Regular Quarterly Meeting of the
Distance Learning and Student Services Member Council (DLSS MC)
Agenda
Tuesday, May 15, 2018 (9:00 a.m. – 4:00 p.m. EDT) and Wednesday, May 16, 2018 (9:00 a.m. – Noon EDT)
University of South Florida
Phyllis P. Marshall Student Center – Room 3707
4103 Cedar Circle
Tampa, Florida 33620

Attendees:
The following DLSS MC members attended the meeting in-person: Julie Alexander (Miami Dade), Gabriela Alvarez (FIU), Gary Baker (SCF-Manatee-Sarasota), Sidney Beitler (Palm Beach), Kelvin Bentley (UWF), Victoria Brown (FAU), Vance Burgess (UWF), Tom Cavanagh (UCF), Lisa Ciardulli (Santa Fe), Joseph Clark (FSU), Susan Colaric (St. Pete College), Cynthia DeLuca (USF), Tom Dvorske (Florida Polytechnic), Franzetta Fitz (FAMU), Robert Fuselier (FSU), Arifa Garman (Gulf Coast), Robert Greene (FSC – Jacksonville), Lemond Hall (TCC), David Jaeger (FGCU), Donna Jennings (Miami Dade), Rozalind Jester (FSWSC), Patrice Kapcio (UNF), Kim Manning (TCC), Brian Marchman (UF), Elizabeth Metzger (Broward), Deb Miller (UNF), Vikki Milton (Chipola), Michael Nathanson (Lake-Sumter), Corine Nelson (FAU), Nathan Neuman (Polk), Matthew Peace (Florida Gateway), Elsavet Rios (SFSC), Joseph Riquelme (FIU), Robert Seniors (FAMU), Christine Smith (Pasco-Hernando), Robbie Sparrow (Seminole), Josh Strigle (CCF), Dennis Walpole (USF), and Bill Waters (Pensacola).

The following DLSS MC members attended the meeting virtually: Brian Doherty (New College), Christian Gray (FKCC), Jack Hall (St. Johns River), Mark Lewis (Hillsborough), and Hector Valle (Daytona).

The following DLSS MC members did not attend the meeting: Patty Anderson (Florida Gateway), Henri Benlolo (CCF), Debbie Blair (Santa Fe), Mike David (Florida Gateway), Lynn Drees (SCF – MS), Jason Dudley (FSWSC), Cathy Duff (FGCU), Kathy Dutremble (Pensacola), Geoffrey Fortunato (Seminole), Michelle Franz (Seminole), Kellie Geary (Hillsborough), Michele Hawkins (FAU), Jana Kooi (FSC at Jacksonville), Susan Ledlow (Valencia), Andy McCollough (UF), Paul O’Brien (IRSC), Melissa Harts (Pasco-Hernando), Kendall St. Hilaire (IRSC), Kay Hogan (NFCC), Anne Guiler (Palm Beach), Douglas Guiler (Lake-Sumter), Heather Jones (St. John’s River), Lori Kelly (FKCC), Jennifer Page (NFCC), Donald Painter (Polk), Lena Phelps (SFSC), Deidre Price (NWFSC), Scott Rhodes (Florida Polytechnic), David Rohrbacher (New College), Mary Roslonoswki (EFSC), Robert Saum (Daytona), David Shulman (Broward), Philip Simpson (EFSC), John Slot (Valencia), Anne Southard (NWFSC), Jane Stephens (Chipola), Kerry Welch (UCF), and Vicki Westergard (St.Pete).

The following guests attended the meeting in-person: Todd Adrian (Indian River), Karinda Barrett (DOE), Leo Bentovim (Honorlock), Dee Bohne (Instructure), Barbara Cline (Gulf Coast), Sharon Della (Kaltura), Edward Duran (FIU), Ayelen Ferrer-Quinoa (FIU), Douglas Grooms (Canvas), Cindy Hewitt (Tutor.com), Melanie Jackson (PBAU), Nancy McKee (BOG), Hector Noriega (Miami-Dade), Brandon Parker (Canvas), Matthew Peace (Florida Gateway), Jon Rogers (BOG), Alexis Skokos (Instructure), and Andres Taborda (Honorlock), and Kelvin Thompson (UCF).

The following guests attended the meeting virtually: Brenda Van Der Burgt (Kaltura).
The following FLVC staff attended the meeting: Robin Colson, Nashla Dawahre, Robin Donaldson, Laura Kreps, Meredith Montgomery, John Opper, Stevan Polansky, Heather Thompson, and Shawn Wilson.

Welcome and Call to Order

The DLSS Members Council meeting was held Tuesday, May 15, and Wednesday, May 16, at the University of South Florida.

Joseph Riquelme called the meeting to order. New members were introduced and outgoing members were recognized. In addition, first-time attendees were asked to introduce themselves.

The meeting minutes from February 6, 2018, were submitted for approval. Josh Strigle motioned to approve the minutes, and Nathan Neuman seconded the motion for the approval of minutes.

➢ Action Item: Approved minutes will be posted to the DLSS website and to the DLSS Google Folder.

FLVC Future Meeting Discussion

• The first order of business was to discuss a follow-up OER Summit to be held in Fall 2018. FLVC is currently locating a venue in either Tampa or Orlando, and the dates will remain October 24-25, which is in conjunction with the DLSS Members Council Meeting (Tuesday, October 23). As members suggested a workshop-format, TOPkit will be the model for this fall Summit. The goal is for attendees to bring OER resources back to their institutions.

As the dates have been established for upcoming meetings, host institutions were requested.

• Deb Miller (UNF) volunteered to host the meeting on February 5-6, 2019.
• Bill Waters (Pensacola State University) volunteered to host the meeting on May 21-22, 2019.

➢ Action Item: Meredith Montgomery will forward the “Host Institution Requirements” sheet to both contacts so that they can locate suitable meeting space at their institutions based on specific FLVC needs.

Joseph Riquelme introduced two new components to the agenda. The first is the “Institutional Showcase,” which will give three institutions a chance to report on items of note; the second is the “Open Discussions Related to Distance Education,” which will be a topic-based discussion.

Vote for Chair Elect and Secretary

For the 2018-2019 Term, Josh Strigle is the incoming Chair; the Chair Elect should be selected from SUS institutions. Ballots were passed out, but only primary members can vote for the Chair Elect. Sid Beitler nominated Dr. Victoria Brown verbally, and ballots were not collected as she was unanimously selected to serve as Chair Elect.

Lisa Ciardulli will step down from the Secretary position, and FLVC volunteered to record minutes and serve as Secretary for the Members Council Meetings. Voting for this position is no longer needed for the upcoming 2018-2019 term.
Discussion of By-Law Revision

Josh Strigle discussed the revision of the Operating Procedures, or By-Laws. To change the By-Laws, an electronic version of suggested changes will be sent to the members, and then these issues will be discussed at the July DLSS Members Council Meeting. Revisions discussed were sparked by ICUF institutional representatives requesting membership, and this process needs to be established. In addition, officers need to be reviewed as the Secretary position will be removed and many of the listed standing committees are no longer operational.

- Josh will provide a draft revision and submit to members for their input. Any suggested changes should be sent to Meredith Montgomery at FLVC, and she will forward to the Executive Committee for review.

Executive Director Updates

Dr. John Opper updated members on items of interest, such as the Quality Matters License. Currently a consortium, a state license subscription agreement is being negotiated by UWF, and the goal is to have this completed by the beginning of June 2018. As soon as this agreement is complete, FLVC will forward the details for participation to members.

The OER Summit is scheduled for October 24-25, 2018, and it will provide attendees with resources to bring back and implement at their institutions.

A Canvas license will be available in June 2018, and will be used as a Master Class Repository, OER testing, professional development, and other needs as listed in the PowerPoint.

The Civic Literacy Exam requirement has changed, and FLVC has been charged to house the various test bank questions as well as authorize institution users to access exam files.

FLVC joined the WCET SAN in 2017, and each institution has a designated representative who has access to these resources. However, many of these representatives need to be updated. In addition, two of the three primary representative seats need to be filled. Dr. John Opper fills one seat, but volunteers are requested for the remaining two seats.

Heather Thompson from FLVC has been working on the Catalog Program Enhancement Project, which will support all program delivery methods in uploading and reporting, transfer program admission information, profiles of CTE centers throughout the state, and programs offered by CTE Institutions. Training is scheduled in June 2018 for the changes in the Program Upload to incorporate the Delivery Method updates. Stevan Polansky confirmed that over 15,000 degree and certificate programs are listed in the Florida catalog, which does not include badges and sub-degrees. The definitions of All Distance Learning, Primarily Distance Learning, Hybrid Blend, and Primarily Classroom were discussed, and there are still differences between the FCS and SUS definitions. John reiterated that the FLVC Catalog follows the state statutes and is still working on the percentages which determine classification of these courses.

Workgroup specifications were provided in March for the Proctored Testing Website Project, and July 1, 2018, is the target date for the completion of the Initial Development Phase. The ITN Draft was sent to UWF in March and is currently at UWF Legal for processing.
The **Catalog Statistics** for Summer 2018 is 14,981 colleges, and the upload deadline for Fall 2018 is June 15. Currently, eight institutions have uploaded, and 736 programs are represented.

The **DLSS Contracting Process** conducted a Partnerships and Licensing Survey. Prioritization Criteria includes the following: the product, application or partnership is “mission critical” to e-learning, the purchasing arrangement will substantially reduce licensing expense, and will the product or application be used across the institution? John reiterated that feedback from the Licensing Workgroup is pertinent.

John shares the trend for **Transient Student Admissions Application**, and April and May are peak months. Graduate students will now have the option to use the Transient Application at POLY, FAMU, and UNF.

The **Common Prerequisites Manual Enhancement Project** lists courses required for individual degree programs. The enhancement includes a database, search feature, display upgrade, and a workflow for approval of changes. These enhancements and deadline dates are outlined in the presentation.

**MyCareerShines** currently has 551,612 total registered users, and student profiles follow students throughout the education process. Also shared were best practices from the University of Central Florida, Palm Beach State College, Hernando County Public Schools, and Complete Florida. The Project Advisory Council Meeting meets to discuss outreach and partnership opportunities for MyCareerShines.

The **College Success Series** took place from March 1 – April 30, and there were over 5,700 webpage visits. Statistics were shared with members on the presentation slide.

Robin Donaldson presented **Research Updates** on the following surveys: Textbook and Instructional Materials, eLearning Organization Structure, Department Tasks, Ensuring Accessibility per Section 508, Mobile App Availability, and Content Management User Interface Satisfaction. This is the third time since 2016 that the Textbook and Instructional Materials survey was given, and almost 28,000 students responded. UCF had excellent participation from students, and Tom Cavanagh discussed how this survey was marketed to students thru e-mail and only received eleven responses. The information was then sent out thru LMS with the subject line, “Do you care about textbook costs?” Students responded to the survey due to the subject line. Members were asked to forward any Learning Analytical Tools being used in Canvas to Vance Burgess.

**Florida Board of Governors Update**

**SARA Update** - Dr. Nancy McKee updated the members on Florida institutions who are SARA Members. Currently, there are 66, which is comprised of 12 universities, 19 colleges, 19 ICUF, 14 Independent, and 2 other. The Council is meeting on June 29 and will review newly submitted applications from 3 ICUF, 4 Independent, and 1 religious institutions.

**SUS Update** - During the 2018 session, a Legislative Budget Request for Distance Learning Issues was submitted; however, none were funded as other issues took precedent. Workgroups are considering other ways to move these projects forward without additional funding for the following projects:

Innovation in Florida On-Line Learning – competitive grants for innovations; annual summit will share results of these innovative projects. Tom Cavanagh suggested a Higher Education Innovation Summit to highlight innovative projects occurring around the state. State-wide research for on-line education will also be shared. The Steering Committee will ask Provosts to pay for faculty and staff to attend the
Summit to alleviate costs; another solution considered is the Summit will be held in conjunction with the Annual TOPkit meeting.

Master Course Repository – University of Florida volunteered to pilot this repository, and when the pilot is successful, the project can roll-out state-wide.

OER / e-texts has four workgroups which plan to move ahead without additional state funding. FIU volunteered to expand their directory of OER / e-texts, which will be searched by common course number. The Steering Committee charged the workgroup to make a recommendation in June.

Proctoring and Licensing – Joseph with FIU will report on this topic later.

Innovation / On-Line Committee (BOG) meeting will be held in June. Agenda items include Student Services Scorecard, which will be submitted for approval, and the use of data analytics. Five institutions volunteered to present the way they use analytics to the committee.

Nancy McKee will be retiring July 31, 2018, and introduced her successor, Dr. Jon Rogers.

**Florida College System Update**

Dr. Karinda Barrett presented the FCS update, and her PowerPoint will be forwarded to members after the meeting. Three Florida FCS institutions – Broward College, Indian River State College, and Miami Dade College – have been nominated for the ASPEN Award.

The Florida Student Success Center is the 15th state in the country to provide this resource to students and includes a $1 million grant over three years. The vision of the center is “to serve as a resource of evidence-based, innovative practices to inform colleges’ efforts to develop student-centered pathways and increase completion.” Establishing a clear student pathway is the main function of this resource. Dr. Barrett presented information on the function of the centers and how they work with colleges to implement guided pathways.

Section 1007.25, F.S., addresses the degree requirements, which states students must “demonstrate competency in civic literacy,” and information was presented on the number of first-time-in-college students. Three courses were recommended by the faculty committee to demonstrate civic literacy – AMH X020, POS X041, and a new course to be created. In terms of an assessment, the faculty committee recommended course competencies and outcomes, and these changes have been added to the Statewide Course Numbering System. Todd Adrian asked the question regarding dual-enrollment students, and Dr. Barrett explained that this requirement must be met beginning with the 2018-2019 term.

Dr. Barrett also discussed the review process of FCS Baccalaureate Common Prerequisites. Institutions identified the number of prerequisite courses needed for students to gain access to various programs. Currently, there are 19 programs with 0 CPs, 35 programs with between 1 and 24 credit hours of CPs, and 8 programs with more than 24 hours required for CP.

The PERT (Postsecondary Education Readiness Test) Contract has been extended to September 30, 2018, and the contract sets the price for $0.94/assessment. PERT is used in place of OEC in high-school for algebra, for dual enrollment, and as a place holder in the FCS.
DLSS MC Workgroup Updates

Each of the seven workgroups provided updates to the Members Council. Robbie Sparrow provided the first update for the Instructional Designer Professional Development workgroup, and the PowerPoint will be forwarded to members. Survey questions included demographics, roles of Instructional Designers at institutions, training interests, conferences attended, and the needs of Instructional Designers. The results are included in the PowerPoint, and based on this information, the workgroup’s next steps include the creation of “a repository of professional development artifacts developed by fellow FLVC institutions” and to “provide multiple opportunities for participation from FLVC institutions.” The overall goal for Professional Development is to “ensure that all FLVC institutions can contribute or participate in meaningful ways while also learning from one another.” To be successful, the workgroup suggested that each FLVC institution pledge to contribute at least once each year to our ID Network. Robbie is preparing a White Paper, which will help share this information with other institutions. The workgroup is also preparing a summary document of the information presented and next steps based on the results of the survey.

Kelvin Thompson presented updates for the Online Faculty Readiness / Quality workgroup; co-chair, Deidre Price, was not able to attend the meeting. He discussed the intent of the workgroup was to rediscover work that has already been completed across the state. Kelvin asked for volunteers to meet after the meeting and discuss a schedule for upcoming meetings.

Edward Duran (FIU) presented updates for the Contracting / Shared Services and the Proctoring Website / Resources workgroups. The charge for the Proctoring Website / Resources workgroup is to create a space where students can learn the proctoring tools available to them and to create a master contract to provide these services. The student component of the website is being developed first; then the faculty side will be completed. Mock ups were displayed in the PowerPoint presentation, and this presentation will be posted to the FLVC website for review. Phase I is scheduled for completion in June. The Contracting / Shared Services workgroup has completed the technical specs for a Master Contract database, and they are currently under review at FLVC. Mock-ups for this tool were also included in the PowerPoint.

Vicki Brown and Josh Strigle updated members on behalf of the Online Student Services workgroup and discussed a survey recently submitted to students regarding Student Readiness. Three areas of concentration were identified from the survey, which helped establish specific follow-up questions such as time management and student responsibility. The development of the survey questions and the process to determine whether students were ready for on-line classes was also discussed. The next step is to survey institutions regarding assets so that these can be shared through FLVC. LMS and web-based applications will be populated with assets, and then institutions can choose according to their needs.

Michael Nathanson presented updates for the QM Florida Consortium workgroup, which is working to share quality services through a state contract. At Lake-Sumter State College, faculty members attend the Train-the-Trainer Quality Matters session, but faculty members from outside institutions cannot attend since the current contract is a consortium and not a state contract. Another goal is to share the assets of group reviewers who have already been trained by Quality Matters to ensure course quality.
Joseph Clark updated members on recent survey results from the **Agile Innovation Workgroup**. The LTI Usage survey prompts, results, summary, and next steps are outlined on the PowerPoint presentation, which will be posted to the FLVC website. The results from the Canvas Data Survey is also included in the presentation. Numerous reports were developed using the data, and challenges and future plans for this data were also discussed.

Two institutions participated in the Institution Showcase portion of the meeting. Dr. Tom Cavanagh presented the University of Central Florida’s Digital Learning Course Redesign Initiative. The PowerPoint included project goals, three-year plan, and resources. Joseph Riquelme presented on behalf of Florida International University and discussed the “Affordability Counts” program and how courses earn this badge.

Joseph Riquelme wrapped up the meeting and adjourned for the day.

**Wednesday, May 16, 2018:**

Joseph Riquelme welcomed attendees to the second day of the meeting and gave a brief overview of the day’s agenda.

**Plagiarism Detection Demonstration**

John Opper discussed the issues regarding plagiarism and companies who use students to gain access into educational systems. A third-party company solicits the students via e-mail, which poses as a letter from the Provost’s Office. Students commission a third-party company to write an original paper or take a test on their behalf, but the students must provide their credentials. Once the students realize the scam, the company extorts the students for additional funds to prevent this company from reporting them to the college / university. John learned about this information as part of the Steering Committee for WCET.

Joseph introduced guest speakers from Honorlock, Andreas Taborda and Leo Bentovim, who presented on their plagiarism tool. This company is student-founded from FAU, and Dr. Vicki Brown was instrumental with its development. Additional attending vendors introduced themselves and discussed their services. This includes Sharon Della from Kaltura, Brandon Parker from Canvas, and Cindy Hewitt from Tutor.com. Sharon Della asked Dennis Walpole and Sid Beitler to speak on their behalf as a user story.

John Opper introduced Scott Cheney and Emilie Rafal from Credential Engine; they gave a virtual demonstration on Education Badges. The PowerPoint will be posted to the Google Folder and website for review.

**Discussion on Topics and Webinars for Upcoming Meetings**

Joseph asked members if there were any topics that should be added to upcoming agendas. Lisa Ciardulli asked the group how they were verifying student locations for SARA, which prompted a discussion regarding SARA. She also asked if institutions were choosing not to join SARA due to a low-number of on-line students within their institutions. One institution responded that students’ location was a part of their registration process. John Opper learned through SAN system that students are asked for their information numerous times during the semester through the LMS.
This conversation prompted requests for additional discussion on NC SARA. Some concerns include a contact person at each institution dedicated to SARA resources and a contact list for student complaints as each state has their own contacts. Morgan Champion would be a requested guest speaker for this topic.

**Open Discussions Related to Distance Education**

The discussion focused on Education Badges, and attendees expressed interest in additional discussion on this topic.

**Wrap-Up and Adjournment**

Joseph announced Dr. Vicki Brown is the Chair Elect for the 2019-2020 term and adjourned the Members Council meeting; the next meeting is scheduled for **Wednesday, July 11, and Thursday, July 12, in Tallahassee**, Florida. Additional information will be sent to members once the venue has been confirmed.