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FROM THE ASSISTANT VICE PRESIDENT



I am pleased to share this annual report highlighting Florida Virtual Campus' (FLVC) accomplishments and progress over the past year. As a statewide partner to Florida's 40 public colleges and universities, FLVC continues to provide quality, cost-effective library, distance learning, and student services that support more than one million students, faculty, and staff across the state.

Throughout the year, FLVC advanced initiatives that strengthen the services and resources available to Florida's higher education community. Library Services launched out-of-state peer-to-peer resource sharing, achieved record results through the E-Resources Group Licensing Program and generated more than \$13 million in savings for participating institutions. FLVC also successfully upgraded and launched Florida Islandora 2.0, a next-generation digital content management system providing free user access to more than one million digital assets. At the same time, FLVC continued to advance Open Access and open educational resources initiatives, provided professional development opportunities for library staff, and made significant progress toward ADA compliance across its services and platforms.

Our Distance Learning and Student Services (DLSS) division continued to expand and enhance FloridaShines.org, the statewide student portal connecting Floridians with resources to plan for, pursue, and succeed in higher education. New features included mobile app enhancements for parents and guardians, an institution spotlight feature, and an interactive Career Interest Activity tool. FLVC also continued to strengthen the statewide catalog of courses and programs, expanded student transfer resources, and facilitated more than 69,000 Transient Student Admission Applications (TSAA) through the FloridaShines portal.

These accomplishments reflect FLVC's commitment to collaboration, innovation, and responsible stewardship of public resources. By providing shared services and statewide solutions, FLVC helps institutions reduce costs, expand access to resources, and improve the student experience while supporting the broader goals of Florida's K-20 education system.

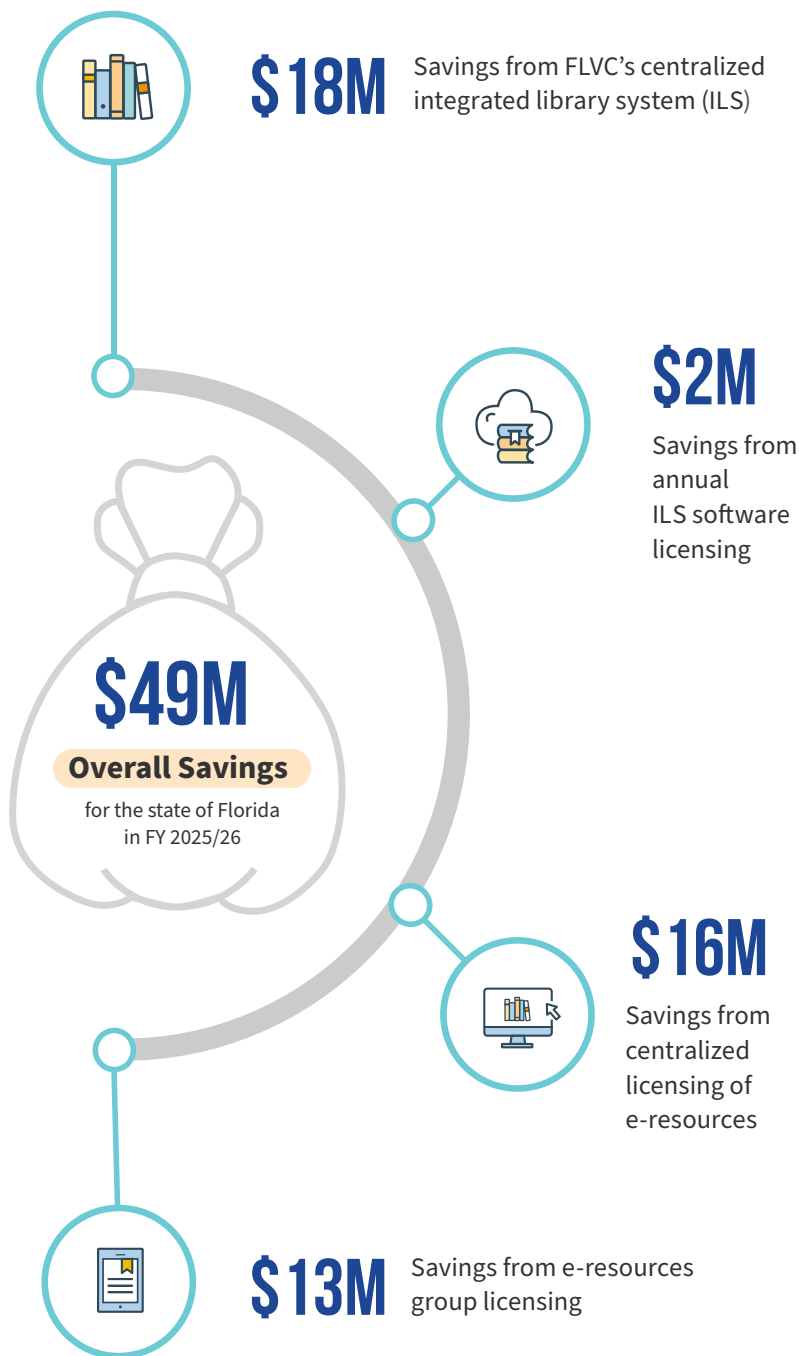
As we look ahead, FLVC will continue working with Florida's educational institutions and partners to anticipate emerging needs, strengthen statewide services, and develop solutions that help students and institutions succeed. I am proud of the progress made this year and grateful to the faculty, staff, and partners whose collaboration makes this work possible.

Tim Brown, PhD

Assistant Vice President for ITS
NWRDC & FLVC

FLVC BY THE NUMBERS

Fiscal Year 2025-2026



Florida's Public Colleges & Universities

Broward College
 Chipola College
 College of Central Florida
 Daytona State College
 Eastern Florida State College
 Florida A&M University
 Florida Atlantic University
 Florida Gateway College
 Florida Gulf Coast University
 Florida International University
 Florida Polytechnic University
 Florida SouthWestern State College
 Florida State College at Jacksonville
 Florida State University
 Gulf Coast State College
 Hillsborough College
 Indian River State College
 Lake-Sumter State College
 Miami Dade College
 New College of Florida
 North Florida College
 Northwest Florida State College
 Palm Beach State College
 Pasco-Hernando State College
 Pensacola State College
 Polk State College
 Santa Fe College
 Seminole State College of Florida
 South Florida State College
 St. Johns River State College
 St. Petersburg College
 State College of Florida, Manatee-Sarasota
 Tallahassee State College
 The College of the Florida Keys
 University of Central Florida
 University of Florida
 University of North Florida
 University of South Florida
 University of West Florida
 Valencia College

FLVC: STATEWIDE PARTNER FOR STUDENT SUCCESS

Advancing Education Across Florida

Florida Virtual Campus remains a trusted partner in Florida's education system, providing centralized support and innovative services to all 40 public colleges and universities within the Florida College System and State University System, as well as more than 50 technical colleges statewide. FLVC also works closely with K-12 school districts and education partners to develop cost-effective, scalable solutions that expand educational opportunities, support student achievement, and help prepare students for success beyond graduation.

Maximizing Value Through Shared Services

FLVC's shared-services model generated \$49 million in savings for the state of Florida in FY 2025/26 through economies of scale, reduced duplication, and streamlined operations. By centralizing services and leveraging shared resources, FLVC helps institutions maximize investments, improve efficiency, and focus resources on innovation, student success, and measurable outcomes.

Expanding Access to Information and Resources

In collaboration with the Florida Department of Education and the K-20 education community, FLVC provides comprehensive online academic tools and resources that connect learners statewide with reliable information, guidance, and opportunities. These services help ensure Florida students can access the resources they need to explore educational pathways, make informed decisions, and pursue their academic and career goals, regardless of location.

Integrated Services. Statewide Reach

FLVC is organized into two primary divisions: Library Services and Distance Learning & Student Services. Together, these divisions provide statewide infrastructure, resources, and expertise that address the information, academic advising, and educational needs of Florida's students, educators, and institutions. This coordinated approach strengthens collaboration, expands access to shared services, and supports student success across Florida's postsecondary education system.

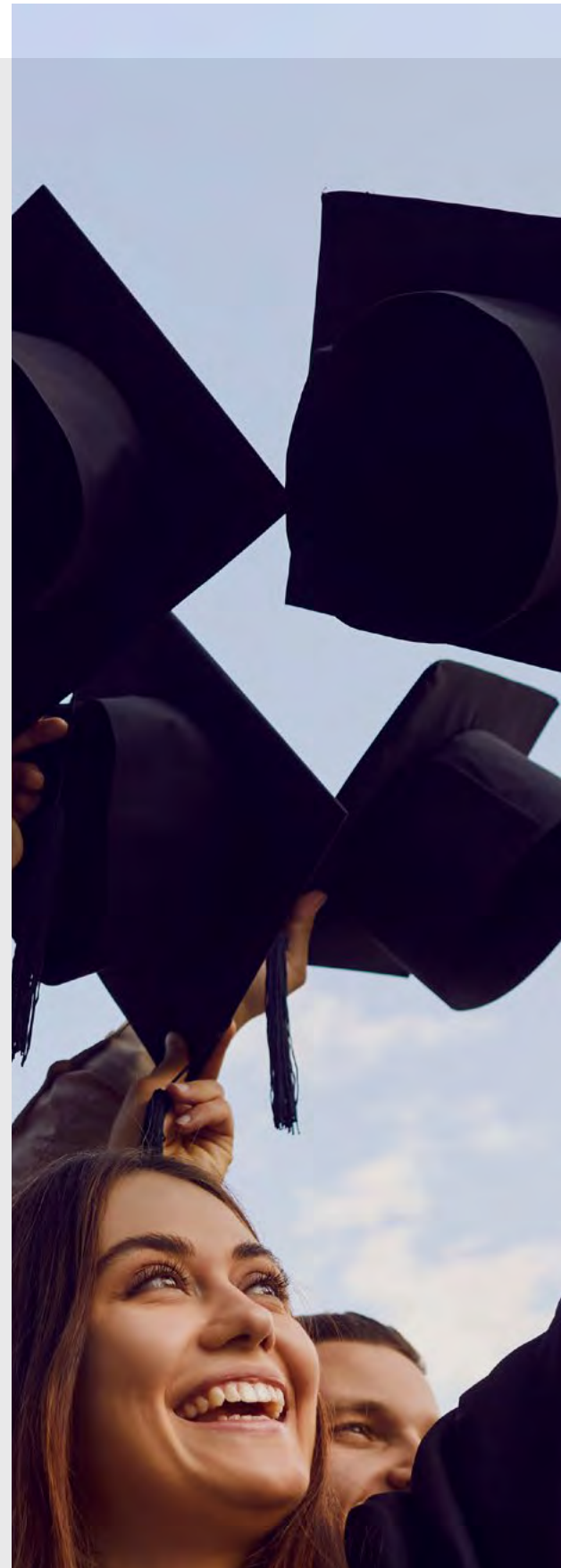
**FLVC Programs and Services
Support Users Across Florida**



40 public colleges
and universities



50 + technical colleges
and centers



LIBRARY SERVICES

The Library Services division at FLVC provides critical statewide support to Florida's higher education system by managing the integrated library system (ILS) serving all public college and university libraries. The centralized system connects 40 institutions and more than 150 campus libraries, creating a unified infrastructure that expands access to essential resources for students, faculty, and staff.

Through this fully automated system, users have access to nearly 15 million physical materials, more than 42 million electronic resources, and 1.9 million digital archive items. The Library Services division also manages Florida's centralized, higher education e-resources collection and negotiates e-resources licenses

on behalf of participating institutions to expand access to high-value academic content and support cost-effective resource sharing. The division also oversees a statewide platform for preserving and providing access to digitized archival and cultural heritage collections, enhancing research opportunities throughout the state; provides training and professional development for institutional library staff, and provides Help Desk support to help institutions maximize these shared services.

Together, FLVC's efforts provide scalable, cost-effective resources and infrastructure that support student success, teaching, learning, and research throughout Florida's postsecondary education system.

DISTANCE LEARNING & STUDENT SERVICES

FLVC's Distance Learning & Student Services (DLSS) division provides a comprehensive suite of academic advising, career readiness, distance learning tools, and educational resources that support students, educators, and administrators throughout Florida. These services help technical colleges, state colleges, and universities deliver effective support to students and faculty while expanding access to centralized online information and resources anytime, anywhere.

FLVC makes these tools and information

available to students and parents through the FloridaShines.org website and companion mobile app. Key resources include the statewide catalog of courses and degree programs and the state's official Transient Student Admission Application (TSAA). Collectively, these services expand access to reliable educational information, simplify key college processes, and strengthen the ability of students across Florida to navigate educational pathways, pursue opportunities, and achieve their academic goals.



1 MILLION + public postsecondary students and faculty



150 + college and university libraries



1,100 + high schools statewide

150+

FLVC's Integrated Library System (ILS) connects more than 150 college & university campus libraries statewide.



LIBRARY SERVICES

FLVC's integrated library system, discovery tools, and digital collections strengthen student success and expand the research capabilities of postsecondary students and faculty. Key library services provided by FLVC include:

- The **integrated library system (ILS)** used by all public colleges and universities in Florida.
- Centralized access to Florida's statewide higher education library **e-resources collection**.
- Negotiation of **group licenses** for e-resources on behalf of participating institutions.
- A statewide platform providing public access to **digitized library**, archival, and cultural heritage content.
- Support and promotion of **open educational resources** (OER) and open textbooks.
- **Help Desk** support for FLVC services, along with **professional development and training** opportunities.

Libraries play a vital role in the success of Florida's colleges and universities, serving as essential partners in teaching, learning, and research. FLVC Library Services advances this mission by providing statewide resources, technology, and support that enable campus libraries to serve their communities in innovative and forward-looking ways, while reducing costs through collaboration and shared services.

At the heart of this work is FLVC's Integrated Library System, a unified platform connecting all 40 public colleges and universities. Through the ILS, students and faculty can discover collections from across the state, while the system's centralized resource-sharing service, UBorrow, makes it easy to request and receive physical materials from participating institutions.

FLVC also provides an extensive collection of electronic resources, expanding access to current, trusted, and

comprehensive information across disciplines. Support for digital archives and research platforms further broadens access to Florida's cultural heritage and scholarly resources, connecting users with content both statewide and beyond.

Professional development opportunities help librarians stay current with emerging technologies and trends, while FLVC's Help Desk provides responsive support to help ensure library services remain accessible, reliable, and effective for users statewide.



Elijah Scott
Executive Director,
FLVC Library Services

Integrated Library System

FLVC's library services are anchored by the Integrated Library System, a statewide platform supporting all 40 public colleges and universities in Florida and more than 150 campus libraries. The centralized system provides a comprehensive foundation for essential library operations, including cataloging, circulation, acquisitions, and more. By bringing these functions together, the ILS increases staff efficiency, streamlines operations, and enhances the library experience for users statewide.

This shared approach generates significant cost savings by eliminating the need for each institution to maintain a separate system. In FY 2025/26, FLVC saved Florida \$18 million through the unified ILS, along with an additional \$2 million through consolidated software licensing.

Students and faculty can search beyond their home institution's collection to discover holdings from public colleges and universities across the state. At the same time, library staff benefit from advanced tools that support effective collection management while helping ensure reliable, seamless access to resources.

By fostering collaboration, reducing duplication, and expanding discovery, FLVC's ILS continues to strengthen academic success and advance the teaching, learning, and research missions of Florida's higher education institutions.



Integrated Library System: Notable Accomplishments in 2025-26

FLVC advanced several key ILS projects this year to strengthen library collaboration, expand access to resources, and streamline system functionality.

- **Peer-to-Peer Resource Sharing:** FLVC launched out-of-state peer-to-peer resource sharing capabilities in 2025. Nineteen Florida public colleges and universities currently participate in the program. The initiative required close collaboration between FLVC, staff at library consortia offices, and individual participating libraries in Georgia, South Carolina, New York, Virginia, and Washington, D.C. The service expands access to print materials by enabling resource sharing with libraries outside Florida's public postsecondary system at no additional cost.
- **Transition of Reporting Data from IPEDS to ACRL:** FLVC assisted college library staff with transitioning benchmark reporting statistics from Integrated Postsecondary Education Data System (IPEDS) to Association of College & Research Libraries (ACRL). That effort included developing a LibGuide with login and introductory instructions, updating the IPEDS/ACRL Analytics Dashboard for data collection, and distributing reminder announcements to ensure that submission deadlines were met.

Together, these initiatives demonstrate FLVC's continued commitment to innovation, efficiency, and collaboration, ensuring that Florida's academic libraries remain well-positioned to meet the evolving needs of students, faculty, and researchers statewide.



\$20 MILLION

savings for Florida in 2025-26 from FLVC's centralized, integrated library system and software.

Integrated Library System: Key Initiatives for 2026-27

FLVC's ILS development will focus on several key initiatives in the upcoming year, ensuring continuous improvement and enhanced service delivery for Florida's public academic libraries:

- AI Support for New Primo Next Discovery Experience:** Collaboration between FLVC and institutional library staff continues in preparation for a 2026 transition from Ex Libris' Primo VE discovery tool to its Next Discovery Experience (NDE) user interface for all public college and university libraries statewide. NDE provides a more streamlined and visually engaging user experience, enhanced customization options for libraries, improved resource discovery, and introduces the "Primo Research Assistant," an AI-powered feature that uses natural language searches to identify books, articles, databases, and other sources while providing top results, source summaries, and research suggestions. In preparation for the transition, FLVC has been working with various committees to draft standard text on request forms, provide promotional materials that libraries can use to advertise NDE, develop a Go-Live checklist with instructions for the switchover, and establish testing steps to help ensure a smooth transition.
- Mixpanel Analytics:** In conjunction with the NDE implementation, FLVC will also be transitioning college and university libraries from Primo VE Analytics to Mixpanel, a third-party modern analytics platform. Mixpanel will provide each library with powerful insight into how students, faculty, and staff use its resources via the NDE. A dedicated Working Group has been actively collaborating to provide input about initial reports, analytics, features, and assisting with testing.

These initiatives are aligned with FLVC's goal of enhancing operational efficiency, and supporting informed decision making across Florida's higher education institutions.



Florida Public Postsecondary Integrated Library System

	COLLEGES	UNIVERSITIES	TOTAL
Bibliographic Records	6,549,116	21,029,753	27,578,869
Borrower Records	1,408,088	1,225,415	2,633,503
Holdings Records*	2,015,155	12,722,057	14,737,212
Item Records**	13,353,294	44,013,074	57,366,368
Loans/Circulation	292,340	748,909	1,041,249

* includes electronic collections + physical collections

** includes electronic portfolios + physical materials

Statewide E-Resources Collection

Students across Florida's public colleges and universities depend on access to high-quality scholarly e-resources to support teaching, learning, and research. Through direct legislative funding, FLVC negotiates, acquires, and manages a statewide collection of electronic resources, providing students, faculty, and staff with broad access to essential academic information regardless of their institution.

FLVC's centralized licensing model also delivers significant savings for the state. By negotiating directly with vendors and publishers, FLVC saves Florida approximately \$16 million annually compared with the cost institutions would incur by licensing these resources independently. Ongoing negotiations help secure competitive pricing while maintaining access to a robust collection of scholarly content.

Licensing agreements for the statewide e-resources collection follow the calendar year, allowing usage metrics to be tracked consistently. In calendar year 2025, students, faculty, and staff at Florida's public colleges and universities conducted more than 16 million searches and 10 million item investigations using the statewide collection, demonstrating the continued value and extensive use of these resources.

Usage Trends, 2025

In 2025, institutional libraries saw an increase in total item investigations, while searches and full-text requests declined. This shift reflects changes in how users discover and interact with content rather than a decrease in overall engagement. The rise in investigations indicates that users are spending more time evaluating individual records, reviewing metadata, abstracts, and citations to determine relevance before accessing content. This remains a positive indicator of meaningful resource use and engagement.

The decline in platform searches is consistent with a broader, long-term shift toward off-platform discovery. Users increasingly reach scholarly content through discovery services, Google Scholar, direct links, and emerging AI-assisted search tools, which can lead users directly to a resource record without generating a search on the vendor's platform. While AI-driven discovery may be contributing to this trend, its specific impact cannot yet be measured.

These usage patterns are consistent with shifts in users' discovery behavior. FLVC will continue to monitor the

relationship between investigations and requests, and to track how AI-driven discoveries affect platform-level usage reporting, in future reporting cycles.

AI-Assisted Discovery (Emerging)

During 2025, several vendor platforms introduced AI-assisted search and discovery capabilities, with most of these features becoming available in the latter part of the year. Reporting on their use remains in an early stage, and some vendors do not yet provide usage metrics for these tools.

Although comprehensive data is not yet available, the emergence of these capabilities is significant in the context of the usage trends outlined above. The decline in traditional platform searches may reflect a growing shift toward AI-assisted discovery, as users increasingly reach scholarly content through tools beyond conventional vendor searches. As vendor reporting capabilities mature and more consistent methods for measuring AI-assisted usage are established, FLVC Library Services will incorporate these metrics into future reporting cycles. This year's report provides important context for the evolving discovery landscape, with more meaningful measurement expected as reliable data becomes available.





FLVC E-Resources

Statewide Collection



76 products



42.5M e-resources

\$16M in savings for all institutions *

Group Licensing



40 participating institutions



659 subscriptions

\$13M in savings for participating institutions *

*Compared to cost for individual institutions

E-Resources Group Licensing

In addition to managing the statewide e-resources collection, FLVC offers a separate, optional group licensing program, that enables institutions to acquire additional e-resources tailored to their specific needs. Through this program, FLVC negotiates e-resources licenses as a group, maximizing its consortial strength and bargaining power to achieve substantial cost savings that individual institutions might not be able to secure on their own.

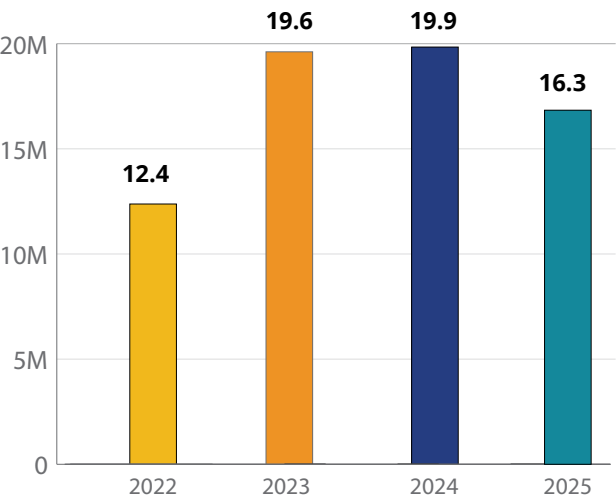
E-Resources: Notable Accomplishments in 2025-26

- **Statewide E-Resources:** Negotiated favorable pricing with vendors and publishers for 2026-2027, including a new database for 2027.
- **E-Journal Negotiation:** Partnered with state universities to participate in e-journal negotiation teams. Successfully negotiated terms related to the use of AI with licensed content (SciFinder and Springer Nature).
- **License Record Transparency:** Created and maintained detailed license records for e-resources funded via the statewide allocation. Ensured records are accessible to libraries and integrated into their Primo discovery systems to provide users with clear information about content terms and usage rights.
- **LegalSifter Pro:** Implemented AI-powered contract review software for first-pass license reviews. Configured contract term extraction across 35 licenses. Developed custom algorithms to identify key license clauses.
- **Dashboard:** Developed an institutional usage dashboard to support collection analysis and decision-making, with metrics including cost per use, use per FTE, and cost per use per FTE.
- **Open Access Initiative:** Collaborated with institutions to determine allocation of Open Access Initiative funding for 2025-26.
- **Staffing:** Conducted a successful national search and recruited an E-Resources Coordinator to strengthen FLVC’s statewide e-resources and group licensing programs.
- **Group Licensing:** Facilitated vendor- and publisher-led webinars for institutions considering new resources and negotiated pricing for 152 e-resource products across 36 vendors. For the 2026 licensing year, the program secured 659 subscriptions valued at \$2.7 million – a record number of subscriptions and significant cost

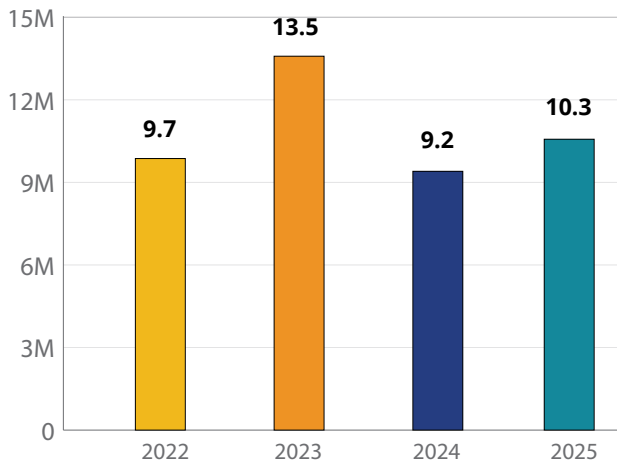
savings. Participating institutions realized more than \$13 million in savings compared with individual procurement, an increased savings of \$4 million over the previous year.

- **LibGuide:** Implemented a LibGuide with centralized information on group licensing subscription processes, pricing negotiations, and cost savings.
- **License Records:** Created complete license records in Consortia Manager to ensure all institutions have clear access to key terms of use related to e-resource group licensing.
- **Open Access Partnership:** Continued a three-year pilot of JSTOR’s *Path to Open*, launched in January 2024, providing Florida’s public institutions with access to scholarly content before titles transition to open access. In 2025, FLVC launched a new three-year agreement with MIT Press *Direct to Open*, further expanding statewide access to high-quality open scholarly content, including time-limited exclusive backfile access to more than 6,000 eBook titles.
- **Statewide Collection LibGuide:** Launched a new LibGuide to provide comprehensive information about e-resources funded by FLVC.
- **Vendor Intake Survey:** Developed a new vendor intake survey with criteria and expectations for prospective e-resources vendors.
- **Annual Member Interest Survey:** Gathered institutional feedback to better understand preferences and priorities for statewide and group licensing opportunities. The results are informing FLVC’s licensing strategy and vendor negotiations.

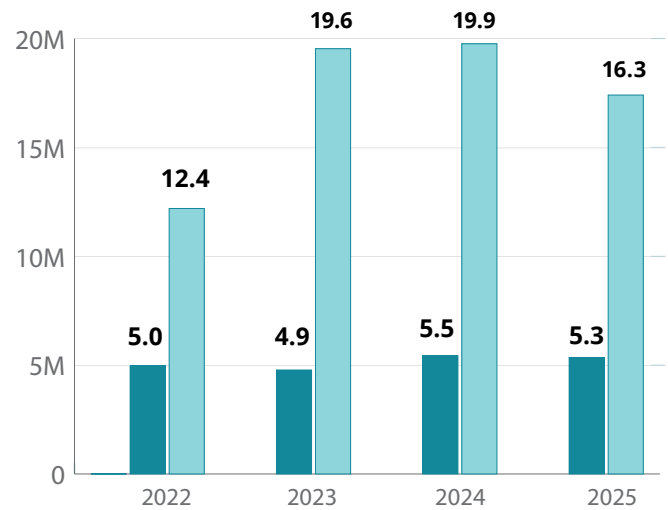
E-Resources Searches (in millions)



Item Investigations (in millions)



Full-Text Downloads vs. Searches (in millions)



E-Resources: Key Initiatives for 2026-27

FLVC's E-Resources program will focus on several key initiatives to ensure continuous improvement and enhanced service delivery for Florida's public academic libraries:

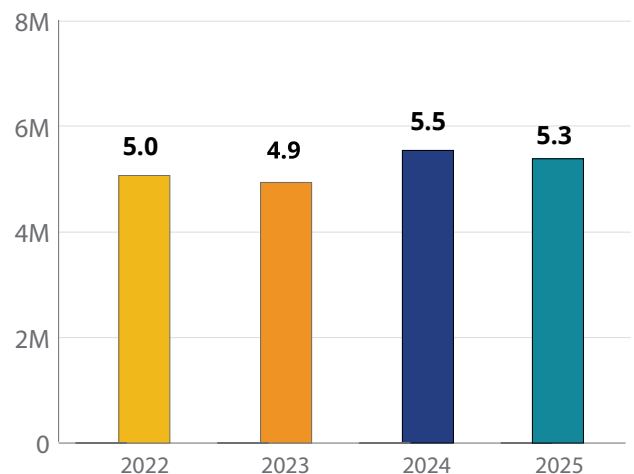
- **Open Access Initiative:** Collaborate with institutions to determine allocation of Open Access Initiative funding for 2026-27.
- **E-Journal Negotiation:** Participate in negotiation teams for new agreements with the American Chemical Society, Wiley, and Cambridge to secure favorable terms for statewide access to critical scholarly resources.
- **AI Contracts:** Develop preferred AI-related contract language for e-resource licenses and collaborate with other consortia groups to help standardize licensing terminology for licenses and provisions.
- **VPAT:** Collect current Voluntary Product Accessibility Templates (VPATs) from content providers and enable them for viewing and downloading via Consortia Manager.



Searches vs. Item Investigations: What's the difference?

While total searches reflect all search attempts, item investigations focus on specific interactions users have with content items after performing searches (e.g., viewing an abstract or a video). This important distinction helps in understanding user behavior and the effectiveness of the e-resource database in providing relevant information.

Full-Text Downloads (in millions)



Digital Library Services

FLVC supports Florida's public academic libraries and educational institutions through a range of digital platforms that expand access to scholarly resources, digital collections, and academic materials. These platforms include:

- **Florida Open Academic Library (FOAL):** This statewide online index provides a searchable gateway to digital archives and collections maintained by Florida's public postsecondary institutions. Students and researchers can explore more than 1.9 million unique digital archive items and educational resources, expanding opportunities for research, discovery, and learning.
- **Florida Online Journals (Florida OJ):** Florida OJ provides free public access to more than 60 scholarly journals representing a broad range of academic disciplines and published by institutions throughout Florida. During 2025-26, users accessed Florida OJ more than 8.5 million times.

Digital Library Services: Notable Accomplishments in 2025-26

- **Library and User Support:** Continued providing system- and library-level support for essential digital library services, including FOAL, Florida Islandora, Florida OJ, Citation Server, PURL Server, and the Publication of Archival, Library & Museum Materials (PALMM).
- **Florida Islandora 2.0:** In spring 2026, FLVC upgraded and launched Florida Islandora 2.0, a next-generation digital content management platform for Florida's public postsecondary institutions. Nineteen of the state's 40 public colleges and universities now use the platform to provide public access to more than one million images, texts, theses, video, and other materials available through FOAL. FLVC continues to encourage adoption through a sandbox environment, updated documentation, and monthly webinars.
- **Digitization in a Box:** Continued lending scanning kits to member libraries, enabling them to digitize photos, documents, and slides locally. The program expands statewide capacity to preserve and share local history while helping libraries build and manage digital collections without purchasing costly equipment.
- **Florida Online Journals:** Expanded Florida OJ with nine new journals.
- **Summer Digitization Series:** Hosted two webinars featuring presenters from Florida public higher education institutions who are engaged in digital collections.

Digital Library Services: Key Initiatives for 2026-27

FLVC is advancing initiatives to enhance digital library services and foster collaboration across institutions:

- **Accessibility:** FLVC continues preparing its services for compliance with updated Americans with Disabilities Act (ADA) standards taking effect for Florida public entities in April 2027. Current efforts include testing and documenting service accessibility, developing remediation processes where needed, and providing training for internal and institutional staff on forthcoming requirements.



Open Educational Resources

FLVC continues to advance the use of open educational resources (OER), helping expand affordable and accessible learning opportunities for students throughout Florida. Through a growing portfolio of statewide initiatives, FLVC supports collaboration, resource development, and broader adoption of OER across higher education. Key OER programs include:

- **Open Florida (OPEN FL):** Through OPEN FL, FLVC supports quality, affordable access to higher education by promoting the use and development of open educational resources. The program brings together participating Florida colleges and universities to build a collaborative community and statewide infrastructure for OER development, sharing, and research. Currently, more than 500 college and university librarians, faculty, administrators, staff, and students participate in OPEN FL initiatives.
- **Student Open Access Resources (SOAR) Repository:** The SOAR Repository provides a searchable, web-based collection of OER curated by students, librarians, faculty, and staff at Florida's colleges and universities. Over the past year, the OPEN FL community expanded the repository to include more than 325 OER supporting 31 of the state's highest-enrolled dual enrollment general education core courses, providing additional resources to help students and educators succeed.

Open Educational Resources: Notable Accomplishments in 2025-26

- **Annual OER Summit:** FLVC advances the use and awareness of open educational resources among Florida libraries through its annual OER Summit. The 8th annual Open Educational Resources Summit, held in May 2026, brought together more than 500 participants and OER experts from around the world to share fresh ideas, innovative strategies, practical tools, and valuable resources that inspire broader awareness, adoption, and effective use of open educational resources across higher education.
- **OER Stories:** For the fifth year, FLVC hosted a webinar series where instructors share their stories of OER adoption, adaptation, and authoring. This series serves to inspire attendees to champion textbook affordability at their institutions.
- **OER Bootcamp:** FLVC hosted its annual three-day live, virtual OER Bootcamp, offering training on adopting,

adapting, and authoring open educational resources. Nearly 75 participants from institutions across Florida and beyond attended the virtual event.

- **SOAR Repository:** Continued working with FLVC's Textbook Affordability and OER Standing Committee to identify and evaluate open resources for the SOAR repository. Added five courses and more than 80 titles to the collection during 2025-26.
- **Faculty Training:** Expanded faculty development opportunities supporting the adoption and effective use of open educational resources. Two of three planned training modules are now available, with a third module planned for spring 2027.
- **Statewide OER Publishing:** Maintained three publishing platform options that enable faculty at participating institutions to create and share open educational resources. Institutional faculty used FLVC's OER publishing platform to produce three new titles.
- **ZTC Awards:** Launched FLVC's first Zero Textbook Cost (ZTC) Champions Awards Ceremony to recognize teams, individuals, and programs making meaningful contributions to ZTC and OER efforts throughout Florida's public higher education system. The virtual ceremony featured nominees across four categories: Team, Instructor, Staff, and Student. Winners were selected by FLVC's Textbook Affordability and OER Standing Committee.
- **AI and OER Interest Group:** Established an online interest group in 2025 to address growing institutional interest in artificial intelligence and its potential applications in OER.
- **OER Development for Institutional Library Staff:** FLVC delivered 46 individual and multi-day webinars focused on practical strategies and best practices for implementing digital library services and OER programs at the institutional level.



500+ OPEN FL PARTICIPANTS

More than 500 college and university librarians, faculty, admin, staff, and students are engaged in OPEN FL initiatives.

7,711

FLVC's statewide Help Desk handled 7,711 phone, email, and live chat requests for assistance from colleges and universities in 2025-26.



Library Support & Training

Library Support & Training: Notable Accomplishments in 2025-26

FLVC provides statewide support, training, and professional development opportunities that help Florida's public college and university libraries effectively deliver services and connect users with essential resources.

- **Help Desk:** FLVC's statewide Help Desk provides phone, email, and live chat assistance for all FLVC services, with a majority of that support focused on library-related needs. During 2025-26, the Help Desk responded to more than 7,700 requests from colleges and universities across Florida, reinforcing its role as a key resource for institutions and library staff.
- **Professional Development Alliance (PDA):** FLVC continued its partnership with the Professional Development Alliance. Through the PDA, FLVC collaborates with library consortia nationwide to expand professional learning opportunities for institutional library staff. In 2025-26, the program provided access to 195 live, online workshops covering a range of topics relevant to today's academic library environment. These professional development opportunities are provided at no cost to Florida's public institutions.
- **Software Enhancement:** The FLVC Help Desk continued to enhance its Dynamics 365 customer relationship management platform to improve case management, strengthen request tracking, and provide more timely and efficient support to institutions throughout the state.
- **Refinement of OpenAthens:** During 2025-26, FLVC continued to refine the OpenAthens Reporting API which provides participating institutions with expanded capabilities to analyze resource usage and connect library activity with student success. The initiative demonstrates how statewide technology and collaboration can provide institutions with tools to improve services while supporting informed decision making. FLVC implemented the main OpenAthens platform for all 40 Florida public postsecondary institutions in 2020 to enhance access and discoverability of electronic research resources while providing a cost-effective approach to managing e-resource authentication across institutions.
- **Power BI:** FLVC launched an OpenAthens Power BI Usage Dashboard, giving libraries improved access to data on e-resource access and usage. The dashboard also establishes a foundation for future efforts to incorporate local student data and provide greater insight into how library resources contribute to academic outcomes.



Help Desk Cases, 2025-26

Library Services	3,758
Distance Learning & Student Services	3,230
Other	723
Total	7,711



3,600+ PDA WEBINAR PARTICIPANTS

In 2025-26, more than 3,600 institutional library staff registered for free webinars offered through the Professional Development Alliance.

1.3M+

The FloridaShines website and mobile app had more than 1.3 million page views during 2025-26.



DISTANCE LEARNING & STUDENT SERVICES



FLVC's Distance Learning & Student Services (DLSS) division provides a broad range of educational services and resources that connect students, educators, and administrators with centralized information and tools available anytime, anywhere. DLSS helps make navigating education more accessible and efficient — whether supporting high schoolers exploring college and career pathways, college students pursuing flexible learning opportunities, educators seeking reliable statewide resources, or administrators requiring effective tools and services.

Key services include:

- **FloridaShines.org:** A comprehensive website and mobile app providing academic, college planning, career, and advising resources for students, parents, and educators.
- **Statewide catalog of online courses and degree programs:** A centralized source for distance learning opportunities at Florida's public institutions.
- **Florida's official Transient Student Admission Application:** Streamlines the process for students who enroll in courses at institutions beyond their home college or university.
- **Statewide licensing and contract negotiations for distance learning software:** Providing efficiencies and cost savings across Florida's K-20 education community.
- **Webinars and professional development:** Topics include college readiness, admissions, instructional design, and other topics that support students, parents, and educators.

During FY 2025–26, FLVC's Distance Learning & Student Services division continued to strengthen the statewide resources and partnerships that help Florida students navigate education, career, and workforce pathways. Our focus remained on expanding access, improving the student experience, and modernizing services to meet the evolving needs of Florida's education community.

FloridaShines advising services remained central to these efforts, logging more than 400,000 student authentications to its advising services to use tools for degree planning, transfer exploration, progress tracking, and more. We expanded the FloridaShines mobile app with a dedicated parent experience and launched an Institution Spotlight, giving students and families a closer look at all 40 public colleges and universities while beginning to bring career and technical education institutions into the initiative.

FLVC also facilitated more than 69,000 Transient Student Admission Applications and began planning TSAA 2.0, a modernization effort designed to improve reliability, reporting, and the experience for students and institutions.

The statewide catalog grew to more than 97,000 online course sections and 7,700 programs, while expanded Zero Textbook Cost indicators help students identify affordable learning options.

Career readiness remained a priority through the launch of an online Career Interest Activity and expanded CTE outreach. Professional development also grew through the Florida Instructional Designer Network, National Voices, and other statewide initiatives.

Looking ahead, FLVC will be enhancing its transfer resources, launching a new College and Career Handbook, expanding online readiness tools, researching integration of AI into FloridaShines, and modernizing technology connections that will further support Florida's students and institutions.



Dr. John Opper
Executive Director,
FLVC DLSS

FloridaShines Student Advising Services

FLVC's FloridaShines.org website provides Florida's post-secondary students with a free, centralized source of educational information and advising resources available 24/7. Through FloridaShines, students attending Florida's public colleges and universities can view their unofficial transcripts, monitor progress toward a degree, explore how changing majors may affect their academic plans, review degree and program requirements, and access other tools to help guide their educational journey.

During FY 2025-26, students in the Florida College System (FCS) and State University System (SUS) authenticated into FloridaShinesadvisingservices approximately 400,000 times, demonstrating the continued value of these resources in helping students plan, navigate, and succeed in higher education.

Student Advising Services: Notable Accomplishments in 2025-26

- **Statewide Access:** From July 2025 through June 2026, FCS and SUS students accessed FloridaShines advising services approximately 400,000 times. The platform continues to provide a centralized, statewide collection of advising resources, including unofficial transcripts, degree progress tracking, transfer and major exploration tools, and information on degree and program requirements.
- **Mobile App Enhancements:** In spring 2026, FLVC expanded the FloridaShines mobile app by introducing a dedicated parent persona. The new experience provides parents with targeted information, tools, and resources to help them support their students throughout their educational journey.
- **Institution Spotlight:** FLVC launched an Institution Spotlight feature on FloridaShines.org in spring 2026 to give students and parents greater insight into Florida's public colleges and universities. Three institutions are featured at a time, with new institutions rotating every two weeks. Each participating institution provides its own content, highlighting its distinctive programs, services, and opportunities. All 40 Florida public colleges and universities have participated to date. FLVC is also onboarding career and technical education (CTE) institutions into the Spotlight to showcase workforce education programs and opportunities.

- **Enhanced Transfer Resources:** FLVC expanded FloridaShines transfer and articulation resources to help students navigate educational and career pathways across Florida's public postsecondary institutions. A new transfer resources webpage was added, with an "Articulation 101" section that explains the process in student-friendly language; a directory of university transfer-support programs; a statewide table of 2+2 transfer pathways; information on CTE articulation and reverse transfer opportunities; and links to statewide articulation agreements, transfer admission requirements, and applicable state policies and regulations. Together, these resources give students a clearer understanding of transfer options and help them make informed decisions about their education.



Transient Student Admission Application

FloridaShines.org serves as the state's official platform for the Transient Student Admission Application (TSAA) which provides an automated process for students at Florida's public colleges and universities to obtain approval to take courses at another institution. By simplifying this process, the TSAA gives students greater flexibility while helping them stay on track for timely graduation and access needed courses statewide.

TSAA: Notable Accomplishments in 2025-26

- FLVC facilitated more than 69,000 TSAAs through FloridaShines.org.

TSAA: Key Initiatives for 2026-27

- **TSAA 2.0:** FLVC is collaborating with the SUS Board of Governors and FCS to define functional specifications for the TSAA 2.0 rebuild. At the request of SUS and FCS leadership, FLVC will modernize the statewide system to improve reliability, functionality, reporting, data validation, and institutional workflows. These enhancements will increase efficiency, accuracy, transparency, and the user experience for students and participating institutions.

Statewide Catalog of Courses, Programs & Institution Profiles

The FloridaShines catalog is a centralized source for online courses, programs, degrees, and certificates offered by Florida's state colleges and universities. It supports students taking online courses, pursuing fully online programs, and high school students participating in dual enrollment.

With more than 7,700 program sections and 97,000 online course sections, the catalog provides a statewide view of postsecondary opportunities. It also includes detailed profiles of 111 institutions, including Florida's 40 public colleges and universities, more than 50 technical colleges, and participating Independent Colleges and Universities of Florida (ICUF) institutions.

By bringing this information together, the FloridaShines catalog helps students and parents explore options and make informed decisions about their academic pathways.

Statewide Catalog: Notable Accomplishments in 2025-26

- **Courses and Programs:** FLVC continued enhancing the catalog during 2025-26. It now includes more than 7,700 program sections and 97,000 online course sections.
- **Institution Profiles:** The statewide catalog now includes profiles for 111 Florida institutions, including all 40 public colleges and universities, 50 technical colleges, and participating Independent Colleges and Universities of Florida (ICUF) institutions.
- **Zero Textbook Cost (ZTC) Initiative:** FLVC continued efforts to reduce postsecondary education costs by implementing standardized ZTC definitions and course indicators in the FloridaShines catalog with Florida's public colleges and universities. More than 9,000 course sections are now identified as "ZTC," helping students find courses using free instructional materials and supporting affordability and equitable access.
- **Statewide Data Coordination:** FLVC partnered with the Florida Department of Education, the Governor's REACH Office, and FloridaCommerce to coordinate program data for reporting, evaluation, and workforce alignment. The effort reduces duplicative reporting and promotes consistent data across Florida's education and workforce systems.

Statewide Catalog: Key Initiatives for 2026-27

- **Academic Program Data:** FLVC will continue enhancing statewide coordination and reporting of academic program data submitted through the FloridaShines catalog. Data includes degree and certificate programs, credentials, areas of study, and institutional offerings. It also supports the Florida Workforce Information Network System (FL WINS) for workforce planning, policy development, and labor market analysis. Centralized data helps institutions, agencies, and policymakers access consistent information for decision-making and reporting.
- **ADA Compliance:** FLVC will continue preparing the catalog to comply with updated ADA standards taking effect for Florida public entities in April 2027.

Preparing Students for Success

Student Success: Notable Accomplishments in 2025-26

- **Career Interest Activity:** FLVC added an interactive Career Interest Activity to FloridaShines.org in 2025. The tool uses students' strengths, interests, and preferences to identify potential career pathways in college, technical training, or the workforce. Students receive their top three matches from Florida's 17 Career Clusters, along with related skills, training pathways, and potential earnings.
- **Raising Awareness of FloridaShines Resources:** FLVC promoted FloridaShines resources by distributing informational materials to high schools, postsecondary institutions, technical colleges, and educational organizations statewide. Materials include student and parent flyers, classroom posters, and CTE information, available in print by request and for download through FloridaShines.org. More than 125,000 materials were distributed during 2025-26.
- **Online Readiness:** FLVC developed and enhanced FloridaShines Online Readiness resources to help students assess and prepare for success in online learning environments.



Florida Instructional Designer Network (FL-IDN)

The Florida Instructional Designer Network is a collaboration among FLVC, the Florida College System, State University System, and Independent Colleges and Universities of Florida. It supports instructional designers, technologists, and online learning professionals through free resources, networking, and professional development for more than 1,200 members worldwide.

IDN: Notable Accomplishments in 2025-26

- **FL-IDN Program:** FL-IDN hosted 16 free webinars with more than 4,500 participants globally. Due to continued demand, programming focused on accessibility, quality assurance, faculty development, and AI in higher education. The FL-IDN Advisory Committee reviewed and approved all presentations for quality and relevance.
- **National Instructional Designers Day:** FL-IDN hosted a virtual event in February 2026 recognizing National Instructional Designers Day. The event highlighted instructional design professionals who create accessible, engaging, and effective learning experiences across education, training, and workforce development.

IDN: Key Initiatives in 2026-27

- **National Instructional Designers Day:** FL-IDN will host a virtual conference in spring 2027 featuring multiple learning tracks, expert speakers, and professional networking opportunities.

Student Success: Key Initiatives in 2026-27

- **College Planning:** FLVC will introduce a centralized FloridaShines webpage in fall 2026 as a one-stop resource guiding students through college search, applications, admissions, and financial aid.
- **College and Career Handbook:** FLVC will implement a new College and Career Handbook in 2026 as a centralized, interactive guide to postsecondary and career pathways.



4,500+ IDN WEBINAR PARTICIPANTS

More than 4,500 people worldwide registered for free FL-IDN webinars in 2025-26.

Statewide License and Contract Negotiation

FLVC negotiates group licenses and contracts for distance learning software on behalf of interested institutions across Florida's education system. This centralized approach reduces costs, streamlines procurement, and addresses licensing needs identified by the state's public colleges and universities.

License & Contract Negotiation: Notable Accomplishments in 2025-26

- **Software Licensing:** During the reporting period, ITNs were issued for a Learning Management System course-site accessibility solution, as well as digital accessibility, closed captioning, and transcription services.

License & Contract Negotiation: Key Initiatives for 2026-27

- **AI Integration and Specifications:** FLVC will collaborate with institutional staff and distance learning leaders to develop technical specifications for course-level, cloud-based AI platforms and tools that improve instructional efficiency and student AI literacy while maintaining data privacy and institutional oversight.

Florida Quality Matters Consortium (FLQMC)

The FLQMC fosters quality and student success across Florida's educational institutions through collaboration, resource sharing, and support for high-quality online and blended courses, enhancing the learning experience for students statewide.

FLVC negotiates statewide shared licensing for the Quality Matters system, helping institutions reduce quality improvement costs while advancing educational quality and maximizing resources

Institutional Staff Development

Institutional Staff Development: Notable Accomplishments in 2025-26

- **“National Voices” Series:** FLVC hosted National Voices in Online Learning in fall 2025, connecting the Members Council on Distance Learning and Student Services with nationally recognized leaders, researchers, and policymakers.

The series provided strategies, policy insights, and practices to strengthen teaching, learning, and institutional planning. Topics included national digital learning policy trends, AI's impact on higher education policy, and reimagining higher education models.

- **Digital Learning Leadership Series:** FLVC continued professional development for new and experienced institutional Chief Online Learning Officers, addressing instructional design, compliance, technology, and strategic planning. The initiative strengthens institutional capacity and supports online teaching quality and student success statewide.
- **RSI Resources:** FLVC collaborated with institutional staff and distance learning leaders to launch a centralized online hub focused on Regular and Substantive Interaction (RSI). The resource promotes awareness, consistency, and access to best practices and institutional guidance.

Education Meets Opportunity Platform (EMOP) Project, HB 1507

EMOP: Notable Accomplishments in 2025-26

- **Development:** During the reporting period, FLVC provided data support for the EMOP project in accordance with project requirements and state coordination efforts.

Following state guidance on the project's conclusion, FLVC transitioned out of ongoing EMOP activities and development.

Xello Online Career Planning & Work-Based Learning System

FLVC continues collaborating with Xello, school districts, and statewide partners on implementation, outreach, training, and awareness for Florida's online career planning and work-based learning system. Activities include statewide events and presentations, district coordination, Bright Futures-related integrations and reporting, and exploration of tools supporting college, career, and workforce readiness. More than 1.2 million Florida K-12 students use the FLVC-partnered Xello career exploration platform.

Expansion of FloridaShines Resources for Technical Colleges and Centers

FLVC continues expanding FloridaShines resources and outreach for CTE programs and pathways. This work supports services under Section 1006.73, Florida Statutes, related to the Florida Postsecondary Academic Library Network's role in extending services to career centers. Efforts include planning a CTE pilot to inform future phases of the FloridaShines Career Interest Activity and developing videos to increase awareness of CTE options and pathways. FLVC also conducts statewide surveys and market research to develop targeted resources for CTE students and administrators, with a focus on Florida's 17 Career Clusters.

FloridaShines Partnership and Collaboration

FloridaShines Partnership & Collaboration: Notable Accomplishments in 2025-26

- **Awareness and Outreach:** FLVC promoted FloridaShines and CTE resources through statewide conferences, professional development events, and collaboration with secondary and postsecondary partners. Staff provided presentations, on-site training, and technical assistance at events including the FACTER Annual Conference, FSCA Convention, FACTER Secondary Director's Meeting, and Take Stock in Children's Back to School Success Summit.

Implementing REST: Modernizing Connectivity for SUS/FCS Institutions

FLVC continues work on the RESTrofit project to modernize connectivity between Florida's public colleges and universities by transitioning from legacy EDI technology to a RESTful API platform. FLVC has coordinated statewide collaboration among institutions using PeopleSoft, Banner, and Workday student information systems.

**MORE THAN 1.2
MILLION FLORIDA
K-12 STUDENTS
USE THE FLVC-
PARTNERED XELLO
CAREER EXPLORATION
PLATFORM.**



TECHNOLOGY SERVICES



FLVC continues to strengthen its technology infrastructure to maximize efficiency and deliver cost savings for institutions and the state of Florida. Ongoing improvements in network management and security enhance system performance, reliability, and overall protection.

System Infrastructure

System Infrastructure: Notable Accomplishments in 2025-26

- **Backup Hardware Refresh:** Completed the installation, configuration, and testing of new backup hardware (including operating system and application) in December 2025. Effort included installation of a new rack at Northwest Regional Data Center to accommodate future growth of FLVC infrastructure hardware.
- **Islandora:** Migrated the Islandora system to a newer version of hardware and decommissioned the legacy hardware.
- **FloridaShines Product Improvements:** Completed various quality-of-life updates and bug fixes to ensure functionality and security for the FloridaShines catalog and Transient Student Admission Application.

System Infrastructure: Key Initiatives for 2026-27

- **Infrastructure Modernization:** Evaluate alternatives to VMware and prepare for a hardware refresh to replace infrastructure reaching end of life. implementation beginning in summer 2026.
- **Disaster Recovery & Security:** Strengthen FLVC's disaster recovery capabilities and begin a phased upgrade from Microsoft Server 2022 to Server 2025 to improve stability, security, and reliability.

- **Cloud Optimization:** Work with Microsoft to optimize FLVC's Azure workloads and functionality, with enhancements continuing through 2027.

Network Security

Network Security: Notable Accomplishments in 2025-26

- **Enhanced Security:** Completed the migration of services behind Microsoft Front Door in December 2025, along with a full audit of firewall rules and testing of deep packet inspection to enhance intrusion detection and improve threat visibility.
- **Advancing Zero Trust:** Successfully implemented segmented network zones and restrictive firewall rules, while testing a new VPN solution that enforces enhanced security controls.

Network Security: Key Initiatives for 2026-27

- **Network Switch Refresh:** Replace network infrastructure at FLVC's facility with updated, fully supported hardware to improve performance, reliability, and long-term sustainability. Completion is anticipated for fall 2026.

FLVC STAFF PRESENTATIONS



FLVC is pleased to recognize the outstanding contributions of its staff who shared their expertise through presentations at state and national educational conferences and events throughout the year.

FLVC staff also continue to take on leadership roles at both the state and national levels, helping advance initiatives that influence the future of education. Their knowledge and experience strengthen partnerships, support meaningful academic experiences for students, and further establish FLVC as a trusted partner and strategic resource within Florida's educational system.

Kelly Aycock, "FloridaShines Bright on CTE: Expanding Career Readiness Resources for Students," Florida Association for Career and Technical Education (FACTE) Secondary Directors' Meeting

Kelly Aycock, Nashla Dawahre Williams, Ashley Thimmes, "FloridaShines Bright on CTE: Expanding Career Readiness Resources for Students," FACTE Conference

Kelly Aycock, Ashley Thimmes, "FloridaShines Catalog," FACTE Postsecondary Directors' Meeting

Kelly Aycock, Ashley Thimmes, Sarah Michael Trupiano, "FloridaShines: Empowering Students with Innovation," Florida School Counselor Association (FSCA) Annual Convention

Kelly Aycock, Sarah Michael Trupiano, "FloridaShines: Florida's Student Hub of Innovative Educational Services," Take Stock in Children Back-to-School Student Success Summit and College Expo

Elisabeth Ball, Rebel Cummings-Sauls, "Adapting OER Modules," OER Bootcamp 2026

Elisabeth Ball, Rebel Cummings-Sauls, "OPEN FL Publishing: An OER Win," Library Publishing Forum 2026

Pauline Bickford Cline, "On Our Own Terms: Managing Consortial License Terms in Alma/Primo VE," Ex Libris Southeast User Group (SERUG)

Nashla Dawahre Williams, Ashley Thimmes, "Implementing Zero Textbook Cost (ZTC) in Florida," Distance Learning ZTC Community

Wendy Ellis, "Stronger Together: How Library Consortium Thrive with Alma" (Panel), Clarivate

Tricia Elton, Jamie Fenton, "Primo VE to NDE: Coordinating the Switch in a Consortium," Ex Libris Users of North America (ELUNA) Conference

Alice Eng, Rachel Erb, Michael Porter, "COUNTER Culture: Visualizing and Analyzing E-Resource Usage," Electronic Resources and Libraries (ER&L) Conference

Brian Erb, "From Authentication to Impact: Leveraging OpenAthens Data for Assessing Library Impact on Student Success," ER&L Conference

Brian Erb, “From Authentication to Impact: Leveraging OpenAthens Data for Assessing Library Impact on Student Success,” EBSCO User Group

Brian Erb, “30 Years of Authentication & Access Management in Libraries - OpenAthens,” Charleston Conference

Rachel Erb, “AI in Licensing Workflows,” International Coalition of Library Consortia (ICOLC) Conference

Rachel Erb, “P2O JSTOR” (Panel), JSTOR

Jamie Fenton, “Primo NDE Branding for Beginners: Simple HTML, CSS, and Accessibility Checks,” ELUNA Conference

FLVC Digital Services + OER team, “A Tale of Migration: Florida Virtual Campus,” IslandoraCon 2025

FLVC Digital Services + OER team, “League of Extraordinary Users,” IslandoraCon 2025

FLVC Digital Services + OER team, “OER in the Archive,” Open Education Conference 2025

FLVC Digital Services + OER team, “ADA,” Florida public postsecondary libraries

FLVC Digital Services + OER team, “Islandora 2.0,” Florida public postsecondary libraries

FLVC Digital Services + OER team, “Products and Services of Digital Services and OER,” Florida public postsecondary libraries

FLVC Integrated Library Services team, “ELUNA Debrief,” Florida public postsecondary and ICUF libraries

Nina Kostic, Jay Wiese, “Alma Analytics Basics,” Florida public postsecondary libraries

Hisham Makki, Jay Wiese, “Mixpanel Basics,” Florida public postsecondary libraries

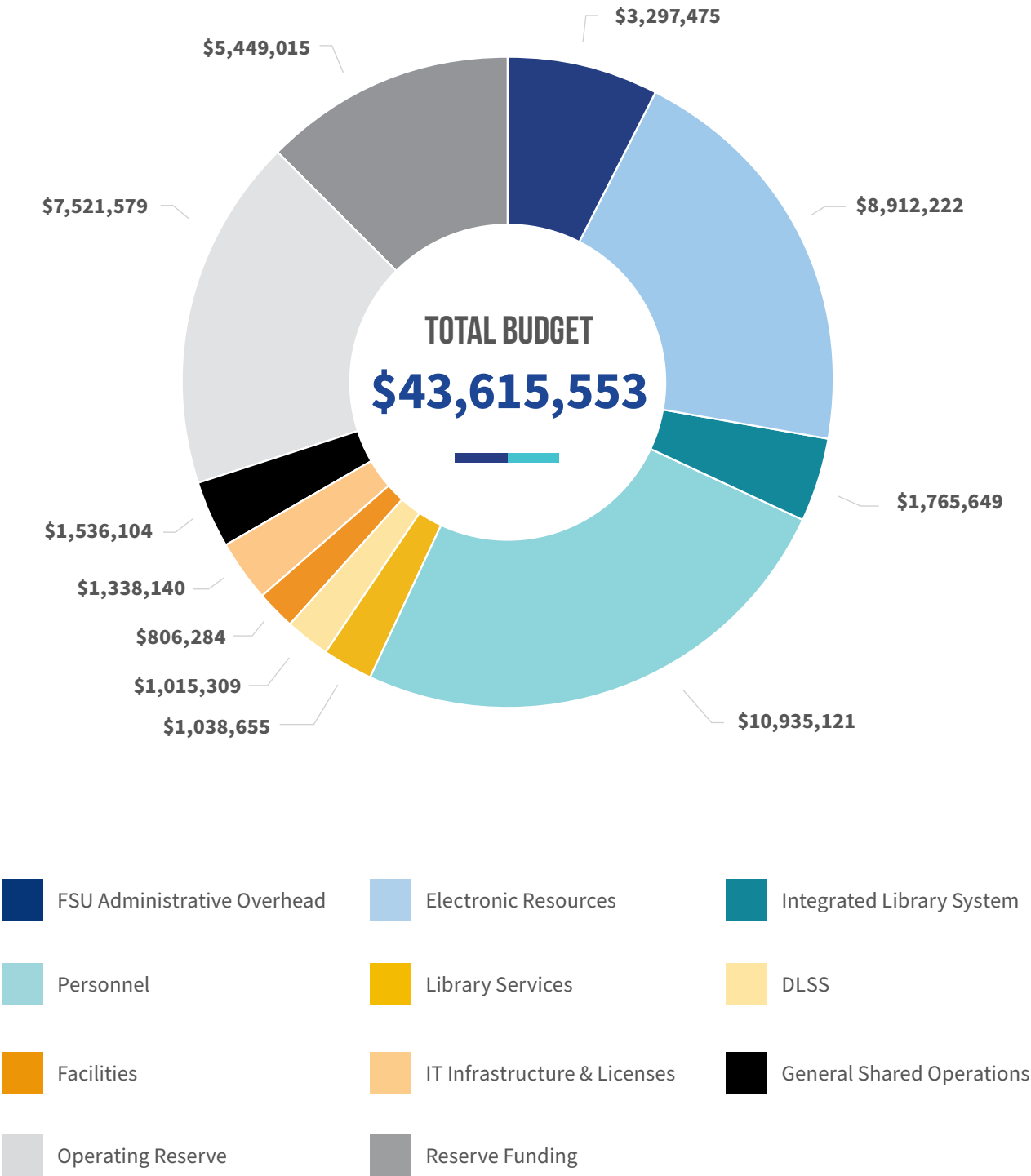
Ashley Thimmes, “FloridaShines Catalog Submission and Statewide Program Inventory,” Florida Department of Education and Florida College System

**FLVC STAFF TAKE ON
LEADERSHIP ROLES AT
THE STATE AND NATIONAL
LEVELS, HELPING
ADVANCE INITIATIVES
THAT INFLUENCE THE
FUTURE OF EDUCATION.**



FINANCIAL OVERVIEW

Fiscal Year 2025-2026 Budget, by Category



FLVC LEADERSHIP

Library Services

Elijah Scott

*Executive Director
Library Services*

Wendy Ellis

*Program Director
Integrated Library Services*

Rachel Erb

*Program Director
E-Resources*

Rebel Cummings-Sauls

*Program Director
Digital Services & OER*

Brian Erb

*Program Director
Library Support & Training*

Distance Learning & Student Services

Dr. John Oppen

*Executive Director
Distance Learning & Student
Services*

Kathleen Taylor

*Deputy Director
Distance Learning*

Nashla Dawahre Williams

*Assistant Director
Online Career & Academic
Advising Services*

Kathy Parker

*Assistant Director
Operational Performance
Improvement*

IT & Administration

Tim Brown

*Assistant Vice President for ITS
NWRDC & FLVC*

Julia Cunningham

*Director
Administration & Financial Services
NWRDC & FLVC*

Matt Stolk

*Chief Technology Officer
NWRDC & FLVC*

Carlene Smith

*Director
Enterprise Service Engagement
& Communications
NWRDC & FLVC*

Ray Bogan

*Senior Associate Director
Technology Services*

Lisa Ryals

*Associate Director
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Mark Adams

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