

Office of Assessment

Hunter College, ICIT

Assessment:	Office 365 Transition for Students
Mission:	Transition student email to Office 365 hosted service
Describe the Context:	Important for CIS to implement Office 365. Hunter's email system costly to support and aging. ICIT wanted to reduce infrastructure and data processing. ICIT desired a platform capability for student authentication.
What had to Happen:	Design architecture with CIS. Develop testing and roll-out plan with stakeholders. Keep execs and students informed. Ensure implementation was well-documented, support was available and publicized. Stage cutover in services at academically appropriate times.

Goal #1		Integrate CUNYfirst with O365 cloud		
Resource(s) (who worked on it?)	Activity (what did they do?)	Output(s) (what was produced?)	Impacts/Outcomes (what has changed?)	
Deputy CIO, Manager of Systems, Project Mgr	Brainstormed and negotiated with CIS technical team a method to provision student accounts directly from CUNYfirst data to O365	Architectural proposals, consults with Microsoft	Near-term: Major new architecture at CIS to support automatic provisioning of student email from CUNYfirst Campus Solutions data Long-term: Scalable architecture for all campuses.	
CIS technical team	Designed architecture for data and infrastructure, secured MS and CIS ISO approvals	Design and implementation of new architecture at CIS	Near-term: Demonstrated capability of Peoplesoft/OIM and MS Azure integration. Long-term: Impacts on Hunter processes for notifications and timing of provisioning during admissions/enrollment.	
Hunter HD, Student Services, CUNYfirst support team	Collaboration on technical and end-user support	New support models and collaboration/escalation procedures	Near-term: Increased reliance on CIS and CUNYfirst support teams by college. Long-term: Impacts on campus and IT policy as a result of integration of Campus Solutions to O365 account names and display names.	
ICIT, Student Services	Determine methods to transition student accounts to O365	Look-back date range for to include in Deployment, decisions on migration and auto-forward of mail in old accounts, cessation of old account use	Near-term: Deployed students from Fall 2012 on, auto-forwarded mail sent to old account but no migration Long-term: Delayed commitment to use of O365 well into first full semester	

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Goal #2		Ensure availability of needed documentation and support		
Resource(s) (who worked on it?)	Activity (what did they do?)	Output(s) (what was produced?)	Impacts/Outcomes (what has changed?)	
Student Services, Helpdesk	Testing with students	Test responses to specific activities	Better knowledge of student 'pain points' with using O365	
TRC	Documentation of common tasks or questions	FAQs, documentation, videos	More information available for users	
Communications	Check documentation for end-user readability	Edits, web pages	Information is more readable and more readily absorbed by students	
Goal #3		Schedule changes with respect to academic needs		
Resource(s) (who worked on it?)	Activity (what did they do?)	Output(s) (what was produced?)	Impacts/Outcomes (what has changed?)	
Student Services, Deputy CIO, Project Mgr	Meetings with key stakeholders including student gov't, faculty, academic officers			
Student Services, ICIT, CIS	Project meetings, negotiations	Agreed upon milestones and timeline for "Deployment", "Transitioning" and "Cutover"	Achieving specific types of activity (e.g. technical architecture, testing, documentation, publicity) focused on milestones, often in sequence.	
Project team	Check progress against timeline	Meetings, schedules	Project objectives completed on time or with foreknowledge of scheduling adjustments needed	
Goal #4		Keep students and stakeholders informed		
Resource(s) (who worked on it?)	Activity (what did they do?)	Output(s) (what was produced?)	Impacts/Outcomes (what has changed?)	
Communications, Student Services	Meetings and exchange of material for publicity	Public website with info and links to documentation	Live site at time of transitioning	
Student Services	Selection of name for O365 email domain	Name selection of @myhunter.cuny.edu Modification of Student Services ('Retain') to include info	Near-term: Expansion of 'myHunter' brand	
Student Services, Communications	Marketing and outreach to end-users	Email, video signage and poster campaigns	Students were informed during semester of upcoming changes	

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Assessment Tools

Assessing the effectiveness of each Activity according to its Outputs and near- or long- term impacts can be done using different tools. Match appropriate tools for the desired measurement.

Quantitative- <i>measuring how much, how many</i> (Tools include totals, rates, percentages)		
Measurement	Finding	Assessment/Improvement
Total accounts logged on	25,000 by Oct. 6	45% of total accounts in Office 365
Account activity	Max logons within three days: 60% Avg logons within three days: 39%	
Support activity	Max tickets per two-week period: 150 Avg tickets per two-week period: 68	

Qualitative- <i>feelings or experiential feedback</i> (Tools include surveys, focus groups, interviews)		
Methodology	Finding	Assessment/Improvement
Anecdotal from Student Services' analysis of responses to Retain(?)	Keeping old system accounts available and auto-forwarding allowed some students to avoid O365, resulting in missed notifications (sent to O365 only by CUNYfirst)	Decide in planning when to 'pull the band-aid' and have a definite cutover if possible.