Providing Shared Educational Services for the State of Florida

2018 Annual Report

FL Virtual Campus
A Complete Florida Plus Program
Introduction

It is our pleasure to present the 2018 annual report for the Complete Florida Plus Program (CFPP), which includes the Complete Florida Degree Initiative and the services commonly known as the Florida Virtual Campus (FLVC). Defined in Florida Statutes 1006.73 and 1006.735, the Complete Florida Plus Program is an educational shared services platform that enables Florida’s state colleges, state universities, and other partners to collaboratively explore, develop, and deliver innovative shared support services to Florida’s current and aspiring higher education students. These services include such areas as academic library resources and services; distance learning navigation and support; online career exploration/preparation and academic advising; and assistance to enable adult learners to return to college to complete previously interrupted degree plans.

Complete Florida and FLVC enable the many parts of Florida’s diverse educational system to cooperatively provide services when holistic, one-stop shared services are more effective or more economical than can be achieved by individual colleges or universities acting in isolation. As depicted on the homepage of FloridaShines.org, our student services portal, the purpose of these services is to assist Florida’s citizens to Go to College, Succeed in College, and Find a Career.

As 2018 ends, the Complete Florida Plus Program completes its fourth year at the University of West Florida as a part of UWF’s Division of Research and Strategic Innovation¹, led by Vice President Dr. Pamela Northrup. The Division includes other strategic outreach units such as the UWF Innovation Institute and the Florida Small Business Development Center Network, which lend their assistance and expertise to our initiatives.

The engagement of our partners through venues such as our members councils and executive advisory council; the vision of our leadership team (Dr. Michelle Horton for the Complete Florida Degree Initiative; Dr. John Opper for Distance Learning and Student Services; and Elijah Scott for the Florida Academic Library Services Cooperative); and the dedicated efforts of our staff all combine to form the foundation for the successes that are summarized in this report.

Michael Dieckmann

Associate Vice President, UWF Division of Research and Strategic Innovation
Chief Executive Officer, Florida Virtual Campus

¹ See https://uwf.edu/research-and-strategic-innovation/.
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2018 Program Highlights

⇒ Complete Florida Degree Initiative

3,033 enrolled adult learners. 1,086 student graduates. More than 8,900 prospective students have worked with Complete Florida coaches.

The Complete Florida Degree Initiative serves more than 3,033 enrolled adult learners, who have some college but no degree, through a partnership of 15 Florida state colleges, state universities, and private universities. Over 8,900 prospective students have worked with Complete Florida coaches since 2014. In 2018, Complete Florida began a targeted approach of working with our partner institutions to reach more than 12,000 students who had "stopped out," assisting them to return to college and complete their degrees. To date, Complete Florida has helped 1,086 students graduate, with 416 of those students graduating in the 2017-2018 academic year primarily in the areas of Nursing, Information Technology, and completion of associate degrees. Complete Florida students reside in 62 of Florida’s 67 counties.

⇒ Florida Academic Library Services Cooperative (FALSC)

- FALSC - Library Searches:
  20 million searches using the integrated library system
  In 2018, Florida’s public university and state college students, faculty, and staff performed more than 20 million searches using the integrated library system (ILS), and checked out more than 3.5 million library materials.

- FALSC - Statewide Integrated Higher Education Library System:
  Serving 1.3 million students and faculty across Florida
  In order to enable the ongoing success of Florida’s students, faculty, and researchers, the Florida Academic Library Services Cooperative (FALSC) is performing a multi-year project to implement a new next-generation integrated library system. The system serves 40 colleges and universities, 150 academic libraries, and 1.3 million students and faculty across Florida.

- FALSC - Statewide shared electronic library resources:
  Providing a savings of more than $14 million
  FALSC has worked closely with its Members Council on Library Services (MCLS) to increase the percentage of e-resources that are shared across college and university systems. During 2018, FALSC’s work with electronic library resources provided a savings of more than $14 million through the central licensing process. Students, faculty, and staff performed more than 34 million searches of electronic library resources.
• FLVC Help Desk:

Provided support for more than 12,000 cases

The FLVC Help Desk provided support for more than 12,000 cases from 200 different Florida educational institutions via email, chat, and phone from January through November 2018. Roughly half of this support was directly to students and the other half to faculty and staff.

• Digital Archives and Collections:

Over 150,000 unique content items accessed more than 2.5 million times

In 2018, FALSC supported over 150,000 unique digital archive and collection items for Florida higher education academic libraries. Content provided through FALSC includes over 25 open access journals and 15 digital asset management systems. These items were accessed by the public more than 2.5 million times.

• Open Education Resources:

Thousands of students saving millions of dollars across the state each semester

Instructors’ use of open access textbooks and open educational resources (OER) is a major factor in reducing the cost of educational materials for students. FALSC has continued to design and build the foundation for a statewide OER community, and to promote and support textbook affordability and OER efforts across our member institutions. In 2018, faculty reported that over 50,000 students used open-access textbooks, representing an estimated $5 million in savings for students. FLVC’s 2019 OER Summit will focus on collaborations among instructional designers, student services professionals, and librarians.

How many free e-resources are available?

- **E-books**
  - College: 31,000
  - University: 21,000

- **E-Journals & Newspaper Titles**
  - College: 120,000
  - University: 200,000

- **Videos**
  - College: 20,000

Providing Shared Educational Services for the State of Florida
Distance Learning and Student Services

Distance Learning and Student Services focused its efforts during 2018 in four major areas:

- Providing support for the advancement of online learning consistent with strategic plans of the state college and state university systems.
- Continuing outreach and support for services to K-12 in career advising and postsecondary enrollment.
- Facilitating state-level support for efforts to implement the Florida State Authorization Reciprocity Agreement (SARA) legislation, which is crucial for enabling inter-state distance learning enrollment.
- Continuing to improve the services offered through the FloridaShines website (FloridaShines.org).

Statewide Catalog of Courses and Programs:

More than 55,905 courses were available online from 40 institutions

The Statewide Catalog (previously known as the Statewide Catalog of Distance Learning Courses and Programs) now acts as a resource for all programs and certificates offered from all Florida institutions, while still including all statewide institution profiles and online courses. With institutions continuing to update their offerings, the Course Catalog is continuing to grow with an increase of 6.4% in the past year and an overall growth of 107% since the 2010-2011 academic year. In 2018, 55,905 courses were available, encompassing 4415 academic programs from 40 colleges and universities. All Florida state colleges and universities are now represented in the Institution Profile catalog.

2018 Statewide Textbook Survey:

Over 20,000 Florida students provided responses

This survey was conducted to help education leaders and policy makers form an understanding of student perceptions of how textbook and instructional material costs are impacting their academic decisions, progress, and perceived value of educational resources. The 2018 online questionnaire is a follow-up to the 2010, 2012, and 2016 Student Textbook Surveys.

Quality Matters Agreement:

Florida Quality Matters Initiative (FLQMI) promotes quality course design

DLSS launched the Florida Quality Matters Initiative (FLQMI) in July 2018. FLQMI provides information and resources to faculty and staff from participating institutions to promote quality course design, build collaborative relationships, and share expertise through statewide collaboration. The primary goal is to improve the quality of courses and learning experiences for students in online and blended courses.
• **Instructional Designer Network:**
   The IDN is the statewide professional development network for Florida instructional/learning designers, technologists and educators
   FLVC launched the Instructional Designer Network (IDN) in partnership with Seminole State College of Florida and the University of Central Florida. These lead partner institutions represent the Florida College System (FCS) and the State University System of Florida (SUS), respectively.

• **Transient Student Admissions Applications:**
   *65,000 Transient Student Admissions Applications created*
   In 2018, from January 1 through November 30, FLVC facilitated the creation of 65,000 Transient Student Admissions Applications through the FloridaShines website. This electronic workflow streamlines the process for students who desire to complete their degrees more rapidly by using applicable courses from other institutions.

• **Florida’s Common Prerequisite Manual:**
   *FloridaShines.org serves 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. With the collaboration of the Florida Department of Education, the Board of Governors and the Florida College System, the current Common Prerequisite Manual is receiving several major display and functionality enhancements. During 2018, these enhancements included converting the old static pages to a user friendly, searchable database which utilizes a better Interface and is mobile device enabled. Future enhancements will include an automated administrative workflow process for streamlining updates to the manual.

• **Virtual College Week:**
   *2,200 total registrants*
   FLVC hosted Virtual College Week to provide high school students with an accessible statewide resource to learn about topics related to college and career. Virtual College Week featured presentations from experts in the area of college preparation, admissions, financial aid and more. Representatives from the Florida College System, State University System, Florida Department of Education and others participated. There were more than 200 total schools, districts, counties, institutions, and statewide organizations represented and over 2,200 registrants.

• **MyCareerShines:**
   *656,965 users, with more than 1,000,000 career assessments completed*
   MyCareerShines is Florida’s statewide career planning and advising system used by Florida’s students and citizens to identify career options and obtain assistance with developing an education path for the
future. MyCareerShines has registered almost 657,000 users, with more than 1 million career assessments completed by middle school, high school, college, and adult users of the system. Approximately 8,000 instructors, administrators, and counselors have attended training to master use of the system’s features. MyCareerShines was represented at several major conferences throughout the year, including the Future of Education and Technology Conference, Florida College Access and Success Summit, Florida PTA Conference, Florida Association for Career and Technical Education, State University System of Florida Admissions Tour, Adult and Community Educators of Florida, and the Florida School Counselor Association Convention.
Who We Are. Who We Serve. What We Do.

The Complete Florida Plus Program (CFPP)/Florida Virtual Campus (FLVC) is Florida’s shared educational services provider for current and aspiring college and university students in Florida. Established in Florida Statutes 1006.73 and 1006.735, FLVC is organizationally a statewide outreach unit of the Division of Research and Strategic Innovation at the University of West Florida.

The Florida Virtual Campus is made up of several units which provide statewide innovative educational services for Florida's K-adult students. Working collaboratively with Florida’s 12 public universities, 28 public colleges, 74 K-12 school districts, and other partners, FLVC provides state-funded services to help students go to college, succeed in school, prepare for career success, and thrive in life after graduation. The CFPP/FLVC family of services includes the Florida Academic Library Services Cooperative (FALSC), Distance Learning and Student Services, Complete Florida Degree Initiative, FloridaShines, and MyCareerShines.

Although FLVC offices are located in Pensacola, Tallahassee, and Gainesville, FLVC’s services are primarily delivered online, through systems that include CompleteFlorida.org, FloridaShines.org, MyCareerShines.org, and the statewide integrated library system that serves all 40 public state colleges and universities.

For a complete outline of the CFPP statutory responsibilities, see page 28.
Year in Review - Major Services

The Complete Florida Plus Program, as defined in statute, consists of four major areas of services:

1. The Complete Florida Degree Initiative.
2. Distance Learning and Academic Services.
3. Online Student Support Services.
4. The Florida Academic Library Services Cooperative (FALSC).

The Complete Florida Degree Initiative is operationally supported by the Florida Virtual Campus, but is directed and led by the Division of Research and Strategic Innovation at the University of West Florida and housed at the UWF Innovation Institute. The other CFPP service areas are collectively known as the Florida Virtual Campus; FLVC’s major service units are Distance Learning and Student Services (DLSS) and FALSC.

Complete Florida Degree Initiative

Complete Florida has served 3,033 enrolled adult learners who have some college but no degree, through a partnership of fifteen institutions. To date over 8,900 prospective students have worked with Complete Florida coaches to identify the best pathway for returning to college at one of fifteen partners representing both public and private colleges and universities in Florida. Complete Florida continues to work with the T.E.A.C.H. Early Childhood Scholarship program to support degree completion at three Complete Florida partners through success coaching and scholarships.
Complete Florida has helped more than 1,086 students graduate, with 416 of those students graduating in the 2017-2018 academic year. Complete Florida students are found in 62 of Florida’s 67 counties.

15 PARTNER SCHOOLS IN THE STATE

Statutorily, Complete Florida is to recruit, recover and graduate students through partnerships with Florida’s colleges and universities.

- University of West Florida
- Florida State College at Jacksonville
- UF Online
- University of Central Florida
- Indian River State College
- Palm Beach Atlantic University
- St Thomas University
- Barry University
- Florida Gulf Coast University
- Polk State College
- Hodges University
- Miami Dade College
- Florida International University

- 6 PUBLIC UNIVERSITIES
- 5 PUBLIC COLLEGES
- 4 PRIVATE UNIVERSITIES

Complete Florida began serving students in the summer of 2014. The data reported represents the summer term of 2014 through spring of 2018.
Critical initiatives of Complete Florida involve *reducing time and costs required for adult learners to earn academic credentials*. Notable this year is a focus on:

- Exploration of how various Prior Learning Assessment options at partner institutions (free CLEP prep courses, credit by challenging exams, and portfolio reviews) can help students earn college credit efficiently and affordably.

- Expansion of business partnerships that align workplace needs with higher education efforts to help students optimize professional development and experience, scholarships, and tuition assistance.

- Continual fine-tuning of 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.

Students focused on completing an associate of arts degree (AA) continue to make up a large part of the Complete Florida population. Even students who have earned a large number of credits may not have earned an associate-level degree. As a first step, Complete Florida success coaches guide those students to that degree, working with partner institutions and enrollment professionals at institutions with robust strategies for Prior Learning Assessment and portfolio assessment. Complete Florida success coaches work collaboratively with both students and partner institutions to find the best pathway to an accelerated completion.

Complete Florida uses an Evaluation Plan to determine ongoing progress and success. See the table below for the specific evaluation questions, data elements, and descriptions.

<table>
<thead>
<tr>
<th>Evaluation Question</th>
<th>Data Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the profile of the Complete Florida student?</td>
<td>Demographics, Student Surveys, Economic Data</td>
<td>Data are collected and analyzed from multiple sources to build a <em>Complete Florida Academic Profile</em>. Results from surveys include information about barriers and challenges that the nontraditional adult faces to inform best practices for future implementation.</td>
</tr>
<tr>
<td>Evaluation Question</td>
<td>Data Element</td>
<td>Description</td>
</tr>
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</tr>
<tr>
<td>How does Complete Florida add value to nontraditional adult students who want to return to college?</td>
<td>Student Surveys</td>
<td>Students self-report experiences that are analyzed for patterns and themes that are used to inform relevant student communications and Back to College interventions. National and state data sources are used to provide context for results.</td>
</tr>
<tr>
<td>How does financial assistance, such as Complete Florida scholarships, assist adult students in completing post-secondary academic credentials, such as certificates, associate’s degrees and bachelor’s degrees?</td>
<td>Scholarship funding</td>
<td>Students self-report how financial support through Complete Florida has influenced their success. The National Student Clearinghouse data is used to confirm student status two to three times per year.</td>
</tr>
<tr>
<td>What is the value of postsecondary education? How does Complete Florida contribute to the value of post-secondary education?</td>
<td>U.S. Census data, DEO information on Complete Florida Industry Cluster Career and Workforce data available via MyCareerShines Student Surveys Student Essays</td>
<td>Research related to workforce, economics, and wages inform student messaging. Data are triangulated and analyzed to determine value of education and the impact of Complete Florida on student lives and the economy of Florida.</td>
</tr>
<tr>
<td>How can Complete Florida help students connect to the workforce?</td>
<td>Data from Kuder Journey Career Coaching</td>
<td>Career coaches and targeted messaging focus on helping students prepare to find opportunities and make new connections to careers and the workforce through one-on-one coaching, presentations, “micro lessons,” and tips/techniques.</td>
</tr>
</tbody>
</table>

Evaluation processes and protocols include:

1. The Customer Relationship Management (CRM) system, used as an integral tool to track and communicate with students and partners.

2. Student Tracker data from the National Student Clearinghouse, used to confirm student status to ensure that Complete Florida data is kept up-to-date.
3. The 2017-2018 Complete Florida Academic Student Profile availability for an annual review of degree programs, students in programs, graduates, and those who have entered into the workforce in areas of critical need.

4. Complete Florida leaders offer presentations at regional, state, and national meetings and conferences to share data, results, and best practices.

**Complete Florida Marketing** - Statewide marketing of Complete Florida continues to build awareness of the initiative and the benefits of returning to college to complete a degree. Complete Florida marketing activities run throughout the year and are broken into three primary campaign windows: January to March, mid-May to July, and September to mid-November. Our primary target is ages 25-45, leaning slightly toward females (60 percent female, 40 percent male). The campaigns consist of a variety of tactics including traditional radio, Pandora, email campaigns, and a series of online tactics: Pay-Per-Click, digital ads, Facebook, and social media posts. Business kits have been created to support partnerships with companies and organizations. These kits contain posters, flyers and table-top tents to help companies promote Complete Florida within their business.

Through the execution of these tactics, there has been a 10% increase in Complete Florida applications started in 2018 compared to 2017, and a 54% increase in applications submitted year-over-year.

**Complete Florida Military Marketing** - Since many active military personnel and veterans reside in and around military bases, advertising efforts have been focused in these areas throughout Florida. This focus allows consolidation of marketing efforts to specific areas and covers a large portion of the audience. The campaigns consist of a variety of on-base advertising tactics: posters, banners, digital display ads in recreation areas (bowling centers, fitness centers, dining halls, etc.). Off-base advertising has included geo-targeted mobile advertising in and around the bases, along with email campaigns to military personnel and veterans. Through the execution of these tactics, there has been a 140% increase in visits to the Complete Florida Military webpage in 2018 over the same time-period in 2017, and a 360% increase in application started.
Distance Learning and Academic Services

Statewide Online Catalog of Distance Learning Courses and Programs
The Distance Learning Catalog has grown to include courses, programs, and institution profiles. With institutions continuing to update their offerings, the Course Catalog is continuing to grow with an increase of 3.5% in the past year and an overall growth of 107% since the 2010-2011 academic year. The spring 2019 term recently opened and currently offers more than 21,800 courses. The Program catalog lists over 4,800 programs, with 738 of those being completely online.

Enhancements were made to the online catalog in 2018 to allow for the inclusion of all program delivery methods, as defined by the Florida Board of Governors. This expansion allows students to easily find the Primarily Classroom, Hybrid Blend, Primarily Distance Learning and All Distance Learning program that best fits their needs.

Additionally, the Catalog was also expanded to accept the Florida Technical Colleges and Centers in the Profile listing, and also to add their programs. This new offering, once data is uploaded, will allow students to search for Florida Technical Colleges and Centers, similar to the Institution Profile Search currently available for our Florida Colleges and Universities. This new service will not only assist students and the Technical Colleges and Centers, but also the Division of Career and Adult Education in statistics and reporting.
Growth of Florida’s Online Distance Learning Catalog Since 2000:

![Growth Chart]

2018 Statewide Textbook Survey - Over 20,000 Florida students provided responses to questions about the cost and use of textbooks in this latest survey. In 2009, the Florida Legislature passed Statute 1004.091(2), entitled Open Access Textbooks. In response to this statute, the Open Access Textbook Task Force (OATTF) was formed. In the process of fulfilling its duty, the task force conducted two surveys—one of faculty and administrators and the other of student government leaders—to assess current perceptions about open access textbooks. Since then, the revised survey has continued to assess the changes in textbook usage.

This survey was conducted to help education leaders and policy makers form an understanding of student perceptions of how textbook and instructional material costs are impacting their academic decisions, progress, and perceived value of educational resources. In addition, this report will examine the responses across all three administrations of the FLVC survey. All 40 of Florida’s higher education institutions were asked to invite their students to take part in the 2018 Student Textbook Costs Survey. This online questionnaire is a follow-up to the 2010, 2012, and 2016 Student Textbook Surveys.
The final 2018 Textbook Survey Report is expected to be released in Spring 2019.

**Contracting and Licensing Website Development** – With input from the DLSS Members Council workgroup, a secure site was created to share access to statewide licensing and preferred pricing agreements related to distance learning and student support services. This authenticated information allows better communication to our partner institutions for exploration and negotiation of large-scale agreements that can further reduce institutional costs for products and services.

Future enhancement plans are proposed to add reporting and the results of upcoming service agreements currently in negotiation.

**Proctored Testing Initiative** - Based on interest from member institutions, an update was made to the Proctored Testing Centers database in addition to a FAQ. From Florida’s colleges and universities 95 testing centers are now accessible for students to contact for proctored testing. In addition, Florida Faculty Academic Integrity pages were added to the DLSS website to share research and resources for faculty in the areas of Countering Cheating, Course Design and Proctoring Options. There will be continued updates to this material to assist Florida’s faculty with ensuring academic integrity.

**Florida Proctored Testing Centers**

Some virtual courses require students to take proctored exams. A proctored exam is one that is overseen by an individual (called a proctor) who monitors or supervises a student while he or she is taking an exam. The proctor ensures the security and integrity of the exam process.

**Search for a Testing Center:**
Find by Institution / Find by City

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I know if I need to take a proctored exam?</td>
<td>The need to take proctored exams and your exam dates should be contained in your course syllabus. If you cannot make a determination from the syllabus, contact your instructor immediately for an answer.</td>
</tr>
<tr>
<td>When do I need to get approval for taking a test at a proctored site?</td>
<td></td>
</tr>
<tr>
<td>What if I do not receive in Florida?</td>
<td></td>
</tr>
<tr>
<td>May I take a proctored test at any testing center listed on the website?</td>
<td></td>
</tr>
<tr>
<td>What do I need to do after locating a proctored site?</td>
<td></td>
</tr>
<tr>
<td>How do I find an approved Florida proctored testing site?</td>
<td></td>
</tr>
<tr>
<td>Are there fees associated with a proctored exam?</td>
<td></td>
</tr>
<tr>
<td>What are the available hours for taking a proctored exam?</td>
<td></td>
</tr>
</tbody>
</table>

**2018 Statewide OER Summit** - FLVC partnered with the State University System, Florida College System, Florida Department of Education, and other national leaders to discuss ideas and options for how Florida can raise the level of awareness around textbook costs and bring OER options to the forefront of the conversation. Topics included Engaging Students, Implementation of OER Programs, Textbook Affordability, and the Library Role in Supporting OER. This event’s success led to a follow-up 2019 OER Summit, which is scheduled for February 27-28, 2019 in Orlando, Florida.
Florida Quality Matters Initiative – DLSS launched the Florida Quality Matters Initiative (FLQMI) in July 2018. 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. The primary goal of FLQMI is to improve the quality of courses and learning experiences for students in online and blended courses.

The Florida Virtual Campus (FLVC) serves as the Lead Institution for a Quality Matters System Subscription license that welcomes the Florida College System and State University System, DLSS Members Council, and partners to join as the Affiliated Institutions. The System Subscription gives institutions a more cost-effective way to collaborate with one another as they work toward improving course design and meeting Quality Matters standards. Institutions who join the System Subscription will benefit from conducting course reviews together, sharing Quality Matters resources, and leveraging professional development workshops to inspire action across the system.

Quality Matters implementation efforts in Florida are coordinated through collaboration among the lead and affiliated institutions for the Quality Matters System Subscription. 25 Florida institutions have joined the QM System.

Instructional Designer Network - Higher education has seen a steady growth of online student enrollment in recent years. As a result, the demands for training and supporting online faculty on pedagogies, instructional design, course development and technology keep increasing across the field. In response, higher education has been adding more instructional design positions to strengthen faculty and student support. Consequently,
the professional development need for the new hires as well as for veteran instructional design employees is paramount in the fast-evolving and highly innovative higher education environment.

To address this need and better support our students and faculty in Florida, FLVC launched the Instructional Designer Network (IDN) in partnership with Seminole State College of Florida and the University of Central Florida. These lead partner institutions are representing the Florida College System (FCS) and the State University System of Florida (SUS), respectively. The IDN is the statewide professional development network for the Florida instructional/learning designers, instructional/learning technologists, and educators who are interested in
  o learning and sharing best practices in education;
  o new pedagogies;
  o new technologies;
  o quality assurance;
  o student success;
  o online instructional design and development; and
  o other popular topics in education.

Through the network and community, the IDN sponsors professional development events and creates collaborative opportunities to help instructional design professionals to
  o share research and best practices;
  o gain the knowledge and skills to support faculty;
  o support student success in Florida.

An email listserv has been created to serve as a forum and working tool in support of the Instructional Designer Network. More than 100 professionals across the state have subscribed to the listserv.

The IDN kicked off the professional development webinar series in October 2018. More than 40 professionals across the state attended the first webinar on UDOIT, the Universal Design online content inspection tool presented by a team of instructional designers and instructional technologists from the Center for Distributed Learning at the University of Central Florida.

Collaborating with the DLSS Members Council's Instructional Designer Professional Development Workgroup members, DLSS staff completed a statewide survey of Florida instructional designers and presented the research findings at the 2018 OLC Accelerate in November 2018: Professional Development Needs of Instructional Designers and Online Learning Support Staff at Florida’s Colleges and Universities.
Supporting TOPkit (The Teaching Online Preparation Toolkit) In partnership with the State University System of Florida, and collaborating with a board of advisors from across the state and the University of Central Florida’s Center for Distributed Learning team, DLSS staff provided ongoing support to the team’s design, development, implementation and evaluation of the TOPkit workshop and its online resources repository. Participants from across the state have attended the annual TOPkit Workshop:

- 45 participants in 2017
- 71 participants in 2018

The third workshop is scheduled on March 5-6, 2019.

To date, the Toolkit website has:

- 358 registered users
- 13,149 unique visitors
- 75,269 pageviews
- 672 Digest subscriptions

Canvas Implementation Beginning July 1, 2018, Canvas is available for FLVC staff, DLSS Members Council and partners to use. Canvas is the most adopted Learning Management System (LMS) that makes teaching, learning, professional development and collaboration easier and more effective. The openness, customizability, pedagogical flexibility and support Canvas offers can help FLVC to better provide statewide innovative educational services for DLSS Members Council institutions and partners.

Some of the ways FLVC staff, state college and universities, and other FLVC partners use Canvas to enhance their services include

- Professional development and training services to members;
- Testing and proof-of-concept for new course designs;
- Sharing best practices (e.g. hosting “master courses” as templates);
- Enhancing communication and collaboration (e.g. helping to facilitate and support workgroups or committees).
Emerging technologies - FLVC regularly collects information on emerging technologies and explores the potential for their use in instruction and student support. This is to advance FLVC’s statutory responsibility to “identify and evaluate new technologies and instructional methods for improving distance learning instruction and development for faculty, student learning outcomes, student access, the efficient delivery of student support services, the alignment of degrees to career needs, and the overall quality of postsecondary distance learning courses and degree programs.” Annual updates are provided to the Members Council on the status of identified promising technologies. For this year, the focus has been on the continued impact of emerging technologies and other external factors on the higher education business model, and the strategies which can be employed by colleges and universities to successfully evolve in a dynamic and competitive sector.

Online Student Support Services

FloridaShines is Florida’s Student Hub for Innovative Educational Services.

The FloridaShines² website continues to provide students in Florida with innovative educational support services. This year, FloridaShines enhanced its content to:

2 FloridaShines is Florida’s Student Hub for Innovative Educational Services.
Help high school students graduate from high school and succeed academically - In 2018, the Florida Virtual Campus worked closely with the Department of Education to update the Bright Futures Evaluation to enhance the accuracy of student records. This interactive online service helps students measure their progress toward earning a Bright Futures Scholarship by evaluating their academic achievements, such as GPA, scores on college entrance exams, and service hours. In addition, improvements were made to the College Checklist, which now displays a grade-by-grade detailed list to complete each year in high school. Additional Academic Success Worksheets have been published to help students succeed in their path toward graduation.

Support high school students transitioning to a college or university - The FloridaShines College and Career Planner was created to help students make informed decisions about their educational options, and find what best fits their needs. For 2017-2018, the planner features a new design, with the latest updates from the Florida College System, the State University System, Career and Technical Education, Bright Futures, and the Department of Education. The College and Career Planner helps keep students on track by leading them through the many opportunities available, and lays out the key information needed to develop a graduation and an interactive academic plan.

Assist transient students to complete their degree - This automated application service allows students enrolled in a state college or university to request approval to take a course at another state college or university. Between January 1 and November 30 2018, there were over 65,000 Transient Student Applications created by Florida students, with peak numbers during March and April. Two universities now allow graduate students (in addition to undergraduates) to use the online transient application.

Florida’s Common Prerequisite Manual – The Common Prerequisite Manual lists the prerequisite courses and substitutions for each university/college degree program. The Manual is 100% online, and accessible to anyone. A student wanting to see which courses are required for programs (including alternatives), as well as acceptable substitutions from another Florida institution, can find these options within the Manual. Students can search for programs by alphabetic order, CIP code, or discipline area. When a student selects a specific program, she is provided with helpful information such as

- The program’s length (or credit hours);
- Track number;
- CIP number;
- A listing of all institutions currently offering the program;
- The last revision date of the program within the Manual;
- Additional notes (or exceptions) as it pertains to specific institutions.

The current Common Prerequisite Manual is going through several major display and functionality enhancements. During 2018, these enhancements included converting the old static pages to a user friendly, searchable database which utilizes a better Interface and is mobile device friendly. Future enhancements will include an automated administrative workflow process for updates to the manual.
These enhancements will be made possible by our continued partnership and efforts from the Florida College System and State University System.

**FETC exhibit** – FLVC exhibited again at the Future of Education Technology Conference in January 2018. The large exhibit booth operated by FLVC reached 3,000-4,000 attendees and showcased information about FloridaShines’ programs and services with a specific focus on K-12.

**Virtual College Week** - In 2018, FloridaShines hosted Virtual College Week to provide high school students with an accessible statewide resource to learn about topics related to college and career. Virtual College Week featured presentations from experts in the area of college preparation, admissions, financial aid and more. Representatives from the Florida College System, State University System, Florida Department of Education and others participated. Over the three-day event FLVC had over 2,200 registrants; more than 200 total schools, districts, counties, institutions, and stated organizations represented; and almost 7,000 unique website visits. This year’s event was a great success, and preparations for the 2019 event are already underway.

**MyCareerShines** - MyCareerShines is a comprehensive education and career planning system that helps Florida’s students and citizens succeed in the increasingly competitive global economy. Currently, MyCareerShines has registered almost 660,000 users, with over a total of 1 million assessments completed.

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**MyCareerShines**

**System Overview**

**Program Totals Since July 2015**

- **656,965** Total Registered Users
- **1,017,795** Total Number of Completed Assessments
- **2,767** Middle/H.S. Participating Locations
- **460** College/Adult Participating Locations

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*Providing Shared Educational Services for the State of Florida*
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 the state’s 40 public colleges and universities. Through these services, students, faculty, and staff gain access to over 400,000 electronic resources and more than 150,000 unique, digital archive and collection items.

FALSC completed significant activity in 2018 on the main programs established in statute:

1. Develop and manage a library information portal and automated library management tools for use by Florida College System institutions and state universities.

In 2018, students, faculty, and staff performed more than 20 million searches using the integrated library system (ILS) and checked out more than 3.5 million library materials, representing a direct savings to college and university students, faculty, and staff of over $300 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.
2. In collaboration with library staff from Florida College System institutions and state universities, coordinate the negotiation of statewide licensing of electronic library resources.

FALSC receives direct funding to provide a portfolio of e-resources that meet the needs of students and libraries. In 2018, college and university students, faculty, and staff performed more than 34 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 as appropriate. By working as a consortium, FALSC is able to negotiate substantial cost savings on behalf of college and university libraries. During 2018, FALSC's work with electronic library resources provided a savings of over $14 million through the central licensing process.

E-resources are a cornerstone of affordable education. Student success depends on access to high quality, scholarly e-resources across all academic disciplines. It is essential that funding for them be increased as costs rise.

Since 2012, the costs for e-resources have risen at an average annual rate of 3% while the state appropriation has remained flat. This budget gap has resulted in the loss of 27 database packages, representing a loss of access to millions of scholarly articles and other academic resources for SUS and FCS students.

Although FALSC works diligently to maximize the value of each budget dollar, an increase in the state appropriation for e-resources is critical for FALSC to acquire essential content on the behalf of all SUS and FCS institutions.

3. Provide appropriate help desk support and training and consultation services to institutions and students using the services of the Florida Academic Library Services Cooperative.

The FLVC Help Desk, which reports into FALSC, 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 more than 12,000 cases via email, chat, and phone from January through November 2018.

4. Promote and provide recommendations concerning the use and distribution of open-access textbooks and education resources as a method for reducing costs and work with public postsecondary education institutions in developing a standardized process for the review and approval of open-access textbooks and education resources.

FALSC promotes textbook affordability initiatives across all 40 public postsecondary institutions in a variety of ways. In 2018, FALSC joined the Open Textbook Network as a consortial member, providing faculty across Florida with access to the OTN Summer Institute and Summit as well as a series of OER workshops. FALSC has also created a Textbook Affordability and OER Standing Committee to support affordability and OER initiatives through college and university libraries. In February 2018, FALSC participated with other FLVC units in the first Florida statewide OER Summit. As an example of the results of these initiatives, faculty across the FCS and SUS reported that over 60,000 students used OpenStax OER textbooks in 2018, representing a savings to students of over $6.5 million.
CFPP/FLVC Financial Overview

The Complete Florida Plus Program’s annual E&G operating appropriation for fiscal year 2018-19 remains consistent with the previous fiscal year, and consists of the following major components:

<table>
<thead>
<tr>
<th>Category</th>
<th>FY2017-18 Amount</th>
<th>Percent of Total</th>
<th>FY2018-19 Amount</th>
<th>Percent of Total</th>
<th>Change from Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete Florida Degree Initiative</td>
<td>$3,000,000</td>
<td>10.2%</td>
<td>$3,000,000</td>
<td>10.2%</td>
<td></td>
</tr>
<tr>
<td>MyCareerShines system and services</td>
<td>$3,000,000</td>
<td>10.2%</td>
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</tr>
<tr>
<td>Florida Virtual Campus operations</td>
<td>$22,828,801</td>
<td>77.7%</td>
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<tr>
<td>UWF supplemental personnel funding</td>
<td>$562,411</td>
<td>1.9%</td>
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<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$29,391,212</strong></td>
<td><strong>100.0%</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

UWF administrative overhead charges: ($1,291,440)

Effective CFPP operating budget: $28,099,772

Florida Virtual Campus directly appropriated operational funding consists of these major categories:
Statutory Responsibilities

The mission of the Complete Florida Plus Program, and its constituent units such as the Complete Florida Degree Initiative, Florida Virtual Campus, and Florida Academic Library Services Consortium, is defined in Florida Statutes 1006.73 (FALSC) and 1006.735. The major components of that mission are to:

- Facilitate degree completion for Florida’s adult learners through the Complete Florida Degree Initiative (1006.735.2).

- Coordinate with the Florida College System and State University System to provide collaborative academic support services and resources (1006.735.3,4). This includes:
  - Statewide Internet-based catalog of distance learning courses and programs (1006.735.3).
  - A streamlined transient student application process (1006.735.4.a).
  - A K-20 computer-assisted student advising system (1006.735.4.b).
  - Serve as the official statewide repository for the common prerequisite manual (1006.735.4.b.5).
  - Provide information relating to career choices and corresponding educational requirements (1006.735.4.b.6).
  - Identify and evaluate new instructional methods and technologies (1006.735.4.c).
  - Provide help desk, support, training, and consultation services (1006.735.4.d).
  - Negotiate statewide licensing and preferred pricing agreements (1006.735.4.e).

- Operate the Florida Academic Library Services Cooperative (FALSC), which has the responsibility to:
  - Provide a single library automation system and associated resources and services (1006.73.1,2.a).
  - Coordinate the negotiation of statewide licensing of electronic library resources (1006.73.2.b).
  - Promote the use and distribution of open-access textbooks and education resources (1006.73.2.c).
  - Provide help desk, support, training, and consultation services (1006.73.2.d).
Contact Us

If you would like more information about the Complete Florida Plus Program and the Florida Virtual Campus, or have any questions about this 2018 Annual Report, please contact us:

**Get Help**
- Phone: (877) 506-2210
- Email: help@flvc.org

**Get Information**
- Phone: (850) 922-6044
- Address: 1753 W. Paul Dirac Drive
  Tallahassee, FL 32310