

UF Online Advising Group Meeting 3/27/14

Information and Updates:

1. UFO Update – Dr. McCollough, and Dr. Harfe

Dr. McCollough – Update on Dr. Phillips' departure. Dr. McCollough does not know why Dr. Phillips left. The decision was hers, not ours. UF is deciding how to conduct the search for new director. It is Dr. McCollough's expectation/estimation that by the middle of April, the trustees, will decide what they want to do to pursue a new candidate for executive director. Will likely have a new director by next fall. In the meantime, he is the acting executive director. Dr. Brian Harfe is acting as the director, Jennifer Smith is continuing on, TJ will continue on helping as well. Brian Marchman will continue with his contributions.

- When things are going wrong or right, please be sure to keep that team in the loop.
- Currently have 582 students enrolled in UFO. These are all transfer or degree completers. Primarily came out of 2+2 and migrated to UFO. The application process for enrollment for Summer and Fall 2014 is still open.
- Last number from admission was 1000+ applications. Have 20 FTICs that have been reviewed and approved for fall.
- 380 students for the fall.
- 1000 students expected to enroll in the fall. First small cohort of FTIC's on hand hopefully.
- Degree programs continue to be influxed. 10 or 11 programs, not all of which will be fully online for the fall. Some will only be for FTICs – gen ed is all that's there.
- Biology, psychology, computer science, telecom, geology all coming online in next academic year. All available for FTIC. 7 or 8 will be available for transfers as well. Some won't be ready until 151. Computer science and bio won't be ready for transfers.
- Transfers can take elective courses but won't be ready for major courses at first.
- Computer science and UFO are working to getting things ready. Biology has its own challenges. Trying to work around lab requirements by going to BA instead of BS.
- Charge is increasing the number of majors available by 5 a year for 5 or 6 years.
- Meeting with advisory board latter part of April. Meeting with sub board of Governors May 9th. Trustees meeting now. They are very interested in what we are doing.
- This is not dependent on any one of us, nor was it on Dr. Phillips. The train is rolling and will keep going even without a conductor. We aren't pausing or waiting. We are going. Also an activity in its early stages. Work in progress is not a problem.

Advisor role: we are the eyes and ears between what goes on at the university and the students. We advise, hear, receive complaints and congratulations, come up with ideas, and notice flaws in the program.

When he asked Glenn what was the charter of the group, he found out it was everything. There are three groups on campus with similar names.

President Machen is still firmly committed to the program. Partly because he believes UFO will help us get to preeminence. It's a vital source of funding as well. The eyes of the President, Gainesville, and much of the country are very much on what we are doing. He's received several calls from interested potential director candidates.

The fiscal viability of this activity will depend upon a lot of what ifs. It will depend on kind of students, where they come from, what quality of student, being successful at attracting degree completers even though the focus is FTIC.

When it's all done, we will look at UF Online as part of a portfolio. If we do this right, we have a product we can leverage and use in all kinds of domains.

Ultimately, UFO will be an important piece of the whole pie. It will force us to produce high quality courses for majors and for gen ed.

ProctorU – Brian Marchman & Chris Newsom

Update on Proctor U due to problems this week.

Academic integrity is the bedrock of any good educational program. This has been a concern for years, and Chris has formed the relationship with ProctorU.

Since Jan 6, over 6100 assessments have been proctored for UF students.

This is the first time this has been done with UF Online. Bumps in the road exist.

There were 134 incidences where students had less than desirable experiences. That feedback has been given to Proctor U in the hopes of helping.

Success rate is 98%, but the issues have helped us identify some service level expectations for contracting with Proctor U.

We still remain an open campus, always looking for emerging technologies that will give us the best product for the best cost.

Will be willing to pilot with other programs in the pursuit of best service, authentication and experiences.

Cost isn't the only driving factor, but it is a factor.

Have been able to get proctor u down by 50% cost.

Chris to show us what it looks like from student and faculty perspective. Handouts provided.

Video available on proctoru.com.

Students have to sign up and show photo id. A snapshot is taken of the student for the file. They ask the student questions for security and the student has to log into the computer's course management system to take the exam.

When it's time to take the exam, they go through the authentication, go in through sakai or canvas, and proctoru is the one with the password for the exam.

This is the key piece to the proctoru success. Seems to be confusion with some faculty on this.

That is the only time a proctor will do anything with a student's computer. ProctorU looks at them through a webcam, but also gives screen access for the purpose of seeing the screen and typing in the password.

At that point, proctoru observes the student and the student is on his/her own for the exam. Stu may have to show room via webcam.

Patterns noticed: FAQ's are in place. Students don't love the switch from in person to online. Sakai courses have to be submitted by excel sheet, which will improve issues for tests. Canvas already has an interface for this. Our faculty still drive the parameters for each test i.e. time limits, notes, etc. Several 600+ exams have gone off without a hitch.

Q: if a student experiences issues with them, where do they go with those concerns?

A: if a student has an issue during the exam, students fill out a form and proctoru calls the contact listed for the dept. If there's an incident – doesn't stop them from taking the test – there's an incident report generated. Those go to Chris. If there are integrity issues, those incident reports are forwarded to the faculty.

Brian and Chris are happy to meet with or help faculty when dealing with this. Most of the 134 issues were technical, not academic integrity.

Q: do you get a list of who proctoru let into the exam?

A: they don't get a list but can look up individual cases

Q: what number of integrity issues have there been

A1: not very many.

A2: it's an astonishingly low number based on what the statistics say for online tests.

2. Meet new UFO One Stop Associate Director – Melissa Robinson

The One Stop will provide enrollment management for UFO students. Will be cross trained by all three departments (admissions, registrar, financial)

This will also be a campus resource for Pearson and for instructors as well. Hours will be 7-7 to start off with and see how that goes. It's flexible depending on need.

Q: If someone's father called about an online exam would that go to you?

A: Melissa - yes

Q: what about students who need signatures on paper forms

A: yes at the beginning because that's the process, but we have a vendor who is working on electronic forms. This would benefit the on campus students as well.

3. Feedback Request to Currently Enrolled UF Online Students and UFO Website – TJ Summerford, UF Online

New website goes live Monday march 31st at 9am

If you haven't seen the site, TJ will send the link. Let him know about changes. Some changes may need to wait until after this site is up.

Other thing coming: Dr. McCollough asked for production of basic student feedback form. Lynn sent the form around for review. Hoping for Jeanna Mastrodicasa to send a link to the UFO students for feedback.

4. Links Orientation – Kris Klann

Links goes live next week. Slight adjustment to the holds process. What was decided last time was for students to complete orientation, get ID card and then go to advising. ID card is now wrapped into orientation, which mirrors what residential students do.

Links hold will automatically lift after completing orientation, completing tasks for ID card, and getting 80% on links assessment. Once that hold is lifted, they will have moved on to advising. If a student contacts you and still has that hold, they haven't finished the process.

Enterprise systems feels like they will have it done by 4/1, or next week sometime at the latest. If that date changes, Kris will let us know.

Q: what message do they get when the complete orientation?

A: last step says you've completed the last module, be sure to do your ID card and tells you to move onto your advisor. Will have advisor hold that we need to lift. There will be a list of college by advisor based on chosen criteria.

Other: moving forward with online workshop success series. Filmed the first one – resume building. Not up yet, because overhauling website. Trying to clarify where residential students go for workshops vs. where online students go for workshops.

5. Other Updates – All

Dr. Harfe has looked into EEP waivers, gave confirmation that UF online, students can use 6 hours of EEP waiver. Can't use it for things that aren't usually covered.
This works for FTICs and Transfers

Action Item:

Develop a list of duties/responsibilities appropriate for Pearson Program Coaches and what associated student record access those duties require

Subcommittee will work on that – Glenn will email the subcommittee people.