<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Presenter/Details</th>
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<tbody>
<tr>
<td>10:00 – 10:15 a.m.</td>
<td>1. Welcome and Call to Order</td>
<td>Dr. Brian K. Marchman, DLSS 2021-2022 Chair &amp; Assistant Provost &amp; Director, Office of Distance Learning, University of Florida</td>
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<tr>
<td></td>
<td>a. New Member Welcome</td>
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<td>b. Outgoing Member Recognition</td>
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<td>c. Approve Minutes from April 12, 2021, Virtual DLSS MC Meeting</td>
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<tr>
<td>10:15 – 10:35 a.m.</td>
<td>2. Future Meeting Planning for DLSS Members Council</td>
<td>Dr. Brian K. Marchman, Chair</td>
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<td>Spring 2022- Face-to-Face February?</td>
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<td>Fall 2022 Date Any 2022 dates to avoid August - September?</td>
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<td>10:35 – 11:00 a.m.</td>
<td>3. Executive Director Updates</td>
<td>Nashla Dawahre Williams, Director, Student Services &amp; Heather Thompson, Assistant Director, Outreach and Development, FLVC</td>
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<td>11:00 a.m. – 1:30 a.m.</td>
<td>4. Key Performance Indicators (KPI) Discussion</td>
<td>Kevin Corcoran, Executive Director, Digital Learning, Connecticut State Colleges &amp; Universities</td>
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<td></td>
<td>a. Question and Answer</td>
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<td>11:30 a.m. – 12:30 p.m.</td>
<td>** LUNCH **</td>
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<td>12:30 – 1:00 p.m.</td>
<td>5. Credential Portal Project</td>
<td>TBD, FLDOE</td>
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<td>1:00 – 1:30 p.m.</td>
<td>6. WCET SAN – A Range of Services Available</td>
<td>Cheryl Dowd, Senior Director, Policy Innovations WCET - WICHE Cooperative for Educational Technologies</td>
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<td>1:30 – 2:00 p.m.</td>
<td>7. Zero Textbook Cost. (ZTC) Course Indicator</td>
<td>Nashla Dawahre Williams</td>
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<td>a. Question and Answer</td>
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<td>2:00 – 2:45 p.m.</td>
<td>8. Operating Procedures Review</td>
<td>Dr. Brian K. Marchman</td>
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<td>2:45 – 3:45 p.m.</td>
<td>9. Institute for Academic Integrity</td>
<td>TBD</td>
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<td></td>
<td>a. Question and Answer</td>
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<td>3:45 – 4:00 p.m.</td>
<td>10. New Items from any Member</td>
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<td>4:00 – 4:05 p.m.</td>
<td>11. Wrap-Up and Adjournment</td>
<td>Dr. Brian K. Marchman</td>
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Virtual Meeting of the  
Distance Learning and Student Services Members Council (DLSS MC) 
Agenda  
Monday, April 12, 2021 (10:00 a.m. - 4:00 p.m. Eastern Time)  

Attendees:  
DLSS MC Members: Priscilla Suarez (BC), Josh Strigle (CCF), Hector Valle (DSC), Bill Harrison (DSC), Dr. Philip Simpson (EFSC), Franzetta Fitz (FAMU), Willie Freeman (FAU), Dr. Julie Golden-Botti (FAU), Brandon McIntire (FGC), David Jaeger (FGCU), Christopher Jordanek (FGCU), Evangeline Prevolis (FIU), Gabriela Alvarez (FIU), Dr. Doug Holton (FPU), Dr. Rozalind Jester (FSWSC), Jason Dudley (FSCSC), Dr. Ujjwal Chakraborty (FSCJ), Robert Fuselier (FSU), Lori Driscoll (GCSC), Laurie Saylor (HCC), Dr. Kendall St. Hilaire (Chair, IRSC), Dr. Todd Adrian (IRSC), Dr. Donna Jennings (MDC), Crystal Bundrage (NCF), Kristin Summers (NFC), Sid Beitler (PBSC), Cody Moyer (PSC), Holly Vaughn (PSC), Page Jerzak (SFC), Dr. Brian Cross (SSC), Joann Kramer (SFSC), Jack Hall (SJRSC), Vicki Westergard (SPC), Gary Baker (SCFMS), Dr. Lemond Hall (TCC), Dr. Kelvin Thompson (Past Chair, UCF), Dr. Brian Marchman (Chair Elect, UF), Dr. Deb Miller (UNF), Patrice Kapcio (UNF), Dennis Walpole (USF), and Dr. Jenae Burkart (UWF).

Guests: Melanie Jackson (PBAU), Geni Wright (VC), Erica Anga Curran, Dr. Lisa Valentino (SSC), Andres Taborda (Honorlock), Brett Perlman (Blackboard), Bill Benton, Richard Senker, Amy Crowley-Gonsoulin, Lee Thomas, Dee Bonhe (Honorlock), Wendall Wilson, Sharon Della (Kaltura), Ann Carroll (RSM), Mike Sfiropoulos (DOE), and Cindy Hewitt (tutor.com).

FLVC Staff: Dr. John Opper, Nashla Dawahre, Meredith Montgomery, Ashley Thimmes, Heather Thompson, Tom Tu, Mike Neff, Peggy Pfeifer, Elijah Scott, Rebel Cummings-Sauls, and Richard Conn.

Welcome and Call to Order  
Dr. Kendall St. Hilaire (IRSC), Chair, called the meeting to order and took a verbal attendance. She also introduced new members and thanked outgoing members for their service.

Vicki Westergard (SPC) moved to approve the minutes from the December 3, 2020, DLSS Members Council meeting. Dr. Donna Jennings (MDC) seconded to approve. The approved meeting minutes will be posted to the DLSS MC SharePoint folder.

Future Meeting Planning for DLSS Members Council  
The 2021-2022 term will begin on July 1, and Dr. Brian K. Marchman will step into the role of Chair. A Chair Elect will need to be nominated and elected at the end of this meeting. A post-legislative update will be held on June 28, and a save-the-date Outlook request has been forwarded to both the DLSS MC and DLSS Public listservs. The first meeting of the 2021-2022 term will be determined at a later date. Dates to avoid include the June 22 – 24 and August 31 – September 1 BOG meetings and the June 10 CIA/CSA meeting.

Executive Director and Legislative Updates  
Dr. John Opper discussed the new federal definition of Distance Learning, which will go into effect on July 1, 2021. This update will replace all previous definitions. This new definition outlines three types of instruction: instructor, regular, and substantive. Correspondence courses are no longer accredited as a distance learning course.

In addition, new federal regulations addressing student notification requirements, including professional licensure disclosures for all modalities, become effective July 1, 2021. Institutions must provide general and direct disclosures for prospective and enrolled students for all programs leading to professional licensure or certification regardless of modality (34 CFR 668.43(a)(5)(v) and 34 CFR 668.43(c)).
To help facilitate compliance regarding these new regulations, the Federal Student Aid website is offering live webinars, “Distance Education and Innovation Regulations – Registration and Details.”

2021 Legislative Session has been helpful to FLVC as the House and Senate appropriations committees budget recommendations are in agreement on funding for FLVC at the level requested. In addition, the statutory revision for FLVC has moved through the House and Senate with no opposition thus far. FALSC is now known as the Florida Postsecondary Academic Library Network, and revisions include removing the verbiage “Complete Florida.”

The Closed Captioning ITN (6224-6) was released on April 5, 2021, at 9 a.m. and closes on April 23, 2021, at 3 p.m. The goal is to have this resource available by the beginning of the fiscal year. Information is available on Florida State University’s Public Procurement Portal, and the FSU Procurement Manager is Lyle L. Hackett (lhackett@fsu.edu). The FLVC ITN Chair is Heather Thompson (hthompson@flvc.org).

As the result of a DLSS MC poll, the next contracting efforts will include Tutoring ITN, Blackboard ALLY, and Turnitin. Current ITN negotiations expected to take place beginning in May with decision currently scheduled for June.

A reminder that the catalog upload schedule for the Fall 2021 term opens on May 1, closes on May 31, and will be visible to students on June 1. FLVC is currently in the process of updating CIP codes to accommodate 2020 updates. Institutional profile and institutional program updates will open on May 1 and close on July 1. Institutions may now upload Educator Preparation Institutes (EPIs) to the program offerings, and they will be available to students on the FloridaShines Catalog! Registration for Summer 2021 term indicates the following: 49 students signed up for Quality Courses and 237 for High Quality Courses in the SUS and 35 for Quality Courses and 613 for High Quality Courses in the FCS.

Nashla Dawahre (FLVC) organized a workgroup to discuss Zero Textbook Cost and Low Textbook Cost indicators for the course catalog. The workgroup was represented by 21 institutions. The work included the exploration and research of national initiatives as well as Florida efforts. This included affordable UF badges, Affordability Counts, and the BOG’s Textbook Affordability Initiative and Action Plan, which suggests a textbook cost of $20 per credit hour. Members voted in support of the use of a Zero Textbook Cost icon in the FLVC FloridaShines online course catalog and is currently reviewing a definition and icon design. Next steps will include the approval of definition and icon design, exploration of the current institutional processes, and make recommendations of best practices for implementation.

Currently, Spring and Summer Transient Applications are down by 30%. The total number of applications approved during Spring 2021 is 4,964.

Virtual College Week was held March 8-11, 2021, from 6:00 p.m. ET to 7:45 p.m. ET. This event brought together experts and partners from around the state to help students learn about exploring their options and how to figure out which of those options is the right match, understanding and acing the application process, learning about the three main ways to pay for college, and finishing their senior year strong so they are able to start the fall semester on the right track. The total number of registrants was 2,784. In terms of marketing, 25% of registrants heard about this event through FloridaShines communications, and total page visits to the College 101 Event page during event was 9,201. Sessions were recorded and can be viewed on FloridaShines’ website. The webpage also includes Virtual Campus Tours, and if your institution has changes, please contact Ashley Thimmes (athimmes@flvc.org).

Tom Tu (FLVC) has been working on the Florida Academic Success & Quality initiative and manages the free listserv. In addition, the results from the 2021 Online Quality Needs Survey will be compiled and distributed to the participants. FLVC will keep providing quality services and resources through multiple initiatives including the FLASQ. A free upcoming panel discussion, Ensuring Quality: Lessons from the Nation’s Top Ranked Online Programs, will be held on Thursday, April 22, 2021 from 2:00 p.m. – 2: 50 p.m. (EDT). Panelists include Dr. Brian K. Marchman (UF) and Dr. Kelvin Thompson (UCF), and participants must register to attend. The Florida Quality
Matters Consortium (FLQMC) added two new members, which brings the total membership to 32 institutions including FLVC.

One-Minute Updates

Broward College → not represented

Chipola College → not represented

College of Central Florida → Josh Strigle; no additional updates to provide

Daytona State College → Hector Valle; planning for Fall 2021 semester and increased face-to-face instruction. A live graduation with virtual options is being offered for Spring 2021.

Eastern Florida State College → Not represented

Florida A&M University → Franzetta Fitz; planning for Fall 2021 semester and increased face-to-face instruction. On-site staff and faculty are being tested for COVID on a regular basis as there is a testing facility at the football stadium.

Florida Atlantic University → Willie Freeman; no additional updates to provide

Florida Gateway College → Brandon McIntire; planning for Fall 2021 semester and increased face-to-face instruction.

Florida Gulf Coast University → Dave Jaeger; a rubric has been created by the Institutional Designers for an on-line teaching review program, and a soft-launch is scheduled for Fall 2021.

Florida International University → Gabby Alvarez; Blackboard Ally has been adopted this term, and increased face-to-face courses are anticipated for Fall 2021 and possibly as early as the Summer B term

Florida Polytechnic University → Doug Holton; flex courses will not be offered during the Summer 2021 term. Planning for Fall 2021 semester and increased face-to-face instruction.

Florida Southwestern State College → Roz Jester; no additional updates to provide

Florida State College at Jacksonville → Ujjwal Chakraborty; planning for Fall 2021 semester and increased face-to-face instruction. Traditional on-line and live on-line courses will continue to be offered to students.

Florida State University → Robby Fuselier; Quality Initiative review is being conducted on asynchronous courses as well as the accessibility component. Remote instruction is being removed as a modality, but Quality DL courses are in demand. Work on pre-COVID projects are returning to the forefront, and work continues on NC-SARA recertification.

Gulf Coast State College → Lori Driscoll; first Instructional Designer has been hired. A Quality Initiative pilot project will kick-off in Summer 2021.

Hillsborough Community College → Laurie Saylor; Blackboard Ally will go on-line Summer 2021. Courses remain heavily on-line for Summer 2021; however, face-to-face courses will even out for the fall semester.

Indian River State College → Todd Adrian; 72% on-line courses offered for Summer 2021. More face-to-face courses will be offered in the fall to gage if students are ready to return to campus. Graduation for the Spring 2021 class will be offered via virtual and drive-through formats.

Lake-Sumter State College → Michael Nathanson; not represented
Miami Dade College → Donna Jennings; planning for Fall 2021 semester and increased face-to-face instruction. A socially distanced graduation is scheduled for the class of Spring 2021.

New College of Florida → Crystal Bundrage; no additional updates to provide.

North Florida College → Kristin Summers; Blackboard Ally will be implemented in Spring 2022. COVID vaccinations are being offered on-campus, and a socially distanced graduation will be held for Spring 2021 graduates. Remote courses will continue to be offered as students appreciate this option of course modalities.

Northwestern Florida State College → Not represented

Palm Beach State College → Sid Beitler; planning for Fall 2021 semester and increased face-to-face instruction. Live-on-line synchronous courses will be offered as a permanent modality for the Fall 2021 term. Canvas will be adopted as the new LMS for the Fall term.

Pasco-Hernando State College → Not represented

Pensacola State College → Not represented

Polk State College → Cody Moyer; quality rubric is under development for the Fall 2021 term.

Santa Fe College → Page Jerzak; quality and video platform reviews are currently being conducted.

Seminole State College of Florida → Dr. Brian Crose; planning for Fall 2021 semester and increased face-to-face instruction. There will be an increase in the number of Zoom rooms to continue social distancing. The faculty training module is currently under review as well as quality course audits.

South Florida State College → Not represented

St. Johns River State College → Not represented

St. Petersburg College → Vicki Westergard; live-on-line modality is popular with students and will continue throughout the summer term. Blackboard Ally will be introduced in the fall term. There will possibly be a change in the video component vendor as they have been bought out by a competitor, Panopto.

State College of Florida, Manatee-Sarasota → Gary Baker; live modalities are currently being used to deliver courses. Graduation for the Spring 2021 term will be drive-through. Students and staff are still hesitant to return to face-to-face courses.

Tallahassee Community College → Dr. Lemond Hall; students are interested in returning to face-to-face courses for the fall term.

The College of the Florida Keys → Elena Mihalcea; working with QM to audit on-line courses. Faculty training has been underway as well as sharing best practices. Face-to-face and on-line modalities will be offered during the Fall 2021 term.

University of Central Florida → Dr. Kelvin Thompson; planning for Fall 2021 semester and increased face-to-face instruction (62% of courses). Remote instruction will continue throughout the fall, which will collect the DL course fee. A revised modality structure will be introduced in Fall 2021 in addition to face-to-face and “classic” remote courses. A faculty preparation course will be reintroduced during the Summer 2021 term. The Innovation Summit and TOPkit Workshops are now on-line for review.
University of Florida → Dr. Brian Marchman; planning for Fall 2021 semester (August 23) and increased face-to-face instruction during the Summer B (late June) semesters. All remote learning will be discontinued during the Summer B term. Faculty will be able to assess their own courses prior to a peer review, and Brian will share this information with interested members. Beginning in the fall, fully on-line BA program (“UF On-Line) will provisionally admit students to a “UF Ready” course if they meet the requirements.

University of North Florida → Deb Miller; planning for Fall 2021 semester and increased face-to-face instruction. Hybrid course offerings has increased, but “flex” courses will no longer be offered. Course design quality reviews and accountability counts initiatives are currently being conducted.

University of South Florida → Dennis Walpole; planning for Fall 2021 semester and increased face-to-face instruction. The regional campuses have been consolidated into the main campus. Numerous on-line resources have been purchased to accommodate students during COVID; however, Dennis is concerned that these resources will no longer be used post-COVID.

University of West Florida → Not represented

Valencia College → Not represented

Palm Beach Atlantic University (ICUF) → Melanie Jackson; since 2018, the number of on-line courses has risen from 5 to 18. Face-to-face courses were allowed in the Fall 2020 term; however, the Fall 2021 term will no longer allow quarantined / isolated students to Zoom into a face-to-face course.

FCS Chair-Elect Nominations / Election
Dr. St. Hilaire opened the floor for nominations for an FCS system primary representative to serve as the 2021 – 2022 Chair-Elect. Due to the lack of response, nominations resumed later in the afternoon. After the FCS update, the nomination discussion continued. Dr. Brian K. Marchman (UF) nominated Dr. Lemond Hall (TCC) as the Chair Elect, and Josh Strigle (CCF) seconded the motion. Dr. Hall accepted the nomination, and Vicki Westergard motioned to close the nominations. The DLSS Members Council reached a quorum, and attending members voted unanimously to elect Dr. Lemond Hall as Chair Elect for the 2021-2022 term.

Preparation for Afternoon Discussion
Dr. St. Hilaire, Dr. Marchman, and Dr. Thompson explained the impetus for the afternoon discussion stemming from the various modality terminology and distance learning fee structures among Florida institutions. The discussion will explore the following topics: How is course design and faculty professional development assuring quality among the various modality? What are the terms used in these different modalities? Per Dr. Thompson, the charge of this exercise is to “problematize and clarify the ripple effect impact of post-COVID modality variations that will allow us to be in a better position in our respective institutions to meet the needs of our faculty and students with the support of our Members Council community, which could possibly later on advocate for necessary changes (e.g. data, policy, funding) through our respective systems and the legislature.” A working matrix will be posted to the DLSS MC SharePoint folder for members to add additional comments after this meeting. The work and discussion will continue over the next few DLSS MC meetings. A survey was sent to DLSS members and the results have been posted to the DLSS MC SharePoint folder for member review. The discussion will continue after the FCS Update.

FCS Update
Dr. Mike Sfiropoulos (DOE) provided the FCS Update, and the slides have been posted to the DLSS MC SharePoint folder.

Professional Development Series Introductory Discussion
Discussion resumed with a review of the survey forwarded to the DLSS members. Information was collected through a graph as well as verbally through free response, and results are posted to SharePoint. Dr. Kelvin Thompson (UCF) observed that the majority of respondents are expecting synchronous versions of multiple modalities to be offered post-COVID. Dr. Deb Miller (UNF) responded that those SUS institutions who have adopted the BOG’s definition of distance learning would include synchronous modalities even though some institutions are not currently using this specific modality. Dr. Thompson mentioned that an issue with synchronous on-line courses is the administrative level cannot ensure quality. Robby Fuselier (FSU) commented that synchronous courses have been offered to students for years. However, the synchronous courses at FSU are set-up like an asynchronous course is set-up almost identically, and he suggested models of each should be studied as institutions define courses differently. Dr. Miller mentioned that synchronous on-line class has a course shell and asynchronous courses would consider synchronous courses as “high quality.” Dr. Opper forwarded an article from Phil Hill, who stated that synchronous platforms are coequal to LMS, and Dr. Thompson (UCF) does not agree with that statement. Gary Baker (FSCMS) stated that faculty training at his institution requires faculty teaching synchronous /live-on-line courses be certified as on-line instructors and be backed up with an online course shell.

Dr. St. Hilaire (IRSC) asked for clarification regarding the meaning of “master courses” answered for the following survey question: Which of the following are you anticipating being impacted by your institution’s post-COVID modality decisions? Dr. Donna Jennings (MDC) responded that master courses will only used for fully on-line courses; however, the top twenty courses now offer master courses so that anyone teaching those courses can use them. Dr. St. Hilaire (IRSC) stated that instructors were able to personalize master courses for their specific courses. Dr. Ujjwal Chakraborty (FSCJ) added that master courses are used at his institution and also include additional documentation that can be added to specific courses. Some of these documents offer additional guidance and course techniques for instructors to use at their discretion. Another question posed by Dr. Chakraborty requests clarification on the 2025 high quality initiative and how these other modalities fit into this target? Dr. Hilaire added this question to the ongoing list of items to be discussed over the next year in relation to this professional development series. Dr. St. Kilaire (IRSC) stated the results of the free response portion will be posted to SharePoint, and responses from each institution will be posted anonymously.

Dr. St. Hilaire, Dr. Thompson, and Dr. Marchman created a matrix to track the upcoming work, and members are encouraged to add their comments to the SharePoint file. Long-term work will include the following topics: complete the terminology list for both systems, determine “quality” courses, and approach these areas through a professional development lens. The matrix is a starting point in order to frame conversations.

Wrap-Up and Adjournment
This is the last meeting for the 2020 – 2021 term, and Dr. Thompson will step down as Dr. Hall (TCC) steps in as Chair Elect. The date of the next meeting will be determined by the DLSS MC Executive Committee with Dr. Brian K. Marchman serving as Chair. Dr. St. Hilaire adjourned the meeting.