

# Standard Operating Procedure

\*Pending to be updated on SOP template

**Team Leaders** – Supervisors for all administrative departments (Admissions/Marketing, FA/Default Prevention, Accounting/Student Accounts, Administration/Front Desk, Career Services, IT)

## PHASE 1 – Change Request

- 1) Program Director initiates change request form.
- 2) Campus Director and CEO will coordinate with Program Director as needed.
- 3) Program Director initiating the change request will need to go through the research/planning phase of “best and worst case” with the FA Director (*FA and VA evaluation*) (SOP #\_\_\_\_, FA Director needs to create SOP for this). FA Director will need to sign off on the change request form and provide notes on the best and worst-case scenario.
  - **NON-LIVE - NON PUBLISHED supporting documentation must be compiled along with the change request form.**
    - Supporting documentation includes revised language for the catalog, addendum, handbook and/or website. See change request form for specific documents needed based on the type of change.
- 4) The change request form and best and worst-case scenario is then presented to the Campus Director for review. Once approved, Campus Director will present change request with supporting documentation to the CEO or decide to meet with both PD and CEO together to answer any and all questions. This will depend on the magnitude of the change.

*Note: CEO will determine if change request with supporting documentation needs to be presented to senior management.*
- 5) Campus Director and CEO will sign the change request form upon approval.
- 6) Campus Director will send out communication email to the Advertisement/Marketing dept. with notification of WT approved program changes, this will allow marketing time to *prepare* commercials, print and additional advertising material.

*\*Once change request form is approved we move into Phase 2.*

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## PHASE 2- Submissions and Approvals (*estimating 60-150 days from submission for accrediting and regulatory approvals*)

- 1) Request to **submit** change to accrediting and regulatory bodies will be initiated by the Campus Director via email to [help@westerntech.edu](mailto:help@westerntech.edu) and must include the completed and approved change request form.
- 2) Quality Assurance Coordinator will submit change to accrediting and regulatory bodies upon receiving campus director’s email.

### **Order in which submissions are initiated/submitted to accrediting and regulatory bodies.**

#### **For ALL Programs Less Massage and PTA:**

- 1) 1<sup>st</sup> submission goes to accrediting body – ACCSC
  - *Request check from the accounting office for ACCSC processing fee(s).*
- 2) 2<sup>nd</sup> submission/notification goes to regulatory body – TWC
  - *Once ACCSC and TWC approval/acknowledgement is received, submit to FA Director for DOE submission/notification.*
- 3) 3<sup>rd</sup> submission/notification goes to DOE, THECB (degree programs only), TVC, URG, and NMWC (all at the same time)

**For Massage:**

- 1) 1<sup>st</sup> submission goes to accrediting body – ACCSC
  - *Request check from the accounting office for ACCSC processing fee(s).*
- 2) 2<sup>nd</sup> submission/notification goes to regulatory body – TDSHS or TDLR
  - *Once ACCSC and TDSHS/TDLR approval/acknowledgement is received, submit to FA Director for DOE submission/notification.*
- 3) 3<sup>rd</sup> submission/notification goes to DOE, TVC, URG, and NMWC (all at the same time)

**For PTA:**

- 1) 1<sup>st</sup> submission goes to accrediting body – ACCSC
  - *Request check from the accounting office for ACCSC processing fee(s).*
- 2) 2<sup>nd</sup> submission/notification goes to PTA's accrediting body – CAPTE
- 3) 3<sup>rd</sup> submission/notification goes to regulatory body – TWC
  - *Once ACCSC, CAPTE, and TWC approval/acknowledgement is received, submit to FA Director for DOE submission/notification.*
- 4) 4<sup>th</sup> submission/notification goes to DOE, THECB, TVC, URG, and NMWC (all at the same time)

NOTES: From time we submit to ACCSC estimated timeframe we can go live **Non-Substantive = 4-5 months** **Substantive = 6-7 months**

**Receiving Approvals from Accrediting and Regulatory Bodies**

- 1) Once required approvals have been received, Quality Assurance Coordinator will scan approvals to the folders ***Digitized Files >>Accrediting Documents Diana & Accrediting Documents Plaza***
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- 1) **\*Communication Email** – Team leaders involved in change request will need to review and plan the “Execution” phase. Campus Directors will be in charge of coordinating meeting.
- 2) Meeting’s agenda will consist of the following
  - a. Review of changes, Q & A
  - b. Assignment of tasks
  - c. Go Live date (when documents, changes will be published and Admissions can start Enrolling)
    - Campus Director, Program Director, VP of Admissions, and FA Director will work together to decide on a Go Live date.
  - d. Cohorts/start dates that changes will go into effect for. (this is **different** from the “go live date”)

5) All updates will be housed in a “NON LIVE NON PUBLISHED” folder on server until the “Go Live Date” when all documents get published. In the Student Information System program masters will be in an “inactive” status until “Go Live Date”.

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### **PHASE 3 – Execution Phase**

1) Campus Directors will be responsible for ensuring tasks are completed timely and accurately by each team leader before “Go Live Date”.

*\*Note: Updating checklist will allow Campus Directors to keep track of tasks that are assigned out to team leaders.*

**\*Communication Email with Updating Checklist will be submitted once we are ready to Go Live.**