

**STATE UNIVERSITY SYSTEM OF FLORIDA
BOARD OF GOVERNORS
Innovation and Online Committee
January 25, 2023**

SUBJECT: Ensuring Quality in Online Education in the SUS:
Support Services for Online Students

PROPOSED COMMITTEE ACTION

For information

AUTHORITY FOR BOARD OF GOVERNORS ACTION

Article IX, Section 7, Florida Constitution

BACKGROUND INFORMATION

It is recognized that delivering quality online courses requires highly reliable academic and student support services and technical infrastructure. An important component of SUS initiatives that address quality in online education is to assess state university online programs to ensure that support services for online students are comparable to the institution's regular campus student services. Importantly, institution accreditation requirements (Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)) call for equivalent services and support for all students, regardless of modality, face-to-face, online resident, or online at a distance.

Evangelia Prevolis, Associate Vice President of FIU Online, has surveyed university distance learning leaders to gain insight into how institutions are adapting and reimagining student support services for online students. At today's meeting, Ms. Prevolis will present the survey findings and conclusions.

Supporting Documentation Included:

Survey Questions
PowerPoint Presentation

Facilitator/Presenter:

Ms. Prevolis