

STATE UNIVERSITY SYSTEM OF FLORIDA
BOARD OF GOVERNORS
Innovation and Online Committee
June 27, 2018

SUBJECT: Student Services Scorecard

PROPOSED COMMITTEE ACTION

Consider Approval of Student Services Scorecard Report

AUTHORITY FOR BOARD OF GOVERNORS ACTION

Article IX, Section 7, Florida Constitution

BACKGROUND INFORMATION

2025 Strategic Plan for Online Education -

QUALITY GOAL 2. The State University System will provide a foundation for quality online education.

Tactic 2.3.1: *Ensure that universities use Quality Scorecard or a similar process to confirm that online students, including online students with disabilities, have access to services equivalent to those used by campus-based students.*

Tactic 2.3.1 in the Board of Governors 2025 Strategic Plan for Online Education directs state universities to develop a scorecard to measure the level of online student support services. Accordingly, each university received the scorecard and guidebook with detailed descriptions for scoring and examples of best practices for the different categories of support services. The institutions that utilized the scorecard conducted a self-study of the services provided to 100% online students and self-reported their results. This report contains the results of the scorecard surveys of 10 universities delivering distance learning programs. Each university received a report with the institution's self-reported results with a comparison to the SUS averaged score.

Supporting Documentation Included: Student Services Scorecard Report

Facilitators/Presenters: Dr. Vicki Brown