



**Update on the Migration to the new SUNY Digital Learning Environment
SUNY Online Summit**

March 8, 2023



Agenda

- 1. Concept: What is the SUNY Digital Learning Environment (DLE)?**
- 2. Implementation: Project Process & Structure**
- 3. Practical: DLE Architecture**
- 4. Measurable: Project Status & Metrics**
- 5. Questions!**



Concept: What is the SUNY Digital Learning Environment



SUNY Digital Learning Environment

- **Goal: Provide a comprehensive digital learning environment across SUNY that is robust, modern, reliable, secure, accessible and easy to use for faculty, staff, and students. It includes:**
 - The *LMS as the foundation* with opportunities for *integration of a suite of tools* at both the system and campus level to support enable and support all of SUNY's teaching and learning activities.
 - *Standardization* of the environment where we can *align with academic and IT policies and SUNY level standards/guidance*.
 - *Less-redundancy of tools* with overlap in functionality to allow SUNY campuses to maintain or expand their DLE while *reducing the overall licensing costs* across the SUNY System.
 - *Flexibility for campus* level-specific tools and campus level administration where that is needed.
 - *Consistent data structures* and data elements to allow for a *more efficient ways to support and aggregate/collect critical data* for strategic decisions.
 - A consistent user interface to make it *easier for students and faculty* to work across campus boundaries

Ultimately, the DLE should enable student success with a range of opportunities for students to connect with their campus, including other students and faculty



Advantages of the DLE

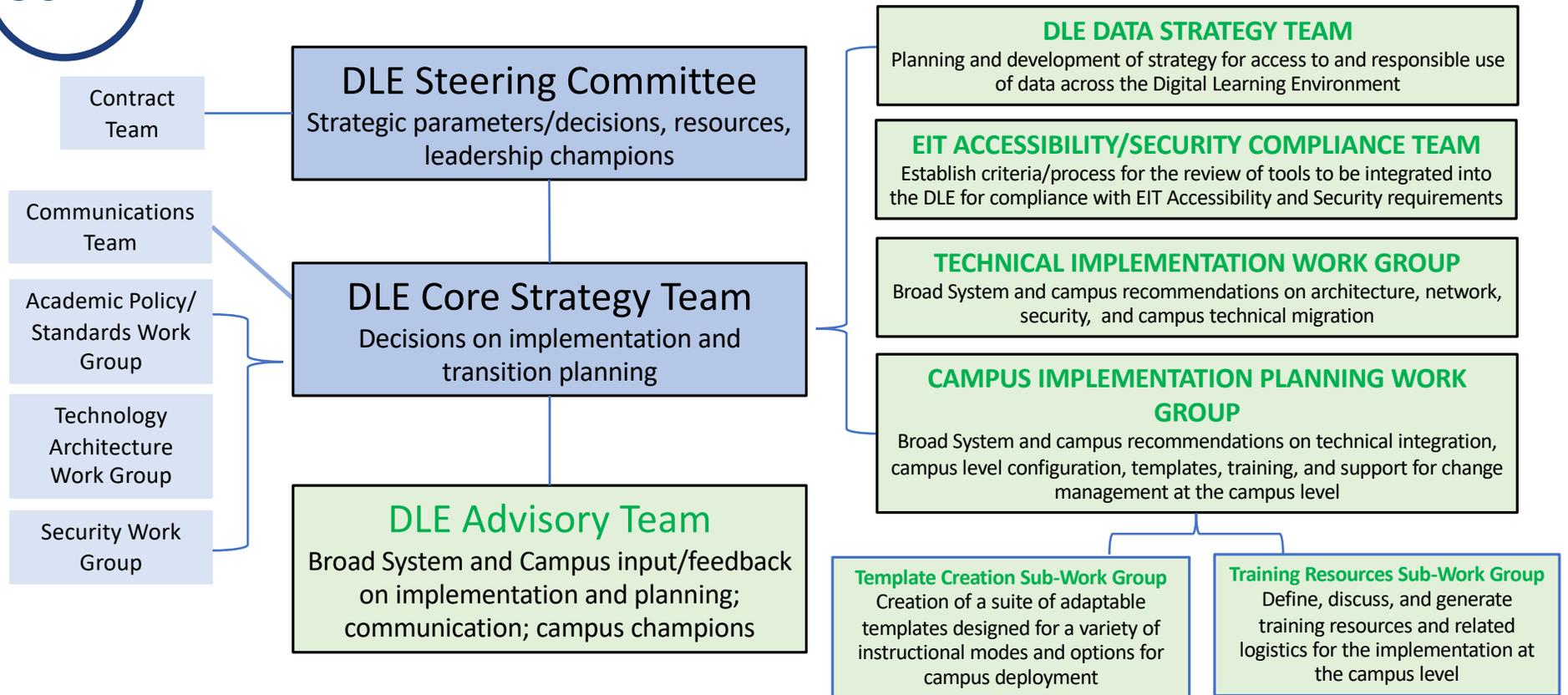
Student	Instructor / Faculty	Technical Admin / Support	Institutional
<p>Seamless access to cross-campus course enrollments</p> <p>Familiarity with common LMS and navigation for pathway students which will lead to a more positive student experience</p> <p>More accessible tools and functionality</p> <p>Expanded opportunities for connecting</p>	<p>Greater opportunity for community and cross-campus collaborative teaching</p> <p>Seamless course and learning assets sharing through the Learning Object Repository</p> <p>Greater opportunity for cross-campus professional development and training</p> <p>Having a common U-wide LMS will provide familiarity for faculty who teach at various campuses and ultimately lead to strong adoption</p> <p>More accessible tools and functionality</p>	<p>Collaboration across campuses for documentation, templates and training support</p> <p>Reduce effort for implementation and deployment of third-party tools and vendor management</p> <p>Streamlined issue resolution across all campuses</p> <p>Reduced complexities in supporting the environment across SUNY; efficiencies for upgrades, integrations, changes to environment across the system</p> <p>Increased opportunities to leverage shared services and reduce costs/workload at the campus level</p>	<p>Campuses retain campus branding and local administrative control for functionality that must be maintained at the campus level</p> <p>Greater cost savings with economies at scale for third-party tools</p> <p>Opportunities to easily deploy System-Wide Professional Development and Human Resource training</p> <p>More robust data and support for individual SUNY students across their lifelong learning experience</p> <p>Efficiencies in data integrations and reduction of campus effort for reporting data to System Administration</p>



Implementation: Project Process and Structure



SUNY DLE Project Structure - Implementation



<https://dle.suny.edu/meet-the-teams/>



Implementation Plan 4 Cohorts over 2 Years

	2022			2023		
	Jan. - Apr.	May - Aug.	Sep. - Dec.	Jan. - Apr.	May - Aug.	Sep. - Dec.
Cohort 1	Phase 1	Phase 2	Phase 3			
Cohort 2		Phase 1	Phase 2	Phase 3		
Cohort 3			Phase 1	Phase 2	Phase 3	
Cohort 4				Phase 1	Phase 2	Phase 3

Phase 1 : Planning and IT/Academic Prep (Includes Initial Training)

Phase 2: Pilot - Early Adopter Faculty (Includes continued Training and aligned with the start of a semester)

Phase 3: Production Cutover "Go Live" - All Courses/Faculty (Aligned with the start of a semester)



Practical: DLE Architecture



The Learning Management System Challenge

- Create a multi-tenant LMS environment that delivers:
 - Where students can use existing campus credentials
 - Offers a consistent experience for students
 - Recognizes courses delivered are from the respective campuses
 - Delivers a rich yet non-redundant tool set
 - Offers centralized technical support
 - A standard way to get data from campuses



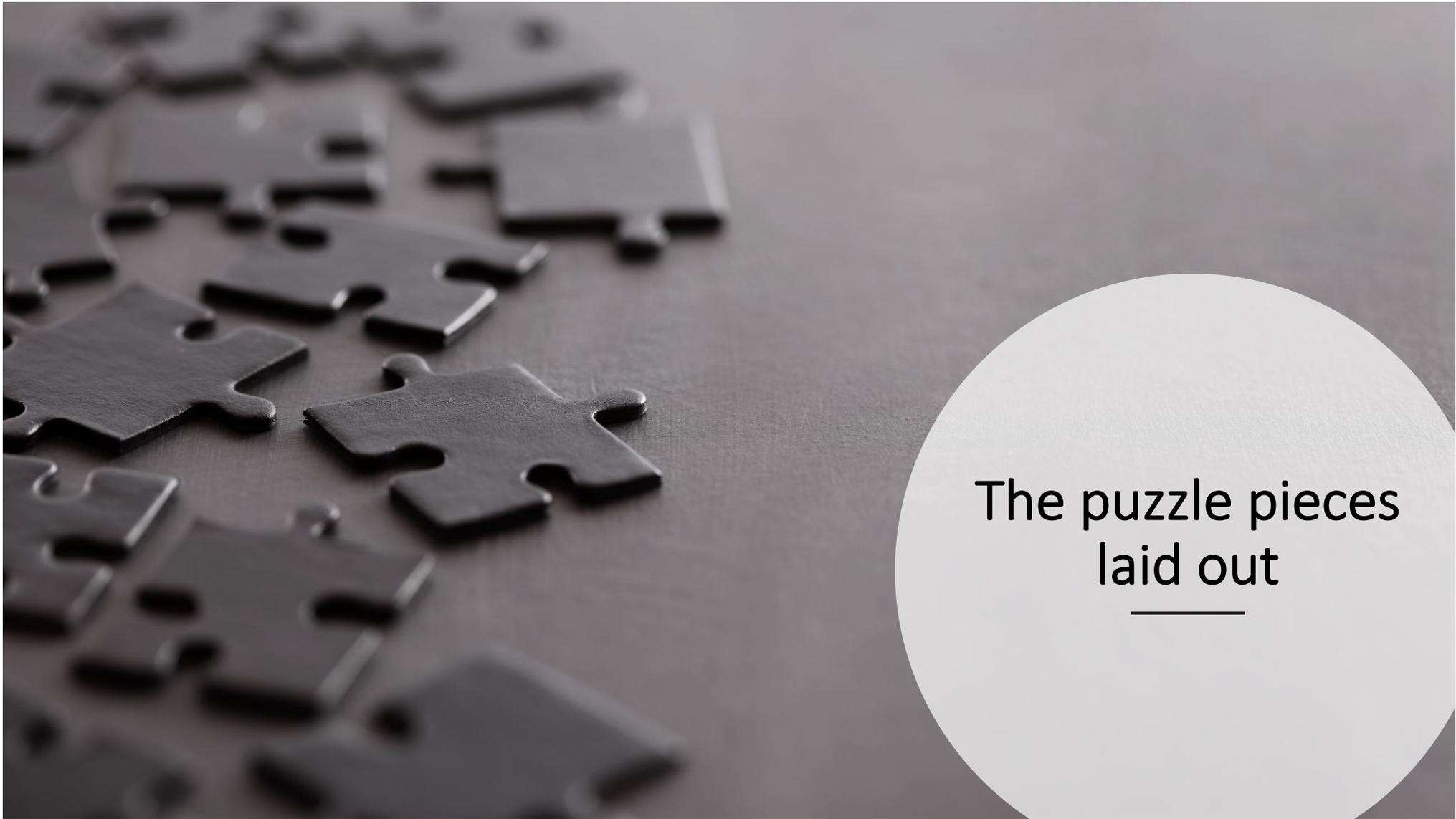
Degrees at Scale Observations & Lessons Learned

- SIS / Integration
 - Timing challenges getting CRN's, additional sections created, and faculty assigned
 - SUNY Person ID (faculty/staff) and SUNY Student ID (students)
- Authentication
 - Timing of account creation
- LMS
 - Separate & unique environment
 - Different processes / location of content
- Tools
 - Tools not always in common with home LMS tools
- Support
 - Student and faculty accessing multiple sites
 - Expanded campus support challenges



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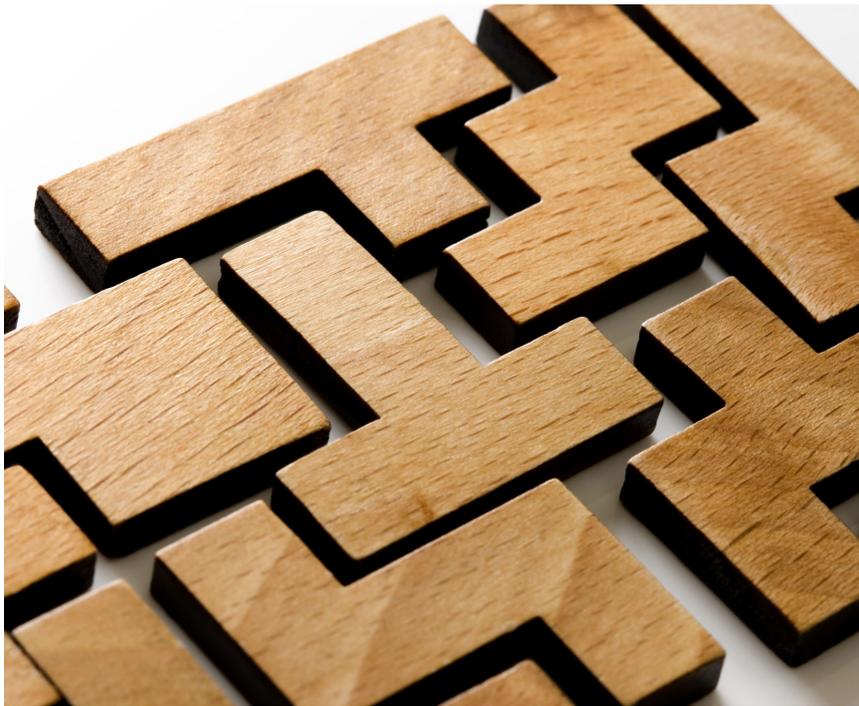




The puzzle pieces
laid out



Student Information Systems



- SUNY System supporting campuses
- Retrieval of a newly created Global ID via a webservice
- Integration of structured data (Course, Account, Enrollment, Organization, ...) from a variety of SIS systems to a central data hub
- Data hub will integrate data into the LMS

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Student Information System

SIS Data Path: SIS -> SUNY Datahub (via API) -> Brightspace SFTP -> Brightspace

SIS Data

Departments (Organization Unit)
Semesters
Templates (Organization Unit)
Course Offerings
• Format Ex. 2022SU-BRO-NUR101-1234
Course Sections – Enrollments/Section Associations
Users – Global ID
Campus Landing Page Enrollments
Course Enrollments

SIS Data Transmission

BANNER – SICAS Application
Non-BANNER – OIT PowerShell Application

Testing & Monitoring

Implementation:
• SUNY Sandbox available for SIS Testing
Operational:
• IPSIS Dashboard available in Brightspace



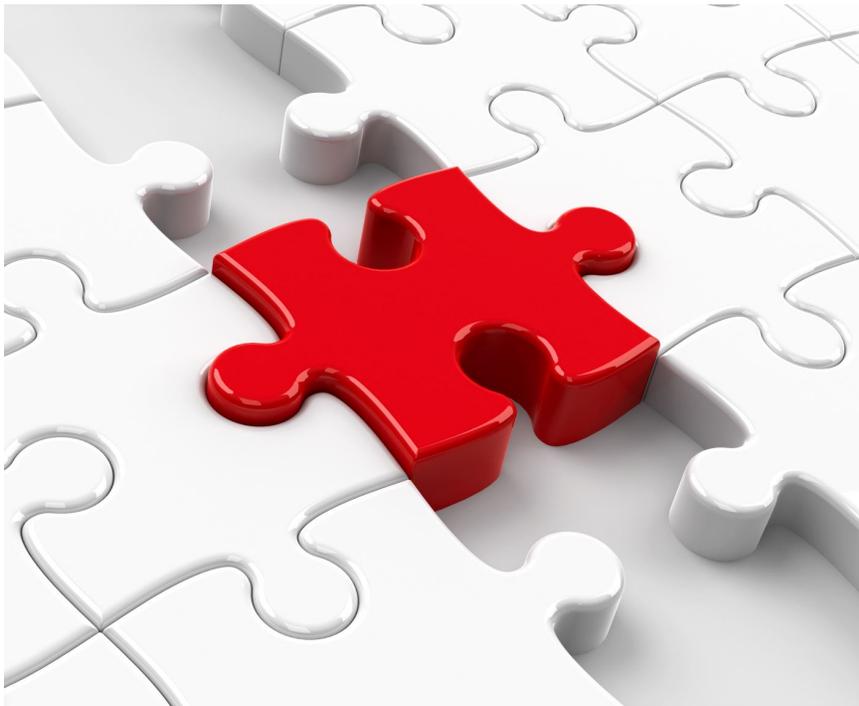
Authentication

- SUNY System supporting campuses
- Federated Authentication
- Campuses continue to use existing campus username and passwords
- Attributes will connect existing campus username and passwords to the Global ID used in the LMS
- Utilization of Multi-Factor Authentication





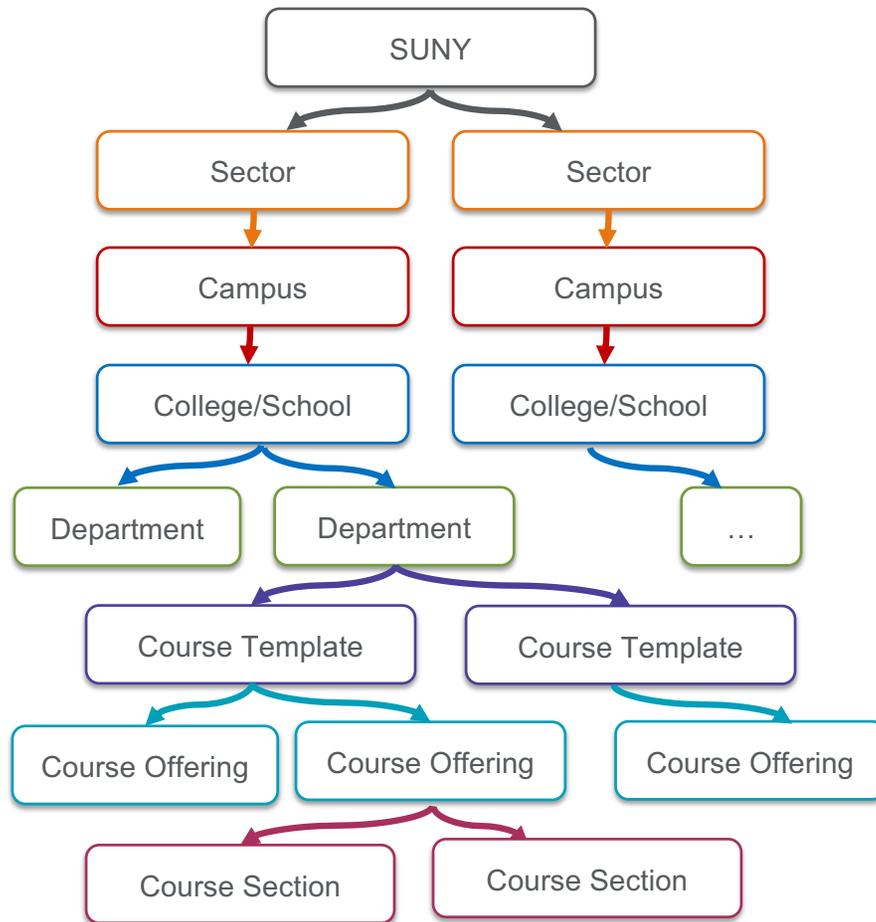
Learning Management System



- SUNY System supporting campuses
- D2L Brightspace as the Hub of the DLE
- Shared environment with individual Campus administration, branding, roles, and landing pages



Org Unit Structure



Organization
Top Level in Brightspace.

Sector (Custom level)
Campus Sector Level

Campus (Custom level)
Campus Tenant Level

College/School (Custom level)
Colleges and schools Level

Departments
Department Level

Course Template
Course Template Level

Course Offerings
Course Offering Level

Sections
Course Section Level



Learning Management System

D2L

DLE Environment Opportunities

Students & Faculty

- Single Login for all their DLE courses
- Same campus login credentials
- Cross-campus collaboration opportunities

Eliminates need for separate SUNY Online Degrees at Scale (SODaS) Environment

D2L Brightspace

SaaS Hosted
Shared Environment
Separate Campus Areas
Performance Plus (Analytics)

Campus DLE System Administrator

Campus Landing Page
Site and Course Branding
Content Template / Usage
Determine Custom Roles
Request 3rd Party Tool Configuration
SIS Dashboard Review



Global Configuration



Announcements

There are no announcements to display.

My Courses



Oswego Course - DLE
NOTERM-SON-PRACTICE-134275 • Demo Semester 1



Broome Course - DLE
NOTERM-BRM-PRACTICE-134275

Calendar

Wednesday, September 7, 2022

Upcoming events

There are no events to display.



Tools

- SUNY System supporting campuses
- Feature rich default tools that are core to the D2L Brightspace environment
- Goal of less-redundant tools
- System-wide tool consideration
- Continued need for unique critical tools for individual campuses
- Risk / Security / Accessibility assessment





Support

Implementation Support

D2L & SUNY Program/Project Management

Project Support: ITEC, SICAS, OIT, CPD

Individual Campus Project Teams

- Campus Project Team
- D2L PM & Implementation Specialist
- SUNY DLE System Administrator

Ongoing Partnership Support

SUNY Opportunities with D2L Leadership

Operational Support

SUNY DLE System Administrator

- D2L Support
- D2L TAM Support
- SUNY Online Helpdesk Escalation
- Campus DLE System Administrators
- Coordinated Vendor Support
- Collaboration with Campus teams, SICAS, OIT, ITEC, ...

SUNY Online Helpdesk (Optional)

Campus DLE System Administrator

- Operational Administration



Measurable: Milestones & Metrics



SUNY DLE Implementation Status – Mar 2023

	Cohort 1	Cohort 2	Cohort 3	Cohort 4
Tenants	30 Campuses	8 Campuses	11 campuses plus Student Conduct Institute	7 Campuses plus UCAWD (EOCs)
Production Courses	Transition to operational support	Full production Spring 2023	Pilot Spring 2023	Planning/Prep for Summer 2023 Pilot
3 rd Party Tools	Most Tools Integrated	Most Tools Integrated	Preparing for Remaining Tool Requests	Identify Pilot Tool Requests
Insights Reports	Available	Available	Available	Available
Templates (6)	Available	Available	Available/Reviewing	Will be available for review
Training	Admin/Faculty	Admin/Faculty	Admin/Faculty	Admin/Faculty
Support	Transitioning to Operational Support	Ongoing Implementation & Operational Support Weekly campus meetings	Ongoing Implementation & Operational Support Weekly campus meetings	Ongoing Implementation Support Weekly campus meetings
Surveys of student and faculty feedback	Fall 2022	Fall 2022/Spring 2023	N/A	N/A



Metrics- March 2023

Area	Detail
Tenants in Production	56 Campuses 3 Institutions 1 Internal
Production Courses	275,000+ Total Courses 70,000+ Course Converted in Bulk
Production Accounts	350,000+ Total Accounts 280,000+ Student Accounts 45,000+ Faculty/Staff Accounts 200,000+ Accounts with Login
3 rd Party Tools	800+ Individual Tool Integration Requests 180+ Unique Tools



Current Global Communication channels

Channel	Description
Email Broadcast to specific campus representatives	<ul style="list-style-type: none">• Elist of campus representatives composed of campus Instructional Designers, LMS Administrators, Directors of Online Learning, DLE Campus project lead and communication contacts, campus workgroups, or other designated staff.• Campus representatives responsible for sending to other campus contacts such as faculty or students based on issue.
LMS Announcement Module / SUNY Online Support Services Widget	<ul style="list-style-type: none">• Area on Campus LMS Home page for information or promotes SUNY Online Support Services. Edited as necessary• Not all campuses display or use the SUNY Online Help Desk
SUNY Online Support Services Knowledge Base	<ul style="list-style-type: none">• Public website for self support articles - https://online.suny.edu/support/• Specific section can be utilized for Known Issues
Help Desk Service Notice	<ul style="list-style-type: none">• https://online.suny.edu/help/ has service notice area at top of web page.
Team Dynamix Incident Management System	<ul style="list-style-type: none">• Client Portal HTML Module on home page https://sunyonline.teamdynamix.com can be used for announcements• Also has Knowledgebase that can be utilized – work in progress• Problem ticket cascade function to broadcast to children tickets for specific issues



Other Communication strategies

Strategies	Description
Bulletins / Newsletters	<ul style="list-style-type: none">• Communications on topical events from specific departments such as the SUNY Online Application Team or SUNY Online Communications and Community Engagement
Various SUNY Online Websites	<ul style="list-style-type: none">• https://online.suny.edu/ - SUNY Online• https://dle.suny.edu/ - SUNY Digital Learning Environment• https://explore.suny.edu/ SUNY Online Program and Courses Catalog• https://online.suny.edu/studentsuccess/ - Supporting Online Student Success
Microsoft Teams	<ul style="list-style-type: none">• Teams wiki to provide access to various resources such as Open issues in Air Table, documents, recordings, slides, logs, instructions and request forms \• Teams and private were created to access the repositories of the DLE implementation
Recurring Virtual meetings	<ul style="list-style-type: none">• Campus Implementation, LMS Administrators, Online Teaching Community, etc.



Questions?