



# PIA PACKET

SUNY Learning Network Program Information  
and Participating Institution Agreement (PIA)

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## INTRODUCTION

The Policy Advisory Committee (PAC) was established by Chancellor Ryan in January 2006 to provide recommendations regarding the focus and direction of the SUNY Learning Network. The PAC established a Technical Subcommittee to inform its work.

Chancellor Ryan accepted these recommendations from the PAC in June 2006:

1. SLN maintain Lotus Notes platform for 36 months from June 1, 2006 to June 1, 2009.
2. During that 36 month period only minimal enhancement of Lotus Notes to take place (i.e. grade book).
3. SUNY immediately begin negotiations with Angel Learning Systems to replace Lotus Notes as the SLN single-endorsed platform.
4. SUNY renegotiate its state contract with BlackBoard/WebCT to lower costs to those colleges who will independently remain with this software.
5. Establish a complete cost menu of support services (with enhancements), which can be purchased by campuses including:
  - Help Desk
  - Marketing and Promotion
  - Faculty Training
  - Research on effectiveness
  - Collaborative consultation
  - Hosting National Conference

In response to these recommendations, the SUNY Learning Network (SLN) and the Information Technology Exchange Center (ITEC) have developed the service offerings described in this document to support the implementation and ongoing operation of online learning activities within SUNY that use the ANGEL Learning Management System (LMS). The services and associated fee structure were developed so that they could be easily extended and adapted to support other learning management systems in the future, e.g., BlackBoard, WebCT.

### SLN ANGEL Pilot

In October 2006, SLN and ITEC stepped up migration activities by launching the first SLN ANGEL pilot project supporting three campuses in migrating SLN "Classic" courses from the LotusNotes platform to ANGEL. These pilot courses were successfully delivered to SUNY students during the Spring 2007 semester.

As a result of the planning, application testing and implementation experience gained during the initial SLN ANGEL pilot, the SLN and ITEC are now ready to roll out the services described in this PIA Packet. Because it is recommended that a campus planning to implement ANGEL begin with a pilot project, the SUNY Learning Network is now planning another SLN ANGEL pilot. This pilot will support ANGEL course development and/or migration for delivery to SUNY students in the Fall 2007 semester.

## GETTING STARTED

The SLN PIA Packet provides information and forms needed to:

1. Request services offered by the SUNY Learning Network (SLN) and the Information Technology Exchange Center (ITEC) that support online learning using the ANGEL Learning Management System (LMS)
  2. Request campus-wide software licensing for the ANGEL Learning Management System (LMS) and ePortfolio available through the SUNY/ANGEL Master Agreement (NYS Contract CM00842)
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1. To request SLN and ITEC services that support online learning using the ANGEL Learning Management System (LMS), complete the **SLN PIA** (page 5) and the **SLN Request for Services** form (page 7).

SLN and ITEC service offerings are optional and available to any SUNY institution.

2. To request campus-wide software licensing for the ANGEL LMS and ePortfolio per terms and conditions of the SUNY/ANGEL Master Agreement, complete the **SUNY/ANGEL Learning Contract PIA** (page 15).

Participation in the SUNY/ANGEL Learning Contract is voluntary and open to any SUNY institution. Campus-wide licensing of the ANGEL LMS is required to support the development and delivery of web-enhanced, blended or hybrid courses. The option to license the ANGEL LMS for only fully asynchronous courses is available by requesting “Group B” services from SLN (page 7).

Submit completed forms to:

Gerard Marino  
Business Manager  
SUNY Learning Network  
State University Plaza  
Albany, NY 12246

Telephone: 518.443.5331  
Fax: 518.443.5167  
E-mail: [slninfo@sysadm.suny.edu](mailto:slninfo@sysadm.suny.edu)

**SUNY LEARNING NETWORK  
PARTICIPATING INSTITUTION AGREEMENT (PIA)**

**NAME OF PARTICIPATING INSTITUTION (PI)** \_\_\_\_\_

The SUNY Learning Network (SLN) and the Information Technology Exchange Center (ITEC) offer services to support online learning at the participating institution (PI). Services available under this PIA are optional and support online learning using the ANGEL Learning Management System.

**SUMMARY OF SUPPORT SERVICES** (see page 8-9 for description of services)

SLN will provide these services:

- Membership
- Training & Professional Development
- End User HelpDesk (extended hours but not 24/7)
- Learning Management Systems (LMS) Application Services.

ITEC will provide University Hosting for the ANGEL LMS.

**THE PARTICIPATING INSTITUTION AGREES TO THE FOLLOWING:**

1. **Term:** This PIA shall take effect on the date of execution and remain in effect through June 30, 2010.
2. **Service Changes:** During the term of this agreement, the PI can make these service changes:
  - PI initially selecting campus-wide service options 1-4 (Group A) may add services in that group.
  - PI initially selecting service option 5 (Group B) to support only fully asynchronous courses may change to Group A service options 1-4.
  - PI may add any new service that becomes available through SLN or ITEC.
3. **Annual Fee & Payment:**
  - The PI agrees to pay the annual fee for services in accordance with the pricing and fee structure set forth by the respective governing bodies of SLN and ITEC. Membership in these governing bodies includes representation from participating institutions.
  - Annual billing will be based on services provided from July 1 through June 30; fees will be prorated for services provided for a partial fiscal year.
  - Charges for year one will accrue as of July 1, 2007 or the execution date of the SLN PIA, whichever is later.
  - Invoice for services will be sent to the Online Learning Coordinator; payment is due within 30 days.
  - When possible, state-operated campuses will submit payment by JV from any state funding source except an IFR to minimize IFR overhead charges incurred by SLN for payment made from IFR funds or by check.
4. **Campus Support**
  - The PI agrees to maintain reasonable levels of campus staff with appropriate skills to support:
    - instructional design needs of faculty developing and enhancing on-line courses (campus MID),
    - administration of the ANGEL LMS (ANGEL Administrator),
    - interface/integration between ANGEL LMS and other campus systems such as student information system and campus authentication system (IT staff support).
  - Please provide the name(s) of staff currently serving in these local support roles:

Campus MID(s) \_\_\_\_\_

ANGEL Administrator(s) \_\_\_\_\_

Information Technology Contact(s) \_\_\_\_\_

**SUNY LEARNING NETWORK  
PARTICIPATING INSTITUTION AGREEMENT (PIA)**

**Name of Participating Institution** \_\_\_\_\_

**INITIAL REQUEST FOR SERVICES**

**Service Group & Annual Fee:**

Complete the SLN Service Request form (page 7). Below, indicate the Service Group (A or B) selected. For Group A services, record total annual fee for year one.

**Group A: Campus-wide Services (Option 1-4)** **Total Annual Fee: \$** \_\_\_\_\_

- For pricing by campus, refer to the Worksheet: Annual Fee for ANGEL Implementation (by campus) – Appendix III
- Annual fee will be prorated for services provided for partial fiscal year
- A campus participating in the SLN Classic (LotusNotes) Program may be eligible for Special Consideration as noted below

**or**

**Group B: Fully Asynchronous Courses Only (Option 5)** **Total Annual Fee: \$** enrollment-based

- Institution will be billed based on actual enrollment in each fully asynchronous course. The fee for each course is calculated as: (\$10 \* # of course credits \* # of students enrolled)

**Special Consideration:**

To ease the financial transition between fee structures, a campus participating in the SLN Classic (LotusNotes) Program that chooses SLN Inclusive Services (Group A, Option 3) and University Hosting (Group A, Option 5) will not pay both the SLN Classic Program fee (based on enrollment) and the SLN Inclusive Services fee (based on FTE) in the fiscal year that the campus participates in a SLN ANGEL pilot. Instead, the campus will be billed for either the SLN Classic Program fee or the SLN Inclusive Services fee, whichever is less. As a result, the campus will not pay MORE than the annual fee recorded above in the fiscal year of the SLN ANGEL pilot, but might pay less depending on the number of enrollments in SLN Classic courses during that year.

The fiscal year following participation in a SLN ANGEL pilot, the campus will pay the SLN Inclusive Services Fee as well as the SLN Classic Program fee for any remaining LotusNotes courses.

**PARTICIPATING INSTITUTION**

\_\_\_\_\_  
Authorized Signature (President, Chief Academic Officer or Business Officer)

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date of PIA Execution

Complete and submit the **SLN PIA** and **SLN Request for Services** form to:

Gerard Marino  
Business Manager  
SUNY Learning Network  
State University Plaza  
Albany, NY 12246

Telephone: 518.443.5331  
Fax: 518.443.5167  
E-mail: [slninfo@sysadm.suny.edu](mailto:slninfo@sysadm.suny.edu)

## SUNY Learning Network Request for Services

Select Services from either Group A (campus-wide) or Group B (asynchronous courses only)

<b>Group A:</b>	<b>Campus-wide Services</b> <i>(Requires PI to have a campus-wide license agreement with ANGEL LMS - see pages 12, 15)</i>		
Determine annual fees using <a href="#">Worksheet: Annual Fee for ANGEL Implementation (by campus)</a> - Appendix III			
<b><u>SLN Services (Options 1-3)</u></b>			<b><u>Annual Fee</u></b>
<i>Choose Option 1, 2 <u>or</u> 3. Find fees in Section D of <a href="#">Worksheet: Annual Fee for ANGEL Implementation</a> - Appendix III</i>			
<b>1. Membership Only</b>		\$5,000 flat fee	_____
<b>or 2. Selective Package</b>			
<input type="checkbox"/> Membership plus 1 service		\$3,000 + \$3/FTE	_____
		<i>[\$7,200 min/\$21,000 max]</i>	
<b>OR</b>			
<input type="checkbox"/> Membership plus 2 services		\$3,000 + \$6/FTE	_____
		<i>[\$11,400 min/\$39,000 max]</i>	
Select 2 services			
<input type="checkbox"/> Training & Professional Development			
<input type="checkbox"/> HelpDesk			
<input type="checkbox"/> LMS Application Services			
<b>or 3. Inclusive Package</b>			
Membership plus all 3 services		\$5,000 + \$6.25/FTE	_____
		<i>[\$13,750 min/\$42,500 max]</i>	
<b><u>ITEC Services (Option 4)</u></b>			
<b>4. Basic Hosting for ANGEL LMS</b>		\$3.50/FTE	_____
		<i>[\$5,000 min]</i>	
<i>&gt; Requires purchase of LMS Application Services offered by SLN</i>			
<i>&gt; Find fee in Section C of <a href="#">Worksheet: Annual Fee for ANGEL Implementation</a> - Appendix III</i>			
<b>Total Annual Fee (Group A, Options 1-4)</b>			_____
<i>(enter this amount on SLN PIA)</i>			

<b>Group B:</b>	<b>Service Option 5 - supports only fully asynchronous courses using ANGEL LMS</b> <i>(DOES NOT require PI to have software license agreement with ANGEL)</i>		
<b>5. <input type="checkbox"/> Fully Integrated Package</b>		<b>\$10/credit hour/student</b>	<i>[\$3,500 min/\$42,500 max]</i>
<i>&gt; Includes ANGEL licensing, Inclusive SLN Package and ITEC Basic Hosting Services</i>			
<i>&gt; No minimum up to 10 courses for a PI starting an online learning program</i>			
<i>&gt; Fee based on actual enrollment in courses. Fee for each course is calculated as:</i>			
<i><b>(\$10 * # of course credits * # of students enrolled)</b></i>			
<b>Total Annual Fee (Group B, Option 5)</b>			_____
			<i>Based on Enrollment</i>

## SLN SERVICES

### Membership

- Online catalog of online courses for fully asynchronous courses immediately;  
extended to hybrid courses in FY 2008-09
- Online Marketing -- to maximize web traffic to the online catalog & SUNY online learning info
- Annual meetings to address a full spectrum of online learning topics
- Access to research findings and materials

### Training & Professional Development

#### Package Services

- Training & professional development for faculty teaching online
- Training, mentoring, professional development & support for campus MID
- Access to shared repository of training materials, documentation & resources
- Instructional templates
- SLN MID back-up (up to two weeks per year - scheduled at least one month in advance)

#### Supplemental Services (additional cost – custom quote)

- SLN MID backfill (beyond two weeks per year)
- On-site training for campus faculty and staff
- Full MID services for campuses without MIDs
- Instructional Design Services: course reviews, multi-media consulting, degree program design

### HelpDesk

#### Package Services

- End User Support
- Environments: SLN Domino/Notes online learning environment through June 2009  
ANGEL online learning environment
- Hours: Mon-Thu 8 AM-9 PM; Fri 8 AM-5 PM; Sat 1 PM -5 PM; Sun 1 PM - 9 PM

#### Supplemental Services (additional cost – custom quote)

- Expanded hours of service (if demand warrants)

### LMS Application Services *(required with university hosting through ITEC)*

#### Package Services

- Administer ANGEL instance level application settings and activities
- Coordinate SUNY requests for software enhancements to ANGEL
- Work with campus contacts and u-wide support center personnel as appropriate regarding:
  - \* interface & integration of the ANGEL LMS with student information systems (SIS)
  - \* interface & integration of the ANGEL LMS with campus authentication systems
- Some ANGEL nugget development anticipated
- Monitor standards and automated functions (in conjunction with ITEC)
- Develop and process campus specific reports (in conjunction with ITEC)
- Develop and maintain campus style sheets

#### Supplemental Services (additional cost – custom quote)

- Administer the ANGEL LMS for a campus

## ITEC SERVICES

### **Basic Hosting services include:**

- A single ANGEL instance per Campus for production (some shared resources)
- Campus courses and other offerings contained in an individual ANGEL domain within the single ANGEL instance
- Shared bandwidth and dedicated campus disk space for database and data files to support ANGEL production instance for PI
- Application and data recovery from a hardware/software malfunction to the last full back-up
- Fully secure data transmissions
- Application maintenance & updates – e.g. patches, upgrades, new versions, etc.
- Appropriate tools to monitor campus utilization of services and resources
- Archiving of courses to DVD three times a year on dates to be determined.

### **Basic ANGEL Hosting services DO NOT\*\* include:**

- e-Portfolio Hosting Services (a separate pricing and support structure will be created at a later date for e-Portfolio)
- ANGEL application testing/development environment for a campus
- Automatic fail-over to hot site in case of disaster
- Support for ANGEL interface and integration with other applications, e.g., SIS, library services, Internet email (including SPAM), portal, etc.
- Directory services
- Internet email
- Special requests from a campus, e.g.,
  - point-in-time recovery/restoration of individual course content and components
  - a different level of architectural environment than is provided by Basic Hosting Services

\*\* The cost of Basic Hosting Services does not include the services related to ANGEL hosting listed above. This is not to say that the services will not be offered in the future; only that these services need further definition and consideration. There are no technical issues that would prevent offering the services listed below.

## **CAMPUS SUPPORT ROLES**

Maintaining reasonable levels of campus staff with appropriate skills is necessary to insure quality and success of online learning activities and programs. Below find a summary of typical qualifications and common tasks associated with the roles of a Multimedia Instructional Designer (MID) and an ANGEL Administrator. A brief description of the typical IT support role is also provided.

Because SLN and ITEC will be interacting regularly with campus support staff, the SLN PIA requests contact information for staff serving in each support role. Feel free to contact SLN if you have questions or need additional information when assigning or hiring staff for these roles.

### **Multimedia Instructional Designer (MID)**

The campus MID provides ongoing instructional design support to faculty who are developing and/or enhancing online courses.

#### **Desirable Qualifications:**

- Master's degree in Education, Educational Technology, Instructional Design or related
- Two year's experience in online learning, instructional design, educational technology or directly related field

#### **Desirable skills/knowledge:**

- Computer-based instructional delivery platforms/programs
- Interactive computer communications for instructional purposes
- Teaching, training and/or staff development
- Written, presentation and interpersonal communications skills

#### **Common tasks include:**

- Works closely and collaboratively as a member of the SLN Instructional Design team, with faculty to design, develop, test, and support computer-mediated, asynchronous, blended and web-enhanced instructional courses/materials.
- Assist current online faculty by providing training, support and design assistance related to migration of courses to the ANGEL platform
- Performs specific, required tasks and procedures from term to term to support the faculty and their courses and the technology used as directed by the program
- Communicates extensively with faculty developers in person, and via phone and email
- Attends and assists with SLN regional workshops where campus faculty members are in attendance, and provides local support for SLN interactive webinars
- Conducts demonstrations, individual training sessions for faculty
- Writes documentation and instructions to assist faculty developers
- Tracks course development progress, monitors ongoing courses, and trouble shoots problems in technology and course delivery for SUNY Learning Network Courses

### **Information Technology (IT) Support Staff**

Campus IT staff will have the knowledge and expertise needed to assist with the integration of the Learning Management System (LMS) and campus authentication systems, student information systems and other enterprise-wide systems as appropriate.

## **ANGEL Administrator**

**ANGEL Domain Administrator:** ANGEL LMS hosted by ITEC (single instance/multiple domain):

The ANGEL Domain Administrator is responsible for configuring the ANGEL LMS in the campus domain to reflect campus policy, and is typically designated as one (of two) campus staff who can contact ANGEL directly for support.

Desirable skills/knowledge:

- Knowledge/understanding of institutional structure (campus/department relationships, course catalog, etc.)
- Basic instructional design background/understanding
- Basic understanding of SQL server a plus but not required
- Basic understanding of IIS and basic networking knowledge a plus but not required
- Able to work with both the administrative and instructor toolsets

Common tasks:

- Sets and modifies ANGEL environment settings to match institutional policies
- Creates and manages courses and groups
- Uploads and imports course content
- Adds news and events, and calendar entries
- Modifies application themes (style sheets, etc.)
- Advises instructors on managing courses (adding/editing content, quizzes, discussion forums, etc)
- Serves as an escalation contact for support issues
- Defines and communicates reporting requirements

**ANGEL Administrator:** ANGEL LMS installation at the campus

The ANGEL Administrator is responsible for configuring the ANGEL application to reflect campus policy, and is typically designated by the campus as being one (of two) campus staff who can contact ANGEL directly for support. In addition to the tasks of an ANGEL Domain Administrator, the ANGEL Administrator creates user accounts and runs SQL queries to update the ANGEL database.

Desirable skills/knowledge:

- Knowledge/understanding of institutional structure (campus/department relationships, course catalog, etc.)
- Basic instructional design background/understanding
- Intermediate SQL server knowledge a plus
- Basic understanding of IIS and basic networking knowledge a plus

Common tasks:

- Sets and modifies ANGEL environment settings to match institutional policies
- Creates and manages user accounts, courses and groups
- Uploads and imports course content
- Adds news and events, and calendar entries
- Modifies application themes (style sheets, etc.)
- Advises instructors on managing courses (adding/editing content, quizzes, discussion forums, etc)
- Serves as an escalation contact for support issues
- Writes basic SQL queries to update the ANGEL database

## ANGEL LICENSING

The Master Agreement (NYS contract CM00842) between SUNY and Angel Learning, Inc. provides licensing for the **ANGEL LMS and ePortfolio** as a single package. In addition, the contract provides the option to separately license **XEI**, a software application used to support the interface and integration of ANGEL with other enterprise-wide applications such as the Student Information System (SIS) or library system.

### ANGEL LMS and ePortfolio License

The contract provides two licensing options for the ANGEL LMS and ePortfolio package:

1. Campus-wide license
2. License for Fully Asynchronous Courses only (through SLN)

#### 1. Campus-wide License

To obtain campus-wide licensing for the ANGEL LMS and ePortfolio, the PI is required to sign a Participating Institution Agreement (PIA) for SUNY/ANGEL Learning Contract (see page 15). This agreement establishes the start date for license fees and commits the campus to paying license fees from that start date through the contract's initial five-year term which ends on December 21, 2011.

Campus-wide licensing of the ANGEL LMS is necessary to support the migration, development and delivery of web-enhanced, blended or hybrid courses. (To license only fully asynchronous courses, see #2 on the next page.

The campus-wide license covers use by authorized users which is broadly defined by ANGEL as faculty, enrolled students (both credit and non-credit), administrators, and individuals who are part of the SUNY community and who are engaging in activities consistent with the mission of SUNY, e.g., ASC and RF employees, alumni associations, volunteers and campus foundations. The number of Authorized Users of the Licensed Software is unlimited as long as the Licensed Software is not used in conjunction with programs or projects that generate revenue of any sort (other than textbook sales), directly or indirectly, for a person other than the Participating Institution (PI).

Fees for the campus-wide license are charged as a price per ANGEL FTE. ANGEL's calculation of FTE, however, varies somewhat from the way that SUNY calculates student FTE. ANGEL FTE is calculated by taking the total number of credit hours awarded by an institution in a full year, divided by 30. At the beginning of each SUNY fiscal year, SUNY (SLN) will provide ANGEL with a list of all campuses and the credit hours awarded during the most recent year (July 1 through June 30) for which official numbers from System Administration Institutional Research are available. That list will be the basis of ANGEL's license fees to each Participating Institution (PI) under this contract.

The annual license fee per-ANGEL FTE is discounted based on the total number of ANGEL FTE at all SUNY institutions using ANGEL, whether or not they use this contract or their own direct contract with ANGEL. Following is a table summarizing campus-wide license pricing for the initial five years of this contract.

**Price Table for Campus-wide License: Contract Years 1-5**

BAND	AGGREGATE FTE		LICENSE FEE PER FTE PER YEAR					Discount for Services
	FROM	TO	Year 1	Year 2	Year 3	Year 4	Year 5	
1	1	30,000	\$ 5.50	\$ 5.73	\$ 5.98	\$ 6.23	\$ 6.50	1.00%
2	30,001	45,000	\$ 5.45	\$ 5.68	\$ 5.92	\$ 6.17	\$ 6.44	2.00%
3	45,001	60,000	\$ 5.40	\$ 5.63	\$ 5.87	\$ 6.12	\$ 6.38	3.00%
4	60,001	75,000	\$ 5.30	\$ 5.53	\$ 5.76	\$ 6.00	\$ 6.26	4.00%
5	75,001	90,000	\$ 5.25	\$ 5.47	\$ 5.71	\$ 5.95	\$ 6.20	5.00%
6	90,001	105,000	\$ 5.20	\$ 5.42	\$ 5.65	\$ 5.89	\$ 6.14	6.00%
7	105,001	120,000	\$ 5.15	\$ 5.37	\$ 5.60	\$ 5.83	\$ 6.08	7.00%
8	120,001	135,000	\$ 5.10	\$ 5.32	\$ 5.54	\$ 5.78	\$ 6.02	8.00%
9	135,001	150,000	\$ 5.05	\$ 5.26	\$ 5.49	\$ 5.72	\$ 5.96	9.00%
10	150,001	165,000	\$ 5.00	\$ 5.21	\$ 5.43	\$ 5.66	\$ 5.91	10.00%
11	165,001	180,000	\$ 4.95	\$ 5.16	\$ 5.38	\$ 5.61	\$ 5.85	11.00%
12	180,001	195,000	\$ 4.85	\$ 5.06	\$ 5.27	\$ 5.50	\$ 5.73	12.00%
13	195,001	210,000	\$ 4.80	\$ 5.00	\$ 5.22	\$ 5.44	\$ 5.67	13.00%
14	210,001	225,000	\$ 4.75	\$ 4.95	\$ 5.16	\$ 5.38	\$ 5.61	14.00%
15	225,001	250,000	\$ 4.70	\$ 4.90	\$ 5.11	\$ 5.33	\$ 5.55	15.00%

Based on SUNY-wide licensing and use of ANGEL before the contract, SUNY began Year 1 of the contract at **Band 4**. As a result, the licensing fee for ANGEL through June 30, 2007 is \$5.30 per ANGEL-FTE. This price will increase a maximum of 4.25% annually. The percentage increase will be less if SUNY moves to a higher band resulting from more institutions adopting ANGEL.

ANGEL will charge for no more than 250,000 ANGEL FTE. If SUNY exceeds that number in the aggregate, ANGEL will calculate the annual fee based on 250,000 ANGEL FTE and prorate that total among Participating institutions. For example:

*Assuming SUNY's aggregate FTE reaches 300,000 in Year 4, each campus (or PI) would pay \$4.44 per ANGEL FTE calculated as*

$$250,000 \times \$5.33 = \$1,332,500$$

$$\$1,332,500 / 300,000 = \$4.44 \text{ per ANGEL FTE}$$

**2. License for Fully Asynchronous Courses only (through SLN)**

The contract has a special license provision for a campus wanting to use ANGEL to support **only** fully asynchronous courses. Under a special license maintained by SLN, the campus pays ANGEL license fees as part of a fully integrated package provided by SLN. [See SLN PIA, Group B Services] Much like the services provided for the SLN Classic Program, this integrated package includes required ANGEL licensing, a hosted ANGEL application environment managed by SLN, membership in SLN and all three SLN service components. (training/development, HelpDesk, LMS Application Services).

## **XEI License**

XEI is an optional software product available through the contract. This software application is used to support the interface and integration of ANGEL with other enterprise-wide applications such as the Student Information System (SIS) or library system. **SUNY has purchased XEI, therefore the product is no charge to the campuses.**

**PARTICIPATING INSTITUTION AGREEMENT (PIA)  
SUNY/ANGEL Learning Contract**

Participating Institution ("PI"): \_\_\_\_\_

SUNY and ANGEL Learning, Inc. ("ANGEL") have an agreement under which PI's may obtain ANGEL software and services. The specific software and services to be provided to PI will be detailed in an Order Form. The above-named PI agrees to the following.

**1. Participation Dates:**

Conversion Period (if applicable): \_\_\_\_\_  
Start Date \_\_\_\_\_ End Date \_\_\_\_\_

Effective Date of Software License: \_\_\_\_\_

**2. Adherence to SUNY/ANGEL Agreement:** PI acknowledges that appropriate parties at the institution are familiar with and the institution agrees to comply with the terms and conditions as set forth in the SUNY-wide ANGEL Master Agreement, CM00842. PI agrees to be bound by and comply with all terms and conditions of the Master Agreement as applicable to PI's.

**3. Term:** This Agreement shall take effect on the date indicated above and shall remain in effect for the remainder of the initial term of the Master Agreement, unless terminated in accordance with the Master Agreement.

**4. Software:** PI is entitled to ANGEL software as provided in the Order Form and Master Agreement. Licensing is unlimited PI-wide site licensing, covering an unlimited number of authorized users.

**5. License Fees:** PI is responsible to ANGEL for annual license fees in accordance with the Master Agreement for the software specified on the Order Form or subsequent Work Orders. Such license fees entitle PI to maintenance and support directly from ANGEL.

**6. Services:** PI is responsible to ANGEL for service fees in accordance with the Master Agreement for services specified on the Order Form or a subsequent Work Order.

**7. Reports and Inspections:** PI shall, promptly upon request furnish to SUNY or to ANGEL any information reasonably requested in connection with this Agreement.

PARTICIPATING INSTITUTION

Signed: \_\_\_\_\_

Printed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions:**

- 1. PIA must be signed by either the Business Officer or the Chief Academic Officer**
- 2. Completed PIA should be mailed or faxed to:**

Gerard Marino  
Business Manager  
SUNY Learning Network  
State University Plaza  
Albany, NY 12246

Telephone: 518.443.5331  
Fax: 518.443.5167  
E-mail: [slninfo@sysadm.suny.edu](mailto:slninfo@sysadm.suny.edu)

# SUNY LEARNING NETWORK

## PIA PACKET

### APPENDICES

- I. SLN Pricing Model
- II. Worksheet: 2008-09 Fee for ANGEL Implementation (by campus)

## APPENDIX I SLN PRICING MODEL

The SLN services described in this PIA Packet are based on a pricing model developed in response to a directive from the Policy Advisory Committee (PAC) to provide participating institutions with a menu of services and component pricing. Below find a list of assumptions used to develop the SLN Pricing Model and a summary of the service options and fee structure.

### Assumptions

- The pricing model for menu items (or service components) needs to generate enough revenue to recover costs that exceed the funding provided through the Educational Technology Initiative (ETI)
- The pricing model provides financial incentive for a campus to purchase all service components
- All participating campuses pay a membership fee; the amount of the membership fee varies depending on the number of menu items selected
- Until data is collected about actual cost, each service component will be priced the same
- Pricing for services is based on student FTE at each campus
- Minimum and maximum fee amounts have been established to reasonably distribute service costs among campuses, e.g., small campuses pay the minimum fee and large campus pay the maximum fee
- The Pricing Model can be adapted to support any learning management system, e.g., BlackBoard, WebCT, etc.

### Service Options and Fee Structure

The SLN provides three basic service options:

1. **Membership only**
2. **Selective (some menu services)**
3. **Inclusive (all menu services)**

Each option includes a membership fee. The fee structure for services is based on student FTE at each campus as reported by the SUNY Office of Institutional Research. SLN Selective and Inclusive Service options each have a minimum and maximum fee.

#### 1. Membership Only

<b>Membership fee</b>	\$5,000	
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#### 2. SLN Selective Services Package (Membership and one or two menu items)

<b>Membership fee</b>	\$3,000				
<i>plus</i>					
<b>Fee for Services</b>	<b>Min. FTE</b>	<b>Max. FTE</b>	<b>FTE Fee</b>	<b>Min FTE cost</b>	<b>Max FTE cost</b>
HelpDesk	1,400	6,000	\$3.00	\$4,200	\$18,000
LMS Application Svcs	1,400	6,000	\$3.00	\$4,200	\$18,000
Training & Prof Dev	1,400	6,000	\$3.00	\$4,200	\$18,000
<b>Total Cost equals the \$3,000 membership fee plus Fees for selected services</b>					

#### 3. SLN Inclusive Services Package (Membership and all three menu items)

<b>Membership fee</b>	\$5,000				
<i>plus</i>					
<b>Fee for Services</b>	<b>Min. FTE</b>	<b>Max. FTE</b>	<b>FTE Fee</b>	<b>Min FTE cost</b>	<b>Max FTE cost</b>
HelpDesk	1,400	6,000	\$6.25	\$8,750	\$37,500
LMS Application Svcs					
Training & Prof Dev					
<b>Total Cost equals the \$5,000 membership fee plus Fee for Services</b>					

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									NO SLN Services	Membership Only	Membership + 1 service <sup>4</sup>	Membership + 2 services	Membership + all 3 services	
Adirondack	2,490	2,511	13,208		0	0	9,089	0	5,000	10,470	17,940	20,563		
Albany	15,123	14,635	76,980		0	0	55,199	0	5,000	21,000	39,000	42,500		
Alfred	3,076	3,115	16,385		0	0	11,227	0	5,000	12,228	21,456	24,225		
Binghamton	13,769	13,474	70,873		0	0	50,257	0	5,000	21,000	39,000	42,500		
Brockport	6,966	7,139	37,551		0	0	25,426	0	5,000	21,000	39,000	42,500		
Broome	4,809	4,725	24,854		0	0	17,553	0	5,000	17,427	31,854	35,056		
Buffalo College	9,025	9,526	50,107		0	0	32,941	0	5,000	21,000	39,000	42,500		
Buffalo University	25,567	25,783	135,619		0	0	93,320	0	5,000	21,000	39,000	42,500		
Canton	2,233	2,285	12,019		0	0	8,150	0	5,000	9,699	16,398	18,956		
Cayuga	2,782	2,753	14,481		0	0	10,154	0	5,000	11,346	19,692	22,388		
Ceramics	626	842	4,429		0	0	5,000	0	5,000	7,200	6,756	8,913		
Clinton	1,404	1,418	7,459		0	0	5,125	0	5,000	7,212	11,424	13,775		
Cobleskill	2,332	2,411	12,682		0	0	8,512	0	5,000	9,996	16,992	19,575		
Columbia-Greene	1,289	1,312	6,901		0	0	5,000	0	5,000	7,200	11,400	13,750		
Cornell	5,748	7,946	41,796		0	0	20,980	0	5,000	20,244	37,488	40,925		
Corning	3,121	3,136	16,495		0	0	11,392	0	5,000	12,363	21,726	24,506		
Cortland	6,251	6,344	33,369		0	0	22,816	0	5,000	21,000	39,000	42,500		

**NOTES:**

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<sup>3</sup> Campus-wide License Cost = \$5.26 \* ANGEL FTE  
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Delhi	2,311	2,375	12,493		0		0	8,435	0	5,000	9,933	16,866	19,444	
Downstate	1,546	1,760	9,258		0		0	5,643	0	5,000	7,638	12,276	14,663	
Dutchess	5,806	5,840	30,718		0		0	21,192	0	5,000	20,418	37,836	41,288	
Empire State	5,067	7,149	37,604		0		0	18,495	0	5,000	18,201	33,402	36,669	
Erie	11,547	11,533	60,664		0		0	42,147	0	5,000	21,000	39,000	42,500	
ESF	1,675	1,697	8,926		0		0	6,114	0	5,000	8,025	13,050	15,469	
Farmingdale	4,829	5,195	27,326		0		0	17,626	0	5,000	17,487	31,974	35,181	
Fashion Institute	8,618	8,488	44,647		0		0	31,456	0	5,000	21,000	39,000	42,500	
Finger Lakes	3,552	3,528	18,557		0		0	12,965	0	5,000	13,656	24,312	27,200	
Fredonia	5,337	5,412	28,467		0		0	19,480	0	5,000	19,011	35,022	38,356	
Fulton-Montgomery	1,708	1,723	9,063		0		0	6,234	0	5,000	8,124	13,248	15,675	
Genesee	3,923	3,942	20,735		0		0	14,319	0	5,000	14,769	26,538	29,519	
Geneseo	5,272	5,392	28,362		0		0	19,243	0	5,000	18,816	34,632	37,950	
Herkimer	2,702	2,716	14,286		0		0	9,862	0	5,000	11,106	19,212	21,888	
Hudson Valley	8,811	8,820	46,393		0		0	32,160	0	5,000	21,000	39,000	42,500	
Jamestown	3,191	3,204	16,853		0		0	11,647	0	5,000	12,573	22,146	24,944	
Jefferson	2,177	2,186	11,498		0		0	7,946	0	5,000	9,531	16,062	18,606	

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Maritime	1,506	1,547	8,137		0		0	5,497		0	5,000	7,518	12,036	14,413	
Mohawk Valley	4,475	4,447	23,391		0		0	16,334		0	5,000	16,425	29,850	32,969	
Monroe	13,669	13,917	73,203		0		0	49,892		0	5,000	21,000	39,000	42,500	
Morrisville	2,896	2,937	15,449		0		0	10,570		0	5,000	11,688	20,376	23,100	
Nassau	18,106	18,128	95,353		0		0	66,087		0	5,000	21,000	39,000	42,500	
New Paltz	6,396	6,576	34,590		0		0	23,345		0	5,000	21,000	39,000	42,500	
Niagara	4,336	4,333	22,792		0		0	15,826		0	5,000	16,008	29,016	32,100	
North Country	1,089	1,091	5,739		0		0	5,000		0	5,000	7,200	11,400	13,750	
Old Westbury	3,070	3,256	17,127		0		0	11,206		0	5,000	12,210	21,420	24,188	
Oneonta	5,639	5,847	30,755		0		0	20,582		0	5,000	19,917	36,834	40,244	
Onondaga	6,891	6,822	35,884		0		0	25,152		0	5,000	21,000	39,000	42,500	
Optometry	299	438	2,304		0		0	5,000		0	5,000	7,200	11,400	13,750	
Orange	4,345	4,364	22,955		0		0	15,859		0	5,000	16,035	29,070	32,156	
Oswego	7,114	7,405	38,950		0		0	25,966		0	5,000	21,000	39,000	42,500	
Plattsburgh	5,709	5,853	30,787		0		0	20,838		0	5,000	20,127	37,254	40,681	
Potsdam	4,231	4,314	22,692		0		0	15,443		0	5,000	15,693	28,386	31,444	
Purchase	3,883	4,054	21,324		0		0	14,173		0	5,000	14,649	26,298	29,269	

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Rockland	5,332	5,333	28,052		0		0	19,462		0	5,000	18,996	34,992	38,325	
Schenectady	2,887	2,892	15,212		0		0	10,538		0	5,000	11,661	20,322	23,044	
Stony Brook	19,864	19,427	102,186		0		0	72,504		0	5,000	21,000	39,000	42,500	
Suffolk	16,852	16,888	88,831		0		0	61,510		0	5,000	21,000	39,000	42,500	
Sullivan	1,224	1,229	6,465		0		0	4,468		0	5,000	7,200	11,400	13,750	
Tompkins-Cortland	3,189	3,155	16,595		0		0	11,640		0	5,000	12,567	22,134	24,931	
Ulster	2,031	2,043	10,746		0		0	7,413		0	5,000	9,093	15,186	17,694	
Upstate	1,148	1,323	6,959		0		0	4,190		0	5,000	7,200	11,400	13,750	
Utica/Rome	1,728	1,785	9,389		0		0	6,307		0	5,000	8,184	13,368	15,800	
Westchester	10,591	11,181	58,812		0		0	38,657		0	5,000	21,000	39,000	42,500	

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