

Campus Implementation Preparation

Your SUNY Digital Learning Environment (DLE) Team

The SUNY Digital Learning Environment Team will continue to work within SUNY and with the Brightspace Implementation Team to make this transition successful. The SUNY DLE Team is represented by various Committees, Teams, and Work Groups and is co-led by Kim Scalzo and Harry Cargile.

SUNY DLE Steering Committee

This group will determine the strategic parameters for SUNY-wide implementation, ensure appropriate resources are provided to ensure success, address strategic and policy questions as they arise, and champion this effort with SUNY and Campus Leaders.

SUNY DLE Core Strategy Team

This group will be responsible for making decisions about implementation and transition planning based on parameters set by the Steering Committee, in support of SUNY Policy, and with input from the SUNY-Campus Strategy Team. This group will also tee up strategic questions raised by the SUNY-Campus Advisory Team to be brought to the Steering Committee.

Communication Team

This group will be responsible for driving and coordination all of the communication components of the project, including presentations, system-wide communications, and a dashboard and website that will be used to communicate project status and updates for SUNY leadership and the broader SUNY community.

SUNY DLE Advisory Team

This group will provide input and feedback on the strategy for implementation of the SUNY Digital Learning Environment (DLE) across the System and for migration from campus solutions to the new DLE. Those members of the group who represent SUNY-wide organizations will also be responsible for sharing updates and information out with their constituents and for soliciting input and feedback from them to bring back to the SUNY Digital Learning Environment Advisory Team. This is not a decision-making group, but will provide the basis for decisions to be made by the Core Strategy Team and by the Steering Committee.

Academic Policy / Standards Work Group

This group will identify potentially relevant policies/procedures that should govern this work and make recommendations to the SUNY DLE Core Strategy Team for relevant policies/procedures with which this project will be aligned.

Security Work Group

This group will consider areas within the DLE that may have security implications and make recommendations back to the SUNY DLE Core Strategy Team for inclusion within the scope of the project.

Technology Architecture Work Group

This group will consider areas within the DLE that may have technical architecture implications and make recommendations back to the SUNY DLE Core Strategy Team for inclusion within the scope of the project.

Technology Implementation Work Group

This group will be empowered to make recommendations to the SUNY Core Strategy Team regarding architecture, network, security, and campus migrations. As appropriate, they will surface items that will require review and decisions by the SUNY Core Strategy team and SUNY Steering Committee.

Campus Implementation Planning Work Group

This group will make recommendations to the SUNY Core Strategy Team regarding technical Integration, campus level configuration, templates, training, and change management including campus level policies and communication. As appropriate, they will surface items that will require review and decisions by the SUNY Core Strategy Team and SUNY Steering Committee.

Training Resources Sub-Work Group

This work group will define, discuss, and generate training resources and related logistics for the implementation and continued support of the Brightspace environment. This work group is a sub-work group that will bring its questions, findings, and output to the Campus Implementation Planning Work Group.

Template Creation Sub-Work Group

This work group will create a suite of adaptable templates designed for a variety of instructional modes that will be recommended for adoption by campuses in the Brightspace environment. This work group is a sub-work group that will bring its questions, findings, and output to the Campus Implementation Planning Work Group.

Your Brightspace Implementation Team

We are here to provide you with the help you need, when you need it, and for as long as you need it. Your Brightspace Implementation Team will include a Leadership Sponsor, Strategic Program Manager, Project Manager, and Implementation Consultant.

D2L Leadership Sponsor: Tracey Schneider

The D2L Leadership Sponsor is a key member of the team and is personally invested in the mutual success of SUNY's implementation and adoption of Brightspace.

D2L Strategic Program Manager: Margarita Parker

The D2L Strategic Program Manager (PgM) will facilitate SUNY's transition to the Digital Learning Environment (DLE). They will actively collaborate with SUNY campuses and System Administration Team to ensure that we are making progress on objectives and delivering optimal solutions. The D2L PgM will assist with facilitating transparency across the teams, executive communications, direction, and coordinating efforts from all teams to ensure the continued success of SUNY's implementation and transition to the DLE. They will also partner with SUNY in creating and maintaining a long-term strategic plan for the DLE.

D2L Implementation Project Manager: Yasmeen Abu-Obaid

The D2L Project Manager (PM) will primarily be responsible for identifying, tracking, managing, and resolving

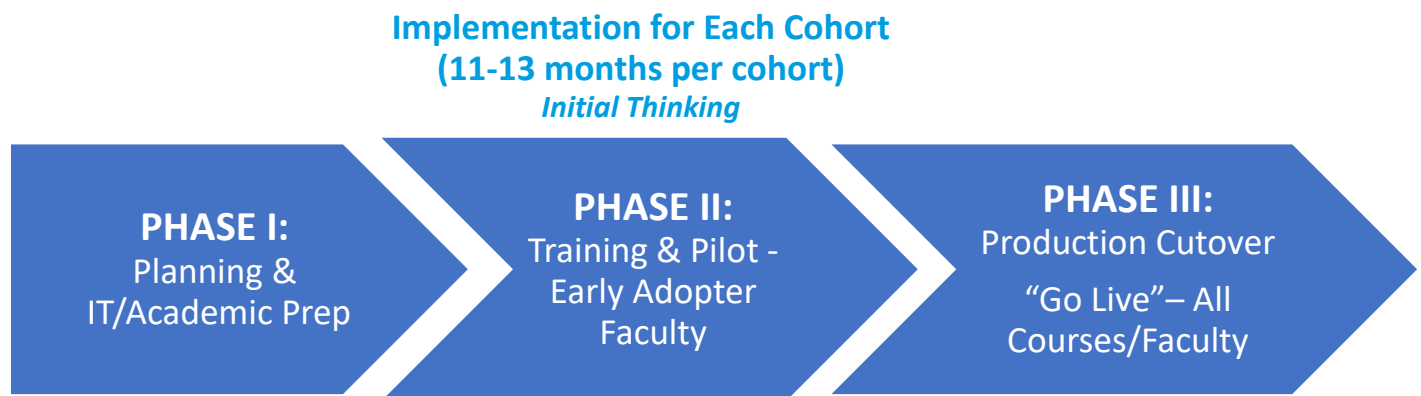
project issues and ensuring all the necessary resources are allocated. The PM will also be responsible for project planning, execution, monitoring, controlling, closure, and will report project status, including issues and risks, on a regular basis. During the implementation, the PM will coordinate activities, schedule recurring meetings with the team, answer questions, and manage performance of the D2L Implementation Team.

D2L Implementation Consultant: Chris Stucker

The Implementation Consultant will be the technical lead throughout the implementation. The Implementation Consultant will work with you to design and deliver business and technical solutions, and to provide hands-on consulting related to the configuration and management of our products and integrations.

Implementation

To help illustrate what your implementation will look like, we have outlined the deliverables you can expect during each phase below.



Planning & IT/Academic Prep

This includes:

- ✓ Discussing & verifying project timelines
- ✓ Developing a strategy to assist with your transition
- ✓ Reviewing & discussing roles and responsibilities for your campus, SUNY System and D2L

We listen to what you need, your vision and goals. This includes:

- ✓ Discussing & validating user stories and use cases
- ✓ Setting achievement criteria for design and configuration enablement to bulk convert hundreds (or thousands) of courses at once with no limits or additional costs
- ✓ Knowledge sharing, configuration notes and recommendations
- ✓ Course migration, including:
 - configuring course package converters
 - converting a sample set of 5 courses to validate/test before migrating the rest
- ✓ Defining & refining business processes

Phase 2 – Training & Pilot – Early Adopter Faculty

We set you up for success by providing self-serve and assisted training from the D2L and SUNY System Administration teams, self-paced training in D2L’s Brightspace Guided Training program to provide a base level of knowledge for the functional elements of the Brightspace LMS. We will also provide assisted training sessions and assets from the SUNY System Administration Team.

You can expect to have:

- ✓ Online, self-paced, pre-recorded training in D2L’s Brightspace Guided Training program, which includes tracks for beginners, intermediate and advanced users in a short, digestible format makes it easy for users to jump in and out of training
- ✓ Access to the D2L/Brightspace Community: A personalized, interactive space to find resources, network, and share knowledge and ideas
- ✓ We will also work with you to update your campus’ Brightspace configuration-based needs identified coming out of your training
- ✓ SUNY will provide Brightspace “Train the Trainer” workshops for campus Instructional Designers and identified campus faculty leads/pilot faculty that will cover instructor tools, migration strategies, and LMS system administration. SUNY will also provide asynchronous Brightspace LMS training modules to each Brightspace campus.

Phase 3 – Production Cutover “Go Live” – All Courses/Faculty

In preparation for “Go Live,” we will ensure that you have the tools and know-how to succeed. This is a perfect opportunity to finish loading user and course data. We support you right through to launch and beyond by:

- ✓ Assisting with any questions and troubleshooting
- ✓ Reviewing launch plans and identifying last-minute changes/tweaks for a given launch
- ✓ Helping with adoption or communication strategies
- ✓ Closing implementation with your approval and sign off
- ✓ Ensuring there is a smooth transition from your implementation to day-to-day business

What Resources Your Campus Will Need During Implementation

Our goal is to continue our collaborative approach to implementation. We are asking you start thinking about who from your campus may be best suited to fill several key contacts moving forward. Once you have completed the survey for your cohort preferences, we will follow up with you with a confirmation and an ask for this additional information:

ROLE	ESTIMATED EFFORT*
Campus Executive Sponsor	3-5 hours/week
Campus Lead	3-5 hours/week
Academic Lead	5-10 hours/week
Technical Lead	5-10 hours/week

* Varies depending on the complexity of the program

Campus Executive Sponsor

The Campus Executive Sponsor:

- Is prepared, on an ongoing basis, to give general peer support and to direct others where to get help, as well as how to maximize their experience with use of the LMS and e-learning
- Promotes online learning and the use of the LMS in face-to-face instruction at your campus
- Is responsible for:
 - ensuring promotion and consistent communication, including:
 - attending any kickoff sessions held at your campus
 - delivering overview presentations to your campus, if required
 - liaising with the Campus Lead for marketing initiatives
 - providing feedback as required to the Campus Lead

Skills Required

- Excitement and enthusiasm for the potential of the LMS and tools that will comprise the SUNY Digital Learning Environment

Campus Lead

The Campus Lead:

- Manages your campus' implementation program and timeline.
- Identifies resources for each of the implementation program roles.
- Leads your campus' implementation program team from the initial planning to implementation.

The Campus Lead will be responsible for:

- Developing an implementation program and timeline together with the D2L & SUNY System Administration teams.
- Ensuring project plan is implemented in a timely and cost-effective manner
- Managing/Liaising with the internal program team including sponsors and administrator(s).
- Managing the relationship between your organization and the D2L & SUNY System Administration teams.
- Keeping program sponsors and stakeholders informed of the program status through regular updates

- Coordinating discussions that facilitate decision-making on behalf of the campus.

Skills Required:

- Authority given by Campus Executive Sponsor to act as the campus point person/agent of the campus to complete implementation.
- Excitement and enthusiasm for the potential of the LMS and tools that will comprise the SUNY Digital Learning Environment
- Strong organizational, communication, and leadership skills
- Strong understanding of all areas on the current campus digital learning environment
- Ability to discuss features of Brightspace and the DLE, at a high-level, and benefits with instructors, learners, and other campus leaders.
- Understanding of how learning technologies fit within your infrastructure

Academic Lead

The Academic Lead:

- Coordinates with faculty on available resources and training opportunities
- Provides/facilitates faculty and student perspectives and needs to tools and configuration discussions
- Involved in determining and potentially taking actions inside Brightspace for customized widgets, resources, and other faculty and student experience components
- Collection of faculty and student feedback during the different phases of the implementation
- Ensures you have sufficient trained backup to provide administrative assistance during any holiday or leave time

Skills required

- Understanding of training administration processes and procedures
- Good understanding of online learning technology
- Ability to discuss system features and benefits with users
- Knowledge of adult learning theory
- Understanding of Intranet/Internet technologies
- Good understanding of Excel for report generation
- Strong understanding of the LMS administration tools

Technical Lead

The Technical Lead:

- Liaises with the internal online learning program team and D2L resources to ensure a successful technical implementation of the LMS and tools that will comprise the SUNY Digital Learning Environment.
- Provides all necessary technical information and access to initiate and perform required integrations including Single Sign On (SSO), SIS integrations (if applicable), etc.
- Tests course conversions from current system to the Brightspace platform. Works with faculty, curriculum/instructional designers, and other staff to migrate courses to the Brightspace platform.

- Acts as your campus point of contact for initial testing of all areas from within your firewall
- Acts as your point of contact for on-going technical issues, as needed

Skills required

- Good working knowledge of your campus enterprise networking environment, specifically firewall and internet connections and implications for learning technologies
- Understanding of your campus desktop configuration, including browser configuration, and operating systems
- Access to additional technical resources as needed, particularly regarding firewall and internet connections