

# June 2017

## Distance Learning Student Services (DLSS)

### GOAL: INNOVATE

Many relate spring as the time of year for new beginnings, but for us, spring can feel more like a race to the finish line. While June brings the end of the fiscal year to a close it is also a great time to look back at all DLSS has accomplished. This past fiscal year the DLSS team made many improvements to existing services and created new and innovate ways to share our services with students, counselors and parents.

Working with our partners, and leveraging our experiences connecting with institutions and statewide services, we started the concept development for a state Automated Dual Enrollment System, to improve the processing of dual-enrollment applications and automate the communication between high school districts, colleges and universities. Additionally, we have gathered requirements for a Statewide Residency Valuation system, which would allow the Florida Virtual Campus to leverage existing web-based submission procedures and link to state level databases to validate Florida residency for a majority of students. Both services were a result of our "Student Services of the Future" focus group, and are intended to help our partner institutions by reducing the workload of college and university staff and providing the opportunity to speed these processes for our students.

Taking our focus beyond the admissions process, DLSS also provides research results to support our institutions in their efforts to make education more affordable and make data driven decisions. With this in mind, our team surveyed our DLSS Member Council on the OER services, programs, and courses they provide. We also collaborated with Robin Colson from Academic Strategies and FALSC to identify library OER services, functions, and perceptions. We then took a look at the research conducted by DLSS, FALSC, Academic Strategies, and library resource information to form the basis for a Library Journal article.

Internally, the team worked to improve the DLSS member council processes, and enhanced the DLSS Partners website in order to make sure everyone was communicating effectively and had easy access to information.

However, what good are our services if no one knows about them? This year, we have attended several conferences around the state, presented as subject matter experts countless times, expanded our statewide marketing presence, led FLVC marketing efforts at large scale events such as the symposium and FETC, worked with our partners to host two virtual college events, and held our first ever 3D printing contest!

Just listing these few accomplishment, it is easy to see that the DLSS team has been a busy group, but the benefit to the state's student population and future workforce makes it all worth it.