



# THE ARIZONA UNIVERSITIES NETWORK

The **Arizona Board of Regents** gateway  
to quality distance learning



September 1, 2009

The Arizona Universities Network (AZUN), is an innovative, cooperative agreement between Arizona State University, Northern Arizona University, and the University of Arizona. AZUN gives students access, in one location, to many courses and programs offered online by the three universities, either individually or cooperatively. The multi-university initiative combines the strengths of each institution to bring unique educational opportunities to Arizona students in varying circumstances: place or time-bound students, those living in rural areas of the state, or students unable to reside on a university campus because of cost, family obligations, disabilities or other challenges. Students can earn an undergraduate degree, graduate degree, or professional certificate in a wide variety of fields. AZUN also serves those who desire classes for personal or professional enrichment.

AZUN students receive personalized service through a central service center and coordinators located on each university campus. Students are counseled by advisors via phone or e-mail, pay only one tuition bill, and have automatic transfer of credits once a course is completed. The innovative AZUN structure created by the Arizona Board of Regents, provides the capability for meeting both present needs and future demand as more students across the state realize the benefits of further education and seek access to their public universities.

Students benefit from the many options offered by AZUN:

- Access to easily transferable classes from all three state institutions
- Wide selection of accredited degree programs offered online
- Ease of cross-institution enrollment once admitted to a participating AZUN university
- Ability to select a degree or non-degree track, with a full- or part-time course load
- Automatic transfer of credits earned from the provider institution to the student's home institution
- Flexible learning formats providing anywhere, anytime access
- Consultation via email or phone with a home-institution coordinator when selecting classes or a program of study
- Payment of one tuition bill for classes taken at all three participating institutions
- Use of financial aid for classes taken through AZUN
- Graduation with a degree or certification conferred by the student's home institution

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# PERFORMANCE ANALYSIS

METRICS (\$ in millions)	FY 05 Act	FY 06 Act	FY 07 Proj	FY 07 Act	FY 08 Proj	FY 08 Act	FY 09 Proj	FY 09 Act
<u>Workforce Contributions</u>								
<b>Students Served</b>								
Teachers	11	40	200	209	315	293	331	428
Nurses <sup>1</sup>	73	42	60	92	63	-	66	
Fire Science / Emergency Services Management	-	In Progress	50	In Progress	53	32	55	25
Law Enforcement	-	In Progress <sup>2</sup>	50	16	53	153	55	201
<u>Curriculum Innovations</u>								
Degree/Certificate Programs	9(6)	9(3)	9(4)	9(3)	9(4)	8	9(4)	8
Regional/National Global Access	Yes	Yes	-	Yes	-	Yes	-	Yes
New/Revised Courses	30	16	30	13	30	9	30	16
Alternative Course Delivery (High Capacity & Short-Format)								323
<u>Partnerships/Collaborations</u>								
Community College Partners	17	19	19	19	19	20	19	20
K-12 Partners (schools/districts)	127	127	127	127	127	126	127	125
Out-of-State Partners	0	0	1	0	1	0	1	1
<u>Growth Indicators</u>								
Students Cross-Registering (per year) <sup>2</sup>	331	370	400	379	420	527	441	276
Course Enrollments System-Wide <sup>3</sup>	40,615	49,523	58,500	64,939	61,425	80,892	64,496	95,933
Courses Delivered System-Wide <sup>3</sup>	1,170	1,860	2,200	2,362	2,310	3,610	2,426	3,500
Programs Delivered System-Wide <sup>3</sup>	49	56	58	89	61	113	64	115
New Enrollments System-Wide <sup>3</sup>	-	8,908	9,000	15,416	9,450	15,593	9,923	15,011
Satisfaction and Quality Measures <sup>4</sup> (Experience Rated as Good or Very Good)	TBD	91%	-	Mean = 7.2	-	In Progress	-	

<sup>1</sup> Support of Nursing programs continues through the TRIF Allied Health initiative.  
<sup>2</sup> Effective FY09, cross-registration counts reflect duplicated headcount by home campus; prior year counts included students at home & provider campuses.  
<sup>3</sup> Enrollment, course, and program counts are for electronically-delivered courses.  
<sup>4</sup> Effective FY09, satisfaction measures reported in narrative.

## PERFORMANCE ANALYSIS

### Program Development: FY 2009 Objectives and Accomplishments

**Teacher Education:** The Early Childhood Education and the B.S. Elementary Education programs in South Mountain, North Valley, and East Valley more than doubled in size. A total of 139 students are being served at these locations. Two hundred students in Tucson are training to become Elementary teachers. Students have graduated from Paradise Valley and Scottsdale. A full time faculty member successfully launched a cohort program in Elementary/ Special Education in partnership with Flowing Wells Unified School District.

**Law Enforcement:** Degrees targeted toward law enforcement continue to attract students around the state. Over 200 students are pursuing degrees in the field of justice administration, seventy of which are pursuing the Bachelor of Applied Science (B.A.S) in Administration of Justice. Students in this program attend two years at a community college which greatly reduces the overall cost of a four-year degree.

**Fire Science:** The B.A.S. Fire Science emphasis transitioned to the Emergency Services Administration emphasis this year to meet both firefighter needs and broader emergency responder requirements. Courses are developed for online delivery, and the program currently serves 25 students.

**Speech/Language Pathology Assistant Certificate:** A full-time faculty member based at the North Valley office teaches online courses for the certificate program which serves both the education and nursing sectors across the state. The program has grown from 37 to 81 students.

**Leadership and Public Management:** The Leadership and Public Management emphases in the Master of Administration continue to be popular choices for those professionals seeking advanced training or credentials. The program requires five years of work experience and is designed for mid-career professionals seeking to strengthen and update their administration skills. The program is available in both a fully online format, and in locally offered cohorts in Maricopa and Pima counties.

## FINANCIAL INFORMATION

AZUN	FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Budget	FY2009 Actual	FY 2010 Budget	FY 2011 Budget
<b>REVENUE</b>											
Carry Forward	\$0	\$0	\$0	\$1,615,559	\$2,534,652	\$3,115,813	\$2,938,105	\$2,313,450	\$2,313,450	\$1,453,353	\$32,810
TRIF Revenue	\$0	\$0	\$0	\$1,228,962	\$2,034,906	\$2,142,705	\$2,108,279	\$1,753,160	\$1,770,777	\$1,658,504	\$1,655,502
<b>TOTAL REVENUE</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$2,844,521</b>	<b>\$4,569,558</b>	<b>\$5,258,518</b>	<b>\$5,046,384</b>	<b>\$4,066,610</b>	<b>\$4,084,227</b>	<b>\$3,111,857</b>	<b>\$1,688,312</b>
<b>OPERATING BUDGET</b>											
Personal Services	\$0	\$0	\$0	\$2,983	\$344,531	\$957,851	\$1,195,755	\$1,534,740	\$1,252,125	\$1,381,102	\$712,025
Operating	\$0	\$0	\$0	\$306,886	\$1,109,214	\$1,362,562	\$1,037,179	\$2,087,150	\$878,749	\$1,197,945	\$476,287
Debt Service	\$0	\$0	\$0	\$0	\$0	\$0	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000
<b>TOTAL EXPENDITURES</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$309,869</b>	<b>\$1,453,745</b>	<b>\$2,320,413</b>	<b>\$2,732,934</b>	<b>\$4,121,890</b>	<b>\$2,630,874</b>	<b>\$3,079,047</b>	<b>\$1,688,312</b>

Funding of the Arizona Board of Regents' Technology and Research Initiative Fund (TRIF) is provided by a six-tenths-cent increase in the Arizona sales tax rate approved by the voters through Proposition 301 on the November 2000 general election ballot.

\* Note: FY 2009 revenue/expenditure reported prior to official fiscal year close.

## PERFORMANCE ANALYSIS

### Program Development Continued...

Development and Delivery of Shortened-Format Web Courses: The number of web courses in the 7-week format increased from 71 to 74 courses from FY08 to FY09, including four new course developments. Courses are representative of a range of university academic programs at both the undergraduate and graduate levels.

Development and Delivery of High Capacity Undergraduate Web Courses: Support mechanisms and new approaches have been developed to ensure high capacity in critical web-delivered courses. High capacity in courses is provided by lead faculty and supported by teaching assistants. Multiple sections of the same course are taught by instructors under the mentoring and supervision of regular faculty. Effective enrollment management strategies maximize web course capacity. The number of high capacity sections offered grew from 196 to 249.

Continue the Development of Competency-Based and Experiential Learning: Competency-based and experiential learning allows students to receive credit for life experience towards degree or certificate completion. Career and technical education, as well as nursing, accept non-credit training and professional experience in lieu of courses that would be redundant with the student's prior training and experience. In 2008, an agreement made with the Service-Persons Opportunity College (SOC) provides opportunities for armed-forces personnel to transfer in non-credit courses from their military careers. Impediments to expansion of competency-based and experiential learning include a lack of administrative infrastructure, academic standards, and cost implications.

### Infrastructure: FY 2009 Objectives and Accomplishments

AZUN Portal: The AZUN Web portal project was designed to interconnect each university's student information system (SIS). Technical staff at the AZUN and university levels continue to meet to enhance the Portal's capacities and to develop new functionalities.

The construction of an addition to the Communications building on the Northern Arizona University campus to house AZUN and Extended Campuses functions started in July of 2008 and is on schedule for completion by September 2009. Delivery of science and math courses directly to high school students required equipping the new studio in the AZUN and distance learning building addition. Equipment is on order for delivery by the September occupancy date for the facility.

In 2008-2009 AZUN funding was used for a pilot implementation of a fiber-based data network that eliminated unreliable data systems on the reservations.

In response to state legislature funding reductions, NAU chose to phase out instructional videoconferencing Fall 2009 saving \$1.5 million per year. Web-conferencing allows for the same basic functionality with added convenience for students and faculty.

### Infrastructure continued...

Student Services: Prospective students are offered assistance with navigating the application process at the institution of their choice (NAU, ASU, UA) by phone, email, and live chat. Arizona students can select from over 30 urban and rural locations for assistance with admission, enrollment, payment, and advising. The Service Center is available by toll-free phone, email, and online chat.

AZUN student satisfaction: Representatives at ASU, NAU, and UA collaborated to develop and implement a revised student satisfaction survey for FY09. The survey, intended to improve the quality of information obtained from respondents, was distributed electronically to cross-registered students in the Spring 2009 term. Of the respondents, 94% indicated that they would recommend AZUN to a friend. Comments about the value of AZUN were mostly favorable, stressing convenience, broader course options, and ability to access faculty expertise at other campuses. While 40% of the respondents felt that the registration process was easy to navigate, 35% described it as difficult. Continued information gathering and student outreach will facilitate improvements to the student service processes.

Articulation: Each of the universities has program information published on the AzTransfer.com website. This tool helps transfer students obtain accurate information about requirements and how courses apply to degree programs at each institution. When a student completes an AZUN class, the transcript is automatically sent to the student's home institution and posted as transfer credits on the student's transcript. Access to AzTransfer.com is available through the AZUN Web Portal.

Technology: Server hardware was upgraded to utilize virtualization for better redundancy and recovery. Firewall security was greatly improved with a newly implemented security plan. Three software enhancements that improved the student experience on the AZUN portal site were implemented.

Marketing: In the fall of 2008, AZUN launched a campaign to inform NAU, UA, and ASU students of cross-registration opportunities which included multi-channel advertising on the three state university campuses: TV, print, outdoor, radio, and distribution of collateral promoting cross-registration opportunities on all three campuses. In the spring of 2009, AZUN began a direct marketing effort to Arizona High School guidance counselors.



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## MANAGEMENT

Programmatic oversight is provided by the Extended Campuses of Northern Arizona University with the vice president for extended campuses and dean of online learning directly responsible for activities. Integration with ongoing operations helps ensure sustainability and provides a high level of coordination. The Arizona Board of Regents provides final oversight.

## LEARN MORE

Contact Fred Hurst, Vice President, Extended Campuses and Dean of Online Learning, at [Fred.Hurst@nau.edu](mailto:Fred.Hurst@nau.edu), or 928-523-6598. Or visit the AZUN website at <http://www.azun.net>.