

STATE UNIVERSITY SYSTEM OF FLORIDA  
BOARD OF GOVERNORS  
June 28, 2018

**SUBJECT:** Student Services Scorecard Report

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**PROPOSED BOARD ACTION**

Consider approval of Student Services Scorecard Report

**AUTHORITY FOR BOARD OF GOVERNORS ACTION**

Article IX, Section 7, Florida Constitution

**BACKGROUND INFORMATION**

In 2015, the Board of Governors approved the *2025 Strategic Plan for Online Education*, establishing goals, strategies, and tactics that focus on three primary elements: quality, access, and affordability. Quality Tactic 2.3.1 in the *Plan* directs state universities to use a scorecard or similar process to confirm that online students have access to services equivalent to those used by campus-based students. The Student Services Scorecard was developed for and used by SUS institutions offering online courses to measure the level of student support services available to their online students.

The results of the initial SUS survey using the Student Services Scorecard is being reported to the June 27<sup>th</sup> meeting of the Innovation and Online Committee. If approved by the Committee, the Student Services Scorecard Report will be forwarded to the full Board of Governors for approval.

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**Supporting Documentation Included:** Student Services Scorecard Report included with the Innovation and Online Education Committee materials