Distance Learning and Student Services Members Council Meeting Minutes  
Tuesday, February 4, 2020 (Noon – 5:00 p.m. ET) – Wednesday, February 5, 2020 (8:00 a.m. – Noon ET)  
Seminole State College of Florida, Sanford / Lake Mary Campus

Attendees:
DLSS MC Members: Dr. Todd Adrian (IRSC), Dr. Shanna Autry (FCS), Dee Bohne (Honorlock), Dr. Ujjwal Chakraborty (FSCJ), Cindy DeLuca (USF), Dr. Wendi Dew (VC), Jason Dudley (FSWSC), Angie Fairweather (NCF), Michelle Franz (SSCF), Robert Fuselier (FSU), Dr. Arifa Garman (GCSC), Dr. Doug Holton (FPU), Dr. Lemond Hall (TCC), David Jaeger (FGCU), Page Jerzak (SFC), Dr. Rozalind Jester (FSWSC), Heather Jones (SJRSC), Patrice Kapcio (UNF), Joann Kramer (SFSC), Dr. Brandon McIntyre (FGC), Dr. Deb Miller (UNF), Nikki Milton (CC), J. Cody Moyer (PSC), Michael Nathanson (LSSC), Dr. Kendall St. Hilaire (IRSC), Laurie Saylor (HCC), Robert Seniors (FAMU), Dr. Christine Smith (PHSC), Josh Strigle (CCF), Kristin Summers (NFCC), Dr. Kelvin Thompson (UCF), Dr. Lisa Valentino (SSCF), Dennis Walpole (USF), and Vicki Westergard (SPC).

ICUF: Melanie Jackson (PBAU).

Virtual: Dawn Aguero (FLVC), Nicole Alford (FAU), Gabriela Alvarez (FIU), Sidney Beitle (PBSC), Ellen Bishop (FLVC), Dr. Vance Burgess (UWF), Richard Conn (FLVC), Rebel Cummings-Sauls (FLVC), Nashla Dawahre (FLVC), Mike Dieckmann (FLVC), Ann Dziadon (UWF), Dr. Julie Golden-Botti (FAU), Anne Guiler (PBSC), Jack Hall (SJRSC), Bill Harrison (DSC), Dr. Donna Jennings (MDC), Kristina Neihouse (TCFK), Nicole Nichols (FLVC), Stevan Polansky (FLVC), Elijah Scott (FLVC), Dr. Philip Simpson (EFSC), Ashley Thimmes (FLVC), Hector Valle (DSC), Brenda Van Der Burgt (Kaltura), Dr. Bill Waters (PSC), Jessica Weiss, and Ralph Prieto (FLVC).

Guests: Dr. Shanna Autry (Florida College System), Mallory Devries (Canvas), Austin Doyle (Knack), Jamie Ferrazano (D2L), Cindy Hewitt (Tutor.com), Dr. Nancy McKee (Board of Governors, State University System), Belinda Mouradian (BC), Dr. Brandon Parker (Instructure), Richard Senker (HCC), Brandon Smith (Honorlock), Andres Taborda (Honorlock), and Frank Tomsic (BC).

FLVC Staff: Meredith Montgomery, Dr. John Opper, Heather Thompson, Tom Tu, and Shawn Wilson.

Day I: February 4, 2020

Welcome and Call to Order  
Michelle Franz (SSCF) welcomed the members to the College and thanked them for attending.

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

Chair Thompson (UCF) called for a motion to approve the minutes from the October 1-2, 2019, meeting. Dr. Arifa Garman (GCSC) made a motion to approve the minutes, and Dr. Kendall St. Hilaire (IRSC) seconded the motion. The Council approved the October 2019 minutes.

Future Meeting Planning for DLSS Members Council  
 a) Spring 2020: May 19-20 at Daytona State College (tentative) – The details are being confirmed.
b) **Fall 2020:** Dates TBD; Palm Beach State College (tentative) – Sid Beitler confirmed that PBSC is still willing to host the meeting, and more information will be shared as soon as it is finalized.

c) **Winter 2021:** TBD; Chair Thompson suggested that a SUS institution host the meeting and encouraged the Council to contact him or DLSS staff if interested. Gabriela Alvarez stated that FIU would be happy to host the meeting in Miami.

**Executive Director Updates**
Dr. Opper reported that the *FLVC Summit: The Changing Future of Higher Ed – Are You Ready?* will be on February 19-20, 2020, at the Hilton Daytona Beach Oceanside Resort. Some of the best education leaders and experts on the various factors that will influence the future of higher education will speak at the Summit, including: Doug Lederman (Co-Founder/Editor, Inside Higher Education – The Higher Education Landscape); Russ Poulin, Executive Director – WCET and Dr. Leah Mathews, Executive Director of the Distance Education Accrediting Commission – New Federal Regulations and Implications for Higher Education; Dr. Belle Wheelan, President SACSCOC – Accreditation and the Future of Higher Education; Phil Hill, Mindwires Consulting and Co-Publisher e-Literate – The State of e-Learning and New Higher Education Business Models; Scott Cheney, Executive Director, Credential Engine - Panel/Alternative Credentials and New Providers; Terri Lynn Thayer, Vice President for Research, Gartner – Future Scenarios for Higher Education; Eric Kelderman, Senior Reporter Chronicle of Higher Education – The Looming Enrollment Crisis; and Burck Smith, StraighterLine. Dr. Opper commented on the value of the conversation between us and them and asked the Members Council to think about what we should do.

- **Contracts** – Honorlock – Completed: Proctorio – Final review by OGC – Signature; and Tutor.com – pricing agreement is under Procurement review.
- **Federal Update** – Dr. Opper expects some additional regulations in distance learning. There is renewed interest in picking the HEA.
- **2020 Textbook Survey** – The data collection window is from March – April 2020. There is no change in methodology, and the survey instrument is out for review. There are expansions to include Career and Technical Educational Centers and the Louisiana Board of Regents. The last survey had 21,000 responses.
- **Improving 2+2 Articulation - Web-Based 2+2 Articulation Toolkit** – This is a charge from the BOG and the Articulation Committee. There is a mock-up review with the Steering Committee underway for Phase I (Webpage with Resources). Research and design activities are underway for Phase II (Comprehensive Advising Tool).
- **Florida’s Common Prerequisites Manual** – A screenshot of the website, which contains a searchable, relatable database, was displayed. FLVC worked with the FCS and the BOG to create the database, which is an essential resource used by counselors and advisors. It will be an automated process. **Action:** The link will be sent to the Council.
- **Statutory Matters** – There are several areas of statute that require institutions to act: s. 1006.0735(3)(a) F.S., Complete Florida Plus: Maintain a connection and functionality with the FloridaShines advising system. Load institutional information for use in the institution profiles in accordance with operational guidelines. Statute 1009.23(16)(c) & s. 1009.24(17)(c) F.S.: link to the catalog on institution advising and distance learning web pages.
• **FloridaShines Catalog Project Update** – The catalog is for online and on-campus degree programs. The upload period is open and will close on February 19, 2020. The service is being expanded to add ICUF institutions on February 24, 2020. Technical Colleges and Centers (CTE) will also be included. Section 1009.23(16)(c) and Section 1009.24(17)(c), Florida Statutes require all Florida public colleges and universities to include a link to Florida’s Distance Learning Catalog on the advising and distance learning sections of their websites. This information can be found on [https://www.floridashines.org/about/marketing](https://www.floridashines.org/about/marketing)

• **Transient Applications** – 9,707 Transient Student Applications were approved during Fall 2019. The busiest time is between March, April, and May.

• **Virtual College Week** – This will take place over three days (9 sessions), and it will connect students, counselors, parents, and educational administrators. There will be 9 higher education presenters and representation from the Florida State University system, Florida College System, Career and adult Education, Bright Futures Scholarship Program, Department of Education and Florida’s Colleges and Universities. 2,410 total parents, students and counselors registered for the events. Over 200 schools, districts, counties, institution, and state organizations were represented. 46 districts were represented. There were almost 9,000 unique website visits.

• **MyCareerShines Galaxy** – This is Career Exploration for Pre-K – 5th Grade.

• **Florida Quality Matters Initiative** – There are twenty-eight member institutions involved. Professional development opportunity/webinars. QM Rubric (APPQMR). There is an upcoming webinar series on accessibility: Access for People with Disabilities to Online Programs and Resources (David Kutch, Office for Civil Rights U.S. DOE) on February 10, 2020; additional webinars in March 2020 and April 2020. The 2020 IDN Survey is being prepared. Contact Tom Tu ([ttu@flvc.org](mailto:ttu@flvc.org)) for more information. Subscribe to the FLVC-IDN Listserv at: [FL-INSTR-DESIGN-NET@listerv.flvc.org](mailto:FL-INSTR-DESIGN-NET@listerv.flvc.org) and follow on Social Media.

• **Credentials – Badging Pilot?** – Potential to provide badges for certain FLVC professional development (IDN, FALSC, VCW training) Credly as a potential partner. Dr. Opper asked the Council if there is any interest. If there is interest, we could buy space on Credly. What is the quality rubric for badges? Alternative credentials? There is no real standard right now. Institutions will need a direct link to the FLVC catalog on their websites.

**MCLS Memo Discussion**
Chair Thompson (UCF) recapped actions from the DLSS Executive Committee meeting on December 13, 2019. Two decisions were proposed. FLVC will send out the most current version of the memo. Thompson stressed that we are being transparent and cautious in keeping the whole DLSS Members Council aware of Executive Committee actions and in not misrepresenting the will of the Council. Josh Strigle (CCF) made a motion for the DLSS Members Council Executive Committee to send out the memo with modified language to the DLSS Members Council by Friday, February 7, 2020, for feedback and a vote for endorsement by Friday, February 14, 2020. A subsequent decision was made to handle the revision approval/endorsement on-site. The Council decided not to conduct a vote remotely by February 14, 2020.
Adkins Report – Next Steps Discussion
Chair Thompson noted that at the October meeting the DLSS Members Council had focus groups to discuss the Adkins Report. The focus groups were 1) Current Services; 2) Prospective Services; 3) New Directions; 4) New WOW (Way of Work); and 5) Online Participants: Discuss ways to improve the meeting experience for those who connect remotely. The Council would like to identify actions. A recap of the report was provided, and comments were made.

Page Jerzak (SFC) noted that simplification of the Transient Student Application would be beneficial if it was made as seamless as possible. Dr. Christine Smith (PHSC) asked if anyone on the DLSS Members Council uses FLVC’s Canvas instance for QM reviews and asked why the Orange Grove would be used over Merlot.

Dr. Deb Miller (UNF) advocated for better statewide marketing. Strigle (CCF) noted that data comes up often as a topic, but there are often not a lot of survey responses.

Chair Thompson noted that the Executive Committee will massage this, and at a future meeting the Council will look at the notes about strategic marketing and new WOW (Way of Work).

Legislative Updates
Dr. Opper provided a legislative update on proposed legislation and provided a list of proposed bills. There is a bill tracker that can be used to follow the bills. Dr. Opper commented that HB1377/SB602 – Open Educational Resources Grant Program establishes the OER Grant Program, administration subject to legislative appropriation, is a bill to follow. Dr. Opper recommended thinking about the proposed bills addressing Postsecondary Education for Certain Military Personnel; the OER Grant bills; and the budget bill. Discussion followed. Dr. Opper noted that a panel on the exclusive access programs could be created as a research initiative.

FLVC Summit Discussion - February 19-20, 2020
Chair Thompson noted that bringing the nationally known speakers to our state will help us to learn how to move forward. Please see https://www.flvc.org/flvc-summit for more information. Dr. Thompson recommended Shannon Riggs’ book *Thrive Online: A New Approach to Building Expertise and Confidence as an Online Educator*.

Hot Topics Discussion – Breaking News and Trends
- The book *Calculating Stress on Colleges* looks at how the market is affecting colleges’ futures and where the risk is most concentrated.
- Trends to watch include: *Preparing for the Great Enrollment Crash*; per *Florida Trend Education: Florida sees the nation’s largest decline in postsecondary education enrollment*; and *SNHU Moves Into Pennsylvania*. Dr. Opper asked the Council to think about this; strategically we cannot beat local online support. How do we align with new trends? This is something to think about in our Standing Committees.
- Page Jerzak (SFC) noted that her institution is not using QM. Dr. Deb Miller (UNF) mentioned three other institutions not using QM, as well.
Welcome and Call to Order
Chair Kelvin Thompson (UCF) welcomed the Council and called the meeting to order at 8:30 a.m.

SUS Update
Dr. Nancy McKee shared that the Chancellor sent a letter to the Provost this week regarding the Strategic Plan. Research related to online education has been done to improve quality. There is a consortium now, and Dr. McKee provided the website https://floridaresearch.org/. There is a repository for all research on online education, and a newsletter on research has been created. There will be upcoming webinars on trends and future topics, and the first one was scheduled for the following Friday.

The Textbook Affordability Action Plan was presented to the Board of Governors. Letters of Commitment from publishers were created, and the list of components for publishers to include may be found on the website.

The new university logo has a torch that is used with instructional design materials and indicates that criteria is met in letters of commitment.

The BOG’s Steering Committee discussed performance measures including the percentage of undergrads and graduates enrolled in at least one online course. There was a conversation regarding goals being met and a discussion about how to collect data on credit/non-credit certificates. There was also a discussion among the SUS as to what is considered a low-cost material.

Division of Florida Colleges Update
Dr. Shanna Autry, Director of Student Affairs, at the Florida College System shared the following system updates.

- **Bill Tracking** – Dr. Autry provided a list of bills that the FCS is tracking.
- **Upcoming Rule Development** – Dr. Autry provided a list of upcoming rule development.
- **Textbook Affordability Workgroup** – A brief historical overview, Auditor General Findings, Inspector General (IG) Consulting Engagement, Inspector General Recommendations to the DFC, and the Workgroup Charge and timeline were provided. June 2020 is the date to present the recommendations at the CIA/CSA/CWE/COBA.
- **Recently Published Reports** are available online –
  - [2019 Developmental Education Accountability Report](#)
  - [2019 College Affordability Report](#)
  - [2019 Employment Equity Accountability Report](#)
  - [2019 Textbook and Instructional Materials Affordability Report](#)

Comments: Rich Senker (HCC) reported that his institution is running into issues with collegiate academies trying to transfer into universities. There is an issue when a faculty member is the author of their own textbook. Dr. Lisa Valentino (SSCF) noted that they do not let faculty use their own textbooks. Dr. Deb Miller (UNF) commented that if a faculty member uses their own book, then the money from the book goes to a scholarship fund.
Standing Committee Reports

a) **Student Support/Web Services Standing Committee**: FCS Co-Chair Josh Strigle (CCF) and SUS Co-Chair Robert Fuselier (FSU) commented that the committee is working on two projects: mental health services and tutoring for distance learning. The committee would like to survey the FLVC team and see what people are doing and put together a list of topics (ranked) for next time. Strigle (CCF) stated that the committee’s deliverable is to distribute information in Canvas format, and it is still being worked on. The standing committee has survey questions with methodology, and they would like to survey students about what services are important to them.

b) **Strategic Partnership and Licensing Standing Committee**: Secretary Heather Thompson (FLVC) noted that the committee is working on items to tackle, including tutoring options; Ally pilot opportunity; Canvas renewal; OLC membership (Thompson will gather information on this). Dr. St. Hilaire (IRSC) suggested adding Educause; Thompson (FLVC) will look into a group membership. Thompson (FLVC) suggested putting together a survey, and Dr. Garman (GCSC) suggested looking into workshop passes. Thompson (FLVC) recommended putting small teams together and asked the Council to send her ideas.

c) **Online Instruction (Design Development and Delivery) Standing Committee**: Dr. Todd Adrian (IRSC) noted that the committee is working on a repository of videos for instruction online pedagogy. There are two subgroups. They are working on a committee plan to examine how to disseminate it and to determine who is the best person to disseminate a one-page flyer with links to videos three times a year. Page Jerzak (SFC) noted that a resources subgroup was created to list tools being used, including standard length in time, principles checklist, and best practices for delivery/facilitation.

Dr. Opper asked for clarification on what they need and indicated that FLVC can help facilitate. A repository space could be created in the Orange Grove. Dr. Todd Adrian (IRSC) suggested using a YouTube channel or the Orange Grove. Page Jerzak (SFC) suggested creating a webpage where all professional development videos could be housed. Vikki Milton (CC) commented that finding videos and including the links to direct faculty to the videos is a great resource. Dr. Ujjwal Chakraborty (FSCJ) suggested including scholarly articles. Chair Thompson suggested that UCF’s “Teaching Online Pedagogical Repository (TOPR)” could either serve as a model or as a venue, if appropriate, for the scholarly articles associated with the best practices videos.

Westergard (SPC) suggested having quality awards for faculty “portfolios of excellence” that could be put in a communal area. Dr. St. Hilaire (IRSC) noted that this could be recognized as a skill set.

Sid Beitler (PBSC) commented that we hear 'done this elsewhere' so much, and it is the reason why we certify courses -- not faculty. This would also apply to the Florida Awards program... review courses -- not faculty credentials -- correct?
Rich Senker (HCC) commented that this would be an effort in pedagogy. Dr. Garman (GCSC) asked if the badges will sit in the Florida repository.

**Alternate Members as Standing Committee Chairs Discussion**

Dr. Brian Marchman (UF) asked about the possibility of alternate members serving as standing committee chairs at the October 2019 meeting. The DLSS MC Executive Committee met and discussed the topic, and Dr. Thompson (UCF) drafted language and invited input. The document will be revised and go back to the Executive Committee, and it will be presented to the full DLSS Members Council for approval and to FLVC’s CEO for final approval. Edits were suggested by the Council, and Dr. Thompson (UCF) noted that the document will be updated and presented to the DLSS Members Council again.

**Memo in Support of MCLS Letter**

The Council revisited the MCLS letter and amended the language. The Council would like to return to the 2012 FLVC organizational structure in Florida Statute 1006.73.

**Action:** Westergard (SPC) made a motion to edit the document to include the statement “endorsed by the DLSS Members Council.” J. Cody Moyer (PSC) seconded the motion. The DLSS Members Council approved the motion. The memo will be edited and redistributed via email to the Members Council.

**One-Minute Updates**

a) IRSC: St. Hilaire announced that IRSC’s first digital learning day would be held on February 14, 2020; there will be three keynote speakers that will give brief presentations on digital learning.

b) CCF: Strigle reported that the Digital Literacy & Compliance course finished its first semester; he asked the Council members if they allow faculty deferments from training requirements and if any postponements or delays are allowed. Westergard (SPC) noted that they send them to the Dean to grant permission, and USF allows for delays.

c) Dr. Miller (UNF) reported that they let them move to another semester.

d) SPC: Westergard reported that the College is entering the 2nd 6 months with no VP of Academic Affairs (Vicki is interim); OER Summit will be at SPC on May 21-22, 2020.

e) SFC: Reviewing online proctoring due to concerns with online proctoring; just got a new President this past Monday. Asked for sample letters for state authorizations.

f) NCF: Last fall 20% new faculty leading to lots of faculty development. Social Annotations App; Perusall App is working wonderfully at New College.

g) FSWSC: Changing online teaching requirements; adding new requirement for course design; they will earn stipend for completing this course; looking for advice on replacements for mymathlابsplus.

h) TCC: Dr. Lecomond Hall noted that TCC is trying to get faculty buy-in on updated pillars; then they will tackle getting this incorporated into the courses.

i) FGC: Working on training; when faculty and staff attend campus training, they scan their ID’s to track their attendance. They created a Canvas course to allow this, and it allows HR and administration to track what training is being attended.

j) NFC: Creating Your Schedule for their students; faculty is using D2L tool of the month to share different tools on campus; Gutted two buildings and are updating facilities; added video conferencing studios.
k) FAMU: Completing a center for access for student success.
l) PSC: Dr. Bill Waters at Pensacola State College noted that they are using Zoom for synchronous online meetings; utilizing video conferencing to allow live online classes from a remote location; and workday is being implemented.
m) HCC: Ms. Laurie Saylor is the new primary representative. HCC is beginning course review process; running a pilot;
n) FIU: Gabriela Alvarez noted that FIU online is busy meeting the quality mandates; Joseph Riquelme is leaving FIU to move to DC's American University.
o) FSCJ: Two instructional designer positions are open; updated Canvas font requirements; how do other institutions handle determining attendance in online courses?
p) CC: Vikki Milton noted that Chipola College benefited from the Florida QM subscription; two peer reviewers now; online is now also a facilitator as well; Faculty are embracing the new quality designation possibilities; also implemented ALLY in August, she would love to discuss more with others on training;
q) FSU: Robby Fusilier reported that FSU is working on accessibility; rolling out two new online engineering programs and addressing the challenges with accessibility for those; If anyone is working with online programs in those areas, he’d like to discuss; Turnitin-they are interested in any returned effort for a statewide agreement again; They are using Collaborate for their synchronous programs but are looking to move to Zoom-please speak with him; Zoom recordings are being put into Kaltura for closed captioning.
r) Polk State College: J. Cody Moyer asked if anyone require a re-certification for online faculty? If so, what’s the timeline? Per Dr. Christine Smith (PHSC) does, and has it required every 3 years. CFSC is working on the shorter course for re-certification, and it will be required every 3 years.
s) SJRSC: Heather Jones reported that the College is pushing the teacher ed program through for review currently, and faculty are beginning bargaining at the same time.
t) UNF: Dr. Deb Miller reported that 98 courses were added to the affordability database; working on accessibility and instructional materials in Canvas; started using ALLY to identify where problems are and measure progress; uses an outside vendor for captioning.
u) LSSC: Mike Nathanson reported that LSSC is using Kaltura for Synchronous courses.
v) FGCU: Dave Jaeger reported that FGCU launched Accelerate this Fall with accelerated programs with 7-week terms and 6 entry points; looking at badges to fill the gap for degrees and competencies.
w) UCF: Undertaking affordable instructional materials initiative; launching a blended initiative to parallel the online efforts for designations and awards.
x) FLPOLY: Dr. Doug Holton reported that they are looking to launch their first online courses soon and using the OLC rubric; would like to see the different institutions profiles. **Action:** FLVC’s Heather Thompson will follow up on the idea and how best that might be implemented online in a protected space for INTERNAL use only (internal = FLVC staff and members)
y) PHSC: Dr. Christine Smith reported that they are presenting to EducTech; implementing Kaltura; taking programs with 75% or more online to see what they need to be made into models for 100% online.

Jerzak (SFC) asked Chair Thompson if there any updates coming for UDOIT? Several institutions are interested in an update, which Chair Thompson will share on the Council’s listserv.
Melanie Jackson (PBAU) stated she could share her experience with Zoom.

A Canvas event is following this meeting, and members were asked to please keep their name badges for the following meeting.

**Adjournment**

Dr. Deb Miller (UNF) motioned to adjourn, and Dr. St. Hilaire (IRSC) seconded the motion. The Council approved the motion to adjourn.