

## SUNY Oneonta Distance Learning Action Plan

This report is based on the Online Learning Consortium (OLC) Scorecard and SUNY Institutional Readiness Report. Parenthesized ( ) numbers are line items from the OLC Scorecard. View OLC Scorecard at: <https://tinyurl.com/SO-OLC-SCORECARD> .

Learn more about the OLC Scorecard at: <https://onlinelearningconsortium.org/consult/olc-quality-scorecard-suite/> .

Middle States Interregional Guidelines for the Evaluation of Distance Education were also incorporated into this document. Bracketed [ ] numbers are evidence from their Nine Hallmarks of Quality document. View that document at <https://www.msche.org/publications/Guidelines-for-the-Evaluation-of-Distance-Education-Programs.pdf>

### In Progress:

Responsible: IT	Responsible: Academic Affairs
<ul style="list-style-type: none"> <li>• Hire instructional designer. (1.1, 2.x, 3.x, 4.1, 5.2, 7.x, 9.3) [3.x, 4.x, 8.x]</li> <li>• Review and recommend on proctoring services. (4.2) [7.3, 7.6]</li> <li>• Provide uninterrupted service levels by transitioning Blackboard LMS to Amazon Cloud. (2.2) [8.1]</li> <li>• Active data replication for service centers. (2.5) [8.1]</li> <li>• Use OSQCR rubric for course reviews. (3.1-4) [3.x, 4.1, 4.3, 9.2-4]</li> <li>• Develop training for online teaching. (3.x) [6.1-4, 9.4]</li> </ul>	<ul style="list-style-type: none"> <li>• Update Distance Learning Policy. (1.x) [3.x]</li> <li>• Implement Open Educational Resources (OER) program. (4.5)</li> <li>• Establish training policies, procedures, processes and timelines.(1.x) [6.1-4, 9.4]</li> <li>• Provide training on ADA requirements for courses.(3.1)</li> </ul>

### Planned:

Responsible: IT	Responsible: Academic Affairs
<b>High</b>	<b>High</b>
<ul style="list-style-type: none"> <li>• Deploy duplicate authentication systems to the cloud for additional redundancy. (2.2) [8.x]</li> <li>• Review and recommend virtual tutoring service(s) for CADE Director's consideration. (3.2)</li> <li>• Make possible Blackboard --&gt; Banner grade transference. (2.3)</li> <li>• Create an Orientation to Online Learning course. (2.6, 8.1)</li> <li>• Collate how-to information for students related to online learning. (5.3)</li> <li>• Create modules for practice that can be imported into any Blackboard course. (5.3)</li> <li>• Create entry point service for online students (i. e. contact point for funneling questions and problems). (8.6)</li> <li>• Implement Ally. (8.10)</li> </ul>	<ul style="list-style-type: none"> <li>• Clarify roles and responsibilities related to DE decision-making. (1.1)</li> <li>• Assess feasibility of designating virtual librarian(s) to work with online students. (4.2) [7.4]</li> <li>• Implement a virtual tutoring service for online students. (4.2) [7.4]</li> <li>• Expand use of OER. (8.11)</li> <li>• Create how-to guides for online students concerning library and support services. (5.3) [7.6]</li> <li>• Further ADA compliance in online courses. (8.10)</li> </ul>
<b>Medium</b>	<b>Medium</b>
<ul style="list-style-type: none"> <li>• Active replication to the Azure cloud. (2.5) [8.x]</li> <li>• Implement an instructional design training course. (7.2)</li> <li>• Implement instructional design support flow. (7.4) [6.1, 6.2, 6.4]</li> </ul>	<ul style="list-style-type: none"> <li>• Establish and implement course refresh cycle and standards. (3.1) [3.4]</li> <li>• Launch a course peer-review program. (3.1) [3.2]</li> </ul>
<b>Low</b>	<b>Low</b>
<ul style="list-style-type: none"> <li>• Pending SUNY Central recommendations, review and recommend on student identity verification tools. (1.2) [9.1, 7.10]</li> <li>• Review and recommend reliable campus-wide webinar tool. (3.10)</li> <li>• Implement tool and software evaluation rubric. (3.10)</li> </ul>	<ul style="list-style-type: none"> <li>• Implement student identity verification tool. (1.2) [9.1, 7.10]</li> <li>• Identify delivery of online course requirements. (3.1) [3.x]</li> <li>• Hire expanded support staff for learning object and video creation for online courses. (5.1)</li> <li>• Recommend policies and procedures concerning feedback standards for instructors in online courses. (5.2)</li> <li>• Implement policies and procedures related to training refresh cycles for online instructors. (3.1) [3.4]</li> </ul>

Completed:

Responsible: IT	Responsible: Academic Affairs
<ul style="list-style-type: none"> <li>• Implement duplicate authentication system. (2.1-2) [9.1, 7.10]</li> <li>• Distribute technology plan and updates to campus on a semester basis. (2.1) [8.1]</li> <li>• Implement tracking of downtime and post-incident reviews. (2.2) [8.1]</li> <li>• Provide 24/7 Open SUNY Help Desk. (2.4, 7.1) [8.1]</li> <li>• Support Blackboard at the same level as Banner, our SIS. (2.4) [8.1]</li> <li>• Deploy new backup and data management system. (2.5) [8.1]</li> <li>• Provide faculty professional development plan duplicated for both on-ground and online faculty. (2.x, 3.x.) [6.1, 6.2]</li> <li>• Implement technology software, hardware, apps and tools into classrooms and online learning. (2.6, 3.2) [6.2, 6.4]</li> <li>• Evaluate and recommend current and emerging tools for educational uses. (3.10)</li> <li>• Manage the online teaching and learning certification program. (7.x)</li> <li>• Launch SKYPE for Business and MS Teams to provide campus-wide collaboration tools for online student and faculty meeting, tutoring, and connection points. (2.6, 3.2)</li> </ul>	<ul style="list-style-type: none"> <li>• Update Training Requirements Policy. (1.1, 7.2, 7.4)</li> <li>• Hire staff responsible for Distance Education (DE).(2.3)</li> <li>• Assess course syllabi and faculty feedback as per proscribed accreditation recommendations. (3.3)</li> <li>• Review Distance Education programs on a regular cycle in accordance with accreditation requirements. (9.1)</li> <li>• Launch initial training programs for online teaching and learning. (7.x)</li> <li>• House online course expectations, technical support information, syllabi, and course materials in the LMS. (3.3)</li> <li>• Design current online courses with student learning interactions. (3.7)</li> <li>• Annually assess data and identify student achievement deficiencies toward the goal of continuous improvement. (9.2)</li> <li>• Review and implement highly prescribed learning outcomes as a part of annual assessments and accreditation affirmations (program review). (9.3)</li> <li>• Routinely analyze Drop/Fail/Withdrawal rates, and students in online courses complete course evaluations. (9.5)</li> </ul>

Criteria:

OLC Scorecard Criteria (225 points)	Responsible: Academic Affairs
<ul style="list-style-type: none"> <li>• Institutional Support (9criteria, 3 points each, 27points total)</li> <li>• Technology Support (7, 21p)</li> <li>• Course Development &amp; Instructional Design (12, 36p)</li> <li>• Course Structure (8, 24p)</li> <li>• Teaching &amp; Learning (5, 15p)</li> <li>• Social &amp; Student Engagement (1, 3p)</li> <li>• Faculty Support (6, 18p)</li> <li>• Student Support (16, 48p)</li> <li>• Evaluation &amp; Assessment (11, 33p)</li> </ul>	<ul style="list-style-type: none"> <li>• Mission alignment.</li> <li>• Institutional planning integration.</li> <li>• Governance system &amp; academic oversight involvement.</li> <li>• Quality of DE curricula (Equivalency).</li> <li>• Assessment &amp; evaluation of DE.</li> <li>• Training &amp; support of faculty delivering DE.</li> <li>• Support services provided in tandem.</li> <li>• Resources allocated for DE support and expansion.</li> <li>• Integrity of online offerings evaluated.</li> </ul>