



Academic Continuity

Conversations with Program Reviewers (CPR)
April 21, 2020

Academic Programs Team
Campus Reviewer Contact Information:
<https://system.suny.edu/academic-affairs/acaproplan/app/find-your-campus-reviewer/>



COVID-19 Remote Instruction Support

- **Website** to aggregate resources and service – Erin Maney
- **Faculty drop-in hours** to answer questions about teaching remotely – Alexandra Pickett
- **Student drop-in hours** to answer questions about learning remotely – Michele Forte
- **Remote teaching clinic** – webinars/training for faculty and staff – Jamie Heron
- **Communities of Practice** – discipline specific faculty CoPs – Chris Price
- **Help Desk** expansion Tier 1 and Tier 2 tech support for students and faculty – Mike Walker
- **Technology Support** – scaling infrastructure and expanded offerings for Collaborate and Ally – Harry Cargile
- **Data/Tracking/Reporting** to monitor usage and assess ongoing need – Kristyn Muller





The State University of New York

COVID-19 Remote Instruction Website

innovate.suny.edu/covid19/

Paused

REACH OUT - 1-844-863-9314 - If you are overwhelmed right now, the NYS COVID-19 Emotional Support Line is staffed by specially trained volunteers who can help.



HOME CAMPUSES STUDENTS FACULTY & STAFF Search ...

YOUR RESOURCES FOR REMOTE LEARNING DURING COVID-19



Campus Leaders



Students



Faculty & Staff

Leading · Learning · Teaching

<http://innovate.suny.edu/covid19>

www.suny.edu



Other Updates

- Laptop Loaner Program – Campus CIOs
 - 10,000 laptops ordered and being distributed
 - 3,000 Chromebooks being distributed
 - Coordination through campus CIOs
- Student Access to WIFI
 - Expansion to campus parking lots
 - EDUROAM across SUNY for single signon
- Weekly meetings with Directors of Online Learning
 - Successes & Challenges
 - Collaborative problem solving
- Open Digital Content
 - Access to openly licensed digital content
 - Access to adaptive learning platform

COVID-19 Support (data as of 4/21)

- COVID-19 Website (launched 3/13)
 - ~**10,000** Users
 - ~**15,000** page views
- Remote Teaching Clinic (launched 3/16)
 - **6,365** registrations for **44** topics from **61** campuses
 - **1.187** non-duplicated registrants for the RTC in general.
- Faculty Drop-in Hours (launched 3/13)
 - **477** faculty consultations from **37** campuses
- Student Drop-in Hours (launched 3/22)
 - **246** student consultations from **34** campuses
- Help Desk – (available since 3/2)
 - **6,083** tickets logged from **60** campuses
 - **1,794** from students, **3,670** from faculty, **554** from campus staff, and **65** other
 - Biggest issues are course content creation, Collaborate, assignments, discussions, use of media, tests/surveys/polls, and third party applications
- Bb Collaborate (free through spring)
 - **15** new campuses (from 23 to 38)
- Bb Ally (free through spring)
 - **8** new campuses (from 36 to 42)

COVID-19 Remote Instruction Support

- **General comments/questions** – kim.Scalzo@suny.edu
- **Website** – one place to aggregate resources and services - erin.maney@suny.edu
 - <http://innovate.suny.edu/covid19>
- **Faculty drop-in hours** – faculty can get answers to questions about teaching remotely - alexandra.pickett@suny.edu
 - <https://innovate.suny.edu/covid19/faculty-staff/course-support-session/>
- **Open Digital Content** – openly licensed digital content – michael.daly@suny.edu
 - <http://oer.suny.edu>
- **Student drop-in hours** – students can get answers to questions about learning remotely - michele.forte@suny.edu
 - <https://innovate.suny.edu/covid19/faculty-staff/course-support-session/>
- **Remote teaching clinic** – webinars/training for faculty and staff – jamie.heron@suny.edu
 - <https://innovate.suny.edu/covid19/faculty-staff/course-support-session/#clinic>
- **Communities of Practice** – discipline specific faculty CoPs in Workplace - chris.price@suny.edu
 - <https://innovate.suny.edu/covid19/faculty-staff/course-support-session/#workplace>
- **Help Desk** – expansion Tier 1 and Tier 2 tech support for students and faculty - mike.walker@suny.edu
 - <https://online.suny.edu/help/>
- **Technology Support** – scaling infrastructure and expanded offerings for Collaborate and Ally - harry.cargile@suny.edu
 - <https://innovate.suny.edu/covid19/campus-leaders/campus-technology-status/>
- **Data/Tracking/Reporting** – dashboard to monitor usage and assess ongoing need - kristyn.muller@suny.edu
 - <https://tinyurl.com/SUNY-COVID19-Response>

Resources

- SUNY Health Alert: <http://suny.edu/health-alert>
- SUNY Remote Learning Resources: <https://innovate.suny.edu/covid19/>
- SUNY Academic Programs: <https://system.suny.edu/academic-affairs/acaproplan/app/>
- Middle States: <https://www.msche.org/covid-19/>
- NYSED, General: <http://www.nysed.gov/college-university-evaluation/news/nysed-coronavirus-guidance-colleges-and-universities>
- NYSED, Professions: <http://www.op.nysed.gov/COVID-19.html>
- USDE: <https://www.ed.gov/coronavirus>
- The Academic Programs Team (David Cantaffa, Lenora German, Ann Hawkins, Fred Hildebrand, Dan Knox, Deb Moeckel, Lisa Montiel, Phil Ortiz, Angela Pagano, Susan Panetta, Laura Trottier):
program.review@suny.edu and/or <https://system.suny.edu/academic-affairs/acaproplan/app/find-your-campus-reviewer/>