Moving to a paperless solution: Examples from 3 states

Presenters

Sean Seepersad, Connecticut Office of Higher Education

Alicia Erickson, Missouri Department of Higher Education and Workforce Development

John Ware, Ohio State Board of Career Colleges and Schools

2024 SHEEO Higher Education Policy Conference

It's Time To Give Up On Paper

- What is the best way forward to a paperless solution?
- Different solutions, with various advantages and disadvantages.



3 Examples from 3 States

CT: Custom solution developed by third party

MO: Custom solution developed in-house

OH: Commercial Off-The-Shelf solution

Finding the right solution

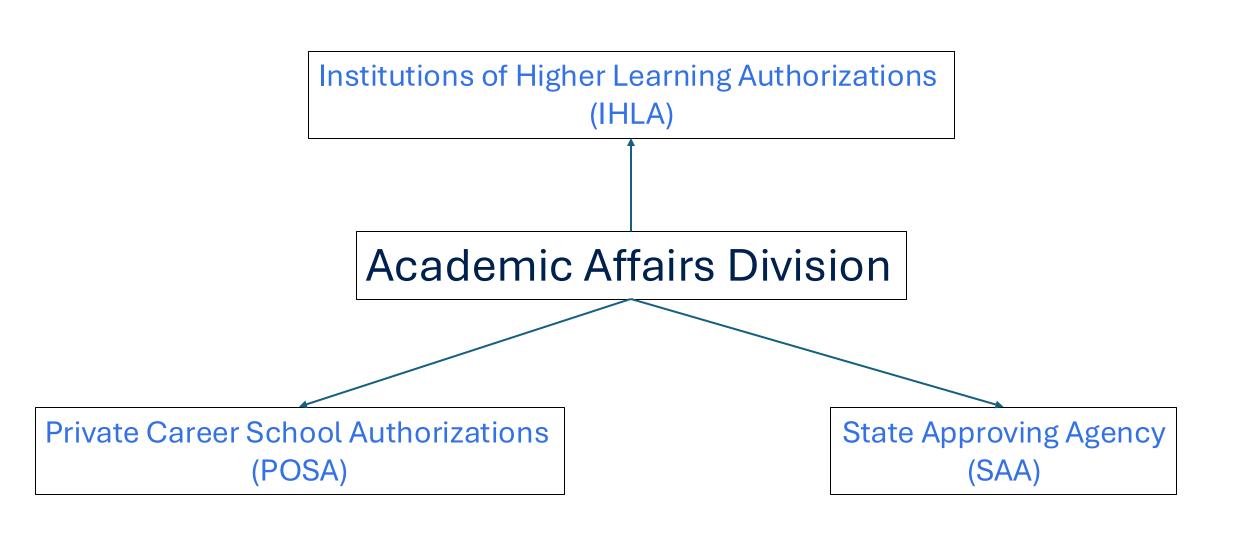
	Off-The- Shelf	3 rd Party Custom	Internal Custom
Developer	External	External	Internal
Time to Implement	\checkmark	1	1
Cost	\checkmark	\leftrightarrow	$\boldsymbol{\uparrow}$
Flexibility	\checkmark	1	$\mathbf{\uparrow}$
Technical Expertise	\checkmark	\leftrightarrow	$\mathbf{\uparrow}$



CT OHE Paperless Solution: Custom Solution by Veoci

Sean Seepersad, Division Director, Academic Affairs







The Problem –

Access Database and Lots of Paper

- 1. Access database
 - 1. Primarily used to store information, generate reports, and create letters
 - 2. Staff driven and maintained
 - 3. Did not capture workflows
 - 4. Lack of reminders
- 2. Lots of Paper
 - 1. Paper applications
 - 2. Duplicate entry work
 - 3. Storage of paper
 - 4. Retrieval of applications/records



Steps to a paperless solution

- 1. System Review: Workflow Mapping of Current Process
- 2. Conduct the Request for Proposals process
- 3. Vendor Options were Off-The-Shelf or Low Code/No Code Solutions (such as Salesforce)
- 4. Veoci Solution: Balance between flexibility and cost
- 5. Building of Veoci solution
- 6. Implementation of Veoci solution
- 7. Refinement over time
- 8. Role of a "translator"



Functionality Highlights

- 1. Highly customized workflows
- 2. Types of workflows captured
- 3. No code: Don't need high technical expertise or special access to make simple changes
- 4. Interactive dashboard to keep track of tasks
- 5. Internal communications
- 6. Automatically issuing various reminders
- 7. Electronic payments
- 8. Exporting/Importing data through CSV/Excel, SFTP, or API
- 9. Electronic signatures



Benefits

- 1. Workflows are mapped out and uniform
- 2. Reduced reliable of paper applications/records/etc.
- 3. Shift some data entry burden to schools
- 4. Increased reminders and tracking
- 5. Increased transparency



Challenges

- 1. Data loss with transition
- 2. Time requirements for implementation, training, and refinement
- 3. Complexity of workflows
- 4. Difficulty in producing user manuals.
- 5. Technical competence of schools
- 6. Overcoming the "difficulty stereotype"









Moving to a Paperless Solution: Missouri's Academic Program Actions Portal Alicia Erickson **Director of Academic Affairs Missouri Department of Higher Education** & Workforce Development



MDHEWD's Previous Academic Program Review Process

- Manual & Staff Intensive
- Missed Deadlines
- Lack of Transparency
- Frustrating for Institutions





Academic Program Actions Portal: Planning a Solution

	ram Actions – Progr Single Semester (C			Version: 1.0 01/05/2018			
Field Name	Table	Column	Description	Length/Value	Protection Field Type		
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Certificate Title	Screen (C0)						
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	Entity: CipLowLvlDmn Entity		Clicking on a CIP code or title selects option Only one can be selected				
			Selection is required				
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	Entity: CipLowLvlDmn Entity		Displays CIP hyphen program title in proper title case.				
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			Update based on "Select CIP code"				



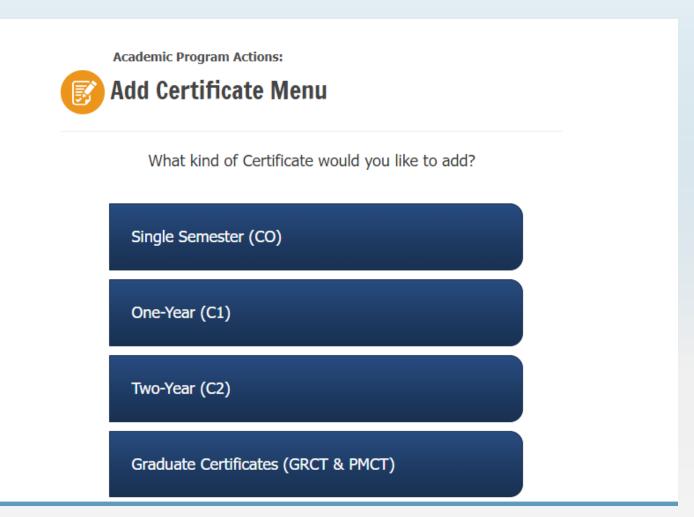
Applying the Regulation:

https://www.sos.mo.gov/cmsimages/adrules/csr/current/6csr/6c10-6.pdf

demic Program Actions: ademic Program Actions Menu
What kind of proposal are you submitting?
New Program
Comprehensive Review
Existing Program
Add Certificate
Change Request
Change Mode Of Delivery
Address Change/Close Location



Adding a New Certificate Using a Web-Based Workflow





Academic Program Actions:



Select CIP Code:			*
CIP Program Title:			
CIP Program Description:			
Number of Credit Hours:			
Institution Program Title:		or	🔿 Use CIP Program Title
Degree level:	Select		•
Cancel	Next		



Academic Program Actions:

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Enter Options:		+Add Option	
Options Entered:			
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🗹 Classroom			
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Competence	cy-based		
Cancel	Previous	Next	



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â	Missouri Universit	y of Science & Technology,	206 Parker Hall, Rolla, MO 6540	9-0
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Add Certificate Single Semester (CO)

Missouri University of Science & Technology

520301

Accounting

A program that prepares individuals to practice the profession of accounting and to perform related business functions. Includes instruction in accounting principles and theory, financial accounting, managerial accounting, cost accounting, budget control, tax accounting, legal aspects of accounting, auditing, reporting procedures, statement analysis, planning and consulting, business information systems, accounting research methods, professional standards and ethics, and applications to specific for-profit, public, and non-profit organizations. Accounting

15

Classroom

Missouri University of Science & Technology,206 Parker Hall, Rolla, MO 65409-0470 07/2024





-	06/27/2024	New Program CBHE Approved Site	hngoodin30	Webster University	hngoodin30	Pending	06/27/2024	Pending V	Save	(
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Science & rechnology

Missouri University of Science & Technology

Compare

Address: 206 Parker Hall, Rolla, MO 65409-0470 Phone: 573-341-4111 Type of institution: Public 4-Year Schools Selectivity: Highly Selective

Compare

Program title: Actuarial ScienceDegree type: Graduate Certificate (GRCT)Degree level: Postbaccalaureate CertificateCIP code: 270301Unique identifier: A01030010301001010127Program accreditation agency: N/AAdmissions criteria: Not providedProgram delivery: Classroom

Locations:

Main campus Site address: 206 Parker Hall, Rolla, MO 65409-0470 Phone number: 573-341-4111 School accreditation agency: HLC

Hide program details

Compare

Program title: Advanced Control Systems Degree type: Graduate Certificate (GRCT)

Show program details



Positive Results

- Data Accuracy
- Trust Between Institutions and the Department
- On-time Delivery of Decisions
- Improved Planning for Institutions



Concerns

- Budget to Maintain the Application
- IT Staffing Shortages and Staff

Turnover

- Coding Language
- Unique to MDHEWD



What's Next

- Single Sign-On Portal
- Service Now Application
- CORE 42 General Education Core
 Course Information
- Eventual Transfer of all Unique Applications to this Software



Thank You

Alicia Erickson alicia.erickson@dhewd.mo.gov

https://dhewd.mo.gov/academic/

https://web.dhewd.mo.gov/collegedegreesearch/









Moving to a Paperless Solution: Ohio's Edvera Online System

John Ware Executive Director Ohio State Board of Career Colleges and Schools

OSBBS History with Online Applications and Data

- In 2005, the Ohio State Board of Career Colleges and Schools, the Kansas Board of Regents and the Georgia Nonpublic Postsecondary Education Commission partnered with a private IT company (Cyanna) to develop an online system that allowed for online submission and review of school and program applications as well as a method to collect annual institutional data.
- Kansas first begin using the system in 2007 and Ohio and Georgia followed thereafter. That system eventually grew into the Edvera system that is used by multiple state education governing bodies as well as several accrediting agencies.

Administrative Dashboard:

Shows all current activity and the current review status.

Document Submissions Dashboard

Institutions

Documents -

Dashboard

EDvera - Ohio

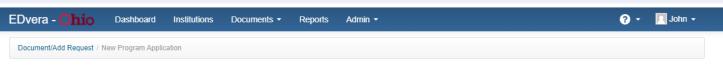
Accreditation Change Applicatio	n	Initial Inquiry		Program Change Form	
Unsubmitted	2	Unsubmitted	6	Unsubmitted	8
Reverted	0	Reverted	0	Reverted	2
Submitted	1	Pending Initial Review	0	Pending Initial Review	5
		Pending Consultant Review	0	Pending Consultant Review	0
Agent Permit				Conditionally Approved	0
Issued	5979	Instructor Qualification Form			
Issued Archived	1154	Unsubmitted	0	Program Discontinuation Form	
		Reverted	0	Unsubmitted	8
Annual Report		Pending Initial Review	0	Reverted	3
Unsubmitted	2	Pending Consultant Review	0	Pending Initial Review	0
Reverted	0	Conditionally Approved	0	Pending Consultant Review	0
Pending Approval	2			Conditionally Approved	0
		New Accreditation Application			
Approval Letter		Unsubmitted	5	Renewal Application	
Issued	1675	Reverted	0	Unsubmitted	14
Issued Archived	168	Submitted	5	Reverted	12
				Pending Initial Review	7
Certificate of Registration		New Agent Application		Pending Consultant Assignment	0
Issued	1572	Unsubmitted	4	Pending Consultant Review	8
133000	13/2		_		

Admin -

Reports

<u>New Program</u> <u>Dashboard:</u>

Shows all current new programs that are in the initial review status.



New Program Application Submissions

Keyword:	Sea	urch by: For or By		No available actions 🕶
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Add filte	er:	~		
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		≑ For	⊸ Ву	♦ Status
	=	Registered Nursing - Associate of Applied Science (2024-06-11)	American Institute of Alternative Medicine (Columbus)) Pending Initial Review
	=	Medical Assistant Program - Certificate Program (2024-07-04)	Imagine Training Hub	Pending Initial Review
	≡	Nursing Aide Training Program - Certificate Program (2024-07-04)	Imagine Training Hub	Pending Initial Review
	≡	Phlebotomy School - Certificate Program (2024-07-01)	Imagine Training Hub	Pending Initial Review
	■	Medical Assistant - Certificate Program (2024-05-27)	The Standard Healthcare Training Center	Pending Initial Review
Displayin	g all 5	document/submission/add requests		Download

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New Program Application:

All program information is collected through the application.

**Ability to modify these applications on an ongoing basis is important.



General Program Standards: For information about the definitions, standards, faculty requirements, program models and sample curriculum for new programs please visit the Board's website: New Academic Program Information

Note on Program Award Levels: Programs that are between 20 clock hours and 600 clock hours are classified as "Certificate Programs".

Programs that are between 600 clock hours and 1500 clock hours are classified as "Diploma Programs".

Only schools that have a grant on institutional accreditation issued by an accrediting agency recognized by the US Department of Education may offer Degree Level Programs.

Click here for more information on Program Award Levels.

Program Information

Program Name	Registered Nursing	Estimated Program Tuition	\$ 35,750.00
Program Award Level	Associate of Applied Science 🗸	Estimated Program Fees	\$ 9,810.00
Expected Start Date	October 01 2024	Estimated Program Other Costs	\$ 2,565.00
Length Of Program	24 months	•	
Cip Code	51.3899 - Registered Nursing, Nursing A Enter CIP codes in the format ##.####.	dministration, • You can also search using keywords. See nces.ed.gov fo	or more information.

Program Hours

Program Hours: Program Hours are generally measured in clock hours which it the amount of in-class instruction that a student receives during the program (This may also include exam time, externships and other time spent in an active learning environment). Degree programs (and some accredited diploma programs) are generally measured in credit hours.

New Program Application: Schools have the ability to manually type in answers or upload documents that contain the required information

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Supporting	g Docum	nentations	3					
1. Please attac	ch a copy of	f the program's	s curriculum outl	ine. You may use	the 🗋 Board	Form , or you may uplo	ad another document that cor	ntains the required information.
The Curricu	Ium Outline	should contai	in a breakdown o	of your program in	to individual c	ourses and contain the	following items:	
a. A list of	each cours	e in the progra	am					
b. The nur	mber of cloc	k hours in eac	ch course (Degre	e programs may I	be broken into	credit hours)		
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List of Institutions:

Show list of all institutions including active (open) and inactive (closed).

EDvera - Ohio Dashboard Institutions Documents - Reports Admin Institutions + New Institution Keyword: Search by: Registration Number o > Filters > Columns Q Apply Filter Save Query Q Registration Number _ Name

	Registration Number	▼ Name	≑ City	Status	Registration Expires
=	1692	Advanced Bodywork and Massage Institute(x)	Solon, OH	Inactive	11/30/2014
	2125	Advanced Dental Assisting of Lewis Center (Delaware)	Delaware, OH	Inactive	01/31/2019
≣	2288	Advance School of Nursing, LLC	Whitehall, OH	Active	05/31/2025
■		Affordable Mobile Phlebotomy, LLC	Middletown, OH	Pending Initial Application	
≡	548	AIC College of Design (Cincinnati)	Cincinnati, OH	Inactive	03/31/2021
≡	1704	Akron Campus of Herzing University	Akron, OH	Inactive	01/31/2017
≡	2289	Akron CNC Training Center	Akron, OH	Active	05/31/2025
■	631	Akron Testing Laboratory & Welding School (Barberton)	Barberton, OH	Inactive	01/31/2021
≡	1807	Alexandria School	Solon, OH	Inactive	01/31/2014
≡	1644	ALG Computer Training Center	Solon, OH	Inactive	07/31/2015
≡	2176	Alia School of Nursing (Cincinnati)	Cincinnati, OH	Inactive	
≡		Alia School of Nursing (Cincinnati)		New	
≡	2149	Alia School of Nursing (Columbus)	Columbus, OH	Inactive	01/31/2022
≡	2272	Alia School of Nursing (Columbus)	Columbus, OH	Active	11/30/2024
≡		Alliant International University	San Diego, CA	Inactive	
	2008	Alpha Dental Center of Findlay, LLC	Findlay, OH	Inactive	03/31/2016

Institutional Information: All institutional information is contained within the application.

***Dropbox
function can be
used for paper
documents

EDvera - <mark>Ohio</mark> D	ashboard Institutions	Documents -	Reports	Admin 👻		? ▼ 1	
Institution / American Institute of	f Alternative Medicine (Columbus	3) (1489)					
🝃 Profile 🕜 Edit 🝷	♀ Locations	ams 🛔 Users	🗋 Docum	nents 🥻	History 🖨 Dropbox	Status: Active	
Institution Informa	tion				Regulatory Informa	ation	
Organization Name	American Institute of Alter	native Medicine (C	olumbus)		Certificate Number #1489		
Profit Type	For Profit				Registration Expires	05/31/2026	
School Type	Resident, Distance Educa	tion			Original Registration	05/01/1998	
In State	In State				Ad Expiration	05/31/2022	
Contact Information		Colleges (ACCSC)		Accreditation Commission for Acupuncture and			
Physical Address	6685 Doubletree Ave. Columbus, OH 43229-111	3			Consultant	Staff	
Mailing Address							
Phone Number (614) 825-6255			Programs				
Fax Number (614) 825-6279			Acupuncture - Master	's Degree			
Web Address http://www.alam.edu Director Ralynn Ernest			Medical Massage Therapy - Diploma Program Practical Nursing - Diploma Program				
Director Email	rernest@aiam.edu				Registered Nursing - /	Associate of Applied Science	

Locations

No locations defined for your institution.

Ronds

Dropbox:

All legacy paper documents have ben uploaded here as well as miscellaneous paper documents we receive

? 👻 🔃 John 🗸 EDvera - Ohio Dashboard Documents -Admin -Institutions Reports Institution / American Institute of Alternative Medicine (Columbus) (1489) E Programs 🔒 Users 🗋 Documents Locations History Dropbox Status: Active Profile 🖉 Edit 🔻 Folder: ~ **+** Unsorted S To attach a file drag & drop here or click to choose Unsorted 2014-AmericanInstituteOfAlternativeMedicine-Columbus-renewal.pdf - Created 05/16/2016 12:31PM (x) 🖹 2014-AmericanInstituteOfAlternativeMedicine-Columbus-sitereview.pdf - Created 05/16/2016 12:31PM 🛛 💌 2016-0525-Renewal-Site-Visit-Report.pdf - Created 05/20/2016 11:28AM (x) ■ 1998-Am Inst of Alt Medicine-Columbus-InitialApp.pdf - Created 07/11/2017 11:24AM AD05-21-14.wpd - Created 09/08/2017 09:22AM (x) CR05-21-14.wpd - Created 09/08/2017 09:22AM (x) PA06-02-14.wpd - Created 09/08/2017 09:22AM × LCCR07-25-12.wpd - Created 09/08/2017 09:24AM (x) LCPA07-25-12.wpd - Created 09/08/2017 09:24AM (x) 2018-0523-Renewal-School-Application-Checklist.pdf - Created 05/25/2018 01:53PM (x) 2018-0517-Renewal-Site-Visit-Report.pdf - Created 06/01/2018 01:28PM (x) 2019-0326-Historical-Info.pdf - Created 04/04/2019 01:51PM × 2019-1202-AIAM-Refund-Policy.pdf - Created 12/02/2019 12:36PM (×) 2020-0420-Renewal-Invoice.pdf - Created 04/20/2020 02:19PM (x) 2020-0221-Invoice.pdf - Created 04/20/2020 02:20PM (x) 2020-0826-Distance-Education-Approval.wpd - Created 08/26/2020 10:33AM ■ 2021-0629-OIAM-approval for Chinese Herbal Medicine.pdf - Created 06/29/2021 11:53AM (💌 2022-05-american-institute-of-alternative-medicine-consultant-site-visit-report.pdf - Created 05/27/2022 09:25AM 🙁 05-15-22-AIAM-Response to ACCSC.pdf - Created 08/03/2022 11:29AM (x) American Institute of Alternative Medicine OH 03534400 CAP.pdf - Created 01/11/2023 11:03AM (💌

<u>Institutional</u> <u>User List:</u>

All institutional users are listed here including information about when they last logged into the system.

Institut	ion / Ar	merican Institute of A	Alternative Medicine (Col	umbus) (1489)	
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Searc	h by: N	Name or Email	Q 2 Res	et Refine Search	No available actions
		Name	→ Email	Role Assignments List	≑ Most Recent Sign In
	≡	Carolyn Justus	cjustus@aiam.edu	American Institute of Alternative Medicine (Columbus) Representative, Student Disclosure	Monday, Feb 06, 2023 @ 1:21 PM EST
	≡	Elaine Hiatt	ehiatt@aiam.edu	American Institute of Alternative Medicine (Columbus) Account Admin, Secondary Contact	Friday, Jul 05, 2024 @ 2:46 PM EDT
	≡	Greg Reed	greed@aiam.edu	American Institute of Alternative Medicine (Columbus) Representative	
	≡	Kathy Weber	kweber@aiam.edu	American Institute of Alternative Medicine (Columbus) Representative	
	≡	Ralynn Ernest	rernest@aiam.edu	 American Institute of Alternative Medicine (Columbus) Account Admin, Primary Contact, Renewal Contact, Student Disclosure, Director 	Wednesday, Jul 03, 2024 @ 10:48 AM ED

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Institutional Document Archive:

All documents previously submitted by the institution are contained within the institutional profile as well

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Profil	e a	🖌 Edit 🗸 🥥 Locations 📰 Pro	grams 🛔 Users 🗋 Documents 🖉 History 🗁 Dropbox	Status: Active
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	≡	Program Change Form	Practical Nursing - Diploma Program (2020-08-19)	Approved
	≡	Program Change Form	Medical Assisting - Diploma Program (2020-08-19)	Approved
	Program Change Form		Medical Massage Therapy - Diploma Program (2020-08-19)	Approved
	Program Change Form		Acupuncture - Master's Degree (2020-08-18)	Approved
	Program Change Form		Medical Massage Therapy - Diploma Program (2021-02-25)	Approved
	Program Change Form		Medical Assisting - Diploma Program (2021-11-01)	Approved
	≡	Program Change Form	Medical Massage Therapy - Diploma Program (2023-02-10)	Approved
	Program Change Form		Medical Massage Therapy - Diploma Program (2024-05-03)	Approved
	Program Change Form		Registered Nursing - Associate of Applied Science (2024-06-21)	Pending Initial Review
	■	Program Discontinuation Form	Holistic Wellness - Diploma Program (2018-02-26)	Approved
	■	Program Discontinuation Form	Professional Master's Level Acupuncture - Diploma Program (2019-07-15)	Approved
	Program Discontinuation Form		Phlebotomy - Certificate Program (2022-08-15)	Approved
	Program Discontinuation Form		Chinese Herbal Medicine - Post-Baccalaureate Certificate (2022-08-25)	Approved
	≣	Program Discontinuation Form	Medical Assisting - Diploma Program (2022-12-16)	Approved
	≡	Program Verification Form	Practical Nursing - Diploma Program (2015-01-22)	Approved
	≡	Program Verification Form	Professional Master's Level Acupuncture - Diploma Program (2015-01-27)	Approved
	≡	Program Verification Form	Registered Nursing - Associate of Applied Science (2015-01-27)	Approved
	≡	Program Verification Form	Medical Massage Therapy - Diploma Program (2015-01-27)	Approved
	≣	Renewal Application	American Institute of Alternative Medicine (Columbus) (2016-01-13)	Approved
	≣	Renewal Application	American Institute of Alternative Medicine (Columbus) (2018-02-07)	Approved
	≣	Renewal Application	American Institute of Alternative Medicine (Columbus) (2020-03-02)	Approved
	Renewal Application		American Institute of Alternative Medicine (Columbus) (2022-03-14)	Approved
	≡	Renewal Application	American Institute of Alternative Medicine (Columbus) (2024-03-13)	Approved

Displaying document/submission/change requests 91 - 113 of 113 in total

Ownload...

 $\leftarrow Previous \quad 1 \quad 2 \quad 3 \quad 4 \quad \text{Next} \rightarrow$

Institutional Documents:

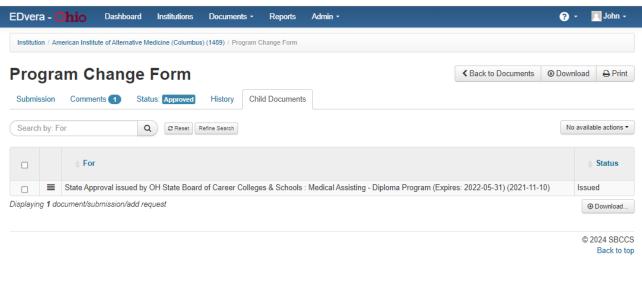
Documents can be downloaded/ printed as adobe .pdf documents.

Dvera - <mark>Ohio</mark> D	Dashboard Institutions	Documents - Re	ports Admin +		? - 🛛 John -
Institution / American Institute of	of Alternative Medicine (Columbu	s) (1489) / Program Change	Form		
Program Cha		History Child Doo	cuments	K Back to Docume	ants O Download 🖨 Print
😑 Program Change	e Form : EDvera	1 / 3	- 90% + 🗄	\$)	± 🖶 :
	Program Cha	-	Safe Board of Career Categors and Schools		
		Medical Assisting			
	and please explain the N/A No supporting docume 2. If you are making ch below) please attach a	rationale for the new program	ent curriculum outline (attached rriculum. You may use the		
		the changes.	in the space below, or upload a		

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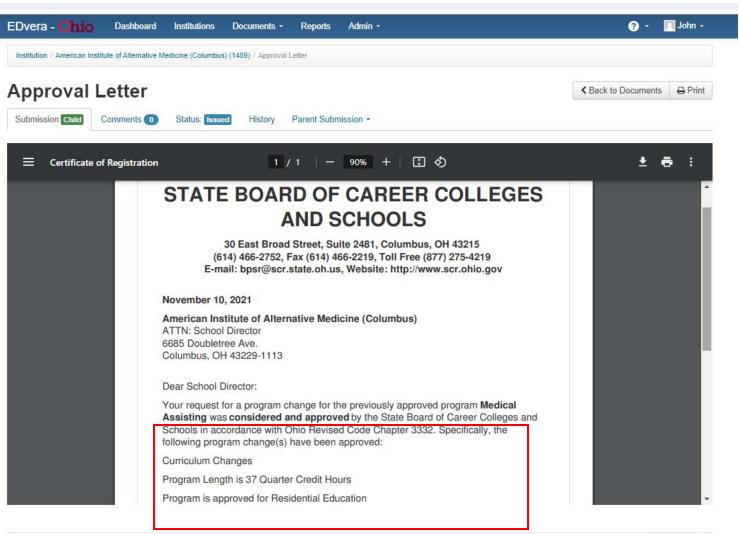
Institutional Documents:

The system can generate approval letters that are attached to the main document.



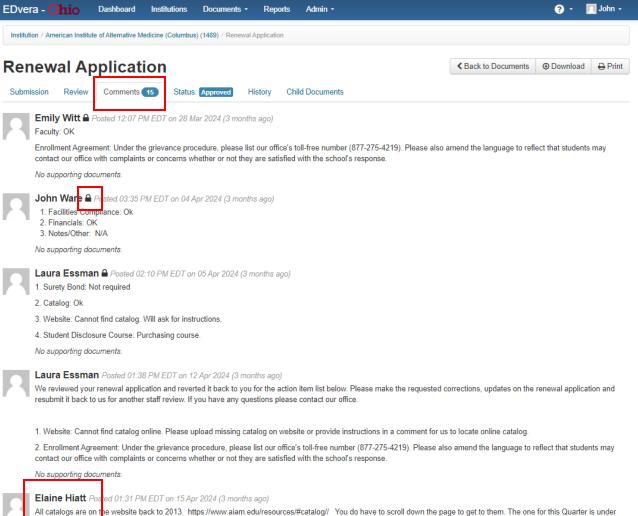


Institutional Documents: **Approval letters** can be standardized but can also be customizable that allows the user to insert information.



<u>Document</u> <u>Reviews:</u>

All document reviews take place in the "comments" section of the application. ***The document can also be reverted to the school for corrections/ comments.



Current Catalog, then the rest are under that. Hopefully this works

Benefits of Ohio Edvera Online System

- System is web based and can be accessed anywhere
- System is designed specifically for review of postsecondary schools
- Multiple states use the system and improvements are ongoing and come from multi-state feedback
- Making simple changes to forms/documents is a fairly simple process
- System can generate custom reports and data sets
- Ability to upload legacy paper documents and other miscellaneous paper documents or emails allows us to access all our information from any location.

Concerns/Issues

- Ongoing cost and budget is always a concern for IT applications
- Integrating with other state systems can be cumbersome
- Security/safety of data that is outside of state control
- No control over financial stability of private entity that controls the system

Thank You

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614-466-7802

https://scr.ohio.gov/



Questions