

Annual Assessment Report

Executive Summary

Unit name: Department of Information Technology

Assessment year: 2023-24

Unit Mission: The Department of Information Technology (DoIT) Department 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 Goals: 1 - Build Student Access and Success

Objectives	Method and Measure
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.	<ol style="list-style-type: none">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, analysis, recommendations and future initiatives

Results

1. 100% Compliance- Monthly security meetings and measures have allowed the College to meet 2 of 2 biannual security attestation assessment audits.
2. 0.099% attacks missed - Based on 3,982,704 average attacks in 2023/2024 stopped vs 329 successful attacks.
3. 331,896 average monthly spam messages blocked from emails.
4. Average Endpoint Security malware detected is 737 monthly.

Analysis

The results exceeded targets.

1. Network and security policies adjusted to align with CUNY-set requirements.
2. Identified root cause of successful attacks, as well as the impact. Actions taken to help prevent future similar attacks.
3. Continued assessment of effectiveness of tools performed. Based on ongoing studies, current tools/systems most effective system available at fighting spam/malware.

- End-point security effectiveness is analyzed at both the Campus and University level. Most effective solution considering performance and price. Primary action to make it more effective, is to make sure to keep it updated on patches as well as the databases for known viruses.

Recommendations and future initiatives

- Establish a process to track the number of faculty & staff taking CUNY Cybersecurity course. (Completed)
- Create tools to measure cyberawareness effectiveness.

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:

- Build Student Access and Success
- Strengthen Learning for Students - and for Faculty, Staff and the College
- Enrich the Student Experience

Objectives	Method and Measure
2.1 Advance and develop tools to promote, track, and enhance student engagement and success.	<ol style="list-style-type: none"> Bring change recommendations to Xenegrade. Bring remaining Business Units into Xenegrade.
2.2 Ensure that students have access to suitable facilities for the completion of academic work.	<ol style="list-style-type: none"> Number of computer upgrades completed for computer labs and classrooms. The College website downtime.
2.3 Ensure students have ready, responsive and up to date access to software, databases and information technology services.	<ol style="list-style-type: none"> Percentage of students using each technology access point, e.g., My LaGuardia (ML) Student Portal, Students Resource website page, etc. Percentage of students using the online appointment app. Percentage increase of students using mobile app.

Overview of findings, analysis, recommendations and future initiatives

Objective 2.1

Results:

- LaGuardia's ACE management initiated and led the collaboration with other CUNY ACE programs to bring change recommendations to Xenegrade. We brought 29 recommendations to Xenegrade generated by all CUNY ACE programs. One recommendation was implemented, e.g., social security, an important feature to store social security numbers and track students.
- We exceeded target, having completed 80% of the remaining units. Brought 4 of 5 remaining units (SBDC, APEX, SBTRC, and 10KSB) to Xendirect. WEC/SYEP is still pending.

Analysis:

- Improved the following reports: CAPP, Career Development, and Workforce - Prehospital.
- The O Drive migration is on hold pending completion of the database migration to CUNY's ACE database.
- Four out of five business units have been migrated to Xendirect.
- Working with other CUNY ACE programs, we identified 29 potential XenDirect Upgrades and one was implemented.

5. Collaborated across campuses via the CUNY ACE-wide user group to implement SSN in Xendirect.
6. On hold until the migration to Xendirect at Central Office is complete.
7. Started work with ACE to update their website to help improve display of course catalog, mapping between website and Xenegrade, etc.

Recommendations and future initiatives

1. Database migration of XenDirect to the CUNY Central Office.
2. Implementation of Brightspace.
3. Collaboration with CUNY to implement Single Sign-On.
4. CUNYfirst integration with Xendirect.

Objective 2.2

Results

1. Currently, there are no further requests for split classrooms.
2. The College website downtime was 0.00%, based on less than 1 hour downtime during 8,760 total hours in a year. The website was moved to externally hosted servers, increasing overall reliability.

Analysis

1. Currently, there are no requests for hyflex classrooms. However, from time-to-time, professors may request an OWL webcam in order to temporarily convert a traditional classroom or conference area to a virtual hyflex one.
2. The College website was down for less than 1 hour, which included some instances of latency exceeding the goal at 0.0001%.

Recommendations and future initiatives:

After completion of the last four hyflex classrooms, there is currently no demand for additional rooms of this type. However, should the request for additional rooms occur, we will evaluate need and provide the latest technological solution to fulfill the request.

Objective 2.3

Results

- 1A. On average 36% of students registered for Spring 1 2024 used ML weekly compared to average of 53% of students registered for Spring I 2023 that used ML weekly.
- 1B. From March 7 - June 16, 2024 there were 2,393 unique visitors to the Student Resources website page, appx. 19% of students registered for Spring I '24. Note: Google Analytics can't specify if visitors were students.
- 1C. In 2024 from January to June:
 - 1,492 requested live chat sessions.
 - 629 accepted live chat sessions.
 - 686 declined live chat sessions.
 - 863 missed live chat sessions.
2. Using the online appointment app, 18,012 appointments were made by 6,605 students from January through June of 2024, with many support services including advising, ASAP, etc.
3. 16,212 unique users used the mobile application from January through June 2024 compared to 16,578 unique users who used the mobile app from January through June in 2023, a decrease of 2.2%.

Analysis

- 1A. This was a substantial decrease in the use of ML on a weekly basis. The decrease is likely due to the ability of students to access the same information through other resources such as the mobile app, the College website, etc.

- 1B. There was a substantial decrease (48%) of visitors to the Student Resources page in 2024 compared to the same period in 2023. This is likely due to the transition to the new website.
- 1C. Continued trend of decreased live chat sessions in recent years due to increase in remote learning classes. In addition, increase in number of missed engagement opportunities and declined chats volume due to continued staffing shortages at the SIC. e.g., SIC was receiving chat requests but didn't have the manpower needed to accept them.
2. There was a decrease of almost 9% in the number of appointments made by students in 2024 than were made during the same period in 2023.
3. The 2.2% decrease in the number of mobile app users in 2024 when compared to a similar period in 2023 is considered negligible.
4. There was no student survey conducted in 2024. IT will discuss this further during the PUR.
5. Website optimizing work continued and will be ongoing.
6. WordPress modules were explored but none stood out that would immediately maximize the student experience. Modules available through other companies that are compatible with WordPress will be evaluated.
7. The new website continues to evolve to deliver improved content management and navigation.
8. Due to the IT management transition and loss of several key staff members, the SIC was not contacted to discuss support chat requests.

Recommendations and future initiatives:

1. Encourage students to utilize the EAB Navigate app, which offers enhanced functionality for tracking and improving student engagement.
 2. Centralize student engagement metrics and streamline the tracking process through EAB Navigate, a comprehensive platform and unified system managed by Academic Affairs.
 3. The Faculty & Staff Portal will be migrated from SharePoint to a .NET platform to ensure continued stability, security, and scalability for the Portal's infrastructure.
 4. All initiatives, current and proposed, will be evaluated during the IT PUR.
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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.

IT continued its ongoing commitment to the goal of maintaining a safe, efficient, reliable and secure information technology and associated physical environment to protect the College community. Since March of 2020, that goal has included distance learning and working remotely.

Using the successful results of the 2019-20, 2020-21, 2021-22 and 2022-23 AES Plans as benchmarks, both the target of 99.9% successful pass of the biannual attestation and 0.01% percentage of external attacks missed by network security were favorably met, demonstrating success in achieving cyber security on campus.

As in past years, we were ready and able to control spam and security malware attacks in 2023-24:

- 0.099% attacks missed - Based on 3,982,704 average attacks in 2023/2024 stopped vs 329 successful attacks.

- 331,896 average monthly spam messages blocked from emails – a 564% monthly increase compared to last year.
- Average Endpoint Security malware detected is 737 monthly.

Going forward, we will:

1. Establish a process to track the number of faculty & staff taking CUNY Cybersecurity course. (Completed)
2. Create tools to measure cyberawareness effectiveness.

Goal 2

Partner with Student Affairs, Academic Affairs, Institutional Advancement, Administration, Adult & Continuing Education (ACE) 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.

IT successfully continued the work that began in 2019-20 to develop, implement and integrate XenDirect, the new ACE SIS software and registration program.

However, as noted in last year's 2022-23 IT AES Plan, the initiative to develop, integrate, test and launch a new Single Sign-On (SSO) for ACE students was taken over by CUNY Central. As a result, LaGuardia no longer has control over its development and implementation. Out of necessity, IT changed its method, measures and targets for this objective to:

1. Bring change recommendations to Xenegrade and establish the number brought to Xenegrade in 2023-24 as baseline for target in future years.
2. Bring in 50% of remaining ACE Business Units into Xenegrade.

The objectives were successfully met.

1. LaGuardia's ACE management initiated and led the collaboration with other CUNY ACE programs to bring change recommendations to Xenegrade. We brought 29 recommendations to Xenegrade generated by all CUNY ACE programs. One recommendation was implemented, e.g., social security, an important feature to store social security numbers and track students.
2. We exceeded target, having completed 80% of the remaining ACE Business Units. We brought four of five remaining units (SBDC, APEX, SBTRC, and 10KSB) to Xendirect. WEC/SYEP is still pending.

Resulting actions included:

1. Improved the following reports: CAPP, Career Development, and Workforce - Prehospital.
2. The O Drive migration is on hold pending completion of the database migration to CUNY's ACE database.
3. Four out of five business units have been migrated to Xendirect.
4. Working with other CUNY ACE programs, we identified 29 potential XenDirect Upgrades and one was implemented.
5. Collaborated across campuses via the CUNY ACE-wide user group to implement SSN in Xendirect.
6. On hold until the migration to Xendirect at Central Office is complete.
7. Started work with ACE to update their website to help improve display of course catalog, mapping between website and Xenegrade, etc.

Moving forward:

1. Database migration of XenDirect to the CUNY Central Office.
2. Implementation of Brightspace.
3. Collaboration with CUNY to implement Single Sign-On.
4. CUNYfirst integration with Xendirect.

- **Objective/Outcome 2.2**

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

Although the creation of split classrooms was very successful in earlier years, there were no further requests for split classrooms in 2022-23. Currently there are no requests for hyflex classrooms. However, from time-to-time, professors may request an OWL webcam in order to temporarily convert a traditional classroom or conference area to a virtual hyflex one. Should the request for additional rooms occur, we will evaluate the need and provide the latest technological solution to fulfill the request.

Website downtime continues to be important given the reliance on accessing our website for information related to admissions, enrollment, student/faculty/staff resources, distance learning, working remotely, enrollment, etc. The downtime continued to be extremely low in 2023-24, e.g., 0.00%, based on less than 1 hour downtime during 8,760 total hours in a year. The website was moved to externally hosted servers, increasing overall reliability.

- **Objective/Outcome 2.3**

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

During 1923-24, IT continued its ongoing work to ensure meeting that students will always have ready, responsive and up to date access to software, databases and information technology services.

- The My LaGuardia (ML) Portal: ML continued to provide students with one place where they can easily access software, databases and services. However, there was a substantial decrease in the use of ML on a weekly basis. The decrease is likely due to the ability of students to access the same information through other resources such as the mobile app, the College website, etc. On average 36% of students registered for Spring 1 2024 used ML weekly compared to an average of 53% of students registered for Spring I 2023 that used ML weekly.
- Student Resources Website Page: From March 7 -June 16, 2024 there were 2,393 unique visitors to the Student Resources website page, appx. 19% of students registered for Spring I '24. Note: Google Analytics can't specify if visitors were students. There was a substantial decrease (48%) of visitors to the Student Resources page in 2024 compared to the same period in 2023. This is likely due to the transition to the new website.
- Live Chat Sessions: In 2024 from January to June: 1,492 requested live chat sessions, 629 accepted live chat sessions, 686 declined live chat sessions and 863 missed live chat sessions.
- In 2023 from January to June: 2,221 requested live chat sessions, 826 accepted live chat sessions, 1,133 declined live chat sessions and 1,395 missed live chat sessions. This continued a trend of decreased live chat sessions in recent years due to an increase in remote learning classes. In addition, there was an increase in the number of missed engagement opportunities and declined chats volume due to continued staffing shortages at the SIC, e.g., SIC was receiving chat requests but didn't have the manpower needed to accept them.

- Online Appointment App: Using the online appointment app, 18,012 appointments were made by 6,605 students from January through June of 2024, with many support services including advising, ASAP, etc. There was a decrease of almost 9% in the number of appointments made by students in 2024 than were made during the same period in 2023.
- Mobile App: 16,212 unique users used the mobile application from January through June 2024 compared to 16,578 unique users who used the mobile app from January through June in 2023, a decrease of 2.2%. This percentage decrease in the number of mobile app users is considered negligible.

Looking at the future,

1. Encourage students to utilize the EAB Navigate app, which offers enhanced functionality for tracking and improving student engagement.
2. Centralize student engagement metrics and streamline the tracking process through EAB Navigate, a comprehensive platform and unified system managed by Academic Affairs.
3. The Faculty & Staff Portal will be migrated from SharePoint to a .NET platform to ensure continued stability, security, and scalability for the Portal's infrastructure.
4. All initiatives, current and proposed, will be evaluated during the IT PUR.