Information Services Assessment 2020-2021

IS Strategic Objective	Institutional Goal	Outcome	Measure	Target	Findings
Infrastructure and Security: Provide a robust, reliable, and secure infrastructure to enhance the institution's business and academic functions.	Promote Academic Excellence (obj 2) Improve Operational Effectiveness (obj 1,3)	**Availability:** Create additional network redundancy, capacity, and services available	Infrastructure Expansion – Create a diverse path off campus for connectivity	Create a campus path	The campus now has a diverse path consisting of 2 separate fiber bundles to campus from 2 different ISPs.
			Infrastructure Expansion - Deploy a secondary/tertiary ISP for redundancy	Establish a secondary/tertiary path	Primary ISP has been changed to Cogent, providing 3x the bandwidth at ¼ the cost of our previous provider
				Establish a secondary/tertiary path	Secondary ISP has been retained from Charter connected via diverse path off campus for redundancy
				Establish a secondary/tertiary path	Third connection has been established via Nysernet, providing access to Internet2 resources and a high-speed connection to other SUNY campuses and entities
Operational Excellence: Leverage existing, emerging, and innovative technologies to drive operational efficiencies, improve business processes, reduce costs,	Improve Operational Effectiveness (obj. 1, 2,3,4) Focus on Sustainability (obj. 3)	**Fiscal Responsibility:** Expand efforts towards a paperless campus	Streamline Processes	Develop new process for parking tag requests	Created parking tag request within Banner self-service to eliminate paper requests and automate payments

and support data-driven decisions.					
			Streamline Processes	Expand use of Banner Workflow to digitize processes	Completed 2 additional workflows – Change of Major and Leave of Absence
			Streamline Processes	Streamline collection of Photo ID collection for printed ID cards from College Association	Banner survey created to allow students to upload photo instead of having a picture taken in person at CA
			Streamline Processes	Expand use of Banner Document Management for document digitization	Two additional departments onboarded to BDMS and training provided
Learning-centered Institution: Enhance technology resources in support of classroom and remote teaching / learning, student retention, and student success.	Promote Academic Excellence (obj. 2,4) Create Robust and Active Campus Life (obj. 3)	**Access:** Expand access to FLEX technology and training	Technology Expansion - Expand fleet of mobile streaming carts and FLEX classrooms	Increase FLEX technology in 3 classrooms or spaces on campus	5 additional FLEX classrooms have been added
			Technology Support - Provide support to faculty teaching in FLEX modality	Offer minimum of 10 support events	Learning Space Technician provided support for 60 events utilizing FLEX carts or classrooms.
			Training Opportunities - Provide individual and group training opportunities to faculty teaching in FLEX modality	Offer minimum 10 training hours	Technician provided 30 hours of walk-in FLEX modality training

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Staff Development: Create and foster a culture of collaboration, engagement, assessment, and continuous improvement. Support IS staff professional development, retention, and diversity in hiring.	Enhance Diversity and Welcome (obj. 2,3)	Staffing – Increase staffing levels through diverse process	Expand IS staffing levels	Gain approval and advertise for 1 new IS programmer	Search was halted due to COVID campus closure