

2019-2020
OPEN SUNY
SERVICE LEVEL AGREEMENT



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ONLINE TEACHING

SCOPE

Open SUNY celebrates, connects, and supports effective online faculty and those who support faculty across the SUNY system while also furthering its collective knowledge of the most effective teaching and learning practices in online education. Open SUNY provides expertise and resources that assist SUNY campuses in ensuring quality in their online teaching and learning environments and supports.

STATEMENT OF SERVICES

Open SUNY has a commitment to academic excellence through research-driven, community-supported practices of innovative online teaching, learner-centered instruction, and pedagogy-focused approaches. We are committed to assisting SUNY campuses and their online faculty to:

- Become highly effective online educators who understand the pedagogy of quality online teaching and learning.
- Leverage the appropriate approaches, best practices, tools, and functionality to meet learning objectives as well as create and manage effectively and efficiently designed online courses.

SUNY-WIDE SERVICES - NO CHARGE

The following programs, supports and services are available to all SUNY campuses at no cost. Open SUNY is continuously evaluating its offerings to better align with the needs of campuses and greater SUNY initiatives. Changes to this list are possible.

PROGRAMS AND EVENTS

- The Open SUNY Fellow Program provides an opportunity for online practitioners in various roles to join the community of practice.
- The Open SUNY Online Teaching Ambassador Program recognizes online SUNY educators who are enthusiastic and effective in online teaching, and who can be positive and strong advocates for online teaching in our SUNY community.
- The Open SUNY Fellow Chat Series showcases Open SUNY Fellows and their work to support our mission of networking, interaction, and excellence in online teaching and learning practices.
- Open SUNY hosts annual events and regular community meetings via web conference. For example, the annual round table meeting held at the SUNY CIT conference.
- The annual Open SUNY Effective Practices Awards program aims to collect, share, and showcase the online best practices, strategies, and innovative online teaching and learning activities of exemplary Open SUNY Fellows and online practitioners from across the SUNY system.

ONLINE TOOLS AND RESOURCES

- Access to an online platform is provided to the Open SUNY networking community of online practitioners. As a true “community of practice,” members representing diverse interests, as well as varying levels of expertise and experience, can use the online platform to network and share what they know with the larger SUNY community.
- The Online Teaching Gazette highlights a curated collection of news articles, research/reports, videos, and podcasts from recent headlines for those interested in keeping current with relevant news, and continuously improving online teaching and learning practices.
- Self-serve resources are available for online instructional designers who want to leverage Open SUNY’s resources to deliver their own online faculty development workshops on their campuses. This may include course archives, PowerPoint slides, handouts, scripts, and other materials.

- Self-paced resources are available for faculty who wish to work through the curriculum at their own speed.
- Access to exemplary online courses for observation is also available. These are online courses that have been selected to serve as models and examples.
- “Designing an Online Course and Becoming an Online Educator,” Open SUNY’s step-by-step manual guide for creating a new online course, is available for download.
- OSCQR.org is a stand-alone informational website that is intended to be used in conjunction with the OSCQR rubric. This resource is designed to provide more in-depth explanations of each standard, ideas and examples of how to address each standard, and citations and information that supports each standard.
- Interested in Teaching Online? Is an openly-licensed, self-paced resource for anyone interested in learning more about online teaching and learning.
- Open SUNY maintains a pool of volunteer faculty and ID mentors. Campuses are encouraged to work with the mentors who best meet their needs.
- Campuses have access to, and unlimited use of, the Open SUNY Course Quality Review (OSCQR) Rubric.
- Open SUNY maintains a pool of qualified OSCQR course reviewers. Campuses are encouraged to work with the reviewers who best meet their needs.
- Access is provided to national and international experts, organizations, and award opportunities through a system-level membership in the Online Learning Consortium (OLC), through at least September 20, 2019.

OPTIONS AND FEES

OPEN SUNY SUMMIT

The annual Open SUNY Summit brings national leaders and innovators in online learning to SUNY for a three-day event that alternates annually between Syracuse, NY, and New York City locations.

For information on the Open SUNY Summit program and registration fee schedule, please visit:

<http://commons.suny.edu/cotehub/events/open-suny-summit/>

The Open SUNY Summit is streamed live, recorded, and available to watch for free.

OPEN SUNY AFFILIATE CAMPUS PROGRAM

The aim of this program is to help campuses review and ensure that their online program has a documented plan for continuous improvement. Open SUNY staff will facilitate a review of the campus online competency development program to document and sustain best practices, and to identify gaps and areas of improvement in campus-based supports and services. Open SUNY generates an implementation plan that documents the program, supports, services, sustainability of best practices, and the actions necessary to fill the gaps and improve the program. Recommendations and system-level resources are collaboratively discussed. Campuses that successfully complete this program will be Open SUNY certified to offer trainings and award badges on behalf of Open SUNY.

There is fee of \$5,000 annually for this certification.

ONLINE COURSE REVIEWS

Open SUNY can assist in online course quality initiatives by conducting online course reviews with OSCQR (our online course quality rubric).

Options include:

1. An OSCQR review by an experienced and OSCQR-certified online instructional designer, including a meeting to review and discuss the review and the resulting Action Plan, and to assist in the prioritization of course improvements with the ID, instructor, or staff responsible for the course refresh.
2. Coordination of online course review from a pool of external trained volunteer reviewers. Limitations based on availability of reviewers.

Custom quotes per review based on \$400/day. A typical review is one day, but depends on scope and complexity of the course(s)/initiative.

10% discount on 11 or more reviews.

ONLINE TEACHING CUSTOM TRAINING

Custom quotes are available for Open SUNY Online Teaching supports and services upon request and contingent upon staff availability.

APPLICATION SERVICES

SCOPE

In partnership with the SUNY Information Technology Exchange Center (ITEC) and Blackboard, Open SUNY offers SUNY campuses a managed hosting environment for Blackboard Learn Learning Management System (LMS), including the course delivery, content management, and community engagement modules. Regardless of hosting environment (ITEC, Blackboard, or Self-Hosted), the Open SUNY Application Services team will provide a high level of technical support of the Blackboard Learn application.

This document represents a service agreement between Open SUNY and the SUNY campuses using the Blackboard Learn Learning Management System and computing resources supported by Open SUNY.

STATEMENT OF SERVICES

The Open SUNY Application Services Team provides several points of service for SUNY campuses:

- Second-Tier Application Support Services
- Blackboard Learn Administration Services
- Remote Blackboard Learn Administration Services
- Migration Support / Project Management / Training

SERVICES PROVIDED BY OPEN SUNY

The following outlines the services provided by Open SUNY when a SUNY campus purchases Open SUNY Support Services:

FIRST-TIER HELPDESK SUPPORT

Open SUNY Support Services provides quality support to Blackboard Learn administrators, instructional designers, faculty, and students. The Open SUNY HelpDesk staff is trained to assist with various first-tier questions within the Blackboard Learn Learning Management System, including navigation, how-to questions, and login issues. For more information on first-tier HelpDesk support, please refer to the End User HelpDesk Services section of this document.

SECOND-TIER APPLICATION SUPPORT SERVICES

The Open SUNY Application Services Team provides second-tier support to assist with higher-level questions, issues, information, and service requests regarding the Blackboard Learn application. The Open SUNY Application Services Team works with staff at ITEC and/or Blackboard to resolve functional system issues.

BLACKBOARD LEARN ADMINISTRATION SERVICES

The following services are provided with the administration of Blackboard Learn:

- Assistance with all escalated issues
- Blackboard Learn policies, procedures, and knowledge base
- Account changes for campus administrators
- Second-tier support of all campus administrators
- Blackboard Learn administrator knowledge-sharing

- In conjunction with the hosting provider:
 - Provide SIS integration support for courses, faculty, staff, students, enrollments, and terms
 - Global authentication settings and configurations
 - Coordinate and perform maintenance
 - Set technical specifications for the Blackboard Learn environment
 - Coordinate and create a new version of sandbox environment user accounts and practice courses
- Project planning, management and execution of Blackboard Learn upgrades
- New version support, exploration, research, and bug reporting
 - Blackboard Learn administrator documentation

REMOTE BLACKBOARD LEARN ADMINISTRATION SERVICES

In addition to ITEC, if the campus self-hosts Blackboard Learn or chooses a different hosting provider (e.g., Blackboard Managed Hosting or SaaS Deployment), Open SUNY can provide remote Blackboard Learn Administration Services. In order to successfully provide this service, the campus must grant the Open SUNY Application Services team the appropriate access to the Blackboard Learn environment to perform the expected duties.

The expected duties for the Remote Blackboard Learn Administration Services are the same as those outlined in the included "Blackboard Learn Administration Services" section.

MIGRATION SUPPORT / PROJECT MANAGEMENT / TRAINING

Open SUNY Application Services can provide custom migration support, training, and project management services to campuses moving from legacy LMS systems to the Blackboard Learn platform. Previous systems have included migrations from ANGEL, WebCT, and Desire2Learn to Blackboard Learn. Open SUNY will provide a custom quote for any interested campuses with this need.

CRITERIA FOR APPLICATION AND HOSTING SUPPORT

CAMPUS CONTACT LIAISONS

To facilitate the successful administration and hosting of Blackboard Learn, each campus should select two direct contacts to coordinate with Open SUNY Application Services Team members during standard office hours. It is recommended that these contacts represent the Blackboard Learn Administrator and Instructional Designer perspectives.

Campus representatives serving in this role are given the authority by their campus to make important decisions that directly affect the online teaching and learning experience through Blackboard Learn global configuration changes, tool availability, and other global environment considerations. Additionally, these representatives are provided access to Open SUNY-created Administrator documentation and resources.

CAMPUS RESPONSIBILITIES

Under this agreement, a participating campus agrees to:

- Provide consent to access courses and content. Open SUNY technical support personnel, including the HelpDesk and database/system administrators, respect the privacy and confidentiality of students and faculty. Open SUNY personnel may access private areas and documents within courses to troubleshoot problems and assist students and/or faculty having technical difficulties. This may include logging in as the user and/or using the Blackboard Learn-specific equivalent functionality.
- Notify Open SUNY Support Services in advance of any scheduled maintenance and/or change that may potentially impact the usage of the hosted and supported Blackboard Learn environment.
- Check the Open SUNY website frequently for information and other links to self-help assistance at: <http://online.suny.edu/help>.
- Exercise patience by understanding the volume of requests the Open SUNY HelpDesk receives during peak times and the rationale for assessing service priorities.
- Provide Open SUNY staff with college escalation contacts and/or procedures for student, faculty, and technical support, and update Open SUNY when personnel changes occur.
- Check Open SUNY announcements sent via email and/or added to the public announcement areas of your campus Blackboard Learn environment.

AFTER-HOURS EMERGENCY HOSTING SUPPORT PROCEDURES

These procedures are subject to change.

It is recommended that only the two direct campus contacts communicate with Open SUNY to obtain after-hours emergency hosting support; however, the Open SUNY HelpDesk hours do not extend past 9 PM. When a critical issue(s) arises for ITEC-hosted campuses, the campus should follow the link below for further instructions regarding critical issues only, as outlined on this website: http://itec.suny.edu/info/get_support.html

If your campus contracts for the Blackboard Managed Hosting Service, the campus should follow the appropriate procedures outlined within their service offering.

Prior to escalating an issue, we strongly encourage campus officials to communicate first with their local information technology contact (Chief Information Officer, Director of Technology, etc.) or appropriate campus staff member to ensure that the issue does not reside on the campus. It is extremely important that the campus completes its own troubleshooting prior to involving other personnel for after-hours support. Consulting with a local information technology staff member can result in an efficient resolution for the problem.

These guidelines are provided for use by the appropriate designated college personnel and should not be used by the general public. Faculty or students should not have access to these emergency procedures. All other issues should be directed to the Open SUNY HelpDesk.

END USER HELPDESK SERVICES

SCOPE

The Open SUNY HelpDesk provides end user support for Learning Management Systems (LMS) via telephone, web, chat, and email for prospective and active students, faculty, and staff of the SUNY community. The Open SUNY HelpDesk staff strives to deliver quality customer service to support the missions of Open SUNY and the Office of the Provost. To ensure the best possible support, the HelpDesk provides the SUNY community with this Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

This document represents an understanding between the Open SUNY HelpDesk and the SUNY campuses using LMS and computing resources supported by Open SUNY.

STATEMENT OF SERVICES

The HelpDesk is committed to delivering quality customer service by:

- Responding to requests for support within appropriate time frames
- Interacting with all contacts in a respectful and professional manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators

HELPDESK SERVICES

The HelpDesk is the initial point of contact for all questions, issues, information, and service requests regarding online course support for faculty, students, and campus staff. The HelpDesk staff logs the inquiry into the Open SUNY tracking system and attempts to resolve on first contact. If a first contact resolution is not possible, requests are assigned to additional Open SUNY staff member(s) to assist with resolution.

The HelpDesk service focuses on direct support and assistance for end users of the LMS. This includes:

- “How to” questions for a campus LMS
- LMS navigation guidance for students and faculty
- LMS “log in” or access questions (if applicable)
- Tier One End-user support for the SUNY university-wide Collaborate service offering
- End-User support (Tier One and Tier Two) for the Blackboard Learn Core LMS Tools. *To receive a current list of the Blackboard Learn Core LMS Tools, submit an Open SUNY HelpDesk request at <https://online.suny.edu/help>.*
- Ability to view issue resolutions in the Open SUNY ticket tracking system
- Initial point of contact for all Open SUNY questions and issues (Service Desk). The HelpDesk attempts to resolve various student, faculty, and campus staff issues. When the HelpDesk is unable to resolve the issue, a service ticket is escalated to other team(s) or person(s) as appropriate.

ISSUE RESOLUTION

The HelpDesk goal is to resolve issues completely at the time of the service contact. When that is not possible, staff will document and assign priorities for the service contact received in order to expedite a resolution for the issue. All contacts will be handled according to the priority assigned to them.

During **non-peak** times, the HelpDesk **average** resolution rate during normal business hours is two hours. Due to the volume of contacts during the opening two weeks of school, during exam periods, and in other peak volume weeks, response times may be longer than normal. During **peak times or unexpected emergencies**, the HelpDesk **average** resolution rate during normal business hours is eight hours. The HelpDesk staff will inform end users if such an exception is necessary.

NORMAL BUSINESS HOURS

The HelpDesk is available during the following normal hours of operation:

Monday – Thursday 8:00 AM to 9:00 PM

Friday 8:00 AM to 5:00 PM

Saturday 10:00 AM to 5:00 PM

Sunday 1:00 PM to 9:00 PM

All Hours are Eastern Standard Time

The HelpDesk can be reached directly via phone during normal office hours of operation:

1-844-673-6786 (1-844-OPENSUNY) (toll-free within the United States)

1-518-320-1300 (local calling area)

The **preferred** method to contact the HelpDesk is via the web, by going to Open SUNY's Support Services portal at: <http://service.sunyconnect.suny.edu/footprints/proj16.html>

Inquiries, requests, and information can be entered directly into the ticket tracking system and referenced by the initiator at any time. In addition, the Open SUNY HelpDesk can be reached via email at: opensunyhlp@suny.edu.

The HelpDesk sends out campus-wide emails, announcements, and/or notifications when scheduled downtime for a service is required or an unexpected outage occurs.

AFTER HOURS AND HOLIDAYS

When the HelpDesk is closed, the end user may still contact the HelpDesk using any of the contact methods mentioned within the Normal Business Hours section above. The Open SUNY HelpDesk will address requests in the order in which they are received once the HelpDesk has reopened.

Any modifications to the HelpDesk schedule or contact options will be announced through email and/or public announcement areas ahead of any changes. A recorded voice message will also inform all callers. The HelpDesk does not close for all NY State designated holidays. The HelpDesk does close for major holidays, including New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Notification of holiday closings will be made in advance.

UNFORESEEN OFFICE CLOSURES

The Open SUNY HelpDesk may close in its entirety or in part due to unforeseen circumstances. In the event of such a closure, modifications to the Open SUNY HelpDesk schedule or contact options will be announced through email and/or public announcement areas ahead of any changes. A recorded voice message will also inform all callers.

CAMPUS RESPONSIBILITIES

In order to facilitate the support process, members of the Open SUNY community are requested to:

- Assist in communicating with the HelpDesk if required. The HelpDesk analyst may close the call ticket if the analyst has not received any response after attempting to contact the client.
- Provide consent to access courses and content. Open SUNY technical support personnel, including HelpDesk and database/system administrators, respect the privacy and confidentiality of students and faculty. Open SUNY personnel may access private areas and documents within courses to troubleshoot problems and assist students and/or faculty having technical difficulties. This may include logging in as the user and/or using the LMS specific equivalent functionality.
- Notify the Open SUNY Support Services in advance of any scheduled maintenance and/or change that may potentially impact the usage of the hosted LMS environment.

- Check the Open SUNY website frequently for information and other links to self-help assistance at: <https://online.suny.edu/help/>.
 - Exercise patience by understanding the volume of requests the HelpDesk receives during peak times and the rationale for assessing service priorities.
 - Provide Open SUNY with college escalation contacts and/or procedures for student, faculty, and technical support, and update Open SUNY when personnel changes occur.
 - Check Open SUNY announcements sent via email or added to public announcement areas of each campus LMS.
 - Provide End-User support (Tier One) for the Blackboard Learn Non-Core LMS Tools. *To receive a current list of the Blackboard Learn Core LMS Tools, submit an Open SUNY HelpDesk request at: <http://open.suny.edu/help>.*
 - Communicate with End Users regarding the information they need to provide when calling or sending requests to the Open SUNY Helpdesk. Users may be expected to provide the following information when contacting the HelpDesk:
 - User name and name of institution
 - Contact information (preferred phone and email address)
 - Name and version of web browser software (Ex: Internet Explorer 11, Edge 17, Firefox 63, Chrome version 70.0.3538.77)
 - Name and version of computer's operating system (Ex: Microsoft Windows 10 or macOS 10.14 "Mojave")
 - Detailed description of the technical problem or error
 - For issues related to a course, please be prepared to include course title and code, the name of the SUNY college offering the course, and the professor's name
 - For inquiries related to assignment submission, provide the name of your word processing software or other software being used to create the assignment (Ex. Excel, PowerPoint, etc.)
 - For issues or errors related to the Open SUNY website, provide the web page address

QUALITY COMMITMENT & FEEDBACK

Open SUNY encourages the SUNY community to provide feedback regarding the quality of our services. Constructive comments are always welcome and treated with importance. Management review comments and appropriate actions are taken when required. All information received through survey or other methods may be kept confidential, if requested. Always feel free to contact any member of Open SUNY's management team to share comments.

FERPA

Open SUNY acknowledges that some of the information it obtains from students may be protected from disclosure to third parties under the Family Education Rights Privacy Act (FERPA). Open SUNY agrees to maintain the confidentiality of such information and comply with FERPA.

STUDENT SUPPORT SERVICES

SCOPE

Open SUNY Student Supports prioritizes cultivation of research-supported practices by which students can successfully engage in the online learning environment at the campus level. Open SUNY Student Supports especially focuses on the “post-traditional” learner: individuals who may already be in the workforce without a postsecondary credential, and are pursuing further knowledge and skills while balancing work, life, and education responsibilities. To best support online students, Open SUNY Student Supports suggests campuses adopt key signature elements including a tool to determine readiness for online learning, online tutoring, a single-point-of-contact advisor or mentor “Concierge”, an early alerts system, and an online orientation.

STATEMENT OF SERVICES

Open SUNY Student Supports provides a range of resources to campuses, and is committed to assisting campuses in the creation and curation of effective online student and academic supports that best reflect campus culture, student need, and administrative direction. We are committed to furthering our collective, system-wide learning and data-rich stories about the crucial role student and academic supports play in the success, retention, and completion of our online students.

SERVICES - NO CHARGE

Services described below can be individually customized to reflect campus resources and needs.

- Open SUNY Website for searching online courses, degree and certificate programs
- Implementation support of the Concierge/coaching model
 - On demand, on-site direct consultations
 - Concierge/coaching guidebook
 - Mentoring network
 - Best practice usage of signature elements
- Concierge/coaching Community of Practice
 - Monthly conference calls where participants can share experiences and learn from others
 - Collaborative community space
 - Opportunities to hear from experts external to SUNY to highlight best practices
 - Annual meeting at CIT
- Early Alerts Community of Practice
 - Regular meetings (virtual and/or face-to-face) for sharing experiences and comparing best practices.
 - Collaborative community space
- Access to vendor relationships (early alerts, online tutoring, readiness tool)
 - Pilot programs for new tools, including identification of metrics to track efficacy
 - Access to industry experts
 - Assistance to campuses when dealing with vendors
 - Assistance with the implementation/communication of campus tools, based on research and best practices learned from other SUNY schools
- Development and implementation of a student online readiness assessment
- NetTutor online tutoring (*limited hours may be available free to Open SUNY+ programs. Please contact michele.forte@suny.edu with questions.)
- Research and benchmarking
- Open SUNY’s Student Orientation
 - Introduces online learning, addresses the skills needed for success and where students can go for help
 - Helps returning online students brush up on their skills

CAMPUS SUPPORT SERVICES

SCOPE

Campus Support encompasses Institutional Readiness and Enrollment Planning Roundtable, as well as a variety of optional fee-based technology solutions.

STATEMENT OF SERVICES

OPEN SUNY RESEARCH

Open SUNY helps to facilitate research pertaining to online teaching, learning, and student success. Historically, SLN/ Open SUNY has conducted annual student surveys to collect data for a longitudinal study, and has provided campuses with access to their own data for campus purposes. Open SUNY's research partnerships promote the expansion and dissemination of generalizable knowledge about a variety of online learning-related topics.

OPEN SUNY DASHBOARDS

Open SUNY provides a series of interactive data visualizations designed to provide campus leaders with insights about the SUNY-wide and campus-level online learning landscape. The Dashboards website (<http://commons.suny.edu/opensuny/dashboards/>) contains visualization regarding online program inquiries, enrollment, student demographics, course section details, registrations, credits, programs, and faculty.

OPEN SUNY INSTITUTIONAL READINESS

Open SUNY is a system-wide effort designed to maximize online-enabled learning opportunities for all SUNY students current and future. To answer your questions about Open SUNY and to be sure your campus is prepared and has the opportunity to participate fully, System Administration is offering assistance, at no cost, to help campus leadership teams assess their institutional readiness for the Open SUNY effort

WHY DOES INSTITUTIONAL READINESS MATTER?

- The **quality of online-enabled education is a frequently voiced concern**, and this process will help address concerns about quality on your campus and ensure you know what it takes to deliver a high-quality experience to your students.
- Open SUNY calls for an expansion of degree programs available online across the system. Ensuring **quality at the degree program level requires support and commitment of campus leadership**. This process will engage your campus leadership team to build that support and commitment.
- This process will allow you to **explore the benefits your campus may be able to receive through participation in Open SUNY**. Through this process you will become aware of the supports available and can determine how to leverage those supports to benefit your students and faculty.
- Use this process to learn what it takes to **be as successful as possible in your online- enabled learning efforts**.
- This process will help you identify areas in which you can **improve processes and policies on your campus to save time, money, and improve quality**.

WHAT IS THE OPEN SUNY INSTITUTIONAL READINESS PROCESS LIKE?

This is a three-part campus consulting engagement process, facilitated by expert leaders in online learning using a nationally recognized standard for quality. The process is outlined below:

STEP 1: Overview of Process and Campus Commitment/Expectations <i>1-2 hrs (virtual or on campus)</i>	STEP 2: Self Assessment <i>1 day (on campus)</i>	STEP 3: Implementation Planning <i>1 day (on campus)</i>
Engagement with Campus Leadership, and could include Campus Community <ul style="list-style-type: none"> • Campus background and strategy/ goals for online learning • Update on Open SUNY and discussion of campus role • Review of Online Learning Consortium Quality Scorecard - Nine categories of quality and 75 indicators • Outline process and time frame for deliverables 	Engagement with Campus Leadership <ul style="list-style-type: none"> • Individuals complete self-assessment • Facilitated discussion to determine consensus ratings • Identify best practices • Identify areas where gaps need to be closed to meet requirements of quality indicators 	Engagement with Campus Leadership <ul style="list-style-type: none"> • Individuals document best practices & identify possible actions to close gaps • Facilitated discussion for consensus building • Proposal for comprehensive implementation plan: <ul style="list-style-type: none"> • Org structure • Sustain best practices • Close gaps • Benchmarking • Continuous Quality improvement

WHAT IS THE ONLINE LEARNING CONSORTIUM QUALITY SCORECARD?

The Online Learning Consortium (formerly Sloan-C) Quality Scorecard is the most comprehensive quality standard for the administration of distance learning programs that exists. It was developed by a team of distance learning leaders across the US and has been strongly endorsed by the Online Learning Consortium, the leading organization for quality in online learning. The quality indicators align closely to both Middle States standards and NYS Education Department standards/ criteria for distance learning programs and serve as a good framework for campuses to use in either building programs or assessing their readiness to ensure quality and success in online learning.

Quality Framework

75 indicators across 9 categories:

- Institutional Support
- Technology Support
- Course Development and Instructional Design
- Course Structure
- Teaching and Learning
- Social and Student Engagement
- Faculty Support
- Student Support
- Evaluation and Assessment



WHO SHOULD BE INVOLVED?

This process is designed to engage the campus leadership team representing academic leadership as well as all of the functional and infrastructure areas covered by the quality indicators in the scorecard. The required roles on the campus include, but are not limited to:

- Provost
- Chief Financial Officer
- Chief Information Officer
- Chief Student Affairs Officer
- Faculty Governance Leader
- Program Director(s)
- Distance Learning Leader (if this position exists)
- Library Director
- Institutional Research Coordinator
- Academic Leadership (Deans/Dept Chairs)

HOW DO YOU PARTICIPATE?

For more information on the institutional readiness process or to initiate the process with your campus, please contact Dan Feinberg at dan.feinberg@suny.edu 518-320-1133; or visit open.suny.edu/ir

OPEN SUNY ENROLLMENT PLANNING ROUNDTABLE

The Open SUNY enrollment planning roundtable is a free consulting service provided by SUNY System Administration. The roundtable discussion encourages campus participants to take a strategic view of the path forward for online programs, including considerations related to academic mission of the campus, target populations, ways to serve online students, and strategic opportunities for enrollment growth and scalability. The roundtable is structured to be an interactive dialogue intended to help campuses:

- Identify their online program aspirations and ensure alignment with overall enrollment planning aspirations
- Target populations that may be ideal for growth or new program development based on high needs/high demand areas
- Create strategies to advance these efforts through a scalability plan to ensure that resources for support can scale with enrollment growth

These high need, online programs will help SUNY graduate more students toward our system-wide goal of 150,000 graduates per year by 2025.

WHAT IS THE ENROLLMENT PLANNING ROUNDTABLE PROCESS LIKE?

STEP 1: Overview of Process and Campus Commitment/Expectations <i>(Email, and 90 minute conference call)</i>	STEP 2: Self Assessment <i>1 day (on campus)</i>	STEP 3: Implementation Planning <i>1 day (on campus)</i>
Engagement with Campus <ul style="list-style-type: none"> • Confirm roundtable date, location attendees and campus lead • Review and confirm validity of enrollment data (Basic IR online enrollments & growth data, program growth analysis) • Return pre-roundtable questionnaire (one week before pre-call) • Participate in a roundtable pre-call to review agenda and presentation (one week before roundtable) 	Engagement with Campus Leadership <ul style="list-style-type: none"> • SUNY System to facilitate overall roundtable discussion on online enrollment growth • Identify aspirations for online program and lay foundation for future discussions • Identify ways in which SUNY System can help with enrollment growth and scalability plan • Provide the campus with a program data dashboard • Record action items and takeaway 	Engagement with Campus Leadership <ul style="list-style-type: none"> • Provide campus with key takeaways, action items, final presentation and list of programs for growth • Hold a deep dive conversation on the debrief and next step items discussed at the roundtable • Review and discuss campus scalability plan to ensure resources for support will scale with enrollment growth and advance enrollment efforts

AREAS OF FOCUS

Growth Aspirations

- Alignment on aspirations on the role of online enrollment growth

Economics of Growth & Functions and Capabilities

- Strategic view of the path forward for online enrollment growth
- Review of campus economics and operating model
- Utilization of the Open SUNY campus business case tool

Programs for Growth

- Determine existing online programs to invest in for growth
- Establish programs to move online or market online
- Recommend distinctive new programs to start
- Determine top job growth by region and necessary degrees (NYS Department of Labor)

Marketing and Enrollment

- Ideas on highest value marketing efforts
- Marketing and enrollment best practices
- Campus and System collaboration

WHO SHOULD BE INVOLVED?

Each session is facilitated by representatives from System Administration and uses campus data, student survey data, and Department of Labor data to help determine the best strategy for enrollment growth at your campus. The required campus roles include, but are not limited to:

- Campus President
- Provost
- Faculty Governance Leaders
- Chief Financial Officer (CFO)
- Chief Information Officer (CIO)
- Marketing and Enrollment Officers
- Academic Deans
- Distance Learning Leader (if this position exists)
- Other designees of the President

HOW DO YOU PARTICIPATE?

For more information on the enrollment planning roundtable process or to initiate the process with your campus, please contact Dan Feinberg at dan.feinberg@suny.edu or 518-320-1133.

FEE-BASED SERVICES

Campuses may choose to opt into vendor-provided technology solutions. Campuses can contact Open SUNY for information as to vendor/Open SUNY relationship.

- Online Readiness Assessment
 - SmarterMeasure Online Readiness Assessment – Campuses can work with vendor for customized, campus-specific readiness assessment tool
- Early Alert
 - Starfish by Hobson’s Early Alert Solution – Campuses can work with vendor for highly customized, campus-/program-specific early alert tool
- Online Proctoring

There are a variety of options for online proctoring if your campus does not already have a solution in place. Open SUNY has created the following procurement vehicles for campuses to procure at their discretion:

 - RPNOW by Software Secure: <http://www.softwaresecure.com/product/remote-proctor-now/>
 - FairExam by Examiy: <http://examiy.com/fairexam-2/>
 - ProctorU: <http://www.proctoru.com/howitworks.php>
 - Proctortrack by Verificent Technologies: <http://www.verificent.com/proctortrack/>

OPEN SUNY SERVICES PARTICIPATING INSTITUTION AGREEMENT (PIA)

SCOPE

Open SUNY offers services to support online education at participating SUNY institutions.

The Participating Institution (PI) agrees to the following:

- 1) Term: This Agreement shall take effect on July 1, 2019 and automatically renews every year on July 1st.
- 2) Service Level Agreement: The Service Level Agreement (SLA) provides a detailed outline of the services offered during the term of this agreement. The SLA is subject to change during: (1) budgetary restrictions from New York State and (2) limitations on Open SUNY staffing resources.
If any of these events should occur, Open SUNY will amend the SLA, and shall provide communications outlining the amendment's effective dates. If applicable, Open SUNY will create a plan to compensate campuses for unexpected hardships.
- 3) Service Changes: (1) The PI commits to maintain services selected in this agreement for a one year period. (2) During the term of this agreement, the PI may add any new services that become available through Open SUNY. (3) If the PI opts to amend or terminate any of the Open SUNY services in this agreement, the PI must notify Open SUNY of the change 90 calendar days in advance of the renewal date.
- 4) Annual Fee & Payment: Annual billing will be based on services provided from July 1 through June 30.
- 5) Campus Support: The PI agrees to maintain reasonable levels of campus staff, as described within the Campus Responsibilities sections of this Service Level Agreement, with appropriate skills to work with Open SUNY personnel.

REQUEST FOR SERVICES

ONLINE TEACHING

- Open SUNY Affiliate Campus Program \$5,000
- Online Course Reviews Contact Open SUNY for quote

APPLICATION SERVICES

- Application Services Contact Open SUNY for quote

END USER HELPDESK SERVICES

- Full HelpDesk Service Contact Open SUNY for quote
- Supplemental HelpDesk Service Only Contact Open SUNY for quote

CONTACTS

- Student Support Services Contact: michele.forte@suny.edu
- Institutional Readiness Contact: dan.feinberg@suny.edu
- Enrollment Planning Roundtable Contact: dan.feinberg@suny.edu

Total Annual Cost: _____

INDIRECT COST RECOVERY RATE

As part of System Administration’s continued work to account for its costs and activities, all charges will be subject to the New York State Indirect Cost Recovery Rate for Non-Federal Funds (currently 3.33%, subject to change).

Signature: (Must be signed by a campus executive designated as an authorized signatory.)

Authorized Signature

Printed Name