MINUTES
STATE UNIVERSITY SYSTEM OF FLORIDA
BOARD OF GOVERNORS
INNOVATION AND ONLINE COMMITTEE
FLORIDA STATE UNIVERSITY
TALLAHASSEE, FL
January 25, 2018

1. Call to Order

Chair Ed Morton convened the meeting at 8:33 a.m. on January 25, 2018, with the
following members present: Governors Ed Morton, Sydney Kitson, Tim Cerio, Jay Patel,
Kishane Patel, Norman Tripp (joined the meeting at 8:34), Gary Tyson, and Zach
Zachariah. A quorum was established.

2. Approval of Committee Meeting Minutes

Governor Jay Patel moved that the committee approve the minutes of the meeting held
on November 9, 2017, as presented. Governor Kitson seconded the motion, and the
members concurred.

3. UF Online Annual Report

Ms. Evie Cummings, Assistant Provost and Director of University of Florida Online,
presented the 2016-17 Annual Report, indicating that UF Online students are taught by
the same faculty, earn the same degrees, and meet the same admission standards as
residential students. She said that each UF Online student receives a dedicated
academic advisor; student tuition is lower than residential students' tuition; UF Online
students pay fewer types of fees; and they are offered an optional fee packet if they
want to be involved in campus activities.

Ms. Cummings said that UF Online continues to grow in enrollments and in tuition
revenue. Initially, a large out-of-state enrollment was anticipated, but UF Online reflects
national trends with its enrollment being mainly from in-state students. She stated that
there is a blend of part-time and full-time students, with transfer students making up
the largest part of the UF Online student population. There is a 60% denial rate of
applicants. Over 1,000 students have graduated from UF Online so far. Governor
Morton referred to the slide showing enrollment growth plateauing and asked if
enrollments would grow as the number of programs grow. Ms. Cummings said yes,
that UF Online has 19 programs now and could safely increase to 22. With a growing
program and a fixed appropriation and lower tuition rate, she said that UF Online will

reach a point where it cannot take on more students and still maintain the quality of its programs and services.

Governor Morton said he had heard that some faculty - medical school faculty, for example - were concerned about online courses that students had taken, and he thought if universities maintained connectivity with online graduates to gain information and knowledge about how people did, it might lend credibility or merit to the value of an online degree or course.

Governor Tripp asked how medical schools would know if a course had been taken online, and Ms. Cummings indicated that, anecdotally, she has heard that medical school admissions staff would call universities to determine the modality of courses offered and also that students would be asked during interviews about the extent online courses were taken. She said that in the upcoming year, there would be a System initiative to bring chemistry, physics, and biology faculty together to have conversations about what makes a great course and a quality lab experience and tie that in with medical school admissions parties as well.

Governor Link said that a couple of CEOs on a panel during the Trustee Summit mentioned concerns about online courses, saying that people who had taken online courses were not prepared to come to work; taking courses in their pajamas while eating breakfast did not prepare them to show up at work on time, dressed properly. She said they had started asking people during interviews whether they had taken online courses. She asked Ms. Cummings to look into those comments. Ms. Cummings said that there were bad online courses on the market, ones that were not of the quality being offered by public institutions in the state. She said the quality courses in the SUS needed to be socialized to get that information across while listening to employers to ensure their concerns were being addressed.

Governor Link asked about the GPA of students admitted to UF Online. Ms. Cummings said the same admissions criteria are used, and she would get back to Governor Link about the average GPA.

4. Task Force on STEM Labs for Online Education

Dr. Shawn Weatherford demonstrated a pilot online Physics Lab that he teaches at the University of Florida. He said the lab has been designed to be equivalent in difficulty and student outcomes to the labs offered on campus.

Ms. Cummings said she and colleagues across the state, under the auspices of the Strategic Plan for Online Education, launched a one-year effort to review how online students across the state are provided credible online STEM labs. The Task Force found that the state already has a robust set of offerings of labs for online students; however,

they do not represent a comprehensive set of labs that would lead to an undergraduate science degree. Ms. Cummings presented the three recommendations made by the Task Force: (1) continue the Task Force, and dive a little deeper; (2) bring faculty together across the system that are all grappling with the use of technology in the sciences by convening a forum at UF this fall; and (3) launch a system-wide pilot to deliver a Chemistry bootcamp at UF in the summer of 2019. The bootcamp will be a two-week intensive experience in the chemistry building at UF. Faculty from throughout the system will be designing a highly engaged summer experience for online students.

Governor Kitson moved to support and continue the work of the Task Force, with it proceeding to (1) have a conference for faculty who teach online and (2) launch a system-wide pilot for chemistry labs. Governor Tripp seconded the motion and the members concurred.

5. <u>Technology Scorecard</u>

Chair Morton said that the Strategic Plan for Online Education included two tactics related to ensuring that institutions had the technology needed to provide online education. He recognized Joseph Riquelme, Florida International University, who is chairing the workgroup charged with addressing those tactics.

Mr. Riquelme said the Technology Workgroup had developed over the past year a tool that institutions could use to assess their technology infrastructure used to provide a quality online education. The tool, the Technology Scorecard, addresses four key areas: operations, support, security, and disaster recovery, with additional topics being included in each of the areas. He reviewed the scoring methodology, indicating that a total of 51 points could be earned with the 17 quality indicators, and the average score for the SUS was 46, which attests to the work by each institution over the past few years to leverage technology to provide quality and engaging online education. Mr. Riquelme said that there were three emerging areas of focus - Accessibility and Compliance, Disaster Testing, and Analytics and Business Intelligence - and there are several workgroups in the System addressing these issues now. He said he believes the System will see the greatest improvement in these areas in the next year. He said the two Workgroup recommendations were: (1) administer the Technology Scorecard annually and (2) Review and discuss opportunity areas with institutions to help improve their overall scores.

Governor Tyson said he would like to see privacy addressed in the Scorecard. He said a large amount of data is being collected and asked who had access to that data. Mr. Riquelme noted that each institution has compliance officers and internal auditors who focus on that issue, which is one reason the Workgroup had not included that issue in the Scorecard.

Chair Morton asked if the scores were self-reported by institutions, and Mr. Riquelme said that they were self-reported and the Scorecard had been distributed to universities through the Board of Governors data collection office. Governor Morton said self-reporting is important and should be encouraged and accepted.

Governor Tyson moved that each university be asked as a part of this evaluation to look at who has access to the data being generated on the students from this system. Governor Tripp seconded the motion and the members concurred.

Governor Tripp moved that the Infrastructure Workgroup administer the scorecard annually and provide guidance to institutions that may score "Insufficient" in any category. Governor Kitson seconded the motion and members concurred.

6. <u>Concluding Remarks and Adjournment</u>

Chair Morton reminded the Committee that it would be having a workshop in the spring to hear about each university's online program, including their challenges, opportunities, and collaborations. He anticipates holding the workshop in conjunction with the March Board meeting.

Chair Morton adjourned the meeting at 9:30 a.m.

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Edward Morton, Chair

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Nancy C. McKee, Ph.D.