

DIVISION OF INFORMATION TECHNOLOGY

2018 - 2019 ACADEMIC YEAR

ANNUAL REPORT



CALIFORNIA STATE UNIVERSITY
FULLERTON

INFORMATION TECHNOLOGY

A Message From the VP



Our IT team works to provide all Titans with innovative solutions, which we accomplish through full integration of technology into university operations.

As early adopters of new and emerging technologies, our division always looks for opportunities to make large-scale impacts on student outcomes, graduation rates, and institutional processes. This includes supporting Graduation Initiative 2025 through implementation of the TitanNet Advising system, which gives students tools to manage classes, view the number of units needed to complete degree requirements, and explore program options.

We also upgraded our iTuffy chatbot so that students can use voice commands to get help navigating the campus and finding personalized information like their CWIDs and GPAs.

To enhance enterprise business processes and

management of institutional data, we deployed CHRS Recruiting, a new cloud-based recruiting tool, and Multi-Factor Authentication.

In addition to staying ahead of the pace of technological progress, we are providing students, faculty, and staff with resources to accomplish their goals and achieve more. As you review our accomplishments for the 2018-2019 academic year, we hope you will feel just as excited as we do about the innovative ways our division helps Titans Reach Higher.

– Amir Dabirian

Vice President for Information Technology/CIO



111K
software licenses
and accounts
provisioned

Table of Contents

ITGoals.....3

Year In Review

Innovation Team.....5
TechDay.....6
Multi-Factor Authentication.....7
Security and IT Website.....8
CHRS Recruiting and 25Live.....9
Classroom Upgrades.....10
Wi-Fi and Portal.....11
Social Media.....12
Mobile Apps.....13
Innovation/Makerspace Center...14
Titan Direct Access.....16
Student Technology Services.....17
Computer Labs.....18
IT Faculty/Staff Help Desk.....19
Academic Technology Center.....19
Software Downloads.....20

IT Services Survey.....21

375
software trainings
provided



11,024
issues resolved by
Student IT Help Desk

IT Goals for 2018-2019

Goal 1: Enhance management and utilization of institutional data

Goal 2: Continue to upgrade the campus IT infrastructure to next-generation technologies

Goal 3: Strengthened support of Institutional Teaching and Learning and continue to provide technology tools that support Student Success

Goal 4: Enhanced enterprise business processes

Goal 5: Drive innovation through inclusive organizational excellence

Goal 6: Deploy technology tools to support student success and Graduation Initiative 2025



Year In Review





Innovation Team

Innovation has always been interwoven in the fabric of our Division, further strengthened through the hiring of our inaugural Associate Vice President for Information Technology/Innovation Officer, Rommel Hidalgo. CSUF is one of the first California State University campuses to have an Innovation Officer devoted to finding and applying technology that fills needs, enhances processes, and creates new opportunities for students.

“We have plans in place to implement technologies that will make the student experience and administrative processes even more convenient for the campus community,” says Hidalgo.

The formation of the Innovation team, which Hidalgo

heads, comes after years of work to build our campus’ robust IT footing. Having established this groundwork, our Division is now ready to explore next-generation technology, which includes expanded functionality of our mobile apps. We are also making a deliberate effort to increase digital literacy among students, and Matthew Badal, who fills the new role of Manager of Innovative Technology, will help support this initiative. Our new Innovation team will support our university in fostering the skills, creativity, and inventiveness that are necessary to take on real-world problems and devise novel solutions. Stay tuned to see how we apply “the next big thing” in technology to the CSUF experience.

*Left: Rommel Hidalgo,
AVPIT/Innovation Officer*

*Right: Matthew Badal,
Manager of Innovative
Technology*





TECHDAY ²⁰¹⁹

Driving Digital Transformation

Organized by the IT Project Management Office, TechDay 2019 drew in record-breaking attendance with 37 vendor booths, new activities, and 15 workshops on software and other technologies. The event started with a packed house for the morning keynote delivered by Jeanne Holm, City of Los Angeles Deputy CIO and Senior Tech Advisor to Mayor Eric Garcetti, on how LA is using technology to address a wide array of issues. Students were drawn to career readiness activities like creating business cards and getting professional headshots taken while faculty attended workshops on technologies to implement in their classrooms. As one staff attendee commented, "I loved the variety of programming in both topics and skill levels. Whether you wanted top-level beginner info, or you wanted to dig deep into Adobe, it was all there."

500+ attendees



159
professional
headshots
taken

74
sets of business
cards printed

94% of attendees
would attend
TechDay again



Multi-Factor Authentication

In an effort to increase information security on campus, the Information Security Office implemented Duo Security, a Multi-Factor Authentication (MFA) solution, for staff logins. MFA enrollment for faculty and student assistants is scheduled to take place in Fall 2019. MFA is a method that greatly improves security when users need to access an online resource. In addition to a password, MFA requires another mode of authentication, such as a code. With this safeguard, hackers are unable to sign in to campus accounts using only the accounts' passwords. Additionally, because of this safeguard, users are required to change their password just once a year instead of three times a year, as previously required.

2,309

users enrolled in Multi-Factor Authentication in Spring 2019

53

Duo Security webinars held



Data Security

Data security is a top priority for the Division of IT. The Information Security Office monitors and stops network attacks from inside and outside the campus to ensure all campus information remains private and secure. These include emails containing malware and URL threats. In the 2018-2019 year, the Information Security Office deployed a new version of EnCase Forensic Imager to assist with collecting PC devices, provided security trainings to Campus Techs, and worked on a campus-wide information security plan to protect campus information assets.

95.63% All Messages Blocked

99.19% Attachment Threats Blocked

99.82% Message Text Threats Blocked

96.48% URL Threats Blocked

Top IT Websites viewed

30.93% STS Homepage
fullerton.edu/it/students

12.09% Faculty Email
fullerton.edu/it/services/email/

3.57% Student Wireless Printing
fullerton.edu/it/students/printing/wirelessprinting.php

3.07% Student Software, Office 365
fullerton.edu/it/students/software/office/



IT Website

The Division of Information Technology creates and maintains websites to provide and promote services that we offer to the campus community. We support the Accessible Technology Initiative by working to make sure hosted CSUF websites are compliant with the rules and regulations set forth by the Chancellor's Office. This past year, IT updated numerous websites for ATI compliancy and upgraded our website content management tool, OmniUpdate.



CHRS Recruiting

To help us attract, hire, and onboard talented faculty and staff more efficiently and effectively, Cal State Fullerton is replacing its Brassring-based recruitment web application and custom faculty recruitment application, Titan Recruit, with a new solution. The Division of Information Technology collaborated with Human Resources, Diversity and Inclusion, and the Chancellor's Office to pilot the CSU-wide CHRS Recruiting project. This involves a new recruitment solution that permits each campus to take advantage of cloud technology and configure the software to best meet their needs and processes.

CHRS Recruiting went live with Emergency Hire appointments in March 2019, and staff and management in April 2019.



25Live

25Live enables event planners and academic schedulers to search dates and venues, and schedule campus space and resources all in one program. 25Live also enables automatic posting of scheduled events to e-calendars and displays throughout the campus.

With the implementation of 25Live, the Division of IT migrated campus calendars to the new university master calendar. We also enhanced the campus calendar webpage and provided training and support to departments that are adopting the new calendar.





Classroom Upgrades

Throughout the year, our Classroom Fulfillment team performed numerous upgrades on both general use classrooms throughout campus and non-general use rooms, which include the new Male Success Initiative office. From installing new equipment to coordinating with Facilities,

our team is often involved in all stages of the upgrade process. This year, we installed smart podiums, document cameras, HD projectors, Apple TVs, new computers, microphones, HDMI connectivity, and touch panel control systems in many classrooms.





Wi-Fi Coverage

The campus now boasts stronger and more complete Wi-Fi coverage. In the 2018/19 academic year, the IT network team focused their efforts on strengthening the overall Wi-Fi coverage on campus by upgrading and adding new access points in select buildings and areas where coverage was not complete.

Students, faculty, and staff can access Wi-Fi via eduroam. To access eduroam, simply log in with your full CSUF email address and use your portal password to get connected. Users may connect to Wi-Fi at any eduroam institution, worldwide.

Portal

1,935,804

Total Student Logins

205,776

Total Faculty/Staff Logins

Titan Apps

(Email & Google Docs)



14,141

New Student Accounts Created

2,710,877

Total Logins



CSUF Portal

By logging in to the Student Portal, students can view their classes, access the Titan Online Student Center, utilize TITANium, and more. Faculty and staff can use the Portal to access important forms and view their benefits. Additionally, faculty can check their students' course participation history using TITANium Engagement.

The Portal was given an extra layer of security with the deployment of Duo Multi-Factor Authentication in Spring 2019.

TITANium

2,024

Faculty Users Per Semester

41,262

Student Users Per Semester

5,338

Courses Displayed Per Semester

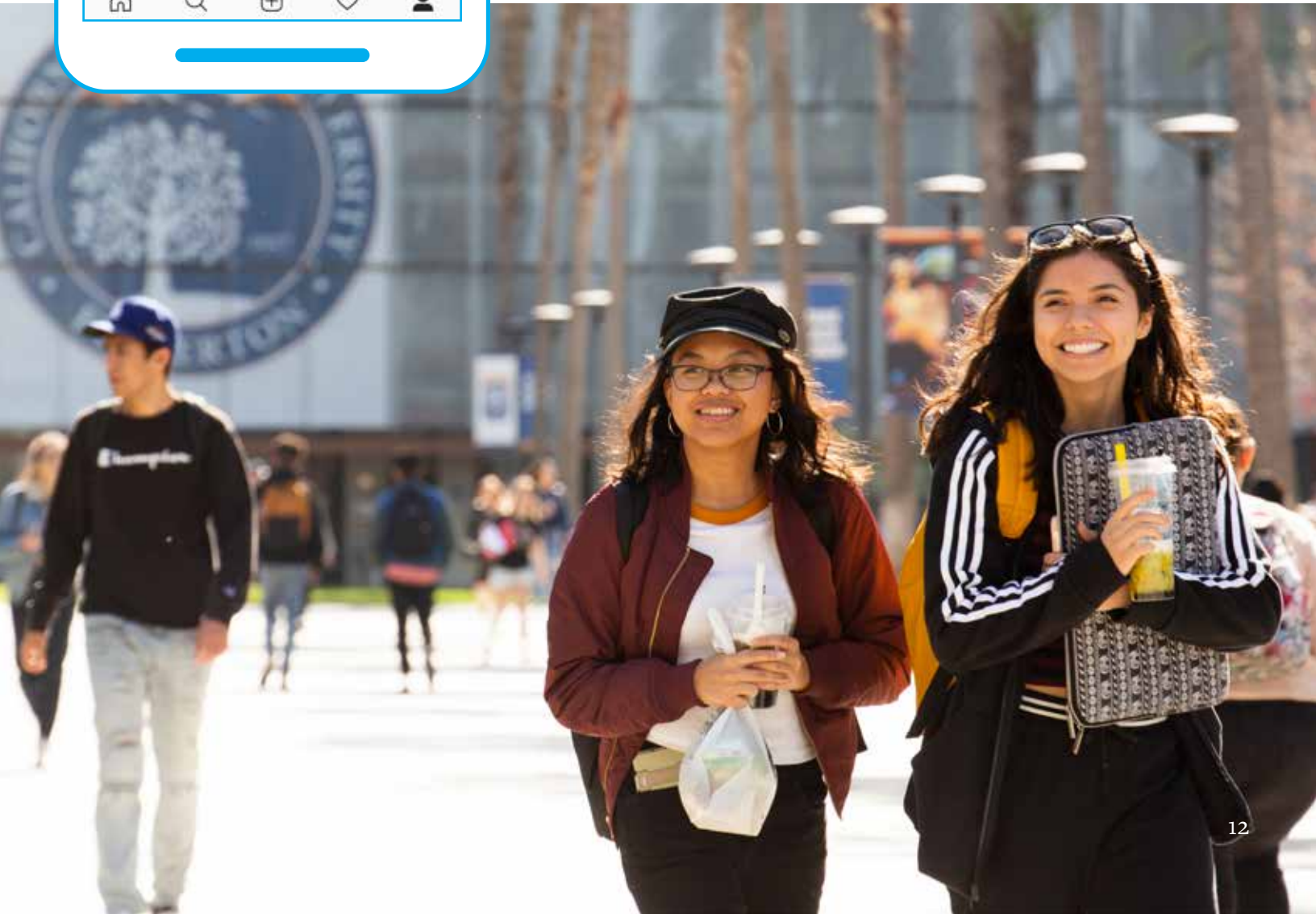


@CSUFIT Social Media

To boost engagement with IT services, we increased our social media efforts, regularly promoting our state-of-the-art technology and school spirit on Instagram and Facebook. We also livestreamed the TechDay 2019 keynote on Instagram and encouraged the Titan community to follow us on social media during tabling events.

2,285

Instagram followers



iTuffy Chatbot

The iTuffy chatbot is now its own stand-alone application, available on the Apple App Store and Google Play Store. With the release of version 2 of the chatbot, featuring new content and maps, iTuffy works as a convenient campus resource that helps users navigate their way around campus buildings, learn about operating hours, get personalized information on classes, and more. IT also deployed Amazon Alexa devices loaded with iTuffy throughout student housing.



Try Asking iTuffy!

What is my Campus Wide ID?

Where is the TSU?

How do I drop a class?

What is my next class?

How do I contact Financial Aid?

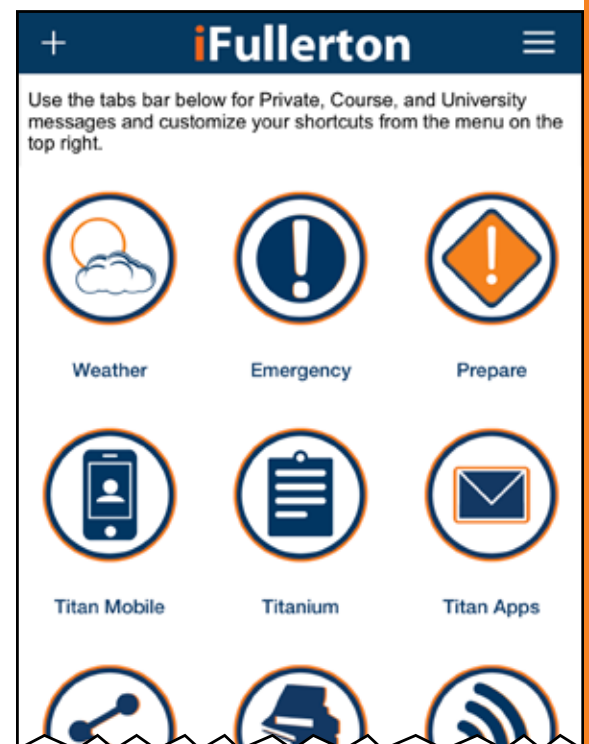
What time does the SRC open?

Who is the CSUF mascot?



iFullerton App

Take Cal State Fullerton on the go! The iFullerton app helps students log into TITANIum, register for classes, check course statuses and holds, and even get information on campus dining. This year, we deployed a new, more cohesive look for the app.





Innovation/Makerspace Center

The Innovation/Makerspace Center is a place where Titans can embrace creativity and innovation. Located on the second floor of Pollak Library, North, students and faculty can explore

the world of Virtual and Augmented Reality, print in 3D, present projects using Microsoft Surface Hubs, paint digitally with Dell Canvas and Cintiq tablets, program on Raspberry Pis, and more.



TitanCard

TitanCard kicked off the academic year with a new card design available to all students, faculty, and staff.

23,304

TitanCards issued

Digital Print Services

Digital Print Services (DPS) helps CSUF students, faculty, staff, and guests with their day-to-day printing needs. This full service shop with professional, state-of-the-art equipment and knowledgeable, friendly staff can help you print

a wide array of projects including poster boards, brochures, business cards, booklets, newsletters, invitations, wide format materials, 3D prints, and much more. DPS is conveniently located on the second floor of Pollak Library, North.



IT Staff Recognition Awards

The Division of IT recognizes that without our talented staff, we cannot deliver the excellent service and support that is required by the campus. The IT Employee Recognition Program is designed to acknowledge two staff members (non-management) per semester who have demonstrated outstanding service. This is a peer-to-peer recognition program for current full-time IT staff. Each award recipient receives a tangible gift along with a recognition plaque. An employee may only receive the award once in a three-year period. Our recipients were presented with their awards at the Fall and Spring IT All Hands Meetings.

Top, from left: Mike Blyleven, VP Amir Dabirian, Emeka Emeruwa

Bottom, from left: Sepideh Nia, VP Amir Dabirian, Jonni Taylor



Fall 2018 Recipients



Spring 2019 Recipients

Titan Direct Access

The Titan Direct Access Program offers digital course materials to CSUF students with savings of up to 80% off the new book price. At the beginning of every semester, IT emails faculty members a list of textbooks available through Titan Direct Access, customized for each course. These materials can be accessed through the Campus Portal and/or TITANIum when instructors make them available for their classes, giving students the option to purchase reduced price course materials. This year, we worked directly with our publishers to provide lower cost digital courseware and eBooks for students.

59 Departments participating in Titan Direct Access

1,551 Classes offering course materials on Titan Direct Access

37,129 Enrollments in classes participating in Titan Direct Access

392 Unique titles offered

Student Technology Services

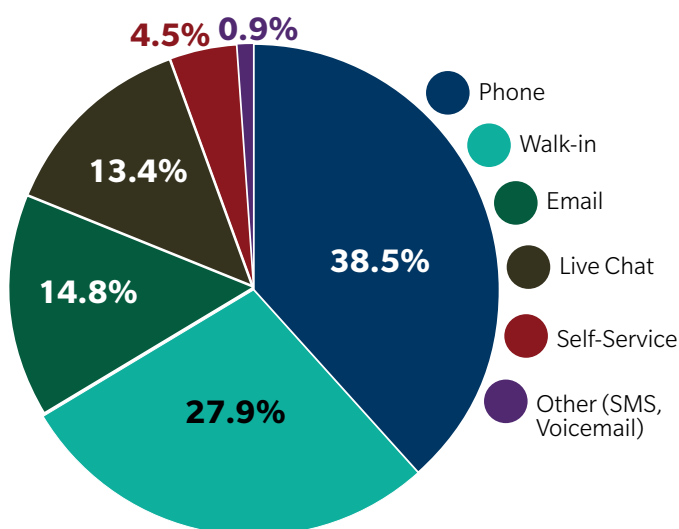
The Division of IT provides the campus community with the tools and services necessary to support our students and help them be successful in their academic and professional careers. From affordable industry software to technical help at our newly upgraded Student

Genius Center (SGC), we work to ensure that students have access to the technology and support they need. This includes checking out study rooms, Innovation/Makerspace Center workstations, laptops, tablets, and other resources.

Student IT Help Desk

11,056

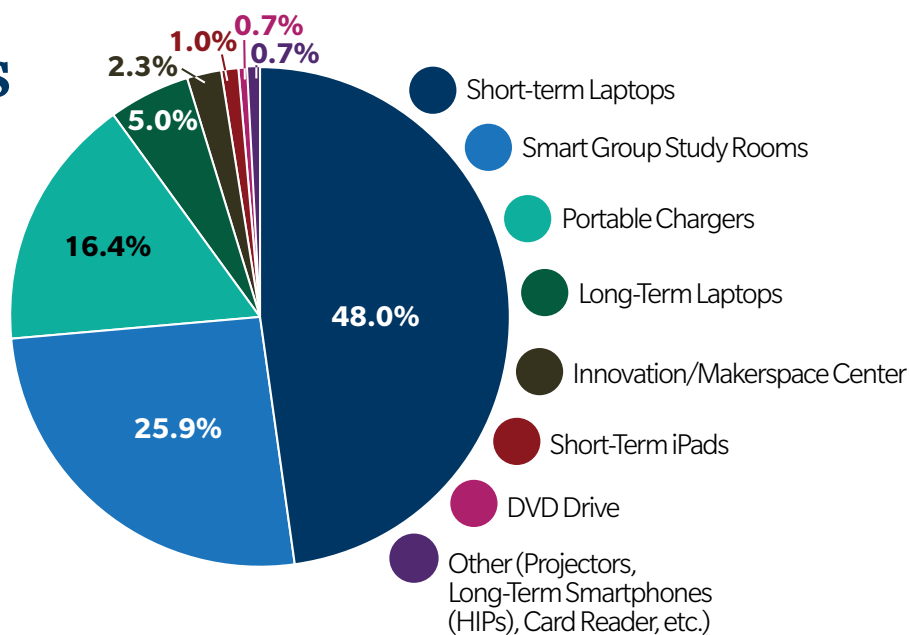
total patrons assisted



Student Genius Center (SGC)

38,740

total patrons assisted



Computer Labs

The technology labs on Pollak Library's first, second, and fourth floors are equipped with PCs and Macs for student use. These spaces offer students a place on campus to study and collaborate with their peers using a selection of software tailored to their studies.



Pollak Library North Computer Usage

1st Floor

85 PCs, 104 Macs
79,998 Logins



2nd Floor

60 PCs, 8 Macs
33,909 Logins



4th Floor

185 PCs, 21 Macs
59,754 Logins



173,661

total logins

 = 5,000 Logins

IT Faculty/Staff Help Desk

The IT Faculty/Staff Help Desk consists of five teams, which include the Call Center, Deskside Support, A/V Technology Support, Mobile Deployment, and Asset Management. It is tasked with facilitating technical inquiries and services from faculty and staff. To contact the IT Faculty/Staff Help Desk, please call 657.278.7777 or email helpdesk@fullerton.edu.



17K calls answered

82%

of calls answered in under 30 sec

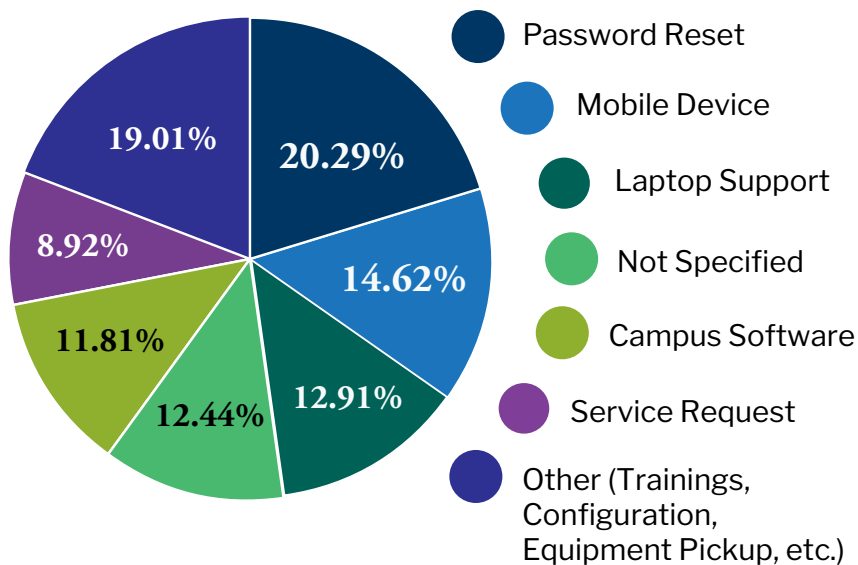
19K

pounds of e-waste processed



Academic Technology Center

Nestled in the Faculty Commons on the second floor of Pollak Library, South, the Academic Technology Center (ATC) focuses on walk-in technology support for faculty. It provides equipment reservations as well as IT support, including password resets, laptop support, smart keys, and help with mobile devices. Faculty can also practice using classroom equipment at the ATC's Classroom Technology Demo Room and receive instruction on how to provide accessible course materials.



Accessible Technology Initiative (ATI)

The Accessible Technology Initiative (ATI) works to make technology resources accessible to everyone regardless of disability and encourages the development of technologies that will help achieve this goal. This Initiative was launched by the California State University Chancellor's Office in January 2006 and has been taken into effect on

the CSUF campus. The Division of Information Technology works with the campus community to review technology procurement for accessibility and ensure that all CSUF websites are easily accessible and follow ATI guidelines. Faculty and staff can learn more about this initiative at the Academic Technology Center.



Software Downloads

Dropbox

23,169 Student Accounts
4,118 Faculty/Staff Accounts

Office 365

9,596 Student Accounts
3,557 Faculty/Staff Accounts

Adobe Creative Cloud

8,188 Student Accounts
1,481 Faculty/Staff Accounts

MATLAB

4,507 Student Accounts
218 Faculty/Staff Accounts

IBM SPSS Amos

1,439 Student Accounts
68 Faculty/Staff Accounts

IBM SPSS Statistics

4,612 Student Accounts
225 Faculty/Staff Accounts

Lynda.com

26,047 Student Accounts
3,495 Faculty/Staff Accounts

Microsoft Windows 10

4,597 Student Accounts
212 Faculty/Staff Accounts

Grammarly

9,700 Student Accounts
859 Faculty/Staff Accounts

ZOOM Video Conferencing

1,695 Accounts

Texthelp Read&Write

1,031 Accounts

Clarivate Analytics EndNote

2,362 Accounts

Scooter Software Beyond Compare

244 Accounts

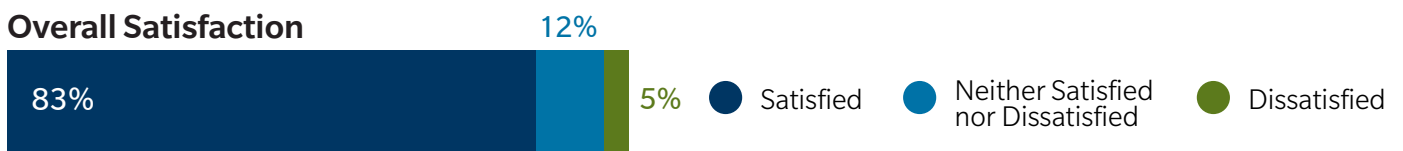
IT Services Survey

The Division of Information Technology values and relies on the feedback of our students, faculty, staff, and emeriti. Every year, we send out an IT Survey to assess how our division can better serve the campus community. This year, 1,269 students, faculty, staff, and emeriti evaluated IT's progress throughout the 2018-2019 academic year. Our survey revealed that Faculty and staff were overwhelmingly satisfied with Email, the Campus Portal, Titan Online, and IT Help Desk's customer service. 88% of respondents said they were satisfied with their CSUF Email, 84% were satisfied with the Campus Portal, 83% were satisfied with Titan Online, and 81% were satisfied with IT Help Desk's customer service. Students were overwhelmingly satisfied with Student Email, the Campus Portal, Titan Online, and the availability of Wi-Fi inside campus

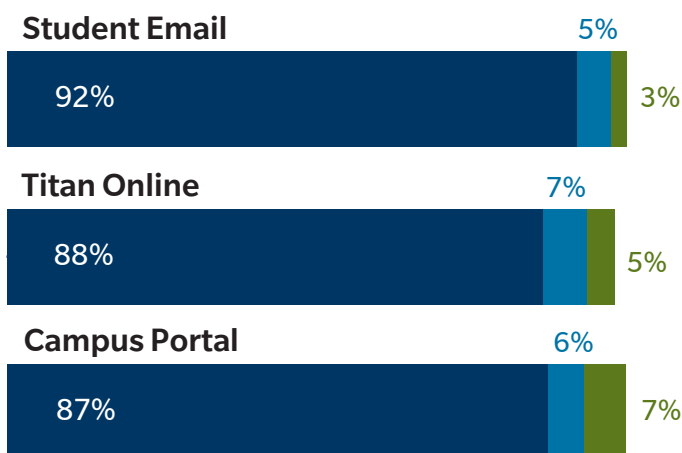
buildings. 92% of students were satisfied with Student Email, 88% were satisfied with Titan Online, 87% were satisfied with the Campus Portal, and 80% were satisfied with availability of Wi-Fi inside campus buildings. Office 365 was the most popular campus software amongst students, faculty, staff, and emeriti, with 72% of respondents who used the application and 85% of users satisfied. Other popular software included Dropbox (81% of users satisfied) and Grammarly (81% of users satisfied). The most popular tools for collaboration amongst students, faculty, staff, and emeriti were email attachments, Google Drive on Titan Apps, and Dropbox. Students, faculty, staff, and emeriti prefer to be notified via email every time IT deploys a new service, network updates, and events. Overall, 83% of respondents were satisfied with IT services.

Student, Faculty, and Staff Survey Results

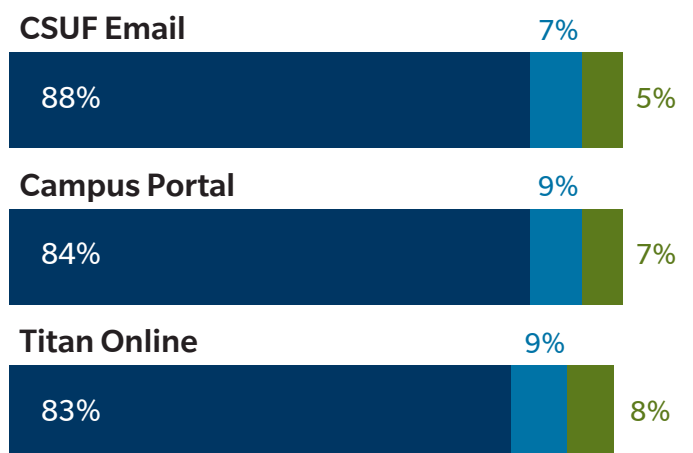
Overall Satisfaction



Student Survey Results



Faculty/Staff Survey Results





Contact Us

Faculty & Staff IT Help Desk

657.278.7777

HelpDesk@fullerton.edu

Student IT Help Desk

657.278.8888 (Call)

657.248.5101 (Text)

StudentITHelpDesk@fullerton.edu

it.fullerton.edu



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