SUNY Learning Network
Service Level Agreement
Education Support & Services

Scope

The SLN Education Team provides expertise that assists SUNY campuses with developing and designing quality online courses. This document represents an agreement between the SLN Education Team and the SUNY Campus.

Statement of Services

The SLN Education Team is committed to assisting SUNY campuses and faculty to:

- Become highly effective online educators who understand online learning and best practices;
- Leverage the appropriate learning management systems tools and functionality available to meet learning objectives, as well as create and manage effectively designed online teaching and learning.

Education Services

The SUNY Learning Network (SLN) Education Team provides three points of service for SUNY Campuses:

1. SUNY-Wide Resources
2. Campus Online/Distance Learning Services
3. Online Faculty Services

1. SUNY-Wide Resources
   Open to all members of the SUNY Community

   - Twice a month meetings (ID Call) via conference call
   - Investigating, reporting, and integrating trends as well as new media and technologies to enhance online instruction
     - The SLN Second Life Island
   - Annual ID roundtable (held during the CIT Conference)
   - SLN SUNY Online Summit
     - 3-day conference held annually
2. **Campus Online/Distance Learning Services**

The SUNY Learning Network works directly with the SUNY campus-based Instructional Designers (ID). The SLN Instructional Design Team consists of senior-level learning designers. These staff members proactively work to provide the following services:

- **Community Support**
  - Communications and online tool areas to facilitate the SLN community of best practices
  - Primary Instructional Designer support for up to two weeks per academic year when required
  - SLN HelpDesk support services for Instructional Designers

- **Library of Online/Distance Learning Resources**
  - ANGEL Evergreen materials
  - Eduventures research materials
  - Online repository of technical, training, and pedagogical objects including video objects of workshops and professional development events
  - Preferred Course Management System repository of tips
  - Exemplar courses
  - Resources for training faculty such as tutorials, documentation, and PowerPoint presentations
  - Repository of training materials, including SLN101
  - Access to the Education support server for training and demonstration
    - Practice courses
  - Online resources to train faculty online

- **Instructional Designer Professional Development**
  - Provide research, principles, applications, and best practices for Instructional Designers
  - “Train the trainer” and pedagogy support
    - ANGEL services
      - Sandbox/Test environment
      - Coordination of focus groups
      - “What’s New” in ANGEL trainings
      - Sharing approaches and initiatives to address course quality and faculty development
    - Quality Matters
    - Sloan-C Membership and College Pass
    - New Media Consortium
  - ID Mentoring Program
    - New Instructional Designer orientation
• Campuses assigned a SLN Instructional Designer mentor
• Training, manual, program and elements
  ▪ Annual site visits for Instructional Designers
  ▪ Feedback and self-evaluations
  o Research
    ▪ Collection, disseminating and publication of results
    ▪ SUNY Research Hub
      ▪ General reports
      ▪ Access to Campus-specific data
    ▪ Coordinate and solicit Eduventures studies to share with members

3. **Online Faculty Services**

The SLN Education Team works with campus faculty to ensure high levels of quality and satisfaction with online teaching and learning.

• **Community Support**
  o Communications, online tools, areas for interaction, networking and facilitation to promote a community of practice
  o Access to experienced exemplar online faculty
  o Online areas that facilitate discipline-specific/topic-specific faculty interaction
  o Events showcasing online faculty community
  o SLN HelpDesk support services for Faculty

• **Library of Faculty Resources**
  o ANGEL Evergreen materials
  o Course design models, master courses and templates to quick-start course design or development
  o Repository of online resources and references (SLN 101)
  o Courses for observation
  o Faculty orientation
  o Repositories of learning objects including: “How To” instructions in preferred Course Management System available in a variety of formats, video objects of workshops and professional development events
  o Resources and documentation on effective online practices, pedagogical tips, advanced pedagogy, adult learning, effective online course management and web-2.0 enhanced instruction
  o Teaching survey self-assessment to assist in evaluating, reviewing, and revising online courses
• **Professional Development for Online Faculty**

  o Training options and ongoing professional development events delivered in a variety of media (including online, face-to-face and self-paced) for:
    ▪ Fully online returning and new faculty
    ▪ Blended faculty
    ▪ Web-enhanced faculty
  o Fully online and blended program, including faculty online conference, trainings, templates, best practices, documentation, suggestions, example documents and exemplar courses, and rubric for formative course development:
    ▪ Two development training cycles for new faculty: Spring and Fall for fully online and blended faculty
    ▪ Returning faculty track each training cycle

  **Note:** SLN is always evaluating ways to increase benefits to our member campuses. The deliverables in this SLA are as of January 2010.

**New Faculty Training Structure**

Regional training locations (maximum of ten per cycle) are determined through a training needs survey prior to a development cycle. Other training options and ongoing professional development events are delivered in a variety of media to accommodate needs. The SLN face-to-face faculty development training sessions can accommodate no more than twenty people per training session. SLN will guarantee ten seats per cycle to a campus. Remaining seats available may be distributed evenly among member campuses based on need. SLN will train a maximum of 160 new faculty members per training cycle.

**Returning Faculty Training Structure**

The SLN strategic plan is to nurture the growth of the returning faculty program with a variety of training options. Such training options may include: face-to-face, webinars, online or self-paced. We are committed to exploring a variety of campus requests to develop this initiative further.

**HelpDesk Support**

The SLN Education Team works in conjunction with the SLN HelpDesk to provide quality support to campus faculty and instructional designers. The HelpDesk is trained to assist with a variety of questions within the ANGEL Learning Management System,
including navigation and “how-to” questions. If the HelpDesk Analyst is unable to resolve the issue, it is forwarded on to an SLN Instructional Designer.

Additional Education Services

The following services are available at an additional cost, per custom quote:

- Face-to-face training at home campus, beyond the standard Spring and Fall development cycles, is available by request.
- SLN or Quality Matters course reviews
- Primary Instructional Designer support (for campuses without ID)