approved institutions, exempt institutions should also be listed.

There was a lengthy discussion about the complaint process. Ms. Larson explained that WAICU is building a page detailing the complaint process similar to the pages of WTCS and UW. Complaint appeals will be processed through the appropriate sector. Dr. Cross recommended having a simple and straightforward way to direct students to their institution to begin the complaint process because having to sort through a lot of information would lead to more frustration. Dr. Foy noted that the process followed is identified by the federal program integrity rules. Ms. Merrill advised that there is existing language that says a student must go through their institution's complaint process before DLAB will consider their appeal. Dr. Wegenke added that when the program integrity rules first came out, UW, WAICU and WTCS sought legal counsel and developed a uniform complaint template. Each institution has that template on its own website. Dr. Cross stated that he was concerned students would hear about the complaint process page of DLAB's website and be confused by circumventing the institution in the complaint process. He urged making it crystal clear that DLAB would not address any student concerns until they have been addressed on campus. Dr. Kolison noted that the form requires the students to indicate who on campus they have worked with. Dr. Foy recommended the board take another look at the website after Ms. Kriplean has made the recommended changes to make certain Dr. Cross' concerns are addressed. The complaint process needs to be clear. The difference between an out-of-state student taking a class from a Wisconsin institution and a Wisconsin student taking a class from an out-of-state college or university must also be clarified.

Mr. Reinemann indicated he would work with Ms. Kriplean on the changes. He suggested that the form be constructed to direct the students to the correct process, but also to have the information on the webpage outlining the steps they need to take. Any future desired changes or updates to the website should be sent to Mr. Reinemann by email. Ms. Kriplean can be copied.

The DLAB website address is www.heab.state.wi.us/DLAB.

Dr. Foy thanked Mr. Reinemann and Ms. Kriplean for their hard work on the website and in coordinating with so many people.

Action: Approval of May 26, 2016 DLAB Meeting Minutes

Dr. Foy reviewed the action items in the May 26, 2016 minutes and reported on their status. She informed the board that, while Ms. Larson and Ms. Reed had intended to attend the MHEC meeting in Chicago as the DLAB portal representatives, Ms. Reed was unable to attend. Ms. Merrill will be attending the upcoming NC-SARA and M-SARA meeting in Chicago. Dr. Foy stated that she had not yet contacted the tribal council to attain its approval for the two tribal colleges to participate in M-SARA. Ms. Merrill would be reaching out to Ms. Lundberg in the next few days. A few typing corrections had been requested of Ms. Dutter before the meeting started. Mr. Dies moved to approve the minutes as amended, with Dr. Wegenke seconding the motion. The motion passed unanimously.

Action: Recommendation of Wisconsin Member to M-SARA Steering Committee

Dr. Foy announced that because Wisconsin is now an M-SARA state, Wisconsin has the opportunity to have a second representative on the M-SARA Steering Committee. She had been presented with the opportunity to participate in the steering committee prior to DLAB's formation by Senator Harsdorf. Dr. Foy noted that her involvement in the last year has been very helpful and M-SARA and NC-SARA made a lot of changes to their requirements because of Wisconsin's input. She emphasized that it was important to maintain participation on the steering committee as it will have an important role in the next few years as M-SARA goes into action. Dr. Foy will continue in her position as the at-large member. Dr. Foy recommended Don Madelung as the second Wisconsin representative. He is a current MHEC commissioner and chair of EAB. She stated that Mr. Madelung brings a good perspective from the private for-profit colleges and universities, while she represents the public institutions. Dr. Wegenke clarified that DLAB is recommending a representative, but the MHEC commissioners will make the final decision. Dr. Cross moved to put Mr. Madelung's name forward as the Wisconsin representative, seconded by Dr. Wegenke. Mr. Dies recused himself because Mr. Madelung is chair of EAB and Mr. Dies is the Executive Secretary. Dr. Cross requested that Mr. Madelung help push Wisconsin's agenda forward with the steering committee. Mr. Madelung stated that he and the DLAB board members would be a loud voice and encouraged the DLAB members to use him as a conduit of information. The board passed the motion with four votes in favor and one abstention.

Action: Review of Institutional Applications Recommended for SARA Participation

Dr. Foy stated that, in compliance with the DLAB operating procedures, each application presented had been reviewed by the sector representatives who will be recommending action. Due to the quantity and size of the materials, a link to each sector's applications was provided to board members. Dr. Foy encouraged any recommendations on improving the processing of the applications as this will be one of the main functions of DLAB.

Ms. Larson presented the applications from the private nonprofit colleges and universities: Bellin College, Cardinal Stritch University, Carroll University, Concordia University Wisconsin, Herzing University, Lakeland University, Marian University, Marquette University, Milwaukee School of Engineering, and Wisconsin Lutheran College. She provided the board with a list of the documentation provided by each institution. Because this was the first sector review, she went through the application and discussed the types of documentation provided. She noted that Herzing had provided, in addition to the required USDE score, supporting documentation of their financial stability because they had recently converted from a for-profit to a nonprofit. There was some discussion about potential future issues if an institution did not have a USDE score or HLC accreditation. The question of what indicators would lead to an application's rejection was also deliberated. Dr. Foy explained that other states are approving the applications if they meet the minimum requirements, and that it is the institution's performance and experience once in the SARA that determines whether they remain. Dr. Cross questioned why financial standing was part of the application for private institutions as it was not for the publics. Dr. Wegenke suggested that SARA assumed that taxpayer support was a guarantor of financial stability. Dr. Foy opined that it was M-SARA demonstrating that there is a minimum standard of

professionalism expected. Dr. Kolison stated that if sectors are aware of adverse action being taken against any of their institutions, the sector representative should inform DLAB. Dr. Foy stated that because there is so much at stake for the institutions, the sector representatives are not just reviewing the applications, but also working with the applicants to complete it properly. She added that it is ultimately the applicants, not the reviewer's responsibility. There may come a point where the application is simply denied. Dr. Cross moved to accept the ten applications from the private nonprofit colleges, seconded by Mr. Dies. The board approved the motion unanimously.

Dr. Kolison presented the applications from the UW System: University of Wisconsin Colleges, University of Wisconsin-Eau Claire, University of Wisconsin-Green Bay, University of Wisconsin-La Crosse, University of Wisconsin-Madison, University of Wisconsin-Milwaukee, University of Wisconsin-Oshkosh, University of Wisconsin-Parkside, University of Wisconsin-Platteville, University of Wisconsin-River Falls, University of Wisconsin-Stevens Point, University of Wisconsin-Stout, University of Wisconsin-Superior, University of Wisconsin-Whitewater. Dr. Kolison noted that the only difference in the UW applications from the private nonprofit applications was that the UW institutions were not required to provide evidence of financial stability. He stated that all the institutions met all the requirements of the applications. In response to Dr. Foy's question, he explained that the UW Colleges' application did not include the UW Extension. There was a question on whether the boxes on the application should be checked during the sector representative's review or after DLAB has accepted the application. It was decided that the staff be consistent and work it out among themselves. Dr. Wegenke moved to adopt the UW applications with Dr. Foy seconding. The motion was approved unanimously.

Ms. Merrill presented three applications from the Wisconsin Technical College System: Nicolet Area Technical College, Northcentral Technical College, and Western Technical College. She gave a brief description of the three institutions and recommended approval of all three. Dr. Cross so moved to approve, seconded by Dr. Wegenke. The motion passed unanimously.

Ms. Merrill stated that DLAB is trailblazing and the cross-sector collaboration is a great opportunity to share ideas with each other and determine best practices. DLAB does not submit the applications but maintains them. The next step is for each sector to inform their institutions they are approved. Then the sector representative will go to the NC-SARA portal and enter each institution into the Salesforce tool. NC-SARA will invoice each institution. As soon as the college or university pays the invoice, they are active and will be added to the NC-SARA website. This procedure may take a few weeks. Dr. Foy stated that there have been serious delays in institutions appearing on the NC-SARA list. Ms. Merrill suggested the institutions request a paid invoice. She also stated that the DLAB map of approved institutions will likely be more accurate than NC-SARA's. Dr. Kolison recommended notifying the contact person at each institution to watch for an email from NC-SARA and to pay the invoice immediately. Dr. Foy stated that the issue of communication between NC-SARA and the institutions is being discussed by the steering committee. Ms. Merrill stated she would bring it up at the portal meeting in September.

Next Meetings

The next meetings scheduled for DLAB are September 20 and 29, which means the application deadlines are September 6 and 15, respectively. As of this meeting, there were already a handful of applications being reviewed. If there are not more, the September 20 meeting will be cancelled. Dr. Cross suggested a conference call for September 29.

Mr. Dies inquired whether the renewal process was the same as the application process. Ms. Merrill replied that it is similar. There was some discussion about the timing of reporting requirements.

Adjournment

There was no further discussion and the meeting adjourned on a Cross/Dies motion.

Respectfully submitted,



Rolf Wegenke, President, WAICU
Secretary, DLAB