Regular Quarterly Meeting of the
Distance Learning and Student Services Member Council (DLSS MC)

Agenda

Tuesday, December 12, 2017 (9:00 a.m. – 11:00 a.m. EST)

Conference Call

9:00 - 9:15 a.m. 1. Welcome and Call to Order
Joseph Riquelme, Chair

a. New Member Welcome

b. Approve Minutes from November 1, 2017 Meeting

9:15 – 11:00 a.m. 2. DLSS MC Workgroups (Charge, Deliverables, Timeline)

a. Instructional Designer Professional Development - Jennifer Veloff

b. Online Faculty Readiness / Quality - Kelvin Thompson and Deidre Price

c. Contracting and Shared Services – Joseph Riquelme and Michelle Franz

d. Online Student Services – Melanie Jackson and Victoria Brown

e. Proctoring Website and Resources – Joseph Riquelme and Jeff Larson

f. QM FL Consortium – Michael Nathanson

g. Agile Innovation – Joseph Clark

Please note that we are using Zoom for this conference call. Meeting ID: 112 155 249
Join from one of the following options:

- PC, Mac, Linux, iOS or Android: https://fiu.zoom.us/j/112155249

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The following DLSS MC members attended the meeting: Gary Baker (SCFMS), Sidney Beitle (PBSC), Victoria Brown (FAU), Vance Burgess (UWF), Lisa Ciardulli (SFC), Joseph Clark (FSU), Susan Colaric (SPC), Franzetta Fitz (FAMU), Michelle Franz (SSCF), Robert Fuselier (FSU), Arifa Garman (GCSC), Robert Greene (FSCJ), Anne Guiler (LSSC), Patrice Kapcio (UNF), Melanie Jackson (SFSC), David Jaeger (FGCU), Rozalind Jester (FSW), Lori Kelly (FKCC), Jeff Larson (MDC), Mark Lewis (HCC), Kim Manning (TCC), Brian Marchman (UF), Vikki Milton (CC), Michael Nathanson (LSSC), Nathan Neuman (PSC), Vivian Pope (TCC), Deidre Price (NFSC), Joseph Riquelme (FIU), Philip Simpson (EFSC), Josh Strigle (CCF), Jennifer Veloff (PHSC), Dennis Walpole (USF), and Kerry Welch (UCF).

**Guests:** Amanda Brown (SJRSC), Robin Colson (FALSC), Ayelen Ferrer (FIU), Elizabeth Metzger (BC), and Deb Miller (UNF)

**FLVC Staff:** Lisa Close, Nashla Dawahre, Robin Donaldson, Meredith Montgomery, John Opper, and Heather Thompson

**Joseph Riquelme** called the meeting to order and welcomed new members. The meeting minutes from the June 14 and August 9 meetings were submitted for approval. The members voted to approve the minutes.

**John Opper** presented Executive Director updates. The slides are listed in chronological order, and John discusses major points regarding each topic. Over the past academic year, over 70,000 + transient student applications processed, which is a decrease from last year. John suggests this is good news as students are not having to look to other universities to fulfill their course needs. MyCareer Shines continues to load students into the system; the majority are high school students. 431,000 user accounts and 666,000 + completed assessments completed during the past academic year. The catalog statistics offer 53,000 course sections uploaded and 702 on-line degree programs. FLVC participated in the State University System Florida Admissions Tour provided information to high school counselors regarding university admissions requirements. Up to 600 counselors attended in some locations. Current issues with Dual Enrollment courses includes the amount of resources needed to complete this process; the transient process should be cloned and uploaded into the state university’s system. This process is currently a work in progress as FLVC has been meeting with school district representatives as various locations have various levels of automated services. The TopKit site went live in February, 2017, and the second workshop will be held in March, 2018.

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.
As of September, three DLSS position are still open; Meredith Montgomery became the DLSS Administrative Specialist is July.

FL-SARA Webinars took place in September and October; Morgan Champion has received 62 applications. In December, these applications will be reviewed by DOE here at the Tallahassee FLVC Offices. Once approved, these institutions will be entered into NC-SARA.

There are opportunities for members to serve on the OER Professional Development Subcommittee. The objective and timeline are included in the Powerpoint.

The Personal Page will be rebranded to MyFloridaShines.org, and a K-12 dashboard will be included. This new dashboard is expected to set us up for a mobile app. Lisa Close is the contact person for this project. Members are encouraged to provide suggestions for services offered on this site.

Heather Thompson is working on the Contract Interest Survey, and it is currently being reviewed by the Executive Committee. Members can expect to receive this survey within the next few days.

Virtual College Week took place last week, and participation doubled from last year. Parents and students communicated regarding what information could be helpful on this site. The financial aid form is still a popular topic for parents and students. This is an excellent tool to help high school students research potential colleges. The next session will take place in Spring, 2018, and is geared towards Juniors who will be completing their high school education the following year. Speakers and topics vary during each session.

Catalog Program enhancements continue as FLVC merges two databases. College and university registrars provide a database for on-campus degree programs, and institutional on-line departments load courses offered on-line. The goal is to sync these two catalogs and provide complete and accurate data to students. The creation of a Catalog Program Enhancement Subcommittee is being led by Heather Thompson at FLVC. A new addition to the Catalog Program are career and technical courses. This project should be completed by the end of 2017.

In January 2018, FLVC will exhibit at the FETC conference in Orlando, Florida. The OER Summit will take place February 7-8 in Sandestin, Florida at the Hilton Sandestin Beach Resort. The DLSS Members Council meeting will be held on Tuesday, February 6.

Information has been added to the FloridaShines website to outline student requirements for residency and in-state tuition.

In March-April, 2018, the textbook and instructional materials survey will begin. The material being asked will remain similar so that data may be analyzed across the past few years. In addition, additional states are being approached to share their data as well.

The Canvas Implementation will begin in June 2018, and our library colleagues will be using this tool for their professional development needs.

John provided a summary of the topics discussed at August’s EAC Meeting, which was held in Gainesville, Florida. The two major topics include OER and helping students with their transition from high school to college.
John Opper, Robin Donaldson, and Heather Thompson recently returned from the WCET Annual Conference, and one of the big topics discussed was the recent WGU Audit by the Office of the Inspector General. The university is based on competency based education models, yet the OIG determined that sixty-nine on-line courses did not meet these requirements as they were not offering regular/substantive interaction between students and the instructors and should be classified as a “correspondence course provider.” This classification does not allow WGA to receive federal funding (Title IV), and the OIG ruled that WGA should return $700 million + funding not available to correspondence course providers. John included a link in his Powerpoint regarding an article interpreting this case for members to review.

Dates were proposed to the Members Council by Joseph Riquelme regarding upcoming meeting dates. In the Executive Committee meeting, May 15-17, 2018, was a suggested option. However, this is the date of the MCLS, and staff would not be available for the DLSS MC meeting. An alternate date of June 13-14 was proposed last year. The DLSS MC meeting could be held on June 13 and the Symposium on the June 14. The location for both will need to be confirmed by FLVC staff for the Members Council. FLVC would like for members to identify speakers for the Symposium; Joseph suggests creating a Google Document so that members may add their ideas and recommendation for the Symposium.

Elijah Scott, Executive Director of FALSC, provided a demo of the EBSCO system. The link for the demo may be found here.

Dr. Nancy McKee was not able to attend today’s meeting, but Joseph Riquelme discussed the BOG slides on her behalf. The topic is the “Status of Implementation of the 2025 Strategic Plan for Online Education.” Joseph addresses each slide in terms of the stage of development for each strategy.

Dr. Karinda Barrett presented the FCS Update to the Members Council and will forward her presentation slides after the meeting. The details of her presentation are included in this slide deck.

John Opper continued the discussion regarding MyAffordableEd, Proctor Testing Website, and the Contracting Website and Database. He also asked for members to work on subcommittees to help resolve these issues.

Joseph lead the discussion regarding the formation of 2017-2018 Workgroups. He outlined the responsibilities of the groups as well as the charge of each of these groups. For example, there should be two leads (one from SUS; one from FCS), and one of these leads would serve as the Chair. The workgroups are responsible for arranging their own meeting times, and FLVC will be happy to facilitate these arrangements. A Google Document has been set-up as a sign-up sheet for members. Last year’s groups are being dissolved and phased into new 2017-2018 groups. John reiterated that FLVC will help staff these workgroups pending Joseph’s recommendations; FLVC will provide administrative support for these various workgroups. The workgroup sign-up sheet was shared with the group, and discussion continued while individuals signed-up for workgroups. Once membership is finalized, an initial meeting will be scheduled for each workgroup. Each workgroup is expected to conduct a second, “next step” meeting prior to the next Members Council meeting. FLVC will reach out to the Chairs to help them organize their members and help them document their individual workgroup charges. As individuals are added to the workgroups, members should confirm their staff members’ access to this folder; FLVC will forward a quarterly list in order to review non-member access to this folder.
The last item discussed was upcoming Member Council meetings. Potential dates for upcoming meetings are as follows:

- Tuesday, December 12th – Virtual Meeting – 9 – 11 a.m. EST
- Tuesday, February 6th – in conjunction with the OER Summit (02.07 & 02.08)
- May – potential Virtual Meeting
- June 13 – 14 (in conjunction with Symposium on the 14th)
- Sept 19 – 20