

# Annual Assessment Report

## EXECUTIVE SUMMARY

Unit name: Division of Information Technology

Assessment year: 2019-20

### The unit's mission

The Information Technology (IT) Division provides innovative technology leadership and services to support LaGuardia's curriculum and student success initiatives with a high level of service through reliable and sustainable technology resources that support the instructional and operational goals of the College.

### Assessment results by goal and objectives

**Goal 1: Maintain a safe, efficient, reliable and secure information technology and associated physical environment that protects the confidentiality of the users and the security of their data from internal and external threats in administrative and academic facilities.**

#### **Supporting Strategic plan goal:**

1. Build Student Access and Success

#### **Objective/outcome 1.1**

Maintain and improve point of service and access tools for cyber security of the College campus, including regular, scheduled externally validated reviews for data and IT security.

- **Measures**
  1. Successfully pass CUNY's cyber security biannual attestation.
  2. Number of external attacks that were missed by network security.
  3. Average monthly number of spam messages that were blocked from emails.
  4. Number of times malware was detected and removed from work stations.
- **Overview of findings, recommendations and next steps**

#### **Results:**

1. 100% Compliance- Monthly security meetings and measures have allowed the College to meet 2 of 2 biannual security attestation assessment audits.
2. 0.0009% attacks missed - Based on 536,000 average attacks stopped vs. 5 successful attacks.
3. 563,000 average monthly spam messages blocked from emails
4. Average Endpoint Security malware detected is 500 monthly.

#### **Recommendations and Next Steps:**

1. Network and security policies will be adjusted on an ongoing basis to align with CUNY-set requirements.
2. Apply preventative approach to all attacks, e.g., identify root cause and impact of successful attack and take actions to help prevent future similar attacks.
3. Continue assessment of effectiveness of tools. Based on ongoing studies, current tools/systems in use most effective available at fighting spam/malware.

4. Continue to maximize effectiveness of end-point security solution by ensuring it is kept updated on patches as well as databases for known viruses. Perform ongoing analysis of end-point security effectiveness at both the Campus and University level. Current solution most effective considering performance and price.

**Goal 2: Partner with Student Affairs, Academic Affairs, Institutional Advancement, Administration, Adult & Continuing Education to provide development and support of systems to increase operational efficiency and enhance the student experience.**

**Supporting Strategic plan goals:**

1. Build Student Access and Success
2. Strengthen Learning for Students – and for Faculty, Staff and the College
3. Enrich the Student Experience

**Objective/outcome 2.1**

Advance and develop tools to promote, track, and enhance student engagement and success.

- **Measures**
  1. ACE new software registration completed by July 1 2020.
  - 2 Implement and connect to the ACE Student Information System (SIS).
- **Overview of findings, recommendations and next steps**

**Results:**

1. Due to COVID-19 related issues, the new ACE software registration was not completed by the July 1, 2020 target date. However, a great deal was accomplished in the development of the new registration program (see Activities Results Summary in Appendix).
2. Due to COVID-19 related issues, the implementation and connection to the ACE SIS was not completed. However two pilot programs, 22 student profiles, attendance and other work critical to the program's implementation was completed (see Activities Results Summary in Appendix).

**Recommendations and Next Steps:**

1. Based on success to date, complete development and implementation of new SIS including:
  - a. Develop and run pilot of the TELC program.
  - b. Test payment gateway working with Bursar.
2. Complete pilot programs including grant funded program.
3. Launch system for all remaining programs while meeting each program's individual requirements.
4. Develop and implement system's CRM functionality.

**Objective/outcome 2.2**

Ensure that students have access to suitable facilities for the completion of academic work.

- **Measures**
  1. Number of upgraded / new labs.

2. The College website downtime.

- **Overview of findings, recommendations and next steps**

**Results:**

1. Due to COVID-19, nine new split-classrooms were created.
2. The College website downtime was 0.02%, based on 2 hours downtime during 8,760 total hours in a year.

**Recommendations and Next Steps:**

1. Based on success of split classrooms, additional split classrooms may be created, if necessary, to allow for an increase in hybrid learning where courses requiring physical presence can be done on campus, while remote learning is used for other applications. Future developments will be based on closely monitoring and meeting student needs in this changing environment.
2. Improve on College website downtime using extremely low downtime result as the baseline to improve on going forward.

**Objective/outcome 2.3**

Ensure students have ready, responsive and up to date access to software, databases and information technology services.

- **Measures**

1. Percentage of students using the My LaGuardia Student Portal.
2. Student satisfaction with technology fee, usefulness of software and services.

- **Overview of findings, recommendations and next steps**

**Results:**

1. Due to COVID-19, resources not used to direct students to My LaGuardia (ML). On average 55% of students registered for Spring I '20 used ML weekly compared to average of 93% of students registered for Spring 2019 that used ML weekly.
2. Student survey created however it was not executed because student needs and tools changed due to distance learning.

**Recommendations and Next Steps:**

1. Decrease in visits to ML result of students not needing to access on-campus services as well as increase in access points for distance learning. The data collected here will serve as benchmark to compare against future results that change as the environment changes.
2. Research of captive portal tools to allow redirection with wifi logons will still be considered for the future. However, due to COVID-19, no students are using wifi or other on campus services reducing this need at this time.
3. Satisfaction survey will be considered for distance learning.

## Overall summary

- **Goal 1:**

**Maintain a safe, efficient, reliable and secure information technology and associated physical environment that protects the confidentiality of the users and the security of their data from internal and external threats in administrative and academic facilities.**

Since 2019-20 was the first year that the entire College engaged in an AES Plan, IT does not have assessment results for 2018-19. That said, it should be noted that IT has always been committed to the goal of maintaining a safe, efficient, reliable and secure information technology and associated physical environment to protect the College community. That goal has now been extended to distance learning and working remotely.

Going forward, IT will use the successful results of the 2019-20 Plan as the benchmark for comparing the results that will be achieved in 2020-21. Similarly, new initiatives introduced in 2020-21 will tracked as a benchmark for 2021-22.

For 2020-21, we will:

1. Adjust network and security policies on an ongoing basis as needed.
2. Take actions to help minimize and prevent effect of external attacks.
3. Assess effectiveness of tools.
4. Maximize effectiveness of end-point security solution by ensuring it is up-to-date.

- **Goal 2:**

**Partner with Student Affairs, Academic Affairs, Institutional Advancement, Administration, Adult & Continuing Education to provide development and support of systems to increase operational efficiency and enhance the student experience.**

- **Objective/outcome 2.1**

**Advance and develop tools to promote, track, and enhance student engagement and success.**

Focused on developing the greatly needed new ACE SIS software and registration program, it has not been completed to date this year due to COVID-19 related issues. However, a great deal was accomplished in the development of the new registration program (see Activities Results Summary in Appendix).

For 2020-21, we will:

1. Complete the development and implementation of the new SIS and registration program.
2. Launch system for all remaining programs while meeting each program's individual requirements.
3. Develop and implement system's CRM functionality.
4. Monitor results that will serve as a benchmark for 2021-22.

- **Objective/outcome 2.2**

**Ensure that students have access to suitable facilities for the completion of academic work.**

Suitable facilities took on a new meaning and split classrooms were developed for hybrid learning where courses requiring physical presence can be done on campus, while remote learning is used

for other applications. Split classrooms were successfully developed and additional split classrooms may be created, if necessary. Future classroom developments will be based on closely monitoring and meeting student needs in this changing environment.

In addition, website downtime became more important given the increased reliance on accessing our website for information related to distance learning and working remotely. The downtime was extremely low but will serve as the benchmark for 2020-21.

For 2020-21, we will:

1. Closely monitor and meet student needs in the distance learning environment.
2. Improve on College website downtime.

- **Objective/outcome 2.3**

**Ensure students have ready, responsive and up to date access to software, databases and information technology services.**

Since the My LaGuardia (ML) portal provides students with one place where they can easily access software, databases and services, the intention, as in past years, was to direct students to ML. However, due to COVID-19, resources were not used to direct students to My LaGuardia (ML). Combined with an increase in access points for distance learning, there was a drop in ML usage. On average 55% of students registered for Spring I '20 used ML weekly compared to average of 93% of students registered for Spring 2019 that used ML weekly.

The student satisfaction survey to measure student satisfaction with the technology fee, usefulness of software and services was created. However it was not executed because student needs and tools changed due to distance learning.

For 2020-21, we will:

1. The ML data collected will serve as benchmark to compare against future results that change as the environment changes.
2. We will still consider research of captive portal tools to allow redirection with wifi logons. However, the very limited number of students using wifi or other on campus services at this time reduces the need and priority.
3. Consider repurposing the satisfaction survey for distance learning.

## **APPENDIX**

- **Goal 2.1: Activities Results Summary**