Plenary Session III: 
What’s Up at WICHE? Updates on Broadband Activities and WICHE ICE

Part A:
Broadband Update: Geek Corner – Big Pipes and Cool Tools
9.30 - 10.00 am

Louis Fox will present an overview of recent federal and regional initiatives focused on building broadband infrastructure to regain international competitiveness for the U.S. and providing access to healthcare, education, and economic opportunity, particularly in the unserved and underserved parts of the WICHE West. Fox will also provide a quick look at some new tech tools (including the iPad, Kindle, and Droid phone) that students are tapping for a host of functions – social engagement, consumption of quality content, personal productivity, and uses in the workplace in areas like commerce and health – though not often for education. Web-based resources for this talk include the following.

- National Telecommunications and Information Administration (NTIA) and RUS: www.broadbandusa.gov.
- NTIA: www2.ntia.doc.gov.
- NTIA awards (to date): www2.ntia.doc.gov/awards.
- National Science Foundation Office of Cyberinfrastructure: www.nsf.gov/funding/pgm_list.jsp?org=OCI.

Speaker: Louis Fox, WICHE vice president, technology and innovation; Duke University senior advisor for global information technology; and Pacific Northwest Gigapop director of external relations.

Part B:
An Update on WICHE ICE
10:00-10:30 am

The WICHE Internet Course Exchange (WICHE ICE, www.wiche.edu/ice) is a robust administrative tool designed to support collaboration among institutions offering online courses. Through ICE participating institutions expand their students’ access to high-quality online courses...
and programs taught by other member institutions. Seamlessly, students enroll, obtain advising, and use financial aid from their home campus, which transcripts the course. Currently, there are 12 institutional members and four consortia members for an overall impact on more than 30 institutions. Both two-year and four-year institutions may participate.

ICE was founded in 2007 by WICHE and a core group of institutions which had been involved in a Fund for the Improvement of Postsecondary Education (FIPSE) grant to create joint online programs, known as the Northwest Educational Outreach Network (NEON). Based on experience from that project and WICHE’s many years running its traditional Student Exchange Programs, it determined that a new type of interstate exchange was needed: one that took courses to students rather than requiring them to come to a campus.

During 2008 group members worked to develop a set of policies and procedures for the exchange of course information and student enrollment data. They also built a secure and encrypted database with a Web interface to host the course catalog and to exchange student enrollment data and grades. In 2009 the group began putting campus procedures in place to participate in the exchange and focused on developing a business and marketing plan, with funding from the Sloan Foundation. Unfortunately, the economic meltdown coincided with the conclusion of that work, which meant that much of it had to be rethought. The result was a new financial model that provides incentives to campuses to both buy and sell seats in online courses in three different types of exchanges: seat exchange, course exchange, and program exchange.

Conceptually, the time could not be better for ICE. It provides a way for institutions to share limited resources and eliminate unnecessary duplication. They can do that with institutions within a state or across the WICHE region. But taking these steps requires a change in mindset for administrators and faculty.

Pat Shea and Jere Mock will examine ICE in the context of the current status of online learning, the challenges we have encountered with it, and the opportunities we see for using ICE in this new era of limited resources and soaring demand from students for more online learning. Then we’ll invite you to share your thoughts, concerns, and advice about the use of ICE in your state.

Speakers: Jere Mock, WICHE vice president, Programs and Services; and Pat Shea, director, WICHE ICE and Western Academic Leadership Forum
Biographical Information on the Speakers

**Louis Fox** divides his time among three organizations: at WICHE, he is vice president of technology and innovation; at Duke University, he’s senior advisor for global information technology; and at the Pacific Northwest Gigapop, he’s director of external relations. Formerly, Fox was a faculty member and administrator at the University of Washington for 22 years. He is also an affiliate professor of health sciences at Montana State University.

**Jere J. Mock** is vice president of programs and services at WICHE. She develops and directs regional initiatives that foster student access and success, promote collaborations, and provide cost savings options for institutions. Mock and her staff manage programs that serve more than 26,000 students annually and involve more than 200 colleges and universities in 15 states: WICHE’s Professional Student Exchange Program (PSEP), Western Regional Graduate Program (WRGP), and the Western Undergraduate Exchange (WUE). WICHE administers more than $14 million annually in state funds for PSEP students; the other two programs provide tuition savings of nearly $177 million for students. The fourth and newest of the programs, the Internet Course Exchange, is a consortium of regionally accredited institutions and state systems exchanging online courses and programs. Mock also partners with staff of the Midwestern Higher Education Commission (MHEC) to extend the benefits of two MHEC-initiated programs, the Master Property Program, and the MHECtech purchasing collaborative, to colleges and universities in the West. In 1995 Mock received a $6.6 million, four-year award from the U.S. Department of Education’s Office of Adult and Vocational Education and supervised the staff that directed the national State Scholars Initiative, a network of 24 state business-education partnerships (18 are still active) that promote secondary students’ rigorous academic preparation. Before coming to WICHE in 1988, Mock was the executive director of the Mountain Bell Foundation, a corporate foundation that distributed $7 million in grants annually. She received a master’s in business administration from Regis University and a master’s of public administration and a bachelor’s in journalism from the University of Colorado, Boulder. She has served on the boards of several local and state-level nonprofit organizations.

**Patricia (Pat) Shea** is director of the Western Interstate Commission for Higher Education Internet Course Exchange, a consortium of regionally accredited institutions of higher education exchanging high-quality e-learning courses and programs in response to student, state, and workforce needs. For WICHE she also directs the Western Academic Leadership Forum (www.wiche.edu/walf), providing academic leaders at bachelor’s-, master’s-, and doctoral-granting institutions in WICHE’s
15-member states with the opportunities to exchange ideas and information, share resources and expertise, and collaborate on regional initiatives. Prior to 2007 Shea was assistant director of WCET, a WICHE initiative consisting of colleges and universities working together to advance the effective use of technology in higher education. For WCET Shea had responsibility for its annual conference and its research efforts in best practices in student services online. This included directing its FIPSE-funded project to design model Web services, writing about best practices in online services, and codeveloping, with the Minnesota State Colleges and Universities, the Online Student Services Audit Tool, licensed by institutions to benchmark their level of online service to students. Currently, she is an advisor to the FIPSE-funded project Gaining Online Accessible Learning through Self-Study. Before coming to WICHE in 1996, Shea managed special projects for the technology division of the National School Boards Association, directed information services for the Association of Telemessaging Services International, served as the executive director of the Alexandria Bar Association and taught at Woodbridge Senior High School, both in Virginia. She holds a M.A. in educational administration and supervision from George Mason University and an A.B. in art and English education from West Virginia University; she was a Fulbright Scholar in art history.