A regular meeting of the Florida Virtual Campus (FLVC) Members Council on Distance Learning Student Services (MCDLSS) was called to order by chair, Melanie Jackson at the Valencia College West Campus, Orlando, Florida at 8:35 on Tuesday, October 4, 2016 and was properly noticed.

A quorum was met and present were MCDLSS members: Gary Baker (SCFMS), Sidney Beitler (PBSC), Christine Broeker (SSC), Victoria Brown (FAU), Vance Burgess (UWF), Tom Cavanaugh (UCF) Lisa Ciardulli (SFC), Mike Davis (FGC), Cynthia DeLuca (USF), Marilyn Dickey (TCC), Lynn Drees (SCFMS), Franzetta Fitz (FAMU), Arifa Garman (GCSC), Robert Greene (FSCJ), Doug Guiler (LSSC) Jack Hall (SJRSC), Heather Howell (FP), Melanie Jackson (SFSC), David Jaeger (FGCU), Heather Jones (SJRSC), Jeff Larson (MDC), Mark Lewis (HCC), Brian Marchman (UF), Deb Miller (UNF), Vikki Milton (CC), Mary Myers (FSWSC), Michael Nathanson (LSSC), Nathan Neuman (PSC), Pamela Northrup (UWF), Paul O’Brien (IRSC), Lergia Olivo (FIU), Joseph Riqelme (FIU), Len Roberson (UNF), Mary Roslonowski (EFSC), Gus Roque (FIU) Susann Rudasill (FSU), Rob Saum (DSC), Robert Seniors (FAMU), David Shulman (BC), Kendall St. Hilaire (IRSC), Josh Strigle (CCF), Jennifer Veloff (PHSC), Dennis Walpole (USF), Bill Waters (PSC), Vicki Westergard (SPC), and Bill White (VC).


Guests: Dee Bohne, Instructure/Canvas; Guy Caldwell (D2L), Cindy Hewitt (Inside Track), Mike Moore (D2L), Brandon Parker (Instructure), Brett Perlman (Blackboard), Megan Sexton (D2L), and Brenda Van Der Burgt (Strategic Partner).

**MCDLSS Chair**
A call to order was made by Melanie Jackson at 8:35 a.m.

**Previous Meeting Minutes**
Arifa Garman made a motion to approve, Len Roberson seconded. Two corrections were noted. All approved, motion carries.

**Board of Governors Implementation Workgroup Update**
*(see attached PowerPoint)*

A. **BOG Quality Workgroup Update** (Len Roberson)
   - The BOG workgroup and FLVC workgroup have been combined.
   - The workgroup met in Jacksonville to determine their next steps.
   - Two deliverables are due in December:
1. Recommend a proposal using one or a limited set of quality rubrics. The proposal may recommend the development of a new Florida specific rubric or the approval of third party rubrics.
   - The charge is to recommend a rubric to the Board of Governors. The rubric is not due to be completed in December 2017.
2. Recommend a coding structure for quality/high quality courses.
   - For a Quality designation a course would complete the QM fundamentals and meet more than half of the QM Standards.
   - High Quality would meet all of the QM standards.
   - With the Director of Shared Services of the Board of Governors a state contract would be created for QM subscriptions for the statewide system.

B. **Data Workgroup** (Susann Rudasill)
   - The workgroup completed work in June after conducting a survey with the SUS and FCS.
   - The results were presented at the Steering and Implementation Committee meeting held on June 21, 2016.

C. **Professional Development** (Cindy DeLuca)
   - TOPkit will be presented later during the day.
   - The Instructional Design Network has been on hiatus while the group focuses on the Affordability Reports.
   - The Professional Development for the Instructional Design Network is done with the agreement that FLVC will implement a professional development portion at one of the MCDLSS quarterly meetings.

D. **Cost Affordability Workgroup** (Pam Northrup)
   - This study is critical right now due to the discussion of zero distance learning fees statewide.
   - The information was submitted to the Board of Trustees last week.
   - This workgroup was extended to include the Distance Learning leaders in the State University System.
   - The workgroup findings and recommendations will be presented to the BOG Innovations and Online Committee on October 17, 2016 during a special meeting tied to facilities, budget, and finance at USF.
   - Once the report is complete, it will be used during legislation session. If approved, the affordability model will be used on an ongoing basis to review the cost of distance learning.

E. **Student Services Workgroup** (Vicki Brown)
   - The workgroup has created a scorecard that will be shared in the Access Workgroup meeting today.
   - The team is also working on identifying best practices and adding in a cost associated with them.
   - The scorecard includes a guidebook with suggested practices for institutions. It was requested that representatives send a short paragraph on their institutions best practices to be included in the guidebook as examples.
   - Currently the scorecard is in paper form, but the workgroup would like to have it formatted more like the toolkit in the future.
   - Technology Accessibility Issue - There are three areas related to Technology Accessibility and students in Florida.
1. Broadband access in rural areas: Those areas have been identified and their speeds have been recorded. There are two counties that have no broadband access at all.
2. Socially/Economically disadvantaged students do not have access to broadband or to the technology to use broadband equipment. The workgroup will create a recommendation for this issue.
3. English as a second language impacts Florida students. The largest problem is that the internet is mostly in English. This impacts how students chose a school, how to register, etc.

F. **Infrastructure Committee** (Joseph Riquelme)
   - This committee was formed later than the other workgroups.
   - The largest two deliverables for this workgroup are FastTrack for Proctoring and how Open Educational Resources materials can be shared.

**FastTrack Proctoring Services** (Joseph Riquelme)
*(see attached PowerPoint)*
- Joseph presented a report regarding proctoring models:
  1. Home-grown proctoring services
  2. Vendor-provided software with state centralized proctoring
  3. Vendor provided software with distributed proctoring services
  4. Full service vendor
- At this time UCF is the only institution in Florida that has a homegrown proctoring service.
- ProctorU – This is the most popular proctoring service at the time of the last survey given to Florida institutions.
- Honorlock is a newer proctoring service that offers the same services as ProctorU as well as internet policing, which involves reviewing student internet searches and contacting sites to have test questions and answers removed.
- The presentation included survey questions that members were able to answer regarding desired proctoring services.

**FLVC Update** (John Opper)
- Provided an update regarding SARA, changes in State Authorization, and how Florida will address this issue.
- 42 states are now in SARA, of those that are not members, a decision has been made for every state except Florida.
- Many states are now charging significant fees for Non-SARA participation.
- The latest updates on State Authorization can be found on Russ Poulin’s blog.
- There have been many changes regarding accessibility. Harvard and MIT were sued regarding accessible digital content and lost the case because they are held to a higher standard. Some of these issues revolved around 3rd party content. This needs to be something that is kept in mind by Florida institutions as it has been a problem in the past.
- STEM materials are particularly difficult to make accessible and should be monitored.
- The Intuit contract has been completed, and the pilot is underway. This is technology that will allow us to get rid of some older systems, and the process for loading the catalog will be simpler. This should be completed by the end of the year.
• FLVC held a Student Services Workgroup of the Future meeting in May that included registrars and financial aid directors from around the state. There were three major topics that came out of that meeting:
  1. Dual enrollment processing for students:
     o How can we take the transient process currently in use now and modify it for dual enrollment students?
  2. Residency Validation and Advising Processes for Students:
     o It will take 70% of the workload off institutions if FLVC can determine if it is possible to automate the system and use state databases like voter registration, Florida pre-paid, and DMV to verify residency.
• FLVC will be holding a Virtual College Night. At this time we are still reviewing what platform will be used to broadcast this event. A platform was found that will be able to process 5,000 students, and the event will be recorded for students to review at a later time. There will be three nights, one for students, one for counselors, and one for parents. Marketing materials for Virtual College night were provided for each institution.

Cost Study Analysis Update and Review (Pam Northrup)
(see attached PowerPoint)
• 37 states charge a Distance Learning Fee with an average of $50.00.
• An overview and timeline of Online Education Programs in Florida was provided.
• Institutions were given the initial opportunity to offer a distance learning fee in 2004.
• In 2012, FLVC was created, and the Parthenon Report was created that made recommendations regarding distance learning in the state. This lead to the creation of UF Online and Complete Florida.
• The BOG 2025 Strategic Plan was reviewed, including the four specific goals that are all intended to reduce the cost on online learning for the student and the institution.
• The group created a statewide model that included four elements:
  1. Online Course and Faculty Development
  2. Technology and Infrastructure
  3. Support Services
  4. Administrative Services
• After reviewing all costs, the group broke the cost analysis further to cost of development and cost of delivery.
• Each institutions’ cost was analyzed for total expenditures:
  1. Online Course and Faculty Development
  2. Technology and Infrastructure
  3. Support Services
  4. Administrative Services
• In other states, strategies to reduce distance learning costs include free textbooks, low tuition, prior learning assessments, and flat tuition and block tuition models.
• Recommendations of the group include: shared course programs across the system, shared services across the system, development of common institutional dashboards, and development of alternative cost structures.
Online Zero-Cost OER Sources and Degree Programs Survey (Lisa Close)
- The annual costs of textbooks is around $602.00.
- Textbooks costs amount to one third of the cost of an Associate’s degree.
- The results of the OER survey will be compiled, analyzed, and sent out to the members for review. A research brief on Florida’s Zero Textbook Cost Courses and Programs will be created and shared.

Symposium Update (Heather Thompson)
- The 2017 Symposium will be held at St. Petersburg College and will focus on State Authorization.

UCF Faculty Development TOPkit Update (Dr. Wendy Howard)
(see attached PowerPoint)
- Dr. Wendy Howard provided an overview of TOPkit: Teaching Online Preparation Toolkit.
- The first annual TOPkit workshop will take place March 22-23, 2017.
- TOPkit will launch in 120 days. Institutions are invited to sign up for early access.

Future Meetings (Melanie Jackson)
- The members voted and determined that in the future they would like to start meetings at 10:30, and meetings should be held in the central Florida area to reduce cost as much as possible.

Closed Captioning Demo (Jesus Morena)
- Jesus Morena from the Dallas County Community College District gave a demonstration of the StreamIt software being used in Dallas County at this time.

Adjournment
Due to hazardous weather conditions caused by Hurricane Hermine, the members council meeting was shortened to one day. Agenda items that were not able to be covered due to the modified meeting times will be covered at a later date.

Melanie Jackson adjourned the meeting at approximately 4:00 p.m.