AOP Launch

Introduction
There are various components to a successful AOP Launch. What follows are descriptions of the main categories. Questions are welcome at any time by writing to aop@unm.edu.

Initial Documentation
For each Accelerated Online Program, a signed Memorandum of Understanding outlines the terms of funding and the expectations of the academic unit and UNM Online.

Once the MOU is signed, UNM Online coordinates with the academic unit to establish a course carousel, that is an outline of the dates for each course’s development, launch, and offering cycle. The academic unit is also responsible for verifying the AOP’s program restriction codes, indicating the desired enrollment limitations and allowances. The finalized course carousel and program restrictions are drafted into the MOU’s Course Addendum and signed by the academic unit, UNM Online and the Center for Digital Learning. An AOP Deliverables document includes a checklist of milestones and a timeline.

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

Orientation
UNM Online hosts an orientation for the unit’s AOP stakeholders. Often, they are the program coordinator(s), faculty, academic advisors, schedule coordinators, and others. It is an opportunity to review expectations and ask questions.

Promotion and Outreach
As outlined in the AOP Deliverables document, the MOU is finalized in year one followed by preparations for a Fall AOP launch in year two. Preparations include finalizing a Spring semester launch of the AOP’s web presence, microsite presence, digital advertising and other marketing coordination.

The AOP’s web presence is at UNM Online or online.unm.edu, UNM Online initiates contact with the academic unit’s AOP Contact for web content, microsite content, and discussions about advertising and outreach strategies. UNM Online aligns the AOP’s web presence, microsite presence, and digital advertising campaigns for a springtime go-live target early in year two. The platforms for digital advertising are Google, Facebook, and Instagram. UNM Online also promotes the AOP on its own social media platforms and blog.

Under this go-live plan, the AOP enjoys 6-7 months of promotion in advance of the program’s Fall launch, while the academic unit hires, assigns, and assures faculty are trained and preparing courses for AOP certification.
Faculty Training

RASI
Regular and Substantive Interaction (RASI) training is available in Learning Central. It provides an overview of regulations regarding regular and substantive interaction in online courses, student privacy and security in the online environment, and guidance on providing effective student support in an online format.

Instructors are required to complete RASI training before teaching an Accelerated Online, Online Max, or Hybrid course. RASI training is optional for instructors who have taken EBPTO since Fall 2019.

RASI training takes approximately 30 minutes to complete.

EBPTO
Evidence-based Practices for Teaching Online (EBPTO) is a 6-week, online asynchronous course and offered five times per year (Schedule and Registration). A participant can expect to spend 2-3 hours a week on the training. EBPTO is helpful for understanding the Online Course Standards Rubric and requirements for course review and AOP certification. Each instructor assigned to build an AOP course is required to complete EBPTO. The training is taken only once and EBPTO completed since Fall 2019 is accepted. Instructors awarded a Golden Paw are exempt from the EBPTO training requirement.

Course Development

An 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 outlined in the AOP Deliverables document. 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 AOP Certification

Accelerated Online Program courses undergo a rigorous quality review process following standards endorsed by Quality Matters, the developers of a nationally recognized rubric for best practices in online education, and UNM’s Online Course Advisory Council (OCAC). AOP courses are reviewed for quality by UNM Online’s Quality Assurance (QA) Reviewer according to the accomplished standard of the Online Course Advisory Standards Rubric.

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 QA recommendations, and certify courses to AOP standards.

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. Courses with little to no progress will be recommended to be canceled or rescheduled for a future term.

For QA review, a course is required to be fully developed. A fully developed course contains all required activities, rubrics, resources, and pre-recorded videos.

One week before the QA review, a course map and self-review are submitted to the QA Reviewer. For the self-review, an instructor completes the Online Course Advisory Standards Rubric according to the accomplished standard. The QA Reviewer’s findings are discussed at a scheduled review session.
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**During the Review**
The review to discuss findings is conducted virtually. Attending are the instructor, QA Reviewer, and assigned instructional designer. It is the instructor’s opportunity to **reflect, share experiences, and ask questions.** Before a course is certified, the QA Reviewer may request edits or other adjustments through a Course Edits and Recommendations document.

**After the Review**
The Course Edits and Recommendations document lists updates needed for AOP certification. They are to be **completed within a week** of the initial review meeting.

**AOP Course Certification**
Once required updates are approved, the QA Reviewer emails to the instructor a confirmation of AOP certification. The email includes an AOP Certification letter along with the results of the review. Copied on the email are the academic unit’s AOP stakeholders, (such as dean, associate dean, chair, program coordinator, and instructor), the instructional designer, and CTL’s project manager.

**Schedule an AOP Section**
UNM Online, in collaboration with the academic unit and the Scheduling Office, oversees the coordination required to **schedule courses** AOP students need.

An AOP section is **eligible** to be scheduled once the Course Development and the Course Review and AOP Certification stages are initiated. To avoid delays in class scheduling, an instructor must respond promptly to communications from their assigned instructional designer and demonstrate timely progress in preparing each AOP course for review.

The academic unit’s scheduler requests to schedule course sections according to the degree program’s Course Addendum. The courses are scheduled with the Accelerated Online Programs (MOPS) instructional method.

MOPS, or Managed Online Program, is the legacy name for what we now call Accelerated Online Programs.

There are **several reasons** for the Accelerated Online Program (MOPS) instructional method.

1. To register for an AOP section, a student must be admitted to an Accelerated Online Program.
2. A Banner program code is created for each accelerated online degree program. AOP undergraduate minors and undergraduate and graduate certificate programs are assigned to existing AOP program codes.
3. Students registered for an AOP section are charged a residency-free AOP tuition rate, plus associated fees. The base tuition rate is the same, regardless of the student’s residential status. Only AOP majors are eligible to register for AOP sections.
   - A non-AOP student enrolled in an AOP section will be charged the AOP tuition rate. The rate is different from in-state tuition.
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- An AOP student may register for Online Max (non-AOP) courses. However, the AOP student will be charged UNM’s residency-based tuition rates and fees.
- With guidance from the academic advisor, an AOP student may register for AOP courses outside the admitted program.

4. The academic unit earns revenue from AOP tuition. Refer to the sample MOU for the terms of the share agreement.
5. AOP performance metrics are tracked according to the MOPS instructional method.

Getting Started

Scheduling an AOP section requires insight into the following topics. Descriptions are available through the Handbook’s Quick Navigation to Content.

- 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

Cross Lists

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 list group meeting enrollment minimums. Cross listing is requested on the form used to add the AOP section to the class schedule.

Add an AOP Section

To add an AOP section to the class schedule, the academic department’s scheduler completes and submits an Online Section Update and Revision form (Online SURF). Before submitting forms to Online Scheduling, obtain chair and/or dean signatures on the form if the academic unit requires signatures on AOP add forms. Required signatures are needed for UNM Online to process requests.

To add an AOP section, there are two ways to complete an Online SURF:

1. Follow the example here to add an AOP section and an Online Max (non-AOP) section, and to cross list the two.
2. Follow the example here to add an AOP section and cross list it with an already-scheduled (non-AOP) Online Max section. Note, once student registration is open, the Online Max (non-AOP) section must be canceled and rescheduled. Two documents are required to add an AOP cross list to an existing Online Max (non-AOP) section after registration begins:
   1. A completed Online SURF to add the AOP section, following the example here.
   2. A completed Online SURF (with chair and dean signatures) requesting to cancel and reschedule the non-AOP Online section. Note in the “Reason for Revision” area that you would like to add an AOP crosslist to this section.

For upcoming semesters, schedulers are strongly encouraged to request to add AOP sections during the target semester’s DESR return period. If it is not possible to schedule the AOP section during the appropriate DESR return period, submit an AOP add form to Online Scheduling at least one month before the section’s start date. The lead time is required to update Banner, complete section grouping in Canvas, and allow students time to enroll.

Cancel and Reschedule
When cross listing an AOP section with an Online Max (non-AOP) section after registration opens, the non-AOP section must be canceled and rescheduled. As well, the academic unit is responsible for canceling and rescheduling each AOP course section unable to meet the AOP deliverables outlined in the MOU’s Course Addendum.

To cancel an AOP section, the academic unit’s scheduler completes and 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 that is cross listed with the AOP. Signatures from the academic unit’s chair and dean are required. Completed forms are submitted to Online Scheduling for processing.

Identify an AOP Section
AOP sections have both “Accelerated Online Programs” instructional method and a “Managed Online Programs” attribute in Banner/LoboWeb. Should a section that have one code but not the other, notify Online Scheduling immediately.

On the Department Enrollment Status Report (DESR) pulled from MyReports, by logging into myreports.unm.edu, AOP sections are indicated with the “MOPS” code in the INST_METHOD column.

Likewise, in Banner, AOP classes have the “MOPS” instructional method.
Using the advanced search feature in LoboWeb, users can filter to show only sections with the “Managed Online Programs” attribute:

Clicking on an AOP section title in LoboWeb expands it to reveal that the course has an “Accelerated Online Programs” instructional method:
The “Managed Online Programs” attribute is found on LoboWeb’s attribute tab.

Section Grouping
Once scheduled into the Banner system, an instructor may request to group an AOP section with a twin Online Max (non-AOP) section. The result is a single area called a “parent course”, where students registered for either section students 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.

Course Information Disclosures
The AOP target market is adult learners—in New Mexico and out of state—seeking flexible access to a high-quality education at UNM. They are a time-strapped market known for managing competing demands such as care taking and employment. Online students depend on descriptions that disclose course requirements. They are critical for a few reasons. First, disclosures, such as whether a course requires synchronous meetings or whether assessments are proctored, informs registration decisions; An adult learner uses course disclosures to determine whether a course meets the conditions they need for academic success.
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Student 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 to students across state lines.

Third, instructors of record complete the guided course information form (CIF) to provide students with customized course information not found in LoboWeb or the UNM Catalog.

Under guidance initiated by UNM Online, AOP instructors of record access the form at cif.unm.edu using their UNM credentials. One form is completed per CRN, per semester. Within minutes submitted forms are published 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.

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

Prospective students considering an online education at UNM have a wonderful opportunity talk through their options with a Student Success Specialist. They may engage by phone, (505-277-9000), email, (online@unm.edu), chatbot, (accessed at online.unm.edu), social media, (follow UNM Online on Facebook, Instagram, and Twitter), and virtual advising hours on Zoom, (Tuesdays and Thursdays, 10 a.m. to Noon, Mountain Time. Meeting ID: 967 7118 3893).

Two weeks before the start of each 8-week part of term, undergraduate and graduate Albuquerque Campus students enrolled online receive a welcome email. It points out when a course is available 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 midterm email is distributed. It focuses on resources commonly used at that point of the semester such as tutoring, writing and language support, and managing mental and physical health.

At the end of the semester, congratulations are sent to those graduating with 60 or more credit hours earned online. Graduates of Accelerated Online Programs also receive a link to a brief program satisfaction survey.

The ways to engage with UNM Online are open to prospective and current students, faculty, staff, and the public. Connect with Student Success Specialists by phone, (505-277-9000); email, (online@unm.edu); chatbot, (accessed at online.unm.edu); social media, (follow UNM Online on
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Facebook, Instagram, and Twitter); and virtual advising hours on Zoom, (Tuesdays and Thursdays, 10 a.m. to Noon, Mountain Time. Meeting ID: 967 7118 3893). They are eager to guide, support, and inspire.

Collaboration with Academic Advising

The Supporting Online Students (SOS) group serves UNM advisors working with prospective and current AOP students. Started by UNM Online staff, and hosted by its success specialists, the group meets monthly through Microsoft Teams to share insight, learn, and brainstorm. Membership includes access to an SOS general discussion channel accessible any time. Advisors use it to ask questions, propose meeting agenda topics and share articles and reports of interest. Requests to join the group are sent to online@unm.edu or by 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 the enrollment fill rates of those sections.
- **Enrollment counts of AOP sections cross listed with Online Max** (non-AOP) sections. The report’s purpose is 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, by program, of enrollment and student credit hour production.
- End of semester student profile summaries per AOP. They are an aggregate count of student major, gender, race and ethnicity as defined by IPEDS, student classification (sophomore, junior, etc.), and geo-location.

Additional data collection and reporting efforts are completed on an Ad Hoc basis as UNM Online staff capacity allows.

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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”.

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