

Navigating the Pandemic: Resiliency and Innovation in the FCS

*Dr. Julie Alexander, Vice Provost for Academic Affairs
Miami Dade College*

*Abbey Ivey, Director, Florida Student Success Center
Division of Florida Colleges*

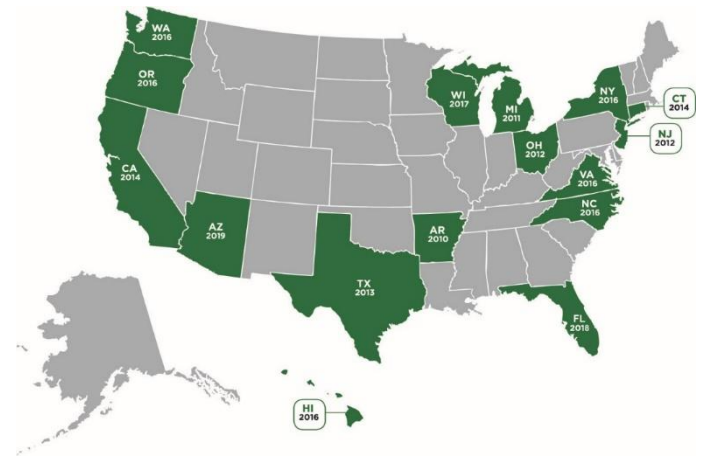
November 18, 2020

Agenda

- Introduction and background
- COVID-19: Major challenges faced by the Florida College System (FCS)
- Challenges foster innovation in the FCS
- Bringing it all together

What is the Florida Student Success Center?

- Supports Florida's 28 state colleges' efforts to develop student-centered pathways and increase student completion rates
- 15th state to join the national Student Success Network
- Launched in 2018 in partnership with
 - Jobs For the Future
 - Helios Education Foundation
 - Florida College System Foundation



Miami Dade College (MDC) Context

80,437 Headcount (College Credit)

74% Hispanic, 16% Black Non Hispanic

51% First-Generation

57% Low Income

48% Non-Native English Speakers

65% Retention Rate

44% Graduation Rate

92% Success Rate (*graduated, enrolled in good standing or transferred*)



COVID-19 Pandemic

- DOE Emergency Order 2020-EO-01 (March 23, 2020)
 - Recommended that all Florida College System institutions operate virtually or through other remote means and close campuses to regular activities for spring 2020
- DOE Emergency Order 2020-EO-02 (May 13, 2020)
 - Suspended common placement testing requirements for developmental education and dual enrollment in summer and fall 2020

Major Challenges faced by the FCS

- Faculty and student preparation for and comfort with the remote learning environment
- Access to devices and reliable internet
- Maintenance of support services that are typically offered face-to-face
- Remote assessment and exam proctoring
- Remote delivery of labs/hands-on courses
- Communication with students and faculty/staff
- Implementation of alternative placement methods
- Many more...

Supports

- Ongoing statewide calls and webinars
 - Council of Instructional Affairs (CIA) academic continuity calls
- Florida Student Success Center COVID-19 resources website
 - Alternative placement methods resource guide
 - National research
 - Documentation and examples from other states

<https://www.floridacollegesystemfoundation.org/fssc-covid19>

Challenges Foster Innovation

- The FCS has shown remarkable resilience, flexibility and innovation in response to the pandemic.
- Colleges have gone to great lengths to ensure continuity of student learning during the rapid shift to remote instruction and have remained responsive as the COVID-19 situation continues to evolve.
- They have learned and documented lessons and practices that will improve student learning, whether face-to-face or remote, well beyond the timeframe of the pandemic.

Statewide Survey

- CIA academic continuity subgroup
 - Dr. Julie Alexander, Miami Dade College
 - Dr. Sabrina Crawford, St. Petersburg College
 - Dr. Amy Locklear, Daytona State College
 - Mr. Tom Messner, Florida State College at Jacksonville
 - Dr. John Opper, Florida Virtual Campus
 - Dr. Cheryl Robinson, Valencia College
- FCS institutions reported on innovations implemented within specific themes related to maintaining continuity of student learning in the remote environment:
 - Instructional techniques
 - Communications
 - Professional development for faculty
 - Technology
 - Synchronous instruction
 - Labs/hands-on courses
 - Instructional support services
 - Business practices

Instructional Techniques

- Live, synchronous teaching
- Recorded live lectures
- Live collaborative experiences
- Take-home kits and equipment

Communication

- Personal phone calls to students
- Video messages from college leaders
- Virtual town halls
- Flexibility/communicating when students are available
- Surveys
- Other communication modalities:
 - Call lines
 - Live chat
 - LMS
 - Social media
 - Remind/GroupMe

Professional Development for Faculty

- Common professional development support and information sharing formats
 - Workshops
 - Peer assistance and repositories
 - Online webinars
 - Certification courses for online instruction
 - Institutional published documents, newsletters and informational websites
- Common professional development topics
 - Use of and training in instructional technology tools
 - Equity and empathy in a remote learning environment
 - Best practices for synchronous/asynchronous teaching
 - Instructional design
- Training in technologies
 - Communication platforms: Zoom, Webex, Conferences, etc.
 - Online Proctoring
 - Canvas/Blackboard grade books, conferencing tools
 - Engagement tools: Kahoot, Quizlet, Kahn Academy, etc.

Technology

- Expansion of existing tools
 - LMS, Office 365, Teams, etc.
- Implementation of new tools
 - Software packages to virtualize science labs/simulation software
- Accommodating technology needs
 - Extension of wireless services on campuses and around the community
 - Technology surveys to students & employees
 - Appointment system for open computer labs

Synchronous Instruction

- New course modalities
 - Live, synchronous classes
 - Hybrid, with some students attending online and some face-to-face
- Zoom overwhelmingly reported as the platform of choice
- Classroom enhancements (ex: roaming cameras)
- Remote, synchronous faculty office hours

Labs/Hands-on Courses

- Faculty and student videos demonstrating lab activities and skill mastery
- Simulation and other software to enhance the virtual environment
- Virtual field trips
- Industry-sponsored webinars, seminars and workshops
- Directed study courses
- Allowed students to use co-op or work experiences to complete lab activities

Instructional Support Services

- Focused primarily on virtual tutoring and library/reference services
 - Live chat
 - Phone and email
 - Real-time, one-on-one sessions
- Virtual tutoring services–Tutor.com, Brainfuse, SmarThinking, Knack Tutoring
- Virtual info sessions and workshops
- Tutors and Learning Resource Center staff embedded in virtual courses
- eLearning Communities in LMS

Business Practices

- Transition of approval protocols to electronic formats
 - DocuSign
- Expansion of Virtual Private Network (VPN)
- Virtual proctoring

Takeaways and Trajectories

- We find ourselves at a crossroads, an inflection point
- Collaboration between academic, student, IT and business affairs – a new frontier
- EdTech, EdTech, EdTech, oh my!
- Faculty are ready. Students are ready. Is the institution ready?
- Intentional investments in faculty professional development – technology focused



Bringing it all Together



Four Pillars of Guided Pathways



Create clear curricular pathways to employment and further education.



Help students choose and enter their pathway.



Help students stay on their path.



Ensure that learning is happening with intentional outcomes.

Q&A