SUNY Online

2024

SUNY ONLINE
ANNUAL IMPACT REPORT

The year 2024 will be partially remembered as a year for when the world truly opened back up from the COVID restrictions. The SUNY Online Summit returned in-person, to New York City for the first time since the pandemic. SUNY's overall enrollments increased for the second year in a row. Record funding from Governor Kathy Hochul and the New York State legislature ushered in new, historic projects like Empire AI and the Digital Transformation Project. Chancellor John B. King, Jr. provided guidance and inspiration to keep us focused on SUNY's four pillars of student success, research and scholarship, DEI, and economic development and upward mobility.

A personal highlight for me in 2024 was being able to visit campuses as part of our Digital Learning Environment (DLE) listening tour. Because the bulk of the DLE implementation was during COVID, it was amazingly done without any face-to-face meetings or campus visits. Now that everyone has Brightspace in production, we are looking at how to really leverage the platform to support both System Administration and campus initiatives and goals. As part of that effort, we offered every campus the opportunity for a face-to-face campus visit. This helped us understand campus priorities, what is working well, where there are still pain points, and where we need to provide more or expanded support to campuses.
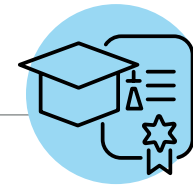
It was an astounding experience to visit SUNY campuses across the state, from Manhattan to Niagara Falls. I was consistently impressed and inspired by the creativity and ingenuity of SUNY's faculty and staff as they pushed the DLE in new and exciting directions. From advanced tools like artificial intelligence to more tried-and-true approaches like quizzes and discussion forums, I saw, firsthand, numerous innovative approaches, all with the purpose of helping more students reach their goals and be successful. While the travel led to long days on the road, I would consistently come back to the office reinvigorated and excited to share what I had learned. Thank you for sharing with me.

There's lots more to learn about the work of SUNY Online through the academic year 2023-2024 so it's with great pride and a sense of deep appreciation that I am able to share this Impact Report with our partners, stakeholders, and members of the online education community. On behalf of the SUNY Online team, we are excited about the future and look forward to continuing this important work!

Let's continue to build on our shared successes together in 2025,

Dan Feinberg

Dan Feinberg
Interim Director of SUNY Online

> SUNY IMPACT

FALL 2023 ENROLLMENT

43,585
online course sections in 2022–23 AY

49,957
students took *exclusively* online courses in Fall 2023

152,880
students took *at least one* online course in Fall 2023

ONLINE PROGRAMS

942
online programs as advertised on explore.suny.edu

55
SUNY campuses offering online programs

160
SUNY Online + Programs
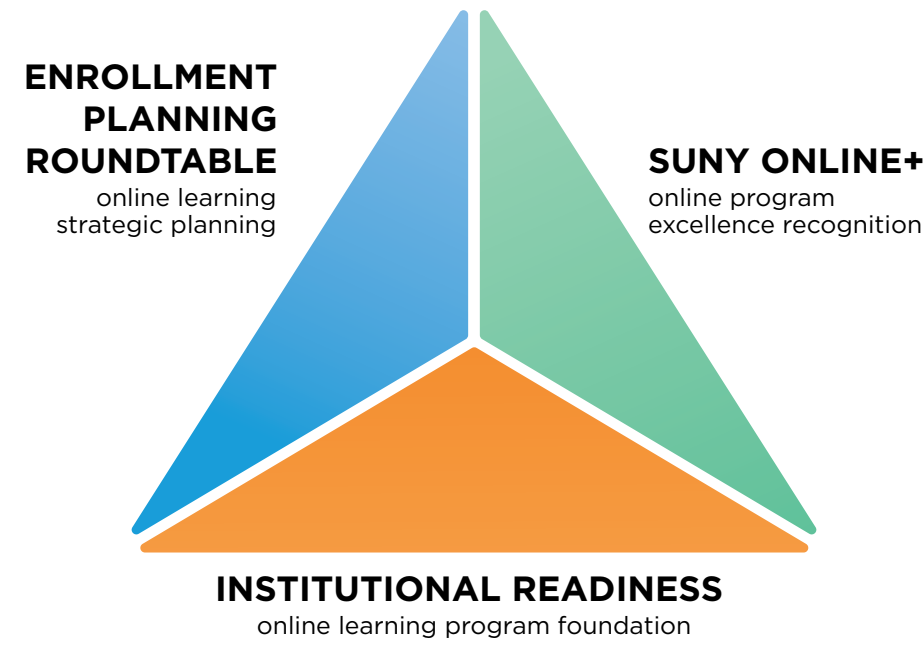
26
SUNY campuses offering SO+ programs

SUNY ON COURSERA

69
Courses on Coursera (all time)

2,586,461
Coursera SUNY Enrollments (all time)

433,849
Coursera SUNY course completions (all time)

> SUPPORTING CAMPUSES ONLINE

ENROLLMENT PLANNING ROUNDTABLE
online learning strategic planning

SUNY ONLINE+
online program excellence recognition

INSTITUTIONAL READINESS
online learning program foundation

INSTITUTIONAL READINESS (IR)

This campus consulting engagement process is designed to help campuses assess their online program. Facilitated by expert leaders in online learning, the campus team completes a thorough self-assessment using the Online Learning Consortium Quality Scorecard. As a result of this process, campuses identify best practices, areas of improvement and a comprehensive implementation plan.

CLICK HERE TO LEARN MORE

ENROLLMENT PLANNING ROUNDTABLE(EPR)

The EPR is a comprehensive discussion with campuses to develop a strategic plan for online programs, courses and supports that fit into their overall mission and vision of the campus. 22 SUNY campuses have engaged in the SUNY Online Enrollment Planning Roundtable (EPR) since its inception.
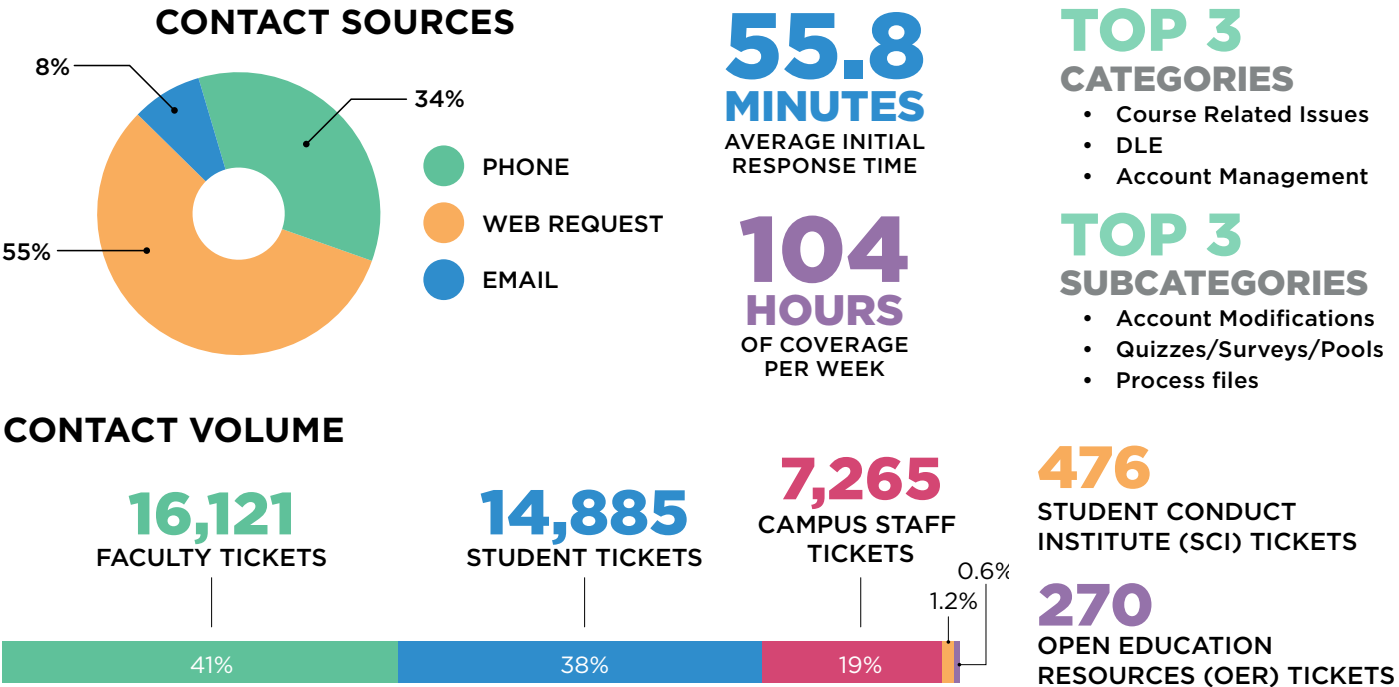
CLICK HERE TO LEARN MORE

SUNY ONLINE+

The SUNY Online+ designation recognizes degrees and certificates across the system that exemplify the best of what SUNY has to offer in online education. These standards represent the shared commitment to the highest standards of quality and excellence in all facets of online learning including student support, faculty support, and program support.

CLICK HERE TO LEARN MORE

Institutional Readiness

Established in **2014**

57 CAMPUSES Started the Process

26 CAMPUSES Completed

SUNY Online+

Established in **2014**

26 CAMPUSES

160 PROGRAMS

HELP DESK STATISTICS

CONTACT SOURCES

- 8%
- 34% — PHONE
- 55% — WEB REQUEST
- EMAIL

55.8 MINUTES AVERAGE INITIAL RESPONSE TIME

104 HOURS OF COVERAGE PER WEEK

TOP 3 CATEGORIES
- Course Related Issues
- DLE
- Account Management

TOP 3 SUBCATEGORIES
- Account Modifications
- Quizzes/Surveys/Pools
- Process files

CONTACT VOLUME

16,121 FACULTY TICKETS

14,885 STUDENT TICKETS

7,265 CAMPUS STAFF TICKETS

476 STUDENT CONDUCT INSTITUTE (SCI) TICKETS

270 OPEN EDUCATION RESOURCES (OER) TICKETS

| 41% | 38% | 19% | 1.2% | 0.6% |

44 CAMPUSES SUPPORTED

APPLICATION SERVICES

During this period, SUNY Application Services dedicated expanded resources at no additional cost to 57 campuses and institutions to support their transition to the multi-tenant Digital Learning Environment (DLE) / Brightspace environment. During this time, escalated Blackboard (legacy) administrative support continued to provide critical support for faculty and students. The end of this period also signified the completion of the DLE Implementation project so that focus could shift to operational support and expanded functionality to continue to evolve how we are utilizing the shared DLE environment for the needs of all SUNY campuses.

> " I believe that all agents at SUNY Online are incredibly knowledgeable on the use of Brightspace. I also want to point out how courteous they are. Thank you always.

USER TESTIMONIAL

CAMPUS SUPPORT METRICS

10,600+ escalated tickets resolved from 62 different SUNY Campuses & Organizations

54 SUNY Campuses, 3 SUNY institutions, and 1 internal organization are using the DLE

633,470 Courses are in the DLE with an increase from academic year 2023-2024 of 196,548 courses

717,000+ student accounts, 62,000+ faculty accounts, and 7,000+ staff accounts are in the DLE

1,152 individual third-party tool integrations have been completed to date with 150 being new for the academic year 2023-2024

> SUPPORTING ONLINE FACULTY

SUNY DLE BRIGHTSPACE FUNDAMENTALS ASYNCHRONOUS MODULES

A self-paced online asynchronous course called SUNY DLE Brightspace Fundamentals Asynchronous Modules was designed and implemented to pwrovide faculty the opportunity to become familiar with the Brightspace Learning Management System which is at the heart of the SUNY Digital Learning Environment (DLE). This ongoing course leads faculty through the basics of Brightspace or they can select just the modules they want to learn more about.

IN THE ACADEMIC YEAR 2023–2024 THERE WERE

9,059
UNIQUE FACULTY AND INSTRUCTIONAL DESIGNERS

59 SUNY campuses

769
SUNY DLE BRIGHTSPACE FUNDAMENTALS BADGES EARNED

325
SUNY DLE BRIGHTSPACE FUNDAMENTALS CERTIFICATES EARNED

ONLINE TEACHING
online.suny.edu/onlineteaching

SUNY Online Teaching continues to provide support, resources, and models for SUNY campuses and beyond for online teaching and learning. Online learning faculty from across SUNY and around the world visit the SUNY Online Teaching website.

SUNY Online Teaching also supports Communities of Practice. And it fosters and shares effective online practices by faculty, as well as confers awards for some of those effective online practices. Annually the Effective Online Practices Awards recognize outstanding online teaching practitioners from across SUNY.
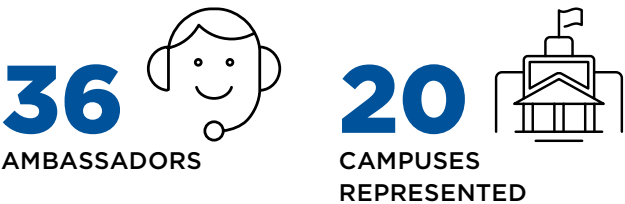
A notable collaboration with the SUNY Collaborative for Online International Learning (COIL), SUNY Maritime College, Nassau Community College, SUNY Oneonta, and Universidad Católica Andrés Bello in Venezuela led to the development of **COIL+OSCQR** standards. These standards support Virtual Exchange (VE) and intercultural online learning experiences and have been incorporated into a COIL version of the OSCQR rubric, available in both English and Spanish. This effort was recognized with the **WCET Outstanding Work (WOW) award** in Fall 2024.

A formal OSCQR webinar and certification process was launched in Fall 2024. **The SUNY Online Course Quality Review (OSCQR) Webinar & Certification** is intended to recognize existing expertise, and train and certify online instructional designers, faculty, and campuses in the use of OSCQR to address online course quality and to prepare SUNY campuses for larger-scale systematic online course quality initiatives.

An outcome of the OSCQR Certification process was an in-depth collaboration between SUNY Online and SUNY Adirondack that resulted in the certification of several online faculty fellows as OSCQR peer reviewers, further embedding quality standards within the institution. Doris Ostrander, Coordinator of the Teaching and Learning Collaborative at SUNY Adirondack, stated, "SUNY Online Teaching's expertise empowered our first cohort of faculty fellows to self-assess, review each other's courses, and achieve certification as OSCQR reviewers. This meaningful collaboration has not only strengthened our fellowship program but also enhanced our capacity to maintain high standards in online course design and quality."

SUNY ONLINE TEACHING AMBASSADORS

36
AMBASSADORS

20
CAMPUSES REPRESENTED

SUNY EFFECTIVE ONLINE PRACTICES AWARD PROGRAM

8 ENTRIES

5 CAMPUSES REPRESENTED

112 COMMUNITY VOTES

3 AWARDS CONFERRED

SUNY ONLINE SUMMIT 2024

In February of 2024, the SUNY Online Summit returned to in-person with sessions and presenters included virtually as well at the SUNY Global Center in New York City. It featured presentations from online teaching leaders from within SUNY, from across the country and was attended by online learning professionals from around the world. Two-thousand-and-twenty-four was the 25th year of the event.

NYC - FEBRUARY 28-29, 2024
30TH ANNIVERSARY OF ONLINE EDUCATION AT SUNY

565
TOTAL REGISTRATIONS

52
SUNY CAMPUSES

12
NON-SUNY ORGANIZATIONS

76
IN-PERSON REGISTRATIONS

8
SUNY ORGANIZATIONS

9
COUNTRIES

489
VIRTUAL REGISTRATIONS

138
NON-SUNY INSTITUTIONS

40
US STATES

> **"** I am very grateful for the professionalism and high level of skill of all of the Tech Support staff. In addition, they are so kind and friendly whenever I have a question. All of my experiences have been very positive! Thank you for your expertise and help when I encounter a problem I can't solve!"
>
> FACULTY HELP DESK USER TESTIMONIAL

> SUPPORTING ONLINE STUDENTS

SUNY Online continues to offer a range of resources to enhance campuses' online student support efforts. These resources include the Online Student Success Collaborative Community of Practice, the Online Student Support Certificate courses offered through SUNY's Center for Professional Development, and the SUNY Online Student Success Inventory—an online student onboarding survey available to all campuses at no cost.

ONLINE STUDENT SUCCESS COLLABORATIVE

The Online Student Success Collaborative Community of Practice was established with the objective of sharing, developing, and promoting scalable best practices for online student support and success initiatives, while also disseminating the outcomes of these efforts within the SUNY community. This community provides opportunities for engagement among SUNY colleagues through monthly virtual meetings and the Viva Engage platform. The Online Student Success Collaborative Community of Practice currently comprises 129 members representing 33 SUNY campuses. This diverse group includes academic advisors, success coaches, instructional designers, directors of online learning, online program chairs, technology support staff, and individuals in various other roles. New members are welcome.

"Being part of the Online Student Success Collaborative Community of Practice offers invaluable benefits to our campus, such as gaining insights into innovative strategies other campuses use to support their students, which can spark new ideas for our own initiatives. For example, we have seen many excellent examples of student orientation, onboarding processes, outreach, and ongoing messaging. We have also heard directly from online students which is always a powerful way to think about our own practices. The Community of Practice also provides a dedicated space to ask questions and share experiences with our colleagues, fostering a supportive environment for continuous learning. Ultimately, this collaboration enhances our ability to better support our online student populations, ensuring their success and well-being."

ANDREA GILBERT,
DIRECTOR, VIRTUAL CAMPUS, MONROE COMMUNITY COLLEGE

ONLINE STUDENT SUPPORT CERTIFICATE

The Online Student Support Certificate program, offered in partnership the SUNY Center for Professional Development (CPD), equips staff, faculty, and campus leadership with strategies and best practices aimed at enhancing student success in online learning environments. Participants will explore the necessity for campus workflows and perspectives to acknowledge the unique needs and specific challenges faced by online students, as well as the opportunities available to them.

Through this program, participants will acquire skills to promote online student engagement, motivation, and academic achievement. The overarching goal is to empower participants to reimagine and effectively deliver student services and resources that are tailored to meet the needs of online learners.

"I really enjoyed participating in the SUNY CPD's Online Student Supports Certificate program. I was able to learn a lot about the needs of online students and how best to assist and provide beneficial communication strategies. I utilize the knowledge learned throughout the certificate program in my daily work as a Student Success Coordinator with Empire State University. I benefited greatly from the innovative and creative ways to best serve online students."

AMY MIRABELLI
STUDENT SUCCESS COORDINATOR, EMPIRE STATE UNIVERSITY

SUNY ONLINE STUDENT SUCCESS INVENTORY (SOSSI)

Proactively addressing gaps in online student preparation is essential for enhancing academic success. The SUNY Online Student Success Inventory (SOSSI) is a valuable tool designed to evaluate both strengths and weaknesses in various behavioral and attitudinal domains pertinent to online learning. Adopted across SUNY undergraduate and graduate programs, the SOSSI offers actionable insights that enable student support staff on campuses to effectively tailor their support services. The SOSSI is provided at no cost to campuses.

"The SUNY Online Student Skills Inventory (SOSSI) report gives GCC essential insights into students' readiness for online learning, covering skills like self-regulated learning, technology proficiency, and reading and writing habits. By identifying and addressing skill gaps early, we connect students to tutoring and technology support even before classes start. This proactive approach helps ensure students feel confident and prepared, paving the way for a successful semester."

LOY GROSS
ONLINE LEARNING SPECIALIST, ADJUNCT INSTRUCTOR, GENESEE COMMUNITY COLLEGE

" The service is wonderful, I've used it many times and have always been very pleased.
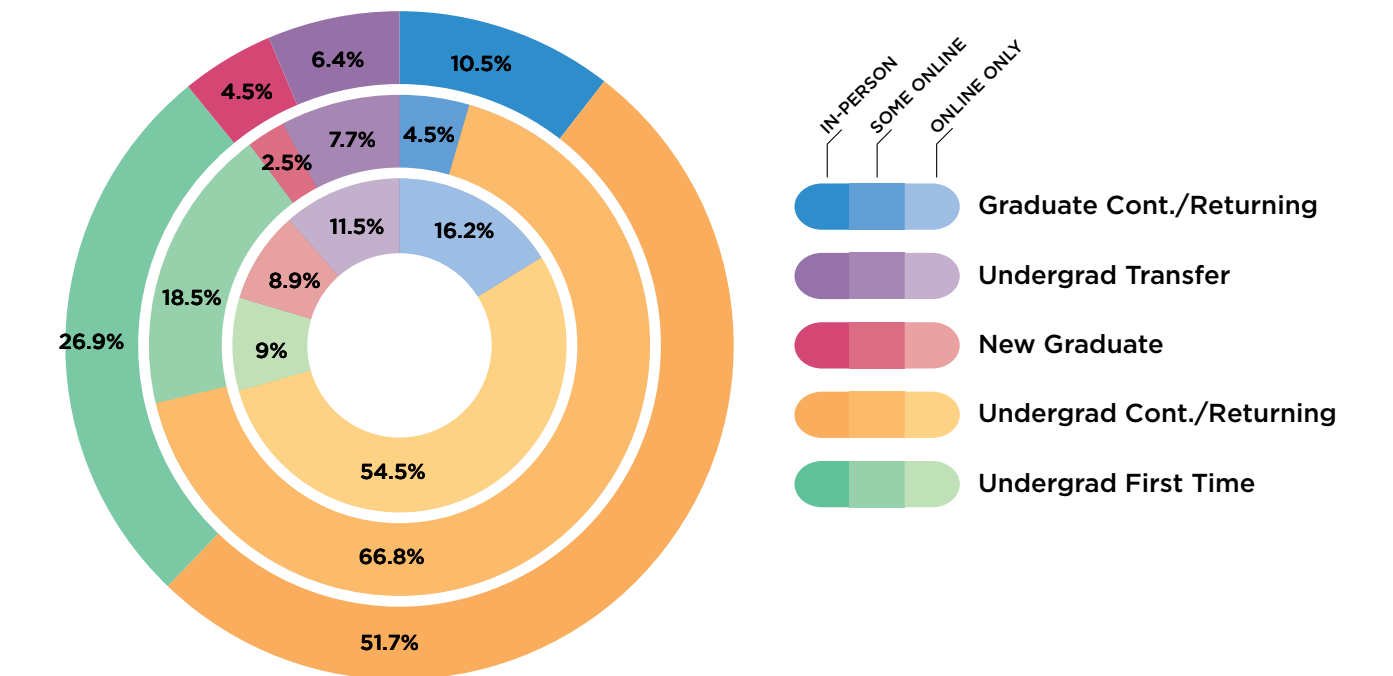
USER TESTIMONIAL
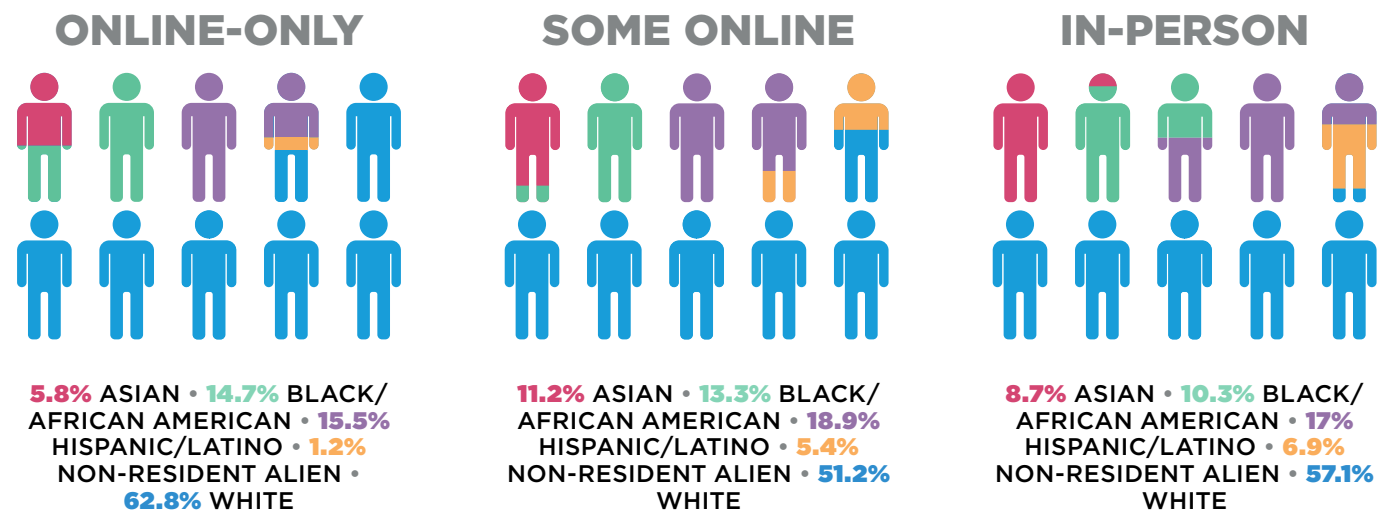
> ONLINE LEARNING BY THE NUMBERS

VARIOUS DEMOGRAPHICS OF STUDENTS TAKING COURSES IN DIFFERENT MODALITES

84.5%
85.8%
45.4%
15.5%
14.2%
54.4%

ONLINE ONLY
SOME ONLINE
IN-PERSON

Traditional Age (>25)
Adult Learners (+25)

.01% (NON-BINARY)
.03% (NON-BINARY)

51.47%
43.65%
67.66%
48.52%
56.35%
32.32%

ONLINE ONLY
SOME ONLINE
IN-PERSON

Female
Male
Non-Binary

36.7%
87.9%
35.4%
63.3%
12.1%
64.6%

ONLINE ONLY
SOME ONLINE
IN-PERSON

Part-Time Students
Full-Time Students

% OF SUNY STUDENTS BY ACADEMIC LEVEL TAKING COURSES IN DIFFERENT MODALITIES

6.4%
10.5%
4.5%
4.5%
7.7%
2.5%
11.5%
16.2%
8.9%
18.5%
9%
26.9%
54.5%
66.8%
51.7%

IN-PERSON
SOME ONLINE
ONLINE ONLY

Graduate Cont./Returning
Undergrad Transfer
New Graduate
Undergrad Cont./Returning
Undergrad First Time

% OF SUNY STUDENTS BY RACE TAKING COURSES IN DIFFERENT MODALITIES

ONLINE-ONLY
5.8% ASIAN • 14.7% BLACK/ AFRICAN AMERICAN • 15.5% HISPANIC/LATINO • 1.2% NON-RESIDENT ALIEN • 62.8% WHITE

SOME ONLINE
11.2% ASIAN • 13.3% BLACK/ AFRICAN AMERICAN • 18.9% HISPANIC/LATINO • 5.4% NON-RESIDENT ALIEN • 51.2% WHITE

IN-PERSON
8.7% ASIAN • 10.3% BLACK/ AFRICAN AMERICAN • 17% HISPANIC/LATINO • 6.9% NON-RESIDENT ALIEN • 57.1% WHITE

SUNY ONLINE PROGRAMS BY DEGREE LEVEL

106 UNDERGRAD CERTIFICATES
418 ASSOCIATE
136 BACCALAUREATE
104 GRADUATE CERTIFICATE
164 MASTERS
14 DOCTORAL