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
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<th>2018 IT Fast Facts</th>
<th>Supporting the campus community</th>
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| 12.7 million Lehman web site page views | 100% uptime for key Lehman systems | 1.6 million incoming & outgoing calls processed |
| 112 million blocked spam email | 1.4 million wireless device connections |
| 113,100 student visits to the IT center | 20,400 help desk support cases for students, faculty & staff |
| 2.6 million pages printed by students | 3,100 tech workshop & IT orientation participants |
|  | 9,500 Media Tech reservations | 430 campus events supported |
|  | 145,200 Lehman 360 visits | 190 Multimedia Center video, audio and photo projects |
|  | 24,000 automated business process transactions |  |
2018 IT Satisfaction Scorecard
Survey of Campus Leaders – November 2018

*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
Optimize Resource Allocation Practices

- 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
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

Advancing cultures of innovation
Thanks to Lehman’s IT Staff
We welcome your feedback