

2022-2023  
SUNY ONLINE  
SERVICE LEVEL AGREEMENT



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## ONLINE TEACHING

### SCOPE

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

### STATEMENT OF SERVICES

SUNY Online has a commitment to academic excellence by promoting and adopting research-driven online teaching practices, learner-centered design, and effective pedagogical innovations and 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

### SUNY-WIDE SERVICES – NO CHARGE

as create and manage effectively and efficiently designed online courses.

The following programs, supports, and services are available to all SUNY campuses at no cost. SUNY Online is continuously evaluating its offerings to better meet campus needs, and support system-level initiatives. Changes to this list are possible.

### PROGRAMS AND EVENTS

- The SUNY [Online Teaching Fellows Program](#) provides an opportunity for online practitioners in various roles to join the community of online practitioners.
- The [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 [SUNY Online Teaching Fellow Chat Series](#) showcases SUNY Online Teaching Fellows and their work to support our mission of networking, interaction, and excellence in online teaching and learning practices.
- SUNY Online hosts [annual events](#) and regular community meetings via web conference.
- The annual [SUNY Effective Online Practices Award Program](#) aims to collect, share, and showcase the online best practices, strategies, and innovative online teaching and learning activities of exemplary SUNY Online Teaching Fellows and online practitioners from across the SUNY system.

### ONLINE TOOLS AND RESOURCES

- Access to an online platform is provided to the [SUNY Online Teaching 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 SUNY Online 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.
- Exemplary online [courses are available](#) for observation. These are online courses that have been nominated as models and examples.
- “[Designing an Online Course and Becoming an Online Educator](#),” the SUNY Online step-by-step manual guide for creating a new online course is available for download.
- [OSCQR](#) 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.
- [Ready to Teach Online?](#) is an openly-licensed, self-paced resource for faculty to self-assess their readiness to teach online.
- SUNY Online 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 [SUNY Online/OLC Course Quality Scorecard](#) and [the OSCQR interactive rubric and dashboard](#).
- SUNY Online maintains a pool of qualified [course reviewers](#). Campuses are encouraged to work with the reviewers who best meet their needs.

## ONLINE COURSE REVIEW AS A SERVICE

SUNY Online can assist in online course quality initiatives.

Options include:

- An OSCQR review conducted by an experienced and OSCQR-certified online instructional designer, including a meeting to 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.
- Campus consultation: Online Teaching can assist campuses to adopt OSCQR institutionally and to develop an online course quality initiative that is tailored to specific campus needs and context.

**Custom quotes for these services are available upon request and based on \$400/day.**

**A typical review/consultation is one day but depends on the scope and complexity of the course(s)/initiative.  
10% discount on 11 or more reviews.**

## INSTRUCTIONAL DESIGN AS A SERVICE

Online Teaching staff are available to provide instructional design services for campuses including:

- Face-to-face and online faculty development trainings and webinars for new and experienced online instructors.
- Online instructional designer mentoring.
- Temporary/back-up instructional design support to faculty.
- Drop-in instructional design support services for remote and traditional online modes including, “how-to” technical support, and “why-to” instructional design support.

**Custom quotes are available for training upon request via the Center for Professional Development.  
Customized instructional design support and services are quoted based on availability and scope.**

## APPLICATION SERVICES

### SCOPE

In partnership with the SUNY Information Technology Exchange Center (ITEC) and Blackboard, SUNY Online 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 Application Services team will provide a high level of technical support of the Blackboard Learn application.

### STATEMENT OF SERVICES

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

The 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 SUNY ONLINE

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

#### FIRST-TIER HELP DESK SUPPORT

SUNY Online Support Services provides quality support to Blackboard Learn administrators, instructional designers, faculty, and students. The Help Desk 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 Help Desk support, please refer to the End User Help Desk Services section of this document.

#### SECOND-TIER APPLICATION SUPPORT SERVICES

The Application Services Team provides second-tier support to assist with higher-level questions, issues, information, and service requests regarding the Blackboard Learn application. The 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), SUNY Online can provide remote Blackboard Learn Administration Services.

In order to successfully provide this service, the campus must grant the 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 “Blackboard Learn Administration Services” section.

## MIGRATION SUPPORT / PROJECT MANAGEMENT / TRAINING

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. SUNY Online 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 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 SUNY Online-created Administrator documentation and resources.

## CAMPUS RESPONSIBILITIES

Under this agreement, a participating campus agrees to:

- Provide consent to access courses and content. SUNY Online technical support personnel, including the Help Desk and database/system administrators, respect the privacy and confidentiality of students and faculty. SUNY Online 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 SUNY Online 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 SUNY Online 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 Help Desk receives during peak times and the rationale for assessing service priorities.
- Provide SUNY Online staff with college escalation contacts and/or procedures for student, faculty, and technical support, and update SUNY Online when personnel changes occur.
- Check SUNY Online 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 SUNY Online to obtain after-hours emergency hosting support; however, the Help Desk 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: <https://www.itec.suny.edu/index.php/home/support/service-support-procedures/>. Log in with SUNY Federation using your SUNY campus credentials.

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 Help Desk.

## END USER HELP DESK SERVICES

### SCOPE

The Help Desk 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 Help Desk staff delivers quality customer service to support the missions of SUNY Online and the Office of the Provost. To ensure the best possible support, the Help Desk provides the SUNY community with this Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

### STATEMENT OF SERVICES

This document represents an understanding between the Help Desk and the SUNY campuses using LMS and computing resources supported by SUNY Online.

The Help Desk 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

### HELP DESK SERVICES

The Help Desk 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 Help Desk staff logs the inquiry into the SUNY Online tracking system and attempts to resolve on first contact. If a first contact resolution is not possible, requests are assigned to additional SUNY Online staff member(s) to assist with resolution.

The Help Desk 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 a Help Desk request at <https://online.suny.edu/help>.
- Ability to view issue resolutions in the SUNY Online ticket tracking system
- Initial point of contact for all SUNY Online questions and issues (Service Desk). The Help Desk attempts to resolve various student, faculty, and campus staff issues. When the Help Desk is unable to resolve the issue, a service ticket is escalated to other team(s) or person(s) as appropriate.

## ISSUE RESOLUTION

The goal of the Help Desk 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 Help Desk 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 Help Desk average resolution rate during normal business hours is eight hours. The Help Desk staff will inform End Users if such an exception is necessary.

## NORMAL BUSINESS HOURS

The Help Desk is available during the following hours of operation:

**Monday – Friday 7:00 AM to 12:00 Midnight**  
**Saturday 10:00 AM to 8:00 PM**  
**Sunday 10:00 AM to 9:00 PM**  
**All Hours are Eastern Standard Time**

The Help Desk can be reached directly via phone during normal office hours:

**1-844-673-6786 (toll-free within the United States)**  
**1-518-320-1300 (local calling area)**

The preferred method to contact the Help Desk is via the web by going to SUNY Online Support Services portal at: <https://sunyonline.teamdynamix.com/TDClient/1985/Portal/Home/>. Inquiries, requests, and information can be entered directly into the ticket tracking system and referenced by the initiator at any time.

In addition, the Help Desk can be reached via email at: [sunyonlinehelp@suny.edu](mailto:sunyonlinehelp@suny.edu).

## AFTER HOURS AND HOLIDAYS

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

When the Help Desk is closed, the End User may still contact the Help Desk using any of the contact methods mentioned within the Normal Business Hours section above. The Help Desk will address requests in the order in which they are received once the Help Desk has reopened.

Any modifications to the Help Desk 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 Help Desk does not close for all NY State designated holidays. The Help Desk 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 Help Desk may close in its entirety or in part due to unforeseen circumstances. In the event of such a closure, modifications to the Help Desk 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 SUNY Online community are requested to:

- Assist in communicating with the Help Desk if required. The Help Desk 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. SUNY Online technical support personnel, including Help Desk and database/system administrators, respect the privacy and confidentiality of students and faculty. SUNY Online 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 Help Desk in advance of any scheduled maintenance and/or change that may potentially impact the usage of the hosted LMS environment.
- Check the SUNY Online 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 Help Desk receives during peak times and the rationale for assessing service priorities.
- Provide SUNY Online with college escalation contacts and/or procedures for student, faculty, and technical support, and update SUNY Online when personnel changes occur.
- Check SUNY Online 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 a Help Desk request at: <https://online.suny.edu/help/>.
- Communicate with End Users regarding the information they need to provide when calling or sending requests to the Help Desk. Users may be expected to provide the following information when contacting the Help Desk:
  - Username and name of institution
  - Contact information (preferred phone and email address)
  - Name and version of web browser software (Ex. Internet Explorer11, Edge 82, Firefox 73, Chrome 80.0.3987.100)
  - Name and version of computer's operating system (Ex: Microsoft Windows 10 or macOS 10.15 "Catalina")
  - 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 SUNY Online website, provide the web page address

## QUALITY COMMITMENT & FEEDBACK

SUNY Online 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.

## FERPA

Always feel free to contact any member of the SUNY Online management team to share comments.

SUNY Online 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). SUNY Online agrees to maintain the confidentiality of such information and comply with FERPA

## STUDENT SUPPORT SERVICES

### SCOPE

SUNY Online Student Supports prioritizes cultivation of research-supported practices by which students can successfully engage in the online learning environment at the campus level. SUNY Online Student Supports especially focus 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, SUNY Online 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

SUNY Online 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.

### SUNY-WIDE SERVICES – NO CHARGE

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

- SUNY Online 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
- SUNY Online Student Success Inventory (SOSSI) - free for use to all campuses. Assistance provided regarding best practices, use, and interpretation. The SOSSI is an online survey used to identify student areas of strengths and concerns relative to online learning. The SOSSI provides “scores,” feedback, and recommendations to advisors. The SOSSI also offers insight into student “readiness,” which allows advisors/mentors to help students prepare themselves before entering a high-stakes situation. Specifically, the SOSSI measures self-efficacy in online

learning environments, self-regulated learning, and reading and writing habits. The SOSSI also measures research based individual differences that are important for online learning success, such as, technological access and literacy, learning goals, and a student's learning environment.

- Research and benchmarking
- SUNY Online 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

## SUCCESS COACHING/CONCIERGE AS A SERVICE

Research consistently suggests that professional staff or faculty dedicated to developing and maintaining ongoing and supportive relationships with online students are integral to a holistic student supports approach. Online students may otherwise feel detached from the robust community on their home campus and may not know how to take advantage of available resources and opportunities. We can help campuses bridge these gaps for students in their online programs with the following options.

Concierge: incident or event based, students reach out to us, single point of contact connects your student to your campus resources

Coaching: one-on-one, initiated by student or coach, relationship management

Opportunities to partner with us include:

Services	Concierge	Coach
Single Point of Contact	✓	✓
Triage Service	✓	✓
Facilitated Connection to Campus Services	✓	✓
Success Strategies	✓	✓
Supportive Communication	✓	✓
Access to SUNY Online Success Center webinar series	✓	✓
SUNY Online Student Success Inventory (SOSSI) Readiness Tool	✓	✓
Early Alert Tool	✓	✓
Early Alert Review and Intervention Strategy		✓
Success Plan		✓
SOSSI Review and Intervention Strategy		✓
Regular Outreach		✓
<b>Optional Services</b>		
Advising		✓
Registration		✓
Career Counseling		✓

**A custom quote for this service is available on request.  
Please allow 90 days from time of customized quote to start of service.**

## 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

#### RESEARCH

SUNY Online helps to facilitate research pertaining to online teaching, learning, and student success. SUNY Online conducts annual student surveys to collect data and has provided campuses with access to their own data for campus purposes. SUNY Online research partnerships promote the expansion and dissemination of generalizable knowledge about a variety of online learning-related topics.

#### DASHBOARDS

SUNY Online 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 - [online.suny.edu/Dashboards](https://online.suny.edu/Dashboards) contains visualization regarding online program inquiries, enrollment, student demographics, course section details, registrations, credits, programs, and faculty. You will need to log in to view the dashboards. Click the Log in with SUNY Federation button, select your campus, and sign in with your SUNY campus credentials.

#### SUNY ONLINE SUMMIT

The annual SUNY Online 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 SUNY Online Summit program and registration fee schedule, please visit: <https://online.suny.edu/onlineteaching/events/summit/>

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

#### LEAD NURTURING AS A SERVICE

We can now provide Lead Nurturing for your campus. According to Ruffalo, Noel-Lovetz, 60% of college students matriculate at the first campus with which they speak. For SUNY Online Signature Programs, this mindset and approach to student enrollment has led to over 2000 students enrolling in programs at scale. Our admissions coaches can contact your campus leads through a call-out service, follow up appointments, and application support process that has proven successful in enrolling students in the campus programs that are part of the SUNY Online Degrees at Scale initiative. Our goal is to provide you with a completed application and follow up list for those students who showed interest in your campus programs.

Let us implement the speed-to-lead model for you.

**A custom quote for this service is available on request.  
Please allow 90 days from time of customized quote to start of service.**

## INSTITUTIONAL READINESS

SUNY Online is a system-wide effort designed to maximize online-enabled learning opportunities for all SUNY students current and future. To answer your questions about SUNY Online 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 SUNY Online 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.
- SUNY Online 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 SUNY Online**. 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 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:

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

## 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](mailto:dan.feinberg@suny.edu) 518-320-1133 or visit <https://online.suny.edu/institutional-readiness>

## ENROLLMENT PLANNING ROUNDTABLE

The SUNY Online 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?

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

### 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 SUNY Online 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](mailto:dan.feinberg@suny.edu) or 518-320-1133.

## PARTICIPATING INSTITUTION AGREEMENT

Engage SUNY Online services that are offered for a fee or as a custom quote.

Complete the Participating Institution Agreement (PIA) here: <https://suny.forms-db.com/view.php?id=28094>

For questions contact our Business Office, Sarah Kruzinski, [Sarah.Kruzinski@suny.edu](mailto:Sarah.Kruzinski@suny.edu)