



# SUNY Online Summit

February 26, 2025



# SUNY's Online Education Footprint

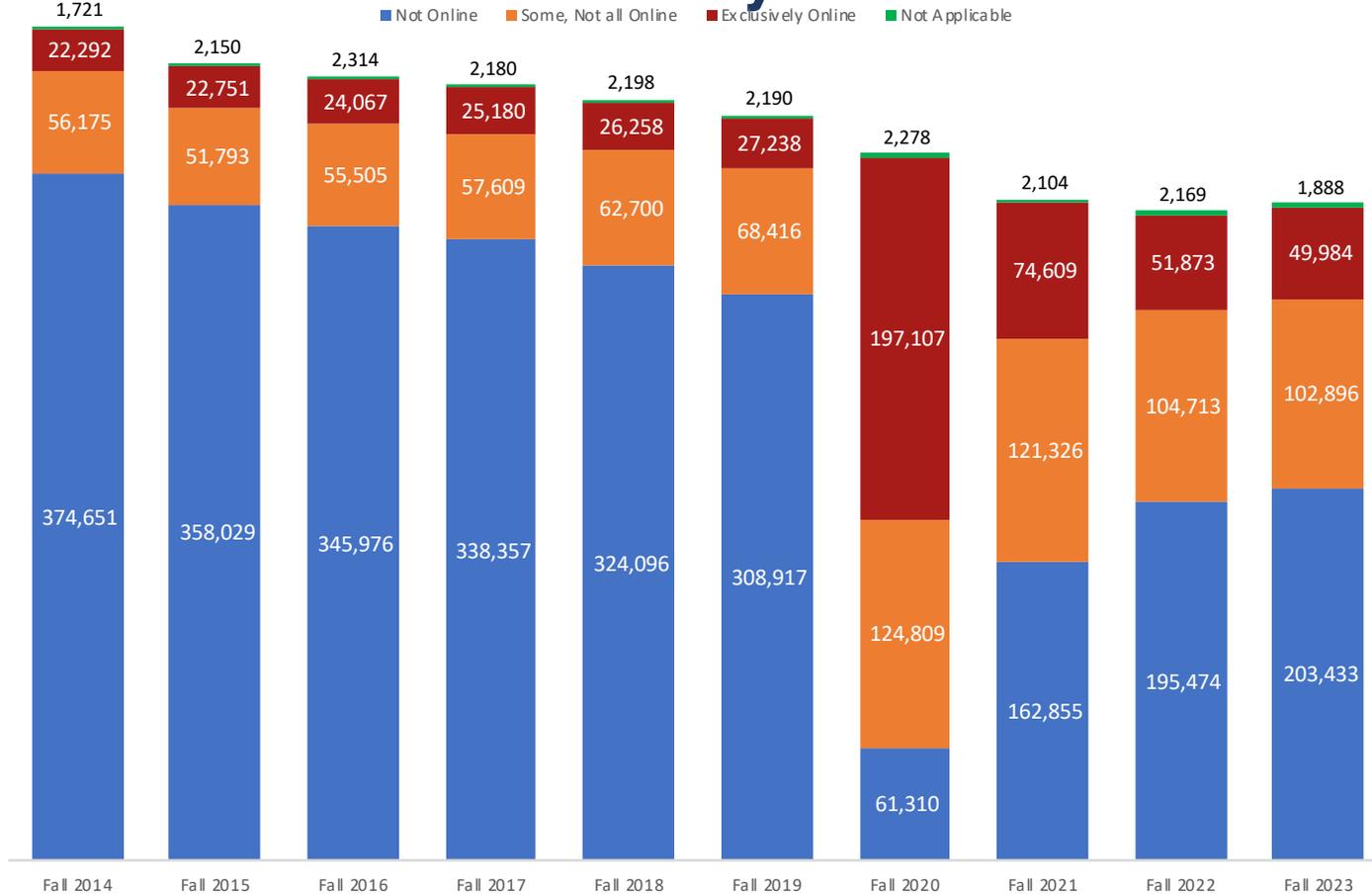
- SUNY has courses/programs in every programmatic area – many available online
  - 950+ online programs from 55 campuses
  - 43,895 course sections online in AY23/24; 25,900 in AY19/20
  - 8,503 hybrid or hyflex courses in AY23/24
- Deep experience serving students with online offerings going back to 1994
  - 49,951 fully online learners across SUNY in Fall 2023; 27,237 in Fall 2019
  - 152,739 students took one or more online course in Fall 2023; 95,652 in Fall 2019



SUNY THE STATE UNIVERSITY OF NEW YORK

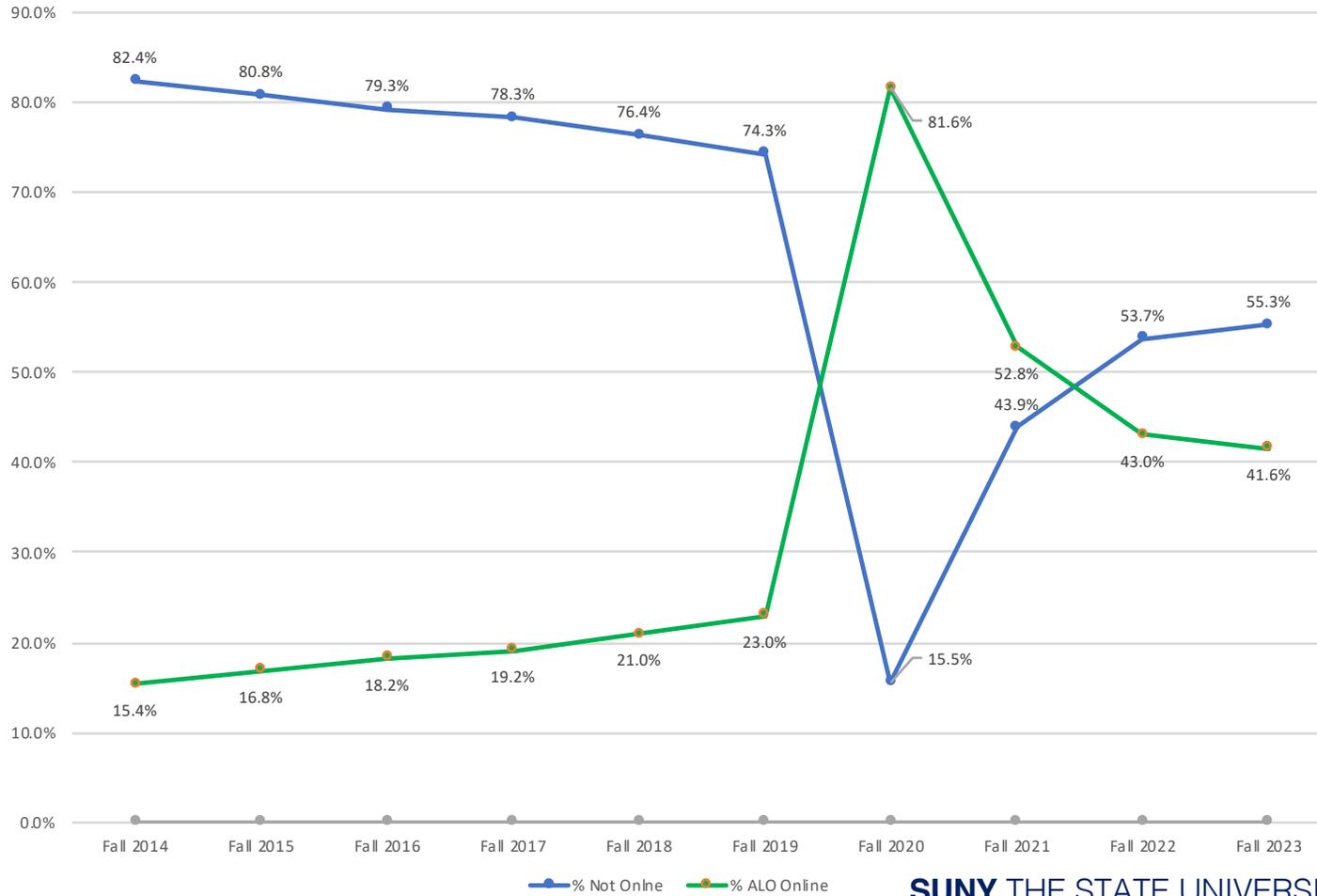


# Fall Enrollments by Online Status



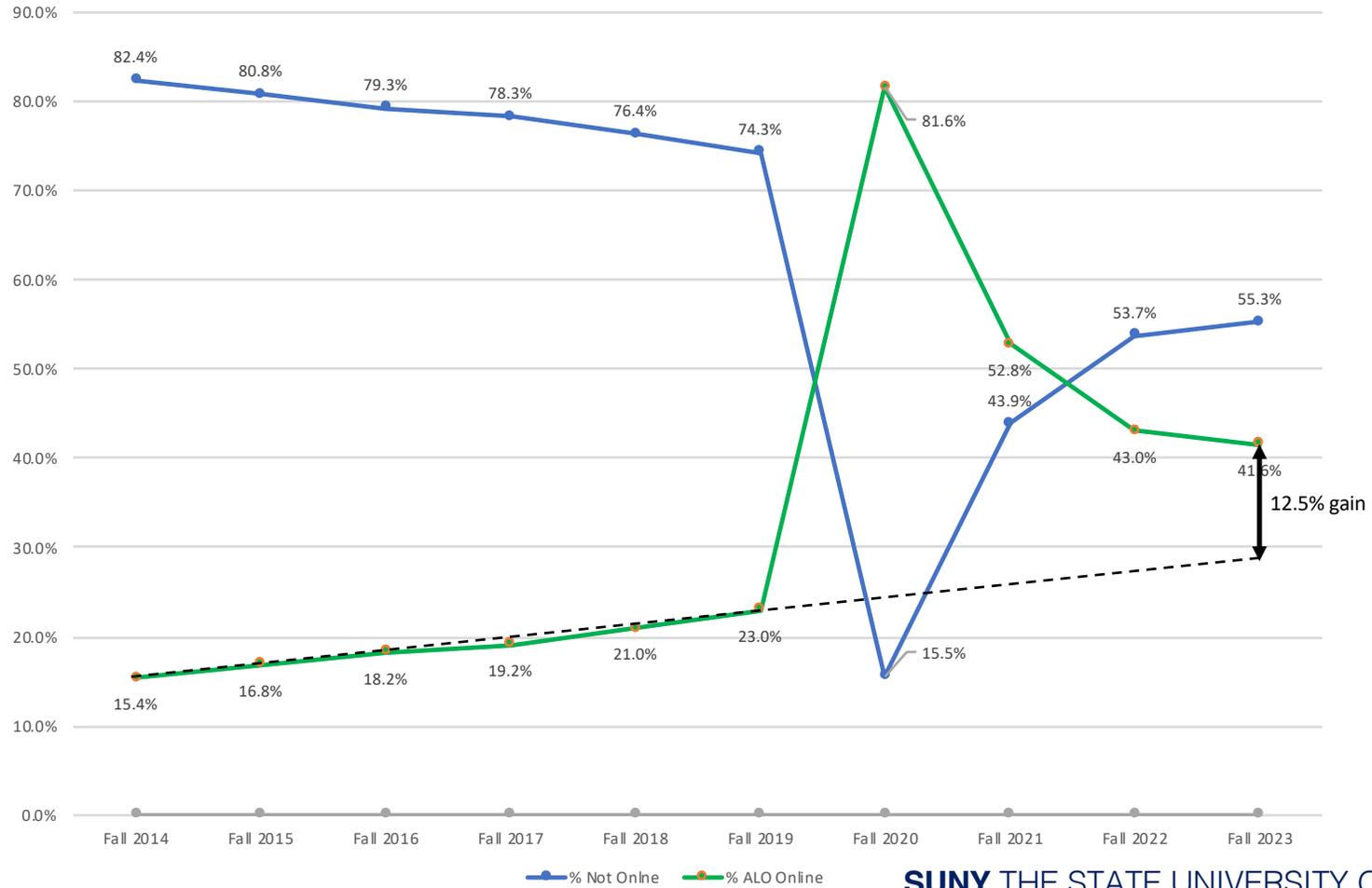


### % of SUNY Students Taking At Least One (ALO) Online Course



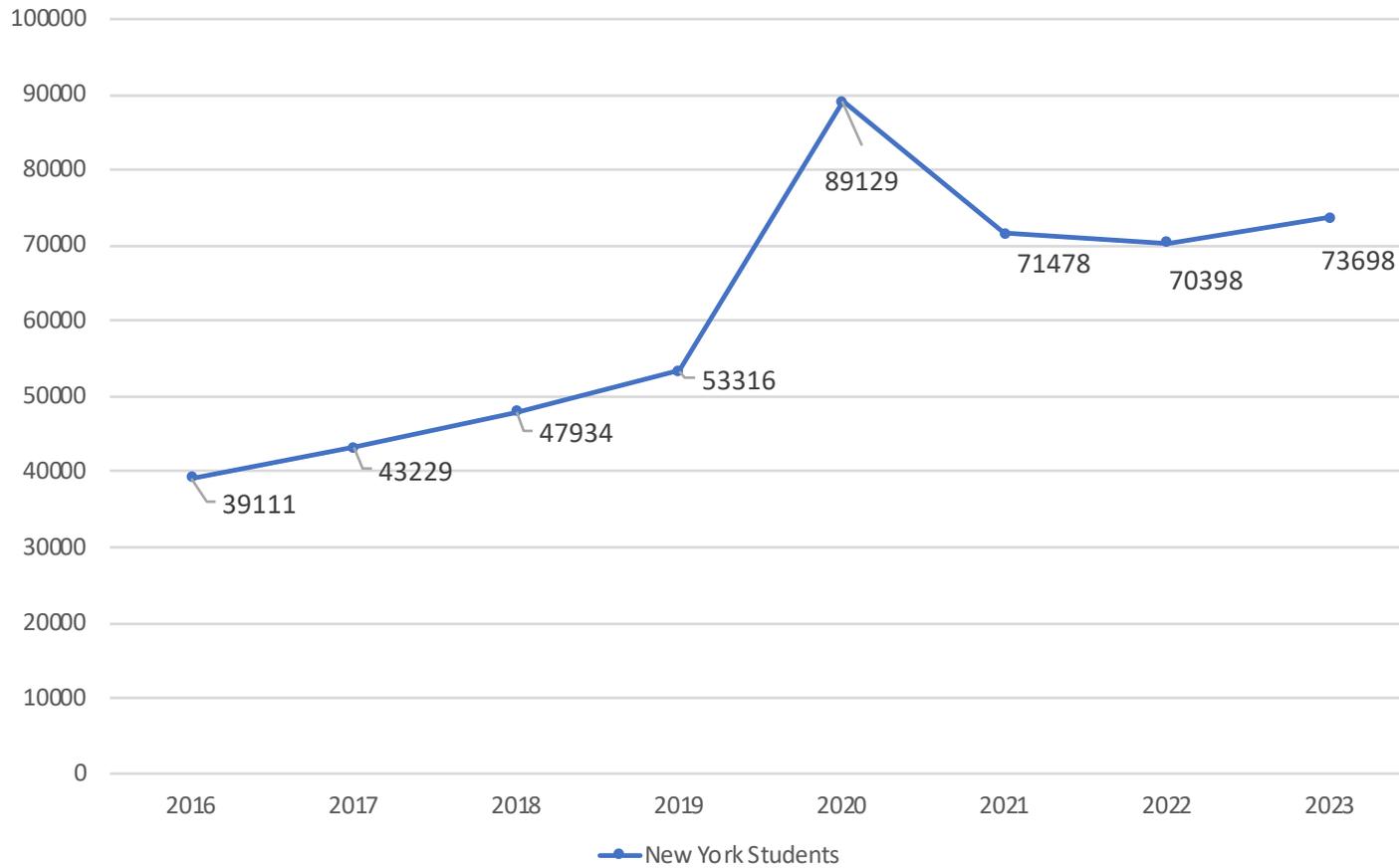


### % of SUNY Students Taking At Least One (ALO) Online Course





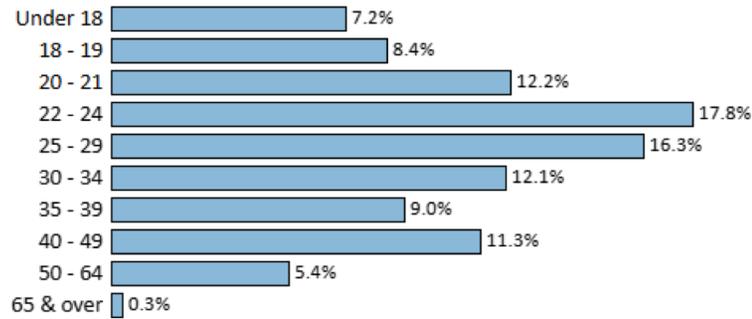
## New York Students Enrolled in Exclusively DE Courses Out of State



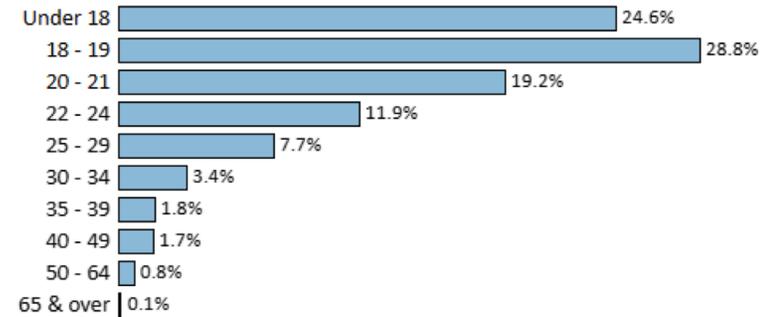


# Demographics of Fully Online Students

Age Group (Fall 2023 Exclusively Online) All



Age Group (Fall 2023 In-Person) All

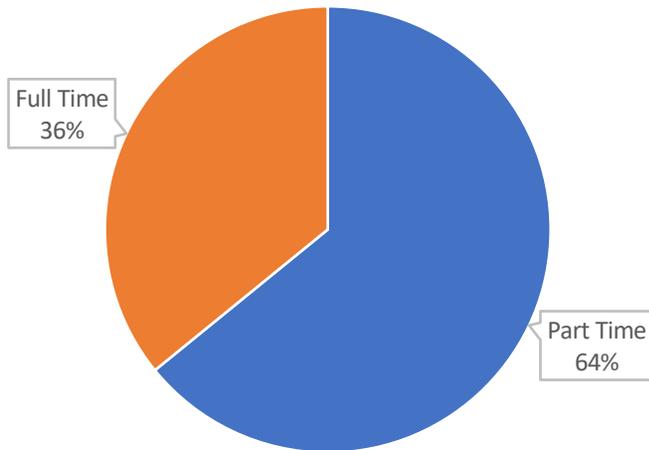


Compared to F2F students, fully online students are **older**

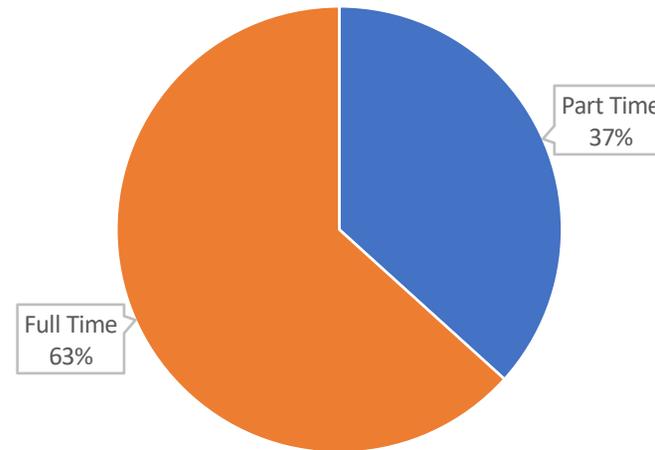


## Demographics of Fully Online Students

Fully Online Students



F2F Students



**Compared to F2F students, fully online students are more likely to be attending part time.**



## Demographics of Fully Online Students

Compared to F2F students, fully online students are more likely to:

- **Receive a Pell grant.**
- **Be part of an underrepresented minority.**
  - **Be female.**
  - **Be a transfer student.**
- **Be a first-generation student.**



## CIP2 Code and Description

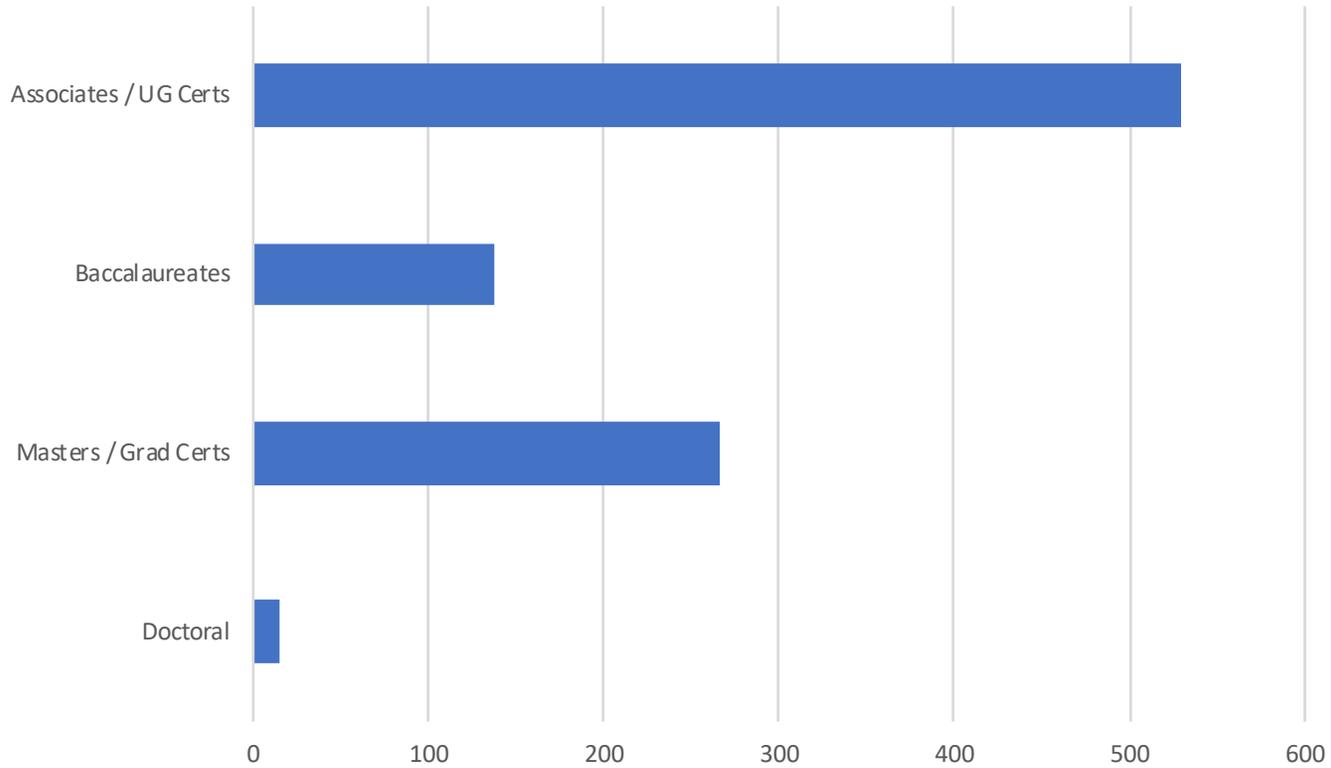
### Programs by CIP2 Code

(01) Agricultural/Animal/Plant/Veterinary Science and Related Fields
(03) Natural Resources and Conservation
(05) Area, Ethnic, Cultural, Gender, and Group Studies
(09) Communication, Journalist, and Related Programs
(10) Communications Technologies/Technicians and Support Services
(11) Computer and Information Sciences and Support Services
(12) Culinary, Entertainment, and Personal Services
(13) Education
(14) Engineering
(15) Engineering/Engineering Related Technologies/Technicians
(16) Foreign Languages, Literatures, and Linguistics
(19) Family and Consumer Sciences/Human Sciences
(22) Legal Professions and Studies
(23) English Language and Literature/Letters
(24) Liberal Arts and Sciences, General Studies and Humanities
(25) Library Science
(26) Biological and Biomedical Sciences
(27) Mathematics and Statistics
(30) Multi/Interdisciplinary Studies
(31) Parks, Recreation, Leisure, Fitness, and Kinesiology
(38) Philosophy and Religious Studies
(40) Physical Sciences
(42) Psychology
(43) Homeland Security, Law Enforcement, Firefighting and Related Protective Service
(44) Public Administration and Social Service Professions
(45) Social Sciences
(50) Visual and Performing Arts
(51) Health Professions and Related Programs
(52) Business, Management, Marketing, and Related Support Services
(54) History

7	No Online Programs (as advertised on the <a href="https://explore.suny.edu/">https://explore.suny.edu/</a> website) are offered
5	in the CIP2 Codes listed below. For more information on CIP4 and CIP6 Codes, visit
2	<a href="https://nces.ed.gov/ipeds/cipcode/browse.aspx?y=56">https://nces.ed.gov/ipeds/cipcode/browse.aspx?y=56</a> .
17	
2	(04) Architecture and Related Sciences;
55	(28) Military Science, Leadership, and Operational Art;
5	(29) Military Technologies and Applied Sciences;
146	(32) Basic skills and Developmental/Remedial Education;
5	(33) Citizenship Activities;
11	(34) Health-Related Knowledge and Skills;
4	(35) Interpersonal and Social Skills;
17	(36) Leisure and Recreational Activities;
17	(37) Personal Awareness and Self Improvement;
10	(39) Theology and Religious Vocations;
91	(41) Science Technologies/Technicians;
3	(46) Construction Trades;
1	(47) Mechanic and Repair Technologies/Technicians;
3	(48) Precision Production;
21	(49) Transportation and Materials Moving;
13	(53) High School/Secondary Diplomas and Certificates;
1	(60) Health Professions Residency/Fellowship Programs;
4	(61) Medical Residency/Fellowship Programs.
10	
57	
41	
14	
29	
141	
207	
11	

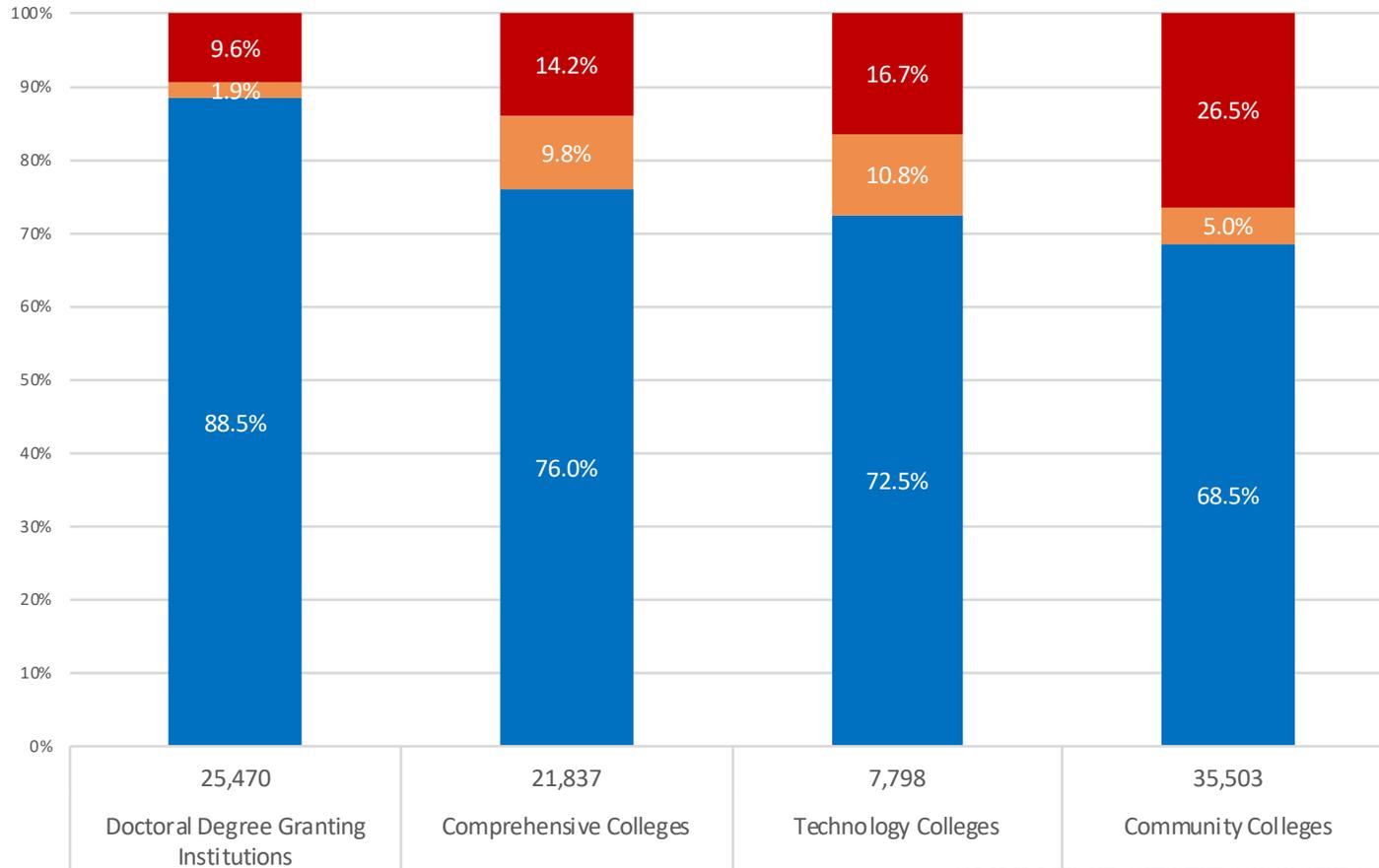


## Online Programs by Degree Level



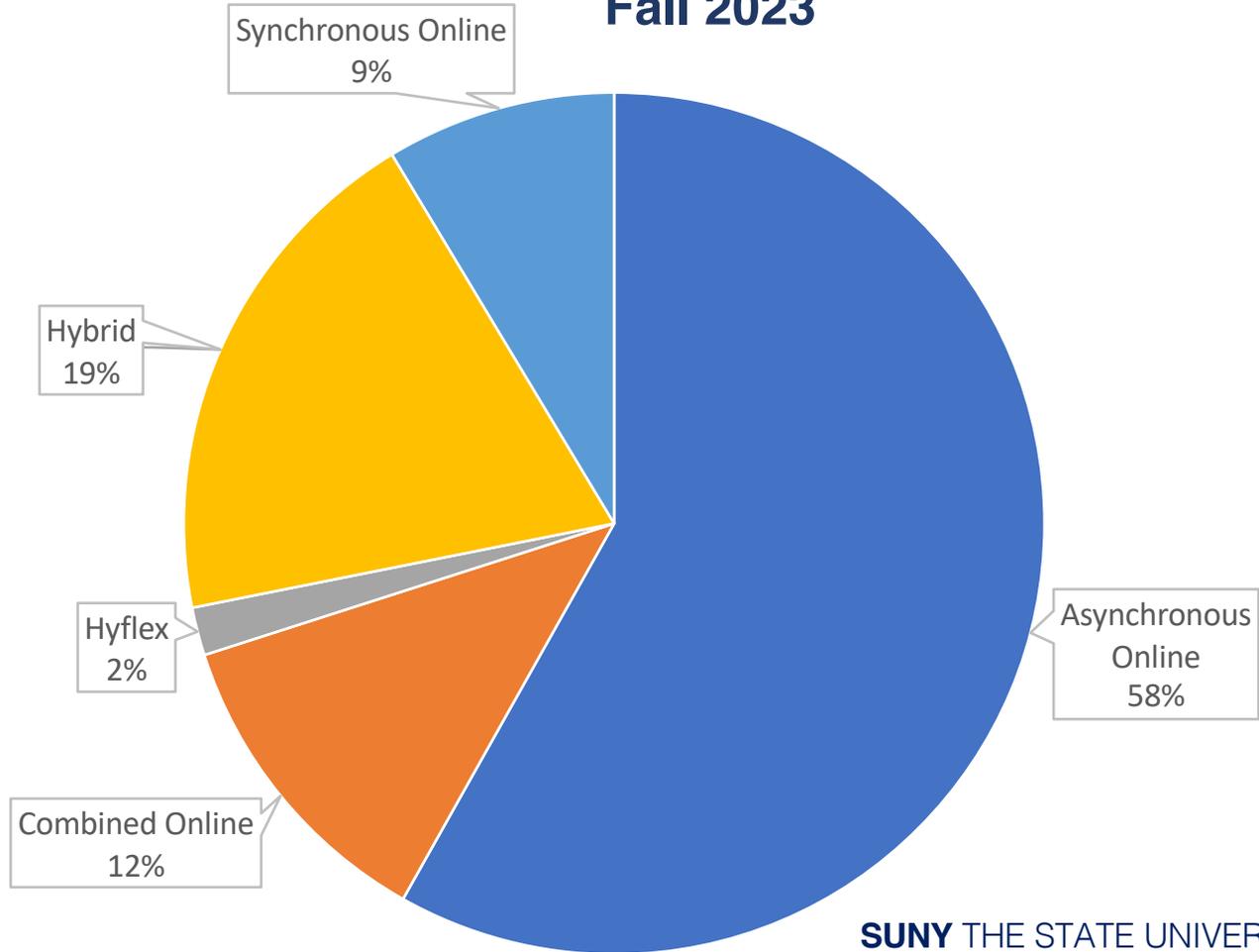


# Fall 2023 Course Sections by Online Status





## Teaching Modality of SUNY Courses with an Online Component Fall 2023



**SUNY** THE STATE UNIVERSITY OF NEW YORK



# What is SUNY Online Today?

SUNY THE STATE UNIVERSITY OF NEW YORK



## Vision for SUNY Online

SUNY Online powers the advancement of equitable, innovative, and accessible post-secondary online education throughout SUNY.

### MISSION

SUNY Online will **lead** the SUNY System in the **advancement of online education** at both the **campus and system level** to the benefit of all learners by:

- Providing **exemplary models** for online program development and campus provided services
- Delivering **high quality, cost-effective services** to support campus online learning operations
- **Advocating** for SUNY-wide policy, infrastructure, and resources in support of online learning
- Promoting and engaging in **research and innovation** in online learning

### SUNY Online Serves:



**Online students** and those who support online students



**Faculty who teach online** and those who support Faculty who teach online



**Campus leaders** in achieving campus goals for online learning



**NYS Employers** with workforce development and continuing education needs



## Campus Partnerships

- **SUNY Online +**
  - Recertification
    - **5 Campuses** Recertified:
      - SUNY Broome, Rockland Community College, SUNY Niagara, Jamestown Community College, Finger Lakes Community College
    - **9 Campuses** are in progress of completing SO+ Recertification
  - **46** additional degree & certificate programs have received SO+ designation since the last year
    - SUNY Farmingdale
    - Finger Lakes Community College
    - Genesee Community College
    - Jamestown Community College
    - SUNY Niagara
- **SUNY Explore site**
  - **951** online programs on 55 campuses (certificate, associates, bachelors, masters, doctorate, advanced certificate)
  - **183** SUNY Online+ programs on 26 campuses



## Campus Partnerships

- **Institutional Readiness Process**
  - Completed in 2024: Buffalo State University, Corning Community College, FIT
  - In Progress: SUNY Maritime, Purchase College, SUNY Plattsburgh
- **Distance Learning Leaders Onboarding Program**
  - Launched in fall 2024
    - Foundational information about SUNY System, SUNY Online, and distance learning program management.
    - 9 participants from 8 campuses
      - SUNY Delhi
      - ESF
      - Fulton-Montgomery CC
      - SUNY Morrisville
      - SUNY Orange
      - Sullivan County CC
      - Tompkins Cortland CC
      - Upstate Medical University



# SUNY Online Student Support Resources

 Center for Professional Development

Online Student Supports Certificate

Coaching Strategies for Higher Ed Certificate



**SOSSI**

SUNY ONLINE STUDENT SUCCESS INVENTORY

**Online Student Supports Certificate**

Developing a Student Success Coaching Mindset: Course 2, Coaching Certificate

**Communities of Practice:  
OSSC CoP  
Early Alerts CoP**

**SUNY Online Student Success Inventory (SOSSI)**

**SUNY** THE STATE UNIVERSITY OF NEW YORK



# SUNY Online Teaching



- **50 states** (plus DC, Puerto Rico, Guam, US Virgin Islands)
- **68 countries**
- **1,000+ different institutions and organizations**

SUNY THE STATE UNIVERSITY OF NEW YORK



# SUNY Online Teaching



- <http://oscqr.suny.edu> updated
- COIL+OSCQR standards
- OSCQR Certification
- RSI annotations
- DEISJ annotations



SUNY THE STATE UNIVERSITY OF NEW YORK



# Training and Professional Development

~4,000 certificate earners

OTTER: Student Voices

OTTER: Accessibility

Certificate programs for IDs and DL Leaders

Coming soon: SUNY Inclusion Quest 2025



# **SUNY Online Help Desk**

**Supporting the  
SUNY DLE**

Maintaining 104 Hours per week of open Office Hours.  
7 days a week including most holidays.

Monday – Friday: 7AM to Midnight

Saturday: 10AM to 6PM

Sunday: 10AM to 9PM

Phone, chat, email, and self-service help available!

Support for SUNY OER Services and SUNY Create

SUNY THE STATE UNIVERSITY OF NEW YORK

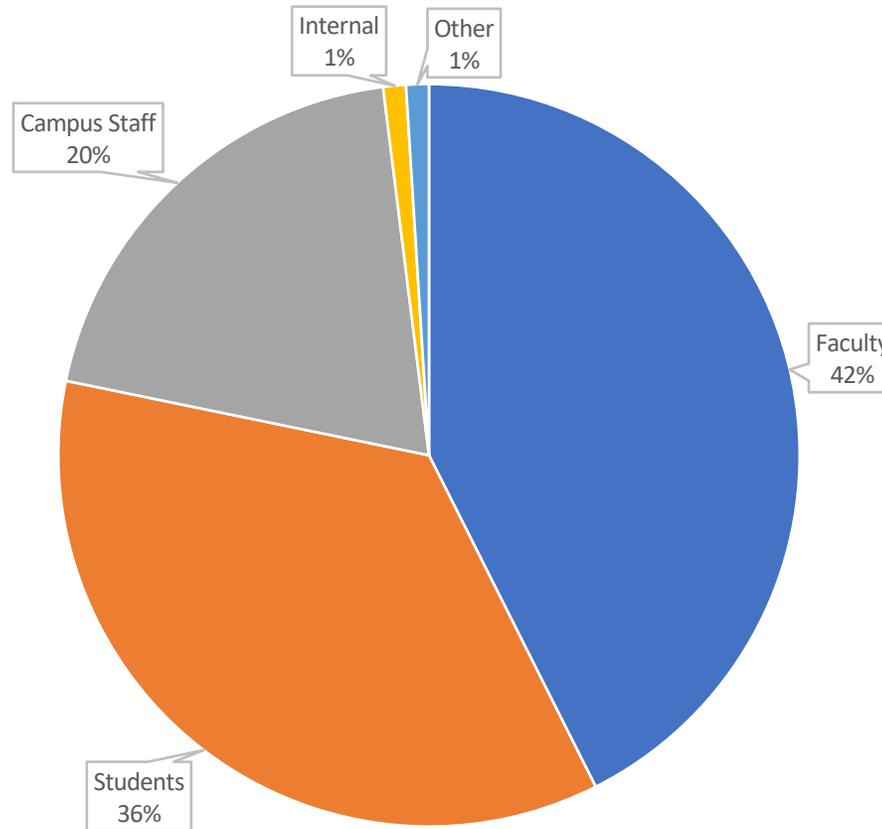


# SUNY Online Help Desk Stats, 2024

36,827 Total tickets

Avg of 102+ per day

Aug/Sept 2024 average  
182+/day





# SUNY Online Support Services

## SUNY Online Help Desk

- Mike Walker, Manager
- Matt Casalnuovo, Assistant Manager
- Lori Palmer, Analyst
- Marcia Malone-Ray, Analyst
- Rob Massaro, Analyst
- AJ Davidson, Analyst
- Corey Gee, Analyst
- Rose Bordett, Analyst
- Kristy Knight, Analyst
- Kathryn Elliot, Analyst
- Antony Ephrem, Analyst
- Pan Mazariego, Analyst
- Audra Gallagher, Analyst

## SUNY Online Application Services

- Steve Race, Manager
- Sal Chiera, DLE Administrator
- Adrienne Dunham, DLE Administrator
- Jeffrey Weinell, DLE Administrator
- Eleanor Chan, DLE Administrator
- Brian Gomez, DLE Administrator
- Jennifer Weingarten, DLE Administrator
- Bob Cushman – 100% Reassignment (Brockport)
- Johnny Bayerl – 50% LAM (D2L)
- Juan Joly – 50% TAM (D2L)
- Mfon Amana – 50% TAM (D2L)



# App Load of Stuff Over the Last Year

1. Brought to a close the Implementation Project (57 institutions)(Thank you to Campus Assistance from Carine, Vinny, & Bob)
2. DLE Governance Implemented / Supported Actions For
  1. Pulse App Ad Display
  2. Bulk Update of Student Emails
  3. Automatic Zero After Deadline
  4. Hide Start and End Date in My Courses
3. Contract extension for Yuja
4. (Completed So Far) Co-Development Delegated Administration Project
  1. Manage Courses
  2. Org Unit Management
  3. Manage Users
  4. Manage Enrollment
  5. Impersonation
  6. Roles and Permissions
5. (In Progress) Data Engagement for Custom Reporting that ends in 2025
  1. Advanced Data Sets (Most Common Needs)
6. Other Items
  1. Advanced Admin Training
  2. Administrator Widget
  3. Primary Email Widget
  4. Global & Campus LORs
  5. Campus Visits



# What's Appening on the Horizon / Future

1. DLE Governance Implemented / Supported Actions For
  1. SUNY-Wide Announcements
  2. Competencies vs. Learning Outcomes
  3. Work To Do Widget Timeframe
2. RFP for Accessibility Tool
3. Completion of Co-Development Efforts
  1. Course Copy Logs
  2. Course Updater
  3. Global Announcements
  4. Grade Schemes
  5. Navbars, Homepages, Widgets, & Themes
4. Completion of Data Engagement for Custom Reporting
  1. Remaining Advanced Data Sets
  2. Transition to Internally Created Custom / Campus Requested Reports
5. Other Items
  1. Continued Advanced Admin Training Sessions
  2. Expanded Email Solutions
  3. Campus Visits



# Impact Analysis

## SUNY Online Dashboard site

- <https://online.suny.edu/dashboards/>
- Use SUNY Federated credentials to log in and view the data
- 9 dashboards redesigned and published
- 1 DLE Unique Tools with Functionality dashboard
- 3 Enrollment Planning Roundtable table dashboards shared

## Upcoming Dashboards

- Online Faculty
- Educational Outcomes

Unique Tools | Accessibility & Security Review

**DLE Unique Tools with Functionality**

Data Source: DLE 3rd Party Tool Request Database, December 18, 2024

Search:  Tool Name: [All] Vendor Name: [All] Primary Function: [All] Secondary Function: [All]

217 Total Unique Tools					
Tool Name	Vendor Name	Primary Function	Secondary Function	Functionality Definition	Campus Count
3PL CG Production	Pearson	Tool Aggregation	N/A	3PL CG Production / HIKEM TEAM™ Rest API in Blackboard is associated with our previous integrations (Direct Integration and/or Partner Integration). It is not needed for the Access Pearson LTI 1.3 integration in D2L.	1
Academic Video Online (AVON)	Alexander Street	Online Database	Video Hosting	Alexander Street's comprehensive video collection. Gives access to AS's licensed videos, yearly opportunities for perpetual licenses, and hosting campus-owned videos from outside AS. The integration allows videos from the collection to be embedded or linked to.	4
Academic Writer	APA Digital Learning	Writing Assistance	AI Student Teaching Tool	An official APA tool. Academic Writer gives the user access to learning material on the APA standards, as well as citation and writing tools. The integration gives the user direct access to the learning material from the DLE.	1
AccountingMaster	Becker	Exam Development	Grading Tool	AccountingMaster is designed to help users create custom assignments for CPA courses. It also gives access to pre-made tests and simulations with autograding. Precise integration functions unknown.	1
Accredible Digital Badges	Accredible	-	N/A	-	1
Achieve	Macmillan Learning	Tool Aggregation	External Learning Platform	Achieve is a comprehensive set of interconnected teaching and assessment tools. There are two integration options: basic (one single sign-on link for the entire course and one column grade synch) and deep (specific single sign-on links and multi column grade synch.)	9
Acrobatiq	VitalSource	Product Portal	Course Material Development	Acrobatiq is a tool that helps users create engaging, active learning. The integration works as a grade synch and product portal.	2

# Communications & Community Engagement

---

**Websites:** [innovate.suny.edu](https://innovate.suny.edu) | [online.suny.edu](https://online.suny.edu) | [DLE.suny.edu](https://dle.suny.edu) | [explore.suny.edu](https://explore.suny.edu)

**Publication:** monthly SUNY Online Newsletter

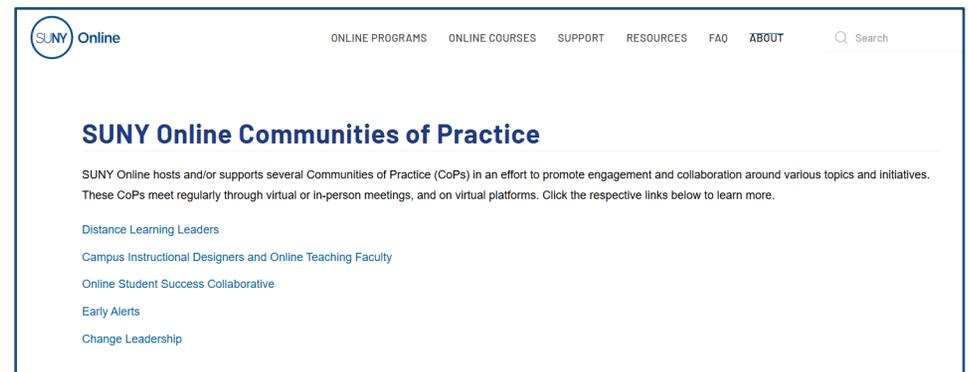
## Community Calendar

<https://online.suny.edu/calendar/suny-online-events-and-activities/>

## Communities of Practice

Ongoing list of CoPs hosted and/or supported by SUNY Online

<https://online.suny.edu/communities-of-practice/>



# Communications & Community Engagement

## (January 2024-February 2025)

---



**SUNY Online Teaching Webinar Series (Spring 2024-Fall 2025)**: 10 webinars hosted - 5 SUNY campus presenters - 490 total attendees (duplicated)



**OSCQR Certification Webinar Series (Fall 2024-Spring 2025)**: 5 webinars hosted - 277 total attendees (duplicated)



**National Distance Learning Week (NDLW) – Nov 2024**: 9 presentations from 6 SUNY campuses - 87 presentations hosted since 2015



**Open Education Week (OEWeek) - scheduled for March 3-7, 2025**: 6 presentations from 4 SUNY campuses - 52 presentations hosted since 2016



**SUNY Effective Online Practices Award Program**: 102 total entries collected in repository over 11 years  
*17 SUNY faculty accepted into the international Teaching Online Pedagogical Repository (TOPR) in partnership with University of Central Florida*



**SUNY Online Teaching Ambassadors**: 415 Ambassadors recognized across 46 campuses over 10 years



# Stay Informed and Learn More!

2025-2026  
SUNY ONLINE  
SERVICE LEVEL AGREEMENT



**Review the Service  
Level Agreement**

- Directors of Online Learning
- Instructional Designers
- LMS Admins
- Faculty
- T&L Centers
- Student Support staff
- Academic Program Leads
- CIOs/CAOs
- EIT Accessibility Officers

**Join a Community of Practice**

[Dan.Feinberg@suny.edu](mailto:Dan.Feinberg@suny.edu)

**Reach out!**