

TLT – SLN Update

November 15, 2006

Presented by:

Carey Hatch



SLN Overview

- The SUNY Learning Network (SLN) began in the mid 1990s.
- Initial funding for the initiative was provided by the Sloan Foundation
- Current funding is now done through a combination of System Administration funding and campus fees
- The SLN is a homegrown application running on Lotus Notes/Domino
- The focus of the program has traditionally been on fully online courses

SLN Overview

- The SLN supports approximately 100,000 enrollments across 38 campuses
- SLN provides faculty training for teaching fully online courses
- Help Desk services for faculty and students using the SLN platform (extended hours but not 24x7)
- Hosted technology environment through the Information Technology Exchange Center (ITEC) at Buffalo State College

SLN Recent history

- The SLN was unable to keep up with demands for enhancements
- Lotus Notes/Domino is being phased out
- SLN began plans to implement a suite of Open Source software to replace the Lotus/Notes application
- The community was not comfortable with the proposed direction and associated timeline

Recent history

- In April 2006 the Chancellor established the Policy Advisory Committee (PAC) to provide recommendations on the future direction of SLN
- The PAC established a Technical Subcommittee to help inform it's work

Recent history

- PAC membership
 - ◆ **Dr. Kim Cline**, Vice Chancellor and Chief Financial Officer, SUNY System Administration
 - ◆ **Dr. Richard Steiner**, Sr. Assoc. Provost, SUNY System Administration
 - ◆ **President Carl Haynes**, Tompkins Cortland Community College
 - ◆ **President Deborah Stanley**, SUNY Oswego
 - ◆ **President Joseph Kennedy**, SUNY Canton
 - ◆ **President Joseph Moore**, Empire State College
 - ◆ **Dr. Voldemar Innus**, Buffalo State
 - ◆ **Dr. Jeffrey Bartkovich**, Monroe Community College
 - ◆ **David DeMarco**, SUNY System Administration
 - ◆ **Dr. Ron Williams**, President, Herkimer Community College—Chair
 - ◆ **Carey Hatch**, SUNY Learning Network (as of June 06)

Recent history

- Technical Subcommittee membership
 - ◆ **Dr. Jeffrey Bartkovich**, Monroe Community College
 - ◆ **Alexandra Pickett**, SUNY Learning Network
 - ◆ **William Pelz**, Herkimer Community College
 - ◆ **Eric Howd**, Tompkins Cortland Community College
 - ◆ **Paul Basileo**, Suffolk Community College
 - ◆ **Jean Boland**, SUNY Morrisville
 - ◆ **Sharon Gallagher**, SUNY Learning Network
 - ◆ **Greg Ketchum**, Oswego
 - ◆ **Beth Harris**, FIT
 - ◆ **Monica Papagni**, Jefferson Community College
 - ◆ **Carey Hatch** (Ex Officio), SUNY Learning Network

Recent history

In June 2006 the Chancellor accepted the following recommendations from the PAC

- 1. SLN maintain Lotus Notes platform for 36 months** from June 1, 2006 to June 1, 2009.
- 2. During that 36 month period** only minimal enhancement of Lotus Notes take place (i.e. grade book).
- 3. That SUNY immediately begin negotiations with ANGEL Learning Systems** to replace Lotus Notes as the SLN single-endorsed platform.
- 4. SUNY renegotiate its state contract with software BlackBoard/WebCT** to lower its costs to those colleges who will independently remain with this software.

Recent history

In June 2006 the Chancellor accepted the following recommendations from the PAC

- 5. Establish a complete cost menu of support services** (with enhancements), which can be purchased by campuses including:
 - ◆ Help Desk
 - ◆ Marketing and Promotion
 - ◆ Faculty Training
 - ◆ Research on effectiveness
 - ◆ Collaborative consultation
 - ◆ Hosting National Conference
- 6. Policy Committee remain in place through migration** to new software platform; continuing to report to Vice Chancellor Capaldi (now Vice Chancellor Cline)

SLN Recent History

- After some reorganization and resignations, Assistant Provost Carey Hatch was asked to assume the position of Interim Director in June
- There have been a significant number of resignations

Moving Forward

- In July we asked the PAC for a six month planning period after which we would deliver
 - ◆ A detailed migration plan and timeline
 - ◆ A menu of services for campuses to choose from
 - ◆ A five year financial plan
 - ◆ A governance structure including reporting relationships within SUNY System Administration

Moving Forward

- We have re-established the SLN Financial Committee of Business Officers to review the current financial situation and assist with the development of new business models following the PACs desire for a menu of services

Moving Forward

- The contract with ANGEL Learning has been signed by SUNY and ANGEL and is in the state approval process
 - ◆ University-wide FTE pricing (06 pricing at 5.30 per FTE)
 - ◆ Pricing includes the LMS and E-Portfolio applications
 - ◆ Inclusion of hosting and help desk services options as additional service to purchase
 - ◆ Mechanisms for bulk purchasing of services across the university
- Contract negotiations with BlackBoard/WebCT – Ask Mary Ann

Moving Forward

- We have established a Pilot process with Herkimer, Oswego and Monroe following ANGEL's implementation framework
 - ◆ 4 to 6 courses per campus will be live in Jan.
 - ◆ Full campus implementation for Fall 2007
- There has been aggressive testing and enhancement of "Conversion Thingy", an application developed by Peter Friesen of Plattsburgh that converts SLN courses to ANGEL
- We have reached agreement with Mr. Friesen for source code of Conversion Thingy so we can further enhance it

Moving Forward

- The pilot will inform us how quickly we can migrate courses, train faculty and what kind of help desk services can be provided
- We're working with the Information Technology Exchange Center at Buffalo State (ITEC) on hosting services. Costs will be comparable to ANGEL's
- We hope to begin migrating additional campuses to have production courses available in the fall of 2007

Moving Forward

- The Training Center provided Webinars on the ANGEL contract and application
- Additional information sharing opportunities will be determined based on feedback from this meeting

Wizard Afternoon Session

- Menu of Services
- Migration strategies

SLN Menu – still evolving

Services	SLN	ITEC	SICAS	Training Center	TLT	Campus	ANGEL
Faculty Development	yes	no	no	Yes	yes	yes	no
Course Templates	yes	no	no	no	no	yes	no
Faculty Support/Help Desk	yes	no	no	no	no	yes	no
Student Support/Help Desk	yes	no	no	no	no	yes	yes
Online Course Marketing	yes	no	no	no	no	yes	no
Application management	yes	yes	no	no	no	yes	no
Consulting	yes	yes	yes	no	no	yes	yes
Pedagogical Research	yes	no	no	no	yes	yes	no
Best Practices - general	yes	no	no	yes	yes	yes	yes
Community building	yes	no	no	yes	yes	yes	no
Application integration	yes	yes	yes	no	no	yes	yes
Hosting LMS	no	yes	no	no	no	yes	yes
Hosting E-Portfolio	no	yes	no	no	no	yes	yes

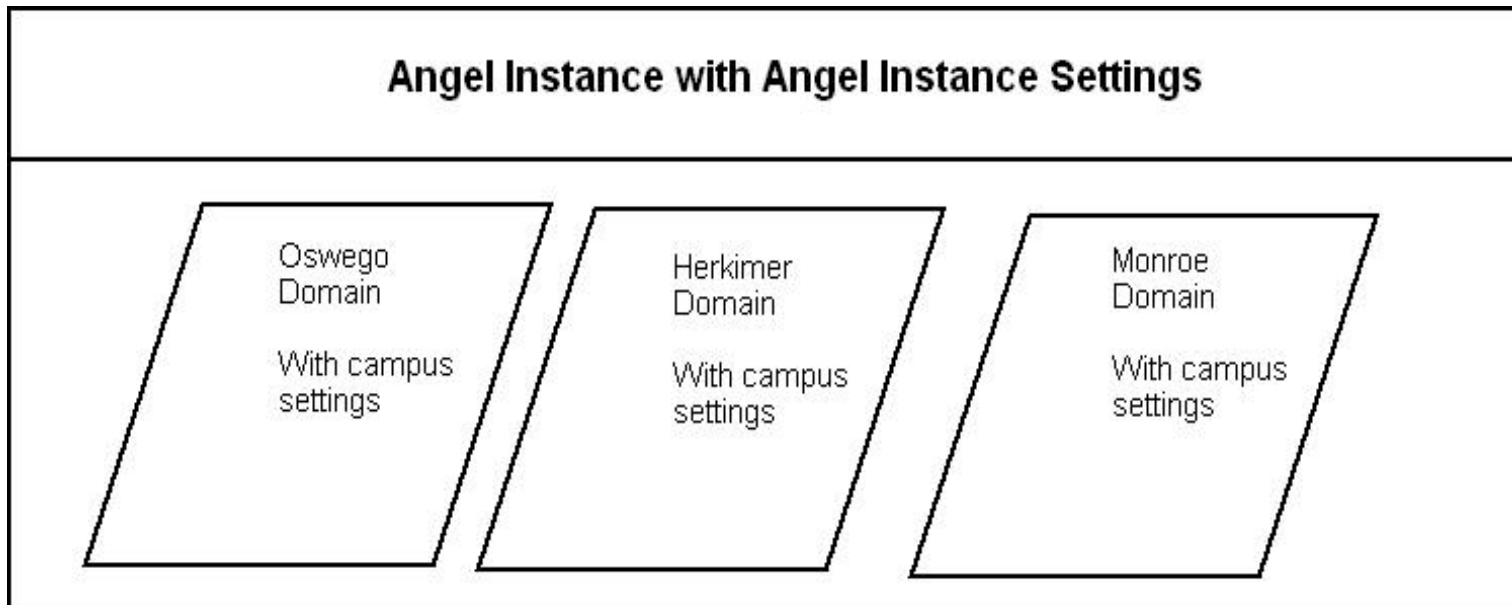
	A	B	C	D
1	SLN Services - Examples for discussion			
2				
3	Services	SLN Inclusive Preferred	SLN Selective-Preferred	SLN Selective-Angel or Local
4	<u>Infrastructure Support</u>	Included - one cost		
5	End User Help Desk	Preferred annual	Annual subscription	Preferred Annual plus additional %
6	Technical Integration	minus %	Annual subscription	Preferred Annual plus additional %
7	CMS Application Management		Annual subscription	Preferred Annual plus additional %
8	Portfolio Application Management		Annual subscription	Preferred Annual plus additional %
9	Tools development		Annual Subscription	Preferred Annual plus additional %
10	Enterprise Services (Angel Portal)		Annual Subscription	Preferred Annual plus additional %
11	Migration Support to Angel		Annual Subscription	Preferred Annual plus additional %
12	Project assistance		Annual Subscription	Preferred Annual plus additional %
13	<u>Pedagogical Services</u>			
14	Faculty Development		Annual Subscription	Preferred Annual plus additional %
15	Instructional Design support		Annual Subscription	Preferred Annual plus additional %
16	Research		Annual Subscription	Preferred Annual plus additional %
17	Evaluation and Assessment		Annual Subscription	Preferred Annual plus additional %
18	Community of Practice		Annual Subscription	Preferred Annual plus additional %
19	<u>Course/program marketing</u>		Annual subscription	Preferred Annual plus additional %
20	Hosting LMS	ITEC preferred	ITEC preferred	Angel or Local
21	Hosting E-Portfolio	ITEC preferred	ITEC preferred	Angel or Local
22				
23	Hosting paid to ITEC or Angel			
24	Licensing directly to Angel			

SLN Menu of Services-Financial

- We are starting to drill down into the cost associated with current SLN services
- We are not filling vacant positions until we identify revenues from the new services

Preferred Environment

ITEC Shared ANGEL Instance



Preferred Environment - ITEC

- ITEC hosts other u-wide applications
- ITEC is hosting more campus applications – specifically Banner
- We're assuming that over the next several years, more campuses will want hosted and managed services (CMS, Library, Portal, etc.)

Preferred Environment - ITEC

- ITEC was asked by its Exec. Board to investigate CMS hosting (BlackBoard, WebCT, ANGEL)
- PAC Technical Subcommittee is preparing a series of questions to be addressed regarding ITEC facilities
- SLN has never hosted its application
- ITEC has technical skills that will be necessary for integration activities

Current SLN technology

- The current SLN technology will be left behind as we migrate to ANGEL
- The following questions need to be addressed
 - ◆ Can we present all course offerings to a student if they are taking courses from different campuses
 - ◆ What approach will be utilized to replace the existing SLN Course Catalog
 - ◆ Is there a need for continuing e-mail services

Migration – current thinking

- Priority for migration will be:
 - ◆ Campuses wishing to migrate SLN courses to SUNY's ANGEL hosted environment
 - ◆ Campuses wishing to migrate SLN courses to locally or ANGEL hosted environments
 - ◆ Campuses wishing to migrate SLN courses to other CMS systems (BlackBoard, WebCT, etc.)
- Campuses always have the ability to migrate SLN courses utilizing their own resources at any time

Migration – current thinking

- During the next 6 weeks I will be calling SLN campus contacts (identified by the campus President) to discuss
 - ◆ Plans for migration
 - ◆ Need for services
- New surveys will be released asking for additional feedback regarding the need for current and future services

Migration – current thinking

- Migrations will be by campus, not by individual course
- We will migrate the last full academic year plus the current semester. Campuses can request additional courses if needed.

Migration – Faculty Training

- SLN will provide instruction in ANGEL to campus MIDs and ACs
- Campus MIDs and ACs will be responsible for training local faculty
- SLN will supplement campus based faculty development with some training support and delivery

Contact Information

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