

2024-2025 SUNY ONLINE SERVICE LEVEL AGREEMENT



Contents

ONLINE TEACHING SERVICES.....	3
SUNY-WIDE SERVICES – NO CHARGE	3
ONLINE COURSE REVIEW AS A SERVICE.....	4
INSTRUCTIONAL DESIGN AS A SERVICE.....	5
PROFESSIONAL EDUCATION SERVICES	6
BRIGHTSPACE	6
FREE MONTHLY SUNY ONLINE PROFESSIONAL EDUCATION SERVICES WEBINARS	7
THE OTTER INSTITUTE	7
TRENDING TOPICS IN HIGHER EDUCATION WORKSHOPS	7
WORKSHOP AND TRAINING MODALITIES.....	8
PRICING	9
APPLICATION SERVICES	11
ESCALATED OPERATIONAL ITEMS.....	11
SERVICES PROVIDED BY SUNY ONLINE.....	11
CRITERIA FOR APPLICATION AND HOSTING SUPPORT	12
CAMPUS RESPONSIBILITIES.....	13
END USER HELP DESK SERVICES	14
HELP DESK SERVICES	14
RESPONSE TIME.....	15
ISSUE RESOLUTION.....	15
NORMAL BUSINESS HOURS.....	15
AFTER HOURS AND HOLIDAYS	16
UNFORESEEN OFFICE CLOSURES.....	16
CAMPUS RESPONSIBILITIES.....	16
QUALITY COMMITMENT & FEEDBACK.....	17
FERPA	17
STUDENT SUPPORT SERVICES.....	18
SUNY-WIDE SERVICES – NO CHARGE	18
ONLINE STUDENT SUPPORTS CERTIFICATE PROGRAM.....	18
CAMPUS SUPPORT SERVICES.....	20
RESEARCH.....	20
DASHBOARDS	20
SUNY ONLINE SUMMIT	20
INSTITUTIONAL READINESS.....	21
WHAT IS THE INSTITUTIONAL READINESS PROCESS LIKE?	21
ENROLLMENT PLANNING ROUNDTABLE.....	23
PARTICIPATING INSTITUTION AGREEMENT	25

ONLINE TEACHING SERVICES

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 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. 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.
- [OSCQR webinars, consultations and certifications](#) support campus- based online course quality initiatives are available upon request.
- The [SUNY Online Teaching webinars](#) showcase topics of interest to the community, including best practices, tools, and initiatives; and individuals, such as 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 Teaching 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, and variations, are available upon request and based on \$400/day.

A typical review/consultation is one day, but this depends on the scope and complexity of the course(s)/initiative.

10% discount on 11 or more reviews.

INSTRUCTIONAL DESIGN AS A SERVICE

SUNY 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.
- Virtual 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 for these services and variations are available for training upon request.
Customized instructional design support and services are quoted based on availability and scope.**

PROFESSIONAL EDUCATION SERVICES

SCOPE

In partnership with the SUNY Center for Professional Development (CPD) SUNY Online offers access to workshops and training opportunities covering trending topics in higher education and Digital Learning Environment (DLE) tools in our mission to empower educators to navigate this dynamic terrain with confidence and expertise.

STATEMENT OF SERVICES

At SUNY Online, we specialize in delivering comprehensive workshops tailored to elevate proficiency in Brightspace and other instructional technologies, as well as covering the latest trends in online higher education. Our suite of services is designed to empower educators, administrators, and institutions to maximize the potential of educational technology and stay ahead in the dynamic landscape of higher learning.

Through our strategically crafted workshops, informed by individuals with teaching and training experience, we offer a gateway to mastery in Brightspace functionalities and other trending topics. We go beyond surface-level understanding, providing hands-on training sessions that enable participants to optimize these systems, tools, and strategies to their fullest capacity. Moreover, our focus extends to empowering educators with the pedagogical tools and instructional design strategies necessary to create immersive and impactful courses. We equip our participants with the knowledge and insights needed to thrive in these evolving educational landscapes.

BRIGHTSPACE

Brightspace Fundamentals

Brightspace Fundamental Workshops cover the topics below and are recommended in the following order:

1. Accessibility & Online Pedagogy
2. Universal Design for Learning (UDL)
3. User Interface (UI)
4. Communication Tools
5. Authoring/Publishing Content
6. Gradebook
7. Gradable Activities

Brightspace Advanced Workshops (Illuminations)

Dive deep into the functionalities and optimization techniques in Brightspace Advanced Workshops (Illuminations). These workshops are designed to expand the effectiveness and efficiency of faculty's use of the Brightspace learning environment, reduce faculty workload, and increase student engagement.

- [Brightspace Advanced Workshop Descriptions](#)
 - Design Considerations
 - Document Templates
 - Personalization and Gamification
 - Attendance and Checklists
 - Rubrics
 - Groups
 - Advanced Discussions
 - Advanced Assignments and Video Assignment

- Advanced Quizzes
- Advanced Gradebook
- FAQs and Glossary
- Conditional Release
- Intelligent Agents

Specialized Brightspace Workshops

Specialized Brightspace Workshops are provided to individuals who wish to use Brightspace in a non-instructional capacity. For example, for librarians who wish to create a research resource for students within Brightspace.

- Advisors
- Campus System Administrators
- Help Desk Personnel
- Librarians
- Student Supports

Specialized Brightspace Workshops are also provided for specialized tools within Brightspace such as:

- The Learning Object Repository (LOR)
- Learning Objectives
- Reporting

FREE MONTHLY SUNY ONLINE PROFESSIONAL EDUCATION SERVICES WEBINARS

SUNY Online Professional Education Services will provide monthly webinars on trending topics in online higher education. These webinars are free to all SUNY campus members. Registration information will be distributed from the SUNY CPD's listserv, Teams, and Viva Engage.

THE OTTER INSTITUTE

The Online Teaching: Technology and Educational Resources Institute (OTTER) is an opportunity for online practitioners to learn more about the innovations, trends, and challenges within online education. Offered each year, the OTTER Institute focuses on tools and strategies that will help faculty create and deliver effective and engaging digital course content (from supplementing your face-to-face classroom to teaching hybrid/blended, fully online, HyFlex, and more). The OTTER Institute is free to all SUNY campus members.

TRENDING TOPICS IN HIGHER EDUCATION WORKSHOPS

In addition to Brightspace workshops, SUNY Professional Education Services also provide workshops on trending topics in higher education. Workshop topics vary based on the pressing issues faced by our SUNY faculty and staff in the rapidly evolving landscape of education. A list of currently supported topics is below; however, we can rapidly respond to requests for workshops for emerging issues.

- Accessibility/Adaptive Learning Technologies
- Artificial Intelligence
- Change Leadership
- Distance Learning Leadership
- Inclusive Teaching Practices
- Multimodal Pedagogy (Face-to-face, online, blended, HyFlex, etc.)
- New Faculty Training
- Online Student Supports
- Science of Learning
- Technical Training (LMS, Teams, Viva Engage, etc.)

- Trending Universal Design for Learning
- Topics in Higher Education
- Custom Workshop (Development fee associated)

WORKSHOP AND TRAINING MODALITIES

Customized Workshops:

Work with our training team to customize a workshop that meets your specific campus' needs. Duration, pacing, and topics can be adjusted.

- A workshop development fee will be assessed.
- These sessions are restricted to 20 participants per session.
 - One trainer for 10 participants
 - Two trainers for 11-20 participants

Technical Face-to-face Workshops:

These live, hands-on workshops are offered on your campus, or other designated location, and will cover the workshop/training materials.

- These sessions are restricted to 20 participants per session.
 - One trainer for 10 participants
 - Two trainers for 11-20 participants
- Time: 6 hours, total
 - 2 3-hour sessions, with ½ hour break

Face-to-face Workshops:

These live, hands-on workshops are offered on your campus, or other designated location, and will cover the workshop/training materials.

- These sessions do not restrict participants per session.
- Time: Variable

Synchronous Remote:

These live, in-depth “point & click” workshops are offered via a conferencing tool and will cover the workshop/training materials catered to the pacing and preferences of the audience.

- These sessions are restricted to 10-15 participants per session.
- Time: 6 hours, total
 - 2 3-hour sessions, with 10-minute break
 - 3 2-hour sessions

Webinars:

Targeted for larger audiences, these Zoom webinars offer live demonstrations of the workshop/training topics. There are opportunities to ask questions of experts at the end of each webinar.

- These sessions are restricted to 150 participants.
- Time: 90-minutes each, 60-minute webinars with 30 minutes for Q&A

PRICING

CPD Points can be used to cover the costs of the workshops.

Brightspace Training/Workshops

Brightspace Fundamentals					
Intended Audience	Face-to-face	Synchronous Remote	Webinar	Customized Workshop	OTTER Institute
Faculty	\$1500/6 hours (Includes travel)	\$450/6 hours	\$75/webinar \$500/Full series (7)	Custom quotes are available	Free to SUNY campuses
Instructional Design/ Faculty Supports	\$1500/6 hours (includes travel)	\$450/6 hours	\$75/webinar \$500/Full series (7)	Custom quotes are available	Free to SUNY campuses
Student (Online student success & Brightspace Orientation)	\$1500/6 hours (includes travel)	\$450/6 hours	\$75/webinar \$500/Full series (7)	Custom quotes are available	N/A

Advanced Brightspace				
Intended Audience	Face-to-face	Synchronous Remote	Webinar	Customized Workshop
Faculty	\$1500/6 hours (includes travel)	\$150/hour	\$75/webinar \$900/Full series (13)	Custom quotes are available
Instructional Design/ Faculty Supports	\$1500/6 hours (includes travel)	\$150/hour	\$75/webinar \$900/Full series (13)	Custom quotes are available

Trending Topics in Higher Education				
Intended Audience	Face-to-face	Synchronous Remote	Webinar	Customized Workshop
Faculty	\$1500/6 hours (includes travel)	\$150/hour*	\$75/webinar	Custom quotes are available
Instructional Design/ Faculty Supports	\$1500/6 hours (includes travel)	\$150/hour*	\$75/webinar	Custom quotes are available

*Webinars may involve development costs

APPLICATION SERVICES

SCOPE

SUNY Online offers migration, management, administration, and support services for Learning Management Systems and related core third party tools across SUNY. The primary focus of the SUNY Online Application Services team is global administration and support of the Digital Learning Environment, with D2L Brightspace as the core of this shared, multi-tenant environment. This document represents a service level agreement between SUNY Online and the SUNY campuses using the Digital Learning Environment's Brightspace system.

STATEMENT OF SERVICES

The SUNY Online Application Services team provides two primary points of service for SUNY campuses:

- Second-Tier Application Support Services
- D2L Brightspace Administration Services

ESCALATED OPERATIONAL ITEMS

For submissions to the SUNY Online Help Desk that can't be resolved due to complexity, access, or external coordination, tickets are escalated to the SUNY Online Application Services team (also referred to as the DLE System Administrators).

The SUNY Online Application Services Team commits to an average response time of no more than 1 business day. For the SUNY Online Application Services team, 1 business day would be defined as Monday - Friday with the exception of New York State recognized holidays.

Exceptions to this average response time would include:

- Any system wide issues which would be acted on immediately upon notification/recognition including holidays, evenings, and weekends. In these circumstances, broader communications may be incorporated into keeping everyone updated on the status and resolution of these items.
- Some items require coordination with vendors, other 3rd party groups, or extensive research to resolve. In these circumstances, periodic updates will be made to these outstanding tickets to provide either an update or confirmation that this is still in progress.

SERVICES PROVIDED BY SUNY ONLINE

SECOND-TIER APPLICATION SUPPORT SERVICES

The SUNY Online Application Services team provides second-tier support to assist with higher-level questions, issues, information, and service requests regarding the LMS application. The SUNY Online Application Services team works with the appropriate staff, support groups, and vendors to resolve functional system issues.

LEARNING MANAGEMENT SYSTEM ADMINISTRATION SERVICES

The following services are provided with the administration of the Digital Learning Environment (D2L Brightspace):

- Assistance with all escalated issues
- LMS policies, procedures, and knowledge base
- Account changes for campus administrators
- Second-tier support of all campus administrators
- LMS administrator knowledge-sharing
- In conjunction with the D2L, SUNY support groups, and DLE Governance Decisions:
 - Provide SIS integration support for courses, faculty, staff, students, enrollments, and terms
 - Administer global authentication settings and configurations
 - Set technical specifications for the LMS environment
- Project planning, management and execution of LMS upgrades
- New version support, exploration, research, and bug reporting
 - LMS administrator documentation

REMOTE LMS ADMINISTRATION SERVICES

The SUNY Online Application Services team can provide remote D2L Brightspace and Blackboard Learn / Blackboard Archive administration services.

In order to successfully provide this service, the campus must grant the SUNY Online Application Services team the appropriate access to the D2L Brightspace or Blackboard Learn / Blackboard Archive environment to perform the expected duties.

The expected duties for the Remote Blackboard Learn Administration Services are the same as those outlined in the “LEARNING MANAGEMENT SYSTEM ADMINISTRATION SERVICES” section. A custom review and quote will be necessary for this service.

MIGRATION SUPPORT / PROJECT MANAGEMENT / TRAINING

Application Services can provide custom migration support, training, and project management services to campuses migrating their LMS platform. A custom review and quote will be necessary for this service. Additional training support is being provided by the SUNY Center for Professional Development <https://cpd.suny.edu/>.

CRITERIA FOR APPLICATION SUPPORT

CAMPUS CONTACT LIAISONS

To facilitate the successful administration and hosting of D2L Brightspace, each campus should select two - three direct contacts to coordinate with Application Services Team members during standard office hours. It is recommended that these contacts represent the LMS 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 configuration changes, tool availability, and other environment considerations. Additionally, these representatives are provided access to SUNY Online-created Administrator documentation and resources.

CAMPUS RESPONSIBILITIES

Under this agreement, the campus agrees to:

- Contribute to an annual service fee.
- 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 specific equivalent functionality.
- Notify SUNY Online Application Services in advance of any scheduled maintenance and/or change that may potentially impact the usage of the supported LMS 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 LMS environment.
- Check SUNY System Administration's System Status page: <http://status.suny.edu>

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 the campus LMS
- LMS navigation guidance for students and faculty
- LMS “log in” or access questions (if applicable)
- End User support (Tier One and Tier Two) for D2L Brightspace Core LMS tools. To receive a current list of D2L Brightspace Learn Core LMS Tools, submit a Help Desk request at <https://online.suny.edu/help>.
- Ability of specific campus representatives 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.

RESPONSE TIME

The goal of the Help Desk is to respond to customer requests as soon as possible. The majority of customers contact the Help Desk by phone and receive assistance at that moment. Customers who submit an email to sunyonlinehelp@suny.edu or open an [online help ticket](#) will receive an automated acknowledgement of their request immediately.

Response time is defined as the amount of time between when the contact first submits a request which includes leaving a phone message, sending an email to sunyonlinehelp@suny.edu, or using our [online ticketing system](#) and when a Help Desk Analyst responds.

The Help Desk commits to an average response time within two hours during Help Desk business hours. The Help Desk staff will inform End Users if an exception is necessary.

ISSUE RESOLUTION

During non-peak times and during normal business hours, the Help Desk commits to an average resolution time of within 24 hours. Due to the volume of contacts during the opening two weeks of the semester, 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 commits to a resolution time during normal business hours within 48 hours. The Help Desk staff will inform End Users if 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 6:00 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.

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 Brightspace Non-Core LMS tools. To receive a current list of D2L Brightspace 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. Edge 116.0.1938.62, Firefox 117.0, Chrome 116.0.5845.141, Safari 16.5)
 - Name and version of computer's operating system (Ex: Microsoft Windows 11 or macOS 13 "Ventura")
 - 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.

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

FERPA

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 regulations.

ONLINE 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 adopts the key signature elements as identified in the Online Learning Consortium’s Student Supports Scorecard, which is used by SUNY Online Institutional Readiness.

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

COMMUNITIES OF PRACTICE

SUNY Online facilitates communities of practice for professionals supporting online student success to connect and collaborate. These communities provide opportunities to exchange knowledge, share experiences, and discuss best practices in a shared learning environment. By working together, participants can expand their expertise, stay current on the latest developments in their field, share best practices, and leverage individual strengths. The goal is to cultivate a collaborative community to deepen professionals' capacities to foster online student success.

- Early Alerts Community of Practice
 - Monthly, virtual meetings
 - Ideal for functional and technical leads as well as others who use Early Alert systems daily
- Online Student Success Collaborative Community of Practice
 - Monthly, virtual meetings
 - Ideal for academic advisors, success coaches, and navigators who support exclusively online students or both on-campus and online students as well as any campus folks who are interested in online student success.

SUNY ONLINE STUDENT SUPPORTS INVENTORY (SOSSI)

SOSSI can be utilized as an onboarding survey to identify areas where students excel and require improvement in relation to online learning. By providing an emailed report combination of scores and flagged question responses for each respondent, the SOSSI offers insight into student readiness, allowing advisors and mentors to help students prepare themselves before entering high-stakes situations.

Campuses are provided with a report that shows the responses from their students to assist with planning and early intervention strategies.

SUNY ONLINE WEBSITE – SUPPORTING STUDENT SUCCESS <https://online.suny.edu/studentsuccess/>

The website features research-based best practices from the Online Learning Consortium’s scorecard, professional development and networking opportunities, and information regarding SUNY Online resources.

The website also provides opportunities to spotlight exemplary online student success work that is happening at SUNY campuses. Campuses are encouraged to share examples of their best online student practices to be included on this site.

ONLINE STUDENT SUPPORT GUIDES

The SUNY Online "Guide to Online Student Supports" was created to highlight best practices aligned with the Online Learning Consortium's evidence-based Student Supports Scorecard. Our goal is to assist campuses in applying proven recommendations that meet the unique needs of online learners.

The Guide details practices to better support, elevate, and gain a deeper understanding of the needs of online learners.

ONLINE STUDENT SUPPORTS CERTIFICATE PROGRAM

Offered through the SUNY Center for Professional Development, this course provides staff, faculty, and campus leadership with strategies and best practices for supporting student success in online environments. Participants will investigate how both campus workflow and perspectives must recognize online students' unique needs and distinct challenges and opportunities.

Participants will gain skills to foster online student engagement, motivation, and academic success. The goal is to develop participant capacities for reimagining and delivering student services and resources to meet online learners where they are.

Participants will gain practical strategies to:

- Analyze campus online student profiles and demographics to clarify needs
- Understand key national organizations that establish best practices, rubrics, and standards for online student support
- Identify the structures, resources, and processes your campus currently has in place related to supporting online students
- Explore the core principles and goals of proactive online student success coaching
- Develop a proactive engagement strategy to connect their work with online student success
- Design strategies for continuous assessment and improvements of online student services and supports

CAMPUS SUPPORT SERVICES

SCOPE

Campus Support Services encompasses Institutional Readiness, Enrollment Planning Roundtable, and SUNY Online + Certification for campus online programs, as well as a variety of free and fee-based technology solutions.

STATEMENT OF SERVICES

Campus Support Services is provided by several functional units within SUNY Online. Campus Partnerships administers the Enrollment Planning Roundtable, Institutional Readiness and SUNY Online+ programs. Research and Dashboards support is provided by the SUNY Online Impact Analyst. The SUNY Online Summit is organized and planned by SUNY Online Teaching with registration and logistical support from the SUNY Center for Professional Development.

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 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 multiple-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/summit/>

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

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:

STEP 1: Overview of Process and Campus Commitment/Expectations <i>1-2hrs.(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 SUNY Online and discussion of campus role • Review of Online Learning Consortium Quality Scorecard - Seven categories of quality and 70 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

70 indicators across seven 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 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?

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>90-minute conference call</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 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 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://workflow.suny.edu/view.php?id=206842>

For questions contact our Operations Manager, John Zelenak, john.zelenak@suny.edu