Lehman College
Information Technology Roadmap
2018/2019

May 2018
Optimize the strategic use of Lehman’s information & digital assets

What we do:

- Data & voice systems
- Support for teaching, learning & research
- Advanced analytics & applications
- Desktop support, help desk, & IT workshops
- Web & multimedia services
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
<table>
<thead>
<tr>
<th>Selected IT Accomplishments 2017</th>
<th>49M</th>
<th>1.2M</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Blocked spam</td>
<td>Wireless sessions</td>
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<tr>
<td></td>
<td>12M</td>
<td>99K</td>
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<td></td>
<td>Website views</td>
<td>Student visits to the IT Center</td>
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<td>34K Students, faculty &amp; staff supported by the Help Desk</td>
<td>8,850 Media Tech reservations</td>
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<td>$2M CUNY 2X grant/NSS</td>
<td>5,430 IT workshop participants</td>
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<tr>
<td>$600K VR/AR grant/SCPS</td>
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<td>Student Success Dashboard</td>
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<td></td>
<td>Lehman 360: CUNY Excellence in IT Award/Collaboration</td>
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Planning the 2018/2019 roadmap:

IT Initiatives Linked to Strategic Goals

- Engage the Community
- Robust Data Analytics
- Build Capacity
- Optimize Resource Allocation Practices

Diagram:

1. Engage the Community
2. Robust Data Analytics
3. Build Capacity
4. Optimize Resource Allocation Practices
IT Initiatives 2018-2019

Modernize classroom technology

Pilot conversational chatbot for students

Introduce badges/micro-credentials to support student achievement

Build capacity to expand access, increase completion, & reduce time to degree
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
Increase use of Student Success Dashboard

Launch Lehman 360 v3

Expand smart data discovery tools

Establish robust data analytics operation
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