From the
ASSISTANT VICE PRESIDENT

Thank you for this opportunity to share FLVC’s significant activities and accomplishments during fiscal year 2021-22 on behalf of the state of Florida.

As Florida’s public colleges and universities slowly transitioned back to traditional, pre-pandemic routines, their students, faculty, and staff were greeted by a number of enhanced FLVC services that helped ease that transition.

Among those enhancements is a new, next generation Integrated Library System which our Library Services division activated statewide in July 2021. This multi-year effort marked the largest transition to an integrated academic library catalog/discovery system in Florida’s history. FLVC collaborated with library staff and administrators from each institution to achieve this success. The new system streamlines workflows for library staff and expands functionality for students and faculty, enabling them to find information and resources more quickly and easily.

Our Distance Learning and Student Services division continued to play a key role in supporting institutions’ increased use of online and hybrid instruction brought about by the pandemic. The FloridaShines Catalog of online courses offered by the state’s public institutions remains an invaluable resource for college and dual enrolled high school students. The Catalog includes a near-record number of course sections, and was enhanced this year to include offerings from Florida’s technical colleges and centers, providing students additional pathways to success.

I am proud to report that FLVC’s shared-service model saved the state of Florida more than $45 million this year. Looking to the coming year, we will continue our legacy of providing quality, cost-effective resources and services that ensure the success of all of Florida’s postsecondary students and institutions.

Tim Brown
Assistant Vice President for FSU ITS:
NWRDC & FLVC
This report describes key activities and accomplishments by Florida Virtual Campus from July 1, 2021 to June 30, 2022.

FROM THE ASSISTANT VICE PRESIDENT

FLVC OVERVIEW

LIBRARY SERVICES

DISTANCE LEARNING & STUDENT SERVICES

POLICY BOARD

FINANCIAL OVERVIEW
Florida Virtual Campus (FLVC) is a statewide provider of innovative educational support services for all public postsecondary institutions within the Florida College System and the State University System, and for the larger K-20 education community. FLVC actively collaborates with Florida’s 28 public colleges, 12 public universities, K-12 school districts, and other partners to offer services that help students succeed in school and life after graduation.

Organizationally, FLVC is divided into two primary units – Library Services, and Distance Learning & Student Services – each serving the unique needs of Florida’s students, parents, educators, and institutions.

Core Services

FLVC’s services provide a lifeline for students to access millions of online and physical resources essential to their academic success, and which prepare them for the ever-changing workplace of tomorrow. FLVC’s core services include:

- **01:** The centralized library system used by all public colleges and universities statewide
- **02:** Support services for statewide higher education distance learning
- **03:** A centrally licensed portfolio of library e-resources for Florida’s public higher education institutions
- **04:** FloridaShines.org, a statewide website where students can access all FLVC services
- **05:** Resources for college and career planning
- **06:** Resources for students transferring to a different college or university
Delivering Cost-Effective Results for Florida’s Taxpayers

FLVC’s centralized, shared-services model provides greater efficiency, value generation, cost savings, and optimization of college and university staff, capital, and time. This centralized approach takes advantage of economies of scale, improves productivity by minimizing duplicated efforts, is flexible and agile, and optimizes service delivery.

As a key component of Florida State University’s Northwest Regional Data Center, FLVC continues to provide unrivaled library, distance learning, and student academic advising programs and services for Florida’s public colleges and universities, and their more than one-million students, faculty, and staff statewide.

Institutions Supported

- 74 K-12 School Districts
- 40 Public Colleges & Universities
- Other Partners

$45 Million

The shared services provided by FLVC saved Florida taxpayers more than $45 million in 2021-22.
FLVC's Library Services division provides support for the academic libraries at every public college and university statewide. This includes an integrated library system (ILS) used by library staff and a discovery tool used by students and faculty to access library resources. FLVC's Library Services division:

01. Operates the ILS used by Florida's 40 public colleges and universities
02. Provides centralized access to the statewide higher education library e-resources collection
03. Negotiates group licensing of e-resources on behalf of institutions
04. Provides a platform to host and access digitized library archival and cultural heritage content
05. Offers professional development and training opportunities for institutional library staff
06. Provides statewide Help Desk support for all FLVC resources and services

Integrated Library System

FLVC operates Florida's higher ed Integrated Library System (ILS) used by all public college and university libraries—40 institutions and more than 150 campus libraries statewide.

This centralized ILS model saves the state of Florida $16 million annually, compared to implementing the system individually at each institution. An additional $1.8 million is saved each year through centralized ILS software licensing.

From the ILS, college and university students can simultaneously search their home institution's library collection and the library collections of all other public colleges and universities statewide. The ILS also provides robust back-office tools that enable institutional library staff to efficiently manage all aspects of their local collection.

In July 2021, FLVC successfully activated a next-generation ILS, based on Ex
Libris’ Alma and Primo VE ILS and Discovery Services. This multi-year effort marked the largest transition to an integrated academic library catalog/discovery system in Florida’s history, and included the migration of millions of records from FLVC’s legacy ILS which had been in use for more than 15 years.

FLVC continues to add new resources to the ILS, such as the addition of Florida International University’s Wolfsonian Museum & Library catalog and digital collection. FLVC also supports Florida college & universities’ ILS data and reporting needs by creating a searchable archive of legacy ILS data.

25 Million+ ILS SEARCHES

Students used FLVC’s ILS to perform more than 25 million searches for library materials in 2021-22.

In collaboration with our colleagues at Florida’s public college and university libraries, FLVC Library Services successfully migrated and implemented its next generation Integrated Library System (ILS) in July 2021. This achievement was the culmination of a process that began in 2018. Based on Alma software and the Primo Discovery Service, this new system streamlines workflows and greatly expands functionality, enabling students and faculty across Florida’s College System and State University System to identify information quickly and easily from the vast repositories provided by libraries.

During this fiscal year, FLVC Library Services also increased functionality of the digital archival platform, Florida Islandora; dramatically enhanced online access to electronic resources by implementing the OpenAthens authentication platform; expanded library staff access to professional development and training through participation in the national Professional Development Alliance; and continued to provide a statewide collection of vital e-resources at a dramatic cost savings to public postsecondary institutions and the state of Florida.

Congratulations to the libraries and FLVC staff for these and many other accomplishments this year.
Library Services | 6

ILS provides FLVC’S public postsecondary students, faculty, and staff access to more than:

- **18 Million** Books & Physical Materials
- **215,000** Electronic Resources
- **1.5 Million** Digital Archive Items

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**Florida Public Postsecondary Integrated Library System**

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<th></th>
<th>Colleges</th>
<th>Universities</th>
<th>Total</th>
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<tr>
<td>Borrower Records</td>
<td>1,507,420</td>
<td>1,534,995</td>
<td>3,042,415</td>
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<tr>
<td>Item Records</td>
<td>11,556,065</td>
<td>38,196,979</td>
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<td>Bibliographic Records</td>
<td>10,059,853</td>
<td>31,266,611</td>
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<td>Holdings Records</td>
<td>2,307,777</td>
<td>10,356,644</td>
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</table>

**Statewide E-Resources Collection**

Students’ academic success depends on having access to high-quality, scholarly e-resources across all academic disciplines. FLVC receives direct legislative funding to negotiate, acquire, and manage a portfolio of information-rich e-resources for use by students at Florida's public colleges and universities. This collection of e-resources is invaluable in supporting student success at all institutions and is a cornerstone of affordable education.

College and university students, faculty, and staff used the statewide e-resources collection to perform more than 8 million searches and 6.5 million downloads in 2021-22.
Centralized licensing of these e-resources by FLVC saves the state of Florida $13 million per year, compared to decentralized licensing. Such cost savings are the result of FLVC’s continual negotiation with vendors and publishers for favorable pricing on e-resources contained in the statewide collection.

**E-Resources Group Licensing**

FLVC negotiates e-resources licenses on behalf of institutions desiring to augment the statewide collection. Such “group licensing” enables FLVC to leverage its consortial relationship to negotiate substantial cost savings for those libraries.

In 2021-22, FLVC collaborated with 39 different e-resource content providers, saving participating institutions more than $12 million compared to licensing by individual institutions. FLVC negotiated group licenses for 570 subscriptions—a record number of subscriptions since implementing its group licensing service. Those efforts also resulted in a record number of institutions participating in the service.

![Image showing $13 Million saved annually by centrally licensing e-resources for the statewide collection and $12 Million saved by institutions participating in FLVC’s e-resources group licensing in 2021-22]

**E-Resources Authentication**

Throughout 2021-22, FLVC continued to implement OpenAthens authentication software for all institutions. OpenAthens provides seamless access to e-books, journals, databases, and other scholarly e-resources in the statewide and local collections. It increases discoverability, improves the cost-effective management of e-resource spending, and provides enhanced data collection that enables institutions and FLVC to maximize the effectiveness of e-resources for students and faculty.

Implementation of OpenAthens software is ongoing. As of June 2022, FLVC has successfully activated OpenAthens for 37 of the 38 institutions participating in the program.
Digital Library Services

FLVC continued to manage and provide access to multiple statewide digital library collections during 2021-22, including:

**Florida Open Academic Library**
This online index provides a statewide searchable database of digital archives and collections held by public postsecondary institutions, enabling student access to more than 1.5 million unique digital archive collection items and educational resources.

**Florida Islandora**
Florida Islandora enables institutions to create digital collections and make them accessible to the public free of charge. The service supports more than 100,000 unique digital collections and archive items, with nearly 12,000 items added during 2021-22.

FLVC collaborated with libraries at each institution to test an upgraded version of Florida Islandora planned for activation in the coming year.

**Florida Online Journals**
Florida Online Journals (“Florida OJ”) provides online public access to 50 journals published by institutions across the state in a variety of academic disciplines. Florida OJ was accessed more than 800,000 times during 2021-22.

FLVC successfully upgraded Florida OJ during this year, including enhanced network plugins for journal identification and discoverability, and is currently adding attributes that will provide long-term protection and preservation of the journal articles.

Open Educational Resources (OER)

FLVC continues to facilitate and promote the adoption of OER and open textbooks throughout Florida, collaborating with institutions to align these resources with the state course numbering system and student learning outcomes.
FLVC’s OPEN FL program provides quality, affordable access to higher education through OER, using a consortium of participating Florida colleges and universities. The goal of OPEN FL is to create a community and infrastructure for OER development, proliferation, and research throughout the state.

In May 2022, FLVC hosted its annual OER Summit, drawing more than 350 librarians, educators, and administrators. The online event focused on ways to expand student access to no-cost textbooks and learning materials. The Summit featured prominent state and national experts in OER and higher education, and highlighted tools and resources to help attendees implement and expand upon OER programs at their home institutions.

Library Support and Training

FLVC’s statewide Help Desk provides phone, email, and chat support for all its services. A sizable portion of that activity is in support of library-related services. In 2021-22, the Help Desk handled more than 10,000 requests for assistance from colleges and universities across the state.

FLVC provided extensive Administrator training and certification for 58 institutional library staff to manage their respective institutions’ Alma & Primo software in the ILS.

FLVC joined with consortia across the nation for the Professional Development Alliance (PDA) to conduct or share more than 80 free, live, online professional development workshops for public college and university libraries in Florida.

<table>
<thead>
<tr>
<th>Category</th>
<th>Help Desk Cases</th>
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<td>Library Services</td>
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<tr>
<td>DLSS</td>
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<tr>
<td>Other</td>
<td>414</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>10,835</strong></td>
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</table>
Distance Learning & Student Services

FLVC’s Distance Learning & Student Services (DLSS) division manages an array of educational services for students, educators, and administrators. These services enhance student and institutional access to online, centralized information whenever and wherever they need it.

FloridaShines.org

The free online tools and information provided by FLVC for students and parents are delivered through FloridaShines.org, an information-rich website to help college and high school students succeed in school, earn a college degree, and embark on a rewarding career. More than 860,000 people visited FloridaShines.org in 2021-22.

Among the resources available from FloridaShines.org are the statewide catalog of courses and degree programs, Common Prerequisite Manual, and the state’s official Transient Student Admissions Application (TSAA).

FloridaShines.org also provides access to tools and resources used by academic advisors, teachers, and distance learning staff at K-20 institutions across the state. These tools and resources enable local staff to provide top-quality support to their students and faculties.

More than 860,000 people visited FloridaShines.org in 2021-22.

Statewide Catalog of Courses, Programs, and Institution Profiles

The FloridaShines Statewide Catalog is a centralized, authoritative listing of courses, programs, and certificates offered by Florida’s 40 public colleges and universities. For the 2021-22 academic year, institutions reported more than 96,000 course sections available online.
From the Catalog, students can quickly and easily find the online courses they need and begin the application process. The Catalog serves as an essential resource for college students wishing to augment their in-person schedules with online courses, those who prefer online instruction (particularly in the wake of the pandemic), college students desiring to take courses while at home during the summer, and for dual-enrolled high school students.

Per Florida Statute, FLVC serves as the official host for the Statewide Catalog. FLVC’s DLSS division works closely with each institution to ensure its information is timely and accurate.

The Catalog is accessible 24/7 from FloridaShines.org and is linked from each institution’s website.

John Opper, Ph.D.
Executive Director,
DLSS

This was a busy year for FLVC’s Distance Learning and Student Services as we continued to enhance FloridaShines applications and support colleges and universities as they offer a larger mix of online and hybrid instruction.

Our online catalog and advising services enjoyed strong utilization, with course section listings in the catalog exceeding pre-pandemic totals. This year we continued our partnership with the Florida College System and Department of Education to develop the Education Meets Opportunity Platform project, for which the FloridaShines Catalog will play a crucial role. We also continued to modernize all college and university advising system connections, updated the Common Prerequisite Manual database, and added career and technical education centers to the Catalog.

Around textbook affordability, we conducted our nationally recognized Florida Student Textbook Survey in spring 2022, the results of which will be published soon. We also added indicators to the Catalog for online courses with zero textbook costs.

We look forward to supporting Florida’s 40 public colleges and universities with these and other services in the coming year.

96,000+ COURSE SECTIONS available online from Florida’s public colleges and universities
College & Textbook Affordability

FLVC continues to facilitate and promote the adoption of open educational resources (OER) and open textbooks throughout Florida, collaborating with institutions to align these resources with the state course numbering system and student learning outcomes.

Throughout 2021-22, FLVC continued to enhance the FloridaShines Catalog to include additional Zero Textbook Cost (ZTC) Course indicators. The ZTC indicator identifies courses which have no associated textbook costs, thereby enabling students to make informed decisions regarding total course costs when registering.

As of July 2022, the Zero Textbook Cost indicator has been added to more than 1,000 sections in the FloridaShines Catalog. Inclusion of the ZTC indicator in the Catalog is an ongoing project and is part of FLVC's continued commitment to increase student awareness and use of OER and make college more affordable for students.

**The Zero Textbook Cost indicator has been added to more than 1,000 sections in the FloridaShines Catalog.**

Transient Student Admissions Application

FloridaShines.org is the official host for Florida’s Transient Student Admissions Application (TSAA). The automated TSAA workflow streamlines the process for college and university students to request approval from their home institution to take a course at another institution, thereby enabling them to complete their degrees on time. The TSAA is particularly beneficial to students who need a course that their home institution does not offer, and for students desiring to take courses near their homes during the summer.
In 2021-22, FLVC facilitated the creation of over 46,000 TSAAs through FloridaShines.org. There was also an increase in the overall number of applications, as well as approved applications from the previous year.

**College 101: Preparing Students for Success**

FLVC partnered with education groups across Florida in September/October 2021, and again in February 2022, for “College 101,” a series of free online webinars to educate students and parents on how to conduct an effective college search, complete their admissions applications and the Free Application for Federal Student Aid (FAFSA), and prepare for college. The two College 101 events spanned nine nights, attracting more than 8,500 people from across Florida.

Each night’s sessions featured institutional experts in admissions, financial aid, FAFSA, and college readiness who walked participants through each process and answered questions. College 101 recordings are available from FloridaShines.org.

**Common Prerequisite Manual**

FloridaShines.org continues to serve as the official source of record for the statewide Common Prerequisite Manual (CPM). The CPM provides guidance to high school, college, and university staff and students on the prerequisite courses for degree programs offered by Florida’s public colleges and universities.
Florida Instructional Designer Network

Through its ongoing partnership in the Florida Instructional Designer Network (FL-IDN), FLVC collaborated with the Florida College System, State University System of Florida, and the Independent Colleges and Universities of Florida to provide seven free, online professional development webinars in 2021-22. These events were attended by more than 1,200 people across Florida, the U.S., and the world.

FL-IDN provides eLearning professional development resources for instructional designers, technologists, and other online learning professionals. The network promotes online teaching and learning innovation, effective practices, and education quality, in addition to creating collaborative, learning, and networking opportunities for its members.

Membership in FL-IDN is free and currently totals more than 500 people.

Florida Quality Matters Consortium (FLQMC)

The Florida Quality Matters Consortium promotes a culture of quality and support of student success among Florida’s institutions through collaboration and resource sharing. FLQMC works to improve the quality of courses and learning experiences for students in online and blended courses. Toward that goal, FLVC DLSS negotiated statewide, shared licensing and preferred pricing for the Quality Matters system, enabling institutions to reduce quality improvement program costs. For 2021-22, such centralized, negotiated licensing of Quality Matters software by FLVC DLSS saved Florida’s institutions more than $100,000 compared to individual institutional licensing.

Statewide License and Contract Negotiation

FLVC negotiates group licenses and contracts for learning management and distance learning-related software on behalf of interested institutions at all levels of Florida education. This process reduces costs and simplifies procurement for participating institutions, while addressing licensing concerns and requirements prioritized by the state’s public colleges and universities. As a direct result of these activities, FLVC saved the state of Florida more than $2.2 million in 2021-22, compared to the licensing costs for individual institutions and K-12 districts.
Statewide Partners: Collaborative Projects

FLVC and the Florida Department of Education continued their partnership on four large-scale projects in 2021-22 that will benefit Florida’s institutions and students.

Education Meets Opportunity Platform (EMOP) Project, HB 1507
In August 2021, FLVC began working with the Florida Department of Education and Credential Engine on the Education Meets Opportunity Platform (EMOP) project to develop a comprehensive and interactive credential registry for the state. FLVC is providing program information to Credential Engine to be used in the EMOP platform. The programs provided to the FloridaShines Statewide Catalog by each college and university will play a significant part in this effort.

Implementing REST: Modernizing Connectivity for SUS/FCS Institutions
FLVC continued its work on the RESTrofit project to connect Florida’s public colleges and universities with upgraded technology, moving from older EDI technology to a RESTful API platform. This effort will enable institutions to maintain and strengthen their connections to FloridaShines in accordance with Florida Statute.

Resources for Career Planning
FLVC continued to collaborate with the Florida Department of Education to develop a new career planning and work-based learning coordination tool.

System Modernization
FLVC is assisting the Department of Education with an ITN to modernize and update the Florida Automated System for Transferring Educational Records (FASTER), as well as review and modernize the Florida Education, Training, Placement Information Program (FETPIP).
Florida Virtual Campus is managed by FSU’s Northwest Regional Data Center, and both organizations are governed by a Policy Board. The Board is comprised of representatives from cohort groups including, K-12, City/County/Local Governments, Contract Management Customers, and NWRDC major customers. Additionally, the programs and services provided by FLVC are shaped through advisement from two Members Councils which are comprised of representatives from each of Florida’s 40 public colleges and universities.
Financial OVERVIEW

Fiscal Year 2021-2022 Budget by Category

Total Budget: $26,232,356

- FSU Administrative Overhead: $1,218,180
- Personnel: $7,960,611
- E-Resources: $6,853,316
- ILS: $1,727,400
- Library Services: $767,599
- DLSS: $232,577
- Facilities: $792,901
- IT: $1,258,175
- General Operations: $102,063
- Carry-Forward Projects: $2,043,351
- Reserve Funding: $6,853,316