Distance Learning at FSU: Overview of Services

Joseph S Clark, Florida State University
Florida State University
Office of Distance Learning
Overview of Services

Joseph S. Clark, Ph.D.
Assistant Director, Instructional Development
joseph.clark@fsu.edu
Introduction

Distance Learning Overview Video
ODL at FSU
Historical Changes

• 2000: Office of Distributed and Distance Learning
  – Testing Center
  – Faculty Development
• 2005: Academic & Professional Program Services
  – Center for Teaching & Learning
  – Continuing Education
• 2010: ODL
Current Organization

• Instructional Development
• Blackboard and Technology Support
• Assessment and Testing
• Instructional Media and Communications
• Program Specialists / Student Support
• Facilities, Fiscal, HR
Degree Programs

Undergraduate

• Public Safety and Security, BS (Major in Law Enforcement Intelligence)
• Public Safety and Security, BS (Major in Law Enforcement Operations)
• Public Safety and Security, BS (Major in Police Science)
• Computer Science, BA
• Computer Science, BS
• Criminology, BS
• Interdisciplinary Social Science, BS

Graduate

• Criminology
• Business Administration, MBA
• Business Administration with a Real Estate Specialization, MBA
• Management Information Systems, MS
• Risk Management and Insurance, MS
• Communication Disorders, MS
• Information Technology, MS
• Library and Information Studies, MS
• Criminology, MS (Major in Criminal Justice Studies)
• Educational Leadership/Administration, MS
• Instructional Systems and Learning Technologies, MS
• Learning and Cognition, MS
• Special Education Studies, MS
• Management of Orthotics and Prosthetics, MSIE
• Nurse Leader, MS
• Nurse Educator, MS
• Advanced Standing Master of Social Work, MSW
• Traditional Master of Social Work, MSW

As well as graduate and undergraduate certificate programs and individual elective courses for both main-campus and distance students.

Full list at distance.fsu.edu/students.
DL at FSU and in Florida

- Department-owned vs. “DL courses”
- Defining online and distance (80% rule, hybrids, main campus students)
- Quality control: Faculty senate
- Intellectual property, copyright, ADA
- Synchronous/Asynchronous
- DL fees, auxiliary accounts, policies
- DL policies
- Online mentors
Online Enrollment at FSU
## DL at FSU

<table>
<thead>
<tr>
<th>Usage</th>
<th>Annually</th>
<th>Per Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty and TAs teaching online</td>
<td>1097</td>
<td>366</td>
</tr>
<tr>
<td>Students in at least one online section</td>
<td>19169</td>
<td>6390</td>
</tr>
<tr>
<td>Number of online courses</td>
<td>495</td>
<td>165</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Undergraduate</th>
<th>Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition (FTE) Revenue</td>
<td>$22,636,350</td>
<td>$29,429,563</td>
</tr>
<tr>
<td>DL fees (fundable)</td>
<td>$4,730,805</td>
<td>$2,007,372</td>
</tr>
<tr>
<td>DL fees (nonfundable)</td>
<td>$2,317,336</td>
<td>$4,115,883</td>
</tr>
<tr>
<td>Total distance learning revenue</td>
<td>$30 million</td>
<td>$35 million</td>
</tr>
</tbody>
</table>
ODL and Academic Departments

• University approvals for online programs
• Funding proposal, LOA, budget projection
• DL fee and Auxiliary Budget Account
• Development and Offering Schedule
<table>
<thead>
<tr>
<th>Income</th>
<th>Min Rate 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours per section</td>
<td>FA</td>
</tr>
<tr>
<td>Sections per semester</td>
<td>0</td>
</tr>
<tr>
<td>Students per section</td>
<td>0</td>
</tr>
<tr>
<td>$444 Student Tuition</td>
<td>$611</td>
</tr>
<tr>
<td>$557 FTE Revenue @ $445/FTET</td>
<td>$ -</td>
</tr>
<tr>
<td>DL Fee</td>
<td>$75 Auxiliary Revenue</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>ODL F&amp;A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development Faculty</td>
<td>$41,869</td>
</tr>
<tr>
<td>B. Crone</td>
<td>$27,913</td>
</tr>
<tr>
<td>B. Kim</td>
<td>$27,913</td>
</tr>
<tr>
<td>B. Watts</td>
<td>$5,000</td>
</tr>
<tr>
<td>J. Combs</td>
<td>$5,000</td>
</tr>
<tr>
<td>E. Coleman</td>
<td>$21,315</td>
</tr>
<tr>
<td>S. Vancini</td>
<td>$5,000</td>
</tr>
<tr>
<td>A. Darad</td>
<td>$5,000</td>
</tr>
<tr>
<td>Fringe Benefits - 25%</td>
<td>$21,315</td>
</tr>
<tr>
<td>Auxiliary Salaries</td>
<td>$14,807</td>
</tr>
<tr>
<td>Administrative</td>
<td>$9,891</td>
</tr>
<tr>
<td>Fringe - 25%</td>
<td>$9,891</td>
</tr>
<tr>
<td>Auxiliary OPS</td>
<td>$5,000</td>
</tr>
<tr>
<td>Administrative</td>
<td>$10,000</td>
</tr>
<tr>
<td>Nontax 12%</td>
<td>$10,000</td>
</tr>
<tr>
<td>Glad Student Health Subsidy</td>
<td>$10,000</td>
</tr>
<tr>
<td>Fringe - 15%</td>
<td>$10,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Auxiliary Expenses</th>
<th>Advertising/Recruiting</th>
<th>$600</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>$600</td>
<td></td>
</tr>
<tr>
<td>$2,600</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Office of Distance Learning, 296 Champions Way, Tallahassee, FL 32306
LETTER OF AGREEMENT
March 21, 2014

This Letter of Agreement between the Florida State University College of Business (COB) and the Florida State University Office of Distance Learning (FSU/ODL) outlines their collaboration on the development of College of Business Minor courses online.

Courses to be developed with ODL funding:

BUL3310  The Legal and Ethical Environment of Business
ENT3173  Franchising
ENT3413  New Venture Finance
RM12302  Risk in Business and Society

This agreement also clarifies that the following existing and proposed online courses will collect distance-learning fees in the COB Minor auxiliary account (no ODL development funding):

ACG2021  Introduction to Financial Accounting
ACG3171  Analysis of Financial Statement Presentation
ACG4663  Fraud Examination
ENT3003  Introduction to Entrepreneurship
FIN3244  Financial Markets, Institutions, and International Finance Systems
ISM3003  Foundations of Management Information Systems
MAN3025  Concepts of Management
MAN3240  Organizational Behavior
MAN3600  Multinational Business Operations
MAN4752  Competitive Dynamics
Programmatic Kickoff

• Will there be standard templates?
• Is marketing assistance required?
• Will materials be archived?
• Will there be shared course content?
Course Kickoff

• New course or conversion?
• Review activities and assessments
• Course map and alignment
• Introduction to Quality Matters rubric
• Media production needs
• Curriculum change request (Faculty Senate)
Quality Matters™ Rubric Standards
Fifth Edition, 2014, with Assigned Point Values

The Office of Distance Learning has adopted the Quality Matters rubric as a means of assessing the design quality of FSU online courses. The rubric standards are backed by national research in online learning. Feel free to use the rubric as checklist as you develop your course. At the end of course development, ODL will use the rubric to review the course and provide feedback to instructors. The rubric serves as a diagnostic tool for engagement in continuous quality improvement.

\[
\begin{array}{ccc}
\circ = \text{Syllabus} & \bullet = \text{Course Template} & \square = \text{Course Intro Video} \\
\end{array}
\]

1. Course Overview and Introduction

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th>pts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>1.1</td>
<td>Instructions make clear how to get started and where to find various course components.</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>1.2</td>
<td>Learners are introduced to the purpose and structure of the course.</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>1.3</td>
<td>Etiquette expectations (sometimes called &quot;netiquette&quot;) for online discussions, email, and other forms of communication are stated clearly.</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>1.4</td>
<td>Course and/or institutional policies with which the learner is expected to comply are clearly stated, or a link to current policies is provided.</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>1.5</td>
<td>Minimum technology requirements are clearly stated and instructions for use provided.</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>1.6</td>
<td>Prerequisite knowledge in the discipline and/or any required competencies are clearly stated.</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>1.7</td>
<td>Minimum technical skills expected of the learner are clearly stated.</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>1.8</td>
<td>The self-introduction by the instructor is appropriate and available online.</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>1.9</td>
<td>Learners are asked to introduce themselves to the class.</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>
Course Production

• Timelines and Milestones
• Faculty-led for Sustainability/Scalability
• Course Templates
• Quality Reviews
Introduce Yourself, First Day Attendance

Welcome to the First Day of this Online class! The first thing we will do is get to know each other. Post a thread using your first and last name as the subject and something about yourself in the Text Field and submit by DATE/TIME. Your first post will serve as a self-introduction and double as the "First Day Attendance" verification that FSU requires. If I don't hear from you, I will assume that you have moved on to bigger and better things. Hence, FSU requires that I drop you from the course. If you respond to this forum, great! That means that you're in!

How to Respond
1. Click the link to the Forum "Introduce Yourself"
2. Click "Create Thread"
3. In the Subject line type your first then last name.

What to write in the Text Editor
- Introduce yourself.
- What are your hobbies?
- What is your interest in taking this course?
- What do you expect to get out of this course?
- Ask any questions that you have about the course, syllabus, teaching methods, textbooks, etc.

Click Submit

Unit 1, Week 1, Module 1, Chapter 1


Unit 1 Folder, Sequence of Study:
1. Open the folder and watch Kaltura WebCam Overview, transcript is also available.
2. Next, lorem ipsum dolor sit amet, consectetur adipiscing.
3. Then, lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus.
Media Production

• Studio vs. DIY: Flyer PDF
• Kaltura
• Tegrity
• Studio Renovation Video
• DIY Tips Video
Quickstart Guide

Kaltura is a tool integrated within Blackboard that makes it easier to create and share video and audio files.

Users upload video and audio files via the Kaltura Course Gallery, also known as the Media Gallery. This is where files are automatically converted for delivery through a web browser.

No plug-ins or special software are required and anyone who has been granted access can view the file.

Video items can easily be inserted into content areas and homepage modules. Instructors can even grant upload permission to students.

Kaltura brings many new

How to Get Kaltura

Step 1: Log in
Log in to Blackboard (Bb) at: https://campus.fsu.edu.

Step 2: Select your Course
Select the Courses tab then the particular course intended to be used with Kaltura.

Step 3: Enable Kaltura
- Within the Control Panel, select Customization.
- Select Tool Availability.
- Check each box for Kaltura Mashup, Kaltura Media, and Media Gallery.

Add Media Gallery to the Course Menu

Although the Media Gallery is now accessible from the control panel, creating a link from the course menu at the top left of the page makes it more accessible.

Step 1: In the top left corner of the page within the course menu, locate and select the gray square with the white "+" symbol and choose Tool Link.
Interaction and Communication

• Forums: Rubrics, Phased, FAQs
• Groups and Online Mentors
• Bb Collaborate for Synchronous Interaction
Discussion Board

Forums are made up of individual discussion threads that can be organized around a particular subject. Create Forums to organize discussions. More Help

<table>
<thead>
<tr>
<th>Forum</th>
<th>Description</th>
<th>Total Posts</th>
<th>Unread Posts</th>
<th>Total Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>G1: Danyang</td>
<td>This forum is currently unavailable.</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>G1 D2</td>
<td>See Week 2 Folder for Instructions and Topic, then post in this forum before the deadlines.</td>
<td>80</td>
<td>80</td>
<td>30</td>
</tr>
<tr>
<td>G1 D4</td>
<td>See Week 4 Folder for Instructions and Topic, then post in this forum before the deadlines.</td>
<td>72</td>
<td>72</td>
<td>31</td>
</tr>
</tbody>
</table>
Discussion Guidelines

In addition to the whole-class forums used for informational purposes, there are eight discussion forums during the term that take place in your mentor group. There are two phases to every discussion forum period:

Phase 1:

Submit your response to the question (see below) by midnight on Wednesday prior to the due date to receive up to three points as follows:

- 1 point for staying within the word-count guidelines of 150–300 words. The point of this guideline is to require you to say something meaningful but not go into excessive detail.
- 1 point for clear writing. Use complete sentences; break up long posts into paragraphs where necessary to make them easier to read; and avoid typographical, spelling, and grammatical errors.
- 1 point for originality and insight. Give us a refreshing and new take on the subject at hand.

I recommend you begin by composing your post offline in a text editor, in case your Internet connection gets broken while composing, and then save a backup copy. If the formatting does strange things when you paste text from Word into your discussion forum posts, have a look at this quick explanation of a way to prevent this, using Notepad on a PC or TextEdit on a Mac. (Link opens in a new browser window).

To make your Phase 1 post:

1. Go into your mentor group's discussion forum. To find your group, look at the course menu under My Groups (see screenshot at right). You will see only one group listed there.
2. Click down into the group discussion board for your group.
3. Then click on the current week's forum. (Do NOT create a new forum and enter your text as a forum description. New forums will be deleted, and you will not receive credit).
4. Click Create Thread, provide a title, and paste in your post.

Please note that late Phase 1 posts lose 1 point per day late.

Phase 2:
<table>
<thead>
<tr>
<th>Forum</th>
<th>Description</th>
<th>Total Posts</th>
<th>Unread Posts</th>
<th>Total Participant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty Office and FAQ</td>
<td>This forum is for general questions about the course, discussion forums, and quizzes. There will be separate forums for each mini-project.</td>
<td>19</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td><em>Always start here before emailing your instructor or mentor with a question.</em> Your question may have already been answered here, other students may have the same question, or you may even find answers to questions you didn't know you had!</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outside the Class</td>
<td>This is a forum for general announcements and for things that aren't necessarily related to the course. Anything goes here, as long as it's civil (and legal). This forum rarely gets used in this class, but I always provide it as an alternative means of interaction for people who are unlikely to meet face to face.</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Questions about Mini-Project One?</td>
<td>You've read the detailed project description under Mini-Projects at left (haven't you?) -- but still have questions. Need more explanation about the requirements? Want some feedback on your ideas? Not sure if you're headed in the right direction? Please read any posts already here first -- you might find answers or ideas -- then post your question.</td>
<td>7</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Questions about Mini-Project Two?</td>
<td>Please check this forum for answered questions and post your own here.</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Student Assessment

- Discussion Participation
- Blackboard Pools and Quizzes
- Proctored Examinations
- Text-matching and Feedback with TurnItIn
1. **Document Viewer Features**
Easily switch between Originality Report, GradeMark, and PeerMark.

2. **Paper Details**
The name of the paper, as well as the author's name, will be displayed.

3. **Similarity Index**
The percentage reflects the amount of text from the student's document that matches sources within Turnitin.

4. **Grade**
This area will allow instructors to quickly input a grade for the student's paper. Grades are saved and synchronized with your Bb course automatically.

5. **Right Column**
This information is specific to the type of Turnitin feature you have selected. *Originality* will display Match Overview; *GradeMark* will display QuickMark Comments; *PeerMark* will display Peer Reviews.

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**Originality Report**
Within the Originality Report, instructors will see text areas of a student's paper that match outside sources.

- Text will be highlighted and numbered indicating matching sources to the Turnitin database.
- Outside sources include over 14 billion pages archived by Turnitin.
- The Match Overview will show an instructor the specifics of the matching source.
- If an instructor clicks on the highlighted text within the document, a source-comparison pop-up window will appear, clarifying the primary source of the matching text.
Faculty Outreach

Awareness, Encouragement, Time, Resources, Rewards, and Recognition

• Incentives: Time, Money, and Expertise
• Online Resources
• Training and Workshops
• Distance Learning Awards
Creating and Teaching an Online Course

The purpose of this section of the ODL website is to provide guidance, reference materials and job aids to FSU faculty who are building online courses.

ODL-supported course development typically follows an initial administrative process described under Developing and Managing an Online Program. Once a Letter of Agreement is in place, ODL's instructional development faculty will work with you on:

- Instructional design and project management for online learning (including appropriate student activities and assessments)
- Processes for developing multimedia and other online course materials
- FSU administrative procedures for approving and offering online courses

The resources here support that effort and are presented as a set of chronological steps. You can jump directly to any section, but if you have never taught online before, we strongly recommend that you begin with Step 1.

Step 1: Online Readiness
Step 2: Mapping and Designing
Step 3: Course Production
Step 4: Online Delivery
Step 5: Feedback and Revision
Step 3: Course Production

Using Blackboard
Begin with the video, "Getting Started With Blackboard," which gives an overview of the learning management system located at campus.fsu.edu that provides a secure environment for teaching and learning at FSU.

Keywords: Instructional technology, blackboard, podcasting, media, powerpoint, video, communication, assessment, testing, grading

Visit the Bo Support Center for direct answers to specific questions about features related to course content. Also useful is the tip sheet Simple Things to do with a Blackboard Course Site.

Need personalized assistance? Your ODL course design consultant can also arrange for hands-on tutorial sessions to get you up and running in a hurry.

Optimizing Your Course Site

Design for Usability and ease of use is enhanced with an elegant site design that reduces dead ends, ambiguity, and unnecessary clicks. Furthermore, designing with accessibility for students with disabilities in mind has the added benefit of making the course site easier for everyone to use. Follow the links to learn more.

Organizing Your Course Site
Sometimes, that empty Blackboard course shell can be as daunting as a blank document in a word processor. Where to start? How best to organize? In this video, learn how the course menu helps organize content and present it in a way that enables effective navigation of the site. Customize the default appearance and present your course at its best by ordering the links and using the display options that suit you best.

ODL is developing course templates that will greatly assist you in structuring your course site in an effective and efficient manner, but until these are available (AY 2012-13), you can find additional guidance in Chapter 10: Using Course Websites as Instructional Tools (from the document, Instruction at FSU: A Guide to Teaching & Learning Practices) for guidance. Your ODL consultant can also help you simplify your site and make it accessible.

Incorporating Multimedia

Enhancing Visual Appeal
Use a banner graphic to create a unique identity for your course site (through Control Panel > Customization > Style). If you’d like more FSU-related graphical components or photographs, visit the University Web Design site.

Adapting Powerpoints to the Online Environment
A professionally designed Powerpoint template, as well as some recommendations for incorporating slides into your online course...
Blackboard Collaborate for Synchronous Online Instruction

Blackboard Collaborate is a "webinar"-type tool primarily designed for synchronous interaction with students via voice, chat, video, whiteboard, desktop sharing, and group web tours. You can create breakout rooms for groups during a session, conduct quizzes and polls, and record sessions for students to review on their own time. It's a powerful and contemporary alternative to Blackboard's old "virtual classroom" tools. This session provides an Introduction to the tool and its features. **Important: Bring your laptop to this session so you can use the tools during the session!**

- Jan 21, 2015, 10:00 AM to 11:30 AM
- Mar 5, 2015, 2:00 PM - 3:30 PM

Communication and Presence in Online Courses

Enhancing communication and engagement in online courses may be the most effective means of capturing student attention and generating enthusiasm for course content. In this workshop, participants will learn course design and delivery strategies that can be deployed through Blackboard and other tools to provide presence and feedback without creating a work overload for the instructor.

- Jan 28, 2015, 2:00 PM to 3:30 PM
- Mar 25, 2015, 10:00 AM to 11:30 AM

Creating Videos with Embedded Quizzes

It can be challenging to get students to watch and concentrate on course videos. However, with emerging technologies, you can now embed quiz questions in videos that students must answer to continue the video and can be made part of the course's grades. In this hands-on workshop we will go through the process of creating the quiz embedded videos, and go over how to integrate them into Blackboard and the course gradebook. **Important: Bring your laptop to this session so you can use the tools during the session!**

- Feb 5, 2015, 2:00 PM to 3:30 PM
- Feb 25, 2015, 2:00 PM to 3:30 PM
The Florida State University Office of Distance Learning is pleased to present the Second Annual Distance Learning Awards in recognition of the outstanding work by our distance learning faculty and to further promote effective practices for distance learning across all disciplines.

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**Excellence in Online Course Design**
For new or newly redesigned online courses that exhibit quality design as measured by the Quality Matters™ rubric, which includes review of instructional materials, learning objectives, assessment strategies, learner interaction and engagement, course technologies, learner support, and accessibility.

**Innovative and Effective Use of Technology**
For a paper or monograph describing a recently implemented technology with a positive impact on student learning and motivation and which facilitates instructional delivery, is easily disseminated, and provides a reasonable return on investment.

**Excellence in Online Teaching**
For recently delivered online courses that exhibit effective use of online teaching strategies that engage students as learning partners. Criteria include review of teaching evaluations and strategies used that demonstrate superior methods of instruction and student engagement.

**Excellence in Online Mentoring**
For recent service in the capacity of online teaching assistant that demonstrates highly effective strategies for student support and engagement in the course materials and learning environment.
Student Support

• Course listings
• Connect to online services
• Online orientation and support
• Academic advising
• DL process/fees advising
Services and Support

FSU's online students have access to the same resources as campus-based students as well as several specialized services to make learning online more convenient to those seeking degrees at a distance.

Academic Center for Excellence
Assists undergraduate students on time management, organization, and study skills.

Blackboard User Support
The support tab within campus.fsu.edu provides answers to frequently asked questions, news, resources and technical help for students whose courses are online. Find also the latest documentation on technology tools such as Kaltura and Turnitin. Call 850-644-8004.

The Career Center
Provides comprehensive career advising, counseling, and career services to students, alumni, employers, and other members of the FSU community.

FSU Bookstore
In addition to E-books for selected courses, the CafeScribe digital textbook option allows note sharing, highlighting, bookmarking and digital searches to create customized study guides and a text-to-speech feature for listening to narrated text. The technology tab within the bookstore offers hardware solutions with special pricing for FSU students and employees.

FSU Card Banking Services
Free banking services and access to a variety of services at ATMs and from select merchants. Students can transfer financial aid, pay tuition and other University related fees, pay for goods and services, and even write an unlimited number of checks. Distance learners can open the SunTrust Account without ever visiting campus.

FSU Libraries
Specialized librarians work exclusively with distance students to provide one-on-one reference and research assistance by
Online Orientation Access

The following process is in place for directing online students through Online Orientation:

**Step 1:** Admissions direct accepted students to the ODL website where they receive instructions on
- acquiring an FSU ID,
- acquiring a FSU ID card, and
- submitting the ODL form.

**Step 2:** Submission of the ODL form allows ODL to view their major and desired degree.
It also creates an automatic enrollment in the 100-series Online Orientation. Students also receive an email link to the course.

**Step 3:** Students must complete a quiz at the end of each of the seven modules and score at least 70% on each module to progress to the next and complete the course.

**Step 4:** Upon completion of the orientation, students receive a confirmation email with a link to the ODL website, where they can find resources and continuous support specifically suited to distance learning students.

Office of Distance Learning, 296 Champions Way, Tallahassee, FL 32306
Business Management

• Auxiliary account oversight
• Budget snapshots
• Approving travel and purchase requests
• Appointments for faculty, mentors, staff
• DL fee review
Testing Center: Expansion

• 96 to 260 stations
• Turnstiles, security guards, and cameras
• Divided into 5 zones for exam management
• Separate 25 seat room for special purposes such as CLEP and written exams
• *RegisterBlast* online signup for time slots
Growth in Proctored Testing

<table>
<thead>
<tr>
<th></th>
<th>Students On-site</th>
<th>Students Off-site</th>
<th>Total Students</th>
<th>Off-site Exams</th>
<th>DL Courses</th>
<th>DL Exams</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2013</td>
<td>4,736</td>
<td>821</td>
<td>5,557</td>
<td>1,731</td>
<td>54</td>
<td>123</td>
</tr>
<tr>
<td>Fall 2014</td>
<td>7,987</td>
<td>830</td>
<td>8,817</td>
<td>2,046</td>
<td>62</td>
<td>162</td>
</tr>
<tr>
<td>Change</td>
<td>169%</td>
<td>101%</td>
<td>159%</td>
<td>118%</td>
<td>115%</td>
<td>132%</td>
</tr>
</tbody>
</table>
From 3200 to 8000 square feet

Before/after video tour
Custom Management System
(in development)

- Online exam scheduling requests
- Date confirmation contract for each instructor
- Register students for timeslots
- Swipe-card check-in and seat assignment
- Online approval of external proctors
- Online proctor selection and exam readiness confirmation by students
Future

- Resource library/bibliography
- Communities of practice
- Expanding workshops
- MOOCs and online tutorials
- Common LMS?
- Common DL fee?
Arigatou gozaimasu!

Joseph S. Clark, Ph.D.
Assistant Director
Instructional Development
Office of Distance Learning
Florida State University
distance.fsu.edu
joseph.clark@fsu.edu