Virtual Meeting of the
Distance Learning and Student Services Members Council (DLSS MC)
Agenda
Thursday, December 3, 2020 (10:00 a.m. - 1:00 p.m. Eastern Time)
Teams Conference Call – ID Number 872 441 304#

Attendees:
DLSS MC Members: Gary Baker (SCFMS), Sid Beilte (PBSC), Brandon McIntire (FGC), Dr. Ujjwal Chakraborty (FSC), Christine Smith (PHSC), Cody Moyer (PSC), Dr. Doug Holton (FPU), Evangelia Prevolis (FIU), Franzetta Fitz (FAMU), Frank Tomsic (BC), Gabriela Alvarez (FIU), Jack Hall (SJRSC), Dave Jaeger (FGCU), Dr. Rozalind Jester (FSWSC), Dr. Donna Jennings (MDC), Josh Strigle (CCF), Dr. Kendall St. Hilaire (IRSC), Dr. Kelvin Thompson (UCF), Dr. Ujjwal Chakraborty (FSC), Dr. Leomond Hall (TCC), Dr. Brian Marchman (UF), Vikki Milton (CC), Robert Fuselier (FSU), Robert Seniors (FAMU), Laurie Saylor (HCC), Dr. Phil Simpson (EFSC), Vicki Westergard (SPC), Deb Miller (UNF), Priscilla Suarez (BC), Dave Jaeger (FGCU), Lisa Valentino (SSCF), Michael Nathanson (LSSC), Page Jerzak (SFC), and Dennis Walpole (USF).

Guests: Lee Thomas, Melissa Del Castillo, Dr. Thomas Cavanagh (UCF), Dr. Todd Adrian (IRSC), Regina Beard (FGCU), Dr. Thomas Cavanagh (UCF), Sharon Della (Kaltura), Katie Grissom (FSU), Cindy Hewitt (Tutor.com), Dr. Mike Sfiropoulos (FLDOE), Holly Vaughn (PSC), Savannah Blazer (GCSC), Holly Tkaczyk, and Geni Wright (VC).

FLVC Staff: Dr. John Opper, Nashla Dawahre, Meredith Montgomery, Ashley Thimmes, Heather Thompson, Tom Tu, Peggy Pfeifer, Rebel Cummings-Sauls, Richard Conn, Tim Brown (NWRDC), and Shawn Wilson.

Welcome and Call to Order
Dr. Kendall St. Hilaire (IRSC), Chair, called the meeting to order. There are no new members since the September 24, 2020, meeting. The Student Support and Web Services Standing Committee requests a SUS member volunteer as Co-Chair. Melanie Jackson (PBAU) volunteered, but the Operating Procedures requires co-chairs to be either from the SUS or FCS systems.

Welcome and Introduction to NWRDC
Tim Brown, Executive Director of the Northwest Regional Data Center, introduced himself to the DLSS Members Council and summarized the journey that led to FLVC’s new home institution, Florida State University. As of December 1, 2020, FLVC employees have been officially onboarded from UWF to FSU.

Dr. St. Hilaire asked Mr. Brown if the EAC (Executive Advisory Council) would be reinstated under NWRDC’s leadership. Dr. Opper explained that this small council included representatives from both DLSS and FALSC as well as the FCS and SUS. The council would meet one to two times a year, but they have not met for the last two years. Tim Brown’s group is exploring processes to reestablish some sort of Advisory Board to serve this need.

Future Meeting Planning for DLSS Members Council
The DLSS Executive Committee met in August to discuss upcoming DLSS MC meetings. A virtual meeting will be held in late Spring 2021, but a face-to-face meeting is currently being considered for late summer. Kendall asked for institutions willing to host the summer meeting to reach out to Meredith Montgomery at FLVC to discuss logistics.
Executive Director and Legislative Updates

Dr. John Opper provided an update on the transition of FLVC staff to FSU. As of December 1, all staff have transitioned to FSU. In addition, all contracts, assets and other items are being assigned to the new host. The Gainesville and Pensacola office facilities have been closed and staff have transitioned to working from home. The Tallahassee office is now the main FLVC facility. Legislative budget requests have been approved from both the SUS and FCS/DOE to support and restore funding to FLVC operations for 2021-22. In addition, revisions to the Complete Florida Plus Program statute are being drafted for consideration during the 2021 Legislative session. FLVC will keep members updated on changes to the LBR and Statutes. All current services continue without interruption.

Dr. Opper is following a few initiatives which include the following:

- Developing discussion underway about definitions and rubrics around course and program quality – NC-SARA, NCHEMS, QM
- Interest in rethinking definitions around online learning and modes of delivery
- The various new forms of credentials, their acceptance in the marketplace and how they are changing the landscape in connection with new providers and the expansion of accreditation
- COVID 19 adaptations and how they have changed education – which will have staying power?
- Focus on more “aggressive” student support services
- Postsecondary Value Commission - John reiterated that “drawing on current research, the commission will approach the value of certificates and degrees, at a minimum, in terms of where a student enrolls and what they study, how much they pay for their education, whether or not they complete a credential, and their post-college earnings” (https://www.postsecondaryvalue.org).

Tom Tu from FLVC has been working on the Florida Academic Success and Quality (FLASQ) Initiative and implementing a process to include all institutions no matter which rubric is being used. The purpose is to serve as an “Umbrella of Collaboration for ALL”, which includes the FCS and SUS institutions as well as the ICUF institutions, institutions who are Quality Matters subscribers, and institutions who are not Quality Matters subscribers. The Office of Distance Learning and Student Services supports high quality design in courses and programs by encouraging and providing access to collaboration among faculty and staff for maximum student success. Focus Areas Include instructional strategies and delivery methods, instructional and learning technologies, and quality standards, rubrics and best practices. Tom Tu will forward a Member Needs Survey within the next few weeks to assess next steps. Additional FLVC resources include the website (https://dlss.test.flvc.org/FLASQ) and ListServ (FLASQ@listserv.flvc.org). A subset of the quality initiative is the Florida Quality Matters Consortium (FLQMC), which is formerly known as the FLQMI. The goals of this consortium are to promote a culture of quality and academic success, promote quality course design and academic program design, foster statewide collaborations among institutions, and establish cost-saving and resource sharing. FLVC serves as the Lead Institution and provides administrative coordination for these initiatives. Additional FLVC resources include the website (https://dlss.flvc.org/FLQMC) and ListServ (FLQMC@listserv.flvc.org).

FLVC Student Services are working on the On-Line Course Catalog and remind members that deadlines are quickly approaching for the Summer Term. The upload period begins February 1, deadline is February 28, and term visibility begins on March 1. There is some flexibility regarding these dates based on variables due to COVID-19. The current definitions for Quality Indicators will be included in the catalog for students to view. These include specific definitions for “Quality” indicators, which means the course section taught by the listed instructor has met statewide standards for quality course design, and “High Quality” indicators, which means the course section taught by the listed instructor has met statewide standards for high quality course design. Additional information can be found at the web-site, For additional information: https://dlss.flvc.org/Florida-Online-Course-Design-Quality-Designations.

Fall and Spring transient applications are currently being processed. The total number of applications approved during Fall 2020 is 4,872, which is down by 32%.
The Common Prerequisites Manual Website has been updated with the verbiage, “The Common Prerequisites Manuals for 2019 and 2020 have been upgraded! Visit the NEW Common Prerequisites Manual to search for programs and review the latest information for upcoming catalog years.” Changes have also been made to 2016-2017, 2018-2019, and 2019-2020 CPS pages, which include the removal of “Program Listing by Alphabetic Order,” “Program Listing by CIP Code,” and “Program Listing by Discipline Area.” All of these areas and functionality now live under the re-designed Manual

Heather Thompso from FLVC is working on moving current agreements to FSU. If any updates or edits are needed to Quality Matters MOU’s, FLVC will contact those participating institutions. Upcoming ITS include the following: Next ITN- Closed Captioning, New Members for Strategic Partnerships & Licensing Committee, and Next Statewide Agreements for tutoring, Ally, and transcription services. Volunteers to serve on the Strategic Partnership and Licensing Standing Committee are encouraged.

One-Minute Updates
Members are asked to update the council on changes for upcoming semesters. The next Institutional Update will take place after the Winter Break.

Broward College – Priscilla Suarez; 30% on-campus courses to be offered in the Spring Semester as a result of students surveyed requested face-to-face courses. 70% of courses will remain remote or fully online. Honorlock is the current proctoring service for Broward College and will continue throughout spring semester.

Chipola College – Vikki Milton; Spring semester modified face-to-face classes, which has half of the student on-line synchronously while the other half meet face-to-face. Students indicate they prefer face-to-face modalities, so classes are being socially distanced and spread throughout the campus for the spring semester.

College of Central Florida – Josh Strigle; 30% scheduled to be on campus for the spring semester. Honorlock proctored exams are being set-up across campus to accommodate students’ needs.

Eastern Florida State College – Phil Simpson; 50% hybrid/modified face-to-face courses for spring currently scheduled. Honorlock and Ally will be adopted for the Spring semester for proctoring services.

FAMU – Franzetta Fitz; faculty continued to be trained to teach hyflex courses. COVID self-evaluation checkpoints have been set-up around campus for faculty members, and summer courses/modalities have not yet been determined.

Florida Gateway College – Brandon McIntire; 50% on-campus / 50% on-line courses being offered. However, all faculty are required to report to campus during the spring semester. Canvas Studio is being used as a video platform to be used during the spring semester.

Florida Gulf Coast University – Dave Jaeger; 50% face-to-face courses for the spring semester. Students are given a pay incentive to help faculty members manage the back-end of synchronous remote sessions.

Florida International University – Leah Prevolis; 1/3 of courses will be on-line, and FIU hopes to be out of emergency remote by summer.

Florida Polytechnic University – Doug Holton; 1/3 of courses will be flex courses and a small number of courses will be completely on-line for high-risk faculty members.

Florida Southwestern State College – Roz Jester; 36% courses have a campus component and 64% are either synchronous, remote, or asynchronous online courses. FSWSC implemented Zoom and Proctorio
rooms to help students, and these rooms will be staffed with student workers who are trained on basic troubleshooting.

**Florida State College at Jacksonville** → Ujjwal Chakraborty; 15-20% of courses on campus for Spring. Automated and ProctorU Review Plus is being used for proctoring services.

**Florida State University** → Robby Fuselier; Flex, hybrid, remote, and face-to-face courses are currently being offered. Many students shift to remote over time, and most students are off-campus for finals week. Honorlock is being used as the proctoring tool. Blackboard Ally has just been launched after a year-long pilot. In Canvas, work on the preferred pronoun feature is being worked on with the Pride Student Union. The first two weeks will offer remote instruction only as students will be moving into housing.

**Gulf Coast State College** → Savannah Blazer; Institution is in the process of hiring first Instructional Designer and moving forward with quality initiatives.

**Hillsborough Community College** → Laurie Saylor; 80% on line for Fall semester and 70% for the Spring semester. Laurie requested that members who have an updated faculty evaluation form to forward it to her as HCC is in the process of updating that process.

**Indian River State College** → Todd Adrian; Faculty members are requesting on-line courses, but many of the health science students are still on-campus. Ally has been implemented on campus along with faculty professional development to support this resource.

**Lake-Sumter State College** → Michael Nathanson; 20-25% courses will be face-to-face in the spring. Honorlock is the current proctoring tool being used. Courses are also under review during this “down time” due to COVID.

**Miami Dade College** → Donna Jennings; Spring courses will be offered remotely; however, students indicated via surveys that they prefer face-to-face courses but continue to register for online courses.

**Palm Beach State College** → Sid Beitler; 125 courses are scheduled for face-to-face courses, and most courses will be delivered remotely. Canvas will go-live in Fall 2021.

**Pensacola State College** → Holly Vaughn; 50% of courses will be delivered face-to-face for spring. Proctorio is the proctoring tool currently being used.

**Polk State College** → Cody Moyer; 60% course offerings online with 35% offering a hybrid modality. Honorlock is the proctoring tool being used as well as providing placement testing. 50 courses are designated as High Quality. Theme for 2021 is “Connectedness” to engage and support students for success.

**Santa Fe College** → Page Jerzak; Sant Fe Online website is currently being updated.

**Seminole State College of Florida** → Lisa Valentino; New director of e-learning, Dr. Brian Krause, will participate in the next DLSS MC meeting. 30% of courses will be delivered face-to-face for the spring semester, but enrollment is still quite low. Respondus and Proctorio are the current proctoring tools, but faculty members would like to investigate other available tools.

**South Florida State College** → Joann Kramer; classrooms are being equipped with newer technology to serve remote learning options, but spring will look very much like fall.
**St. Petersburg College** → Vicki Westergard; 25-28% face-to-face courses for spring. 83 cases of COVID on campus since last spring, but 24% of students are participating in synchronous online courses. Honorlock is the current proctoring provider, but it is pricey. Ally is also in the process of being implemented.

**State College of Florida, Manatee-Sarasota** → Gary Baker; 35% face-to-face, 13% synchronous/online and 52% online courses for spring semester.

**Tallahassee Community College** → Lemond Hall; 25% face-to-face courses for spring. TCC Live (synchronous courses via Zoom) is a popular modality with students. These videos are being embedded in additional course resources.

**University of Central Florida** → Kelvin Thompson; 45% course sections with some requirements with face-to-face components but 55% course selections require no face-to-face interaction. Synchronous online teaching is currently being discussed in order to make a formal recommendation about the post pandemic place of synchronous online teaching. Faculty development will still be virtual in the spring offering accelerated high capacity essentials of online teaching, and Kelvin will place the LTI link in the chat.

**University of Florida** → Brian Marchman; 20% of courses will be face-to-face, which mostly includes students who are located in student housing. Quality standard preparations are underway for faculty members preparing for the spring semester. Honorlock is the current proctoring tool being used at UF.

**University of North Florida** → Deb Miller; 35% courses will be face-to-face. Faculty teaching synchronous courses are required to complete training and course design review in advance. Summer and fall 2021 courses are under discussion. Honorlock is the current proctoring tool being used at UNF.

**University of South Florida** → Dennis Walpole; for spring courses, students who are taking remote courses are allowed to visit campus for the spring semester. Proctorio is the proctoring tool currently being used. Dennis recommends using Teams to reduce course and proctoring costs.

**Valencia College** → Geni Wright; only a small percentage of spring courses will be held on-campus as the majority will be synchronous. Online courses will continue to focus all faculty development strategies to online course development and facilitation. An Honorlock assessment will be given during the spring semester.

Dr. Kelvin Thompson (UCF) moved to approve the minutes from the May 18, 2020, DLSS Members Council meeting. Dr. Donna Jennings seconded to approve. Vicki Westergard moved to approve the minutes from the September 24, 2020, DLSS Members Council meeting. Josh Strigle seconded to approve. The approved meeting minutes will be posted to the DLSS MC Google Drive.

There are no nominations or volunteers to serve as the SUS Co-Chair of the Student Support and Web Services Standing Committee. There is also a need for a SUS Co-Chair for the Online Instruction (Design Development and Delivery) Standing Committee. The charges and membership of the three Standing Committees will be readdressed after the winter break.

**Discussion: Technology of “On-Line” Learning**

Dr. Kelvin Thompson (UCF) led a discussion on the current technology terms being used at Florida institutions. This includes what terms are used as well as what is meant in terms of modality for these terms. The purpose of today’s discussion is to frame these various terms within higher education and in terms of quality indicators in the FloridaShines catalog.
Josh Strigle (CCF) suggested that an additional modality be added to the FloridaShines catalog could help students identify the differences between the different types of courses. He also suggested that the Online Teaching Standing Committee begin the conversation which could be segued into standardization for quality course indicators.

Dr. Brian Marchman (UF) asked Kelvin if he believed distinctions between these terms were necessary. Kelvin responded that distinctions were necessary to educate the students regarding what types of classes are being offered and what is expected in terms of modalities.

Sid Beitler (PBSC) mentioned that “hybrid” is also an ambiguous term that should be standardized.

Vicki Westergard (SPC) stated that many students like the face-to-face interaction but do not want to physically attend face-to-face classes, which is accommodated with the Live Online (synchronous) modality. This modality has been popular and will be continued to accommodate students who have issues attending courses on campus.

Dr. Deb Miller (UNF) stated that hyflex or blend courses are aimed at adult learners as it allows the student to choose their attendance modality.

Dr. John Opper stated that there were issues with terminology before COVID as the SUS and FCS were already using different terms. A shared terminology would be useful since the data presented does not match between the two systems. What is a specific definition for “online learning?” This is the first hurdle to tackle before defining the various modalities within “online learning.”

Dr. Ujjwal Chakraborty (FSCJ) suggested also defining “online programs” as there are discrepancies between institutions and systems. This will also provide better data if terminology is clear as to what is being defined.

Vicki Westergard suggested that a pedagogical rubric be created to differentiate between the various modalities and offered to share her institutions’ good practices.

This topic will be expanded after the Winter Break as members expressed a desire to continue this conversation. Kendall suggested that this topic be added to the spring DLSS Members Council agenda. The Executive Committee will also discuss deliverables to be completed prior to the spring meeting.

**Wrap-Up and Adjournment**

Dr. Kendall St. Hilaire announced that Paul O’Brien, who is the alternate member for IRSC, will be retiring at the end of the fall semester. The spring meeting date will be determined by the DLSS MC Executive Committee at their January meeting. Kendall adjourned the meeting.