

MINUTES - DRAFT  
STATE UNIVERSITY SYSTEM OF FLORIDA  
BOARD OF GOVERNORS  
QUALITY WORK GROUP  
MEETING VIA CONFERENCE CALL  
May 13, 2015

1. **Call to Order**

Chair Shawn Felton convened the meeting at 9:30 am on May 13, 2015 with the following members present: Dr. Victoria Brown, Assistant Provost-FAU; Dr. Susan Clemmons, Associate Dean-FIU; Dr. Sally McRorie, Interim Provost-FSU; Dr. Marcella David, Provost – FAMU. Excused: Dr. Gary Perry, Provost-Florida Atlantic University; Harrison DuBosar, Student-FSU; Franzetta D. Fritz, Director of Instructional Tech-Florida Atlantic University. A quorum was established. Dr. Nancy McKee, Associate Vice Chancellor was also present on the conference call.

2. **Opening Statement**

Chair Felton welcomed everyone and especially thanked Dr. Brown for the work on the survey and drafting the final template/report. Chair Felton indicated the template draft and survey results were distributed by Angela and then turned the discussion over to Dr. Brown to highlight the two documents.

3. **Discussion**

Dr. Brown reported the survey was sent through the FLVC and information collected represented 23 state colleges and universities. Survey results noted several themes at the state colleges and universities. She noted institutions are offering a variety of options for professional development and have instructional designers providing a wide range of services to faculty. Another theme that developed were many of the institutions not using defined measures of quality. This may be a result of varying missions, individual department needs and/or the need to protect and ensure practices of academic freedom. Workgroup members had other follow-up questions about the results of the survey. Dr. Clemmons noted that the state college system tends to control the delivery of online courses more at the institutional level whereas the SUS control is more locally controlled at the instructional level. She asked the group how does the change in focus affect or address quality? Furthermore, Dr. McRorie noted a difference in type and level of support between the two systems. For example, the SUS tends to focus more on faculty development whereas state colleges focus more efforts on technical support. This difference could possibly be explained by the variability in faculty and the increased number of part-time faculty within the state college system. Dr. David noted another difference was the appearance of the SUS generally utilizing distance education as an “Add-on”

Chair Felton indicated that there was an abundance of information resulting from survey and asked Dr. McKee suggestions on how to proceed in incorporating the information and other preliminary background information into the final report due by the end of June? Dr. McKee indicated it might be helpful to demonstrate the similarities and expand on the best practices and resource sharing of the FLVC.

Next, the survey results related to ensuring and monitoring quality were discussed. The group indicated this would be important to capture in the final report. Chair Felton indicated there are multiple areas of accountability needed, i.e course, program and institutional level. Chair Felton further questioned the work group on the types of infrastructures needed at the institutional level to produce quality courses? He further indicated that a possible measure to identify this is through the use of the Sloan Quality Score Card.

Dr. Clemmons agreed with the popularity of the Sloan Quality Score Card. Another suggestion included the use of Noel Levitz. Dr. McKee indicated 9 of the SUS institutions are currently members of the Online Consortium (parent company of the Sloan Quality Score Card) with the exception of New College, FL Polytechnic, and FAMU. Dr. David supported the

use of quality/score cards but cautioned a recommendation to identify a specific one. This was widely accepted by all members present. Chair Felton further indicated that “we do not want to create mandates and the workgroup needs to ensure we remain consistent with the charge from President Hitt in allowing the institutions’ work plans to drive the level of involvement into distance learning. Furthermore, we want to continue to foster and build on a culture of quality.”

Following the discussion of the survey, Dr. Brown highlighted the beginning draft of the template and asked the group for feedback and to comment on the clarity of the report. Dr. Brown asked for specific feedback and guidance on the preliminary goals. Discussion ensued related to the objectives and performance indicators. Furthermore, there was consensus to support ongoing research to identify best practices in ensuring quality. Dr. McKee supported the concept of sharing research on current and future best practices. Chair Felton then revisited a discussion from a prior meeting about the need to ensure security and authenticity. He noted this would be important to capture in the final report that will ultimately assist in ensuring quality. Dr. Brown agreed and questioned if we should consider this a strategy.

Following the review of the draft template, Chair Felton reviewed the timeline for completion. He indicated the next face-to-face meeting will be in Tampa at the beginning of the June BOG meeting, June 16<sup>th</sup> at 9AM. He posed the question to the group about another phone conference meeting prior to the face-to-face meeting. The consensus of the group was to not meet again until the Tampa meeting. He further indicated final draft papers are due to the BOG by July 1. Dr. Brown had a follow-up question related to the format and details needed in the draft paper. Dr. McKee indicated the BOG writers will merge the three work group papers and she encouraged the group to fill in as much as possible. The writers will be charged with developing a single language in the final document. Chair Felton indicated he would review the drafting of the final work group paper with Dr. Perry and will be back in contact with the workgroup.

#### **4. Concluding Remarks and Adjournment**

Dr. Felton sent his gratitude to everyone for administering the survey and the ongoing work on the template. He indicated the work group will continue to move forward with communication through email so that we can be prepared for the June 16<sup>th</sup> meeting and to ensure the final draft paper is ready for the BOG by July 1, 2015 deadline. He concluded the meeting with special thanks to Associate Vice Chancellor Nancy McKee for being a resource to the group and to Dr. Brown for her expertise and passion to Online Learning and for taking the lead on drafting the final template.

Meeting adjourned at 10:23 am

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Dr. Felton, FGCU Faculty Senate President, Trustee

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Angela Baerwalde, Recorder