

DIVISION OF INFORMATION TECHNOLOGY

# ANNUAL REPORT

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ACADEMIC YEAR 2019-2020



CALIFORNIA STATE UNIVERSITY

**FULLERTON**

INFORMATION TECHNOLOGY



## A MESSAGE FROM THE VP

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The Division of Information Technology is shaped by its people. People who answer the call to be a best-in-class IT organization that serves students, faculty, and staff. The Division of IT has shined in light of recent events. We swiftly implemented processes, technologies, and tools to support the campus community. IT leadership enacted an all-hands-on-deck approach to expand our phone and walk-in support with increased hours during the transition. The Division as a whole worked to ensure the campus had all of the digital tools they needed so that all students and faculty could continue to achieve academic excellence in a virtual environment.

The Division of Information Technology has worked year after year to create an agile, cost-effective, and reliable infrastructure that would be instrumental for a smooth transition to remote instruction.

In this Annual Report for the 2019-2020 academic year, you will see how IT worked to transform the campus with digital tools, communicate with the campus at-large, support Student Success and Graduation Initiative 2025, enhance the student experience through existing platforms, amplify enterprise

business processes, enhance the management and utilization of institutional data, ensure a secure and compliant infrastructure, and cultivate an organizational culture that supports and advances the vision of the University.

I am proud to serve such a diverse campus community. The Division of IT is dedicated to the pillars of Diversity, Equity, and Inclusion and we celebrate diversity through activities and special events to foster cultural awareness. We share pieces of ourselves to help cultivate cultural appreciation through food and activities, even in the virtual environment. Cal State Fullerton is a wonderfully unique campus and our goal as staff and administrators is to champion an inclusive environment that helps our community flourish.

The Division of IT continues to push the boundaries of excellence with new technology, innovative ideas, and the flexibility to adapt to an ever-changing environment.

**Amir Dabirian, Ph.D.**

Vice President for Information Technology/  
Chief Information Officer



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# IT ACCOMPLISHMENTS

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## GOAL 1: DIGITAL TRANSFORMATION

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- Deployed digital signage and interactive wayfinding maps
- Implemented electronic forms solution
- Created a cross-divisional digital transformation task force to identify campus student processes that need to be converted to digital
- Collaborated with the Divisions of Academic Affairs and Student Affairs to transform student processes, including the student withdrawal process
- Continued to meet Accessible Technology Initiative (ATI) compliance requirements
- Expanded deployment of TitanNet to more departments
- In collaboration with the Division of Academic Affairs, evaluated current and potential learning management systems
- Digital Literacy: continued expansion of Adobe Creative Cloud software into a wider variety of curricular courses and transitioned the campus from Lynda.com to LinkedIn Learning
- Deployed laptops to incoming Tuffy's Graduation Scholars and conducted technology workshops for incoming scholars
- Upgraded Titan Degree Audit System to the latest version
- Advanced Technology Lab: explored and expanded the use of virtual and artificial reality in teaching and learning, and partnered with colleges to create an Interdisciplinary College Collaboration Space

## GOAL 2: MARKETING AND COMMUNICATIONS

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- Evaluated current and potential campus-wide communication delivery solutions
- Improved internal communications

## GOAL 3: CONTINUE TO DEPLOY TECHNOLOGY PLATFORMS TO SUPPORT STUDENT SUCCESS AND GRADUATION INITIATIVE 2025

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- In collaboration with the Divisions of Academic Affairs and Student Affairs, led the High Impact Practices (HIPs) objective and strategy of the University Strategic Plan

## GOAL 4: ENHANCE THE STUDENT USER EXPERIENCE THROUGH OUR EXISTING PLATFORMS

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- Created a uniform user interface for the Portal, iFullerton, and iTuffy
- Expanded iTuffy functionality
- Implemented TitanNet Smart Guidance



## GOAL 5: CONTINUE TO ENHANCE ENTERPRISE BUSINESS PROCESSES

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- Collaborated with the College of Business and Economics (CBE) to migrate the college's Hobsons CRM system to Salesforce
- In collaboration with the Division of Student Affairs, evaluated replacing Hobsons CRM system with Salesforce for Student Affairs
- 25Live: Explored integration with campus digital signage and assigned an IT representative to the 25Live calendar work group to discuss current usage, best practices, and possible improvement
- Completed build of baseline configuration for the CHRS Recruiting system to be utilized by all CSU campuses
- Collaborated with the Division of HRDI to roll out CHRS Recruiting to campus
- Collaborated with the Division of HRDI to determine and finalize requirements for new Employee Separation system





## GOAL 6: CONTINUE TO CULTIVATE ORGANIZATIONAL CULTURE TO SUPPORT AND ADVANCE THE VISION OF THE UNIVERSITY

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- Fostered Inclusive Organizational Excellence: adopted a formal monthly check-in process that utilizes the Adobe toolkit, increased the frequency of social activities for community building, and in collaboration with the Division of HRDI's DEI team, continued participating in Diversity Education Program
- IT Space planning and moves: worked with the Division of Academic Affairs and assigned space for IT staff offices in Langsdorf Hall, 6th floor
- Evaluated organizational structure to fit with Division's goals and desired culture
- Created a task force in partnership with University Advancement to solicit grant and fundraising opportunities to contribute to the University campaign

## GOAL 7: ENHANCE MANAGEMENT AND UTILIZATION OF INSTITUTIONAL DATA

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- Rolled out Admissions Snapshot Dashboard
- Piloted Faculty Student Success Dashboard

## GOAL 8: SECURE AND COMPLIANT INFRASTRUCTURE

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- Integrated the University infrastructure with Amazon Web Services (AWS)
- Developed a repeatable process to ensure software security
- In collaboration with the Division of Administration and Finance, continued to maintain a Payment Card Industry (PCI) compliant environment

# YEAR IN REVIEW

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# DIVERSITY, EQUITY, AND INCLUSION (DEI)

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The Division of Information Technology stands with our diverse campus community. It is a community that is indicative of our rich cultural landscape. From Orange County residents to our international students, each member of this community is what makes Cal State Fullerton the renowned institution that it is. The Division of IT is dedicated to Diversity, Equity, and Inclusion (DEI). We advocate for DEI practices in our job searches, on-boarding practices and by creating an open and inclusive space for our students and employees. We have mandated training for all staff on the subjects of civility and inclusivity, and our managers completed a pilot DEI certification program.

We have set forth diversity goals, which are constantly monitored and evaluated, to improve our practices in managing DEI. To encourage active recruitment of diverse populations in the community, we advertise on diverse and inclusive job boards as well as

in publications aimed at women. DEI is at the core of who we are, and as such is highlighted in Goal 3 of the IT Strategic Plan, which aims to:

- Examine the existing IT climate to identify and implement engagement strategies
- Broaden the current professional development program
- Establish workplace transparency across the Division
- Advance ubiquitous communication within IT and across the University

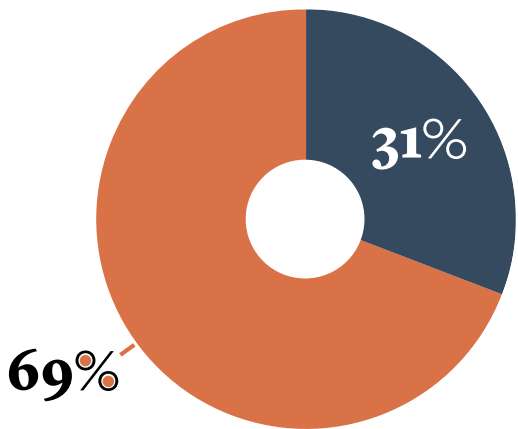
We recognize and celebrate diversity in our team and within the campus community. Our individual experiences and stories build the structure that is academic and personal excellence. By talking with, listening to, and sharing stories, we can better understand the world around us. Together as a community, we use this knowledge to spur innovation, transformation, and create a better tomorrow.





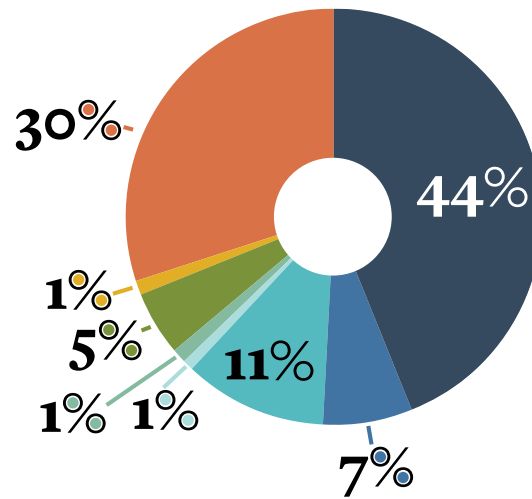
# IT STAFF DEMOGRAPHICS

## GENDER



- FEMALE
- MALE

## ETHNICITY



- ASIAN
- BLACK/AFRICAN AMERICAN
- HISPANIC/LATINO
- AMERICAN INDIAN/ALASKA NATIVE
- NATIVE HAWAIIAN/OTHER PACIFIC-ISLANDER
- NOT SPECIFIED
- TWO OR MORE ETHNICITIES/RACE
- WHITE



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## ORGANIZATIONAL EXCELLENCE

The Division of Information Technology is more than just a team. We are a family; one that works together, learns from each other, and supports one another. During the 2019-2020 academic year, we planned and hosted several events to help cultivate an inclusive and supportive professional environment. We have adopted a monthly check-in process for managers to reach out to their teams for mentorship, guidance, and to help further professional development. Managers engage with their teams annually to create individual goals that align with the employee's interests and the Division's Strategic Plan, as well as IT's Annual Goals.



FALL 2019 IT RECOGNITION AWARDEES  
FROM LEFT: Nathan Jeffers, VP Amir  
Dabirian, and Rakhee Mistry.



SPRING 2020 IT RECOGNITION AWARDEES  
FROM LEFT: Pauline Knox, VP Amir  
Dabirian, and Denise Chow.

We have increased the frequency and ‘fun-factor’ of social and team-building activities. These include the annual Summerfest barbecue to celebrate a job well done, a Breast Cancer Walk in October to show support for team members and their loved ones, and an annual Holiday Party to encourage departmental unity, joy, and festivities.

During our All Hands Meetings before every semester, we recognize two peer-nominated employees for the IT Employee Recognition program. While the entire Division demonstrates excellence, it is an opportunity for our staff to look among themselves and acknowledge the help and support they have received from their teams.

During the virtual instruction period, we have made considerable efforts to continue the trend of organizational excellence. We have begun the IT Connects program, a weekly video that features a member of the Division, in an

effort to continue to embrace cultural diversity and unity. During this period, members of IT’s staff and management have showcased their cooking skills to bake baklava, teach hula dancing, calligraphy, music, and tell their individual stories. In a time when we cannot be together in-person, building team unity is more important than ever, and IT has utilized technology to keep the lines of communication connected. We have also implemented a monthly ‘Lunch with Amir’ Zoom event, so that the division can get together to bond and ask any questions.

All of these and more are vital to organizational excellence. The Division of IT is always looking for new ways to help elevate our staff, as well as the campus community as a whole. Like the 2019-2020 academic year and moving forward, we are dedicated to exploring new ways to uphold the tenants of Diversity, Equity, and Inclusion, virtually and in person.

# DIGITAL TRANSFORMATION

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The Division of IT has led the charge towards innovation and digital transformation for the campus community, and through our digital transformation projects, we aim to support campus operations and increase student success. This included installing digital signage, wayfinding maps, and speakers to help promote campus services and activities. We also created a cross-divisional digital transformation task force to identify campus student processes to convert into a digital format.

BEFORE



AFTER



BEFORE



AFTER





## ELECTRONIC FORMS

Our digital transformation task force, created during the Fall 2019 semester, played a vital role in the campus’ transition to virtual instruction. By identifying campus processes to convert to a digital format, the Division of IT was able to implement an electronic forms solution using Adobe Sign and reduce manual signature

requirements. In partnership with the Divisions of Academic Affairs and Student Affairs, we developed online processes and workflows for student withdrawals and grade changes. These solutions helped to ease the challenges presented by COVID-19 and allowed the campus to continue operations in a virtual environment.

### SUBMITTED WITHDRAWALS

	FALL 2019	SPRING 2020	SUMMER 2020
NON-MEDICAL FORMS SUBMITTED	<b>1,531</b>	<b>2,050</b>	<b>197</b>
MEDICAL FORMS SUBMITTED	<b>323</b>	<b>154</b>	<b>32</b>
<b>TOTAL</b>	<b>1,854</b>	<b>2,204</b>	<b>229</b>

## 292

GRADE CHANGE FORMS SUBMITTED

## 527

COVID-19 RELATED WITHDRAWAL FORMS SUBMITTED (SPRING 2020)



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## TITAN DIGITAL SIGNAGE

A vibrant Titan experience is only possible with student participation and pride for the campus. The Titan Digital Signage Project gave campus departments a new and innovative way of promoting activities and connecting with the campus community. Also, these digital signs showcase work produced and created by students studying television and news productions at Titan TV.

Content contributors trained to use Carousel, our campus digital signage solution, can create and publish content to display throughout the university. All displays are connected to the internet to ensure timely posting of content. IT also integrated 25Live with these digital

signs to display live class schedules during the first week of the semester. Wayfinding kiosks were deployed in strategic locations to provide everyone with an interactive map to the campus. IT also collaborated with Housing and Residential Engagement to develop a wayfinding map specifically for Move-In Day.

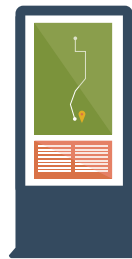
This project was an opportunity to partner with the University Police Department (UPD). Through this collaboration, UPD now has the capability to push wide-reaching and immediate emergency notifications to all on-campus digital signs during emergency situations.



**40**  
INDOOR  
DISPLAYS  
DEPLOYED



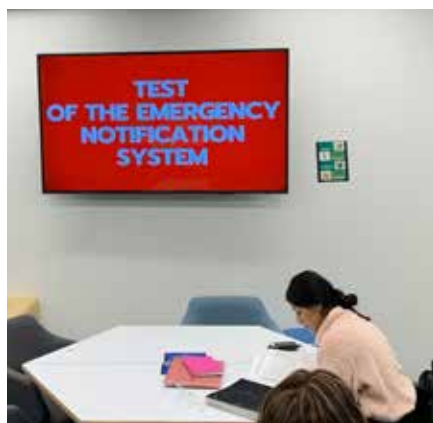
**15**  
OUTDOOR  
DISPLAYS  
DEPLOYED



**15**  
WAYFINDING  
KIOSKS  
DEPLOYED



**4**  
LARGE OUTDOOR  
DISPLAYS  
DEPLOYED



**120+**  
OUTDOOR  
DIGITAL  
SIGNS POSTED\*

\* BETWEEN JULY 2019 AND APRIL 2020



# STUDENT SUCCESS

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## SOFTWARE

Students, faculty and staff have access to a wide range of software, ready to download at no additional cost. These IT resources proved to be vital during the virtual instruction period, allowing students, faculty, and staff to continue teaching and learning.

### **ADOBE CREATIVE CLOUD**

15,415 Student Accounts  
2,762 Faculty/Staff Accounts

### **DROPBOX**

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

### **LINKEDIN LEARNING**

32,891 Student Accounts  
4,124 Faculty/Staff Accounts

### **ZOOM**

40,930 Accounts

### **OFFICE 365**

48,028 Student Accounts

### **BEYOND COMPARE**

328 Accounts

### **GRAMMARLY**

12,741 Student Accounts  
927 Faculty/Staff Accounts

### **ENDNOTE**

3,177 Accounts

### **MICROSOFT WINDOWS 10**

5,043 Student Accounts  
212 Faculty/Staff Accounts

### **TEXTHELP READ&WRITE**

1,273 Accounts

### **IBM SPSS AMOS**

1,938 Student Accounts  
67 Faculty/Staff Accounts

### **MATHWORKS MATLAB**

4,507 Student Accounts  
218 Faculty/Staff Accounts

### **IBM SPSS STATISTICS**

5,528 Student Accounts  
234 Faculty/Staff Accounts



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# PROCTORIO

During the virtual instruction period, the Division of IT purchased and implemented Proctorio, an online, remote, exam proctoring platform that is integrated in both TITANium and Canvas. With this new tool, faculty can create proctored exams in a virtual environment and students can take these exams at home.



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# TITANNET EXPANSION

Students can now use TitanNet on their mobile devices through the Navigate app. This mobile app allows students to make appointments, take surveys, view holds and resources, set push notifications, and find study buddies.



NAVIGATE  
APP ICON



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## TUFFY'S GRADUATION SCHOLARS

IT supported the Tuffy's Graduation Scholar (TGS) program with technology tools to foster academic growth. This program was designed to help first-generation or financial aid-eligible college students achieve and maintain academic excellence. IT deployed 730 laptops and provided laptop use workshops to the TGS scholars. Our team also helped add TitanTender to the scholars' TitanCards each semester.

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## iTUFFY

The campus chatbot, iTuffy, serves as the CSUF virtual assistant. With this app, students can get real-time directions to their classes, view their class schedule, CWID, and more. iTuffy can also provide users with operating hours of services and campus contacts. This chatbot is in a constant state of evolution as it learns more about the campus in order to help answer as many questions as possible.

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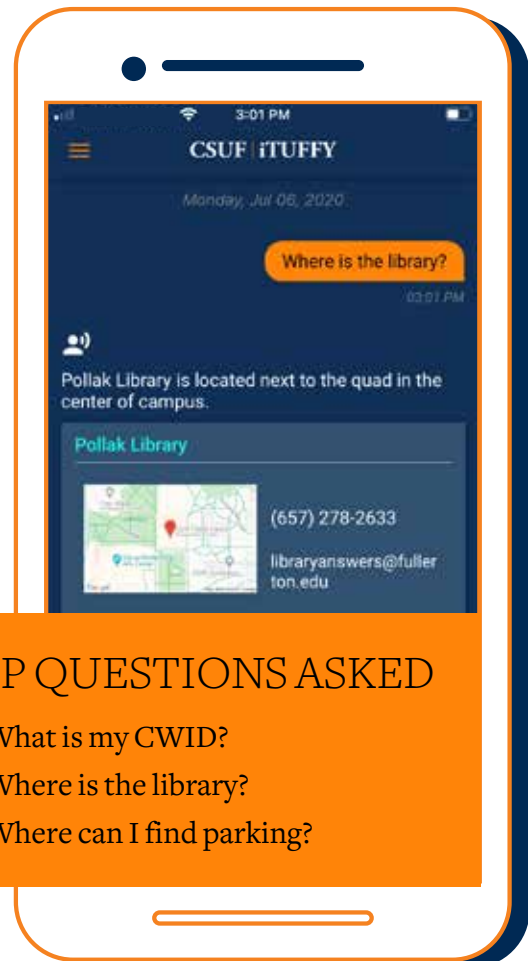
**2,033**  
iTUFFY USERS

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**29,725**  
QUESTIONS

### TOP QUESTIONS ASKED

- What is my CWID?
- Where is the library?
- Where can I find parking?





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## DIGITAL LITERACY

We strive to help our students become digital citizens. In accordance with the initiative to help bolster student success, we conduct a series of workshops to give students a new, creative avenue to tell digital stories using Adobe software. Our cross-divisional team works with faculty to create step-by-step guides, conduct workshops, and assess learning gain. We have conducted Adobe workshops in courses ranging from Business to English, Marketing, Health Science, and more. We currently have established workshops for Adobe Spark (online portfolios), Adobe InDesign (resume building), Adobe Illustrator (charts and infographics), Adobe Premiere Pro, and Premiere Rush (visual storytelling).



### ADOBE DIGITAL LITERACY PROGRAM METRICS (2019-2020)

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**50**

ADOBE  
WORKSHOPS

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**37**

FACULTY  
PARTICIPANTS

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**1,305**

STUDENT  
PARTICIPANTS



## TITAN ONE-STOP SHOP

IT collaborated with the Divisions of Student Affairs, Academic Affairs, and Administration and Finance to launch the Titan One-Stop Shop (TOSS) website. The Titan One-Stop Shop provides many important services that will support students throughout their journey at CSUF. The TOSS is a centralized space that connects students with TOSS Information Specialists. Get help regarding: Admissions, Financial Aid, Registration & Records, and Student Business Services (SBS). Additionally, this website's iTuffy integration provides quick answers to student questions. The TOSS website is linked through the campus home page and the Student Portal.

## DUO MULTI-FACTOR AUTHENTICATION

The Division of IT successfully deployed Duo to enrolled students in Spring 2020. This security solution was enabled to help secure the Student Center for direct deposit. Faculty and Staff have previously been enrolled in Duo.



**1,566,394**

DUO AUTHENTICATIONS for faculty, staff, and students (NOV. 2019 - JUNE 2020)

# LEARNING MANAGEMENT SYSTEM PROJECT

Cal State Fullerton is in the process of transitioning our official Learning Management System (LMS) from TITANium (Moodle) to Canvas. Both LMS solutions are currently being utilized by faculty. Summer 2020 faculty had the opportunity to be among the first to deliver course materials to students via Canvas.

TITANium, a locally hosted open-sourced Moodle Platform, has grown in complexity and size over the years and is no longer sustainable. In Fall 2019, a campus-wide LMS Evaluation Task Force was assembled, with representatives from faculty, students, and administrators, to create criteria for and

evaluate LMS products. After careful review, in Spring 2020 the LMS Evaluation Task Force recommended Canvas as a replacement for Moodle. The Division of IT has worked to make Canvas available for the campus community. IT worked with Summer 2020 faculty who were interested in teaching their course in Canvas, to make their courses available and provide Canvas workshops.

Faculty will have until Summer 2021 to transition to Canvas. This means faculty may choose to teach any of their courses in either TITANium or Canvas during Fall 2020 and Spring 2021.



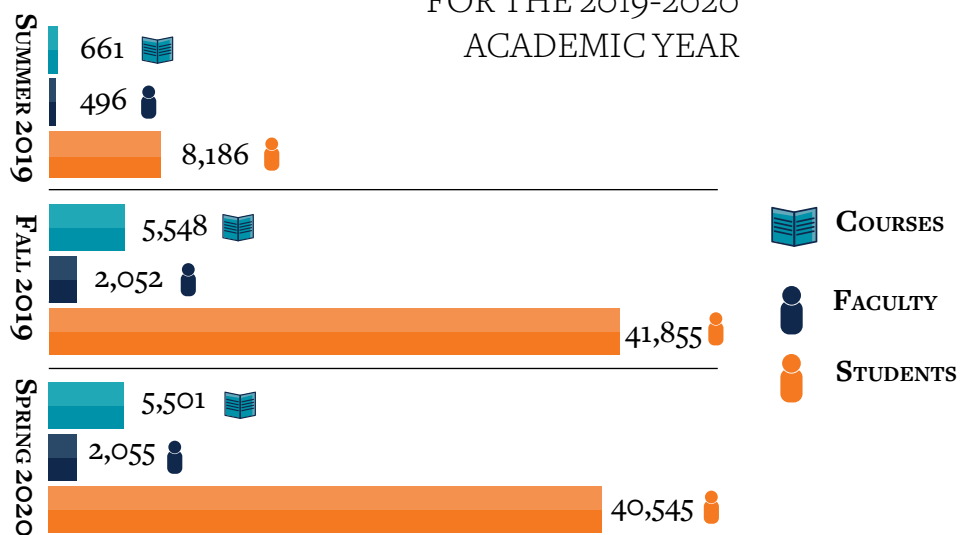
**181**

SUMMER 2020 COURSES IN CANVAS

**119**

FACULTY CANVAS USERS

TITANIUM STATISTICS FOR THE 2019-2020 ACADEMIC YEAR



# ADVANCED TECHNOLOGY LAB

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## INNOVATION/ MAKERSPACE CENTER

The Innovation/Makerspace Center continues to help students fulfill their creative visions with advanced technology. Students can make a reservation at this space to start experiencing a new way of learning. Use tools like virtual reality, 3D printing, Microsoft Surface Hub, and Raspberry Pi.

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# 1,538

INNOVATION/MAKERSPACE  
CENTER RESERVATIONS  
(AUG. 2019 - MAR. 2020)

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## DATA VISUALIZATION CENTER

The Data Visualization Center offers data experts an immersive space to analyze and display data in an innovative and meaningful way. Relocated to the second floor of Pollak Library, North, this high-tech center is equipped with all of the tools needed in order to handle large data sets along with a 184-inch screen to display data in high resolution.

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# 49

DATA VISUALIZATION  
CENTER RESERVATIONS  
(AUG. 2019 - MAR. 2020)

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# INTERDISCIPLINARY COLLEGE COLLABORATION SPACE

The second floor of Pollak Library, North has been transformed into a collaboration space equipped with major-specific tools and software. Designed with each college in mind, this space gives students the unique opportunity to work outside of the classroom and gain insight from their peers. The lab provides specialized software and high-performance computers, allowing for collaboration between colleges in one space.

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## SAGE2™

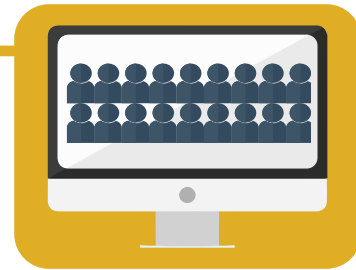
The SAGE2™ software was developed, with National Science Foundation (NSF) support, by team members from the University of Hawai'i at Mānoa's Laboratory for Advanced Visualization & Applications (LAVA) and the University of Illinois at Chicago's Electronic Visualization Laboratory (EVL). SAGE2™ is a browser-based, multi-user collaboration tool that allows users, from anywhere in the room or remotely, share and control screens through dragging and dropping. This platform was implemented at the Interdisciplinary College Collaboration Space in Spring 2020. With this tool, multiple users can access, add, and interact with shared content, such as webpages, images, documents, maps, 3D models, and more.

SAGE2™ is a trademark of the University of Illinois Board of Trustees.

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# 17,756

COMPUTER LOGINS  
(AUG. 2019 - MAR. 2020)



 = 1,000 LOGINS



TOP: Students create artwork using high-end Cintiq tablets in the Interdisciplinary College Collaboration Space.

BOTTOM: Students share content within SAGE2™.

# USER SUPPORT SERVICES

For the 2019-2020 academic year, the Division of IT reorganized to combine the Student Technology Services and Deskside, Classroom Technology, and Mobile Deployment departments in order to provide consistent and impactful IT support services for the entire campus community.

## IT FACULTY/STAFF HELP DESK

The IT Faculty/Staff Help Desk is tasked with responding to technical and service inquiries. Our team configured hundreds of devices for deployment this past year, including over 700 laptops in March 2020 alone as part of the transition to virtual instruction. Earlier in the academic year, the team helped provision and test displays for the Titan Digital Signage project.



**18,012**

FACULTY/STAFF  
IT HELP DESK  
CALLS

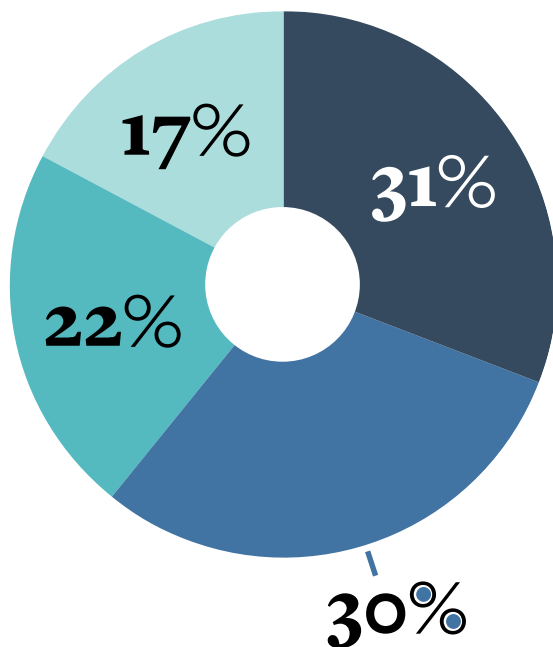
**78%**

CALLS ANSWERED  
IN LESS THAN 30  
SECONDS



**10,871**

POUNDS OF  
E-WASTE  
RECYCLED



### DEVICES DEPLOYED



**937**

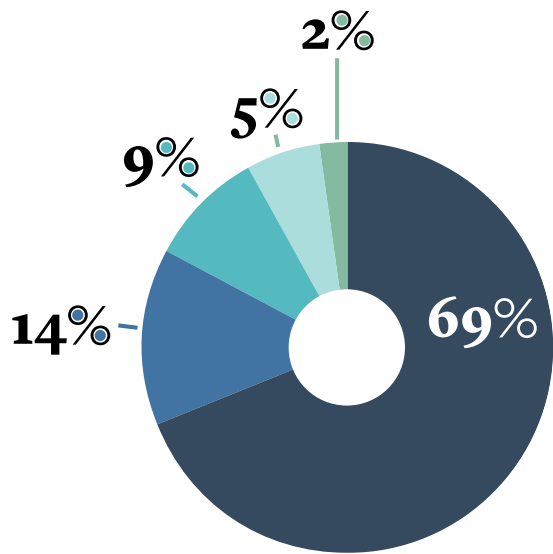
TOTAL DEVICES DEPLOYED



# STUDENT IT HELP DESK AND STUDENT GENIUS CENTER

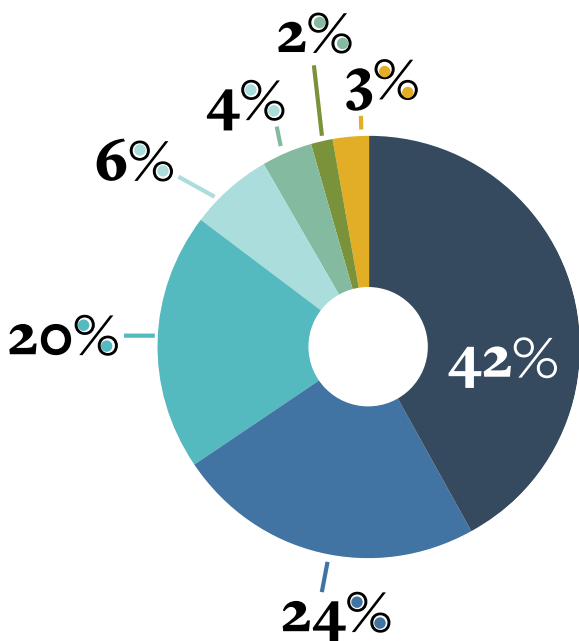


From software questions to in-person technical help at our Student Genius Center (SGC), we work to ensure that students have access to the technology and support they need. Remote IT support is also available 24/7 during the Fall and Spring semesters through the Student IT Help Desk. This past year, the Student Genius Center conducted laptop checkout and workshop sessions for Tuffy's Graduation Scholars and began coordinating operations for the newly renovated Advanced Technology Lab (ATL).



**36,068**  
PATRONS ASSISTED

- SGC
- PHONE
- EMAIL
- CHAT VIA PORTAL
- SELF-SERVICE, ESCALATED, AND VOICEMAIL



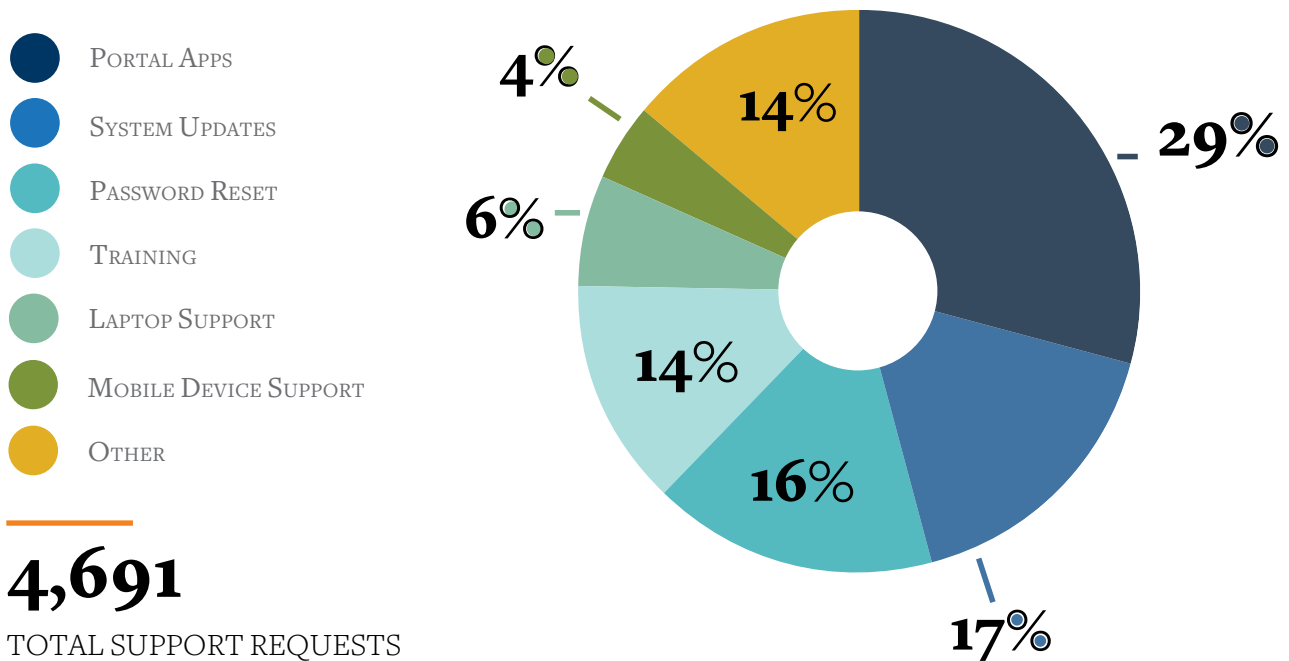
**25,022**  
ROOM RESERVATIONS AND DEVICE CHECKOUTS

- SHORT-TERM LAPTOP
- SMART GROUP STUDY ROOM
- PORTABLE CD DRIVE
- INNOVATION/MAKERSPACE CENTER
- LONG-TERM LAPTOP
- WACOM PEN KIT
- OTHER

# ACADEMIC TECHNOLOGY CENTER

Located on the second floor of Pollak Library, South, the Academic Technology Center (ATC) provides walk-in technology support for faculty. Faculty can walk into the ATC or make appointments to practice using classroom equipment and get support for laptops, smart keys, software, and mobile devices. The ATC was pivotal in IT's efforts to prepare faculty and staff for the swift transition to virtual instruction. In Spring 2020, Dr. Erica Bowers, Director of the Faculty Development Center, was appointed to the role of Interim Director of the Academic Technology Center. This is in addition to her role in the FDC.

ATC SUPPORT REQUESTS BY CATEGORY



## ACCESSIBLE TECHNOLOGY INITIATIVE (ATI)

The CSU Accessible Technology Initiative (ATI) is an effort by the California State University system to ensure that information and communication technology (ICT) is accessible to all students, faculty, staff, and the wider community. The ATC supports the initiative by providing instruction on how to create accessible course materials, making digital documents ATI compliant, reviewing technology procurement, and collaborating with the Web Development team to ensure the accessibility of campus websites. Between April 2020 and June 2020, the ATC made eight digital materials, including a journal with over 70 documents, ATI compliant at the request of faculty and on-campus entities.

# INFORMATION SECURITY

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Information security is one of the Division of IT's top priorities, and the Information Security Office works to protect university data. In the 2019-2020 academic year, our process was updated to align with current and new information security standards and implement technologies to enhance secure access to data and systems. Monthly vulnerability scans of the network were conducted and a software patching schedule was created to be consistent with vendor patch releases.

Additionally, the campus was officially certified as Payment Card Industry (PCI) compliant. Achieving PCI compliance is a significant accomplishment that involved participation from numerous members of the campus community over several years. During this time, the following occurred: creation of PCI Committee, development of processes and procedures, vulnerability management, creation of PCI firewall and networks, monitoring and logging, training, elimination of stored cardholder data, and reduction of the campus' scope by moving to Point-to-Point Encryption (P2PE) devices where possible. This effort significantly reduced a potential data breach and put the campus in a better position should one occur.



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**4,555,880**

BLOCKED APPLICATION  
VULNERABILITY THREATS

---

**77,630**

BLOCKED APPLICATION  
SPYWARE THREATS

---

**273,613**

BLOCKED APPLICATION  
VIRUS THREATS

---

**51,052**

BLOCKED SEARCH  
ENGINE URLS

---

**176,589**

BLOCKED USER  
PHISHING URLS

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**3,282,325**

BLOCKED USER  
MALWARE URLS



Student receives a new TitanCard at the TitanCard office, located on the first floor of Pollak Library, South.

# TITANCARD

TitanCard is the official campus ID card and, with TitanTender, can be used in a variety of ways on campus. Our team designed and printed essential personnel badges for the virtual instruction period. TitanCard also launched an online payment process for nursing badges.

**17,522**

TITANCARDS ISSUED

**20,463**

CUSTOMERS SERVED

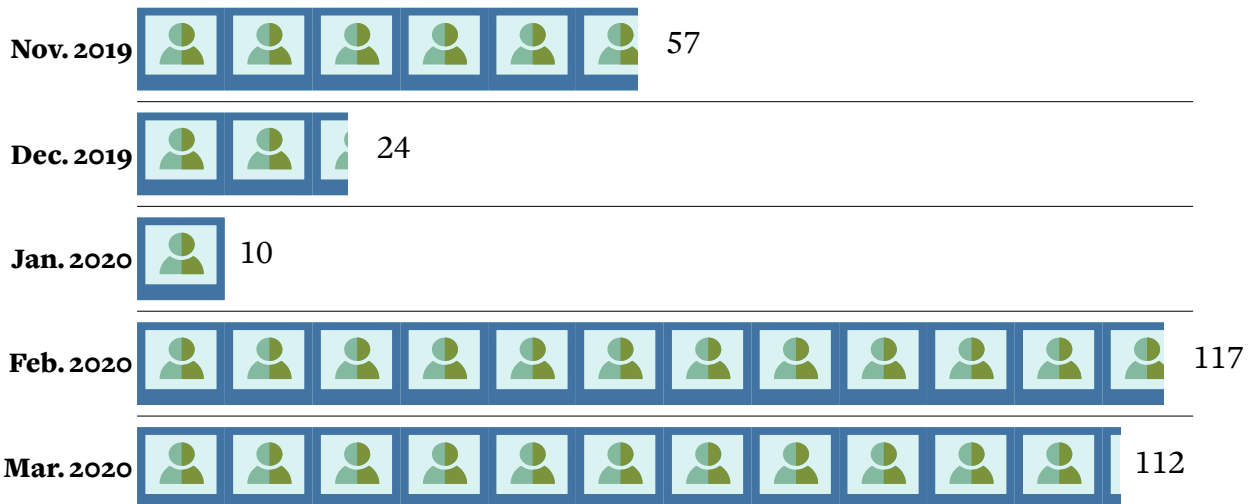


A student gets photographed at IT's Professional Headshots session.

# PROFESSIONAL HEADSHOTS

With the popularity and success of the Professional Headshot station during TechDay 2019, IT decided to provide this service to the campus year round. Supported by the TitanCard team, these free professional headshots are open to all campus community members. Between November 2019 and March 2020, we held a total of 10 professional headshot sessions.

## HEADSHOTS PROVIDED



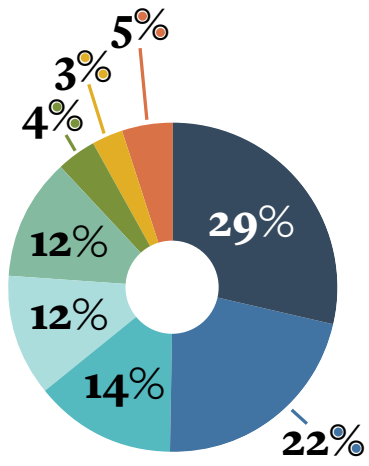
# DIGITAL PRINT SERVICES

Digital Print Services (DPS) helps CSUF students, faculty, staff, and guests with their day-to-day printing needs. This full service shop printed important informational materials during the virtual education period, including sign boards, business cards, and more. Other notable print jobs from this past year included programs and engraved awards for the University Awards Program, 8 feet by 6 feet foam presentation boards for the Division of Academic Affairs as part of the WASC accreditation efforts, and perforated window graphics for the University Police Department, Parking and Transportation, and Athletics.



**11,748**  
PRINT JOBS

**879,468**  
MATERIALS PRINTED

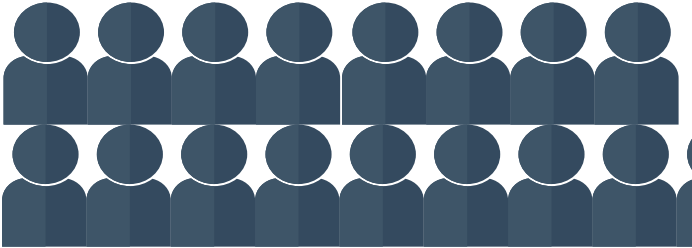


- COLOR FLYERS
- BUSINESS CARDS
- HANDBILLS
- SOQs
- ENVELOPES
- EXAMS
- BOOKMARKS
- OTHER

# CSUF PORTAL



Students can view their classes, access the Titan Online Student Center, and more through the CSUF Portal. For faculty and staff, the Portal is used to access applications, important forms, and benefits. As part of IT's campus-wide communications, the Portal played a crucial role during virtual instruction, providing COVID-19 information on the Portal Wall.



**16,277,884**

STUDENT LOGINS



**1,636,232**

FACULTY/STAFF LOGINS



= 1,000,000 LOGINS

# TITAN APPS

The campus provides faculty, staff, and students with access to a suite of services called Titan Apps. Campus users can access Google Drive, Google Docs, and Google Meet by clicking on the Titan Apps widget through the CSUF Portal.

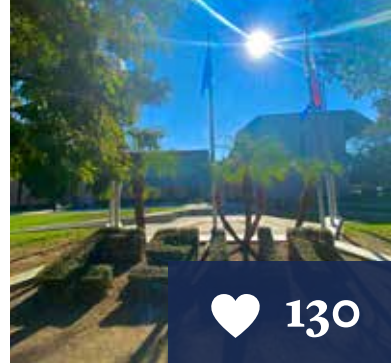
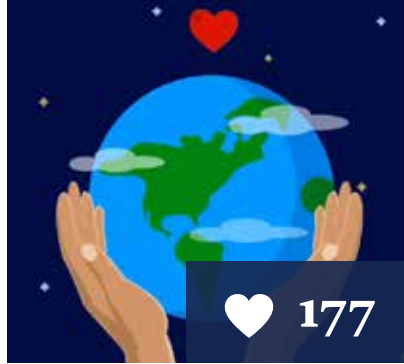
**57,810**

NEW STUDENT ACCOUNTS

**5,936,542**

TOTAL LOGINS





Above: CSUF IT's top-performing Instagram posts between July 2019 and June 2020

# IT MARKETING AND COMMUNICATIONS

Our Marketing and Communications Department promotes IT services and software through tabling, events, print and digital materials, social media, campus-wide communications, and more. This past year, we released our Titan Tech Talk publication and tabled at major campus events, including Discoverfest, Move-In Days, and Student Orientations. During virtual instruction, we created websites and guides to help the campus community teach and learn securely.



Above: Titan Tech Talk, Fall 2019/Winter 2020 edition.

# EDUROAM

All CSUF Students, faculty and staff have Wi-Fi access through eduroam. The Division of IT supports connectivity efforts across campus. In a social distancing environment, we expanded eduroam Wi-Fi connectivity by installing additional outdoor wireless access points throughout campus, including the State College and Eastside Parking Structures. eduroam is available at any participating institution, worldwide.

**40**

COUNTRIES VISITED BY CAMPUS USERS

**146,243**

DEVICES AUTHENTICATED OUTSIDE CSUF

**1,700,711**

CSUF GUEST NETWORK AUTHENTICATIONS



# COVID-19 RESPONSE

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As Cal State Fullerton prepared to transition to virtual instruction, the Division of IT was ready for immediate call to action in light of the fluid situation. All IT staff stepped up to support the Student and Faculty/Staff IT Help Desks. The entire team received training and we set up a command center to triage and escalate issues for fast resolution. In anticipation to increased campus technical needs, our help desks and Academic Technology Center expanded support hours to include early mornings, late evenings, and weekends. The Student IT Help Desk, which was already operating 24/7 had increased support at each shift. The IT team performed an assessment of our infrastructure and made necessary upgrades to support virtual instruction such as increasing TITANium server capacity. A new IT COVID-19 webpage was created to post important information, resources, and training materials.

To ensure that students, faculty, and staff have the tools they need to teach, learn, and work from home, the Division of IT created a new Device Request program. The purpose of the program is to provision laptops, set up mobile devices, and distribute webcams, headsets, mobile phones. These tools were critical especially in helping faculty and students to complete the Spring 2020 semester. Existing

communication and collaboration tools such as Zoom, Dropbox, and Microsoft Office 365 were instrumental in supporting virtual instruction.

Additional solutions were also implemented to help support virtual operations. Softphones were made available so that faculty and staff could stay connected. ServiceNow, a service management system, was implemented for several departments such as Financial Aid, so that they can continue providing student services virtually.

IT collaborated with other departments to set up systems and processes that allowed the campus community to complete essential tasks, virtually. This included the successful development of new online forms and workflows, such as for the Grade Change process, Staff Performance Evaluations, and CARES Act direct deposit process. In collaboration with ASI, Academic Senate, and the Division of Academic Affairs, IT launched a custom webpage for students to change their grading basis from letter graded to Credit/No Credit. This new webpage and process aimed to encourage students to complete their coursework and alleviate the challenges related to COVID-19. Our flexibility and adaptability to change allowed for new possibilities to make a positive impact to students, faculty, and staff.

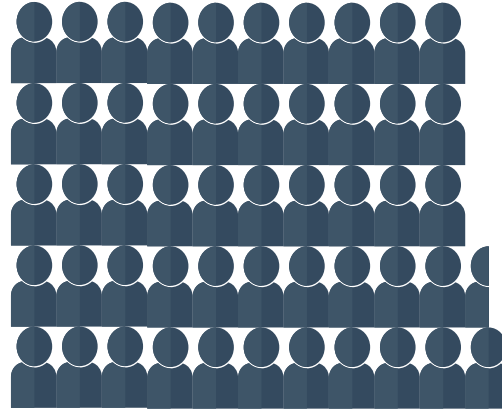
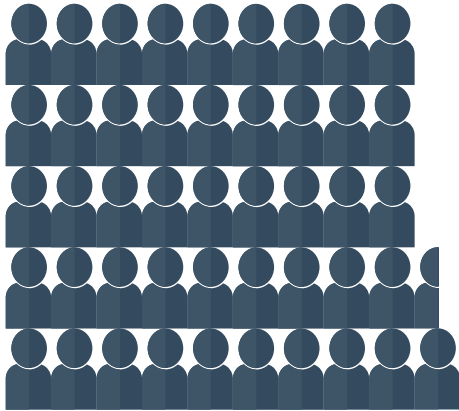


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# TRANSITION TO VIRTUAL INSTRUCTION

BETWEEN MARCH TO JUNE 30, 2020

## IT HELP DESKS



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**4,647**

FACULTY/STAFF SUPPORT  
REQUESTS

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**5,153**

STUDENT SUPPORT  
REQUESTS

 = 100 REQUESTS

## APPROVED DEVICE REQUESTS



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**881**

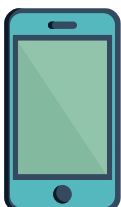
LAPTOPS



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**413**

WI-FI HOTSPOTS



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**121**

PHONES



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**94**

HEADSETS

## ZOOM USAGE



**220,798**

MEETINGS



**41,547**

USERS

To support students, faculty, and staff during the transition to virtual instruction, IT created video tutorials on how to access and use Zoom for meetings and education.



**11,192**

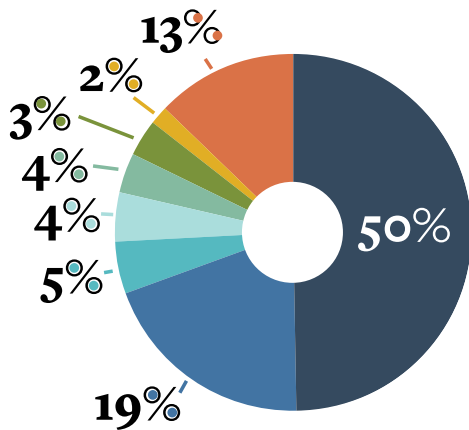
STUDENT ZOOM  
TUTORIAL VIEWS



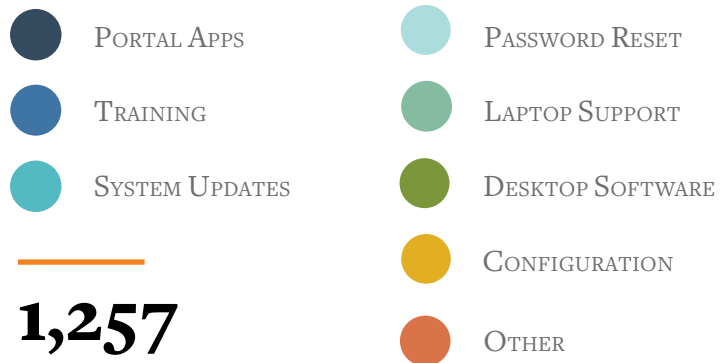
**2,867**

FACULTY ZOOM  
TUTORIAL VIEWS

## ACADEMIC TECHNOLOGY CENTER



### TYPES OF SUPPORT



**1,257**

WALK-IN SUPPORT

## OTHER METRICS



**484**

SOFTPHONE  
LICENSES  
PROVISIONED



**212**

CLASSROOM  
WEBCAMS  
INSTALLED



## IT Q&A

Our Division hosted two Q&A sessions that gave the campus community an opportunity to directly ask VP Amir Dabirian their IT questions.

**106**

QUESTIONS ASKED



## LUNCH WITH AMIR

To stay connected with all Division of IT staff, VP Dabirian hosted three 'Lunch with Amir' sessions on Zoom with games and even a staff recognition event that featured animation and music.



The IT Marketing and Communications department created four infographics to help our division's employees and the rest of the campus community work securely and effectively from home.



CALIFORNIA STATE UNIVERSITY

**FULLERTON**

INFORMATION TECHNOLOGY

**FACULTY & STAFF IT HELP DESK**

657.278.7777

HelpDesk@fullerton.edu

**STUDENT IT HELP DESK**

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