

# The SUNY Online Digest: January 2022

## Updates

### **SUNY Digital Learning Environment (DLE)**

Just over 4,000 SUNY faculty and staff, representing nearly every SUNY campus, have gotten an inside look at D2L's Brightspace learning management system, the hub of SUNY's new digital learning environment. Below are additional highlights from the continued planning and implementation.

- The sandbox was established so that those who will support faculty and use Brightspace have a chance to try out its various features now, as planning continues.
- A new resource document has been posted to the DLE website outlining Brightspace Core and Performance Plus features for SUNY.
- Cohort 1 campuses have been announced along with a three-phase timeline for migration.
- Two additional work groups have been formed: the Technical Implementation Work Group, and the Campus Implementation Planning Work Group. The latter established two sub work groups around Templates and Training.
- Training supports have been developed for Phases 2 & 3. Each campus cohort will follow a similar training path with instructional support beginning first. Pilot faculty will follow shortly thereafter, and then non-pilot faculty; both will receive training with sufficient time to migrate and prepare their courses in the new platform.

We continue to develop the DLE website to share important information and expand our FAQ section. Please continue to check the [DLE.suny.edu](https://dle.suny.edu) website and send your questions to [DLE@suny.edu](mailto:DLE@suny.edu).

### **SUNY Online New Student Readiness Webinar Series**

As part of our spring 2022 student onboarding plan, the SUNY Online Student Success Team is hosting this month a New Student Readiness webinar series. This three-part series covers topics that directly impact student retention in an engaging format that encourages student connection and community. To learn more, please see the links below for the pre-recorded versions of the webinars that are shared with students who are not able to attend and the follow-up handouts that are sent to all.

[What to Expect as an Online Student recording](#)

[What to Expect as an Online Student handout](#)

[How to Ask for Help recording](#)

[How to Ask for Help handout](#)

[Online Learning Tools recording](#)

[Online Learning Tools handout](#)

### **SUNY Online Help Desk: by the numbers**

The SUNY Online Help Desk handled over 35,000 tickets in the calendar year 2021, more than 17,000 of which were from students and over 13,000 from faculty. Top 10 topics handled included:

- tests/surveys/polls
- Campus Help Desk

- third-party applications
- account access
- assignments
- Collaborate
- discussions
- login issues
- Grade Center modifications
- Zoom

#### **OSCQR 4.0: Interactive version now available!**

SUNY Online is very pleased to announce the release of [OSCQR 4.0](#)! SUNY Online worked with a [volunteer campus-based workgroup](#), from across the SUNY System, to update OSCQR to reflect and support the US federal Department of Education regulation regarding requirements for [Regular and Substantive Interaction \(RSI\)](#) in all online/distance education courses for financial aid purposes that went into effect on July 1, 2021. OSCQR is the first online course quality rubric that specifically addresses the new US Department of Education regulation requirements for “Regular and Substantive Interaction (RSI)” in the design of online courses.

The [self- assessment tool](#) has already been downloaded nearly 7,000 times. The [interactive OSCQR rubric and dashboard](#) have also been updated and are available.

#### **SUNY Online Staff Changes**

As we continue to grow our staff and fill vacancies, the SUNY Online Team maintains the highest level of support for campuses, faculty, and students.

There are currently two opening for [Help Desk Analysts](#). Please spread the word and encourage those that live in the Capital Region to apply.

The search for an [Impact Analyst](#) for SUNY Online continues. We are still accepting applications!

Larry Dugan, Provost Fellow for Online Program Strategy Development has retired. Larry has worked with SUNY Online for the past three years and was instrumental in advancing the SUNY Online Degrees at Scale Initiative which has provided significant outcomes for marketing of online programs for SUNY, lead generation, enrollment and admissions coaching, and student success coaching. Some of these outcomes will serve as blueprints for initiatives now under development beyond SUNY Online. Good luck, Larry!

## Campus Engagement

#### **Opportunities to Showcase SUNY Campuses**

SUNY Online is pleased to share the following upcoming opportunities to submit presentation proposals to highlight the work being done across the SUNY system.

#### **SUNY Online Summit 2022**

The SUNY Online Summit will be held virtually February 28-March 4, 2022. This conference is intended for all SUNY Online online practitioners with expertise in online program administration, online faculty development/instructional design, online instruction, online support, etc. While this will be the 3rd annual SUNY Online Summit, this will be the 23rd annual Summit gathering.

The 2022 Summit features several terrific presentations by dynamic speakers who are recognized for their work in higher education. Explore featured speakers, view program, and register for this free conference on the event website:

<https://www.suny.edu/onlinesummit>

Share this [Sneak Peek](#) with your campus!

#### **SUNY Online Effective Practices Award Program**

The SUNY Effective Online Practices Award 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 Teaching

Fellows and online practitioners from across the SUNY system. Since 2016, this program has recognized over 60 effective practices, of which 15 practices have been accepted into the Teaching Online Pedagogical Repository, and international database of effective practices, through our partnership with the University of Central Florida. Review Program Tracks, view past entries, and submit on the [program website!](#)

### **Engageli Demo and Pilot**

SUNY Online is offering an in-depth hands-on demo of the Engageli platform followed by an opportunity for a more personalized webinar with Engageli to explore individualized use cases, in particular for campuses piloting Hyflex models. SUNY Online is interested in campus feedback on the potential use of Engageli for Hyflex as a student engagement and cost-saving tool.

*Session 1: Engageli Demo - January 25, 2022 (10AM)*

*Session 2: Personalized Engagement - February 9, 2022 (12PM)*

Registration details will be sent out soon!

### **SUNY Student Success Summit**

The [online submission portal](#) is now open for the *2022 Student Success Summit: Holistic Approaches to Student Success*, being held virtually May 4 - 6, 2022. This online summit brings together three SUNY Communities of Practice: Advising, Applied Learning, and Student Success. It is our goal that each presentation addresses equity implications genuinely, with thought given to ensuring that the diverse needs of all student populations are considered. **Deadline: February 4, 2022**

## SUNY Online Websites

### **SUNY Online Websites**

As we continue to expand our library of resources available to campuses and, in an effort to centralize access to those resources, we have been working to integrate our websites for an improved user experience and navigation. Below you will find our two primary websites, from which you can access our various resources and additional support sites.

[online.suny.edu](#) - Main website for SUNY Online supports, services, and resources. Click the "Campus Faculty or Staff" button to view our collections. The SUNY Online COVID-19 support website has been integrated into this main website.

[explore.suny.edu](#) - Main website for searching all online courses and programs.

### **Workplace Platform Transition**

The SUNY Learning Commons platform was created in 2001 and has thrived on a variety of host platforms including Joomla, WordPress and currently the [Workplace/Facebook platform](#). Today, our current platform boasts almost 12,000 SUNY users, more than 2,000 guests and over 700 groups.

Earlier this year, the CPD received word from Workplace regarding key changes to their educational outreach program under our current contractual agreement. Because of this, the CPD, with advisement from key members of the Provosts executive team, have made the decision to migrate to another platform beginning later this year. We are diligently working to construct and configure our new home inside of Microsoft's Yammer/Communities app which is part of MS Teams. We are working to ensure a seamless transition of groups and will be available to train, demonstrate and assist individuals and communities of practice throughout the adoption process. While our goal is to transition from the Workplace platform by 2022, we encourage you and your community members to continue to communicate in Workplace, which we have available through March 2022.

## Did you know?

***Did you know you can find out about online student demographics from campuses across SUNY?***

Access the Online Students Demographics dashboard [here](#) and check it out. This valuable information can be used by campuses to make decisions about program and course offerings and to find ways to support online students. *SUNY Online Dashboards are interactive data visualizations representing a wealth of information about campuses, programs, faculty, students, and SUNY Online services. Your regular SUNY federated login is required to view all dashboards.*

## Resources

**[SUNY Events](#)** - Save-the-dates for SUNY Online Teaching Series, SUNY Online Summit, and more!

**[Webinars and Recordings](#)** - SUNY curates upcoming webinars of interest and maintains a collection of recordings.

**[SUNY Online Teaching Gazette](#)** - A curated monthly publication for those interested in keeping current with and continuously improving online teaching and learning practices - subscribe today!

To stay informed on updates from SUNY Online, visit the [SUNY Online Announcements and Events Workplace group](#). For questions regarding content in this issue, contact Kim Scalzo [[kim.scalzo@suny.edu](mailto:kim.scalzo@suny.edu)] or Erin Maney [[erin.maney@suny.edu](mailto:erin.maney@suny.edu)].

*Produced by SUNY Online Communications & Community Engagement.*