Virtual Meeting of the  
Distance Learning and Student Services Members Council Meeting Minutes  
Tuesday, May 19, 2020 (10:00 a.m. – 4:00 p.m. ET)

**Attendees:**

**DLSS MC Members:** Dr. Todd Adrian (IRSC), Gabriela Alvarez (FIU), Gary Baker (SCF, M-S), Sidney Beitler (PBSC), Dr. Jenae Burkart (UWF), Dr. Ujjwal Chakraborty (FSCJ), Dr. Cynthia DeLuca (USF), Angie Fairweather (NCF), Franzetta Fitz (FAMU), Robert Fuselier (FSU), Arifa Garman (GCSC), Julie Golden-Botti (FAU), Jack Hall (SRSC), Dr. Doug Holton (FPU), Dr. Michelle Horton (UWF), David Jaeger (FGCU), Dr. Donna Jennings (MDC), Page Jerzak (SFC), Dr. Rozalind Jester (FSWSC), Dr. Annette Jones (FSU), Patrice Kapcio (UNF), Nicholas Kemp (LSSC), Joann Kramer (SFSC), Dr. Brian Marchman (UF), Dr. Brandon McIntire (FGC), Dr. Deb Miller (UNF), Vikki Milton (CC), Cody Moyer (PSC), Michael Nathanson (LSSC), Kristina Neihouse (TCFK), Evangelia Prevols (FIU), Dr. Kendall St. Hilaire (IRSC), Laurie Saylor (HCC), Robert Seniors (FAMU), Dr. Philip Simpson (EFSC), Dr. Christine Smith (PHSC), Josh Strigle (CCF), Priscilla Suarez (BC), Kristin Summers (NFCC), Dr. Lee Thomas (PSC), Dr. Kelvin Thompson (UCF), Frank Tomsic (BC), Dr. Lisa Valentino (SSCF), Hector Valle (DSC), Dennis Walpole (USF), Dr. Bill Waters (PSC), and Vicki Westergard (SPC).

**ICUF:** Melanie Jackson (PBAU).

**Guests:** Nicole Alford (FAU), Erica Anga (UNF), Dr. Shanna Autry (FCS), Regina Beard (FGCU), Dee Bohne (Honorlock), Dr. Christine Brown (USF), Dr. Thomas Cavanagh (UCFA), Amy Crowley-Gonsoulin (MDC), Sharon Della (Kaltura), Dan DePuy (Blackboard), Austin Doyle (Knack), Jamie Ferrazano (D2L), Willie Freeman (FAU), Katie Grissom (FSU), Cindy Hewitt (Tutor.com), Dr. Nancy McKee (Board of Governors, State University System), Brett Perlman (Blackboard), Dr. Mike Sfiropoulos (FLDOE), Andres Taborda (Honorlock), Brenda Van Der Burgt (Kaltura), and Geni Wright (VC).

**FLVC Staff:** Richard Conn, Rebel Cummings-Sauls, Nashla Dawahre, Chase Fiorini, Meredith Montgomery, Nicole Nichols, Dr. John Opper, Stevan Polansky, Elijah Scott, Ashley Thimmes, Heather Thompson, Tom Tu, and Shawn Wilson.

**Welcome and Call to Order**

Chair Kelvin Thompson (UCF) welcomed the Council and guests and called the meeting to order. New members were recognized, and outgoing members were thanked for their efforts.

Chair Thompson (UCF) called for a motion to approve the minutes from the February 4-5, 2020, meeting. Vicki Westergard (SPC) motioned to approve the minutes, and Dr. Christine Smith (PHSC) seconded the motion. The Council approved the February 2020 minutes.

**Future Meeting Planning for DLSS Members Council**

- **Fall 2020 (October):** Dates TBD; Daytona Beach State College (tentative)
- **Winter 2021:** Dates TBD; Palm Beach State College (tentative)

**Lessons Learned from Responding to COVID-19**

Dr. Cindy DeLuca (USF), Dr. Christine Brown

Dr. DeLuca thanked all of the instructional designers on transitioning courses. Dr. Brown provided a presentation on **USF Innovative Education: Faculty Preparation & Virtual Labs:**
• An advisory committee of instructional design leads from across the University of South Florida designed and implemented a multilayered approach to support faculty in transitioning courses to remote delivery. The approach provided faculty with a variety of options to leverage Canvas to fit their pedagogical strategies in a short time period. Approaches included:
  o A web-based “Faculty Toolkit” providing faculty with step-by-step guidance on leveraging Canvas and other supported technologies to transition online, training resources, course checklists, scheduled live training sessions, FAQs, and pertinent communications. Live workshop training sessions were delivered institution-wide at the college level and individually. Designed and implemented “Module X,” which was automatically loaded into every Canvas course. The module provided instructors with tutorials, templates, and resources. Launched an instructional help desk and ticketing system, which included a support line, email address, and live online open virtual labs to provide faculty with immediate support and assistance. Integrated Microsoft Teams into their LMS (Canvas).

• Virtual Labs, Spring 2020
  o In Spring, Organic and Inorganic Chemistry, Physical and Analytical Chemistry faculty worked collaboratively with Innovative Education’s Digital Learning Media Team to create custom videos of experiments and procedures conducted in USF laboratories https://youtu.be/o6IXmoickTU Focused on content development. Lessons learned include the need to scale it.

• Virtual Labs, Summer 2020
  o Development includes the hiring of a faculty member to coordinate labs across disciplines. Collaboration with InEd Learning Designers to focus on course structure objectives, content, and assessment alignment. Kaltura streaming with rich analytics and in-video quizzing. Vast custom video. Third party content integration including simulations and kits

USF focused on all faculty, and some faculty required personalized support and were provided personalized labs. The biggest accomplishment was hiring a faculty member to collaborate with learning designers and faculty. They did a good job with pre-production and loaned equipment, and they learned that microphones were important when using a fume hood. A lab is about a course structure and how objectives meet learning outcomes. Faculty have access via the back end of Kaltura, and they used Labster, Jove, and Pivot. It is important to have a faculty liaison to determine what faculty need. Each lab video required about twenty staff hours a week, and they got lab managers trained on how to use the video equipment and walked them through pre-prod. Only Geo Science labs were moved online for summer. USF had to invest five million. In terms of performance issues with Kaltura, things are going well. For student evaluations, summer labs will be assessed for student satisfaction. There is quizzing in the Kaltura platform during the video. The faculty quickly transitioned to remote teaching with some tweaking. There was a Canvas course for designers. There were check-ins, and quality standards were reviewed. The instructional designers were provided bonuses for extra work.

Future Opportunities due to COVID-19 Vicki Westergard (SPC)
Westergard discussed virtual labs, extended services, and new definitions.

• Online Course Variations:
  o Online Standard courses
    ▪ Instructional design team guided - QM reviewed
    ▪ Teaching Online and Developing Online training certifications required
Online Solo-Developed
- Taught online before COVID-19
- Teaching Online certification

Online For Now – created independently post March 18, 2020
- May include synchronous activities
- JIT webinars in March, Teaching Online training in-progress

Remote Learning
- SPC Live Online
  - Scheduled synchronous meetings
  - Teaching Online certification being modified

Expanded Services for Virtual Learning
- Webinars for faculty on various topics regarding moving to online
- SPC - ICP on Facebook
- Learning Resources providing tutoring via Tutor.com platform and Zoom with flexible schedules
- Academic and Career advising via Zoom
- Nursing graduation on Zoom [www.shorturl.at/aegip](http://www.shorturl.at/aegip)
- Student Activities – Trivia Nights, Bingo, Topic Contests webinars

Virtual Labs
- Video demonstration - Ceramics [https://youtu.be/v9s51UGy5Q](https://youtu.be/v9s51UGy5Q)
- Video analysis - Organic chemistry – faculty demonstrate the experiment on video, students receive the raw data and write up lab reports
- Simulations – A&P Lab – in-house simulations
- Adaptive quizzing – Nursing NUR1211 (Elsevier)
- Home kits Bio – guided home lab

It is not one size fits all, but it is going well. They are working to get Solo converted to standards and will keep some live online. The Online For Now are not all synchronous. Webinars were done in the beginning. It can be more consistent by using a checklist. It is led by a faculty member. They are working on an instructional continuity plan. They did a student event on Hoppin, which allows event interface. If is successful, they will carry it forward. They anticipate online tool use in the face-to-face environment.

Executive Director Updates
Dr. Opper reported that FLVC staff have been working from home since March 13, 2020. No services were interrupted. He thanked the Council for attending the weekly status update meetings during the COVID-19 pandemic. Dr. Opper has been attending WCET calls addressing federal issues. Staff participated in system-level web conferences. FLVC has been following national discussions and emerging policy issues from COVID-19, and we have been providing support with online proctoring contracts and general distribution on “useful” information via the website. Dr. Opper will send out a list of useful resources including WCET Policy briefs, NCOE Comments, NCOE Inclusion of DE Students, Academic Costs – The Elephant in the Room, Scientific and Scholarly Meetings Outlook, and 15 Fall Scenarios.
Developing Projects:

- **FloridaShines Reload** – Institutions revise content in their institutional profiles in terms of presentation (look/feel), policy updates, degree programs, and new capabilities. Make required yearly updates to the freshman profile.
- **FLVC.net** – Our connections to your campus’ new technologies; IT / CIOs work with your institutions to make it easier to maintain this connection.
- **Badging** – FLVC is moving ahead with this project.
- **Social Networking Platform** – There are better options for interest groups, ways to share documents, set up workgroups, and receive digests.
- **Marketing and FloridaShines** – There is work going on here to increase the output. FLVC is focusing on the online degree programs and capabilities.
- **FLVC Summit 2021?** – FLVC is currently unsure about a physical summit. What would the topic be?
- **WCET / SAN Continues** – FLVC has renewed our relationship and membership in the WCET / SAN. The institutions have access to these resources.
- **Members Council Priorities** – FLVC is ready to talk about institutional priorities for the next year.
- **ITN: Closed Captioning** – FLVC needs one college volunteer for the ITN evaluation team. From the SUS side, Dr. Brian Marchman agreed to serve. This ITN is targeted for completion by fall 2020. We need pricing guidelines to determine if this service is priced by hour only. Should there be discounts or tiers?
- **Florida Quality Matters Initiative** – Website: [https://dlss.flvc.org/flqmi](https://dlss.flvc.org/flqmi)
  FLQMI Listserv (for QM Coordinators): [FLQMI@LISTSERV.FLVC.ORG](mailto:FLQMI@LISTSERV.FLVC.ORG)
  There are 29 member institutions. New College of Florida is the newest member. It is time for the 2020-2021 QM Subscription Renewal (Term: July 1, 2020 – June 30, 2021). Watch for the renewal invoice from QM and the MOU fee invoice from FLVC Financial Services.
- **Instructional Designer Network IDN** – Partnership with the FCS and SUS/BOG. The IDN is a statewide professional development network for instructional designers, instructional technologists and educators to share research and best practices, gain the knowledge and skills to support faculty, and support student success in Florida. Professional Development Webinars address learning, sharing, collaboration, networking and professional development, and building a strong community of practice. For Spring 2020, FLVC partnered with the U.S. Department of Education’s Office for Civil Rights and offered three webinars on web accessibility. FLVD partnered with the FCS and SUS institutions to provide three more webinars on distance education. Webinar recordings are available on the [IDN website](https://flvc.org/flqmi). Attendance for the Spring 2020 webinars increased 100 percent. Encourage your colleagues and peers to subscribe to the FLVC-IDN Listserv: [FL-INSTR-DESIGN-NET@LISTSERV.FLVC.ORG](mailto:FL-INSTR-DESIGN-NET@LISTSERV.FLVC.ORG) (For news, announcements, professional development & career opportunities, networking, resource sharing.) Follow us on Social Media: Search for flvc-idn on Twitter and Facebook.
- **FloridaShines Success – At – Home Webpage** – Newly launched! An effort to provide our students and educators with the resources they need, all in one place, to feel confident and supported in any environment.
- **FloridaShines Catalog** – Promote your courses, programs & campuses. Now, more than ever, it is imperative to connect you and your students virtually, in order to support your mission. It is a powerful marketing tool. Students and families are relying on online tools, like the catalog, to learn more and make decisions about their educational options and offerings from higher education institutions. The upload window is now OPEN - do not miss this opportunity to market what your institution has to offer, to thousands of prospective students! The 2020 Upload
Schedule Reminders for Online Courses and Degree Programs and Institution Profiles were displayed.

- **FloridaShines Catalog Widget** – Newly designed widget. Responsive design. Marketing visual element to share on your website and link students to the FloridaShines Catalog. Keeping statute requirements in mind (online courses, programs and institutions):
  - If an institution assesses the distance learning fee, the institution must provide a link to the catalog within the advising and distance learning sections of the institution’s website, using a graphic and description provided by the Complete Florida Plus Program, to inform students of the catalog.

- **Transient Applications** – Currently processing Summer and Fall Applications. The total number of applications approved during Spring 2020: 13,112
  - Interesting trend: April was down by 31% and Spring was down overall by 20%

- **Virtual College Week (September 22-24, 2020)** – This year we are taking a new approach, and the event will feature three days of themed webinars: how students can successfully apply for financial aid; navigate the college admissions process; and plan their career path. Let FLVC’s Nashla Dawahre and Ashley Thimmes know if your institution would like to participate.

**FCS Update**

Dr. Shanna Autry, Director, Student Affairs, Division of Florida Colleges (FLDOE), shared the following system updates and will provide a link at the end of her presentation with all of the webinars and technical assistance provided and a contacts list.

- **State Board of Education Rules** – Revisions were approved for SBER 6A-10.02413, F.A.C., Civil Literacy Competency. Proposed Rule 6A-14.0306, F.A.C., Death Benefits for Survivors of First Responders and Military Members, will outline requirements to provide educational death benefits to eligible spouses or dependents of firefighters, paramedics and emergency medical technicians, law enforcement officers, correctional officers, and correctional probation officers, members of the Florida National Guard and United States Armed Forces. The July Board meeting will provide guidance on what it covers and dates.

- **Withdrawal and Forgiveness** – Institutions seeking to extend the withdrawal deadline to the end of the spring 2020 term may elect to extend withdrawal deadlines past the 70% window established in Rule 6A-14.0301(1)(a), F.A.C., if doing so is in accordance with institutional policies and procedures. For students who are on their third attempt and may be seeking a fourth attempt, Rule 6A-14.0301(3), F.A.C., permits institutions to grant students a fourth attempt through an academic appeals process based on extenuating circumstances. Section 6 indicates: “Exceptions to [Rule 6A-14.0301 provisions] may be granted through an academic appeals process in accordance with the policies of the local board of trustees. The academic appeals process shall be published in the catalog or student handbook.”

- **Dual Enrollment** – The common placement testing requirement is suspended for initial placement in courses through December 31, 2020. The initial eligibility requirement is a 3.0 unweighted high school grade point average. FCS institution boards of trustees may establish additional initial student eligibility; should be reflected in the dual enrollment articulation agreement. For continued enrollment, students must maintain a 3.0 unweighted high school grade point average (GPA) and the minimum postsecondary GPA established by the postsecondary institution. Students who enrolled in dual enrollment without the common placement test score who maintain the minimum GPA requirements should not be required to complete a common placement test for continued enrollment.
Dr. Mike Sfropoulos, Director, Academic Affairs, Division of Florida Colleges (FLDOE), provided a presentation addressing Developmental Education, Instructional Delivery, and Textbook Affordability.

- **Developmental Education Placement Testing** – Effective immediately through December 31, 2020, provision in s. 1007.263(1), F.S., requires that admissions counseling “must use tests to measure achievement of college-level communication and computation competencies by students entering college credit programs” is suspended. Students may demonstrate readiness for college-level work (RCW) in communication or computation via a test or an alternative method. Colleges must still assess college-level communication and computation skills for non-exempt students and exempt students who opt to be assessed.

- **Instructional Delivery Modality for Summer 2020** – For summer 2020, institutions should modify delivery modality to reflect how the course is intended to be delivered the first day of classes of the summer term in which the section is offered. We do not recommend modifying modality unless your college has made a final decision regarding modality. There are two relevant existing data elements in the 2019-20 Personnel Database, Data Element 4065 and Data Element 4070. Data Element 4065 - Instructional Delivery Method allows institutions to report course sections in one of three categories: On-Campus Instruction, Hybrid Blend, and Distance Learning. Additionally, Data Element 4070 - Technology Delivery Indicator indicates the type of technology that is being used by the instructor instead of face-to-face contact. See definitions on page 96 of the 2019-20 Personnel Database Data Dictionary (Materials/Correspondence; Internet-based; Lecture Capture; Web conferencing, videoconferencing, compressed video; Video; Mixed Delivery; and None).

- **Textbook Affordability** – For Florida College System institutions, the 45-day posting requirement is suspended for course sections that were modified to virtual or remote delivery modalities for 2020 summer terms that result in changes to textbooks or instructional materials.

**Discussion: Fall 2020 – Constraints for Fall 2020**

Dr. Tom Cavanagh, Vice Provost of Digital Learning, UCF

The FLBOG meeting on May 28, 2020, will be about the fall. We are getting better all the time.

- **Faculty Development for COVID-19** – Ad Hoc workshops and consultations + 700; teaching with lecture Capture-Zoom Edition (TLC-z); about tools / technologies; + 300 faculty trained and more scheduled for summer and August; Essentials of Online teaching (3 week online course); QM rubric; provisional 1 year credential to teach online; and have add on modules.

- **What do we know about Fall?** – We know we just do not yet know. There are various scenarios including F2F, remote, fully online, blended, and various combinations.

- **Some Assumptions for Fall** – We must maintain maximum flexibility for instructional delivery; we will need to maintain social distancing guidelines within physical classrooms (25%-33% of actual capacity); we may not have enough physical rooms to move courses to larger spaces; we do not want to reduce enrollment to the new reduced room capacity; we do not want to create an instructional “class system” where some students get an in-person experience and some students only receive a remote experience. In any given class, at any given point in the term, any number of students, or the faculty, may need to be remote for short or long durations. The more complex the context, the simpler the solution needs to be.

- **Some Models** – HyFlex (student can be in person or remote) and BlendFlex (works well for didactive lectures).

- **Future Considerations** – Expansion of “traditional” online learning, synchronous online learning, and blended learning. Increased adoption of digital tools by faculty and students in F2F courses.
Expansion of online student services (e.g., advising). Increased value of instructional designers, and increased staffs to support growth.

Discussion: Beyond Fall 2020 – Higher Education: Beyond Fall 2020 Dr. John Opper, Executive Director, Distance Learning & Student Services, FLVC

- **Assumptions** – Continued funding outlook as projected – looking questionable; no fiscal corrections, recessions, or significant market downturns. No terrorist or natural disasters that would adversely affect the state economic outlook. Current high school graduates can be transitioned to higher education at the same or increased rates. There are very limited options for increasing revenue to higher education institutions given projected enrollment declines, declining state support, tuition, and fees already at perceived high levels and mounting student loan debt. The business model that has traditionally surrounded higher education is not sustainable given the factors presented without modification.

- **COVID-19 and Post Summit** – The conditions described, discussed, debated, and decried have accelerated the pressure on higher education and turned the business model on its head. Budgets at the institutional and state level have been strained. Enrollments are varied and students are uncertain about their plans. Synchronous is back! We are unable to operate our institutions as we have due to external factors beyond our control. Yet, there seem to be some hints emerging about life in the fall and beyond.

- **Online Learning and Technology Infrastructure is Key** – When the challenge came – you brought everything you could to the table. It may not have been perfect, but students and faculty by and large were able to finish the semester. Planning for course spaces in the LMS paid off. Online services could be expanded. Faculty largely jumped in and learned some things about online learning and the tools available. There are some problems – LABS, Practical or Clinical Experiences. The “digital workforce” case has been proven.

- **Implications for a Redesign Imperative** – Faster, Cheaper, Better, MORE: Faculty Development; Instructional Design Crisis; Technology Utilization; Online Student Support and Services – AI; Innovation – Assessment, LABS, Others; Revised DL Fee Model; Accreditation is out there.


Marchman Amendment
At the October 2019 meeting, Dr. Brian Marchman (UF) noted that the current Operating Procedures do not permit alternate representatives to serve as standing committee chairs or co-chairs. New language was added, and the document was discussed at the February 2020 meeting. The amended document was taken to FLVC’s Interim CEO Bob Dugan, and Dugan approved the amended language. The new proposed language was reviewed, and twenty-seven members of the Council voted in favor of the accepting the new language. Dr. Thompson will follow-up with the Executive Committee to update the Operating Procedures.

Elections
Chair Elect
Chair Thompson explained the voting procedures. The Chair Elect serves on the Executive Committee for three years and is active as Chair for one year. Chair Thompson called for nominations, and Robby Fuselier (FSU) nominated Dr. Brian Marchman (UF) for Chair Elect.
Dr. Arifa Garman (GCSC) seconded the nomination. Dr. Lisa Valentino (SSCF) motioned to close the nominations. Melanie Jackson seconded the motion. Dr. Marchman accepted the nomination and commented that he would be honored to serve.

**FCS Co-Chair for the Online Instruction (Design Development & Delivery) Standing Committee**
Melanie Jackson (PBAU) motioned to nominate Vicki Westergard (SPC) to serve as the FCS Co-Chair of the Committee. Dr. Arifa Garman (GCSC) seconded the motion. Vicki Westergard accepted the nomination. Dr. Lisa Valentino (SSCF) motioned to close the nominations, and Melanie Jackson (PBAU) seconded the motion.

**FCS Co-Chair for the Strategic Partnership and Licensing Standing Committee**
Vicki Westergard (SPC) motioned to nominate Dr. Philip Simpson (EFSC) to serve as the FCS Co-Chair for the Strategic Partnership and Licensing Standing Committee. Dr. Arifa Garman (GCSC) seconded the motion. Dr. Simpson accepted the nomination. Melanie Jackson (PBAU) motioned to close the nominations, and Dr. Lisa Valentino (SSCF) seconded the motion.

**Wrap-Up and Adjournment**
Input from the Council on what worked well for this virtual meeting would be valuable. Strigle (CCF) and Dr. St. Hilaire (IRSC) thanked Dr. Thompson (UCF) and welcomed new Chair Elect Dr. Brian Marchman (UF). Melanie Jackson (PBAU) motioned to adjourn the meeting. Dr. Garman (GCSC) seconded the motion. The meeting was adjourned.