FACT2 Online Symposium:
Responding in real-time at SUNY to a global crisis

May 28, 2020
Responding in real-time at SUNY to a global crisis

May 28, 2020
Faculty Advisory Council on Teaching and Technology, Jeffrey Riman: Chair
Today’s Agenda

May 28, 2020
Faculty Advisory Council on Teaching and Technology,
Jeffrey Riman: Chair

www.suny.edu/fact2symposium
We will be documenting today’s event with recording and detailed notes
The Faculty Advisory Council on Teaching and Technology

FACT² is an advisory body to the SUNY Provost and Vice Chancellor, Tod A. Laursen, advocating and acting as a resource for University stakeholders at the nexus of technology, pedagogy and research.
Four Campus Sectors

**University College reps (3)**
- Nan Travers
- Carlos Jones
- Jill Pippin

**Technology College Reps (1)**
- Kirsty Digger

**University Center and Doctoral Degree Granting Institutions (2)**
- Ken Lindblom

**Community Colleges (3)**
- Rachael Hagerman
- Deborah Spiro
- Judie Littlejohn

**At Large Member (1)**
- John Kane
## 14 Constituent Organizations

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<thead>
<tr>
<th>Organization</th>
<th>Contact Information</th>
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<tr>
<td>CCIO</td>
<td>SUNY Council of Chief Information Officers</td>
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<td>Bob Cushman</td>
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<td>Evan Kobolakis</td>
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<td>COA</td>
<td>SUNY Computing Officers Association</td>
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<td>John C. Davis</td>
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<td>COIL</td>
<td>SUNY Collaborative Online International Learning</td>
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<td>Mary Lou Forward</td>
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<td>CPD</td>
<td>Center for Professional Development</td>
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<td>Lisa Raposo</td>
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<td>Chris Price</td>
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<td>DOODLE</td>
<td>SUNY Directors Of Online and Distance Learning Environments</td>
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<td>Rachel Hagerman</td>
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<td>EdTOA</td>
<td>SUNY Education Technology Officers Association</td>
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<td>Melaine Kenyon</td>
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<td>FCCC</td>
<td>SUNY Faculty Council of Community Colleges</td>
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<td>Christy Fogal</td>
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<td>SLC</td>
<td>SUNY Library Consortium</td>
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<td>Katie Ghidiu</td>
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<td>SUNYSA</td>
<td>SUNY Student Assembly</td>
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<td>Austin Ostro</td>
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<td>UFS</td>
<td>SUNY University Faculty Senate</td>
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<td>Gwen Kay</td>
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<td>SUNY OER Services</td>
<td>Mark McBride</td>
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<td>System Admin</td>
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<td>SUNY System Admin</td>
<td>Carey Hatch</td>
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<td>Open SUNY and ATIS</td>
<td>Kim Scalzo</td>
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<td>Alex Pickett</td>
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Task Groups

**FACT2 Task Groups** pursue topics of special interest to the SUNY Provost

**Task Group on Open Education Initiatives:** Final Report June 2020
Nan Travers and Mary Lou Forward

**Task Group on Adaptive Learning:** Final Report 2020
John Kane and Chilton Reynolds

**Examining Pedagogy and Learning in Online Domains (ExPLOD)** Interim Report 2020
Ryan McCabe and Audi Matias
New Task Groups

Task Group on Innovation in Assessment:
Ken Lindblom

Task Group on Student Engagement
Jill Pippin

Watch for a survey offering opportunities to participate.
FACT² Features

FACT² Campus Representatives: (2 per campus) Instructional support and teaching faculty appointed by the CAO.

FACT² Symposium: Responding in Real Time

FACT² Conference on Instruction and Technology (CIT) Postponed
2021 at SUNY Oswego

FACT² Awards
Celebrating instructional support and teaching with technology
Thank You
Today Is

Different

Because
When there is no choice.
We Adapt
We Learn From the Unexpected
We Learn From Experience

Coronavirus Update: CUNY/SUNY Colleges Closed & Cases Rise!
March 11, 2020

www.suny.edu
www.suny.edu/fact2symposium
Today We Learn Together
Tod Laursen

Provost and Senior Vice Chancellor

State University of New York
The State University of New York
Student Assembly

President Austin Ostro

FACT2 Symposium
May 28, 2020
The SUNY Student Assembly is the overarching student government dedicated to advocating for the 1.4 million students of SUNY’s 64 campuses.

Students, elected by their peers, meet regularly to set advocacy priorities and engage with state-wide administrators and local, state and federal legislators to push for student initiatives.
Overarching Priorities

- **Building organizational capacity** - supporting student leaders, strengthening local advocacy, and expanding resources for students
- **Enhancing advocacy** - supporting community colleges, funding for graduate students, supporting opportunity programs, and expanding access to financial aid
- **Promoting diversity, equity and inclusion** - with expanded department, standing up to hate, increasing accessibility on campuses
Covid-19 Town Halls

- At the start of the pandemic, the SUNY Student Assembly began hosting Town Halls to address student concerns and share vital information on the ever changing circumstances.
- These Town Halls had attendance upwards of 200 students from across the SUNY community.
- Guest speakers included Chancellor Kristina Johnson and SUNY System Provost Todd Larson.
In response to COVID-19, the SUNY Student Assembly launched a week of virtual programming to engage students across the SUNY system.

Programming included town halls featuring key figures within SUNY and the State Legislature, student-led workshops, and interviews with notable SUNY alumni.

Guests included Chancellor Kristina Johnson, NYS Senator Toby Ann Stavisky, and NYS Assemblywoman Deborah Glick.
On May 8th Governor Cuomo announced members of the “Reimagine Education Advisory Council” which will aid in forming a reopening plan for schools post COVID-19.

President Ostro will serve on the council to advocate on behalf of SUNY students.
Decide SUNY Call Campaign

- The Office of Enrollment Services at System Administration has launched the Decide SUNY campaign to make outreach to SUNY applicants and encourage enrollment.
- 14 members of the SUNY Executive Committee have volunteered to participate in the campaign and assist by making phone calls to the potential SUNY students.
Participation in SUNY Decision Making

- Student Refunds
- Pass/Fail Grading
- CARES Act Guidance
Due to the current circumstances brought on by COVID-19 many campuses have had significant losses to revenue.

Advocating for the Federal Aid to these campuses is vital for their continued operation and success.
BREAK
10:45 am – 11:00 am
FACT2 Online Symposium:
Responding in real-time at SUNY to a global crisis

Managing the COVID-19 Crisis in the Spring and Planning for Fall

Dr. John Graham, SUNY System Administration
Ms. Kim Irland, North Country Community College
Dr. Jeffrey Putman, SUNY Downstate Health Science University

May 28, 2020
Normalizing the “New Normal”
Zoom Group Chat

To: Everyone

I am in a pretty
Dr. John Graham, Associate Provost for Student Affairs
- Welcome/Overview
- Introductions

Kim Irland, Dean of Student Life/College Diversity Officer
- Meeting students basic needs means holistic and equitable support
- Flexibility is central to successful remote and hybrid student learning
- Onboarding new students is not an isolated orientation event
- Coordination of care includes faculty, non-teaching professionals, and front line clerical/civil service employees in sync with each other
Dr. Jeffrey Putman, Vice President for Academic & Student Affairs
Providing students, faculty, and staff support in the “new normal”
• How can we be assured we leave no-one behind?
• How can we support faculty and staff and assure they are setting the right boundaries and exercising self care?

Reviewing policies and ensuring flexibility for students (and applicants) where little existed before

Meeting immediate challenges in admissions and enrollment and residence life?
• When can delaying decisions can harm students?

Responding to a budgetary crisis in a time when more resources may be required.
Comments? Questions?

Thank you
FACT2 Symposium COVID-19
May 28, 2020

Ryan McCabe, Chair of DOODLE and AVP of Academic Technology & High Impact Practices, Finger Lakes Community College

Kim Scalzo, Interim Executive Director of Academic Technologies & Information Services and Executive Director of Open SUNY, SUNY System Administration
Agenda

• Fall 2019/Summer 2019
  • What did we do?
  • What did we learn?

• 2020-2021 Academic Year
  • What are we considering/planning?
Spring/Summer 2020 – Campus Response

• New Support Options for Faculty
  • Drop in support hours
  • Evening/weekend support
  • Technical support that was not ID support
  • Training

• Student Support
  • Early Alert Surveys and Outreach based on COVID-19
  • Flags including Technical Assistance, Wellness Assistance, Connect with Instructor, Connect with Advisor
  • Phone call Outreach to students
• Services for campuses to draw on as needed to support their campus response

• Target audiences
  • Campus Leaders
  • Faculty and Staff
  • Students

• Focus on what we could do well quickly by drawing on faculty and staff expertise across the System (campuses and System Admin)

• Communication/campus engagement
Spring/Summer 2020 – System Response
COVID-19 Remote Instruction Support

- General comments/questions – kim.Scalzo@suny.edu
- Website – one place to aggregate resources and services for campus leaders, faculty/staff, students - erin.maney@suny.edu
  - http://innovate.suny.edu/covid19
- Faculty drop-in hours – faculty can get answers to questions about teaching remotely - alexandra.pickett@suny.edu
  - https://innovate.suny.edu/covid19/faculty-staff/course-support-session/
- Open Digital Content – openly licensed digital content – michael.daly@suny.edu
  - http://oer.suny.edu
- Student drop-in hours – students can get answers to questions about learning remotely - michele.forte@suny.edu
  - https://innovate.suny.edu/covid19/faculty-staff/course-support-session/
- Remote teaching clinic – webinars/training for faculty and staff – jamie.heron@suny.edu
  - https://innovate.suny.edu/covid19/faculty-staff/course-support-session/#clinic
- Communities of Practice – discipline specific faculty CoPs in Workplace - chris.price@suny.edu
  - https://innovate.suny.edu/covid19/faculty-staff/course-support-session/#workplace
- Help Desk – expansion Tier 1 and Tier 2 tech support for students and faculty - mike.walker@suny.edu
  - https://online.suny.edu/help/
- Technology Support – scaling infrastructure and expanded offerings for Collaborate and Ally - harry.cargile@suny.edu
  - https://innovate.suny.edu/covid19/campus-leaders/campus-technology-status/
- Data/Tracking/Reporting – dashboard to monitor usage and assess ongoing need - kristyn.muller@suny.edu
  - https://tinyurl.com/SUNY-COVID19-Response
Spring/Summer 2020 – System Response

http://innovate.suny.edu/COVID19
What did we learn? Campus Level

• Our campuses came to this from a position of experience and strength
  • Having DL leaders involved in the planning process increased the likelihood of success in Spring 2020
  • Their experience in emerging modalities makes them a great resource for campuses to rely on as shifts like this happen
  • Moving forward for Fall 2020 and Spring 2021 it is important that DL Leaders are involved in planning conversations
Weekly DOODLE Meeting with SUNY

- 50-70 attendees weekly
- SUNY Updates
- Campus Updates, Campus Challenges and Wins
- Conversations:
  - Summer, Fall planning
  - Grading policies
  - Remote Learning Best Practices
  - Faculty Checklist creation
What did we learn? System Level

• Students and faculty were similarly put into situations for which they had little to no preparation or context
• Campus usage of services varied
• Remote instruction to enable academic continuity is not what most of us consider to be “online learning”
• We responded from a position of strength/experience in online learning
• Collaboration across organizational boundaries served us well
• Communication enabled us to evolve as needed
COVID-19 Dashboard

https://tinyurl.com/SUNY-COVID19-Response

Data collection and dashboard allowed us to monitor usage and share with SUNY and campus leadership.
Fall 2020 – What are we planning? Campuses

• Planning for less forgiveness
  • Student expectations will be higher
    • Students will likely expect an online presence
    • Course Syllabi, grades, documents should be shared via web platform
    • Proper training of faculty
  • Faculty expectations of support will be higher
    • Asynchronous support
    • Drop-in hours
    • Online Synchronous support - not something that has been on ID radar
Fall 2020 – What are we planning? System

• Survey of campus support needs to help prioritize services
• Continue to support campus planning effort for academic continuity
  • More focused training for faculty based on campus scenarios (remote instruction, hybrid and blended models, selection of tools and technologies, accessibility, virtual/remote labs)
  • More targeted drop-in hours
  • New supports and training for student affairs staff/functions
  • New U-wide contracts (proctoring, captioning, tutoring, others?)
  • Targeted promotion and recruitment efforts
• Ongoing assessment
• Continued communication/engagement
• Agility and ability to pivot as we continue to get new information
Technology Response to Remote Learning @ Scale

Karen Geduldig, Associate Chief Information Officer, SUNY OIT
Sean Moriarty, Chief Technology Officer, SUNY Oswego
May 28, 2020
Agenda

● The Pivot - COVID-19 response
  ○ The Remote Campus
    ■ Infrastructure
    ■ Learning Support
    ■ Teaching Support
    ■ Telecommuting
    ■ Other services
  ○ The future
    ■ Summer and Fall
    ■ Budget 2020 & 2020-21
● And life goes on - other campus priorities
Digital transformation is **Years** away. I don't see our company having to change anytime soon.

© marketoonist.com
Preparation - Infrastructure

- Short term and long term solutions
- LMS readiness
  - SUNY Cloud doubled resources
  - added Bb Collaborate licensing
- Telecommuting - Phone queues adjustments, call forwarding
- VPN capacity upgrades
Preparation - Culture

- Work Together- SUNY Administration, SUNY CCIO, sectors, campuses
- Student first attitude - deliver the service to students
- The needs go beyond Academic services - Student services, Admissions
Technology Add-ons

Build on what you have… and add what you don’t

- LMS resources
  - Blackboard, Canvas, Moodle
  - Bb Collaborate
  - Ally

- Zoom, MS Teams, Webex
- Panopto
- Adobe
- VPN tools

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Learning Support - Technology Sharing for Students

- Resources required by students
  - computing devices
  - internet access
- Handled via:
  - computers, laptops - existing equipment
  - vendor offerings (Spectrum, Altice)
Learning Support - Technology Sharing for Students

- Touchpoint between the State of New York and SUNY
- Computing Resources via SUNY
  - 7,000 laptops from Dell and HP
  - 1,800 chromebooks from Dell
- Sharing and goodwill among institutions

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Service and Support - Developing Knowledge bases
Service and Support - SUNY

COVID-19 Support (data as of 4/15)

- COVID-19 Website (launched 3/13)
  - 8,848 users
  - ~12,500 page views
- Remote Teaching Clinic (launched 3/16)
  - 6,391 registrations for 44 topics from 61 campuses
  - 1,187 non-duplicated registrants for the RTC in general.
- Faculty Drop-in Hours (launched 3/13)
  - 470 faculty consultations from 37 campuses
- Student Drop-in Hours (launched 3/22)
  - 241 student consultations from 34 campuses

- Help Desk – (available since 3/2)
  - 5,416 tickets logged from 60 campuses
  - 1,582 from students, 3,268 from faculty, 503 from campus staff, and 63 other
  - Biggest issues are course content creation, Collaborate, assignments, discussions, use of media, tests/surveys/polls, and third party applications

- Bb Collaborate (free through spring)
  - 15 new campuses (from 23 to 38)
- Bb Ally (free through spring)
  - 8 new campuses (from 36 to 42)
Faculty & Staff Support - Technology Sharing

- Telecommuting Challenges of faculty
  - equipment
  - internet access
  - phone access
- Use existing Communities of Practice - Centers for Teaching excellence
- Build new CoP - interdisciplinary, Colleges, SUNY-wide
Support for Remote Teaching Faculty

Drop-in Sessions

LVEC, virtual drop-in sessions staffed with instructional designers and online learning professionals were created to assist with remote course preparation and to assist with your questions.

These sessions will end Friday, May 20 at 9:00PM, but may resume based on campus needs. Please direct your questions to the Open SUNY Help Desk after May 29.

Monday - Friday: 8:00AM - 9:00PM EDT
Tuesday - Sunday: 5:30PM - 9:00PM EDT

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Outside the classroom

- Student Support Services
  - health & mental support services
- Events move virtual
  - Conferences
    - CIT moved back a year
    - vSTC
  - Campus events
    - Orientation.
    - Open Houses
- Security concerns heightened
  - Phishing
And now it is Summer... and next Fall

- Things are taking longer than you think they will take....
- There will be a staggered return
  - When do staff return? When do students return? How many students return?
  - How does space need to be configured for staff safety? And students and visitors?
- And there will be a new normal when we return....
Danger to navigate

- Need to remain agile and ready to respond to the direction the College moves… stay on the same course…. build on the strengths that we have
  - same issues as Spring
    - equipment
    - internet access
    - labs and software access
  - but with new expectations
- The need to go paperless is visible

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Danger to navigate - Budget Challenges

● There will be budget and procurement challenges
  ○ infrastructure may be required to support flexibility, but will it be able to be procured in time?
  ○ shipping delays
    ■ network equipment
    ■ virtual computing labs
    ■ classroom preparation
  ○ Travel cuts
Opportunity to move closer to the vision of the Digital Campus

- Enable digitalization
- Relevance of IT
- Less paper
  - tools
  - workflow
- AI
- Data, data, data
Opportunities to work together

- Enable inter-campus work
- Eduroam brings world-wide educational roaming for researchers
  - eduroam provides simple, easy, secure connectivity from thousands of hotspots across more than 100 countries.
Opportunities to work together

- Common IT Issues
  - Virtual lab support
  - Software access for specialized software
- Procurement
But the beat goes on...

High Priority Projects continue
- SUNY Online
- Admissions CRMs (i.e. Slate)
- Construction projects
- Research support

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Questions/Comments

SUNY The State University of New York

SUNY COUNCIL OF CHIEF INFORMATION OFFICERS
LUNCH

12:30 pm – 1:00 pm