Lehman College

Information Technology Roadmap

2018/2019

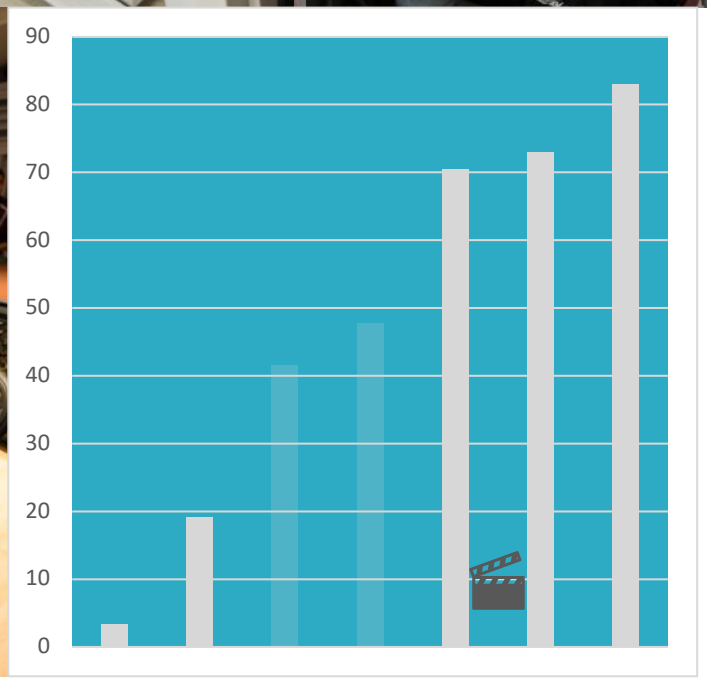
May 2018

LEHMAN COLLEGE | CUNY

What we do:

Optimize the strategic use of Lehman's information & digital assets

- Data & voice systems
- Support for teaching, learning & research
- Advanced analytics & applications
- Desktop support, help desk, & IT workshops
- Web & multimedia services



Our approach:

Collaborate to unlock value & create new models for Lehman's digital future

- IT delivery, leadership & innovation
- Responsive, reliable & service-oriented
- Actionable, personalized & responsible use of data

Selected IT Accomplishments 2017

49M
Blocked spam

12M
Website views

1.2M
Wireless sessions

99K
Student visits to the IT Center

34K
Students, faculty & staff supported by the Help Desk

8,850
Media Tech reservations

5,430
IT workshop participants

$2M CUNY 2X grant/NSS

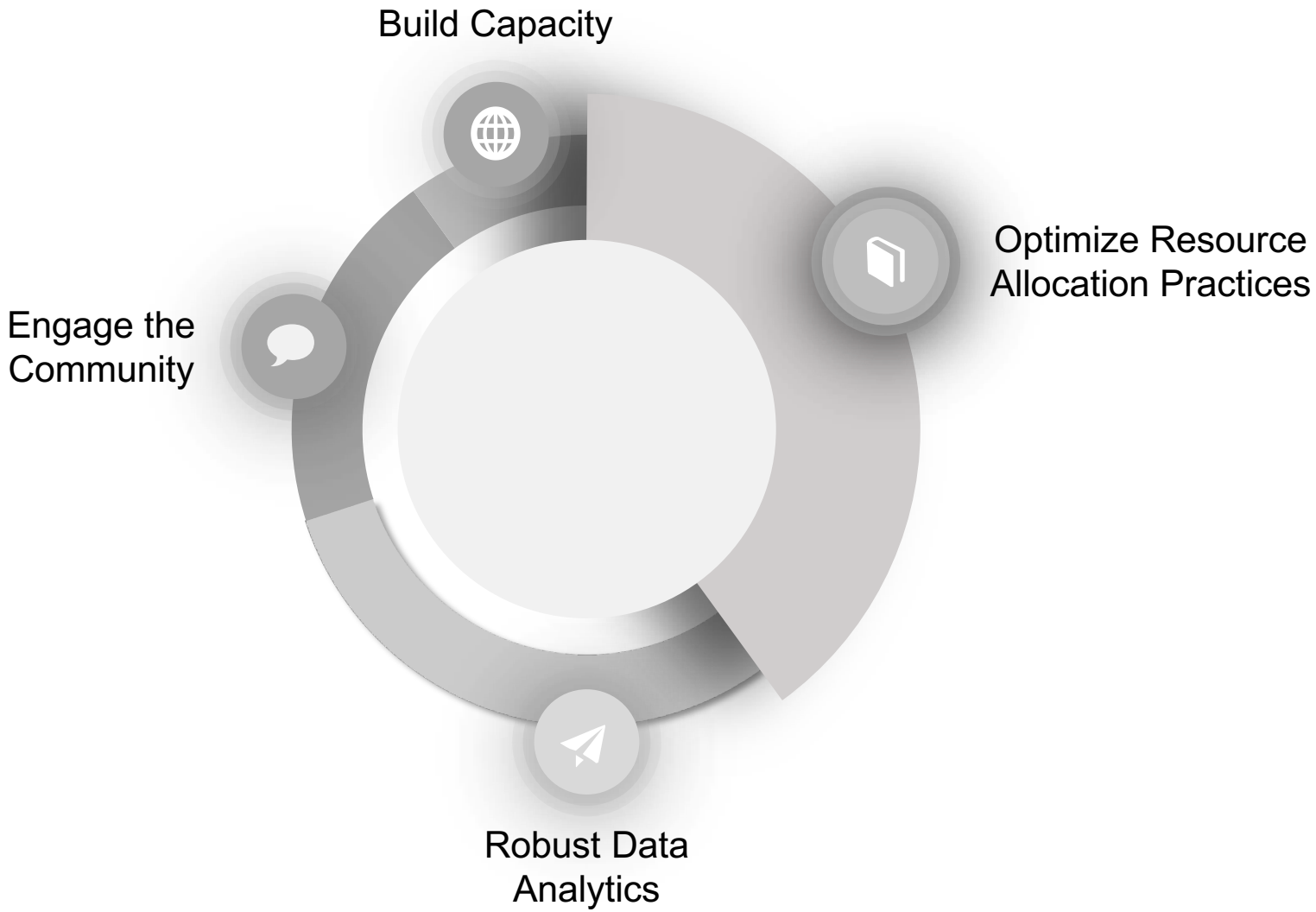
$600K VR/AR grant/SCPS

Student Success Dashboard

Lehman 360: CUNY Excellence in IT Award/Collaboration

Planning the 2018/2018 roadmap:

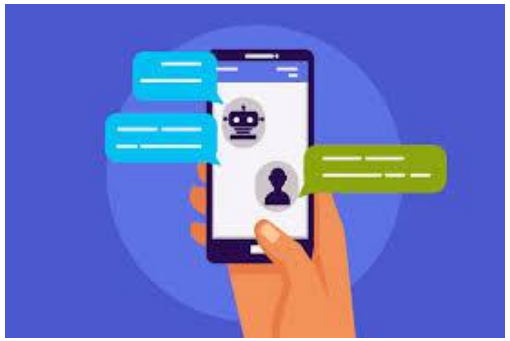
IT Initiatives Linked to Strategic Goals



IT Initiatives 2018-2019

Build capacity to expand access, increase completion,& reduce time to degree

Modernize classroom technology



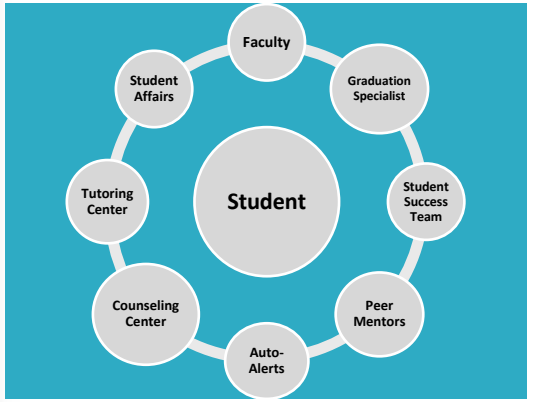
Pilot conversational chatbot for students

Introduce badges/micro-credentials to support student achievement

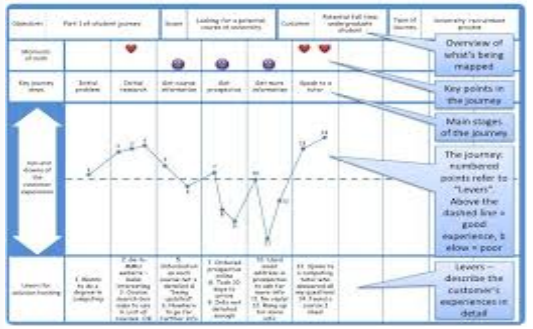
IT Initiatives 2018-2019

Optimize resource allocation practices

Pilot mobile scheduling system to reduce wait lines



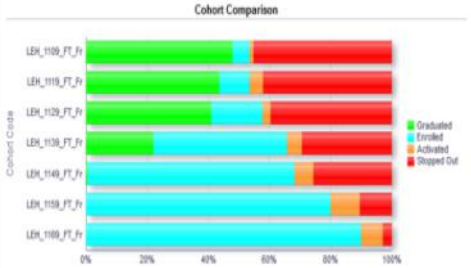
Pilot smart early alert/ retention prototype



Develop dynamic degree map pilot

IT Initiatives 2018-2019

Establish robust data analytics operation



Increase use of Student Success Dashboard

LEHMAN 360™

Launch Lehman 360 v3

Expand smart data discovery tools

IT Initiatives 2018-2019

Engage the community to chart 90x30

Expand Lightning Ideas for crowdsourcing

Inspire with Lehman Stories & amplify with web eco-system

Increase digital equity to support educational attainment & enhance data governance

A Digital Ecosystem for the Future

Deliver

- Desktop automation
- Telephony upgrade
- Expand VDI
- Increase cyber-awareness
- Web, media, desktop & help desk support

Lead

- IT presentations & professional development
- Student, faculty & staff IT workshops
- IT metrics
- Celebrate accomplishments

Innovate

- Support CUNY 2X, etc.
- Leverage tech eco-system to enhance the customer experience
- Expand VR lab impact
- Capital upgrade request

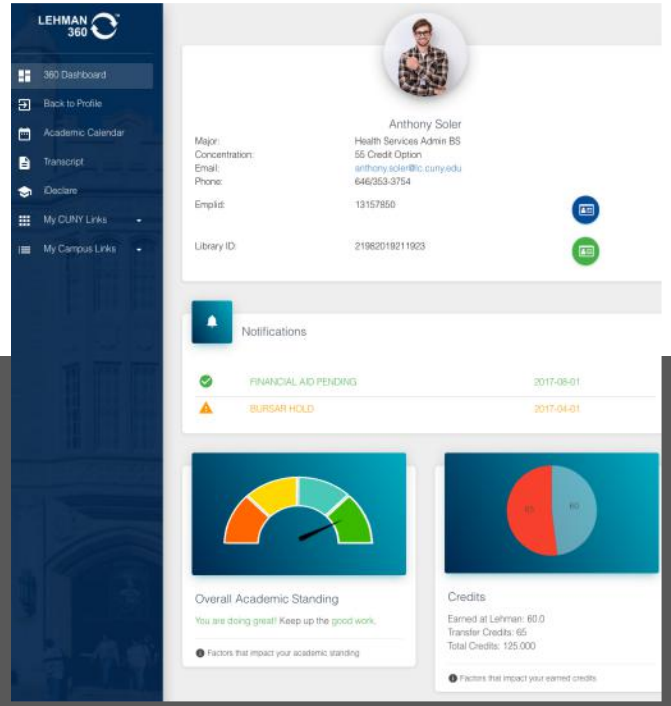
Lehman 360 Platform

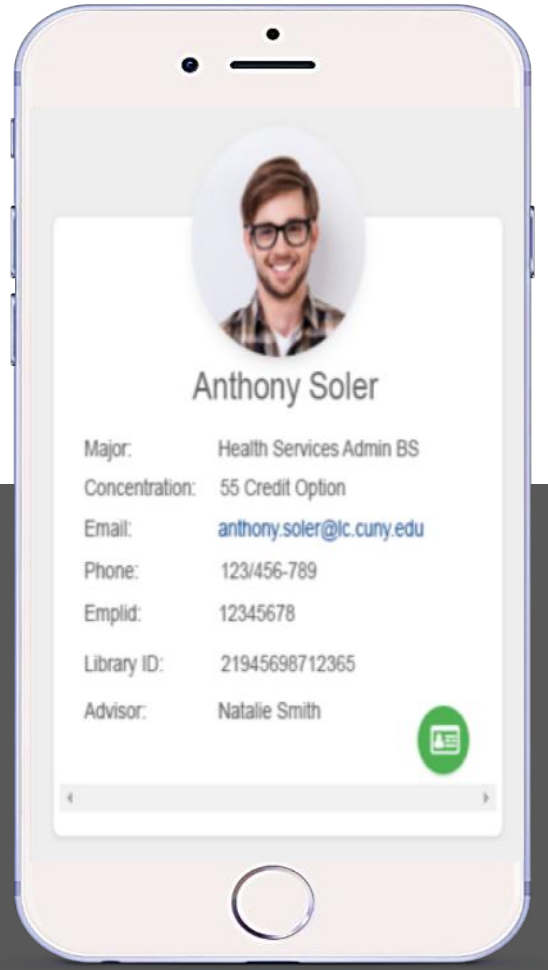
Students:

- Academic Status
- Schedule & Books
- Financial Information
- Personalized Nudges (Fall 2018)
- Grades & Credits
- Unofficial Transcript
- Digital ID Cards

Faculty:

- Student Overview
- Wait List Info
- eAttendance/eGrade
- Early Alerts Pilot (Fall 2018)
- Class Roster
- Message Students





(sample information)

Committees and teams that provided feedback and comments.

Please share your ideas with us.

- Student Leadership
- Senate Library, IT and Telecom Committee
- Library Faculty
- Provost's Council
- President's Cabinet
- IT division staff, and many others in the college community

Special thanks to the IT team