State University System
Education and General
2015-2016 Legislative Operating Budget Issue
Form I

Student-Centered Online Services Environment

University(s):	Complete Florida Plus Program, CFPP – All SUS and FCS – System-wide
Work Plan Issue Title:	Creating a Focused Student Centered Online Services Environment
Priority Number	
Recurring Funds Requested:	$703,000
Non-Recurring Funds Requested:	$1,500,000
Total Funds Requested:	$2,203,000
Please check the issue type below:	
Shared Services/System-Wide Issue	X
2014-2015 Non-Recurring Issue	☐
New Issue for 2015-2016	☒

I. Description:

The Complete Florida Plus Program (CFPP) was established by the Florida Legislature with a major focus on providing access for students to online academic support services and information concerning distance learning courses and degree programs, and to facilitate degree completion among Florida students. CFPP will develop a personalized education system to integrate and enhance the existing discrete student services offered through the former Florida Virtual Campus (FLVC). These student centered services will provide personalized, targeted information through a web-based dashboard designed, in partnership with colleges and universities, to assist students in all aspects of their academic and student support needs. The system will utilize a dashboard that will integrate the currently separate applications and functions of FLVC to provide a more complete suite of services through an improved centralized interface; a collaborative, analytics-based admissions application that will allow for individual college and university customization in content and presentation with the ability to import existing high school transcript data to speed the

process of completion; and concierge based services utilizing automated systems, knowledge base responses, and personal telephone, chat, or email communications.

II. Return on Investment

By placing students first, this system will provide them with a new level of targeted services designed to enhance their progression to degree completion. In addition, the system will provide for the delivery of increasingly significant student analytics and student progression monitoring and intervention opportunities in support of state-level degree attainment initiatives. In turn, system efficiencies will also be gained through the delivery of increased shared student services.

The combined aspects of the system will provide the following return on investment benefits for the students, the state, and its educational institutions:

- Enhanced web-based support for seamless progression from high school graduation to postsecondary enrollment and degree attainment with support for student progression monitoring and analytics.

- Consolidation and integration of previously discrete web-based support services through an enhanced interface that leverages existing data sources and applications.

- Enhanced support for Florida colleges and universities through improved data sharing and a collaborative student service model.

- Statewide data on high school to postsecondary education admission applications by district or school.

- The ability to provide increased levels of personalized student support as well as support for the development of statewide retention and degree attainment efforts.

III. Facilities (*If this issue requires an expansion or construction of a facility and is on the Capital Improvement List complete the following table.*):

	Facility Project Title	Fiscal Year	Amount Requested	Priority Number
1.	NA			
2.				