Meeting of the Distance Learning and Student Services Members Council (DLSS MC)
February 7, 2023 (1 p.m. - 5:00 p.m. Eastern Time) and February 8, 2023 (9 a.m.-12 p.m.)

Attendees:
DLSS MC Members: Priscilla Suarez, (BC) Vikki Milton, (CC) Josh Strigle (CCF), Dr. Phil Simpson (EFSC), Franzetta Fitz and Robert Seniors (FAMU) Brandon McIntire (FGC), Dr. David Jaeger (FGCU), Karina Ocampo, (FIU) Dr. Rozalind Jester (FSWCS), Dr. Ujjwal Chakraborty (FSCJ), Robert Fuselier (FSU), Lori Driscoll, (GCSC) Laurie Saylor (HCC), Katie Profeta (IRSC), Dr. Michael Nathanson, (LSSC), Dr. Donna Jennings (MDC), Chrystal Bundrage (NCF), Kristin Summers, (NFC), Melanie Jackson, (NWFSC), Sid Beitler (PBSB) Breanna Perry, (PHSC), Holly Vaughn (PSC) Cody Moyer (Polk State College), Page Jerzak (SFC), Marisabel Irizarry (SSCF), Dr. Christopher Van der Kaay and Joann Kramer (SFSC) Vicki Westergard (SPC), Dominic Christison, (SCFMS), Josh Spencer (TCFK), Robert Reed (UCF), Kevin Hulen, (UNF), Dennis Walpole, (USF) and Geni Wright (VC).

Guests: Dr. Carrie Henderson, Executive Vice Chancellor of the Florida College System, Dr. Jon Rogers, Assistant Vice Chancellor, Innovation and Online Education of the State University System, Russ Poulin, Executive Director, WCET & Vice President for Technology Cheryl Dowd, Senior Director, SAN & WCET Policy Innovations, Brienne Meinberg, Direction, State Authorizations & Compliance, Embry-Riddle Aeronautical University, Gina Monaghan, Simple Syllabus Hope Swaim, Simple Syllabus.

FLVC Staff: Dr. John Opper, Nashla Dawahre, Ashley Thimmes, Tom Tu, Kathy Parker, Dawn Aguero, Chase Fiorini, Sarah Michael Anderson, Mike Neff, Stevan Polansky, Richard Conn, Shawn Wilson, Dawn Aguero, Michael Porter.

Welcome and Call to Order
Josh Strigle (UCF), Chair, called the meeting to order and Ashley Thimmes with FLVC took a verbal attendance. Strigle asked if there were any new representatives of the Members Council. Dominic Christison, director of online learning and CTLE at State College of Florida Manatee-Sarasota introduced himself as a new member. Marisabel Irizarry - Interim Director, eLearning - Seminole State College of Florida, also introduced herself as a new member, replacing Brian Crose. Melanie Jackson of Northwest Florida State College introduced Bobby Pinkston, director of the Center for Innovative Teaching and Learning, who was attending virtually. Strigle said that Dr. Kelvin Thompson of UCF is no longer with the Members Council.

Strigle asked for a motion and a second to approve the minutes from the Nov. 2-3, 2022 meeting, which were given, and the minutes were approved.

Future Meeting Planning for DLSS Members Council
Strigle opened up a discussion for possible dates for the next meeting of the Members Council in the summer. Strigle said the Executive Committee looked at May 16-18 as potential dates. There were no objections to those dates and Strigle said he would leave it to staff to determine which of the dates would work best. That meeting will be at the FLVC facility in Tallahassee. Strigle said dates and a host institution for the fall meeting are needed and said the third week of October (Oct. 16-20) might be a
good time frame and asked if there were any conflicts. There was a conflict mentioned and Strigle said earlier in October or early November could work. There were other meeting conflicts mentioned with some dates and Strigle said the Executive Committee would consider the dates at their next meeting. Laurie Saylor (HCC) mentioned her institution as a possible host.

System Updates

Dr. Carrie Henderson, Executive Vice Chancellor of the Florida College System, then gave an update for the Florida College System on mathematics pathways, the workforce program inventory and how the FCS is looking at modifying the Common Prerequisites Manual. Dr. Henderson first talked about mathematics pathways which are Algebra through Calculus, Statistical Reasoning and Mathematical Thinking in Context (MTIC). Senate Bill 366 charged a committee with identifying pathways that help prepare students for transfer and their careers. The committee had equal representation from colleges and universities and adopted a program level assessment of what math skills students need to be successful. Dr. Henderson then discussed the mathematics pathways implementation process. That included the committee phasing out liberal arts courses and phasing in of MTIC courses. She said the state DOE adopted provisions that modified the three rules and that the next step is the BOG must consider parallel changes for the SUS. Dr. Henderson then discussed other next steps for the math pathways, which include the course shell development for the MTIC courses. Dr. Henderson then provided some updates on the Common Prerequisite Manual. During fall 2022, the Division worked with all colleges to review their baccalaureate CPM pages for accuracy. Requested technical changes will be made in the next month. Dr. Henderson then gave an update on the workforce program inventory. House Bill 1507 required the FDOE to collect an inventory of all workforce education programs active in the 2021-22 academic year. The Department worked with FLVC to combine the data they had from institutions with the information the Department had received. Dr. Henderson said for FCS institutions there were more than 10,000 rows of programs added, the bulk of which are non-credit programs. The Department is close to finalizing the inventory, which will serve as the basis for future FloridaShines submissions. Dr. Henderson was asked about whether the course shell would be in an LMS. Dr. Henderson said the plan was to build in Canvas. Strigle asked a question about the civil literacy requirement. Strigle said Dr. Jon Rogers was delayed in arriving and he would give his presentation later in the meeting.

Executive Director Updates

Dr. John Opper then gave several updates. He first discussed the textbook survey results and the question that was asked about inclusive access programs. He said there are at 7 or 8 institutions that have those programs by name. He said when looking at the data there are similar levels of participation rates across opt-in and opt-out institutions. He said students don’t seem to be well informed about the programs. He discussed more results from the survey regarding those programs and an addendum that is being done to the survey. Dr. Opper next discussed the Zero Textbook Cost indicator program and the current number of ZTC courses in the catalog and the number of courses by institution. Dr. Opper next talked about the upload process for institutions to upload their information in the FloridaShines catalog and how that information would be fed into platforms such as Xello and the EMOP. He talked about the DOE’s contract with Xello and the details of that program. The upload period this year begins July 1. Dr. Opper then gave an update on the RESTrofit program to re-establish institution connections and talked about the four categories of institutions based on the status of their connections. He said right now broken institutions are being prioritized. There will be a public calendar for onboarding/information.
takes about 2-3 months to implement the upgraded connections. Dr. Opper next presented some number on TSAAs, which are up. He then talked about the Florida Instructional Design Network and the upcoming webinar schedule. There are now 580 listserv subscribers. He next discussed the Florida Quality Matters Consortium and the institutions that have been become Quality Matters-certified. Dr. Opper then finished his presentation.

**Academic Integrity Roundtable: Peripheral Cheating Aids**

Strigle then opened roundtable discussion about academic integrity. He said while ChatGPT is a big topic, it’s a much more wide-ranging discussion. He said after the discussion he wanted to separate into groups who would like to discuss the matter from a policy perspective and then a group to discuss instructional design concerns. He talked about the value of having representatives from all 40 public institutions discussing possible strategies and solutions. Various Council members then discussed the experiences at their institutions with ChatGPT and other platforms. There were several discussions about shortcomings of ChatGPT and experiences using ChatGPT. There were also discussions about how to take advantage of the technology and possibly incorporate it into instruction. There were also discussions about privacy concerns and AI platforms. Next Strigle divided the Council into groups. An afternoon break was taken before the Council divided into two groups. One group talked about how to incorporate ChatGPT and the instructional strategies and design that could be used. The second group was charged with talking about policies concerning academic integrity.

Following the discussion an afternoon break was then taken.

**Roundtable: Issues and Trends**

Robert Fuselier, chair-elect (FSU) opened up a roundtable discussion on emerging issues and trends. He said the three Standing Committees had met to brainstorm ideas but wanted the group to have a larger discussion to better inform the work of those committees, which would meet the following day. The Council broke then broke into different groups to discuss emerging issues or trends at their institutions. The groups met for about 30 minutes and then the Council reconvened to discuss the issues that had been brought up at each table. Proctor testing and authentication were mentioned as issues that were discussed. The implementation of HyFlex and other modalities was mentioned as a common issue among the groups. There was then discussion about developing an Excel spreadsheet that would list each member’s professional expertise, experience and job descriptions so other members would know where to go to for help on an issue. There was then discussion about expanding that list to include more information, including policies at each institution. The quality initiative was an issue that was discussed by another one of the groups. Online tutoring, remote proctoring, legislation for the syllabi, were also issues that were discussed.

**Wrap up and Adjournment**

Strigle said Dr. Rogers would join the Council for his SUS update in the morning on Feb. 8. With no other items on the agenda, Strigle adjourned the Feb.7 meeting.
Welcome

Strigle called the second day of the Members Council meeting to order at 9 a.m. on Feb 8. Dr. Jon Rogers, Assistant Vice Chancellor, Innovation and Online Education of the State University System, then gave several updates. He mentioned Raymond Rodrigues had been named Chancellor in November and was still touring the universities and getting acclimated. He talked about the establishment of the Innovation and Online Committee and the work the committee is doing. He discussed the implementation of the 2025 Strategic Plan. He said the Online Committee functions via a Steering Committee which is comprised of six University provosts. He talked about the perceptions of online learning that still exist. He mentioned several Florida universities that had placed highly in the U.S News and World Report ranking and talked about the importance of designing online education. He then wrapped up his presentation.

Standing Committees

The Members Council then divided into the three standing committees on which they elected to serve - Strategic Partnership and Licensing Standing Committee, the Student Support/Web Services Standing Committee and the Online Instruction Committee. Those attending the meeting virtually were able to join the rooms of the committees on which they wanted to serve. The committees met until 10 a.m.

DOE Proposed Language Discussion

Strigle then introduced Russ Poulin, Executive Director, WCET & Vice President for Technology and Cheryl Dowd, Senior Director, SAN & WCET Policy Innovations, who discussed updates the U.S. DOE has made. Dowd said Title IX final regulations are being released in May after some 250,000 public comments. She said Title IV regulations regarding federal aid are also being worked on. Dowd then detailed the DOE’s rulemaking process that occurred over the past year. She discussed the DOE’s schedule and the DOE’s master calendar, various dates when the rules would go into effect and when public comment would be allowed. She talked about regulations surrounding professional licensure and reciprocity. She said there was interest in raising the bar on programs that lead to a license. The proposed regulations could require ensuring that the curriculum satisfies the applicable educational prerequisites where the student is located at time of enrollment, but Dowd said that language may not be in the regulations released this spring because there was not consensus among the negotiators. Similar requirements were recently released as final regulations by the U.S. Department of Veterans Affairs and Dowd discussed those.

Poulin then talked about the stronger regulations that are being sought surrounding online program managers. A new rulemaking notice indicates “third party services and related issues” such as OPMs. Dowd then discussed regulations surrounding reciprocity. Possible new proposed regulations will require institutions to ensure that they comply with all state consumer protection laws both generally applicable and specific to educational institutions. Down said that could undermine SARA. A new rulemaking notice indicates revision of the definition of a state authorization reciprocity agreement and a process is underway to strengthen SARA policy. Poulin then discussed the definition of distance education. A WCET survey showed general agreement on definitions and that students just want to know what’s expected of them. WCET provided updates on “regular and substantive interaction” and sought clarification on Department of Education interpretations when reviewing colleges for federal financial aid compliance. There will be a WCET report in March about differences in federal, state, and
accreditation definitions There was then discussion about the possibility of going back state-to-state reciprocity agreements. Dr. Opper asked Poulin whether accreditation language would be more permissive or restrictive. Poulin said restrictive by quite a bit. Poulin and Dowd then wrapped up their presentation.

A morning break was taken and the Council reconvened at 10:45 a.m.

Compliance Crossroads: Managing Intersecting Regulatory Responsibilities

Strigle gave the floor to Brienne Meinberg, Director, State Authorizations & Compliance, Embry-Riddle Aeronautical University who gave a presentation on compliance crossroads, talking about intersection of state authorization – VA requirements, federal regulations and accreditation. She gave background and overview on Embry-Riddle and its footprint across the globe. Meinberg discussed the main factors institutions need to look at concerning federal regulations. She talked about the various requirements and challenges as well as recommendations and solutions. She discussed the various audits that Embry-Riddle and other institutions must deal with. She talked about common conflicts with state authorizations. She said Embry-Riddle produces the most substantive changes of any SACSCOC institution. She talked about the importance of checking substantive change policies. She gave some examples of SARA or state-mandated policies or procedures. She said many online institutions are offering online programs for the first time because of COVID and said those institutions should find a mentor institution to help them with the process. She noted that physical presence triggers are not consistent state to state and to closely monitor states where you place a high number of internships or field work. She talked about some states with highly complex regulations such as California and Maryland and finding ways to meet state requirements while not jeopardizing federal regulations. She discussed the various physical presence triggers and aligning military and VA requirements with state processes and documentation. She then talked about international host nation challenges and requirements. She talked about the importance of hiring a local consultant or law firm when hosting international activities that is an expert on education law there. Meinberg then took questions. She was asked about the size of her staff and she replied that there are four people on her team and described the repository of resources they use.

New Items from Any Member

Strigle then asked if there were any new items from any member. One member asked about getting some type of short summation about the work being done by each standing committee, so the members could take it back to their institutions. A representative of the Strategic Partnership and Licensing Committee said they did an inventory of existing contracts and agreements; a priority list is being developed on what’s needed to put out a system ITN. Tutoring with smarthinking being phased out will be a priority. Remote proctoring and web conferencing software are also priorities of that committee. Regarding online tutoring, Strigle wondered if there would be an opportunity to partner with Florida College Learning Center Association about best practices and platforms. He said he would be attending that organization’s conference in April and could take ideas from the committee. A representative of the Online Instruction Committee said the committee would be meeting in between the Members Council meetings. The committee had been talking issues that included modalities and best practices for Hyflex, RSI and best practices, QM and shared state training for faculty. There was then some discussion among the members about types of training available. A representative of Student Support/Web Services
committee said that their large project is developing a white paper that they hope to bring to the Council regarding recommended practices in online proctoring. That committee is also discussing potential projects about a statewide orientation for online students and professional licensure, graduation for online students and coaching for online advisors and mentors.

**Wrap-up and Adjournment**

With no other items to discuss, Strigle took a motion and a second to adjourn the meeting.