LEADERS’ MESSAGE

It is our pleasure to provide this 2019 annual report for the Complete Florida Plus Program, which includes the Complete Florida Degree Initiative, the Florida Virtual Campus, and the Florida Academic Library Services Cooperative. Defined in Florida Statutes 1006.73 and 1006.735, Complete Florida Plus provides strategic solutions for Florida education by working collaboratively with Florida’s public and private higher education institutions, K-12 school districts, and other key partners to explore, develop and deliver innovative shared educational services to Floridians.

Higher education is undergoing tremendous change as globalization and technology affect the workplace, careers are becoming longer and more fluid, and the need for advanced education is transforming learning from a pre-career episode to a continual lifelong practice. Complete Florida Plus is one tool helping Florida’s diverse education ecosystem respond to these new needs and demands in order to support a thriving Florida economy, develop a 21st century workforce for our businesses, and foster the success of our citizens.

Complete Florida Plus enables the many parts of Florida’s expansive educational system to present a unified one-stop solution to current and aspiring learners through our portals which include CompleteFlorida.org, FloridaShines.org, and MyCareerShines.org. These solutions include connecting adult learners with options to complete their post-high-school degrees; presenting Florida’s array of online learning opportunities in a single catalog; operating a single integrated library system and resources for all of Florida higher education; providing career education and associated academic advising; and allowing students to flexibly augment their education with courses from a variety of colleges and universities.

Operated as a statewide program by the University of West Florida, Complete Florida Plus is advised by a variety of councils representing our constituents and stakeholders. We are thankful for the energetic participation of our members and partners, and the dedicated efforts of our staff, which combine to enable the many achievements listed in this report.
The Complete Florida Plus Program (F.S. 1006.735) was established at the University of West Florida in 2014 by the Florida Legislature, through combining the programs of the Florida Virtual Campus and the Complete Florida Degree Program. The Program is also responsible for operating Florida’s K-adult career education planning system, known as MyCareerShines.

Complete Florida Plus is built on a foundation of collaboration among Florida’s 40 public universities and state colleges, Florida private colleges and universities, K-12 school districts, and other engaged partners. Both Complete Florida and FLVC provide tools and services that offer a seamless experience to Florida’s learners as they seek to take advantage of the full array of opportunities in Florida’s education system.

In the 21st century, people are living longer, working longer into their lifespans, and work is being constantly transformed by technology. Reskilling and advanced learning is now a continuous life-long need, not just a pre-career episode in a person’s life. Floridians of today and the future will be constantly re-engaging with a variety of educational providers as they navigate the new world of work. This is the new 21st century student experience, and the services of the Complete Florida Plus Program all have the goal of helping Florida deliver that experience to Florida’s citizens.

**CONNECTING ADULTS TO DEGREES AND CAREER ADVANCEMENT**

More than 2.2 million working age Floridians have taken some college credit but not completed a degree. The Complete Florida Degree Initiative provides a single online gateway and personalized coaching services to connect these adult learners with programs at 20 partner colleges and universities throughout Florida. Complete Florida also offers special programs for military members and for business partners seeking professional development for their employees.

**PROVIDING CRITICAL RESOURCES FOR LEARNING, RESEARCH AND TEACHING**

The Florida Academic Library Services Cooperative (FALSC) supports the 150 academic libraries of Florida’s 40 public universities and state colleges. FALSC’s integrated library system houses the catalog of holdings for these institutions and provides inter-library loan services, saving Florida students and scholars over $4.6 million annually. FALSC funds the statewide collection of electronic journals and resources, saving Florida higher education over $15 million annually in licensing costs. FALSC assists colleges and universities in providing open education resources to reduce or eliminate textbook costs and improve the quality of instructional materials. FALSC also provides an online portal to Florida’s treasure of digital archives and collections housed at public colleges and universities.

**FACILITATING FLEXIBLE ONLINE LEARNING OPPORTUNITIES**

The Florida Virtual Campus provides Florida’s statewide catalog of distance learning courses and programs, allowing prospective learners to choose among the wealth of online learning opportunities provided by Florida’s higher education institutions. FLVC also offers a wide range of advising and support services in collaboration with its members to effectively complement the expanded listing of learning opportunities, and an array of services supporting the efficient delivery of instruction. The FLVC Florida Quality Initiative provides a statewide umbrella for the facilitation of quality instruction through its focus on both training faculty in the administration of the Quality Matters Rubric and supporting the professional development of Florida’s community of instructional designers. Further, through the negotiation of inter-state agreements and statewide contracts for services, FLVC reduces the costs to students and our member institutions for critical products and services.

**PROVIDING CAREER GUIDANCE AND ACADEMIC PATHWAYS**

FLVC’s MyCareerShines career exploration system allows individuals to take skill and interest assessments, matching their results to profiles of potential careers, while emphasizing those with high-growth potential in Florida. Floridians can then use FloridaShines services to explore the best options for obtaining the education path needed to qualify for those careers. Resources are available to assist in creating an education plan, searching for scholarships, writing a resume, interviewing, and locating available jobs across Florida. MyCareerShines offers specialized modules for PreK-5 students, middle and high school students, college and university students, and adults. MyCareerShines is a cost-free service that enables school districts to comply with Florida’s requirement for a career education course prior to matriculation to high school.

1 F.S. 1006.73, 2013. | 2 F.S. 1006.735, 2013.
The Complete Florida Degree Initiative ("Complete Florida") serves the more than 2.2 million working-age Floridians who have some college credit but no degree. As Florida seeks to improve postsecondary educational attainment from 49% to 60% by 2030, Complete Florida helps ensure that Florida’s talent pipelines are filled with up-to-date, skilled employees to keep the economy of our state flourishing. Complete Florida contributes to this goal through partnerships with 20 Florida colleges and universities that offer more than 200 degree programs that are 100% online. These programs lead to certificates, associate and bachelor degrees in Florida’s most high-demand fields, including information technology, business, healthcare, and education.

**KEY INITIATIVES**

- Expanding the number of academic partner institutions from 15 to 20. As a result of this expansion Complete Florida now offers over 200 fully online degree programs. New partnerships include Broward College, Florida Atlantic University, Lynn University, Saint Leo University, and Seminole State College.
- Growing business partnerships to align workplace needs with education programs, helping working students optimize professional development, scholarships, and tuition assistance. Two new business partners are Broward County in Southeastern Florida and Navy Federal Credit Union in Escambia County, serving a combined workforce of 14,000.
- Implementing the new Salesforce customer relationship management system, customizing students’ interaction with coaches during the entire student lifecycle and providing a personalized portal for direct engagement with Complete Florida coaches.

**KEY OUTCOMES**

- 62,000 coaching interactions per year
- $1.6 M awarded in scholarships
- 2,565 students enrolled in the 2018-2019 academic year
- 70% retention rate between 2017-18 and 2018-19
- 1,754 graduates since 2014
- 75% of respondents are employed, and most work full time
- 59% of respondents are first generation in college
- 60% of respondents make less than $50,000 per year in household income
- 48% of respondents typically take one or two classes a semester
- 50% of respondents have children younger than 18
- 35% of respondents have undergraduate debt of more than $10,000

**PERSONALIZED COACHING IS THE CORE OF COMPLETE FLORIDA**

Complete Florida coaches help students at every step from initial interest to graduation, and it is this individualized attention that leads to persistence and graduation. The results of our annual survey of students indicate coach guidance ranks equal to financial support in the students’ decision to return to college. Over 93% of respondents feel a strong sense of support from their Complete Florida coach, and 90% of respondents indicate they can easily access important resources through Complete Florida. Our coaches analyze accessible, accelerated mechanisms to graduation with each student they counsel. Coaches also explore opportunities for earning credit for prior learning that could have occurred through professional development or military training.

**UNDERSTANDING RETURNING ADULT LEARNERS:**

Key results from Complete Florida’s 2018-19 annual survey completed by 601 enrolled, not enrolled and graduated adult learners:

- Working with partner institutions to identify and re-enroll existing students who had stopped-out for more than three consecutive semesters, through a targeted campaign to reach over 29,000 potential returning adult learners.
- Launching the Complete Florida Network, a series of monthly virtual networking opportunities bringing together education professionals to discuss challenges and share best practices for working with returning adult learners. The Network addresses topics such as navigating military education benefits, completing the FAFSA, working with transient students, and navigating accelerated mechanisms.
- Collaborating with other statewide agencies to meet students where they are. An example is our collaboration with The Children’s Forum to provide additional tuition support and coaching services to recruit and retain eligible students in the T.E.A.C.H. Early Childhood® Scholarship Program.
- Exploring how various prior learning assessment options can help students earn college credit efficiently and affordably.
- Continuing to enhance Complete Florida coaching strategies to focus on transcript reviews of previous credits earned, completion of admission forms, development of focused pathways to graduation at all our partner institutions, and regularly scheduled appointments to offer assistance and encouragement as well as to pass on messages about workforce skills and engagement opportunities.

**THE COMPLETE FLORIDA DEGREE INITIATIVE**

The Complete Florida Degree Initiative focuses on reducing the time, costs, and logistical difficulty required for adult learners to earn academic credentials. 2019 accomplishments toward these goals include:

- Complete Florida helps ensure that Florida’s talent pipelines are filled with up-to-date, skilled employees to keep the economy of our state flourishing.
- Complete Florida contributes to this goal through partnerships with 20 Florida colleges and universities that offer more than 200 degree programs that are 100% online. These programs lead to certificates, associate and bachelor degrees in Florida’s most high-demand fields, including information technology, business, healthcare, and education.

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WHAT OUR STUDENTS SAY

“After Coach Matt helped me figure out the best way to use the numerous credits I had already earned, I was on my way. He provided that last push I needed. One of my main motivations was that we were using government assistance, and that is not something I wanted to depend on as a way of life. Finishing my education was a vital part of making that change and showing my children they have options.”

Keturah, 36, Florida International University

“It is a fantastic program that proves you are never too old to reach your academic goals. Having a Complete Florida coach takes all the uncertainties out of taking the plunge and beginning the journey of finishing up your college degree.”

Susan, 54, Florida State College at Jacksonville

“In the financial sector, there is a lot of competition and a vast amount of emerging technology. Continuing your education is definitely a way to keep on top of things and set yourself apart.”

Yayson, 33, St. Petersburg College

2019 STATE AND NATIONAL ACCOMPLISHMENTS AND RECOGNITIONS:

The Complete Florida degree completion model has been recognized with invitations to share best practices for supporting returning adult learners in Florida, as well as opportunities to participate in grant competitions from prestigious foundations and organizations.

- Complete Florida’s proposal to integrate workplace training with academic programming was one of seven national finalists selected for the Jobs for the Future $1 Billion Dollar Wage Gain Challenge. The Challenge required an idea that would raise the annual wages of at least 100,000 workers by more than $10,000 by the end of 2021.
- Complete Florida was invited to apply for the Bill and Melinda Gates Foundation Intermediaries for Scale grant. We participated in events to address equity in education by reaching low-income and minority students, and gleaned valuable information about extending our work to a broader audience.
- Complete Florida was selected as part of the Florida team for the Lumina Foundation State Policy Agenda Retreat, where leaders from each state collaborated on best practices and identified ways to attract and spend resources so more Americans can afford postsecondary credentials with high workplace value.
- Complete Florida coordinated a student and graduate discussion panel at the Florida College Access Network (FCAN) Annual Summit.
- Complete Florida graduates facilitated discussions on topics relating to challenges they faced when they returned to college, including how to get started, how to pay, and how to fit it in. Student participants also addressed what kind of support helped them the most. The session was presented through the lens of the student and gave the audience a different perspective on the unique support required to help students return to college, persist, and graduate.
- Complete Florida co-presented on a panel discussion at the Florida Chamber of Commerce Future of Florida Forum called “Going From Learners to Earners.” The discussion included the topic of the vital connection between higher education and employers as the rapidly changing demographic of Florida’s business landscape evolves.
- Complete Florida co-presented with CLEP and the University of Memphis Finishline program at three different national conferences during the last year: Association for Continuing Higher Education (ACHE), the Council for Adult and Experiential Learning (CAEL) and Complete College America (CCA).
FLORIDA VIRTUAL CAMPUS Providing Strategic Solutions for Florida Education

Created by legislative action in 2012, and subsequently merged with the Complete Florida Plus Program in 2014, the role of the Florida Virtual Campus is to promote and support postsecondary online learning opportunities in Florida and collaborate with Florida education providers to deploy statewide online academic services and resources that benefit all Florida learners regardless of location.

The Florida Virtual Campus’ (FLVC’s) major areas of activity include support services for online learning, articulation and transfer, career advising, academic advising, consortial licensing, and library services (through FALSC). While focused primarily on potential and current college and university students, through the MyCareerShines career advising system FLVC serves K-20 learners and also working-age adults. FLVC services are provided mostly through the FloridaShines.org and MyCareerShines.org portals.

Higher education is undergoing tremendous change as people live longer, work longer, and experience careers that require constant up-skilling. Simultaneously, many jobs are being transformed by technology such as robotics and artificial intelligence, requiring advanced learning to provide opportunities for displaced workers. In the 21st century learning is becoming continual and life-long, rather than concentrated into a brief episode between high school and career. Working adults are becoming the major segment of the college population, and increasingly “traditional” age students are attending only part-time due to work and family obligations. Students are seeking credentials that provide career advancement, and often attending multiple colleges simultaneously to meet their learning needs. This “new student experience” is already impacting Florida, as evidenced by the Sail to 60 initiative in HB 7071.

FLVC’s mission and services are uniquely positioned to help Florida adapt to this new reality. To that end, FLVC has various initiatives underway to better assist Floridians in making maximum use of our state’s postsecondary education system. These include:

- Integrate career and academic advising. FLVC is designing the next generation K-adult advising system, which will merge the career planning features of MyCareerShines with the academic advising capabilities of FloridaShines. This new tool will allow Floridians to explore their career goals, identify relevant credentials and preparation programs, and find their best path to those credentials among Florida’s postsecondary institution offerings.

- Provide a comprehensive portal to all Florida post-secondary credentials. FLVC initiated work in 2019 to expand the statewide catalog of distance learning courses and programs into a comprehensive portal to all postsecondary degrees offered by Florida public education. This includes adding career and technical education programs to the catalog. Also, the catalog will be updated to conform to the emerging standard for credential data as led by CredentialEngine. Further versions of the catalog will allow linking credentials to relevant careers in Florida.

- Improve articulation and transfer processes. FLVC provides tools to assist students with 2+2 articulation, transfer between institutions and degree programs, and applying as transient students to other programs in order to complete their education more rapidly. These tools are being improved and better integrated with the K-20 career and academic advising system.

- Support accelerated methods involving multiple institutions. FLVC and FALSC are improving support services for accelerated methods such as dual enrollment between high school and college, finding supplemental programs available online, and degree shopping between multiple institutions. These methods help Florida’s students find the most cost-effective path to a credential and career.

ECONOMIC IMPACT OF FLVC:
The May 2019 report The Impact of the Florida Virtual Campus by the University of West Florida’s Haas Center concluded that:

- FALSC shared services saved Florida higher education institutions over $318.6 million in operating costs in 2018.

- Use of open educational resources supported by FLVC saved 50,000 Florida students $5 million in aggregate textbook costs in 2018.

- FLVC services are responsible for generating over 16,800 jobs and $1.4 billion in increased Gross State Product over a five-year period.

- By helping students identify a career pathway faster, achieve on-time degree completion, enter the workforce faster, incur less student loan debt, and begin retirement savings earlier, MyCareerShines results in a lifetime return of $78K to $240K per individual. The potential lifetime opportunity savings of an average annual cohort of MyCareerShines users has a statewide impact of $21.6 billion.
DISTANCE LEARNING & COORDINATION SERVICES

The Florida Virtual Campus works regularly with Florida’s colleges and universities to provide coordination and support for online learning through activities in several areas.

QUALITY ONLINE LEARNING

FLVC has long been involved in efforts to create and ensure quality instructional programs. A more recent catalyst for this statewide quality initiative was the Florida Board of Governors 2025 Strategic Plan for Online Education, which outlines goals and strategies designed to result in improved instruction and increased educational opportunities for Florida citizens. In support of these goals, FLVC added indicator fields to the Course Catalog database for Quality Indicators and Faculty Award Designations. These designations allow students to identify award-winning courses and instructors available to them online.

To further support improving the quality of courses and learning experiences for students in online and blended courses, FLVC implemented the Florida Quality Matters Initiative (FLQMI). FLQMI reduces quality improvement program costs (as much as 56%) to colleges through shared licensing of a statewide subscription to the Quality Matters system. FLQMI provides faculty and staff from the participating institutions information and resources to promote quality course design and to build collaborative relationships and shared expertise through statewide collaboration. FLQMI promotes inter-institution sharing of resources, workshops for faculty, and best practices. In 2019, 28 Florida colleges and universities participated in FLQMI.

INSTRUCTIONAL DESIGNERS - THE NEW LEARNING ENGINEERS

Florida higher education institutions face an increasing need for training and supporting online faculty on pedagogies, instructional design, course development and technology. To address this need FLVC launched the Florida Instructional Designer Network (IDN) in partnership with lead institutions Seminole State College of Florida and the University of Central Florida. The IDN is the statewide professional development network for Florida instructional/learning designers, instructional/learning technologists, and educators. Through the network and community, the IDN sponsors professional development events and online webinars, and creates collaborative opportunities to help instructional design and technology professionals share research and best practices, improve faculty support, and promote student success in Florida.

Florida’s Gateway to Online Learning Opportunities

The Statewide Catalog now acts as a resource for all programs and certificates offered from all Florida institutions, while still providing easy location of online programs. In 2019, the Catalog provided Floridians with information about more than 61,500 courses available online through Florida’s higher education system. These courses were spread among 767 online programs offered by 30 of Florida’s 40 public colleges and universities. This represents a growth of 10% in 2018-19, and an overall growth of 117.29% since the 2010-2011 academic year.

FLVC initiated work in 2019 to expand the Catalog into a comprehensive portal to all postsecondary degrees offered by Florida public education. The expansion includes adding career and technical education centers as well as independent colleges and universities of Florida (ICUF) to the Catalog. To date, over 20 of the current 30 ICUF institutions have joined in partnership with FLVC and will start providing their information within the Catalog in Spring 2020.

Facilitating Statewide Agreements and Representing Florida

FLVC is empowered by statute to negotiate group licenses and contracts on behalf of all Florida higher education. This process dramatically reduces costs and simplifies procurement for participating institutions. FLVC addresses licensing concerns that are prioritized by member colleges and universities, and incorporates their important requirements into the process. In 2019 FLVC enacted several key group licenses, including:

- An improved Quality Matters system subscription, with 28 participants (an 11% increase over 2017).
- Proctored testing services.
- The Improving Your Online Course workshop.

In addition to statewide activities, FLVC staff have been actively engaged on a regional and national level in the leadership and activities of the Southern Regional Education Board Educational Technology Cooperative, the Western Cooperative for Educational Technology and the National Council for State Authorization Reciprocity Agreements. In these venues, FLVC represents Florida in policy discussions and strategic planning activities related to the utilization of various new forms of instructional delivery and the significant impact that technology continues to make on the education business model.

Transient Student Admissions Process

The transient student process allows students to take classes at more than one institution simultaneously. Transient students remain enrolled in their home college - which is the degree-granting institution - while also taking one or more courses at a different, “host” college at which they are considered a “transient” student. The transient student process is possible in Florida because of the state’s Common Course Numbering system, which means all equivalent courses in Florida share the same number, regardless of institution. The transient process saves students time by giving them access to required courses they need without waiting for their home institution to offer them. It also gives students much more flexibility to craft a schedule that fits their needs, helping them avoid dangerous delays and keeping them on track for a timely graduation and getting them into the workforce faster. The process can also save students money because courses at state colleges are often less expensive than courses at universities. In 2019, over 60,000 transient applications were processed through the FloridaShines system.

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CAREER & ACADEMIC ADVISING SERVICES

The Florida Virtual Campus operates Florida’s comprehensive K-20 academic and career online advising system, which presently consists of the FloridaShines and MyCareerShines web portals. In 2019 FLVC began working with stakeholders throughout the state on the re-envisioning and redesign of this system, with particular emphasis on integrating career and academic planning into a single tool by merging the career planning features of MyCareerShines with the academic advising capabilities of FloridaShines. This new tool will allow Floridians to explore their career goals, identify relevant credentials and preparation programs, and find their best path to that credential among Florida’s postsecondary program offerings.

FLORIDASHINES

FloridaShines, Florida’s Student Hub for Innovative Educational Services, provides Floridians with tools and services to help them prepare for post-high-school education, explore jobs and careers, find relevant academic programs, and evaluate options from Florida’s public universities and state colleges to find the one that best meets their career and education plans. In 2019, while designing the next generation version of FloridaShines, FLVC also worked with the state university system and Florida college system to improve the Common Prerequisites Manual to make it more useful to students, advisors and counselors. FLVC also improved the transient student admissions process and made several enhancements to the Statewide Catalog of courses and programs.

FLVC also hosted its annual Virtual College Week, which provides high school counselors, students and parents with a wide variety of live webinars, featuring experts in the areas of college and university admissions, scholarships, financial aid and career planning. This year the event reached more than 2,400 total registrants, with participation from more than 50 districts and 200 schools and organizations.

MYCAREERSHINES

MyCareerShines is Florida’s statewide career planning and advising system used by our state’s students and citizens to identify career options and obtain assistance with developing an education path for the future. MyCareerShines has registered more than 859,000 users, with more than 1.2 million career assessments completed by middle school, high school, college, and adult users of the system. Approximately 14,500 instructors and administrators attended training to master the use of the system’s features. MyCareerShines is being used in approximately 3,400 middle school, high school and postsecondary institutions throughout Florida. MyCareerShines was represented at several major conferences throughout 2019, including the Future of Education and Technology Conference, Florida College Access and Success Summit, Florida Association for Career and Technical Education, State University System of Florida Admissions Tour, Adult and Community Educators of Florida, Educational Strategies and Student Engagement Institute and the Florida School Counselor Association Convention.

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Coming in spring 2020 is MyCareerShines using Galaxy, powered by Kuder. This system is designed for elementary students (grades pre-K through five), by career development and elementary education experts. Galaxy is designed to capitalize on children’s curiosity with early career awareness. Some of the features of the system include:

- Making learning about the world of work fun by igniting the playful spirit of young learners through a series of engaging videos, games and activities.
- Leveraging a badge system to reward and motivate students to explore work environments and careers they’ve probably never even imagined.
- Encouraging use with a blend of video, text, and audio narration; flexibility on desktops, laptops and tablets; and fun characters, aliens and astronauts.

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OCTOBER 28-30

FREE LIVE Webinars
FLORIDA ACADEMIC LIBRARY SERVICES COOPERATIVE

The Florida Academic Library Services Cooperative (FALSC) is established in F.S. 1006.73 to “provide a single library automation system and associated resources and services that all public postsecondary institutions shall use to support learning, teaching, and research needs.” FALSC provides library and information resources and services to nearly 1.3 million students, faculty, and staff at over 150 campus libraries among Florida’s 40 public colleges and universities. Through these services, students, faculty, and staff gain access to more than 17 million books and other physical items, over 400,000 electronic resources, and more than 1.2 million unique digital archive and collection items.

FLORIDA’S INTEGRATED LIBRARY SYSTEM

In 2019, students, faculty, and staff performed almost 21 million searches using the integrated library system and checked out more than 3 million library materials, representing a direct savings to college and university students, faculty, and staff of over $1.5 million (based on the 2018 Library and Information Annual average cost of an academic library book). In order to provide enhanced capabilities and additional savings to students, FALSC is pursuing a multi-year project to implement a new next-generation integrated library system.

FLORIDA’S DIGITAL COLLECTIONS

In 2019, FALSC launched the Florida Open Academic Library (openlib.flvc.org). This online index provides a statewide searchable database that includes an inventory of digital archives and collections held by public postsecondary education institutions, allowing users to discover over 1.2 million unique digital archive collection items and educational resources.

Florida Islandora, a digital library platform, enables institutions to create digital collections and make them accessible to the public. FL-Islandora sites are available free of charge to public universities and colleges in Florida. Through FL-Islandora, FALSC enables members to automate hosting and discovery of over 100,000 items.

The Florida Online Journals program works with FALSC libraries to publish and produce open access journals by providing a free platform and associated technical support. In FLOJ editors may use the platform to have journal authors submit articles, review content, and publish their journal issues to the web. Currently, FALSC provides hosting to over 35 Florida-based journals.

FALSC provides additional access to unique cultural heritage collections held by college and university archives through a consortial agreement for the ArchivesSpace platform by Lyrasis. ArchiveSpace includes a search portal that allows users to search across all FALSC member ArchivesSpace collections from a single search interface. FALSC’s negotiations to waive portal fees and reduce hosting costs saved member libraries more than $35,000 in 2019.

PROVIDING FLORIDA’S STUDENTS, INSTRUCTORS, AND RESEARCHERS WITH ACCESS TO JOURNAL COLLECTIONS

In collaboration with library staff from Florida College System institutions and state universities, FALSC coordinates the negotiation of statewide licensing of electronic library resources, an invaluable tool for the support of student success at all institutions. E-resources are a cornerstone of affordable education. Student success depends on access to high quality, scholarly e-resources across all academic disciplines.

FALSC receives direct funding to provide a portfolio of e-resources that meet the needs of students and libraries. In 2019, college and university students, faculty, and staff performed more than 37 million searches of e-resources provided by FALSC.

FALSC also coordinates the group licensing of e-resources with local institutional funds. FALSC works with member libraries to involve them closely in those negotiations. By working as a consortium, FALSC is able to negotiate substantial cost savings on behalf of college and university libraries. During 2019, FALSC’s work with electronic library resources provided a savings of over $15 million through the central licensing process.

In June 2019, FALSC began implementation of an e-resources authentication, management, and assessment system called OpenAthens. OpenAthens provides a set of authentication tools that revolutionize e-resources access by connecting a licensed resource back to a library (such as in a Google search), rather than a library to a resource. This paradigm change greatly increases findability of research material licensed for Florida academic libraries and improves the cost-effective management of e-resource spending.

OPEN EDUCATIONAL RESOURCES

The second FIC/FALSC statewide open educational resources (OER) summit was held in February 2019. The summit focused on collaborations between instructional designers, student services professionals, and librarians, with over 200 attendees from these areas.

FALSC facilitated the creation of the Open Florida (OPEN FL) online community. The primary goal of OPEN FL is to promote quality and affordable open access to Florida higher education through statewide collaboration on OER materials. OPEN FL is offered to anyone interested in open and affordable learning in Florida, primarily state and campus leaders involved in defining and driving OER strategy and initiatives in higher education. FALSC also collaborated with members and stakeholders across the state to develop a solid foundation for a Florida open textbook program, leveraging FALSC’s membership in the Open Textbook Network.

SUPPORTING INSTITUTIONAL ACCREDITATION AND STUDENT SUCCESS

Adequate e-resource and journal collections are critical to meeting requirements for program and institution accreditation. OpenAthens will provide, for the first time, the ability to gauge e-resource usage at the level of groups as well as individual students. This enables new and vital assessments of the impact of library services on student success that can inform the most effective ways of directing library services and investments to improve academic outcomes.

As FALSC facilitates and promotes the adoption of OER and open textbooks throughout the state, we are collaborating with our members to align these resources with the state course numbering system and student learning outcomes. In 2019 FALSC collected and solicited review standards used in textbook approval processes throughout Florida, and will work with state stakeholders over the next year to develop statewide standards and standard approval rubric.
PARTNERSHIPS & COLLABORATIONS

The Complete Florida Degree Initiative works with 20 partner colleges and universities (both public and private) to deliver certificate and degree programs to Complete Florida applicants. The Florida Virtual Campus collaborates with our 40 public university and state college members to design and deliver shared services. Beyond this collaboration core, the Complete Florida Plus Program (CFPP) engages with a variety of partners on key initiatives and strategic projects:

**FLORIDA COLLEGE ACCESS NETWORK**

The Florida College Access Network (FCAN) is a collaborative network committed to ensuring all Floridians have the opportunity to achieve an education beyond high school and prosper in Florida’s dynamic economy. CFPP is highly involved in FCAN’s Plan It Florida project, which helps students graduate high school with a college or career plan foundation in place. FLVC is adapting the MyCareerShines and FloridaShines tools to support the Plan It Florida framework.

**FLORIDA BOARD OF GOVERNORS**

The State University System Board of Governors has engaged FLVC in two projects supporting SUS strategic plans. One is the production of a 2+2 Articulation Toolkit that will guide students, parents, and advisors through the process of utilizing Florida’s 2+2 transfer system to move from a state college associate degree program to a state university bachelor degree program. The second is a project to market and improve awareness of the state university system’s rich collection of online program offerings and their advantages for Floridians.

**FLORIDA COLLEGE SYSTEM**

FLVC is working with the Florida College System’s Student Success Center to support the new Florida Pathways Institute, a statewide effort to implement a Florida guided pathways model based on the American Association of Community Colleges Pathways Project. The purpose of guided pathways is to dramatically improve program completion and enhance the social and economic mobility of college graduates.

**INTER-SYSTEM PROJECTS**

Key to Complete Florida Plus’ mission is its work that crosses the boundaries of Florida’s various education systems. Thus, we have projects and services that involve the Florida College System, the State University System, the Independent Colleges and Universities of Florida, career and technical education centers, and K-12 school districts. The MyCareerShines system is one example of these broad-reach services.

We also engage in special projects that advance strategic goals held in common by multiple systems. For example, the Florida Virtual Campus is nearing completion of the Quality Indicators project, which allows both universities and colleges to promote high-quality online courses and instructors in the statewide catalog. FLVC is also developing a next-generation version of the Common Prerequisites Manual, which is an interactive advising tool designed for use by both university and college advisors and students.

**FALSC CONSORTIAL MEMBERSHIPS**

The Florida Academic Library Services Cooperative maintains numerous consortial memberships that provide benefits to Florida’s public college and university libraries. Notable among them, FALSC enhances textbook affordability programs at all institutions through the Open Textbook Network. Network benefits available to all Florida public colleges and universities include:

- Access to all OTN publications, communications templates, workshop slides, and best practices (all licensed so they can be customized for local use);
- Support for local on-campus faculty workshops, and;
- Access to OTN professional development opportunities.

As a member of the International Coalition of Library Consortia, FALSC represents Florida’s public college and university libraries in international efforts to improve affordability and access to information resources for academic libraries. Through the Florida Library Association, FALSC represents public college and university libraries in supporting FLA’s work to advocate on behalf of all Florida libraries. In the Open Education Consortium, FALSC represents our college and university libraries on community building, advancement, and support of open education initiatives around the world.
<table>
<thead>
<tr>
<th>FACTS</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.4 BILLION</td>
<td>Increase in Gross State Product due to FLVC services.</td>
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</tr>
<tr>
<td>$319 MILLION</td>
<td>Operating costs saving for Florida institutions due to FALSC’s shared services.</td>
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</tr>
<tr>
<td>$15 MILLION</td>
<td>Savings provided by FALSC’s electronic library resources.</td>
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<tr>
<td>$1.6 MILLION</td>
<td>Complete Florida scholarship dollars awarded to returning adults.</td>
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<td>1.2 MILLION</td>
<td>Student career assessments completed.</td>
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<tr>
<td>860,000</td>
<td>Students using MyCareerShines.</td>
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<tr>
<td>62,000</td>
<td>Complete Florida coaching interactions per year. Helping adults return to college.</td>
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</tr>
<tr>
<td>61,500</td>
<td>Number of online courses available in the FloridaShines statewide catalog.</td>
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</tr>
<tr>
<td>16,800</td>
<td>Number of Florida jobs generated by FLVC services.</td>
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<tr>
<td>1,754</td>
<td>Number of Complete Florida graduates program-to-date.</td>
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### FISCAL YEAR 2019-20 BUDGET

#### 2019-20 PROGRAM REVENUE

<table>
<thead>
<tr>
<th>Program Component</th>
<th>Legislative Appropriation 2018-19</th>
<th>UWF Supplemental Personnel Funding</th>
<th>Total Funds Available</th>
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<tbody>
<tr>
<td>Complete Florida Degree Initiative</td>
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<td>$3,167,701</td>
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<td>Career Planning System</td>
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<td>Florida Virtual Campus Operations</td>
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#### 2019-20 FLORIDA VIRTUAL CAMPUS

<table>
<thead>
<tr>
<th>Category</th>
<th>Unencumbered Carry-Forward</th>
<th>E&amp;G Annual Budget</th>
<th>Total Budget</th>
<th>Actual Expenditures</th>
<th>Remaining Unencumbered</th>
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</thead>
<tbody>
<tr>
<td>UWF Administrative Overhead</td>
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<td>$1,141,440</td>
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<td><strong>TOTALS:</strong></td>
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<td>$23,234,621</td>
<td>$24,724,627</td>
<td>$23,172,928</td>
<td>$1,551,699</td>
</tr>
</tbody>
</table>

#### NOTES: FISCAL YEAR 2019-20

1. E&G budget includes $511,288 UWF supplemental personnel funding.
2. CF is funded from a Legislative Budget Request for ILS implementation.

### FISCAL YEAR 2018-19 RECAP

#### 2018-19 FLORIDA VIRTUAL CAMPUS

<table>
<thead>
<tr>
<th>Category</th>
<th>Unencumbered Carry-Forward</th>
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<td>Library Electronic Resources</td>
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<tr>
<td>Integrated Library System¹</td>
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<tr>
<td>Personnel Lines²</td>
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<td>$1,110,393</td>
<td>(136,127)</td>
<td>(1,369,842)</td>
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#### NOTES: FISCAL YEAR 2018-19

1. CF is funded from a Legislative Budget Request for ILS implementation.
2. Personnel E&G includes $405,820 in supplemental personnel funding from UWF.

The financial information is based on figures supplied by the Complete Florida Plus Program and not independently verified by the UWF Vice President for Finance and Administration.
RESEARCH
The Complete Florida Plus Program’s statutory mandate includes various elements of research, investigation and evaluation related to our service areas. One example of this research is FLVC’s Student Textbook and Course Materials Survey, which has been cited nationwide as a major resource guiding several states’ initiatives to improve textbook affordability and develop open educational resources.

FLVC’s research efforts in 2019 focused on gathering front-line feedback from students, advisors, and other stakeholders on the experience of transitioning from high school to college and navigating the college preparation and advising process. Other research examined the state college to state university articulation and transfer process.

HELP DESK AND TRAINING SERVICES
The FLVC Help Desk provides support for all services of the Complete Florida Plus Program, including those aimed at libraries, distance learning, and student services. About half of the cases received by the Help Desk are initiated by students using the services of the Florida Virtual Campus. The Help Desk plays an important role in linking students to services that will ensure their success. Significant efforts to improve the user experience continue to be a focus for the Help Desk. The FLVC Help Desk received approximately 12,000 cases via email, chat, and phone from January through early December of 2019.

The Complete Florida Plus Program receives advice and guidance from a number of stakeholder representative groups.

The Members Council on Distance Learning and Student Services consists of representatives from the 12 State University System universities and 28 Florida College System state colleges. This council addresses areas of distance learning support and online student services.

The Members Council on Library Services consists of the 40 library deans and directors from the universities and colleges, and addresses issues of library services and electronic resources.

The Executive Advisory Council consists of 17 top administrative representatives from the Florida College System, State University System, Department of Education, Department of Economic Opportunity, and Career Source Florida.

As a statewide outreach program of the University of West Florida, the Complete Florida Plus Program operates under the administrative and financial oversight of the UWF administration and Board of Trustees. Complete Florida Plus is a component of the UWF Division of Research and Strategic Innovation.
ON THE WEB

CompleteFlorida.org
FLVC.org
FALSC.org
FloridaShines.org
MyCareerShines.org

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1753 W. Paul Dirac Drive
Tallahassee, FL 32310
(850)922-6044

Help Desk:
(877)506-2210
help@flvc.org