



DIGITAL INNOVATION &
ACADEMIC SERVICES

SUPPORTING SUNY CAMPUSES

DIAS ANNUAL IMPACT REPORT
ACADEMIC YEAR 2025-2026

Dear Colleagues and Partners,

I am pleased to share the Annual Impact Report for the Digital Innovation and Academic Services (DIAS) portfolio within the SUNY Provost's Office. Over the past year, DIAS initiatives have advanced SUNY's four pillars by supporting student success, promoting diversity and inclusion, accelerating research, and creating new workforce pathways. The report also illustrates how DIAS teams collaborate with SUNY System Administration and campuses to foster academic innovation, deliver high-quality shared services, and drive scalable, sustainable impact.

This report highlights how systemwide digital innovation—grounded in pedagogy and aligned with campus priorities—is enabling more engaging, inclusive, and flexible learning experiences; expanding access to emerging technologies and high-quality academic resources. From support for AI in teaching and learning, advancing online learning strategies for digital accessibility, open education, and digital scholarship, DIAS endeavors to extend the reach of faculty and staff, meet students where they are, and remove barriers to success.

A defining feature of SUNY's approach is the strategic use of shared services to power innovation at scale. DIAS-supported platforms—including the SUNY Digital Learning Environment, Shared Library Services, open education infrastructure, and digital accessibility support—provide a foundation for campuses to innovate efficiently. These investments ensure cost efficiency, reliability, and consistency, enabling campuses to focus on local priorities while expanding access to digital tools and resources.

Equally important is our investment in people and capacity building. Through communities of practice, systemwide convenings, and targeted professional development – including programs in digital accessibility, change leadership, online and open education, and emerging technologies, like generative AI in teaching and learning – DIAS initiatives are helping to cultivate a culture of innovation by leveraging our shared expertise across SUNY. These initiatives strengthen institutional capacity to lead change and sustain innovations at scale.

As SUNY navigates rapid change in areas such as digital accessibility, artificial intelligence, library information services, open education, online and hybrid education, DIAS remains focused on providing coordinated leadership, actionable strategies, and evidence-informed practices. Our work reflects a systemwide commitment to innovation that is both ambitious and grounded – designed to deliver measurable impact for students, faculty, campuses, and the state. This progress is made possible by the collaboration and dedication of SUNY faculty, staff, and leaders across all campuses. We are grateful for their partnership and proud to support their work.

We invite you to explore this report and join us in advancing SUNY's mission of access, excellence, and opportunity for all.

Sincerely,



A handwritten signature in grey ink that reads "Kim A. Scalzo".

Kim A. Scalzo
Senior Associate Provost, Digital Innovation and Academic Services
SUNY System Administration

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SHARED TECHNOLOGY PLATFORMS AND TOOLS



Digital Learning
Environment



Ex Libris Alma and
Primo VE



Open Access
Institutional
Repositories



Lumen One (OER
platform)



SUNY Create

CAMPUS AND SUNY SAVINGS



Annual savings
across SUNY
campuses using
Brightspace **\$4M**



Ex Libris Alma and
Primo VE saves
\$250K annually
across SUNY
campuses



OER Shared Service
has saved SUNY
students **\$13.4 M**



125,549 SUNY
Students have
enrolled in OER-
supported courses



SUNYConnect Core
saves campuses
nearly **\$2M** annually

SERVING CAMPUSES



35,375 SUNY Online
Help Desk tickets



44 campuses
subscribe to SUNY
Online Help Desk



**OER Impact
Grants for AY
24-25**

- Projected savings of over \$116,000 to Fashion Institute of Technology students
- Improved access to open resources for 34,000 business students across SUNY
- Expanded access to high quality learning materials for 1,100 justice-impacted learners

DIGITAL INNOVATION AND ACADEMIC SERVICES

The [Office of Digital Innovation and Academic Service \(DIAS\)](#) provides system-level leadership, strategic direction, and operational support for academic technology initiatives across SUNY. DIAS advances innovation in teaching, learning, and academic services through the effective use of digital technologies, with the goal of enhancing the student and faculty experience in alignment with SUNY system priorities and strategic objectives.

DIAS Mission

DIAS supports SUNY's priorities of Student Success; Diversity, Equity & Inclusion; Research & Scholarship; and Workforce Development & Upward Mobility by:

- Providing leadership for the digital transformation of the SUNY student and faculty experience
- Aligning U-wide digital platforms in support of system-wide strategies for student success
- Collaborating with stakeholders across the System Office and with campuses to promote and facilitate change leadership in support of digital innovation and
- Establishing and delivering university-wide academic shared services to support digital platforms and digital innovation.

DIAS Portfolio

The DIAS portfolio encompasses a broad range of platforms, services, and initiatives that support SUNY campuses, faculty, students, and libraries.

[SUNY Online](#) serves as the system-wide gateway for discovering online programs and courses across SUNY institutions. It also provides professional resources for [online faculty and staff](#), as well as [comprehensive data](#) on online learning activity across the system, accessible to authorized users with SUNY credentials. DIAS supports system-wide [Open Educational Resources \(OER\) Services](#), enabling campuses and faculty to expand access to high-quality, affordable instructional materials and improve learning outcomes for SUNY students.

Through the [Office of Library and Information Services](#), DIAS provides a robust shared library services platform delivers a suite of library services to extend the

capacity of campus library staff, and enables access to a wide range of electronic resources and databases - many at significant cost savings to SUNY libraries.

The [SUNY Digital Learning Environment \(DLE\)](#) comprises the integrated suite of educational technologies that support online and digital learning across SUNY campuses, including the SUNY-wide learning management system, Brightspace.

DIAS works across System Administration to provide a wide range of supports and services for Electronic and Information Technology (EIT) Accessibility, including professional development for faculty and staff, grant opportunities, access to state resources, and an increasing number of shared services, designed to assist campuses in complying with SUNY, NYS, and federal requirements.

In addition, DIAS leads and administers a wide range of programs, initiatives, and partnerships designed to foster academic innovation, shared services, and fiscal efficiency. These include:

- [Academic Innovation Grants](#)
- [Faculty Advisory Council on Teaching and Technology \(FACT2\)](#)
- [SUNY Coursera Partnership](#)
- [FLEXspace](#)
- [Faculty Support for Artificial Intelligence \(AI\) in Teaching and Learning](#)

DIAS units deliver a comprehensive suite of academic and technology-related services, many of which are available at no cost to SUNY campuses, with select services offered on a fee-for-service basis. A summary of available offerings is provided in the [DIAS Shared Service Catalog](#), with detailed service descriptions available through the following categories:

- [Services to support campus online education initiatives](#)
- [Services to support campus library operations](#)

Professional development is available for many of the DIAS initiatives and activities through our partnership with the [SUNY Center for Professional Development](#), which operates under the SUNY Office of Student Success.



SHARED SERVICES

Shared services are at the heart of DIAS. We leverage our expertise on behalf of campuses to negotiate, license, and administer shared tools that facilitate teaching, learning, research, and resource access. DIAS shared services include:

- Shared technology platforms and tools
- Procurement and contract negotiation

Shared Technology Platforms and Tools *SUNY Digital Learning Environment (DLE)*

The SUNY Digital Learning Environment (DLE) has continued to deliver a consistent user experience for faculty and students who teach or take courses at multiple SUNY campuses as all SUNY campuses are capable of using the DLE and the Learning

Management System (LMS) that uses Brightspace at its core. Continuous improvement is key to ensuring the DLE remains a high value for campuses.

During this period, the SUNY Online Application Services Team shifted focus from DLE implementation to operational support and strategic expansion of platform capabilities. A Co-development project with D2L was initiated to build and implement a series of distributed administrative capabilities designed to enhance functionality for campus administrators working in the SUNY DLE. This initiative is structured as a series of five deliverables, released one per semester beginning in summer 2024, to ensure thoughtful, phased implementation that aligns with campus needs and system-wide priorities. Efforts have also been directed toward the development and deployment of customized Brightspace Dashboards for campuses. Currently,

over 30 dashboards have been released to campus administrators. These dashboards address a range of areas including learner usage and tracking, tool utilization, and overall Brightspace adoption. Additional ad hoc reports are developed in partnership with campuses on an as-needed basis.

In addition to these initiatives, operational support of the DLE remains a primary focus. During this period, 13,085 DLE-related tickets were resolved through the SUNY Online ticketing system, ensuring continued stability and responsiveness for campuses across the system.

The SUNY Online Apps team has been a fantastic partner to work with. They've consistently provided quick, effective ad hoc reports when we've needed data beyond existing datasets to address campus issues. The reporting dashboard has also been invaluable in helping us establish processes for archiving courses that support ADA compliance while maintaining the flexibility faculty need for course development and improvement. Through co-developed reports, we're able to verify student course activity, adjust faculty access, manage student incompletes, and compile data to support retention initiatives. Their responsiveness and collaboration have made a real difference in our ability to use data effectively and improve our online learning environment responsiveness for campuses across the system.

- DLE Campus Administrator

Library Services Platform and Discovery Service

The SUNY Library Services (SLS) team supports library technology management and library services initiatives including Ex Libris Alma and Primo VE, the Library Services platform shared across 60 SUNY campuses. Key achievements in 2024-2025 include:

- Configuring automated electronic resources usage data harvesting (SUSHI) and related analytics dashboards to improve data collection and analysis for SUNYConnect Core subscriptions
- Implementing authority control in the shared SUNY catalog (the Network Zone) to improve resource discovery and access for students and faculty
- Supporting the rollout of the AI Research assistant for Primo VE
- Adding 85 new external resource sharing partners, allowing our libraries to share resources with a total of 248 additional libraries throughout the United States
- Concluding an innovative ebook interlibrary loan partnership with ProQuest which resulted in sharing more than 3000 ebooks to support teaching and learning across SUNY

- Updating shared metadata policies through the work of the Metadata Standards and Policies Working Group to further standardize resource description in the SUNY catalog and improve resource discovery and access

"I can rely on the SLS Staff to stay ahead of major changes that affect our vendors, tools, and daily workflows. Their team keeps me informed, which allows me to concentrate on providing instruction and outreach to our students and faculty."

"Beyond the day-to-day operations, they've supported my initiatives to try new tools, shared examples to help me build better platforms, and made suggestions that have improved my workflows. I don't know how other libraries manage without such a supportive team in their corner and I'm happy to have them in mine."

-Sarah Tronkowski, Director of Library Services,
SUNY Corning Community College

Open Access Institutional Repositories

OLIS provides access to two open access institutional repositories that SUNY schools and departments can use to showcase scholarly output, local collections, and administrative and archival materials. These shared services have resulted in more than 5 million downloads since they launched and greatly improve the sharing of scholarly works for teaching, learning, and research across SUNY. SUNY Digital Repository (SDR) serves as a platform for sharing historical and special collections, archival documents, and Open Educational Resources. The repository houses over 51,000 items with more than 1.7 million downloads since its inception. In 2024-2025, more than 2,800 items were added to SDR and there were more than 295,000 downloads. SUNY Open Access Repository (SOAR) is the SUNY-wide repository for showcasing scholarly and creative works produced by SUNY faculty, staff, and students. There are more than 14,000 items in the SOAR repository with a total of 3.7 million downloads overall. In 2024-2025, more than 1,900 items were added and there were more than 1 million downloads.

Lumen One

Lumen One is courseware providing a Ready to Adopt catalog of courses and instructional materials covering a variety of subjects available at no cost to SUNY faculty and students. New courses added for 2024-2025 include: Abnormal Psychology, Business Communication, Introduction to Business, Introduction to Psychology, Introductory Statistics, Principles of Marketing, and Quantitative Reasoning.

SUNY Online Student Success Inventory (SOSSI)

Proactively addressing gaps in online student preparation is essential for advancing retention, persistence, and equity in online education. The SUNY

Online Student Success Inventory (SOSSI) is a no-cost online learning readiness assessment tool that helps campuses identify students' strengths and challenges across key behavioral and attitudinal dimensions of online learning. Already in use across undergraduate and graduate programs, SOSSI provides actionable insights that enable campuses to deliver targeted support and improve student outcomes.

Recognizing the evolving needs of online students and institutions, a SUNY-wide committee is leading a comprehensive redesign of SOSSI, with a planned rollout in Fall 2026. The SOSSI v2.0 will ensure data integrity and validity, enable adoption across all SUNY sectors, and provide flexibility for local campus contexts. At scale, SOSSI v2.0 will deliver a unified, systemwide view of readiness trends. This will empower SUNY to strengthen equity, strategically align student support, and reinforce its position as a national leader in online learning success. To learn more about the SOSSI, please contact Susan Warner, susan.warner@suny.edu.

"We love SOSSI! Implementing the SUNY Online Student Success Inventory (SOSSI) during our fall pilot provided invaluable insights into the challenges students face and how best to support them. The tool sparked meaningful conversations and allowed us to send targeted communications to help students strengthen key skills (based on the measured domains). Based on its impact, we've now made SOSSI a core part of our onboarding process in CSTEP at OCC." - Leslie Reid, CSTEP Director, Onondaga Community College

SUNY Create

SUNY Create provides students, faculty, and staff with the opportunity to register a domain name and create a digital presence through various mediums such as blogs, portfolios, and wikis. The annual subscription fee covers unlimited access to the SUNY Create platform and its features, such as web hosting, domain registration, WordPress installation, Pressbooks integration, and technical support for WordPress and Pressbooks.

Procurement and Contract Negotiation

Through coordinated consortia contract negotiation and procurement, DIAS secures preferred pricing and favorable terms for digital tools and electronic resources that would be more costly and complex for institutions to negotiate independently. This approach supports system-wide access to shared platforms such as the Digital Learning Environment (DLE), Ex Libris Alma and Primo VE, and SUNYConnect core electronic resources, while also enabling libraries to participate in opt-in subscriptions based on local needs. Consortia purchasing maximizes collective buying power, reduces administrative burden for

our campuses, and ensures equitable access to high-quality technology and content across SUNY.

CAMPUS AND SUNY SAVINGS

DIAS realizes substantial savings for SUNY campuses through a variety of open initiatives, system-wide contract negotiation and purchasing. These services, whether free for our campuses or for a modest fee, are provided at a cost far less than campuses would incur in the open market.

Open Initiatives

Open Education Resources (2024/25)

- **\$13.4 million** in student textbook savings
- **5,564 course sections** utilizing OER materials
- **125,549 student enrollments** in OER-supported courses

Institutional Repositories

SUNY support for the SUNY Open Access Repository (SOAR) and SUNY Digital Repository (SDR) result in savings through:

- System funding for central hosting and technical support fees, which is negotiated SUNY-wide rather than campus by campus
- OLIS providing initial setup, consultation services, training, batch uploading support, statistics gathering, and templates at no cost to participating libraries.

Contract Savings

- Digital Learning Environment – saves \$4 million annually
- Elsevier Article Processing Charges (APC) discounts resulted in \$30k in savings for 105 Open Access articles
- Cambridge University Press Read and Publish Agreement resulted in \$145k in savings
- SUNYConnect Core – saves nearly \$2 million annually
- Alma/Primo – saves \$250,000 annually

Services

OLIS provides cost-effective support for libraries in a number of areas, including:

- Resource Sharing: Facilitating access to the breadth of research and information resources worldwide for a fraction of the cost of purchasing materials

- Technical support: Baseline support for all SUNY libraries for the library services platform (Alma and Primo VE) and SUNYConnect Core subscriptions
- Extended Support: Optional support contracts for systems, electronic resources, cataloging, and special projects for libraries who need to allocate their resources to other areas of library services or who need help with a specific project. We have Extended Support contracts with 20 libraries.
- Accessibility: Maintaining and growing a repository of Accessibility Conformance Reports (ACRs) and OLIS ACR and platform reviews

SUNY Online Help Desk

The SUNY Online Help Desk services are provided for a fee to campuses and delivers support for the DLE. The service provides 104 hours per week of support including in the evenings and on weekends. In the past academic year 44 SUNY campuses subscribed to the SUNY Online Help Desk. There were 35,375 help requests submitted and resolved during this period.

Help Desk Customer Feedback

- “Always a pleasure interacting with the folks at SUNY Online IT.”
- “This help desk is the best I have ever experienced. Please make sure SUNY keeps it.”

- “I was impressed by how thorough and kind everyone was. Thank you!”
- “responded quickly and helped out, on a weekend no less! thank you for the assistance.”
- “It was very easy on my end! I simply submitted a ticket and it was taken care of efficiently and professionally”

COMMUNITIES OF PRACTICE AND ENGAGEMENT ACTIVITIES

Communities of Practice

SUNY Online Teaching Communities of Practice

In 2024–2025, SUNY Online Teaching significantly expanded professional development, recognition, and community engagement opportunities for faculty across the system and beyond. The monthly webinar series hosted 15 sessions with contributions from five SUNY campuses, drawing an average of 50–57 attendees per session and engaging 357 participants overall. The OSCQR webinar series provided targeted training through eight OSCQR-related sessions with 587 attendees, reinforcing online course quality expertise across the system. The SUNY Online Teaching YouTube channel, now with 845 subscribers, 520 videos, and 1,117 hours of watch time, further extended access to on-demand learning. Recognition and professional credentials also grew



through 2,410 digital badges issued via Credly, with over 1,100 claimed and 584 shared, supporting online faculty and instructional designer career visibility and advancement. Meanwhile, the SUNY Online Teaching Community thrived across our online networking and community platforms with hundreds of members (FB, Viva Engage, OSCQR User Group) and 6 monthly community of practice meetings featuring 6 guest speakers, sustaining peer networks and collaborative learning. Collectively, these initiatives demonstrate SUNY Online's leadership in fostering a vibrant, system-wide community of practice, while scaling quality, recognition, and innovation in online education.

Online Student Success Collaborative Community of Practice

The Online Student Success Collaborative Community of Practice (OSSC CoP) brings together SUNY professionals dedicated to improving support for online learners. Its mission is to develop, share, and scale effective strategies that enhance online student success, while promoting knowledge exchange across the SUNY system. OSSC CoP engages members through monthly virtual meetings and ongoing discussions on the Viva Engage platform. Currently, it includes 135 members from 34 campuses, representing a diverse group of academic advisors, success coaches, instructional designers, online learning leaders, technology staff, and other student support professionals.

"The OSSC Community of Practice has been invaluable in my role coordinating support for 11 online programs at SUNY Plattsburgh and roughly 600 students. I need solutions that work, and this group provides them. It offers a space to confront real challenges and advance shared goals in online learning with colleagues across the system, sharpening my professional practice and underscoring that collaboration across SUNY is not a luxury, but a necessity."

-Christopher Ryan, Academic Coordinator, School of Education, Health, & Human Services, SUNY Plattsburgh

Digital Academic Support Solutions Community of Practice

The mission of Digital Academic Support Solutions Community of Practice (DASS CoP) is to strengthen early alert programs systemwide by sharing evidence-based practices, innovative strategies, and effective uses of early alert platforms that support improved student outcomes. Currently, the CoP includes 196 members from 38 SUNY campuses. Engagement is fostered through monthly virtual meetings and ongoing dialogue on the Viva Engage platform, creating an active network for collaboration and continuous improvement.

"The CoP is an incredible community with a wealth of knowledge and passion for student success."

CoP connects us to one another, providing valuable information, insights, and connections that improve the work we contribute to our individual campuses and the larger SUNY community. CoP provides a safe space for us to share, collaborate, and grow as individuals and professionals. I truly learn something new at every meeting I attend!"

-Devyn Thomas, Assistant Director of Advising, PDSO and Starfish Tenant Administrator, SUNY Morrisville

Open Education Resources (OER) Leads Community of Practice

The OER Leads Community of Practice connects campus champions to exchange strategies, share resources, and strengthen local and systemwide OER initiatives.

SUNY OER Services Viva Engage Community

SUNY OER Services Viva Engage Community provides an active online space for asynchronous dialogue, peer collaboration, and resource sharing.

Library Leaders Community of Practice

The Library Leaders Community of Practice provides a forum for SUNY library administrators to discuss trends and new developments, issues, and challenges impacting their libraries and the services they provide to their students and faculty. In addition to virtual discussions throughout the year, the Library Leaders Community of Practice met in person on May 20, 2025, for a day of networking and professional development.

SUNY Library Accessibility Community of Practice

The SUNY Library Accessibility Community of Practice holds routine monthly meetings to discuss accessibility issues as they relate to library services and information resources.

Community Engagement

Accessibility

In response to the renewed effort of the compliance deadline of April, 2026 for the Americans with Disabilities Act, Title II, campuses are working to bring existing courses and other content into compliance with Web Content Accessibility Guidelines (WGAG) Standards (2.1 AA as specified by ADA Title II).

- **Electronic and Information Technology (EIT) Officers** – this group of 94 includes representatives from each campus, as well as representatives from various aspects of SUNY System Administration
- **EITA listserv** – 314 participants create active and engaged discussions across SUNY on topics ranging from software recommendations to advice on how to handle specific EITA issues

- **EITA Advisory Committee** – this standing committee includes representatives from throughout SUNY, including EIT Officers, chairs of sub-committees on EITA standards, procurement leaders, library leaders, CIO, CAO, Disability Officers, Diversity Officers, and online learning leaders, SUNY System Administration staff, and representatives of UFS, FCCC, and the Student Assembly, among many others
- **Digital Tools Working Group** – this is a short-term sub-group of the EITA Advisory Committee and is tasked with making recommendations on how SUNY should proceed with reviews and repositories of various digital tools throughout the system
- **Campus Plans and Reporting Working Group** – this is another short-term sub-group of the EITA Advisory Committee and is tasked with creating recommendations for campuses around EITA reporting. This group will use a maturity model to guide campus reporting and help facilitate a roadmap for continuous improvement

SUNY OER Advisory Board

SUNY OER Advisory Board offers strategic guidance to ensure alignment between statewide initiatives and campus needs.

OLIS Advisory Board

The OLIS Advisory Board is dedicated to providing guidance and support to the Office of Library and Information Services by leveraging our expertise, experience, and networks. Our mission is to help OLIS achieve its strategic objectives and to ensure its long-term sustainability. The OLIS Advisory Board works closely with the broader SUNY library and DIAS community. Members of the advisory board represent campus sectors and OLIS stakeholder groups.

OLIS Library Site Visits

OLIS concluded a successful two-year site visit initiative, completing visits to more than 45 SUNY libraries. These visits provided valuable insight into local priorities and accomplishments, as well as the strong commitment of SUNY libraries to delivering high-quality services, resources, and teaching and learning support. This initiative also gave us an opportunity to reflect on the impact of our shared services SUNY-wide, from the R1 research institutions to the small community colleges.

OLIS Service Level Agreement

To enhance transparency and awareness of available resources and support, OLIS developed its first publicly available Service Level Agreements (SLAs). SLAs for electronic resources and OLIS services were published on the OLIS website, marking an important step in standardizing and formalizing services provided to SUNY libraries and establishing a foundation for ongoing service assessment.

OLIS Task Forces and Working Groups

OLIS engages SUNY libraries in collaborative decision-making through task forces and working groups that evaluate services and recommend solutions to shared challenges. These groups bring together system-wide expertise to inform strategic planning and initiatives. In 2024-2025, OLIS convened a number of these groups, including the Resource Sharing Platform Task Force, the SUNYConnect Core Task Group, the Elsevier Task Group, and the OCLC Negotiations Advisory Group. This collaborative model ensures informed, transparent decisions that incorporate perspectives and needs from libraries across the SUNY system.



SUNY Online Service Level Agreement

The [SUNY Online Service Level Agreement](#) includes services and resources provided by SUNY Online for free and those provided for a fee. It was distributed in January to campus CIOs in order for them to make budget decisions for the following fiscal year.

SUNY Online Teaching Ambassadors Program

The [SUNY Online Teaching Ambassadors](#) program celebrates and amplifies the voices of exemplary online educators across the system, recognizing their enthusiasm for online teaching, innovation, and commitment to online learner success. In 2024-2025, 32 SUNY Online Teaching Ambassadors from 16 SUNY campuses represented the diversity and strength of our online teaching community. Through storytelling, professional engagement, and peer mentorship, Teaching Ambassadors highlight the transformative power of online education. By sharing authentic faculty perspectives, providing advice, and engaging in outreach activities, SUNY Online Teaching Ambassadors inspire colleagues, strengthen the Online Teaching community of practice, and model evidence-based online practices that continue to expand high-impact and high-quality online educational opportunities across SUNY and beyond.

SUNY Effective Online Practice Program

The [SUNY Effective Online Practices Program](#) aims to collect, share and showcase the online best practices, strategies, and innovative online teaching and learning activities or programs of exemplary SUNY online practitioners from across the SUNY system. All effective online practice submissions will be included in the SUNY Effective Online Practices Repository.

Award Tracks include:

- Online teaching and learning practices
- Online program partnership practices
- Online student support practices
- Online innovative academic technology practices

Total entries in the SUNY Online Effective Practices Repository (since 2015): 93 entries from 33 campuses. An average of 700 community votes are submitted annually, and three awards are conferred.

Effective Online Practices Repository

Effective Online Practices repository allows community members to share their success and challenges and to engage one another in conversations that advance their professional practices.

SUNY Online Managed Websites

SUNY Online manages several internal websites, the DIAS website, and a website for prospective students to explore SUNY-wide online programs and courses offered by SUNY campuses. The following are the visit statistics for those websites.

[Online.suny.edu](#)

This main SUNY Online website has received 25,216 active users to the site in 2024-2025 representing 129 countries.

[Explore.suny.edu](#)

The Explore website features online courses and programs from 56 SUNY campuses and has received 491,761 total active users during 2024-2025 representing 213 countries. There are 983 active programs, 182 of which are SUNY Online+ certified, and 17,209 active courses (3 semesters) on the Explore website.

[DLE.suny.edu](#)

This website is a repository of resources for the SUNY Digital Learning Environment. For 2024-2025, it has received 14,916 active users from 83 countries. Two new dashboards have been added: Unique Tools Dashboard and EIT Accessibility Dashboard.

[Innovate.suny.edu](#)

This new website, created in October 2023, features an overview of the DIAS portfolio and has received 968 active users for 2024-2025 from 46 countries.

PROFESSIONAL DEVELOPMENT PROGRAMS

Conferences

Conference on Instruction and Technology

The SUNY-wide Conference on Instruction and Technology (CIT) is hosted each year on a SUNY campus. In 2025, it was held at SUNY Oneonta and attracted 297 participants from 45 SUNY campuses, SUNY System Administration, SUNY organizations, and five institutions outside of SUNY.

SUNY Online Summit

The 2025 SUNY Online Summit, held in Syracuse and virtually from February 26-28, marked the 26th annual gathering of SUNY's online teaching and learning community of practice and the 31st anniversary of online education at SUNY. With 510 participants representing 50 SUNY campuses, 22 SUNY organizations, 106 non-SUNY institutions, 37 U.S. states, and 9 countries, the Summit reinforced SUNY's role as a national and global leader in online education. Participant feedback was overwhelmingly

positive, with 91% agreeing the Summit met expectations, highlighting the value of both in-person and free virtual access in fostering system-wide and national/international engagement.

SUNY OER Summit

The annual virtual SUNY OER Summit convenes educators, librarians, technologists, and administrators from across SUNY and beyond to share best practices in open education. The Summit highlights innovative projects, celebrates campus achievements, and fosters collaboration in support of equitable and affordable learning.

Non-conference Professional Development

Fellowships

In 2024–2025, SUNY OER Services expanded its professional development portfolio, engaging faculty and staff through a variety of fellowships.

- **Lumen Circles Fellowships:** The Lumen Circles Fellowships support faculty professional growth through free, nine-week virtual communities of practice where participants explore evidence-based teaching strategies, reflect on their practice, and learn from peers across institutions. Open to SUNY faculty in any discipline or career stage, the program is flexible, supportive, and focused on continuous teaching improvement.
- **Open Learning Initiative (OLI) Learning Engineering Fellowship:** The OLI Learning Engineering Fellowship is a free, nine-week program that engages faculty, instructional designers, librarians, and researchers in applying learning science to course design. Participants use human-centered and data-informed approaches to strengthen learning experiences and advance real instructional projects.

- **AI4 Learning Fellowship:** The AI4 Learning Fellowship is a self-paced program that helps faculty integrate artificial intelligence into teaching and course design without requiring technical expertise. Developed collaboratively with faculty and partners including CMU's Open Learning Initiative and SUNY OER Services, the program emphasizes ethical, practical, and policy-aware uses of AI to support student learning.

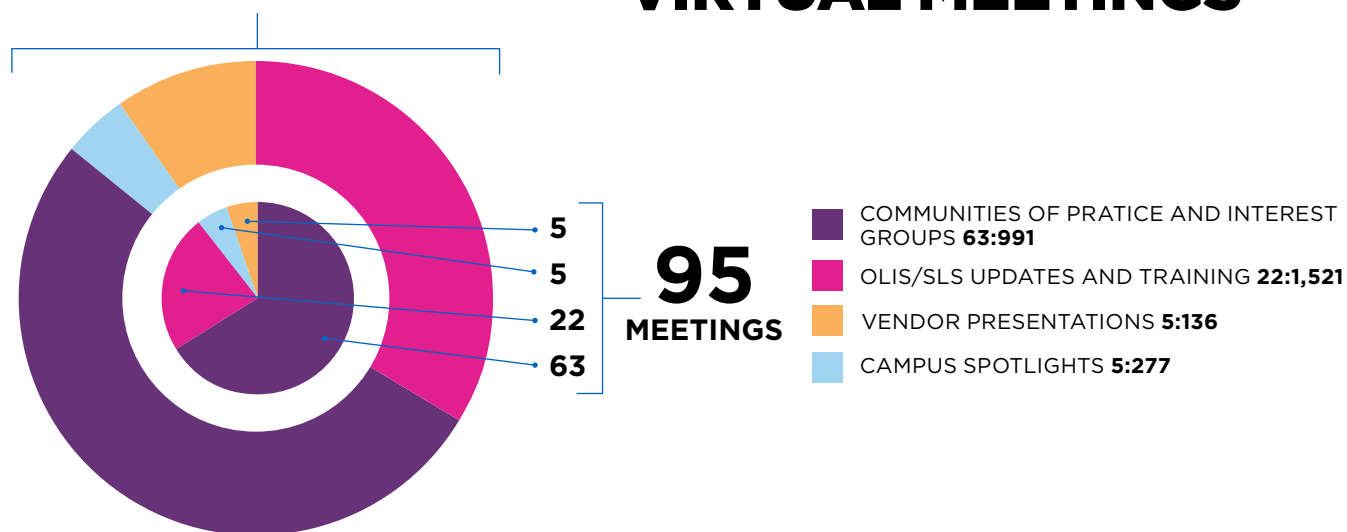
These programs foster inclusive pedagogy, digital fluency, and collaborative teaching practices across disciplines.

OLIS Webinars and Virtual Meetings

OLIS offered a broad range of professional development opportunities during 2024–2025. Programs included regular OLIS updates, training and informational sessions on workflows and system developments, vendor presentations on resources and features, and spotlight sessions showcasing projects and achievements across SUNY libraries. A total of 32 programs attracted nearly 2,000 attendees, with an average attendance of 60 participants per session. In addition to presentations, OLIS also facilitated more than 60 interest group and community of practice meetings. These meetings provided SUNY librarians and library staff a forum to network with each other and discuss topics of interest, as well as providing OLIS with insight into the needs of our SUNY libraries. Nearly 1,000 people attended these meetings throughout the year.

2,925
PARTICIPANTS

OLIS WEBINARS & VIRTUAL MEETINGS



SUNY Online Webinars

SUNY Online hosted webinars around relevant topics to the community featuring campus presenters and highlighting campus projects, as well as showcasing the DLE implementation. SUNY Online amplifies visibility and collaboration by its participation in events such as National Distance Learning Week, which is promoted nationally, and Open Education Week, which is promoted to an international audience.

Feedback from webinar participants:

"I always learn something new when I attend these webinars."

"Timely and relevant information. Very useful!"

"This was a fabulous set of offerings, and the presenters were also fun and engaging."

The monthly webinar series is an open forum for campuses to share their online activities. Collectively, these initiatives demonstrate SUNY Online's leadership in fostering a vibrant, system-wide community of practice, while scaling quality, recognition, and innovation in online education.

Distance Learning Leaders

Established in 2024, the [SUNY Online Distance Learning Leader \(DLL\) Onboarding Program](#) is a free program for new distance learning leaders across the SUNY system to help them succeed in their role. The onboarding program provides foundational information about SUNY System, SUNY Online, and distance learning program management. The program provides a clear picture of navigating and making the most of the DIAS resources

available to new distance learning leaders across SUNY and fosters connections among them. 10 distance learning leaders from nine campuses completed this program in the 24-25 academic year.

"Honestly, the personalized nature of the sessions made all the difference. It felt like everything was really geared toward what I needed to know, and the facilitators were so generous with their time and knowledge. It was a great mix of practical info and broader context, and I left each session feeling more confident and better equipped to do my job."
-Distance Learning Leader Program participant

Professional Development Certifications

DIAS provides design and delivery of certificate programs and courses through the Center for Professional Development (CPD) in the following areas. Faculty, instructional designers, and librarians have access to world-class content delivered by experienced and knowledgeable training staff.

- Artificial Intelligence Courses (1 & 2)
 - 26 Participants
- Instructional Design Certificate Program - Including customized programs for the Educational Opportunity Centers and the SUNY Online Help Desk
 - 41 Participants
- Online Teaching Certificate Program
 - 10 Participants
- Library Leadership and Management Certificate

- 45 Participants
- Online Teaching: Technology & Educational Resources
- 407 Registrants
- 10 webinars
- 2 student panels

Online Student Support Certificate Program - 15 participants

The Online Student Support Certificate program provides staff, faculty, and campus leaders with strategies and research informed practices to strengthen student success in online learning environments. Participants examine how campus workflows and perspectives can adapt to the unique needs and challenges of online students while also leveraging the opportunities online learning provides. Through this certificate program's three six-week courses, participants gain practical skills to foster online student engagement, motivation, and academic achievement. The goal is to equip campuses to reimagine and deliver student services and resources designed for online learners.

*"The SUNY CPD Online Student Supports Certificate is a great baseline for exploring student support in the online space."
-Online Student Support Certificate Recipient*

Developing a Student Success Coaching Mindset
Coaching in Higher Ed Certificate Program, (Course 2)
Student success coaching is a critical strategy for supporting holistic student development, persistence, and completion. Offered through the SUNY Center

for Professional Development, this six-week course builds on the foundation established in Coaching Strategies and, together with that course, completes the Coaching in Higher Education Certificate.

Grounded in evidence-based, strengths-based, and solution-focused practices, the course equips participants with skills and frameworks to apply coaching techniques that empower students to achieve both academic and personal goals. Participants develop a practical coaching toolkit that is culturally responsive, adaptable across diverse student populations, and scalable for institutional use. By the end of the program, participants are prepared to apply student-centered coaching approaches that enhance engagement, foster resilience, and drive measurable student success outcomes.

"I completed the SUNY CPD course: Developing a Student Success Coaching Mindset in Spring 2025. I found this course especially helpful when applied to the last few years of my professional experience as a former Student Success Coach (for 10 months) and now as an Academic Advisor (2 years). I found exploring Appreciative Advising with a Success Coach lens was incredibly helpful to better understand how I was incorporating coaching into my advising approach and how I could expand that. Something I considered throughout the course was how to incorporate coaching into working with my caseload - I usually meet with about 350 students once per semester. The biggest takeaways were offering a judgment free environment, meeting students where they are at, and actively listening to both verbal and non-verbal communication. This course is absolutely helpful for faculty and staff that work with students." - Program Participant



OSCQR Program

SUNY Online advanced the OSCQR program with new structures, training, and expanded global reach. A formal certification process (in three areas: self-assessment, reviewer, and trainer) was implemented, with 587 online SUNY faculty and instructional designers, and non-SUNY individuals attending OSCQR introductory webinars during this period. Eight individuals completed all the requirements for fourteen OSCQR certifications across the three certification areas.

CHANGE LEADERSHIP

Academic Innovation

Academic Innovation represents several important initiatives from a shared international database of classroom technology builds called FLEXspace, the SUNY partnership with Coursera where hundreds of thousands of learner have been introduced to SUNY, the deep collaboration of faculty, instructional support professionals, and administrative leaders from across SUNY, to leading conversations and exploration in the teaching and technology space.

FLEXspace

FLEXspace (Flexible Learning Environments eXchange) continues to serve as a global platform for educators, designers, technologists, and campus planners dedicated to improving learning environments through the integration of pedagogy, space, and technology. Originally launched as a SUNY FACT2 Task Group in 2011, FLEXspace has grown into an international consortium and remains a key initiative supported by SUNY DIAS. The platform supports a global community of over 6,000 members from 1,400 institutions across 76 countries. In 2024, SUNY executed a formal agreement to transition stewardship of FLEXspace to the Higher Education Technology Managers Alliance (HETMA), a mission-aligned professional association with a strong sponsor network. But SUNY continues to play a foundational role in the development and sustainability of FLEXspace. Through the Office of Digital Innovation and Academic Services (DIAS), SUNY provides:

- Annual financial support of \$25,000 for platform hosting, upgrades, and outreach
- In-kind staff contributions including participation in advisory committees, strategic planning, and platform development guidance

SUNY campuses actively contribute to the FLEXspace community by sharing exemplary learning spaces and participating in collaborative initiatives.

Coursera

Coursera continues to be a platform for reaching new learners around the world. By developing Massive Open Online Courses (MOOCs) on Coursera, SUNY faculty have reached millions of learners and generated significant revenue. This unique partnership allows national and international learners to take online courses developed by award-winning SUNY faculty and staff.

Three new courses in addition to 66 courses since 2015:

- Student Success: Foundations of Self-Management, Broome Community College
- Food and Wine Pairing, Viticulture Program and Finger Lakes Community College
- Multi- Event Facility Enterprises and Management, University at Buffalo

Coursera courses have seen 244,246 enrollments this year in addition to 2,786,435 enrollments and 485,470 course completions to date (09/17/2025). There have been 2,075,050 unique learners since 2015 with the majority of learners of SUNY content from Asia. Participating SUNY campuses received \$1.67 million the past year with over \$10 million since 2015.

SUNY Faculty Advisory Council on Teaching and Technology

For more than two decades the Faculty Advisory Council on Teaching and Technology (FACT2) has sought representation by faculty, instructional designers, and instructional technology professionals from across SUNY to advise the provost and provide tangible resources to SUNY campus leaders regarding teaching and technology. This past academic year FACT2 has initiated and guided two task groups: AI in Action, and Experiential Learning Curriculum to Career, to produce reports and guides that were distributed across SUNY. The support for FACT2 is provided by DIAS.

The Office of the Provost conferred the tenth annual FACT2 Excellence Awards and helped guide the organization for the SUNY-wide Conference in Instruction and Technology (CIT) hosted each year at a SUNY campus.

2025 FACT2 Excellence Awards Recipients

- Excellence in Instruction
 - Community Colleges – Dr. Babette Faehmel, SUNY Schenectady
 - State-Operated and Statutory Colleges – Dr. Gina Solano, SUNY Oneonta
- Excellence in Instructional Support
 - Community Colleges – Laura Parmenter, Jamestown Community College
 - State-Operated and Statutory Colleges – Simulations Operations Team, Erin Graham, Shannon Summers, Katherine (Kate) Miller, and Ambrosia (Bella) Lupia, Upstate Medical

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 including student support, faculty support, and program support. The SUNY Online+ Signature Elements affirm that SUNY Online+ programs represent a comprehensive commitment to student success, faculty support and program integrity. At the end of the 2024 – 2025 year, there were 182 programs on 26 campuses with the SUNY Online+ designation. In 2024 – 2025, Finger Lakes Community College and Buffalo State University completed the SUNY Online+ recertification process.

“With all of our online programs receiving the SUNY Online+ designation, our faculty are recognized for their quality program design and the institutional commitment to supporting those programs is celebrated. Alfred State values the opportunity to partner with SUNY Online to continue to grow and celebrate our high-quality online programs.”

Innovative Technologies

Lumi Pro is a suite of AI tools for instructors using Brightspace that allows them to enhance teaching and learning with intelligent assistance. SUNY System Administration has provided professional development to train campus DLE Admins and related campus staff, instructional designers and instructional support professionals through the SUNY Center for Professional Development and coordinated by the SUNY Online Professional Development Program Manager.



SUNY Online Dashboards

SUNY Online provided [interactive dashboards](#) are continually updated with data about online learning in SUNY from the impact of the services we provide, such as campus-requested tools in the DLE and our Help Desk statistics, to online student enrollments and online faculty trends across SUNY, based on self-reporting from campuses. These EIT accessible dashboards can be accessed using your campus login credentials after clicking on the SUNY Federated Login button.

Supporting Change Leadership at SUNY Campuses

Change Leadership Community of Practice

The SUNY Change Leadership Community of Practice brings together professionals with diverse roles throughout SUNY to work together to support their effectiveness in Change Leadership. The Community of Practice seeks to:

- Enable campus leaders to engage and collaborate with peers around change leadership
- Create opportunities for members to learn more about resources to support change leadership
- Bring in outside expertise to add to campus perspectives
- Recognize and celebrate successes

This group is open to SUNY Professionals in diverse roles and levels who have an interest in honing their skills in Change Leadership. To join the Change Leadership Community of Practice, contact Andrea Wade at Andrea.Wade@suny.edu.

Accessibility

SUNY System Administration leads an initiative for System-wide compliance activities by campuses for meeting Electronic Information Technology Accessibility (EITA) compliance. EITA activities and compliance affect every SUNY campus. Each of the 64 campuses has at least one EITA officer. This person (or group) is responsible for driving accessibility efforts across campus. This includes students, faculty, and staff.

The AAA Faculty Fellows – the Accessibility Advocates and Allies Faculty Fellows are charged with reviewing relevant practices, initiatives, resources, and supports that currently exist within SUNY, driving conversations at all levels, and bringing forth new ideas and plans to improve both accessibility and communications around EITA. The inaugural 2024-2025 cohort is made up of 11 members, representing state-operated schools and community colleges. In addition to the Fellowship deliverables, several Fellows have presented as a panel to the University Faculty Senate and the Faculty Council of Community Colleges. A second cohort will begin work in January 2026.



GRANTS

In 2024-2025, DIAS awarded a total of \$1,033,664 to projects that advance teaching, learning, and equitable access across SUNY through Innovative Instruction Technology and Open Educational Resources Impact Grants. Collectively, these efforts are estimated to impact over 37,000 students across SUNY. Major themes of this year's projects centered on the transformative role of artificial intelligence in education, the expansion of Open Educational Resources (OER), and the creation of inclusive, cross-disciplinary learning experiences. Together, these projects demonstrate SUNY's commitment to innovation, equity, and open, technology-enhanced learning.

Innovative Instruction Technology Grants

The Innovative Instruction Technology Grant (IITG) program promotes research and fosters understanding of how new technologies support academic excellence and student success. In 2024-2025, 15 IITG grants were awarded to projects related to leveraging AI to enhance pedagogy, developing faculty expertise, and building ethical frameworks for technology use in teaching and assessment. Notable outcomes include:

- the integration of virtual bioinformatics and robotics labs across multiple campuses
- the growth of multi-campus communities of practice supporting innovative, evidence-based teaching
- the development of new teacher credentials
- the creation of over 60 AI-informed assignments and policies
- and measurable increases in AI literacy among faculty and staff

OER Impact Grants

Since 2017, New York State has provided \$4 million annually to SUNY OER Services to support OER adoption, creation, and scaling across the SUNY system—helping students and families save more than \$105.7 million through Fall 2024.

In 2024-2025, 13 OER impact grants were awarded to projects expanding the availability of Open Educational Resources in fields such as business, healthcare, and engineering. These grants continue to reduce costs and improve access to high-quality materials for students across SUNY. Notable outcomes include:

- projected savings of over \$116,000 to Fashion Institute of Technology students alone
- improved access to open resources for 34,000 business students across SUNY
- expanded access to high quality learning materials for 1,100 justice-impacted learners

SUNY Online+ Center for Professional Development Grants

SUNY Center for Professional Development (CPD) provides professional development in exchange for points purchased by SUNY campuses. During the 2024-2025 academic year, SUNY Online provided 26 SUNY Online+ campuses with 400 CPD Points to support faculty and staff professional development participation in programs that helped them further advance the SUNY Online+ Signature Elements on their respective campuses. Through these grants, a total of 33 faculty and staff from 17 campuses engaged in 11 distinct CPD programs. The most popular programs included CIT 2025, the Online Student Supports Certificate Program, and the SUNY Online Summit. There were a total of 10,385 points awarded, which represents 99.9% of points used.



SUPPORTING SUNY CAMPUSES

DIAS ANNUAL IMPACT REPORT
ACADEMIC YEAR 2025-2026

