Meeting of the Distance Learning and Student Services Members Council (DLSS MC)
June 7, 2022 (1 p.m. -5:00 p.m. Eastern Time) and June 8 (8:30-12 p.m.)

Attendees:
DLSS MC Members: Vicki Milton, (CC) Josh Strigle (CCF), Dr. Phil Simpson (EFSC), Willie Freeman (FAU), Franzetta Fitz and Beverly Gavin (FAMU), Brandon McIntire (FGC), Dr. David Jaeger (FGCU), Dr. Rozalind Jester (FSWSC), Dr. Ujjwal Chakraborty (FSCJ), Robert Fuselier (FSU), Lori Driscoll, (GCSC) Laurie Saylor (HCC), Willi Freeman (FAU), Franzetta Fitz and Beverly Gavin (FAMU), Brandon McIntire (FGC), Dr. David Jaeger (FGCU), Dr. Rozalind Jester (FSWSC), Dr. Ujjwal Chakraborty (FSCJ), Robert Fuselier (FSU), Lori Driscoll, (GCSC) Laurie Saylor (HCC), Willi Freeman (FAU), Franzetta Fitz and Beverly Gavin (FAMU), Brandon McIntire (FGC), Dr. David Jaeger (FGCU), Dr. Rozalind Jester (FSWSC), Dr. Ujjwal Chakraborty (FSCJ), Robert Fuselier (FSU), Lori Driscoll, (GCSC) Laurie Saylor (HCC), Sid Beitler (PBSC), Holly Vaughn (PSC), Cody Moyer (Polk State College), Page Jerzak (SFC), Dr. Brian Crosse (SSCF), Vicki Westergard (SPC), Dr. Christina Will (SJRSC), Josh Spencer (TCFK), Dr. Kelvin Thompson (UCF), Dr. Brian Marchman (Chair, UF), Deb Miller, Erica Anga (UNF), Dennis Walpole, (USF) and Geni Wright (VC).

Guests: Christine Brown (USF) Dr. Carrie Henderson, Executive Vice Chancellor of the Florida College System, Jeannie Yockey Fine, General Counsel and Mary Larson, Executive Director of Student and Institution Support

FLVC Staff: Dr. John Opper, Nashla Dawahre, Ashley Thimmes, Tom Tu, Kathy Parker, Sarah Michael Anderson, Mike Neff, Stevan Polansky, Richard Conn, Shawn Wilson, Dawn Aguero, Mike Neff.

Welcome and Call to Order
Dr. Brian Marchman (UF), Chair, called the meeting to order and Ashley Thimmes with FLVC took a verbal attendance. Marchman asked if there were any new representatives of the Members Council. Katie Profeta, director of Digital Program Development and Services for IRSC, introduced herself. Dennis Walpole said Christine Brown, assistant vice president. Digital Learning at USF would be joining the meeting as a guest. Dr. Marchman said he was recently named the next school director and superintendent of the UF Lab School and said he would be leaving the Members Council. He talked about his new role and how much he enjoyed serving on the Council.

Dr. Marchman asked for a motion to approve the minutes from the Feb. 16, 2022 meeting. Dr. Thompson (UCF) and Dr. Westergard (SPC) moved to approve the minutes, which was accepted. The approved meeting minutes will be posted to the DLSS MC SharePoint folder.

Future Meeting Planning for DLSS Members Council
Dr. Marchman opened it up for discussion for possible dates for the next meeting of the Members Council in the fall. After some brief discussion, Sept. 27-29, were mentioned as targeted dates. Dr. Westergard said a location should be considered because a facility might not be available for those dates. Oct.4-6 was mentioned as an alternate date for the fall meeting in case the original planned dates don’t work out. Josh Strigle (CCF) said he would consider hosting the fall meeting at his institution. Daytona was also mentioned as a potential location. Spring meeting dates were then discussed with Jan. 24-26, 2023 were targeted as dates for the spring meeting and Jan. 31- Feb. 2, 2023 selected as alternate dates.

Operating Procedures Review
Dr. Opper presented some changes to the operating procedures of the Members Council. He said there were a few references in the operating procedures to the Executive Advisory Committee, which no longer exists because of the change in governance structure of FLVC. There is change in wording to include the executive head of FLVC, which is Tim Brown. Dr. Opper said while Mr. Brown does not wish to have any controlling authority over the Members Council, Mr. Brown will be able to review any amendments to the Operating procedures to make sure they are consistent with statute and the governing board’s operation. There are also changes to the section regarding the terms of office, when nominations will be accepted and who is eligible for office. There are also
changes to include the new Governing Board for FLVC, Wording was also added to show who would take Dr. Opper’s place if he were not available for to serve as staff to the Members Council. Another change allows Council members to vote by email within one week’s time in case there is not a quorum. Other wording was changed to describe how members are appointed to standing committees and the name of those committees. Dr. Marchman then asked if there were any other proposed changes to the bylaws from the Council. None were offered, and a motion was made to accept the changes by Lori Driscoll (GCSC) and a second was made by Willie Freeman (FAU). The changes were then approved.

**Election of Officers Discussion**

Dr. Marchman said there needs to be elections of a new chair and chair elect for the Members Council. Dr. Marchman said he will be leaving the Council and the person who had been elected to take over as chair has taken a job with a private institution. Sid Beitler (PBSC) was nominated as chair. Beitler said he would like to take the role, but his institution was having open interviews for all positions, so he wasn’t sure he would be staying in his present role at the institution. Beitler said he would let the Council know as soon as possible about his role at PBSC. A nomination was made from the floor for Dr. Kelvin Thompson as chair. Dr. Rozalind Jester (FSW) nominated Josh Strigle as chair. A vote would be taken the following day. Dr. Opper then talked about the makeup of the governing board of the FLVC and the role that Members Council’s officers would play on that board. Dr. Marchman talked about the role as chair and how he tried to set a theme for the year, such as academic integrity. He then introduced representatives from Honorlock who discussed the services they offer to secure academic integrity. The Honorlock representatives talked about how many of Florida’s institutions they partner with. There was also discussion of renewal processes with Honorlock and other services they offer. Dr. Marchman then talked about the benefits of using Honorlock at UF.

After the Honorlock presentation Dr. Opper discussed a two-question survey sent to Council members asking about the distance learning fee at their institutions and online proctor testing and how institutions are paying for it.

*An afternoon break was taken, and the Council reconvened at 2:30 p.m. ET.*

**Executive Director Update**

Dr. Opper gave an update on several projects. He talked about the veto of the SOAR project, which would have been administered by FLVC. He talked about the Zero Textbook Cost Indicator and how widely its used in the Catalog. He discussed the Textbook survey and said more than 13,000 students responded to the survey. Dr. Opper then discussed a conference he attended in Washington D.C. which talked about the push for OER and the benefits to students who take OER courses. There was then discussion from some Council members about the use of OERs at their institutions. Dr. Opper said there was a discussion at the conference he attended of not having students pay for any supplemental materials. Dr. Opper then discussed the formation of the IDN Advisory Committee by Tom Tu at FLVC. There are more than 400 IDN listserv subscribers. Dr. Opper then discussed the IDN webinars that are regularly held and digital badges that are being awarded. He also talked about the results of an IDN survey. Dr. Opper than discussed the QM contract, which now has 33 members.

Dr. Opper then introduced Sarah Michael Anderson as the new member of FLVC’s Student Services team. He said he is advertising to fill three other positions. One is a distance learning position and the other two are administrative specialist positions. Dr. Opper then discussed plans to hold College 101 in September 2022, which will detail preparing for college, the admissions process and financial aid. Dr. Opper then discussed the upload schedule for the FloridaShines catalog. He then detailed the Education Meets Opportunity Platform and Retrofit projects that FLVC are working on. Dr. Opper said the Retrofit project will ensure institutions are in compliance
with state statutes. Dr. Opper then discussed the Common Prerequisite Manual, which is hosted on the FLVC website. The manual was converted from a PDF collection to a database. Board of Governors and Florida College System staff are now going through to make sure the manual is accurate. Dr. Opper then asked if there were any questions. Donna Jennings (MDC) asked about adding the cost of OER and textbook materials into tuition and whether that was a legitimate thing to do with institutions also charging a distance learning fee. Dr. Opper said it was an idea at this point and the discussion at the conference centered on problems it could cause more than the benefits.

**Systems Update**

Dr. Carrie Henderson, Executive Vice Chancellor of the Florida College System, then provided several updates including highlights from the legislative session.

Dr. Henderson first talked about dual enrollment and the dual enrollments scholarship program. House Bill 2534 modified the dual enrollment statute to emphasize that instructional materials are provided to students free of charge. The bill also modified the timeline for reporting reimbursements. There was a little more than $18 million appropriated for the project in fiscal 2022-23. Dr. Henderson then discussed the Statewide Course Numbering System (SCNS) She said the Senate bill 7044 dealing with accreditation also includes requirements for the SCNS and what information is available for courses. There will be some action required regarding faculty committees. There were changes around textbook affordability reporting. The bill requires that the course materials are available four or five academic years. It also requires that the textbook and instructional materials contain an ability to search by different categories. The bill also modifies syllabi requirements. Dr. Henderson then gave an update and overview on alternative placement methods and requirements. She said in March of this year institutions can begin using a series of alternative placement methods to assess students for college readiness. Dr. Henderson then gave an update on mathematics pathways. Senate bill 366 created a new requirement that the state identify three math pathways that result in college and career readiness. A committee was formed to work on this and recommendations were made for the three pathways, which Dr. Henderson detailed. The Articulation Coordinating Committee was slated to meet in June to consider these recommended pathways. Dr. Henderson then discussed EMOP and the Workforce Program Inventory. The DOE worked with FLVC to modify the standards for the FloridaShines catalog, aligning it with requirements to implement the bill and EMOP. The goal is to have one data entry point that fills a number of requirements. Dr. Henderson then gave an update on general education digital badges. HB 1507 created a requirement that FCS and SUS create digital badges for general course completion. Dr. Henderson said a faculty committee was formed with both FCS and SUS representatives. The committee came up with a definition and looked at learning outcomes. A number of technical assistance webinars were also held. The goal is to add additional badges over time. Institutions will be given time to implement the changes. Dr. Henderson wrapped up her updates and asked if there were questions. A question was asked about the timeline for the syllabi requirements. Dr. Henderson said on initial reading it does look like 45 days is needed to incorporate the general education core courses, but more information would be provided to institutions.

**Discussion on Guided Pathways Initiative**

Dr. Phil Simpson, Dean of Arts and Social Sciences/Eastern Florida Online Eastern Florida State College led a discussion on guided pathways. He said EFSC has had an extensive reorganization in its academic and student services sections with a new academic VP for both those systems. The structure at EFSC used to be four different campuses. There was discussion at the college of how to be become more unified after the pandemic and one of the ideas was to create pathways. He said there is solid evidence that EFSC is making progress becoming one unified college and pathways is a big part of that change. He then described the pillars that the pathways are based on. Dr. Simpson then discussed the framework for the pathways at EFSC. He said it’s been a team effort to create first cohort of pathways at EFSC. Dr. Simpson said the key question is how the pathways can be designed to ensure access for online students. Dr. Simpson then discussed the chairs and program managers at EFSC that do the scheduling for the pathways. Dr. Simpson then opened the subject up for discussion. Dr. Ujjwal Chakraborty (FSCJ) said his institution went through a similar change going from a campus-based to college-wide structure. He talked about how FSCJ manages scheduling and how it ensures that students know what is offered each term. He then
described the options offered to students at FSCJ. Dr. Simpson asked if FSCJ has a method for cancelling classes. Dr. Chakraborty said a low-enrollment multi-section class can be cancelled and the students can be accommodated in a different section. Dr. Chakraborty and Dr. Simpson then discussed guidelines and thresholds for cancelling courses at their respective institutions. Josh Strigle (CCF) said his institution has similar situation where each disparate department must be worked with to do the scheduling, which can be difficult to do online pathways. Strigle said about a year ago in a class he taught he ran a pilot where he blended a section hybrid and online, which was successful. Dr. Rozalind Jester (FSWSC) talked about strategies being employed at her institution. There was discussion about success rate of students determining whether certain online courses should be offered. Dr. Simpson then discussed what courses would be available at what EFSC locations. Strigle talked about the survey results and noted that many of the quality concerns are the same across modalities.

Wrap up and Adjournment

Dr. Marchman asked if there were any other items from Council members. There were none and the meeting was adjourned.

Welcome

Dr. Marchman called the second day of the Members Council meeting to order at 8:30 a.m. He introduced Tom Cavanagh, Vice Provost for Digital Learning at UCF, who welcomed the Council members to the facility. He also talked about the various components of Division for Digital Learning and UCF Online, the university’s virtual campus. He talked about UCF Center for Distributed Learning, which is hosting the Members Council meeting.

Organizational Structure and Product Mix for Online Learning

Dr. Opper gave a presentation on organizational structure and product mix for online learning. He said there has been a lot of discussion about the business of online learning. He said he has had a lot of inquiries from institutions about organizational structure and business models. Dr. Opper said there is the question of whether institutions have the right product mix for students. He mentioned the IHE Survey of Presidents in which 71 percent said they realize their institution must change their business model and most agree that their college or university will keep some of their changes made because of COVID even after the pandemic ends. Dr. Opper said he was a little concerned that the survey showed that only 19 percent of presidents rate their fully online courses as excellent. He said there is a struggle to determine the right mix to offer students. Dr. Opper then mentioned the survey he sent out to institutions asking whether their institution had made changes or considered making changes to their business models. In the survey, more than half the respondents said their college or university had made changes. The second question asked in the survey was who supervises online learning at each institution. More than 60 percent responded that it was Academic Affairs department. The survey also asked whether the supervision of online learning had changed over the last year, or if it is a possibility it would change. The survey showed while some institutions had made changes, a little more than half had not. Dr. Opper then offered some questions for the Council to consider. Dr. Opper then talked about the distance learning fee and how it can be used as well as its history. Dr. Opper then talked about the issue of hiring employees from out of state. Dr. Opper said conversations about these issues could be scheduled for future meetings. Josh Strigle (CCF) talked about the survey results and noted that many of the quality concerns are the same across modalities. Sid Beitler (PBSC) said there is a disparity between the understanding of what happens in a classroom because visits by supervisors are rare. In comparison, online courses are more regularly reviewed because there is a permanent record. Dr. Opper said there is a narrative that online courses have more cheating, but he doesn’t believe that. Vicki Westergard (SPC) said she also didn’t believe there was more cheating in online courses. She said that when her college tried to offer more face to face courses after the pandemic lessened, students weren’t choosing them. Students found they could be successful in online courses. Westergard said SPC did a study on how to better utilize space and buildings. The college is now consolidating with fewer buildings and is also reworking its chair model. All the changes are geared to making students more successful, she said. Willie Freeman (FAU) said his institution is looking at messaging about quality. He said there needs to be some consideration about changing the messaging.
as to what an online class does and who it’s targeting. He said there also needs to be messaging regarding access for students. Dr. Rozalind Jester (FSWSC) said there is data that shows that students do believe they learn better face to face, but they choose online because of the flexibility. She said her institution did a survey asking students what they perceive as barriers to succeeding online and answers included motivation, their mental health, financial concerns and that their courses are confusing. There is a focus on changing pedagogy to help students better succeed. Dr. Chakraborty (FSCJ) said instead of thinking of online as a modality, it should be thought of as a skill that students need to develop.

NC-SARA update

Dr. Opper then introduced Jeannie Yockey Fine, General Counsel and Mary Larson, Executive Director of Student and Institution Support with NC-SARA to give an update. Yockey Fine talked about the educational programming being done at NC-SARA and the tools and resources available on their website, online courses and events and programming that are offered. She discussed the SARA Learning Station and detailed NC-SARA’s various committees. Larson talked about NC-SARA’s Virtual Institutional Conference, which is being held July 12-13. Topics include federal regulations that could affect SARA. She then detailed the launch of SARA Source and its benefits. Larson said that NC-SARA is working with FLVC to find a way to easily export information from to FLVC to SARA Source for institutions that would like to participate. She discussed other NC-SARA resources. Yockey Fine then talked about the state authorization guide. She then talked about federal regulations and language within that could affect SARA. She then detailed the negotiated rulemaking process and the proposed dates for publication and implementation of final rules. She said the language could change from the negotiated rulemaking. Dennis Walpole (USF) said he was concerned about the change in licensure and if it reads that if institutions can’t conform they meet the requirements in a certain state, they can’t offer a program there. Yockey Fine said that is essentially correct and it will be a risk-assessment by each institution on how far they take it. Sid Beitler (PBSC) asked when institutions would be able to publish information about their institutions. Larson said it’s already available under the institutions tab on SARA Source.

Elections

Dr. Marchman then asked for nominations for chair and chair elect that will be effective July 1. Dr. Thompson asked a question about the process of voting and whether the votes could be done in a package, Dr. Marchman said the vote would be for a chair from the FCS for 2022-23 and then a chair-elect from the SUS for 2023-24. Dr. Opper said the votes could be done as package. Geni Wright (VC) offered to take the role of chair of the Members Council. Sid Beitler (PBSC) said he would have to turn down a nomination because he did not believe he would be at his institution much longer. Dr. Rozalind Jester (FSWSC) nominated Josh Strigle (CCF) for the role of chair. There were no other nominations. Dr. Marchman then asked Wright and Strigle to say a few words about their willingness to serve. Both talked about their interest in the role and then they left the room while a vote by show of hands was taken in person and votes were signified verbally online. There were 20 votes for Strigle and five votes for Wright. Vicki Westergard (SPC) asked the status of the standing committees and whether there are active chairs. She said since Wright has interest in being involved in one of those positions, maybe she could serve in one of those roles. Dr. Marchman wondered whether Wright could serve as chair in Strigle’s absence. Dr. Thompson said the chair-elect would serve in that role. Dr. Opper said currently the only operational committee is the Partnerships and Licensing Committee because the other committees have not been assigned any work or the Council has chosen not to impanel them. Once the committees are impaneled, chairs could be selected. Dr. Marchman said the Strategic Licensing Committee has been active. Dr. Phil Simpson is chair of the committee and said he would be glad to have Wright join in some capacity. Dr. Thompson said he believed the chairs and co-chairs were set up in an annual cycle and that should be probably be done at this meeting. Dr. Marchman then asked for a motion to reinstate the standing committees, which was made and seconded. Strigle and Wright were then brought back into the room. Dr. Marchman then announced that Strigle had been elected chair and told Wright that the committees had been reinstated and asked her to consider a chair role in one of those committees. Dr. Marchman then asked for nominations for chair-elect. Dr. Thompson nominated Dr. David Jaeger (FGCU) for chair-elect but Jeager said he would have to decline. Robert Fuselier (FSU) said he would be glad to take the role as chair-elect and his
nomination was unanimously approved by the Council. Dr. Marchman said he would leave it up to Strigle as the new chair to fill the chairs of the committees since he would be starting his role as chair soon.

A brief morning break was taken, and the council reconvened at 10:35 a.m.

**Discussion on Expansion of Statewide Catalog to include Credentials Beyond Degrees and Certificates**

Dr. Opper led a discussion on the expansion of Statewide Catalog to include credentials beyond degrees and certificates. He talked about HB 1507 and how it focused on the workforce and the creation of a master credential list for Florida. The bill lays out credentials beyond degrees and certificates. Dr. Opper said he would like to get a working committee together to discuss what the Catalog should be expanded to include. Dr. Opper asked for volunteers for that committee and some Council members in the room raised their hands. Dr. Opper said this could be a project for one of the standing committees. Dr. Opper said the Career and Technical Center programs are already being loaded into the Catalog. Dr. Ujjwal Chakraborty (FSCJ) asked whether something like a distance learning fee should be considered for institutions to develop non-credit online courses. He wanted to know whether any other institutions had a funding model. Bob Reed from UCF said UCF has an English Language Institute, which is non-credit, and they wanted to go online. Support was provided through a distance learning fee on what they were delivering. Christine Brown (USF) said her institution has a separate organization that’s part of innovative Ed called Corporate Training and Professional Education that is completely self-supporting. They build all their cost models into the programming and charge for that programming. Dr. Chakraborty asked whether the distance learning fee could only be used to develop college credit courses. Dr. Opper said he wasn’t sure and would look into that. He said he wanted to be cautious when it came to advising use of the distance learning fee. Dr. Marchman said one of the reasons UF has not been more engaged in FLVC is because the bulk of its online footprint has been in the graduate space, primarily in regulation-driven continuing ed that allows the institution to prop up market rate and self-supporting programs. He said that is an area where institutions can create their own funding. Dr. Opper said a colleague of his has convened a workgroup to discuss what the future of online doctoral programs including residency and what does engagement at the doctoral level look like. Dr. Marchman said at UF the pandemic has changed the way doctoral programs are held in terms requiring face to face qualifying exams and regulations were changed to benefit students and be more flexible.

**New items from any member**

Dr. Marchman asked whether any Council member had any other issues. Dr. Ujjwal Chakraborty (FSCJ) asked whether institutions are considering live-online courses as part of online and infusing structural designs. Vicki Westergard (SPC) said her institution did live-online during the pandemic and instructions for faculty were given to faculty through a self-paced workshop called Teaching Live Online and faculty were also offered one-on-one feedback from an instructional designer. There has been talk of making such training mandatory if faculty are going to teach live-online. Willie Freeman (FAU) described the differences between what are considered remote courses and fully online courses at FAU. There was then some discussion whether the QM rubric would address synchronous courses. Dr. Thompson (UCF) talked about whether some of these issues could be discussed by one of the Members Council’s standing committees. Dr. Chakraborty talked about the return of Title IV and how attendance will be defined with live-online courses. Cody Moyer with Polk State College asked what products institutions were looking at in terms of credentialing. Various vendors were discussed by Council members. Wrapping up the discussion, Dr. Marchman then talked about the importance of access for all students as one of the main missions for institutions.

**Wrap-up and adjournment**

Dr. Marchman said it was a pleasure to serve as chair and thanked FLVC staff and UCF officials for hosting the meeting. The meeting was then adjourned.