

# WELCOME TO #WCETWEBCAST

*July 12, 2018*

*The webcast will begin shortly.*

*There is no audio being broadcast at this time.*

*An archive of this webcast will be available on the WCET website next week.*



# CONSORTIUM SERVICE MODELS - STAYING A STEP AHEAD OF YOUR MEMBERS

July 12



# WELCOME!

*Use the question box for questions and information exchange.*

*Archive, PowerPoint, and Resources available will be next week.*

*PowerPoint can be downloaded in the handouts pane.*

*Follow the Twitter feed: #WCETWebcast.*



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# OVERVIEW

01

Introductions

02

Survey Results about  
United States and  
Canadian consortia

03

Overview of each  
consortium:  
- Constituents served.  
- Services offered.  
- Successful processes.

04

Moderated discussion

05

Q&A



## QUESTIONS FROM THE AUDIENCE

*If you have a question during the presentation, please add your questions to the question box.*

*We will monitor the question box and have time for Q&A after the presentations.*



# MODERATOR

**Tina Parscal**

*Executive Director,  
CCCOonline, Colorado  
Community College System*



# PRESENTERS



**Mary Burgess**  
Executive Director,  
BCcampus



**Russ Poulin**  
Director,  
Policy and Analysis  
WCET



**Kim Scalzo**  
Executive Director,  
Open SUNY

## PRESENTER 1

**Russ Poulin**  
**Director, Policy and**  
**Analysis,**  
**WCET**



C E L E B R A T I N G

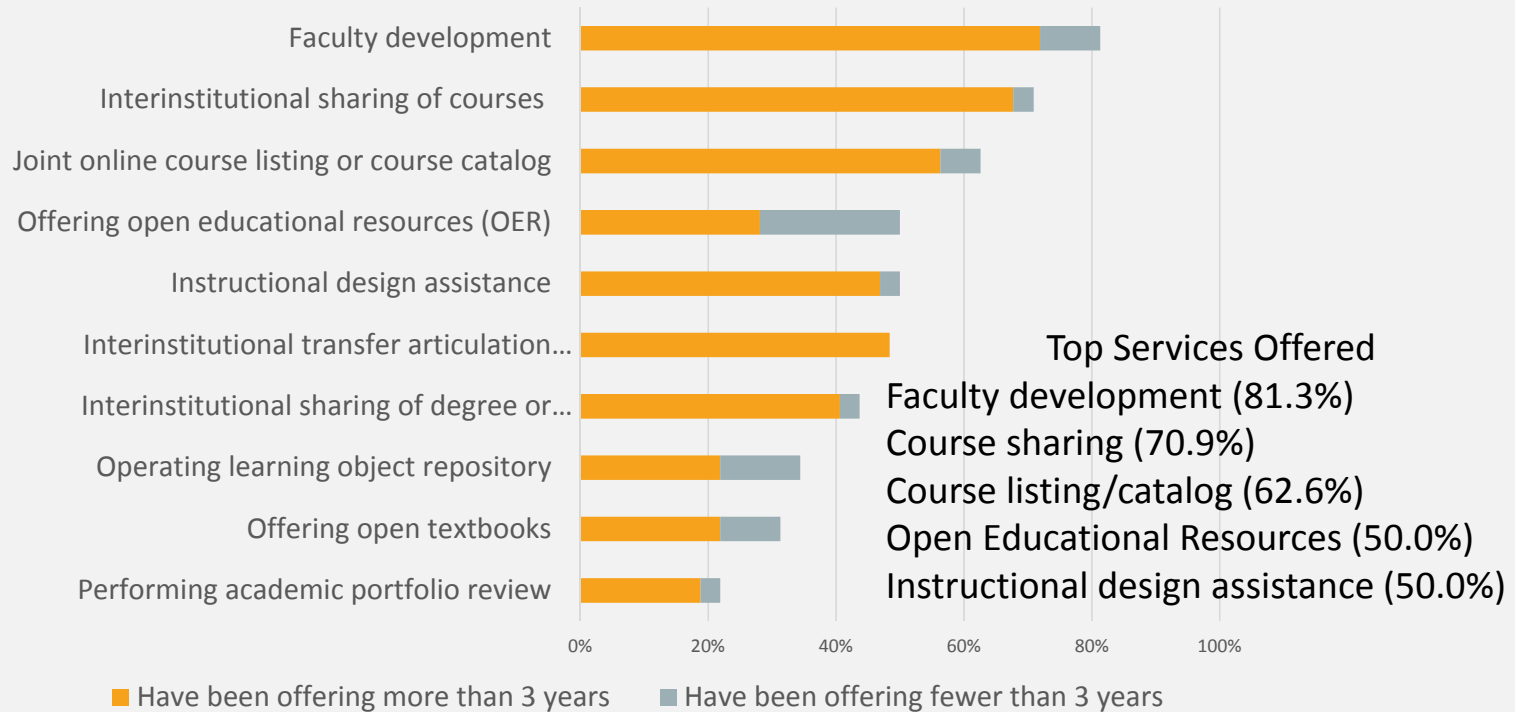


30 Years of Serving Higher Ed  
in North America

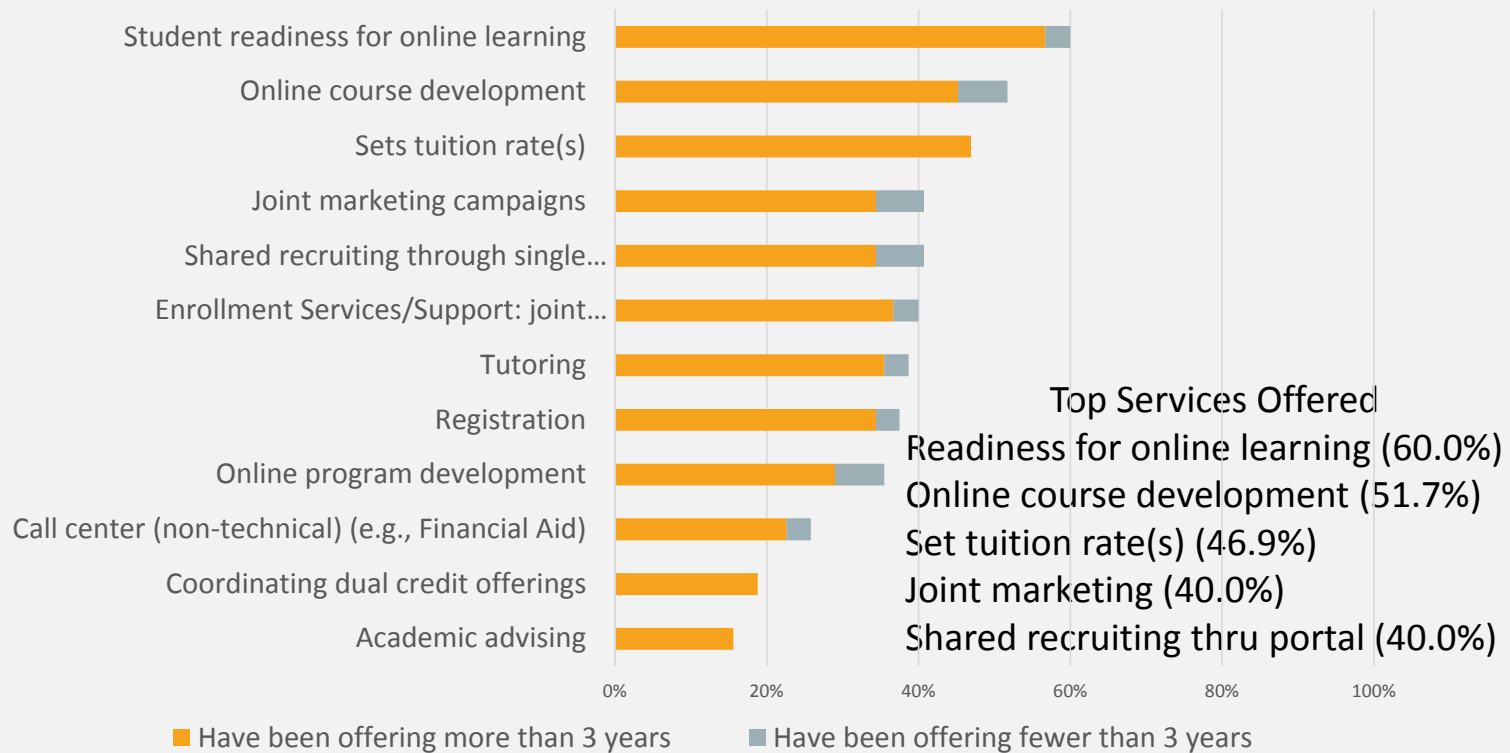




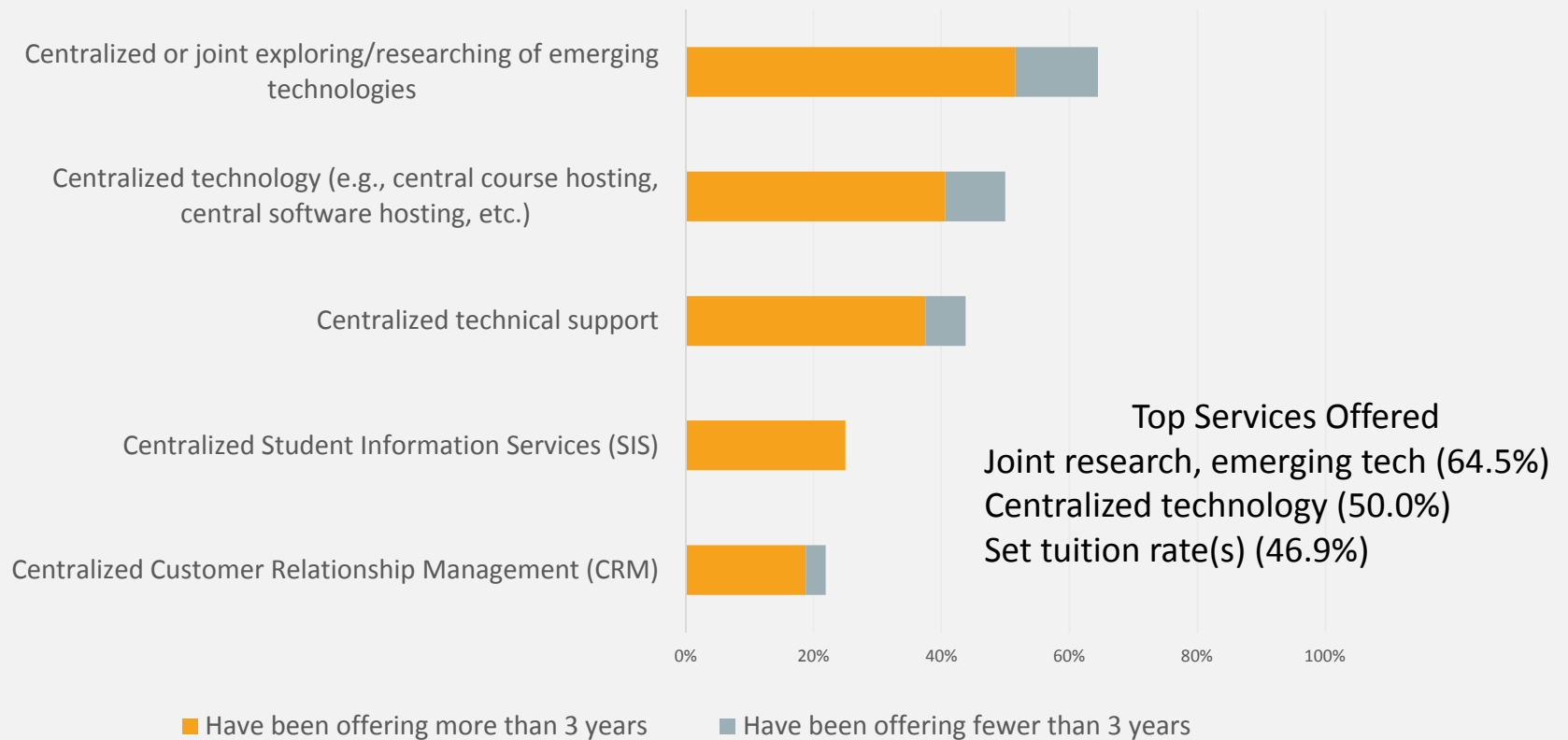
# ACADEMIC SERVICES OFFERED



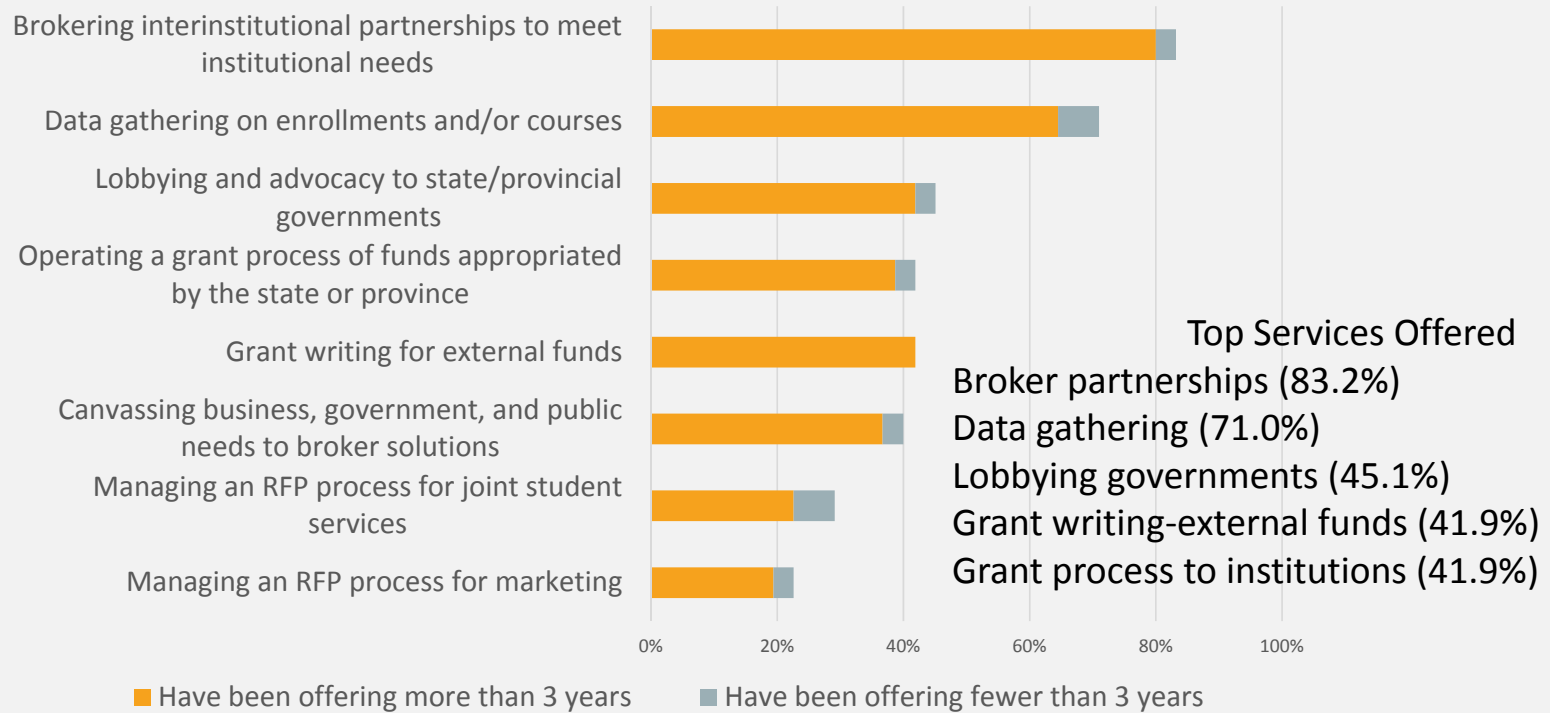
# STUDENT SERVICES OFFERED



# TECHNOLOGY SERVICES OFFERED



# PLANNING & ADMINISTRATIVE SERVICES OFFERED



## NEW SERVICES

- Learning object repositories (6)
- Shared degree/certificate programs (3)
- Open educational resources (3)
- Open textbooks (3)
- Planned by two respondents:
  - Joint marketing campaign, dual credit offerings, grant writing for external funds, brokering partnerships, RFP for marketing.

HOW HAVE SERVICES CHANGED IN  
LAST 3 YEARS?

Stay in touch with members...

- “In the last three years, (respondent) has created...proofs and prototypes while modifying designs and workflows based on direct feedback from our Members, which has informed our roadmap.”

## HOW HAVE SERVICES CHANGED IN LAST 3 YEARS?

### Changes in relationships...

- “As a System, we are trying to leverage resources by providing opt-in solutions. In other words, we have negotiated master agreements so universities can opt-in and tailor those to meet their needs.”
- “We've largely focused on academic collaborations; over time, we've increasingly explored administrative collaborations.”
- Moving from direct faculty training to train-the-trainer and providing resources for those trainers.

## HOW HAVE SERVICES CHANGED IN LAST 3 YEARS?

Be nimble as economics change...

- “We have modified our funding formula to incentive (sic) the sharing of students since many colleges cannot support their own enrollments.”
- “In the past, state licenses were provided for several products/services, but several years ago became unsustainable due to budget cuts.”



## PRESENTER 2

### **Kim Scalzo**

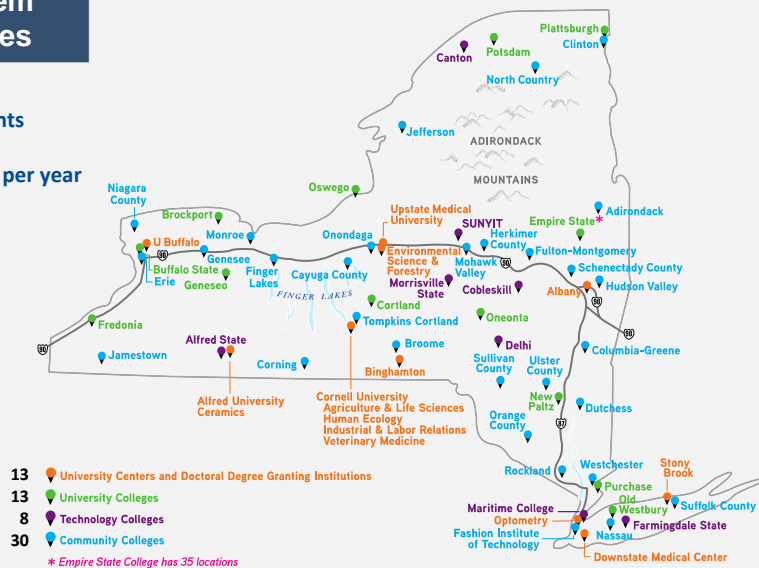
Executive Director,  
Open SUNY,  
and Interim Executive  
Director of Academic  
Technologies and  
Information Services,  
SUNY System  
Administration - Open  
SUNY



# CONSTITUENTS SERVED

**SUNY System  
64 Campuses**

177,000+ Online Students  
500+ Online Programs  
22,000+ online courses per year  
<http://open.suny.edu>



*University-wide strategy and set of supports and services to advance campus online learning initiatives in support of SUNY goals*



# SERVICES OFFERED OPEN SUNY MISSION

- **Open SUNY** will lead the SUNY System in the advancement of online learning at both the campus and system level with primary emphasis on the Completion Agenda by:
  - Providing exemplary models for online program development and campus provided services
  - Delivering high quality, cost-effective services to support campus online learning operations
  - Advocating for SUNY-wide policy, infrastructure, and resources in support of online learning
  - Promoting and engaging in research and innovation in online learning

## Open SUNY Serves:



**Online students** and those who support online students



**Faculty who teach online** and those who support Faculty who teach online



**Campus leaders** in achieving campus goals for online learning



**NYS Employers** with workforce development and continuing education needs



# SERVICES OFFERED

## ***Campus Supports***

- Open SUNY+
- Institutional Readiness
- Enrollment Planning Roundtable
- Searchable Program/Course Websites
- LMS Application Services
- U-Wide Contracts
- Campus Dashboards
- Community of Practice
- Competency Development

## ***Student Supports***

- Concierge Model
- Online Readiness
- Online Tutoring
- Orientation Modules
- Early Alerts
- Help Desk
- Concierge Community
- Competency Development



## SERVICES OFFERED

### ***Faculty Supports***

- OSCQR Rubric
- Course Development & ID Models
- Online Teaching Resources
- Help Desk
- Online Teaching Community
- Competency Development

### ***New Program Development***

- Enrollment Planning Roundtable
- In-demand Occupations Tool (Market Analysis for New Program Development)
- Grant Funding
- Partnership Facilitation



# SUCCESSFUL PROCESSES

## Searchable Program Website

- <http://open.suny.edu>
- 500+ degree and certificate programs
- Increased lead generation from ~40 leads per month to 1500+ per month

## Institutional Readiness

- <http://open.suny.edu/ir>
- Campus consulting engagement - 50+ campuses
- Targeted for campus leaders – focused on what it takes to ensure quality in online learning

## Campus Dashboards

- <http://commons.suny.edu/opensuny/dashboards>
- Improved accuracy of data and consistency in tracking of online students, courses, programs
- Facilitation of benchmarking across the system

## Online Tutoring

- <http://StarNY.org>
- 26 SUNY campuses - partnership w/Link Systems, Inc.
- Philosophy of building learning/studying/writing skills



# SUCCESSFUL PROCESSES

## OSCQR Rubric

- <http://oscqr.org>
- Adopted by OLC as course design quality rubric
- Team approach to online course reviews – results in improvement plans for future delivery of online courses

## Interested in Online Teaching

- <https://commons.suny.edu/interested>
- Self-paced, online resource for faculty and staff

## Help Desk

- <http://open.suny.edu>
- Comprehensive phone, email, and knowledge base support for faculty and students to lower costs for campuses

## Early Alerts (Starfish)

- Established new Community of Practice
- Improved course completions and retention
- Identified needs for new policies and services



## PRESENTER 3

**Mary Burgess**

Executive Director,  
BCcampus





BCCAMPUS  
LEARNING DOING LEADING



### 3 Primary lines of service

- Open education
- Learning, teaching and educational technology
- Collaborative projects





# QUESTIONS FROM THE AUDIENCE



## CONTACT INFORMATION

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Visit WCET's website to learn about our  
Focus Areas, Initiatives, Events,  
Membership and Sponsorship:  
<http://wcet.wiche.edu/>

Join WCET: learn more about the benefits  
of joining our national community:  
<http://wcet.wiche.edu/join-wcet>

Focus Areas ▾

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# LEARN MORE AND STAY CONNECTED



## WCET 30<sup>th</sup> Annual Meeting and Celebration

October 23-25

Portland, OR

<https://wcet.wiche.edu/events/30th-annual-meeting-2018>





## ADDITIONAL INFORMATION AND RESOURCES

Access to the resources discussed during this webcast, including the archive, will be available next week.

<http://wcet.wiche.edu/connect/webcasts>



THANK YOU SUPPORTING  
MEMBERS FOR YOUR  
COMMITMENT TO WCET  
AND E-LEARNING

*Colorado State  
University*

*Cooley LLP*

*Lone Star College  
System*

*Michigan State  
University*

*University of  
Missouri -  
Columbia/Mizzou  
Online*

*University of North  
Texas*





# THANK YOU WCET ANNUAL SPONSORS

