



Lehman College Information Technology Division Roadmap 2019 - 2020

April 2, 2019

About the IT Division



What we do:

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

- ✓ Reliable, secure data & voice systems
- ✓ Support teaching, learning & research
- ✓ Advanced applications & analytics
- ✓ Responsive desktop & help desk support and IT workshops
- ✓ Web & multimedia services that tell our story
- ✓ Increase campus-wide cyber awareness

Our approach:

Partner to unlock value and innovate to create new models for Lehman's digital future

- ✓ IT delivery, leadership & innovation
- ✓ Contemporary, responsive, & reliable services
- ✓ Actionable, personalized, & responsible use of data
- ✓ Service-oriented partnerships
- ✓ Ensure a professional, trained IT workforce and recognize accomplishments

2018 IT Fast Facts

Supporting the campus community



**12.7 million Lehman web
site page views**

**112 million blocked spam
email**

**100% uptime for key
Lehman systems**

**1.6 million incoming &
outgoing calls processed**

**1.4 million wireless device
connections**

145,200 Lehman 360 visits

**24,000 automated business
process transactions**

**113,100 student visits to the
IT center**

**2.6 million pages printed by
students**

**20,400 help desk support
cases for students, faculty &
staff**

**3,100 tech workshop & IT
orientation participants**

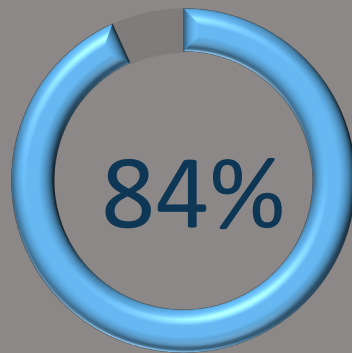
**9,500 Media Tech
reservations**

**430 campus events
supported**

**190 Multimedia Center
video, audio and photo
projects**

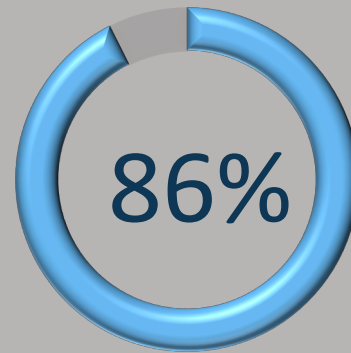
2018 IT Satisfaction Scorecard

Survey of Campus Leaders – November 2018



Overall Satisfaction
with IT

(Mean = 76%)*



Overall Value
Perceived

(Mean = 75.4%)*

- Satisfaction with IT's understanding of your needs:
84%
- Satisfaction with the way IT executes your requests & meets your needs:
82%
- Satisfaction with IT communication:
84%

**Benchmarked with 75 Higher Ed institutions*

Lehman IT Roadmap Summary: 2019/2020



Build Capacity

- Modernize classroom technology to serve as smart spaces
- Pilot conversational chatbot for students
- Update Lehman's digital infrastructure and leverage IT service management to support the campus of the future
- Expand the badge/micro-credentials pilot
- Explore Blockchain to support virtual lifetime learning



Engage the Community

- Expand crowdsourcing with Lightning Ideas
- Inspire with Lehman Stories/MOME grant
- Enhance web eco-system to include new home page, content management and personalization
- Support EDUCAUSE CIO pledge to increase diversity, equity and inclusion in the IT field
- Assist VR/AR lab community outreach/increase digital literacy



Optimize Resource Allocation Practices

- Expand student mobile scheduling to three new areas
- Pilot eTransfer Credit Evaluation system to increase efficiency for students, faculty and staff
- Grow L360 early alert pilot to include compliments and referrals
- Collaborate on new dashboards for Faculty, Chairs and Deans/smart budgeting pilot

Robust Data Analytics

- Establish digital experience (DX) center of excellence
- Increase use of Student Success Dashboard with graduation specialists and teams
- Expand Lehman 360 as a relationship hub, add internships, nudges and gamification
- Leverage smart data discovery tools to support student success



Modernize classroom technology to serve as smart spaces



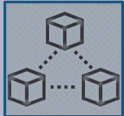
Pilot conversational chatbot for students



Update Lehman's digital infrastructure and leverage IT service management to support the campus of the future



Expand badges/micro-credentials to include College Now, SCPS and others



Explore Blockchain to support virtual lifetime learning pathways



Build Capacity





Expand mobile scheduling system to Admissions, Bursar, Adult Degree, and pilot departments



Pilot eTransfer Credit Evaluation (eTC) system to increase efficiency for students, faculty and staff



Grow L360 early alert prototype to include referrals and compliments with Enrollment Management and Student Affairs



Collaborate on new dashboards to support Faculty, Chairs, and Deans, including a smart budgeting pilot



Optimize Resource Allocation Practices





Establish Digital Experience (DX) Center of Excellence



Increase use of Student Success Dashboard with graduation specialists and teams



Expand Lehman 360 as a student & faculty relationship hub, add internships, engagement nudges and gamification



Leverage smart data discovery tools to support student success



Robust Data Analytics





Expand crowdsourcing with Lightning Ideas



Inspire with Lehman Stories/MOME grant



Expand web eco-system to include new home page, content management system, and personalization



Support EDUCAUSE CIO pledge to increase diversity, equity & inclusion in the IT field



Assist VR/AR lab community outreach & increase digital literacy



Engage the Community



Top Ten Core Services

Satisfaction Scorecard - November 2018



Campus IT
Infrastructure

Campus Wi-Fi

Lehman
Applications

Help Desk

Data Quality

IT Innovation
Leadership

Classroom
Technology

Faculty & Staff
Devices

IT Services
Requests

Analytic
Capability &
Reports

IT Trends we are following:

Sources: EDUCAUSE, NMC Horizons Report, & Gartner



Student-centered,
data
enabled
institution

Advancing
cultures of
innovation

Augmented
analytics

Digital
ethics &
privacy

Smart
spaces

5g
capabilities

Immersive
experiences

Blockchain



President's Cabinet
Provost's/Dean's Council

Senate Library, IT and Telecom Committee
Faculty Planning and Budget Committee

Student Leadership
Library Faculty

IT Staff Members
Members of the Lehman Community

**Review
Process**

Thanks to Lehman's IT Staff





We welcome your feedback