MINUTES
STATE UNIVERSITY SYSTEM OF FLORIDA
BOARD OF GOVERNORS
INNOVATION AND ONLINE COMMITTEE
January 25, 2023

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1. Call to Order and Opening Remarks

Chair Edward Haddock convened the meeting at 9:10 a.m. on January 25, 2023, with the following members present: Commissioner Manny Diaz, Jr., Darlene Jordan, Aubrey Edge, Nimna Gabadage, Charles Lydecker, Craig Mateer, and Deanna Michael. A quorum was established.

2. Approval of Committee Meeting Minutes

Governor Jordan moved that the committee approve the minutes of the meeting held on September 13, 2022. Governor Mateer seconded the motion, and the members concurred.

3. Preparing for a Post-Pandemic World in the State University System: Research Questions

Chair Haddock introduced Dr. Joe Glover, UF Provost and Chair of the Online Steering Committee, to provide an update of the Committee's work and discuss next steps.

Dr. Glover updated the Committee on the work of the Steering Committee that followed its 2022 Report: *Preparing for a Post-Pandemic World in the SUS.* This report recommended investigating whether there is additional data that should be gathered to guide the post-pandemic operation of the State University System (SUS) and to identify and/or inform updated accountability and performance measures.

The Committee drafted research questions that were reviewed by the SUS Council of Data Administrators (CODA). A key question centers on various instructional modalities and how they may influence student performance in subsequent courses, and student success in general.

The Council of Data Administrators will be providing recommendations on the research topics to the Committee. Plans call for CODA's recommendations to be submitted to the SUS Council of Academic Vice Presidents (CAVP) for review and direction.

Following discussion, Chair Haddock thanked Provost Glover and the Steering Committee for its research on these important issues that may impact university accountability reporting.

4. Ensuring Quality in Online Education in the SUS

    a. Student Support Services

Chair Haddock stated that the Committee continues to focus on ways in which our universities and the Board can ensure that we have quality online programs. He introduced Ms. Evangelia Prevolis, Associate Vice President for FIU Online, to present her research on student support services for online students.

Ms. Prevolis reported that she surveyed university distance learning leaders in the State University System to gain insight into how institutions are adapting and reimagining their student support services for online students. She confirmed that all universities are committed to fully support online program students and to provide a broader access to university support services. A critical goal is to create a sense of community and belonging for online students who may rarely come to the physical campus.

Survey results confirmed that universities are focusing on both academic advisement and success coaching and student health, wellness, and engagement for online students. Successful programs were found in three areas: Campus Life, Tech Support, and Advocacy and Inclusion. Campus Life programs include: Online Meet & Greets, Residency Weekends, and Intentional Recruitment activities. Tech Support programs include: 24/7 remote support and program-specific information databases. Advocacy and Inclusion programs include: financial aid/scholarship information and focused services for veterans.

Chair Haddock thanked Ms. Prevolis for this important information and for her leadership in this area.

    b. University of North Florida

Chair Haddock stated that the Committee is pleased to continue to receive presentations from university distance learning leaders on each of the university online programs. He introduced Dr. Deb Miller, Assistant Vice President for Digital Learning and Innovation, to present an overview of the University of North Florida online programs.

Dr. Miller emphasized that the UNF distance education programs are focused on quality, convenience, flexibility, and affordability. She presented a brief video that showcased the 23 UNF programs that are ranked in the top 50 nationally for online bachelor's programs. UNF has achieved High Quality designations for excellence in online course design. A strong cadre of Success Coaches for UNF online students are critically important as they provide ongoing academic support, career information, and tools for success.

Chair Haddock thanked Dr. Miller for providing the UNF update and for the attractive and effective video presentation.

5. Recognition of an Outstanding Online Student

Dr. Rogers introduced Ms. Tecola Burrows, a senior psychology student in the FIU Online program, who has been recognized by FIU as an outstanding online student. Ms. Burrows was selected as the first fully online Student Ambassador at FIU.

Ms. Burrows described her path to pursue and complete a baccalaureate degree program as a non-traditional student with a family and a career, and discussed the challenges that she faced and overcame during her pursuit of the degree. She recognized the major assistance that was provided by the FIU Online program staff and fellow students and said that the support system at FIU was invaluable to her success.

6. Concluding Remarks and Adjournment

Chair Haddock announced to the Committee and to university leaders that the 2023 Florida Online Innovation Summit will be held at the University of Central Florida on Thursday, March 30th and referred to the handout in committee members' agenda packet for details on the Summit.

Following concluding remarks, Chair Haddock adjourned the meeting at 3:20 p.m.

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Edward Haddock, Chair

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Jon Rogers, Ph.D.
Assistant Vice Chancellor