Distance Learning and Student Services Member Council Meeting Minutes

Tuesday, February 5, 2019 (Noon – 5:00 p.m. ET) and Wednesday, February 6, 2019 (8:00 a.m. – Noon ET)

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**Attendees:**

**DLSS MC Members:** Gary Baker (SCF), Dr. Victoria Brown (FAU), Dr. Ujjwal Chakraborty (FSCJ), Jason Dudley (FSWSC), Angie Fairweather (NCF), Michelle Franz (SSCF), Robert Fuselier (FSU), Dr. Arifa Garman (GCSC), Dr. Lemond Hall (TCC), David Jaeger (FGCU), Dr. Rozalind Jester (FSWSC), Patrice Kapcio (UNF), Jana Kooi (FSCI), Dr. Mark Lewis (HCC), Dr. Brian Marchman (UF), Dr. Deb Miller (UNF), Vikki Milton (CC), Michael Nathanson (LSSC), Joseph Riquelme (FIU), Elisavet Rios (SFSC), Robert Seniors (FAMU), Christine Smith (PHSC), Josh Strigle (CCF), Kristin Summers (NFCC), Dr. Kelvin Thompson (UCF), Dennis Walpole (USF), and Vicki Westergard (SPC).

**Virtual:** Sid Beitler (PBSC), Christian Gray (FKCC), Dr. Donna Jennings (MDC), Nathan Neuman (Polk SC), Dr. Deidre Price (NWFSC), Dr. Philip Simpson (EFSC), Hector Valle (DSC), and Bill Waters (Pensacola SC).

**Guests:** Todd Adrian (IRSC), Katherine Brown (UNF), Sharon Della (Kaltura), Cindy Hewitt (Tutor.com), Kevin Hulen (UNF), Dr. Melanie Jackson (PBAU), Dr. Ramonia Rochester (FAU), Dr. Jon Rogers (BOG), and Andres Taborda (Honorlock).

**FLVC Staff:** Dr. Robin Colson, Nashla Dawahre, Mike Dieckmann, Chase Fiorini, Meredith Montgomery, Nicole Nichols, Dr. John Opper, Javier Reyna, Heather Thompson, Tom Tu, Shawn Wilson, and Derik Wolfe.

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**Welcome and Call to Order**

The DLSS Members Council meeting was held Tuesday, February 5, 2019, and Wednesday, February 6, 2019, at the University of North Florida. The meeting was called to order by Chair, Josh Strigle (CCF). New members were introduced and welcomed, and outgoing members were recognized.

Dr. Arifa Garman (GCSC) motioned to approve minutes from the November 8-9, 2018, meeting, and Dr. Victoria Brown (FAU) seconded. The final version of the minutes will be posted to the FLVC website and the DLSS Members Council Google drive.

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**Future Meeting Planning for DLSS Members Council**

Florida’s Student Services Summit will be held at the University of North Florida after the DLSS Members Council Meeting on the afternoon of Wednesday, February 6, and Thursday, February 7. FLVC’s Nashla Dawahre announced this meeting’s purpose is to gather K-20 and workforce professionals to give their feedback as FLVC designs the new Advising System.

The OER Summit will be held on Wednesday, February 27, and Thursday, February 28, at the Sheraton Orlando North. There will be three national speakers presenting as well as dedicated worktime for faculty members and librarians. Attendees will have access to materials through a Canvas Course built specifically for this event.

The Spring DLSS Members Council Meeting will be hosted by Dr. Bill Waters at Pensacola State College on Tuesday, May 21 and Wednesday, May 22. Melanie Jackson volunteered to host the Fall DLSS Members Council Meeting at Palm Beach Atlantic University. Dates of availability include the following: September 24-25, September 25-26, October 1-2, and October 2-3.
**Action Item:** A date needs to be chosen by the DLSS Members Council to reserve this location.

Michelle Franz with Seminole State College of Florida volunteered to check availability to host the Winter (February 2020) DLSS Members Council Meeting. A volunteer is needed to host the Spring (May 2020) DLSS Members Council Meeting.

**Discussion of Operating Procedures**
The final version of the Operating Procedures was distributed to the DLSS Members Council. Michelle Franz (SSCF) motioned to approve, and Jana Kooi (FSCJ) seconded. The Members Council approved the Operating Procedures, and the updated version will be posted to the DLSS Members Council Google drive.

**Discussion of New Standing Committees and Workgroup Teams**
The newly approved Standing Committees include the following: Strategic Partnership and Licensing, Student Support and Web Services, and Design Development and Delivery (Online Instruction). If workgroups are needed, they will be organized to fit under the new Standing Committees. Members are asked to meet and select Chairs and Co-Chairs of each committee. The Chair must represent a SUS institution, and the Co-Chair must represent an FCS institution. Once finalized, FLVC will provide a membership list for each of the Standing Committees and if requested, Workgroups.

**Workgroup Breakout Session**
Members met in small groups to discuss workgroups that may be formed under the Standing Committees. Dr. John Opper shared that Mike Dieckmann (FLVC) suggested that workgroups be chartered under a specific Standing Committee. Small group conversations met for an hour.

**Executive Director Updates**
Dr. John Opper presented updates beginning with the NPRM in Washington, D.C. WCET Frontiers blog discusses the implications of these proposed changes as the Committee recommends creating competition for accrediting agencies by making it easier for more agencies to be created.

The Committee has been asked to provide input and recommendations in the following areas: Fundamental changes to the recognition of existing and new accrediting agencies, competency-based education, regular and substantive interaction in distance learning, state authorization of distance learning, and written agreements allowing institutions to contract 100% of a program to a non-accredited entity.

Dr. Opper will attend an NC-SARA meeting next week in Denver to discuss a national online catalog of NC-SARA approved programs. The FLVC Catalog is a model NC-SARA will review, and Mary Larson is and will meet with Dr. Opper and Heather Thompson of FLVC within the next few months to discuss. There will be some impending changes as Marshal Hill, Executive Director of NC-SARA, will retire in June 2019.

FloridaShines attended FETC 2019 (Florida Education Technology Conference) in January and spread awareness of this free service available to Florida students. The FETC began in Florida but is now a privately-owned national organization, which leaves a void in the Florida academic field. The 2020 conference will be held in Miami, and the cost to attend and exhibit has increased.

The Proctoring Services ITN has been posted at UWF, and submissions are due February 25, 2019. Heather Thompson (FLVC) also forwarded a Contract Survey to members, which closes on February 11, 2019. As of February 1, there were 22 responses.

Nashla Dawahre briefly explained the Next-Gen Statewide Advising System in conjunction with the Florida’s Student Services Summit. The guest speakers are Sally Johnstone, President, National Center for Higher
Education Management Systems, and Doug Pace, Chairman and CEO, Stonehill Innovations. FLVC requests feedback from multiple perspectives such as high school and post-secondary institutional surveys, statement meetings and groups, student and parent focus groups, and FloridaShines usage statistics.

Dr. Opper reminded members of the deadline for institutional Course Catalog Updates. Course Catalog updates for the Fall term are due to FLVC’s Student Services team on June 15, and one-on-one training sessions are currently being conducted by Derik Wolfe. In addition, this team is currently revising the Data Standards document as well as creating a coding system in the FloridaShines course catalog to allow identification of quality/high-quality and Faculty Award designations for online courses.

An MOU is under development between the Board or Governors and FLVC regarding a 2+2 web-based Advising Toolkit. There are to be two phases of this project: the first is to consolidate resources on a 2+2 webpage within FloridaShines, and the second is to build additional functionality and resources consistent with recommendations an agreed upon SOW with an advisory committee.

For the Fall 2018 semester, 9,613 Transient Student Applications were approved. Three institutions successfully administered pilot testing, and FLVC updated the Student Services Data Usage Agreement Form. Currently, 16 institutions have outstanding agreements with FLVC.

FloridaShines also offers K-High School advising and career planning services, which helps high school students prepare for graduation through unofficial progress evaluations. Since July 2015, over 668,000 users have registered, and over a million have completed assessments through MyCareerShines. This is a free service to Florida parents and students.

Dr. Opper serves on the Board of the Florida Association of Educations Data Systems, and FAEDS is now accepting applications for three $1000 scholarships for IT majors. Dr. Opper will forward the application information to interested parties.

Dr. Opper presented the Futureproofing presentation to WCET, who has developed a workgroup to study the emerging “shadow education” sector. The current WCET Frontiers blog discusses this “Shadow Sector.” A Gartner analyst, Bob Yanckello, will present an overview of the article, “Higher Education – Digital Transformation in Progress,” later this afternoon.

QM Consortium, Instructional Designer Network, and OrangeGrove Updates
FLVC’s Tom Tu presented an update on FLVC’s Instructional Designer Network, the Florida QM Initiative, and The Orange Grove. The Florida Quality Matters System License provides the following benefits for institutions: lower costs, more services, more professional development opportunities, FLVC administrative coordination, and a stronger web presence for member subscribers. Continuing challenges include providing exceptional services to support member institutions as well as continuing to grow the QM System by welcoming new member institutions.

The FLVC Instructional Designer Network is a statewide professional development network for instructional designers, instructional technologists and educators to share research and best practices, gain knowledge and skills to support faculty, and support student success in Florida. The FLVC-IDN Listserv provides weekly news to subscribers, and the webinar series provides additional resources to users. The next webinar to be hosted will be an Online CoLAB Networking Event on February 14.

Tom Tu also discussed The Orange Grove, which is a digital repository for Florida’s educators and students, and it is powered by the Equella content management system. This resource is free, supported by FLVC, and enables educators to acquire, store, contribute, manage, and share digital resources. Search functions are available as a
Guest User at https://www.floridashines.org/orange-grove, and Tom provides an example of an Equella LTI in Canvas. The Orange Grove is a free resource available to institutions, and FLVC can help institutions integrate it to their current systems.

Higher ED Digital Transformation
Mr. Bob Yanckello, Analyst from Gartner, discussed the article, “Higher ED Digital Transformation,” which was published in December 2018 regarding 2019 Predictions for Higher Education regarding the traditional educational model. The first prediction is by the end of 2023, three-fourths of higher educational institutions will have adopted a new business model. Mergers, acquisitions, and partnerships may indirectly change the ways in which institutions conduct business. It is expected that there will be a growth in the “Shadow Education” sector as companies offer certifications and education outside of a traditional educational model. Institutions need to be aware of this shift and be prepared to adapt. The second component is that lifetime educational models will surpass one-time education by 10% by 2023. Students are interested in being life-long learners due to change of career and relevance within the field. Our current demographic shift takes into consideration international students and a decline of childbirth numbers. The article outlines the reasons for these educational model shifts as well as ways institutions can proactively adapt to these new educational trends.

Wrap-Up and Adjournment
The meeting was adjourned by Chair Strigle and will reconvene Wednesday morning.

Day II: Wednesday, February 6, 2019

Welcome and Call to Order
Chair Strigle welcomed members to the meeting.

SUS Update / SARA Update
Dr. Jon Rogers presented an update on SARA in the state of Florida. Upon membership in NC-SARA, the SARA Coordinating Council was created and includes the Commissioner of Education, Chancellor of SUS, Chancellor of FCS, President of ICUF, and Executive Director on the Commission of Independent Education. According to Morgan Champion, Statewide Coordinator of Florida, 80 institutions in Florida are members – 25 state colleges, 22 ICUF institutions, and most of the SUS institutions. 37,814 out-of-state students are enrolled in Florida SARA institutions, and 73,287 Florida students are enrolled in out-of-state SARA institutions.

The SUS update focuses on the Online Steering Committee, which was created in 2016 to implement the BOG’s Strategic Plan for Online Education and includes six university provosts. The past meeting focused on state-wide marketing of distance learning programs within Florida and an update on the strategic plan implementation within the SUS. One update was on QM designations, and Dr. Rogers asked Dennis Walpole to provide an update on the pilot taking place at USF.

Dennis Walpole (USF) explained that seven institutions are in the pilot program to test FLVC’s new catalog, which includes awards and quality designations, and the pilot worked. The next step is to receive student feedback and monitor how students access the catalog and what they find are important components. The last component is to track how institutions will track awards and designations within their individual systems. The Fall catalog will be the first version to include these designations and awards. The institution is responsible for uploading the course information, awards, and quality designations to the FLVC database.

Dr. Vicki Brown (FAU) also provided an update on the Student Support Services workgroup, which met during the Online Steering Committee meeting. The FLVC and University committee determined they would like to provide an online conference for university student services staff. National speakers will be invited to the June
BOG meeting at USF to present their success stories. Details will be provided once finalized. Dr. Rogers concluded his update regarding the ongoing impact of textbook cost on students.

New Member Council Handbook Discussion
Dr. Opper updated members on the status of the New Member Council Handbook. Comments gathered from the November DLSS MC Meeting have been compiled, and members are asked to review the updated list of contents. Once a complete handbook draft has been completed by FLVC, it will be presented to Members for review.

Standing Committee Reports
The February 2019 Operating Procedures have been approved, and current workgroups may either reform under an updated Standing Committees or form a new Workgroup.

Heather Thompson (FLVC) reported current issues for the Contracts and Shared Services Standing. The ITN for proctor services and the contract survey are currently in progress. Once the survey closes, these results will be reviewed by the committee. The next step is to explore closed captioning specifications and the upcoming ITN requesting this service.

Dr. Vicki Brown (FAU) updated members on items being discussed within Student Services and Web Services Workgroup. Josh Strigle (CCF) and Dr. Vicki Brown (FAU) applied and won an award from OLC about the best practices for using the Scorecard. Another recently developed survey is a research-based Readiness Survey for Online Students. There are nineteen questions, and Dr. Brown will forward this document to interested members. Five institutions volunteered to validate the survey and will provide their findings in Summer 2019. The second part of this project is to create an Orientation from the survey questions. FLVC will provide an Instructional Designer to build the Orientation sometime this Summer.

David Jaeger (FGCU) updated members on issues related to the Design Development and Delivery Committee. Three subgroups were identified and are as follows: Statewide QM Systems and Licensing, Faculty Development, and Statewide Quality Initiative.

One-Minute Updates
The following updates were provided:

Josh Strigle (CCF) – In-house online tutoring pilots for gateway courses are underway. In the past, SmartThinking and other vendors have been used, but the college would like to increase the engagement between tutors and students.

Melanie Jackson (PBAU) – A New Program Implementation Committee has been formed to discuss potential new programs within specific departments. This gives various perspectives into the process such as representatives from Financial Aid having an opportunity to discuss logistics for new courses being offered.

Vicki Westergard (SPC) – Standard courses are using QM while faculty members continue to work with ID. 149 courses completed so far due to this project.

Dr. Brian Marchman (UF) – 200 on-line programs (20 Bachelor degrees and 12-15 graduate certificates offered on-line). SUS hosted a STEM conference on campus to discuss the addition of labs to STEM courses and discuss best practices. US News and World Reports ranked UF as the #5 Online University, #1 College of Education Online, and # 16 in online engineering courses. All online courses under quality review.
Christine Smith (PHSC) - Currently implementing new ERP program and accessibility requirements. Kaltura’s tools are used to store and caption videos, and the OLC scorecard is being used to review on-line courses.

Dr. Deb Miller (UNF) – Ally in Canvas is being implemented as well as kicking off an initiative for accessibility for all courses in the LMS. An in-house online student success team is being developed to help students succeed.

Dr. Mark Lewis (Hillsborough Community College) – The first meeting for the Quality Taskforce will take place next week. A new Director of On-Line Learning will be onboard for the Spring 2020 term.

Vikki Milton (Chipola College) – Since Hurricane Michael in October, trees are being planted across campus as well as repairs to buildings. ARC has been added to the campus platform and training is under way for staff.

Robert Fuselier (FSU) – Blackboard Ally pilot and contract is underway. The administrative side needs some work, but he really likes the pilot. Canvas launched last summer, but the Discussion Board needs some work so students may take advantage of the collaborative environment. Fuselier discussed the predatory practices such as Study Soup, who has been recruiting students using FSU logos to give the appearance of partnership. FSU General Counsel sent cease and desist letters last week.

Todd Adrian (IRSC) - IRSC has a partnership with Complete Florida. Also, faculty who have never taught an OER course are paired with a seasoned OER Faculty Team Lead, Instructional Designers, and Librarians. Deliverables are due this May, and Adrian will provide results from this initiative at the next DLSS MC meeting.

Elisavet Rios (SFSC) - Online Health Services programs are in development. She asked the question how OER courses are identified within their system. Dr. Brown responded that FAU designates OER courses by course level through Banner.

Dr. Vicki Brown (FAU) – Launched OER faculty grants and faculty members will received a stipend for producing these textbooks.

Kristin Summers (NFCC) – Accreditation granted for B.S. programs in Nursing, and lab credits can now be completed on-line. NFCC serves six counties, and there is a challenge to meet the needs of students. Now, ENC 1101, ENC 1102, Student Success, and literature classes are delivered via OER with no additional costs to students.

Michael Nathanson (LSSC) – This institution has created a new department of Strategic Initiative and Digital Education, which reaches out to individuals and is asking the questions of why they are not in college. Quality courses are being implemented, but faculty members are still not qualifying their courses.

Sharron Della (Kaltura) – Projects include video in education, personal capture/lecture capture capabilities, and a closed captioning 2.0 system. This spring, audio descriptions will be rolled out, and interactive video programs are now available.

Kelvin Thompson (UCF) – Hosting the 3rd Annual TOPkit workshop in March, and the event is already sold out. One of the speakers is from Northern Illinois who will discuss their three-year funded digital course redesign initiative. Faulty development programs are still underway, and the goal is to prepare and improve faculty performance in technology.

Dr. Ujjal Chakrobarty (FSCJ) – The institution is transitioning from Blackboard to Canvas; templates are being created in Canvas by following QM standards.
Gary Baker (SCF) – Quality / High Quality process is underway, and the goal is to go on-line with training from ARC.

**Realities for the Future**

Sally Johnstone, President, NCHEMS, will serve as the keynote speaker for the Florida Student Services Summit, and she provided a brief presentation to the DLSS Members entitled *Realities for the Future*. She presented information on the shifting demographics of high school graduates as well as projected numbers through 2032. There has been a gradual increase of public and private high school graduates from 1995 to the present. To meet the needs of this large population of graduates, online education will be embraced by employers as well as institutions. Her research is outlined in a Powerpoint presentation.

**Wrap-Up and Adjournment**

Dr. Waters (Pensacola State College) moved to adjourn, and Dr. Brown (FAU) seconded. The next DLSS Members Council Meeting will be held on Tuesday, May 21, and Wednesday, May 22, at Pensacola State College.