Introduction

It is our pleasure to present the 2017 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). The Complete Florida Plus Program is an educational shared services platform that enables Florida’s state colleges, state universities, and other partners to collaboratively provide 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 shared services are more effective or more economical than can be achieved individually. As depicted on the homepage of our student services portal, FloridaShines.org, the purpose of these services is to assist Florida’s citizens to Go to College, Succeed in College, and Find a Career.

The Complete Florida Plus Program completes its third year at the University of West Florida and is a part of UWF’s new Division of Research and Strategic Innovation, 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. Karen Rasmussen for Complete Florida; Dr. John Opp 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 highly successful and impactful year that is summarized in this report.

Michael Dieckmann

Associate Vice President, Division of Research and Strategic Innovation
Chief Operating Officer, Florida Virtual Campus
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2017 Highlights

• Complete Florida Degree Initiative:
  2,100 enrolled adult learners • 670 student graduates • more than 5,000 prospective students are in the process of completing applications
  The Complete Florida Degree Initiative serves more than 2,100 enrolled adult learners with some college and no degree through a partnership of 14 Florida state colleges, state universities, and private universities. Currently, 5,235 prospective students are in the process of completing applications to gain admission. In 2017, Complete Florida began working with the T.E.A.C.H. Early Childhood Scholarship to support degree completion of over 212 students at three Complete Florida partners through Success Coaching and Scholarships. To date, Complete Florida has helped 670 students graduate, with 292 of those students graduating in the 2016-2017 academic year. Complete Florida students are found in 62 of Florida's 67 counties.

• FALSC - Library Searches:
  19 million searches using the integrated library system
  In 2017, students, faculty, and staff performed more than 19 million searches using the integrated library system (ILS), and checked out more than 3 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 2017, 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 23 million searches of electronic library resources.
• FLVC Help Desk:
  **Provided support for more than 13,000 cases**
  The FLVC Help Desk provided support for more than 13,000 cases from 200 different Florida educational institutions via email, chat, and phone from January through November 2017. Roughly half of this support was directly to students and the other half to faculty and staff.

• Open Education Resources:
  **Providing textbook affordability and Open Education Resources (OER)**
  Instructors’ use of open access textbooks and open education resources is a major factor in reducing the cost of educational materials for students. In 2017, FLVC/FALSC established a task force on Open Access Textbooks and Education Resources. FLVC is enacting plans to promote textbook affordability and Open Education Resources (OER) at all of the institutions we serve, using collaborations between instructional designers, student services professionals, and librarians.

  **How many free e-resources are available?**

  ![E-books](31,000) College
  ![E-Journals & Newspaper Titles](120,000) College
  ![E-Journals & Newspaper Titles](200,000) University
  ![Videos](20,000) College

• Distance Learning and Student Services focused its efforts over the last year in four major areas:
  1. Providing support for system-level activities related to the advancement of online learning consistent with strategic planning activities within the state college and state university systems.
  2. Continued outreach and support for services to K-12 in career advising and postsecondary enrollment.
3. State-level support for efforts to implement the Florida State Authorization Reciprocity Agreement (SARA) legislation, which is crucial for inter-state distance learning enrollment.

4. Continuing to improve the services offered through the FloridaShines website (FloridaShines.org).

- **Statewide Catalog of Distance Learning Courses and Programs:**
  More than 52,500 courses were available online from 40 institutions
  The Distance Learning Catalog has now 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 5% in the past year and an overall growth of 95% since the 2010-2011 academic year. In 2017, 52,534 courses were available from 40 institutions, 732 academic online programs from 29 colleges and universities. And all 42 institutions are now represented in the Institution Profile catalog.

- **State Authorization Reciprocity Agreement Orientation Workshop:**
  A SARA Orientation Workshop was offered by FLVC in February and FLVC co-sponsored a follow-up workshop in October specifically addressing Florida’s procedures for implementing newly enacted SARA legislation. The SARA process is vital to supporting inter-state distance learning enrollments.

- **Transient Student Admissions Applications:**
  69,000 Transient Student Admissions Applications created
  In 2017, FLVC facilitated the creation of 69,000 Transient Student Admissions Applications through the FloridaShines website.

- **Virtual College Week:**
  2,100 total registrants
  FloridaShines hosted a spring and fall Virtual College Week to provide 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. From spring to fall, the event doubled its outreach to more than 2,100 total registrants, with representation from over 200 schools, district offices, counties, institutions, and state organizations.
• MyCareerShines:

480,000 users, with more than 800,000 career assessments

MyCareerShines is Florida’s statewide career planning and advising system used by Florida's students and citizens to identify career options and assistance with developing an education path for the future. MyCareerShines has registered almost 480,000 users, with more than 800,000 career assessments completed by middle school, high school, college, and adult users of the system. Approximately 2,000 instructors and administrators 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 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, 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 Florida Academic Library Services Cooperative (FALSC), Distance Learning and Student Services, Complete Florida, FloridaShines, and MyCareerShines.

Although 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 FLVC Statutory Responsibilities, please see page 22.
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. Support of access to distance learning courses and programs.
3. Online academic support and advising 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 serves 2,134 enrolled adult learners with some college and no degree through a partnership of 14 institutions. Currently, 5,235 prospective students are in the process of completing applications to gain admission to one of 14 partners representing both public and private colleges and university in Florida. Complete Florida began working with the T.E.A.C.H. Early Childhood Scholarship to support degree completion of over 212 students at three Complete Florida partners through Success Coaching and Scholarships.
Complete Florida has helped more than 670 students graduate, with 292 of those students graduating in the 2016-2017 academic year. Complete Florida students are found in 62 of Florida's 67 counties.
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 initiatives such as the free CLEP courses or UF Flexible Online can help students successfully earn college credit.
- Initiation of business partnerships to help students leverage scholarships and tuition assistance to reduce student costs.
- Fine-tuning of Complete Florida coaching strategies to focus on completion of admission documents, focused pathway through all of our partner institutions to completion of the general studies, and specific, continuous, and regular messaging to promote workforce skills and engagement.

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 without an AA to that degree, working with partner institutions and enrollment at institutions with robust strategies for Prior Learning Assessment and portfolio assessment. Complete Florida Success Coaches work collaboratively with 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.
## Evaluation Model

<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 face to inform best practices for future implementation.</td>
</tr>
<tr>
<td>How does Complete Florida add value to nontraditional adult students who want to return to college?</td>
<td>Student Surveys Student Essays Economic and Census Data Analysis</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, associates degrees and bachelor’s degrees?</td>
<td>Scholarship funding Student Essays Progress toward completion Updates from partner institutions</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 that 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 the 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 as an integral tool to track and communicate with students and partners.

2. Student Tracker data to confirm student status to ensure that Complete Florida data is kept up-to-date.

3. The 2016-2017 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.


5. Complete Florida leaders present 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 - March, mid-May - July, and September – 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 are being created to support partnerships with companies and organizations to show the value of a highly qualified workforce as well as the benefits of degree completion for employees.

Through the execution of these tactics, there has been a 100 percent increase in website visits in 2017 over 2016. As a result, there has been a 19 percent increase in Complete Florida applications started in 2017 compared to 2016.

**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 will not cover all eligible military and veterans, but it is a large portion of the audience and allows consolidation of marketing efforts to specific areas. 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 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 46% increase in visits to the Complete Florida Military page in 2017 over the same time-period in 2016.

**Access to Distance Learning Courses and Programs**

**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 5% in the past year and an overall growth of 95% since the 2010-2011 academic year. The spring 2018 term recently opened and currently offers more than 52,500 courses. The Program catalog lists 732 online programs, and the Institution Profiles have all been updated. Enhancements will be made to the online catalog in 2018 to allow for the inclusion of additional course quality indicators consistent with college and university system strategic plans.

**Growth of Florida’s Online Distance Learning Catalog Since 2000:**
Contracting and Licensing Website Development - Plans for a new website to support negotiation and use of statewide licensing and preferred pricing agreements related to distance learning and student support services were introduced to the DLSS Member Council workgroup. Currently, responses are being compiled from a statewide fall survey of institution interests regarding products and services. Primary areas of interest include online proctoring tools, closed captioning services, and Adobe creative products. The information will be used to explore and negotiate large-scale agreements that can further reduce institutional costs for products and services.

Proctored Testing Initiative - Based on interest from member institutions, an initiative was launched to expand and update the current proctored testing database and incorporate it in a broader website. Specific enhancements will include a better student user interface and increased services to be defined with input from college and university representatives. Specifications are being reviewed for the development of a master agreement for online proctored testing services, which will be established in 2018.

Statewide SARA Workshop - FLVC partnered with the State University System, Florida College System, Florida Department of Education, and the Independent Colleges and Universities of Florida to provide Florida’s institutions with three webinars regarding the implementation of the State Authorization Reciprocity Agreement (SARA) both nationally and in Florida. Once finalized, Florida colleges and universities will be able to offer courses and programs across state lines without the complicated burden of approval procedures in each state. In addition to webinar support, a statewide SARA Orientation Workshop was offered by FLVC in February, and FLVC co-sponsored a follow-up workshop in October specifically addressing Florida’s procedures for implementing newly enacted SARA legislation. FLVC has also provided monthly access to updates on SARA issues to member institutions through its membership in the WCET State Authorization Network.

Communication Plan - The Complete Florida Plus Program and its family of services vary greatly in target audience and services provided. For this reason, we create specialized communication plans for each program. Each plan is based on identifying the target audience(s), how we can best deliver information to them, and developing strategies and tactics to provide the right messaging through the appropriate channels.

For example, the audience for the Complete Florida program can live anywhere in the state, and they can be at different stages in assessing their return to college. Some may be ready to return to college today while others may simply want to finish their degree sometime in the future. With this in mind, marketing tactics need to be broad and diverse in distribution but strategically implemented to garner results efficiently.

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1 See http://nc-sara.org.
On the other hand, the student audience for FloridaShines typically reside in, on, and around high school and college campuses. While we know where they are, it can be difficult to get their attention. Since school teachers and administrators have the attention of students, it is important we build awareness within the school administrative space so they can disseminate the information to students and parents.

Because of the diverse audience across programs, marketing/communication tactics can range anywhere from radio spots in metro markets, email campaigns, and Pay-Per-Click advertising to monthly newsletters for school administrators, counselors, and teachers. The objective is to work toward delivering the right message at the right time to the right audience.

Online Academic Support Services

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

Help high school students graduate from high school and pay for college - In 2017, the High School Academic Progress Evaluation completed its redesign, and strengthened its connection with the Department of Education to ensure the accuracy of student records. This interactive online service helps students measure their progress toward obtaining credits and achievements for a high school diploma. Additionally, the Bright Futures Evaluation incorporated the most recent scholarship type, the Florida Gold Seal CAPE award, for students enrolled in a career education or certificate program. This service

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3 FloridaShines is Florida’s Student Hub for Innovative Educational Services.
allows students to measure their progress towards earning a Bright Futures Scholarship by evaluating their academic achievements, such as GPA, scores on college entrance exams, and community service hours.

**Support high school students transitioning to 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 walking 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. In spring and summer 2017, there were over 52,100 Transient Student Applications created by Florida students, with peak numbers during March and April. The system’s administrative module now allows institutional agents to filter and sort applications to improve the effectiveness of processing transient applications.

**FETC exhibit** – FLVC exhibited at the Future Education Technology Conference in January. 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 2017, FloridaShines hosted a spring and fall Virtual College Week to provide 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. The event speakers represented a wide variety of institutions from the Florida College System, the State University System, and the Florida Department of Education. From spring to fall, the event doubled its outreach from 984 total registrants to 2,136 total registrants, and there was representation from over 200 total schools, districts, counties, institutions, and state organizations.

MyCareerShines - MyCareerShines is a comprehensive education and career planning system that helps Florida’s students and citizens succeed in the increasingly competitive global economy. In March 2017, MyCareerShines reached 300,000 users. By June 2017 MyCareerShines reached 400,000 users. Currently, MyCareerShines has registered 479,186 users, with a total of 811,868 assessments completed in the state (as of December 5, 2017).
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, three particular areas that have been the subject of further exploration are artificial intelligence and its use in advising and student support, virtual reality and its use as an instructional tool, and the potential role of blockchain technologies in the transmission of critical documents and credentials.

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.
FALSC has completed significant activity this year on the four 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 2017, students, faculty, and staff performed more than 19 million searches using the integrated library system (ILS) and checked out more than 3 million library materials.

In order to provide enhanced capabilities, FALSC is pursuing a multi-year project to implement a new next-generation integrated library system. During 2017, FALSC staff, in cooperation with the system vendor (Innovative Interfaces), identified significant gaps in the functionality of the system provided by Innovative. After these discoveries, a revised implementation timeline was agreed upon, with a proposed go-live date of July 2018. To date, FALSC staff have done extraordinary work in collaborating with Innovative Interfaces to remediate functional and performance gaps in the 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. While many resources remain system-specific, FALSC has worked closely with its Members Council on Library Services (MCLS) to increase the percentage of resources that are shared across both systems. As of January 2017, 15 percent of those resources are now available to all public postsecondary students in Florida, and the MCLS is also working with a consultant to actively identify strategies on how to further increase cross-system sharing.

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.

How many free e-resources are available?

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

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

- **Videos**
  - **College:** 20,000
During 2017, FALSC's work with electronic library resources provided a savings of over $14 million through the central licensing process. Students, faculty, and staff performed more than 23 million searches of electronic library resources.

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 13,000 cases via email, chat, and phone from January through November 2017.

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.

The FLVC/CFPP established a task force on Open Access Textbooks and Education Resources (OATER) to enact the following statutory mission:

“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.”
The Open Access Textbook and Educational Resources (OATER) task force is made up of institutional experts across Florida who are actively involved in the study, production, and use of open educational resources. In September 2016, OATER published *An Action Plan for Building a Statewide Infrastructure to Support OER in Florida's Public Institutions of Higher Education*. This report provides an assessment of the current usage of OER in the state along with recommendations on how FLVC could provide centralized support to OER efforts across the state.

In conjunction with the FLVC Distance Learning and Student Services, FALSC is pursuing options to promote textbook affordability and OER at all of the institutions we serve.

## CFPP/FLVC Financial Overview

The Complete Florida Plus Program’s annual E&G operating appropriation for fiscal year 2017-18 remains consistent with the previous fiscal year, and consists of the following major components:

<table>
<thead>
<tr>
<th>Category</th>
<th>FY2016-17 Amount</th>
<th>Percent of Total</th>
<th>FY2017-18 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>10.25%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MyCareerShines system and services</td>
<td>$3,000,000</td>
<td>10.25%</td>
<td></td>
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</tr>
<tr>
<td>Florida Virtual Campus Operations</td>
<td>$22,828,801</td>
<td>78.0%</td>
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<tr>
<td>UWF Supplemental Personnel Funding</td>
<td>$443,544</td>
<td>1.5%</td>
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<tr>
<td><strong>Total:</strong></td>
<td><strong>$29,272,345</strong></td>
<td><strong>100.0%</strong></td>
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</tbody>
</table>

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

(1) Travel costs included in “Operations” categories

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5 This additional funding is provided by the University of West Florida, beyond the legislative appropriation, to supplement increased personnel costs such as health insurance benefits.
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 Florida Virtual Campus, or have any questions about this 2017 Annual Report, please feel free to contact us.

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