Regular Quarterly Meeting of the  
Distance Learning and Student Services Member Council (DLSS MC)  
Agenda  
Wednesday, November 1, 2017 (8:30 a.m. – 5:00 p.m. EDT)  
Blackboard Collaborate Meeting Link

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| 8:30 – 8:45 | 1. Welcome and Call to Order  
a. New Member Welcome  
b. Approve Minutes from June 14 and August 9 Meetings | Joseph Riquelme, Chair |
| 8:45 – 9:30 | 2. Executive Director Updates                                                     | Dr. John Opper |
| 9:45 – 10:00 | 4. EBSCO Demo                                                                   | Elijah Scott |
| 10:00 – 10:15 | ****Morning Break ****                                                            |             |
| 10:15 – 11:45 | 5. Goals for 2017 – 2018  
a. BOG Innovation and Online Committee Update  
b. College System and Distance Learning Committee Update  
c. Member Council Goals (Discussion) | Joseph Riquelme and Dr. Karinda Barrett |
| 11:45 – 12:45 | ****Lunch****                                                                    | Joseph Riquelme |
| 12:45 – 2:00 | 6. DLSS MC Workgroups  
a. FLVC DLSS Workgroup Sign-Up Form  
b. Workgroup Leadership  
c. Workgroup Membership  
d. Workgroup Charge  
e. FLVC DLSS Impact of Innovation and Online Committee | Joseph Riquelme and Dr. Cindy DeLuca |
| 2:00 – 3:00 | 7. Future Meeting Planning                                                        | Joseph Riquelme |
| 3:00      | 8. Adjournment                                                                  | Joseph Riquelme |
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Members Council on Distance Learning and Student Services (MCDLSS)  
Wednesday, June 14 – Thursday, June 15, 2017  
University of South Florida  
Tampa, Florida

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 (LLSC), Nathan Neuman (PSC), Pamela Northrup (UWF), Paul O’Brien (IRSC), Lergia Olivo (FIU), Joseph Rigelme (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 Bohe’ (Canvas), Devon Flowers (SmarterServices), Tara McLaughlin (SmarterServices), Brandon Parker (Canvas), Paul Stahura (Canvas).

Melanie Jackson called the meeting to order and welcomed new members. The meeting minutes from February 1st were submitted for approval. A motion was made to approve the minutes; Tom Cavanaugh seconded the motion. Minutes approved.

John Oppor presented Executive Director updates. FLVC is currently hiring staff to fill several positions, such as CTO. Library Colleagues at FLVC are working to bring the Integrated Library System on-line. Dr. Oppor confirms the SARA bill has been signed by the Governor. However, the state will still need to apply with the National Council of SARA, and the state has to promulgate and establish rules. Once Florida joins as a state, all of the institutions within Florida can join. It may take a few months for the state authorization to be completed. The conversation at the SARA Symposium is that SARA will share to member states (27) that Florida’s approval is pending. In the meantime, the SARA institutional requirements can be reviewed to prepare for the application process. Nancy McKee of the Florida Board of Governors, will provide additional information to the timeline for SARA in her update tomorrow. The general rates for SARA institutional membership is listed on the web-site. There is typically a $6k - $10k fee, which is dependent upon the size of the institution.

The FLVC Catalog continues to grow and be enhanced. The Catalog includes the Course Search, Degree and Program Search as well as Institution Profiles. Within the FloridaShines web-site, students can explore profiles from individual institutions. Every year, institutions are to log into the administrative panel and update their Institution Profile data, and confirm their data and links are working properly. Institutions must keep this information updated as it populates many different FLVC applications and services. The Catalog search capability functions are being updated. FLVC is working with the Board of Governors (BOG) to sync
programs offered with those approved by the BOG. The degree program listing should align with the BOG lists. Career and Technical Institutions and programs are also being added to these listings.

➢ After August 1st, if the profile has not been updated, the profile will be suppressed to avoid giving students old / incorrect information. Admin’s received this deadline on June 1st.

Two-thirds of transient applications are processed between April and July. It takes approximately 7 days to process student applications.

Dr. Opper discussed MyCareerShines, which is up to 400,000 users and 666,000 + completed assessments. This service helps students determine potential careers and links them to resources where they may receive training for these careers. High school students are also able to access this information at no cost. There are three pieces to this tool, Navigator (high school), Journey (adult piece), and will soon include Galaxy- a component for elementary school students to explore career options. CareerShines also has a Spanish component. New banners will be created for this updated version of MyCareerShines.

➢ institutions need to let Dr. Opper know how many are needed for each site.

MyPersonalPage is a dashboard feature within MyFloridaShines. They can check their transcripts, check their Transient Applications, search for courses, save course, program and institution searches and follow their progress.

OER Summit coincides with the upcoming MCDLSS Meeting on September 6, 2017. The Summit will be held on September 7-8, 2017, and will help facilitate discussion between professionals within the open education field. The speakers all have unique perspectives on the field and are high up in their respective fields. Both the library side and distance learning will be represented at the Summit. Registration will be open as soon as General Counsel reviews the venue contract. Flyers will be provided to attendees from this meeting.

Student Services, Registrars, and Enrollment Services were asked what we could do to better serve them. The transient process could be improved by incorporated high school students into the post-secondary institution process. John discussed the Progress Timeline and copies are available from Nashla Dawahre. Another helpful tool is to provide information to determine residency within the institutions. A progress timeline was included for this project as well. Institutions should be able to share information. One difference is that some institutions do not have to validate documents.

Dr. Opper discussed Virtual College Week held in the Spring of 2017. Financial Aid staff helped parents navigate this process.

➢ The next Virtual College Week will be held October 24-26, 2017, and speakers/volunteers are needed. FLVC staff will send out information for those interested in participating.

Dr. Tom Cavanagh – Topkit went live February 1, 2017! Dr. Cavanagh provided the following statistics: 3,175 visitors to this site (users from all over the world), 18 topics of discussion with TopKit, which includes ADA and Rubrics. The first TopKit workshop was held March 22, 2017, and included 44 participants. Funding has been granted for the next four years, but next year, the workshop may be more of a conference format. This will allow a “best practices” presentation. The Advisory Board elected to continue; only one new member has come on board. Initial tasks for the board include discussing changes for next year (e.g. format of workshop), the maintenance plan for the TopKit web-site, discussions with the community, and best practices outreach.
**Legislative Updates** – Romer discussed an agreement to be signed by the Governor. Another bill regarding retirement/investment plans as well as health insurance plans was discussed. State pay raises do not apply to state college and university employees.

**Florida Shines update** – Nashla Dawahre gave further details on FloridaShines, the FLVC student facing resource for post-secondary students, and DLSS services. Florida Shines’ resources help students prepare for college. K-12 student services are offered through DOE and BrightFutures; one of these services on Florida Shines is to view BrightFutures eligibility evaluation. Dawahre went into detail on the individual services available on the site.

- **Institution Profiles**
- **Virtual College Week** – The event was very successful; sponsors helped to provide the platform for virtual week.
- **Degree and Program catalog** - Students are able to search programs on-line either by specific institution or by area of study.
- **Transient Student** - The transient student process allows students to take an online course from another college and have the credit applied to their degree at their home institution. The Transient Student Application is the state hub for this application. Any student who requests to take a course at another school must go through this system. Dr. Opper adds that users do not like the format of the transcript screen, but the information is provided from the individual institutions’ registrars office. The audit produced is submitted by registrar’s office and cannot be modified by FLVC. This is one of the problems of the system as each institution’s audit looks different.
- **Unofficial Transcripts** - FloridaShines connects with all institutions to provide unofficial transcripts to students.
- **Two Plus Two** - The TwoPlusTwo program allows students to monitor their progress or to explore their options of changing institutions or their major.
- **MyCareerShines** – This service is funded by the state. This system is available from K-12 in addition to adult students. The system is available in both English and Spanish, and individual students will be able to create their own account as well as a parent portal. MyCareeShines includes a reporting system, the ADM System.
- **Residency Validation** – This service is a future enhancement idea for possible integration within MyFloridaShines. Also, this will help coordinator high schools and colleges for dual enrollment purposes. The first phase is to inform the student of the process for residency validation. The second concept is to pull information from the students’ applications with the specific institution and state databases (e.g. driver’s license). The third concept is for advisors to validate students in their office and conduct a pre-check in an admin module. A member posed the following question: Is this a viable solution for determining residency. Opper responds that SARA and the location of the institution determine this. Dr. Opper adds that a license and voter’s registration are all that is needed to validate residency. However, if a system is created where the document is validated (e.g. driver’s license number to a database), then every document would need to be validated in a registrar’s office. Registrars will decide what information is needed on this website. Another member mentions that this system will help process on-line applications and validate the residency of distance learning students. This is an ongoing issue within the individual institutions.
- **Dual enrollment automated system.** The module will connect to high schools and college/universities. The workflow would be built to help the student streamline the dual enrollment system. This is an optional system that can be integrated at the high school or the college level. The student application, high school side, and college application side comprise the three components of this system. Workflows of the general process and procedures vary between high schools, charter schools, etc. Dr. Opper adds that this system will help with the “checks and balances” system of dual
enrollment. The forms will not have to be manually input at each level of the process. Further issues are outlined on the presentation slide.

Program upload project - There is a new project underway to integrate all programs into the FLVC Catalog for upload and searching (including on-campus). Currently, only the on-line programs are uploaded to the course catalog on FloridaShines. Sub-committee members are needed for the pilot implementation.

Dr. Opper adds information regarding a Florida automated system. Florida transmits and receives in and out of state transcripts. If a high school student wants to forward a transcript, the transcripts are forwarded in a pdf form by a third party for a $15 fee. Transcripts are spending the money to send the pdf file, and college staff members are keying in the information. Some institutions no longer accept pdf documents for transcripts. Dr. Opper informs members that schools with this third-party contract is not necessary. High school students do not need to be paying to send pdf transcripts to institutions. Due to new staff at institutions, Dr. Opper is informing members that this is becoming an issue across state institutions. One of these companies is based out of Arizona, Parchment. In Florida, this service is not needed. A member brings up that some institutions take weeks to forward transcripts due to old technology, which does need to be rewritten. Some institutions created an app so that students could request their transcripts be sent to specific institutions.

Statewide Licensing Update – Dr. Opper discusses how we should move forward on licensing processes. In the past, the state licensing process included an annual survey of the members, who then vote on the products requested. Models include the pricing agreement is available to users, the consortium executes the contract and then FLVC invoices the institution. This option was used if the discount was significant. Additional models include vendors negotiating the best prices on-site. FLVC is still negotiating purchasing agreements and have colleges interested in participating in these agreements. A liaison from Procurement is now working with the FLVC in order to set up a purchasing consortium.

➢ Members are needed to staff this new workgroup, which includes putting these negotiations together. Russ Adkins chaired the licensing committee for years, and he volunteered to help this new group get up and running. Some of these products no longer reside in the same area, which can affect who negotiates these contracts.

New Accessibility Guidelines – Over the years, there has been no agreement or understanding within an institution between faculty, legal counsel, and the office regarding civil rights. Dr. Opper discussed how content born digital must be accessible. The statues are not clear and open to interpretation. The FLVC received a letter from a user who complained that some of the accessibility tools are not catching mistakes / glitches. Digital material must be compliant. Licensing agreements for closed-caption webinars are under negotiating. Students have offered some ideas for accessibility within Canvas. For example, a screen reader in the Discussion Board begins at the beginning of the post for the entire term. The reader must access the entire post throughout the course.

Melanie Jackson of South Florida State College acknowledges that the students’ candid suggestions were helpful in making the sites better in terms of accessibility. Two letters were received include one from the DOE Office of Civil Rights and from an attorney who was writing on behalf of a client / potential student regarding non-compliance on standards beginning in January, 2018. These standards should be met as soon as possible in order to remain compliant, and compliance also is required within any third party web-sites. Mrs. Jackson discusses that a team was formed to develop a plan to resolve accessibility challenges; web-scanning software was purchased to create compliant documents. Changes were made to navigation accessibility and screen readers; she believes these issues have been resolved. All tools should be accessible.
in a non-digital format. On-line services should be available to all students. There is an on-line faculty certification course to keep faculty compliant as well. A member reminds members that TOPKit has a section regarding accessibility. DOE is holding institutions to these standards now, but they must be compliant by January, 2018.

Kendall St. Hilaire of Indian River State College, and Jennifer Veloff of Pasco-Hernando State College, presented the Online Faculty Readiness Preparation. Pasco-Hernando State College sponsored a meeting for representatives from the Florida College System (FCS) to discuss distance learning initiative issues. Topics covered included Pathway online readiness for the FCS. Basic on-line competencies was discussed and a rubric will be created to ensure readiness. Prior to the meeting, all representatives shared on-line resources for the group to review. As a result of an upcoming Senate bill, the Florida College System will be changed to a community college, and the reporting committee will change to a new governing board. On-line Faculty Readiness was the main topic of discussion, and competencies were identified as basic, intermediate, and advanced. A rubric will be created to identify state-wide standards. The BOG Professional Development group also compiled a list of on-line readiness tools and will audit colleges for competency readiness.

➢ A September meeting is planned to discuss the results of the audit and align these competencies. Additional topics include recognizing the credentials after faculty completes these modules.

Michael Nathanson discussed Quality Matters – Florida Collaboration. He works at Lake Sumter State College in Leesburg, and this college notices that “Quality Matters” has made a difference at their institution. The faculty who take the training really enjoy it and find it helpful. The first goal is to share training, but other schools cannot participate since they have a Consortium Membership. A System Membership will allow instructors from other colleges to participate in this training. The main issue is that the training is expensive. Quality Matters certifies your on-line course by providing an outside faculty member to audit the course. The second goal is to organize the training into a symposium-like format so members can train in numerous programs. The faculty members will then train-the-trainers, or additional faculty members. The third goal is to train faculty members on various classes in the General Ed curriculum. There is no reason for all faculty to train on the same course. This training may eventually fall under the FLVC umbrella. The goal is to standardize to “Quality Matter” standards. The Quality-Matters representative at each institution is added to an e-mail group, and this program will most likely take off shortly pending the BOG decisions on this matter. Any questions can be directed to Michael Nathanson at nathansm@lssc.edu. Currently, monthly conference calls are being held, but eventually, a separate face-to-face meeting may be implemented. Melanie Jackson asked if there is a database listing certified faculty, but at the moment, there is no database. A representative from Quality Matters must certify the courses and faculty members.

Elections- Melanie Jackson discusses Members Council leadership positions for the upcoming year, and reminded attendees that Joseph Riquelme is currently the Chair Elect- upcoming Chair following this meeting. FLVC staff take the minutes and forwards them to the Secretary of the Member Council. Melanie asks for nominations for Secretary for the upcoming year. Lisa Ciardulli is elected Secretary for the upcoming year. The position for Chair Elect is nominated; Josh Strigle is elected for the upcoming year.

➢ Future meeting dates have been established for the following:
  1. September 6th at Daytona State College,
  2. FLVC OER Summit on September 7-8, 2017 at the Hilton Daytona Beach Ocean Walk, and
  3. FLVC DLSS Meeting and Symposium on February 7-9, 2018, at St. Petersburg College. The members council meeting will be held in conjunction with the Symposium in February.
One-minute Updates:

Joseph Riquelme (Florida International University) – Canvas pilot is underway at his college.

Tom Cavanaugh (University of Central Florida) – Pilot program implemented for the international office. Video has been synced for students who cannot study abroad and get to participate even if they cannot travel overseas. There is a video sharing component for students who cannot travel.

Gary Baker (State College of Florida) – Collaboration with Canvas to move faculty training courses into a bridge system. This keeps the performance goals and employee training into an HR system and out of the distance learning system. You-Do-It has just been installed at his college.

Jennifer Veloff (Pasco-Hernando State College) – piloting on-line course for first-time college students. Aviation programs are beginning in Fall, 2017. On-line courses are being developed.

Josh Strigle (College of Central Florida) – A 100+ acre farm has been donated, and the equine program will extend to agricultural studies.

An online learning academy being introduced. Exploring custom LPI development to Canvas such as communications to be sent directly to the advising office. An additional development is to implement a custom rubric.

A member reported that her institution is in the process of validating on-line courses and recently joined Quality Matters.

Cindy Mersereau (University of West Florida) – Began using the central standards for Quality Matters. Developed a digital accessibility initiative, which is comprised of three subcommittees.

Dennis Walpole (University of South Florida) – Piloting digital links for Textbook Affordability.

Vickie Brown (Florida Atlantic University) – Campus migration in progress. Many projects are on-hold due to this migration. Consistency across courses is also underway.

Robert Fuselier (Florida State University) – Canvas migration in progress. This Fall is the initial pilot. Attended an accessibility workshop, which establishes an accessibility oversight committee. This committee will determine accessibility on physical space as well as course materials. Due to the growth of on-line classes, an expanded Testing Center is needed. State Authorization process is underway.

Jennifer Page (North Florida Community College) – Interested in OER solutions and looking forward to upcoming conference. On-line design and evaluation is under way. An institutional rubric has been developed for on-line course design.

Mike Nathanson (Lake-Sumter State College) – Migration to Canvas under way for the Fall, 2017, pilot program. A customized pamphlet has been created for students; Canvas training for new faculty is being developed.

Wendy Athens (Florida Southwestern) – Reorganized structure since last meeting. The decision-making process is still being discussed. Canvas is used, but in the Fall, the grading component will be implemented. In addition, advisors will be able to see the student’s participation in courses.
HCC - New web-site being designed by company out of Austin, Texas. Streaming software is also being considered.

Kendall St. Hillaire (Indian River State College) – Analytics project is prime focus now. Pilot began during the spring semester. Faculty feedback was overall positive. The advising team is being trained on how to use this data.

Vikki Milton (Chipola College) – Working on developing on-line tutoring services within Canvas for students.

Philip Simpson (Eastern Florida State College) – In the process of migrating testing centers to e-learning. Three of four campus assessments centers have been migrated. Education Technology Advisory committee to evaluate IT compatibility. The director of the accessibility office is also involved in this committee. OER is also on the table for discussion and overcoming faculty resistance.

Blackboard has been retired and Canvas is up and running. The cost of distance learning is being evaluated, and she would like any additional information.

Bill Waters (Pensacola State College) nominated for the Bell Weather Award and won the $3 million award. In the Fall, the college will introduce a synchronist on-line course through Canvas. An evaluation kit has been implemented and has worked well for the college. The pilot provided 85%.

Sid Beitler (Palm Beach State College) – College now offering on-line degree programs. The first step is create the on-line course (Criminal Justice program). Also, a Bachelor’s degree program in Nursing is being developed. A new, ADA compliant, web-site has been developed. 17,000 instructional videos need to be migrated to closed captioned videos. Newly faculty developed videos will have the captioning included. Media specialists are working on captioning the videos already in the college’s collection.

Franzetta Fitz (Florida A&M University) – On-line programs are getting off the ground, and virtual laboratories have been implemented. New staff is being hired to staff these positions.

An Advisory Committee established to confirm ADA compliance. Quality Matters.

Vicki Westergard (St. Petersburg College) – Sabre courses and QM to ensure classes are ADA compliant. However, now there is a blind student who had to drop courses.

Nathan Neuman (Polk State College) – Canvas migration is underway with a full roll out in January, 2018. TOPKit has been implemented in order to train faculty. ILS videos are also being migrated for ADA compliance. On-line tutoring is also being developed to supplement SmartThinking.

Jeff Larson (Miami-Dade College) – Getting ready to launch Blackboard analytic pilot and five education units this fall. Five general ed on-line courses will be kicked off this fall to celebrate the college’s 20th anniversary.

Lisa Ciardulli (Santa Fe College) - announced she just returned from Brazil where her group was working with a university there. An ASL faculty member was working with one of their students, and a relationship was formed with this university. For accessibility, this university has developed special on-line courses, which outlines disabilities. Options for students include sign language, captioning, audio descriptions, and mouse/keyboard use choices. Students can obtain an international certificate on diploma if they complete international requirements; faculty members will be certified as well to teach international courses. Once this plan has been translated to English, it will be shared with the institutions.
Vicki Brown – Scorecard Update:

Sid Beitler (Palm Beach State) - Several workgroups have been involved in this project from the BOG. On-line Student Report Card helped improve the on-line student services. At the college level, twenty-four colleges responded. There are several departments that provide feedback regarding student services for on-line students. There is some discrepancy between the services provided on-line and those provided in-person for students on campus. The perspective is for students who never come onto campus; do the colleges provide the same services for those students? The response from the colleges was no, these services are not equal. Overall, all colleges scored 1.4 / 2.0, which is a rather unexpected higher response. Veterans’ Services and Library apps scored a bit lower. Admissions and Advising was an average of 1.4 / 1.5, and it helped colleges identify those areas that need improvement. For example, scanned signatures are not acceptable as legal signatures.

Thanks to all who participated in the scorecard survey. Institutions will continue to meet on how to fulfill student service needs. Many items have been fixed due to feedback. Some students choose not to come to campus, and all services must be available on-line. This scorecard is a self-help tool for institutions.

Dr. Brown shared the data collected from the college scorecards results. Some of the weak areas include the libraries not being ready for only on-line use. Aall student services groups were pulled together and asked for their feedback regarding the scorecard results. Problems and solutions were discussed, which provided various perspectives of these issues. There is a guidebook, which was sent via e-mail, to help institutions identify areas that need to be updated. Dr. Brown and Mr. Strigle will represent the scorecard to the SAC committee. A student scorecard will be launched in the near future.

Another issue, three causes for lack of access to technology – access to broadband, economic status, an ESL. Lack of access occurs in K-12 due to lower income families. This information is being forwarded to the Higher Ed Coordinating Council in August, 2017. This information will also be published as a state-wide case study in a literacy handbook. This will bring national recognition to this information.

Robin Donaldson asks if the Scorecard can be licensed as a Creative Commons product? Dr. Brown explains that the spreadsheet format is reserved for Florida use, and the institutions actually own the rights. Florida institutions can access the scorecards at the OLC site.

Rob Saum (Daytona State) – Virtually discussed the results of a FLVC survey regarding what other institutions are doing in terms of on-line course assessments. The original program surveyed students on technical skills and motivational levels. Faculty requested that the survey be updated to require students to complete this survey. This updated survey provides feedback for the students and will let students know if they are or are not ready for an on-line course. The Student Success course is a requirement now and makes recommendations of courses for students to take prior to taking on-line courses.

The new survey measures students’ goal setting, learning preferences, study habits, computer technology skills, and knowledge of computer equipment. Reports can be generated for faculty review so they know what students need in terms of on-line courses. Faculty can then refer students to the applicable student support services and courses to help them build these skills. Many on-line students come to campus to use the college’s computers, but this survey helps faculty members determine the needs of students. Questions from the members were discussed. For example, the results go to the Institutional Research department and faculty can view the results. Another member asks if students score poorly, are they still able to register for on-line courses? This survey is embedded into the Student Success course so that the instructor can review the results. The instructors can then help students. Another member asks – is there any evidence that the
student takes this advice? How is this measured? Rob Saum discusses that the data can be tracked within the course so the answers can be measured. For additional questions, please contact Saum at saumr@daytonastate.edu.

Devon Flowers Account Manager from SmarterServices presents virtually along with Tara McLaughlin, National Account Manager. Additional account managers join the call to present information from SmarterServices. SmarterMeasure will be discussed in how schools will implement this tool for a Readiness indicator. [Slide show presented This tool measures the factors that affect students’ success. In the workplace, success is a blend of internal attributes, external circumstances, and personal skills. In the seven-standard section, individual attributes are measured. Students will learn their learning styles and how external circumstances may affect their success. Optional cognitive assessments are available as well. Technology assessments are also a component that can be added. The assessments are Cloud-based. When the student completes the assessment, they will receive a report, which outlines “Strengths” and “Opportunities for Improvement.” The report also provides a report on how they compare to other national students; this component is optional. Resources for improvement are also provided, but this can include a pool of resources. Instructors can also review students’ scores. Integration and implementation can be personalized for the institution and/or instructor. Administrative access allows “students at a glance” feature in addition to the opportunity to export reports for review. SmarterMeasure is designed for Academic Advisors as well so that they can help students feel more in-touch with on-line students. Faculty Advisors and Success Coaches can also utilize this program to help students handle the challenges that they face. This tool also matches resources to students’ individual needs. SmarterMeasure also measures the improvement of student success for on-line students; the more it is used, the more specific the data will be. Consortium discounts are available for multiple institutions. Custom assessments include CBA readiness and Teaching with Technology for faculty members. After the presentation, Tara and Devon opened the floor to questions, and the presentation slides will be made available to council members.

Jennifer Veloff (Pasco-Hernando) In 2011, when she came on board, QEP was newly implemented. A survey was developed to gage on-line readiness and an on-line readiness course for students to take to access their skills. The student survey originally consisted of five questions. In 2013, Canvas was implemented and the student survey was expanded. The on-line readiness survey was expanded, and this survey was discussed among the members. This survey is based on one from Penn State, and it allows students to access their personal skills, technology requirements, student resources, and results are e-mailed to the student. This assessment helps students identify areas that need work and provides links to resources. This survey is now introduced in the New Student Orientation so traffic to this survey has increased. An ad-hoc student success committee was established to review success rates and to establish a student prep component. These resources help students prepare to take an on-line course. The speaker discusses that this course is now a mandatory course for all first-time college students. 1,100 students are required to take this course before the fall semester. The SAS students are also flagged as first-time on-line college students and are required to take this course. Even if students have taken an on-line course at another institution, they are still required to take this course. The speaker demonstrates this site and readiness course for the members.

Phillip Simpson (Eastern Florida State) – Also provides an on-line readiness course survey and adds this component to new student orientation. A survey is also available for students, and this will become an outreach prompt in the future to guide students to the appropriate resources. There is also a Canvas-based course which is open to the public, and this course also assesses student readiness but is not required for new students. However, a new, required orientation is in production and student readiness assessment will most likely be included in this new orientation. A discussion continues whether or not these courses should be required.
Susan Colaric (St. Pete) - Advisors, resource staff, and faculty members developed an in-house survey. This survey went live in Fall, 2016, and all students (on-line and face-to-face) take the survey. When students complete the application to the college, one of the steps in the process is to complete the on-line readiness survey. Basic profile information is requested such as where they take their classes, whether or not they are working, etc., but the survey is limited to 25 questions. Students said they would take no more than 10 minutes on this assessment component. Students with low study skills and / or technology skills are guided not to participate in an on-line course. The student can amend their profile at any time. There is also an advisors dashboard component available so they can pull up the students’ profiles.

Bill Waters (Pensacola) – Students take a quiz, which determines their level of on-line readiness. Faculty and staff created this tool, and students answer 10 questions. This quiz is not required for first-time college students. However, there is a mandatory Canvas orientation quiz for first-time college students. Students can register for an on-line course, but the faculty member will be informed that this student has not completed this assessment. Students will receive an e-mail that they will not be able to access this class until they complete the quiz; even if they register for this class, they will not be able to access it.

Karinda Barrett of the Florida Division of Colleges - presented information regarding Online Faculty Readiness Preparation in the FCS. In terms of learning management, there are three systems and two Canvas users. 305,926 users for the 2014-2015 term, which is an increase from previous years. The data is included in the PowerPoint presentation presented to the members. She relayed statistics in terms of the growth of users and the increase in success rates. Hybrid courses, traditional, and on-line courses have increased respectively.

Melanie Jackson also reported on the faculty readiness score card. There was also a discussion regarding the possibility of developing a consortium within the state of Florida. The cost analysis is provided in a google drive and Jennifer Veloff can provide access to these files. The committee was charged with consulting with distance-learning leaders across the state and provide this information to the Council of Presidents at the August, 2017, meeting. Some of the take-aways is to design a catalog which includes all distance learning environment. FLVC already has a catalog already, which can be modified as needed. On-line resources needs to be shared with the state university office, and faculty on-line readiness evaluation needs to be assessed. A K-12 rubric is being modified for higher education, and a FCS matrix (under development) for on-line courses is being developed. This includes on-line faculty readiness and competencies as well as on-line modalities. Models from outside states are also being consulted to learn how they are implementing on-line resources.

There is also a discussion regarding the State of Florida definition of “distance learning” classes. The consensus is that 80% of the course must be taken on-line as students must come to a testing center for assessments. The process is different for hybrid and on-line courses so this is still a fluid topic within the institutions.

Day Two:

Melanie Jackson begins the second day by introducing Dr. Nancy McKee and Joseph Riquelme to provide a BOG Update on Innovation Workgroups. Dr. McKee discusses the past BOG Presentation and primary report for Distance Learning, which can be found on the BOG’s web-site. Issues regarding Professional Development were also presented such as 61% of students took at least one distance learning course, 24% of undergraduate credit hours were in distance-learning courses. She also discussed the “time to degree” data that was compiled for distance-learning students. Students who took 41–60% distance-learning courses graduated in 3.92 year; the average is 4.33 years for students who took no distance-learning courses. The results and statistics from this study was presented in PowerPoint format. FLBOG.edu → site for these
reports. Dr. McKee asks the chairs of each workgroup to provide an update of their work group.

Professional Development - ?? recaps Dr. Tom Cavanagh’s TOPkit update and adds that the on-line certification process is being discussed. The BOG Steering Committee suggested using the components within the TOPkit and then collect data from the individual institutions. Work groups are being developed upon the need of the organization.

The Quality Workgroup – Len Roberson (UNF) has returned to a faculty position and was leading the quality workgroup. Kelvin Thompson who is co-chair will step into the role as chair of the Quality workgroup. The implementation process will begin shortly.

Joseph Riquelme provides an overview of Infrastructure. The technology score card will be submitted shortly, and the total score outlines which areas need to be addressed. This assessment of the system should be complete by September, 2017. Dr. Nancy McKee explains that this assessment would be similar to the student services scorecard and an internal management tool to assess your individual institution. Additional information up for approval include the following: web-site recommendations regarding available testing centers across the country, policies and best practices for courses, and education pieces for students. Sharing service software and licensing – assessing what currently exists within the FLVC and how to provide a better system for leveraging everyone’s strengths. There will be a Provost’s Steering Committee meeting next week, and one of the main concerns I whether or not an LVR request should be submitted. The due dates for budget requests has been moved up since Session begins in January, 2018. A Steering Committee is being created in order to review and determine if the BOG should request funding for distance learning issues.

Another Cost Study is being developed, and distance-learning does cost more than face-to-face, which will justify the cost for a distance learning fee.

Affordability Work Group – no new information to report

On-Line Programs Workgroup – Outstanding issues include the Innovation in Florida On-Line Learning. Innovative pilot projects are being requested and institutions will receive grants to conduct these studies.

2018 Focus and Goals – Joseph Riquelme leads the discussion as members brainstorm goals and focus for the upcoming year. One suggestion is to discussion QM. Members indicate it is time to begin a state-wide partnership.

Michael Nathanson suggests an Executive Committee be established to address the following issues: sharing of courses, sharing of instructors, and bartering of actual examiners to review the courses. Ohio has a successful model, and Nathanson suggests this model should be shared with FLVC. Quality Matters is one example of a tool to confirm standards are being met by individual institutions. The members discussed the options available to institutions and whether or not FLVC should move forward.

- An e-mail will be sent out to members once a plan has been approved by the Steering Committee. The next steps will then be formulated. Dr. Opper suggests that the QM contract negotiations can proceed, but the process can be formulated at a later time.

Update Item: The state has made their recommendation regarding the definition of on-line learning; Dr. Opper suggests that this should be placed on hold until the Federal regulations are established.

- Melanie asks for volunteers to collaborate on research projects to help Robin Donaldson with research projects. Additional volunteers are requested for various projects such as Student and
Faculty Readiness; topics and subcommittees will be compiled and sent to the institutions requesting volunteers.

In terms of Faculty Readiness, September 5th’s Professional Development workgroup’s audit result meeting will include an audit for the resources available to faculty in the FCS/SUS. A matrix will be created to identify specific resources available to each institution.

Members share ideas regarding topics for upcoming Symposium, and suggestions include accessibility, analytics, and OER.

➢ FLVC will send out a survey and members will vote on topics they would like to be discussed. It is suggested that the three work groups expand into more detailed groups. Joseph suggests that FLVC compile a list regarding Symposium topics, which can be discussed by members via conference call.

Dr. Nancy McKee and John Opper give an update on SARA Legislation; Numerous questions were asked by the various House committees, but eventually, the bill passed the House. The Governor signed the bill on Friday, and the work groups met Monday. Dr. McKee recaps the bill, which includes legislation for a reciprocity agreement if Florida pulls out of SARA. A council is established, the Post-Secondary Reciprocal Distance Education Coordinator Council, which will include five members from the following organizations: Chancellor of University System, Chancellor Florida College System, President of ARCA (?), Executive Director of the Commission for Independent Education, and the Commissioner. The Council would like to meet by June 30th to review the SARA qualification, and then Florida should receive provisional approval to be a member of SARA. There is a 60-day deadline for the application process. The State Board of Education has to approve this as well, and the earliest to get onto this agenda is September 13. The Council would view and approve the draft rule to be sent to the State Board of Education. The date to accept institutional institutions has not yet been established. A Staff Workgroup meeting has been scheduled to draft documents for submission to the council. A work session is scheduled for October, 2017; representatives from out-of-state colleges and universities will be invited to share their experiences, rules, and requirements for being a part of SARA. In terms of fees, the FTE determines the state’s annual fee as follows: $1500 for less than 2500 FTE, $3000 (2500-9999 FTE), and $4500 (10,000 + FTE). The maximum amount is $10,000. The fees for SARA are also based upon a tier system similar to the state’s fees. Information will be available to institutions via the required SARA portal.

Melanie Jackson reminds attendees that the next face-to-face meeting will be Wednesday, September 6th, and the OER Summit will be held Thursday, September 7th and Friday, September 8th, 2017.
Planning Meeting of the
Members Council on Distance Learning and Student Services (MCDLSS)
Wednesday, August 9, 2017 (1 – 2 pm EDT)

The following Council Members attended the Conference Call
Gary Baker (SCFMS), Henri Benlolo (CF), Sidney Beitler (PBSC), Victoria Brown (FAU), Vance Burgess (UWF), Lisa Ciardulli (SFC), Susan Colaric (SPC), Cynthia DeLuca (USF), Michelle Franz (SSC), Robert Fuselier (FSU), Arifa Garman (GCSC), Christian Gray (FKCC), Robert Greene (FSCJ), Doug Guiler (LSSC) Jack Hall (SJRSC), Jana Koi (FSCJ), Melanie Jackson (SFSC), Mark Lewis (HCC), Deb Miller (UNF), Vikki Milton (CC), Michael Nathanson (LSSC), Nathan Neuman (PSC), Vivian Pope (TCC), Deirdre Price (NWFSC), Joseph Riqelme (FIU), Philip Simpson (EFSC), John Slot (VC), Josh Strigle (CCF), and Jennifer Veloff (PHSC).

The following FLVC Representatives attended the Conference Call: Lisa Close, Nashla Dawahre, Robin Donaldson, John Opper

Joseph Riquele called the meeting to order and verbally presented the following agenda items:

• Discuss the upcoming September 6th MCDLSS Meeting
• Discuss potential February Symposium topics
• 2017-2018 Goals

2017-2018 Goals:
Many of the work groups have completed their deliverables, and it is time to consider updated work groups to correspond with new projects and BOG goals. These workgroups are not closed to members only, but members are encouraged to nominate individuals from their organizations who will contribute to these specific projects. Currently, there are six proposed work groups, which are listed as follows:

• Contracting and Shared Services – procurement processes are being updated by FLVC and considering BOG and Council of Presidents’ recommendations involving shared services. Another concern that would fall under this group is on-line student advising with large CRM vendors available? Melanie Jackson suggests this could be the first “Wildcard” topic. Once the product is chosen, then the contracting component could take place under this work group.
• Proctoring / Innovation On-Line Committee (BOG) – group needed to look at what is currently in place regarding these processes. Joseph Riquelme will post the current BOG report for members to review.
• On-line Faculty & Student Readiness - this also ties into Cindy DeLuca’s “Quality” workgroup
• QM Consortium ⇒ State-wide contract being negotiated by FLVC; how can institutions move forward using this tool?
• Improved Communication and Access (for Members Council) ⇒ FLVC is creating an intranet resource for members to access, which will be linked to FLVC web-sites but not available to the public.
• “Wildcard” - group will focus on hot topic TBD
Additional suggestions for potential workgroups include an OER Committee, Accessibility Committee, and an Instructional Design Group, which could join with Accessibility and OER teams. Joseph Riquelme discusses the need for a Communications work group, which would allow FLVC to compile resources for all to use; institutions can upload their own materials into a single repository. What is the best way to access/share this developed material?

In order to facilitate this process, a sign-up form (Google) will be created by FLVC and Joseph will provide a brief description of each group and distribute a copy of the BOG report for members to review. Current workgroups should also create a brief report describing current projects and goals. Additional staff who would like to join the work groups should not attend the September meeting, but a follow-up meeting will be established to include “specialists” within these specific areas.

**MCDLSS Meeting Agenda**
Topics for the upcoming meeting *(Wednesday, September 6th)* will include updates from FLVC and BOG; a breakout session for work groups will also be built into the agenda. A draft agenda will be sent to Joseph Riquelme for approval.

**February Symposium Topics**
Topics for the February Symposium (dates TBD) were also discussed. The concept for the meeting is to host a tool / resources / best practices for evaluation teaching and learning effectiveness. For example, how do individual institutions evaluate on-line teaching evaluations? How do institutions use analytics to measure effectiveness of an instructor? What are the similarities and differences between institutions in terms of faculty readiness? Additional topics of interest include ADA Compliance issues with faculty leveraging publishing materials. How do the institutions regulate ADA compliance with these materials? ADA Compliance is an important component to discuss due to the new mandate; as an institution, members should be able to provide tools to the college presidents as to how to solve these issues. Josh Strigle explained that USF shared their policy as a blueprint and should be shared among institutions. Faculty is being held responsible for their own materials, but who is monitoring the individual instructors?

**FloridaShines Data Request Update**
FLVC requested data from institutions – fees, contact people for advisors, etc. – populates all applications on Florida Shines. However, the administrator at each institution can update data at any time; this is the FLVC “annual” push to update. “This data has not been updated” memo will be posted for those institutions who do not meet the August deadlines.

**Upcoming Events**
John Opper discusses that the SARA meeting to be held on Tuesday, September 26th, at Valencia College in Orlando, is an implementation meeting in order to be a part of Florida SARA. DOE representatives will be attending this meeting, which will allow specific questions to be addressed. A potential November meeting will be discussed and coordinated at the September meeting for the work groups who wish to attend.