

AOP Launch

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Initial Documentation

For each Accelerated Online Program, a signed [Consent Form](#) indicates agreement to comply with the terms of the [Memorandum of Understanding](#).

UNM Online coordinates with the college/school to establish a course carousel – a timeline for course development, launches and offering patterns. Stay on track with the AOP [checklist](#). Program restriction codes are also decided. They prevent named majors from registering for AOP courses.

Signed consent is required for the Registrar’s Office to initiate a program code unique to the AOP. The code is requested by UNM Online and allows: a student to declare an AOP major; the Bursar’s Office to assess the AOP tuition rate; the Scheduling Office to schedule courses; and UNM Online to track and report on the program’s metrics.

Orientation

After initial documentation, UNM Online hosts an orientation for the college/school. Often, they include the program coordinator(s), faculty, academic advisors, schedule coordinators, and other student-facing staff. It offers an opportunity for the college/school to clarify expectations and ask questions.

Promotion and Outreach

The ideal scenario is a Spring semester launch of a web presence followed by advertising leading to a Fall semester program launch.

The [web presence](#) is at UNM Online or online.unm.edu. The college/school supplies the web content, including images. UNM Online offers limited digital advertising support appearing on Google, Facebook and Instagram. It promotes online programs on its own Facebook and Instagram platforms and on a [blog](#), as well as at tabling events and employer presentations. UNM Online is happy to discuss other outreach opportunities.

Faculty Training

RASI

A faculty member *teaching* online is required to complete Regular and Substantive Interaction ([RASI](#)) training, available in [Learning Central](#). It provides an overview of regulations regarding regular and substantive interaction in online courses, student privacy and security, and effective ways to support the online learner.

RASI training is required *before* teaching an AOP, traditional online or hybrid course. It is optional for instructors who have completed EBPTO within 5 years while Golden Paw recipients are exempted.

RASI training takes approximately 30 minutes to complete. Tips for finding it in Learning Central are [here](#).

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EBPTO

Evidence-based Practices for Teaching Online (EBPTO) is a 6-week, online asynchronous course offered five times per year ([Schedule and Registration](#)). Taking approximately 2-3 hours a week, EBPTO is helpful for understanding the [Online Learning Excellence Framework](#) and the requirements necessary for course review and AOP certification. Each faculty member assigned to *build* an AOP course is required to complete EBPTO. The training is recommended once every five (5) years. [Golden Paw](#) recipients are exempted from the EBPTO requirement.

Course Development

The instructor building an AOP course partners with an [instructional designer](#) assigned by the Center for Teaching and Learning. The relationship ensures timely course development according to prescribed milestones. Instructional designers are thought of as partners for course design, pedagogical strategies and assessment tools, and guides to the resources available in the [Canvas](#) learning management system.

Course Review and Certification

AOP courses undergo rigorous quality reviews following the [Online Learning Excellence Framework](#).

Reviews are scheduled 3 to 4 months before a course's intended semester, allowing sufficient time to complete required course development criteria, undergo an initial review, incorporate recommendations and certify that AOP standards are met.

UNM Online's Quality Assurance Reviewer is Melissa Herrera, melh3@unm.edu.

Before the Review: EBPTO and Course Development

The Evidence Based Practices for Teaching Online (EBPTO) training is available in Canvas. It is to be completed before a course is reviewed.

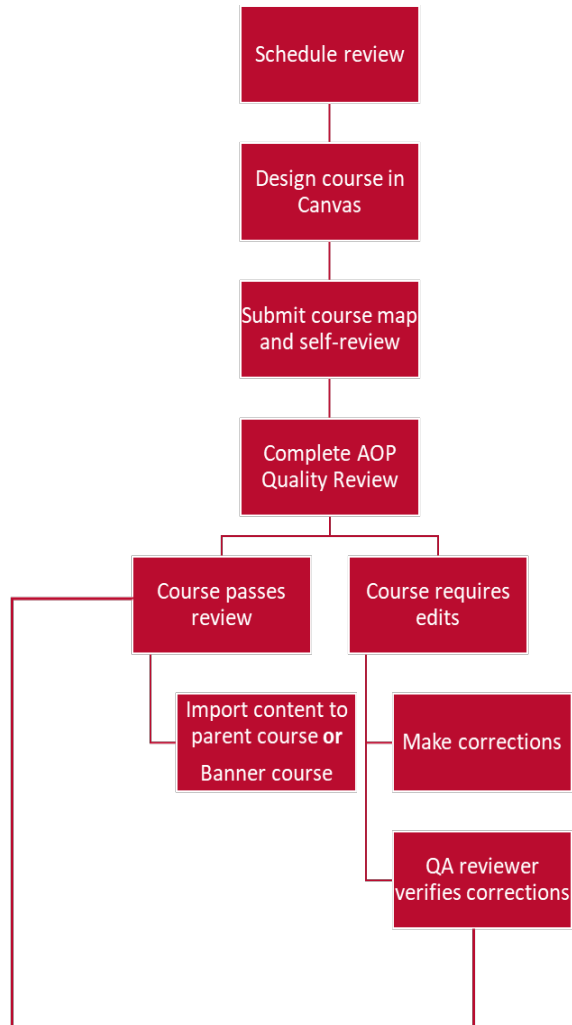
Throughout the course development process, the QA Reviewer will monitor progress. Cancellation is recommended for courses with little to no progress. Another option is to reschedule to a future part of term.

To conduct a QA review, the course build must be complete. A fully developed course contains all required activities, rubrics, resources, and pre-recorded videos.

A week before the review a course map and self-review are submitted to the QA Reviewer.

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Diagram of the AOP Quality Review Process



During the Review

Reviews are conducted virtually. Attending are the assigned instructor, instructional designer and QA Reviewer. The meeting is an instructor's opportunity to reflect, share experiences, and ask questions. The path to certification includes the QA Reviewer requesting edits or other course build adjustments.

After the Review

Requested changes are documented in a Course Edits and Recommendations document. They are to be completed within a week of the initial review meeting.

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Certification

Upon approval, the QA Reviewer endorses the course with a letter of certification and the results of the review. Copied on the email are the college's/school's dean, associate dean, chair, program coordinator, and instructor, CTL's project manager and the course's instructional designer.

Scheduling an AOP Section

UNM Online oversees the coordination required to [schedule online courses](#), in collaboration with the academic unit and the [Scheduling Office](#).

AOP-certified courses are scheduled according to the program's [Consent Form](#). Postponement or cancellation is recommended for courses with little to no build progress. Scheduling delays are avoided when an instructor works their assigned [instructional designer](#) and demonstrates timely progress.

Topics to Know Upfront

Scheduling an AOP section requires insight into the following topics. Descriptions are found by navigating this handbook's table of contents.

- Students
 - [Major Codes](#)
 - [Dual Majors](#)
 - [Who May Register](#)
 - [Registration Restrictions](#)
- Courses
 - [General Education](#)
 - [Minimum Enrollment](#)
- [Instructional Delivery Types](#)
 - Accelerated Online Program
 - Online Max
 - Online + Classroom
 - Hybrid
 - Web Enhanced

Add and Cross List a Section

To add an AOP section to the class schedule, the department's scheduler submits an [Online Section Update and Revision form](#) (Online SURF). Chair and/or dean signatures may be needed if the academic unit requires them. [Online Scheduling](#) only processes forms with the required signatures.

Should the academic unit determine it is necessary, an AOP section may be cross listed with a twin Online Max (non-AOP) section. The strategy improves the chances of the cross listed group meeting enrollment minimums. Cross listing is requested on the form used to add the AOP section to the class schedule.

An AOP section may be added and cross listed by one of three scenarios.

1. To add an AOP section and an Online Max section and cross list them, follow [this](#) example.
2. Before registration opens, to add and cross list an AOP section with an already-scheduled Online Max section, follow [this](#) example.

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3. After registration opens, to add and cross list an AOP section with an already-scheduled Online Max section requires that the Online Max section is canceled and rescheduled. Two documents are required:
 - a. A completed [Online SURF](#) to add the AOP section, following the example [here](#).
 - b. A completed [Online SURF](#) (with chair and dean signatures) requesting to cancel and reschedule the Online Max section. Note in the “Reason for Revision” area that you would like to add an AOP cross list to this section.

When to Process Section Adds

The most effective and strongly encouraged time to process schedule adds is during the DESR return period. A less preferred alternative is to submit an AOP add form to [Online Scheduling](#) a month or more before a section’s start date. The lead time is required to update Banner, complete section [grouping in Canvas](#), and allow students time to enroll.

Cancel a Section

The academic unit is responsible for canceling and rescheduling every AOP section showing little to no deliverables progress, per the MOU’s Course Addendum. To cancel, the academic unit submits an [Online Section Update and Revision form](#). The form should include, in the “Reason for Revision” area, instructions on whether to also cancel the Online Max section cross listed with the AOP. Signatures from the academic unit’s chair and dean are required. Forms are submitted to [Online Scheduling](#).

Grouping Sections

Once scheduled into the Banner system, an instructor may request to [group](#) an AOP section its twin Online Max section. The result is a single area called a “parent course” where students registered for either section are placed. A best practice is to submit the grouping request at least 30 days before instruction begins, giving UNM IT adequate time to create the parent course. Though grouping requests are accepted at a minimum of one week before classes start, if it is done, processing delays are to be expected.

Navigating Codes

About AOP Codes

1. Courses are scheduled with the Accelerated Online Programs (MOPS) instructional method code. Managed Online Program is the legacy name for what we now call Accelerated Online Programs.
2. A unique program code is generated for each AOP. The code may be augmented to include AOP [general education](#), [minor](#) and [certificate](#) programs.
3. Only an AOP major may register for register for an AOP section.
 - Students enrolled in AOPs are charged residency-free [tuition and limited fees](#).
 - An AOP major enrolled in an Online Max (non-AOP) course will be charged [residency-based tuition and fees](#).

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- With guidance from the academic advisor, an AOP major may register for AOP courses outside the admitted program.
4. The academic unit earns a portion of the revenue from AOP tuition, as stipulated in the [Consent Form](#).
 5. AOP performance is tracked according to the MOPS instructional method and program codes.

Instructional Method and Attribute

Sections must indicate both the “Accelerated Online Programs” instructional method and the “Managed Online Programs” attribute in Banner/LoboWeb. Should a section have one code but not the other, notify [Online Scheduling](#) immediately.

In Banner, AOP sections use the “MOPS” instructional method.

Instructional Method MOPS ... Accelerated Online Programs

View of instructional method in Banner.

In the Department Enrollment Status Report, AOP sections are also indicated with the “MOPS” code in the INST_METHOD column.

INST_METHOD
MOPS

The DESR is pulled from MyReports and a Banner Authorization Role (bar.unm.edu) is required to access myreports.unm.edu.

View of instructional method in the DESR.

In LoboWeb, with the advanced search feature users can filter to show only sections with the “Managed Online Programs” attribute:

Enter Your Search Criteria
Term: Fall 2022

Keyword (Exact Phrase)	<input type="text"/>
Keyword (Without The Word)	<input type="text"/>
Attribute	<input type="button" value="x Managed Online Programs"/>

Clicking on an AOP section title expands it to show details such as the “Accelerated Online Programs” instructional method:

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Class Details for Principles of Accounting I Accounting 2110 006

i Term: 202280 | CRN: 73904

Class Details	Associated Term: Fall 2022 CRN: 73904 Campus: Online & ITV Schedule Type: Lecture Instructional Method: Accelerated Online Programs Section Number: 006 Subject: Accounting Course Number: 2110 Title: Principles of Accounting I Credit Hours: 3 Grade Mode: No Section specified grade mode, please see Catalog link below for more information.
Bookstore Links	
Course Information	
Syllabus	
Attributes	
Restrictions	
Instructor/Meeting Times	
Enrollment/Waitlist	

The “Managed Online Programs” attribute is also displayed on the attribute tab.

Class Details for Principles of Accounting I Accounting 2110 006 ✕

i Term: 202310 | CRN: 53011

Class Details	EA Dual Credit EADC Anderson Schools of Management MG Managed Online Programs MOPS
Bookstore Links	
Course Information	
Syllabus	
Attributes	
Restrictions	
Instructor/Meeting Times	
Enrollment/Waitlist	
Corequisites	
Prerequisites	
Mutual Exclusion	
Cross Listed Courses	
Linked Sections	
Fees	
Catalog	

Close

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Course Information Disclosures

The AOP target market is adult learners seeking flexible access to a high-quality education. They are time-strapped and known to manage competing demands like care-taking and employment. Disclosing course details before registration opens allows busy adults to make informed registration decisions. Disclosures are also a critical component of UNM's participation in the [State Authorization Reciprocity Agreement \(SARA\)](#). Compliance with SARA is mandatory. It legally permits UNM the accordance to offer online education across state lines.

Instructors of record access UNM Online's course information form by logging into cif.unm.edu. One form is submitted per online CRN, per semester. They are automatically published, often in less than a minute, to the schedule of online courses at online.unm.edu/courses.

Guidance is available at the [Course Information Form](#) web page. Personalized support may be requested by writing to cif@unm.edu.

Student Support

UNM Online student success specialists are integrated advisors. Unlike traditional academic advisors they use the term "wayfinding" to describe their work; helping current and prospective students find the resources they need. They have strong backgrounds in written and verbal communication, practiced empathy and years of experience at UNM as students, faculty, and support staff.

Staff address issues ranging from nurturing prospective leads, to supporting current students, to triaging issues with Canvas or other educational technologies.

Email Campaigns

Two weeks before the start of each 8-week part of term, undergraduate and graduate students enrolled online at the Albuquerque Campus receive a welcome email. It points out when a course opens in Canvas. There are also important deadlines, guidance on technical support, and ways to connect with UNM Online. Faculty receive a welcome email of their own, with learning resources to share with students.

Later, a midcourse email is distributed. It focuses on resources commonly used at that point in the semester such as tutoring, writing and language support and managing mental and physical health.

Contact Us

The ways to engage with UNM Online are open to prospective and current students, faculty, staff and the public. Connect by phone by calling 505-277-9000 or toll-free at 1-866-869-6040, or by emailing online@unm.edu. Other access points include a chatbot on the online.unm.edu website, following UNM Online on Facebook and Instagram and joining in on virtual advising hours on Zoom. They are offered every Tuesday and Thursday from 10 a.m. to noon, Mountain Time. The meeting ID is 967 7118 3893.

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Collaboration with Academic Advising

The Supporting Online Students (SOS) group serves UNM advisors working with prospective and current AOP students. Hosted by UNM Online staff, the group meets monthly to share insight, learn and brainstorm. The meetings are virtual through Microsoft Teams and membership includes access to a discussion channel that is accessible any time. Advisors use it to ask questions, propose meeting agenda topics and share articles. Requests to join the group are sent to online@unm.edu or calling 505-277-9000. Though the focus of the group is academic advising support, all UNM employees are welcome to join.

Analytics and Reporting

UNM Online collects data and generates reports on several AOP metrics. They include:

- Enrollment counts per AOP section, examined by semester and part of term. The data is used to track AOP section counts and enrollment.
- Enrollment counts of AOP sections cross listed with Online Max (non-AOP) sections. The data is used to monitor fill rates and support decisions to add sections.
- Monitoring whether non-AOP majors are inappropriately registered for AOP sections. Non-AOP majors are prohibited from registering for AOP sections. The [AOP tuition rate](#) is different from [in-state tuition](#) and is intended only for AOP majors.
- Down funnel tracking of AOP prospects admitted to and attending the University.
- End of semester summaries per AOP of headcount, enrollment, student credit hour production and student demographics such as major, gender, race and ethnicity as defined by IPEDS¹, student classification² (sophomore, junior, etc.), and geo-location.

To access [analytics](#) generated by UNM Online and for guidance on the online performance metrics required for Academic Program Review, email UNMOanalytics@unm.edu.

¹ At [this link](#) to the University's data dictionary, review "IPEDS" and also "Ethnicity".

² At [this link](#) to the University's data dictionary, review "Student Classification".