

MINUTES
STATE UNIVERSITY SYSTEM OF FLORIDA
BOARD OF GOVERNORS
INNOVATION AND ONLINE COMMITTEE
UNIVERSITY OF SOUTH FLORIDA
TAMPA, FLORIDA
JUNE 13, 2019

1. Call to Order and Opening Remarks

Chair Ed Morton convened the meeting at 9:45 a.m. on June 13, 2019, with the following members present: Vice Chair Darlene Jordan; Tim Cerio; Dr. Shawn Felton; H. Wayne Huizenga, Jr.; Zenani D. Johnson; Syd Kitson; Eric Silagy, Kent Stermon, and Norm Tripp. A quorum was established.

Chair Morton encouraged all Committee members and members of the audience to visit the Online Education Showcase in the hallway. He said that the Showcase highlighted the collaborative work underway to implement the 2025 Strategic Plan for Online Education.

Governor Motion announced that after the 2018 Annual Report for Online Education was presented, the committee will begin the mid-course review of the performance metrics and goals in the 2025 Strategic Plan for Online Education. Quality metrics will be reviewed today; Affordability metrics in August; and Access metrics in October. At the October meeting, all three sets of metrics will be approved and sent to the full Board for approval.

He also announced that as a part of the Affordability discussion in August, he has asked staff to present to the committee a plan for developing Master Agreements with publishers at the System level so that students throughout the State may obtain materials at more affordable prices than are currently available.

2. Approval of Committee Meeting Minutes

Governor Jordan moved that the committee approve the minutes of the January 31, 2019, meeting, as presented. Governor Felton seconded the motion, and the members concurred.

3. 2018 Annual Report for Online Education

Dr. Nancy McKee presented the following highlights from the 2018 Annual Report for Online Education:

- The State University System tied for first place in the top ten states for distance learning enrollments in terms of the percentage of public university students enrolled in distance learning courses, and placed second in terms of the number of students enrolled in distance learning courses.
- The SUS enrolled 266,000 students in distance learning courses in 2017-18.
- Seventy-two percent (72%) of undergraduates enrolled in at least one distance learning course during 2017-18, up from 69% in the previous year.
- Sixty-one percent (61%) of undergraduates took a combination of distance learning and classroom courses, up from 59% in the previous year.
- Three universities had at least 80% of their undergraduates taking at least one distance learning course: University of Florida, University of South Florida, and University of West Florida. The University of Central Florida was close behind with 77% taking at least one distance learning course.
- New College of Florida and Florida Polytechnic University do not offer distance learning courses.
- UWF had the highest percentage of graduate students enrolled in at least one distance learning course, and the highest percentage of both undergraduate and graduate students enrolled only in distance learning courses.
- Undergraduate students took 28% of their credit hours in distance learning courses, an increase from 20% in 2013-14. Every institution offering distance learning courses had an increase in distance learning credit hours during that range of years.
- The UCF, UF, Florida International University, and USF offered the greatest number of undergraduate distance learning credit hours. UF had the greatest number of graduate distance learning credit hours, followed by USF.
- Students taking only online courses were older than other students; they were primarily female; and they were primarily Florida residents.
- Of undergraduate students taking classroom courses, 80.8% received grades of A, B, or C, the same percentage as those taking primarily distance learning courses. Those students taking their courses fully at a distance had a higher percentage - 84.9% - earning grades of A, B, or C.
- The SUS had 540 online programs in 2017-18, with 327 of those being in Areas of Strategic Emphasis.

Governor Huizenga moved that the committee approve the State University System 2018 Annual Report for Online Education. Governor Jordan seconded the motion, and the members concurred.

Governor Morton stated that online education is a tool that can be used to bring dignity and opportunity to people throughout the state of Florida, if not the nation. Education is undergoing a dramatic change; a lot of it is being brought forward by online education. He encouraged the continued focus on online education as an opportunity to

extend the bridge of education and knowledge to people who otherwise would not have the opportunity to access what the system has to offer.

4. Mid-course Correction of the SUS 2025 Strategic Plan for Online Education's Quality Metrics

Dr. McKee presented the following recommended changes to the Quality Performance Indicators and Goals in the *2025 Strategic Plan for Online Education*:

- 2025 Goals: Replace "8 Chancellor Awards presented annually at the state level" with "One Chancellor's Award presented annually at the state level."
- Performance Indicator: Replace "Percentage of faculty participating in professional development" with "Percentage of faculty teaching online courses participating in professional development."
- 2025 Goal: Replace "15% of faculty from SUS institutions offering online education participate in yearly professional development activities" with "90% of faculty teaching online courses complete professional development related to online education."
- 2025 Goal: Replace "75% of SUS institutions participate in the online education research consortium" with "100% of SUS institutions share relevant research (proposed, underway or completed) by participating in the annual Florida Online Innovation Summit."
- 2025 Goal: Replace "Online student success rate equals or exceeds the rate for comparable face-to-face courses" with "Online student success rate is comparable to the rate for classroom courses."
- 2025 Goal: Replace "Online student course withdrawal rate is no higher than for comparable face-to-face courses" with "Online student course withdrawal rate is comparable to the withdrawal rate from classroom courses."
- 2025 Goal: Replace "Student satisfaction levels for online courses equal or exceed satisfaction levels for comparable face-to-face courses" with "Student satisfaction levels for online courses are comparable to satisfaction levels for classroom courses."
- Performance Indicator: Replace "Percent of SUS courses bearing a "high-quality" rating in the FLVC online catalog" with "Continuing assessment of online courses to provide quality assurance and improvement using the Florida Online Course Design Quality (https://www.flbog.edu/board/office/online/_doc/2019_04_25_FLORIDA%20ONLINE%20COURSE%20DESIGN%20QUALITY_forPosting.pdf) review or an approved institutional process."
- 2025 Goal: Replace "90% of SUS courses in the FLVC catalog rated high quality" with "100% of new and substantively revised online courses must meet Florida standards following an approved review process. Existing and continuing courses will be considered for review on no less than a 5-year cycle."

Governor Huizenga asked if there was a timeframe for training 90% of faculty teaching online courses. Dr. McKee responded that data would start being collected in this manner for the upcoming year, beginning in the Fall of 2019, so she would be better able to answer that question at this time next year.

USF Provost Ralph Wilcox, Chair of the Steering Committee, said that the six provosts serving on the Steering Committee are fully engaged not only in shaping the future of online and innovative education, but also in tracking performance on the goals in the Strategic Plan for Online Education.

Governor Morton reminded the Innovation and Online Committee that the revisions to these and other metrics would be approved in October. He said the one exception was to the Quality course metric, because it is also found in the Board's overall Strategic Plan, and the Strategic Planning Committee is currently reviewing its performance metrics.

Governor Cerio moved to substitute the current metric of "Percent of SUS courses bearing a 'high-quality' rating in the Florida Virtual Campus online catalog" with a new metric requiring 100% of new and substantively revised online courses to meet Florida standards following an approved review process, and for existing and continuing courses to be considered for review on no less than a 5-year cycle and to forward the revised metric to the Strategic Planning Committee for its consideration." Governor Jordan seconded the motion, and the members concurred.

5. Performance in the Workforce: Students with Online Degrees

Gary Cantrell, Senior Vice President and Chief Information Officer, Jabil, Inc., spoke of the importance of getting and keeping the right talent educated and current. Realizing the need for data scientists, Jabil began a data analytics program with USF a few years ago and it has become more and more distance learning. The satisfaction levels and quality have gone up and the business value has gone up as the program has matured. The skill sets have been exceptional.

Andy Zolper, Senior Vice President and Chief Information Technology Security Officer, Raymond James Financial, said it takes critical thinking skills, problem-solving, leadership, bias for action, and an ability and fluency for learning to be successful in cybersecurity. He said that with his employees from the State University System, he cannot tell the difference in those who have obtained traditional degrees from those who have obtained online degrees or had hybrid experiences.

Two Raymond James employees who graduated from the University of South Florida spoke about their experiences with online courses:

- Kathy Castano majored in Computer Engineering and Computer Science at USF and took classes both in the classroom and online. She stated that these experiences helped her to be goal-oriented and a team player.
- Brooke Wallace graduated from USF with a bachelor's degree in International Studies (Russian studies), and a Master's degree in Cyber Intelligence, which she took fully online. With her online courses, she said she was able to choose her pace, which helped her to innovate and learn to work as part of a team.

6. Concluding Remarks and Adjournment

Governor Lautenbach said he felt the SUS is a leader in the country in online education. He said online education is one of the few areas in which all of the SUS institutions were collaborating, all working together in the areas the committee has been discussing, from access to quality to cost.

Chair Morton adjourned the meeting at 10:29 a.m.

Edward Morton, Chair

Nancy C. McKee, Ph.D.
Associate Vice Chancellor