



Process Name: NC SARA (State Authorization Reciprocity Agreement) compliance process

Purpose: NC SARA is a consortium agreement that is run through the New Mexico Higher Education Department. The consortium allows CNM (Central New Mexico) to offer courses to students who are physically located outside of the state of New Mexico. This applies to credit and non-credit courses offered in all modalities. The Department of Education sets guidelines for compliance. CNM must meet and maintain compliance with the standards set by the Federal Department of Education to be eligible for membership through the NC SARA consortium.

NC SARA has a focus on a consistent, quality educational experience across all courses and modalities, with a specific focus on quality distance education. Specific requirements provide regular and consistent curriculum review and improvements, along with robust professional development opportunities based on best practices. In addition to the requirements for consistency and quality controls, there is a requirement to identify programs that lead to licensure and certifications that are required to work in the profession and to provide disclosures for prospective and enrolled students who are physically located outside of New Mexico.

CNM Way Expert: Executive Director of Innovation & Instructional Support

Functional Units Involved:

- Executive Director of Innovation & Instructional Support – is the main contact for the institution with NC SARA and the owner of the process. Annual renewal and membership are maintained within IIS. Coordination of the NC SARA stakeholder team meetings (if needed).
- Academic Affairs staff - will track curriculum updates, new programs and potential changes with outside licensure requirements for the programs that impact licensure.
- Office of Data Strategies – completes annual reporting to New Mexico Higher Education Department specific to NC SARA – Full-Time Equivalent, out of state and number of licensure programs. Provides reports to IIS for students who are enrolled and physically out of state.
- EMSS BA (Business Analysts) Team, ODS & ITS – Collaboration to create an automated process for direct disclosures to enrolled students based on mailing address. Provide additional disclosures to students if curriculum changes impact licensure requirements. Students can update their own address, and each term they register must agree to keep it updated.
- MCO – maintain and update the NC SARA information and general disclosure information on the webpage.
- Connect – Notifications made to prospective students who inquire about programs that lead to licensure. This occurs when the CNM representative is made aware that the student inquiring is located outside of the state of NM.

- Recruiting - Notifications made to prospective students who inquire about programs that lead to licensure. This occurs when the CNM representative is made aware that the student inquiring is located outside of the state of NM.
- Academic Advisors - Notifications made to prospective students who inquire about programs that lead to licensure. This occurs when the CNM representative is made aware that the student inquiring is located outside of the state of NM.
- Academic Schools – notify Academic Affairs representative of changes that could impact licensure of a program through the “New Program Proposal and Program Modification Proposal.” School leadership will review programs for changes to licensure annually. Review will be documented by year within the Microsoft Teams site.
- CNM Ingenuity – will complete direct and prospective disclosures to students inquiring about or enrolled in CNMI programs. Leadership will review programs for changes to licensure annually. Review will be documented by year within the Microsoft Teams site.

Beginning of Process:

CNM is a member of NC SARA and will continue its membership soon. NC SARA requires compliance with the Federal Department of Education to maintain and renew CNM’s membership, annually.

End of Process:

This is an ongoing process that will need to continue to be met.

Definitions:

NC SARA National Council for State Reciprocity Agreement

IIS: Innovation and Instructional Support

MCO: Marketing and Communications Office

ITS: Information and Technology Services

AA: Academic Affairs

Related Documents and Forms:

- A. [URL for NC SARA webpage](#)
- B. Database updates will be housed in NC SARA MS Teams site
- C. Workflow curriculum proposal process

Process:

Innovation & Instructional Support for NC-SARA compliance:

- Faculty self-reviews completed to meet the need for a consistent and quality educational experience that is comparable to a face-to-face experience. All courses with an online component are reviewed over a 3-year cycle to meet the continuous improvement requirement.

- This process is managed by the Director of Design and Curriculum within IIS completed in collaboration with the Academic schools (leadership and faculty) ([link to the self-review process here](#)).
- Learning and Development – offers robust and varied professional training opportunities for faculty.
- Manage 24/7 LMS (Learning Management System) support provided to students.
- Executive Director will handle the following tasks:
 - Maintain the NC SARA Microsoft Teams site.
 - The Executive Director will be the point of contact for students who have questions on licensure. Questions will be routed through the Exec Director to the respective program Associate Dean and/or Director or Chair. We will test this process for the first 12 months (through Jun 2024). If the volume of requests is low, it will continue. If volume is high, requests will be directed to Academic Schools directly.
 - Research and documentation will be housed by year with the MS Teams site.
 - Will work collaboratively with Academic Affairs operations to update changes specific to annual program reviews for licensure, intermittent changes, and to collect licensure documentation for new programs.
 - Maintain the documentation rationale in the MS Teams site for licensure as a requirement of the Department of Education.
 - Send reminders for annual review of programs that lead to licensure to all Academic schools and to the Academic Affairs staff member responsible for curriculum proposals.
 - Annual reminders for reporting sent to ODS and to gather the required data for the annual renewal in June.
 - IIS staff will annually review (May) and update the list of licensures contact information used for disclosures and report necessary changes to MCO, EMSS and ITS to be updated on the website and for direct disclosure purposes.

Academic Affairs office:

- AA Business Analyst built an automated process to be run on a term-by-term basis to identify a randomized course selection for the self-review process. The process selects courses that have an online component and have not been reviewed within a 3-year period and/or designed through the Collaborative Design process through IIS.
 - Course offerings are identified through a random sample using the schedule of classes, list of courses already reviewed and cross-referenced by the list of consensus and template courses.
 - Director of Design and Curriculum within IIS provides updated information to the AA Business Analyst to maintain the accuracy of the database information.

- AA Business Analyst created streamlined forms for the faculty self-review process, which is a direct requirement of CNM's ability to show continuous improvement and course reviews.
- AA curriculum staff – The New Program Proposal forms include a question to identify programs that lead to licensure, with and without reciprocity with other states. The Program Modification forms also include a question to identify whether changes would affect licensure and/or reciprocity with other states.
 - If the Academic school indicates that a new or modified program has new licensure reciprocity, then AA curriculum staff will contact the Executive Director of IIS to work with MCO to add it to the website.
 - If the Academic school indicates that an existing program has a change that will impact licensure reciprocity, the AA curriculum staff will contact the Executive Director of IIS to work with MCO to update the website.
 - If one of the above situations occurs, the Executive Director of IIS will need to be notified to work with MCO to update the website and to work with ITS to update the SNCSARA database table. This will cause the automated process to provide a direct disclosure to the enrolled student. MCO updates will be submitted through their contact form located [here](#).
 - The formal process to update the SNCSARA database table will be to send updates to ITS annually or as updates occur.
 - During June of each year, AA curriculum staff will open the links provided on the website that document programs with licensure reciprocity to verify that the states listed on the website as having reciprocity are still listed as having reciprocity, and checking to see if there are any additional states that have been added.

Academic Schools:

- School leadership supports (Dean, Associate Dean, Program Chair), the faculty self-review process by selecting courses and assigning faculty to course reviews (courses with an online component) per-term. Reviews are completed with a collaborative process between the academic schools, IIS, and faculty.
- For programs that lead to licensure, school personnel will need to indicate when submitting curriculum proposals that the program leads to licensure by selecting the appropriate option on the "New Program Proposals and Program Modification Proposals" forms.
 - Before submitting the curriculum form, we will complete the necessary research to determine if the program leads to licensure. If not, the process for NC SARA is not impacted.
 - If the program leads to licensure, Academic School Leadership will complete the required research to determine program eligibility in all 50 states. The research will need to be documented to include contact

information for all 50 states and a determination of yes, no or. Within 10 days (about 1 and a half weeks) of the approval of the new program and modification of an existing program that leads to licensure, the Academic School Leadership will provide the Program information and the corresponding for licensure to both the Executive Director of IIS and indicated on the new Program request form.

- Program directors, Associate Deans and/or chairs will serve as the contact for students if they have specific programmatic questions regarding their program and licensure.
- School leadership will receive an annual reminder in May to review programs for changes to licensure annually. Review documents will be sent to the Exec Director of IIS and will be maintained by year on the Microsoft Teams site.

Advisement:

- Notifications provided to prospective students when a licensure program is inquired by a student who is located outside of NM.

Connect

- Notifications provided to prospective students when a licensure program is inquired by a student who is located outside of NM.

Recruitment:

- Notifications provided to prospective students when a licensure program is inquired by a student who is located outside of NM.

EMSS BA Team:

- An automatic email is sent weekly to students who meet the criteria to receive a disclosure email. Having implemented the automated process to notify students, EMSS BA Team will provide maintenance and testing as needed on the Banner Communication Management (BCM) components.
- Disclosures will be sent electronically, using the students' CNM email address. The language will be a standard template but will provide the program determination (does not meet, has not been determined if it meets), related to their specific program in the state that corresponds with the student's mailing address.
- Disclosures will be provided to enrolled students one time per year unless there are curriculum changes or licensure requirements that impact their eligibility to achieve the needed licensure. These changes should be updated in the

SNCSARA database table, which will prompt the appropriate disclosure to the student.

ODS:

- Completes annual reporting to New Mexico Higher Education Department specific to NC SARA – Full-Time Equivalent, out of state and number of licensure programs. Send inquiries to the main ODS email address for support requests, copy the Executive Director of IIS and Chief Information Officer for ODS.

ITS:

- When program changes, new additions or modifications are made to the licensure list, Executive Director of IIS to notify ITS to update the SNCSARA table used for the automated direct disclosure process.

MCO:

- Maintain and update the NC SARA information and general disclosure information on the webpage for recurring annual reviews and when modifications are identified. Program changes will be sent to MCO for update through their contact form located [here](#).
- Send requests to the main MCO email address.

CNM Ingenuity

- CNM Ingenuity uses Lumens for their student information system. Automated disclosures as they are designed for the greater CNM community would not be possible for CNMI. Also, students work with CNMI for inquiries and registration, so general CNM advisors, connect or recruiters cannot support the disclosures for the prospective students.
- CNMI will need to document their process separately for completing disclosures to prospective and current students. The Ingenuity process should be linked.

Signature Collection:

There are no signatures needed to complete this process

Form Distribution:

- Direct Disclosures to students within 14 days (about 2 weeks) of enrollment
- Prospective student disclosures are met with the information posted on the website
- Prospective student disclosures who notify recruiting, advisors or connect staff that they are interested in a licensure program that does not meet or is undetermined in their state will be made within 14 days (about 2 weeks) of inquiry (if CNM staff is made aware the student is located out of state).

- The Executive Director of IIS will send an annual reminder in May to all Deans, Associate Deans and Academic Affairs office representatives that it is time to review the requirements for all programs that lead to licensure.
- Executive Director/IIS staff will send faculty self-review course list to Academic school leaderships on a term-by-term basis. Schools will identify courses and assign faculty through the spreadsheet.

Activity Tracked/Results:

- Initial research to determine if programs meet licensure requirements in other states (yes, no, unable to determine) classification are housed in the dedicated Microsoft Teams site. Recurring annual research will be reviewed by the respective academic school.
- When curriculum changes take place that impacts licensure requirements or CNM is made aware of a change to licensure requirements, the research will be completed by the Academic Affairs office. The Academic Affairs office will need to notify the Executive Director of IIS and upload the documented changes research/justification folder within the NC SARA, Microsoft Teams site. If changes occur, the spreadsheet used for prospective and direct disclosures will be updated by the Executive Director or IIS staff member and sent to ITS and MCO main email support addresses. Copy the respective leader of each area.
- The NC SARA webpage will need to be updated by MCO annually, after the annual review of all licensure programs. If curriculum changes take place that impact licensure, the website will need to be updated if there is a change of classification.
- The NC SARA table used for direct disclosures will be updated annually if modifications are made to provide accurate disclosures to students.

Last Reviewed/Improvements made:

Process developed June 2023, with the support of the NC SARA stakeholder team. Representatives from, VPAA/VPEL, legal, IIS, AA, Advisement, EMSS BA Team, ODS, ITS, compliance, and MCO. Process published Sept 2023 with input from stakeholder team.