Welcome to our annual report on Information Technology at Chico State University. As we navigate the rapidly evolving landscape of digital technology in higher education, our focus remains on enhancing customer responsiveness, adaptability, and academic excellence. This report highlights our achievements in providing diverse centralized IT services, empowering stakeholders, and driving innovation in teaching and learning. Our new IT strategic plan sets a bold vision for collaboration between departments in and outside of IT, communications, strategic enrollment, and student success. As we move forward, we are committed to positioning IT as a trusted partner, fostering transparency, and enhancing our cybersecurity posture. The Division of Information Technology (DoIT) at Chico State implemented numerous initiatives to support student enrollment and retention and below are just a few of the initiatives:

**Network and Infrastructure**
- Network Operations (NOP) provided comprehensive wireless connectivity across campus, enhancing the educational experience for prospective and current students.
- Enterprise Systems (ESYS) managed enterprise servers and cloud infrastructure, supporting various applications and enabling targeted email campaigns for prospective students.
- The team upgraded wireless infrastructure to support large-scale events like Wildcat Preview, improving the application process for prospective students.
Communication and Outreach
• Telecommunications Services (TSRV) offered a dedicated call center application to support students with inquiries and information.
• The team implemented Marketing Cloud for email “journeys” and SMS notifications to engage applicants and students more effectively.
• Creative Media and Technology (CMT) produced various media elements for promotional spots and social media campaigns to attract students.
• Through the Center for Technology Equity, Technology Equity and Inclusion (TEIN) provided students with technology lending support and training to help them in various courses that they were taking. The team also made the campus web more user friendly with a target audience of prospective students and their parents.

Data Management and Analytics
• Enterprise Applications (EAPP) maintained data repositories that provided real-time insights for enrollment management.
• The team expanded access to student data in Salesforce (Chico 360) for various departments to improve recruitment efforts.
• IRSA collaborated on enrollment forecasting and provided daily updates on enrollment registration cycles.

Student Support Services
• ITSS implemented a chatbot to assist Admissions and Financial Aid and provided a laptop loan program for students.
• The team has developed a Chico Mobile Application to offer a seamless experience for tech-savvy students.
• ISEC improved the Account Center performance, enhancing user account provisioning and de-provisioning processes.
• Academic Technology team (ATEC) implemented various initiatives to support student onboarding and learning.

Process Improvements
• The team streamlined the full-term withdrawal process to potentially increase retention.
• Enterprise Applications (EAPP) and Institutional Research and Strategic Analytics (IRSA) worked on FAFSA simplification to improve the financial aid process and potentially boost enrollment.

• Implementation of Blended (4+1) Graduate Studies programs to provide cost-effective master's degree opportunities.
• The team worked on enhancing accessibility in the classroom by:
  ° Structuring Canvas navigation and content to be more accessible than the previous LMS system.
  ° Collaborating with faculty to improve course material accessibility.
  ° Supporting faculty in improving their courses’ accessibility scores.

Enhancing Educational Technology and Improving Student Experience
• Working with faculty, the team successfully migrated all courses to Canvas which offers several benefits:
  ° Provides a familiar learning environment for transfer students
  ° Aligns with California community colleges’ use of Canvas
  ° Improves accessibility compared to the previous system (Blackboard)
• Working throughout the year with the Enrollment Continuum’s Strategic Enrollment Committee, ATEC supported faculty and program coordinators in launching new online degree programs and supported programs in planning and putting together proposals for Academic Senate.
• Weekly message pop-ups in Canvas giving students information about Chico State’s digital learning tools and navigating the digital environment.
• Created a self-enrollment Canvas course for students to familiarize themselves with the platform.
• Recommended faculty use the “Message Students Who...” feature for early academic performance alerts.

These initiatives and more demonstrate DoIT’s comprehensive approach to supporting enrollment and retention through improved technology infrastructure, streamlined processes, enhanced communication, and data-driven decision-making.

Dr. Monique Sendze
Vice President for Information Technology | CIO
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The objective of our strategic plan is to create a framework that guides the Division of IT on best practices in improving technology services, and products for our institution. As a customer-centric division, our goal is to implement this plan by building and strengthening strategic partnerships that contribute to the success of students, faculty, and staff at Chico State. This strategic plan also aligns with the University’s strategic plan, priorities, and enduring commitments to the campus community. This plan was meticulously crafted with the campus community in mind. The plan’s Mission, Vision, Six Strategic Pillars, 21 Goals, 81 Tactics, 100+ Key Performance Indicators and 6 Guiding Principles embody the values of the Division of IT as a strategic partner to the campus community.

Our Vision
Chico state will be recognized as an innovative and dynamic campus that integrates technology into the fabric of the institution to provide all stakeholders with the information, tools, and services needed to accomplish the University mission and ensure student success.

Our Mission
The Division of IT at Chico State empowers students, faculty, and staff to be successful by providing reliable, equitable, and easy-to-use technology; a robust infrastructure; and innovative, cost-effective solutions that support the goals of the University.
Strategic Priorities
The IT Strategy is organized into six Strategic Pillars that align with the objectives of the Division of IT.

1. Equity, Diversity, and Inclusion

2. Operational Efficiency and Effectiveness

3. Governance and Decision Making

4. IT as a Strategic Partner

5. Empowering Students and Student Success

6. Innovation, Transformation, and Agility

Goals are calls to action for the Division. Tactics are specific methods to achieve each goal. Measures of Success are ways for the Division to gauge progress on each goal and pillar.

The IT Strategy is designed to be a sustainable approach to the future of technology at Chico State and is not bound by a specific time frame. The IT Strategy is a living plan that will adapt to the technology changes of the future and enable the Division of IT to solve the unprecedented challenges of the 21st century.
formed two years ago, the Division of IT has created many efficiencies for the campus by consolidating areas of expertise and creating new service areas where needed. Many of these changes came at the end of last year. Through these changes we have developed strategies to benefit from cost optimization efforts and resource management. One of the areas of cost optimization involves PCaaS (PC as a Service). With the new service we can spread the cost of replacing computers over time rather than all at once. Partnering with the Division of Business and Finance we have been able to secure and in the process of replacing 160 of their oldest machines. We hope to roll this new service out to the entire campus soon. With the current budget constraints, it has been a challenge to grow in the ways that we had originally envisioned. We have been up to the challenge and continue to operate and adapt in ways that will best benefit the campus community.

### Divisional Resource Summary - Operating Fund Fiscal Year 2023/24

<table>
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<tr>
<th>Funding Sources</th>
<th>2023/24</th>
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<tbody>
<tr>
<td>Baseline Budget Allocation</td>
<td>21,466,819</td>
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<tr>
<td>Other Revenue &amp; Reimbursements</td>
<td>3,564,000</td>
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<tr>
<td><strong>Total Funding Sources</strong></td>
<td>25,030,819</td>
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</table>

<table>
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<th>Funding Uses</th>
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<tbody>
<tr>
<td>Personnel Costs</td>
<td></td>
</tr>
<tr>
<td>Salaries &amp; Wages</td>
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</tr>
<tr>
<td>Management</td>
<td>2,406,948</td>
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<tr>
<td>Support Staff</td>
<td>9,645,188</td>
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<tr>
<td>Student Assistant</td>
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<tr>
<td><strong>Total Personnel Costs</strong></td>
<td>12,514,446</td>
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<td>Benefits</td>
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<td><strong>Total Operating Expenses</strong></td>
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<td>Work Study</td>
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<td>General Operating Expense</td>
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<td><strong>Total Operating Expenses</strong></td>
<td>7,517,266</td>
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<tr>
<td>Total Expenses</td>
<td>27,203,221</td>
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<tr>
<td>Contribution to/from Reserves</td>
<td>(2,172,402)</td>
</tr>
<tr>
<td><strong>Total Funding Uses</strong></td>
<td>25,030,819</td>
</tr>
</tbody>
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### IT Budget Percentages

- Operating Expenses, $2,400,855, 8%
- Software Hardware Maint, $6,443,380, 23%
- Salary & Benefits, $19,746,079, 69%
Current Staffing

DoIT Staff

Male:Female:Non-Binary Ratio

92 44 1

Change from last year:
-1 Male  +8 Female  +1 Non-Binary

Technology Equity and Inclusion
Office of the Chief Information Officer
IT Support Services
Institutional Research and Strategic Analytics
Information Security
Enterprise Applications
Creative Media & Technology
Computing and Communications Services
Academic Technology
Project and Change Management Office
IT Administrative Services

Current Breakdown total of DoIT Staff, MPP and Student Employees

2023/24 FY
123
MPP 75
Staff
Student Employees

2022/23 FY
114
MPP 70
Staff
Student Employees

Sum of Male  Sum of Female  Nonbinary

MPP  Staff  Student Employees
Vacancies and Open Positions in Recruitment

DoIT Vacancies as of June 30, 2023

- Total: 10
- IT Support Services: 1
- Positions on hold: 9

DoIT Total Open Positions Trend
Beyond technical skills, creativity and the art of the possible fuel the agile technology ecosystem at Chico State. University Photographer Jason Halley exemplified these qualities in the CO’s 2023 CSU Photo of the Year competition with his photo of student Toni Grubesic in the ultracold laboratory. Halley’s work demonstrates how a culture of innovation is embedded in our institution, and how our enduring commitments to technology literacy are realized in the classroom. Chico State won first place in the competition, with the CSU recognizing Halley for his skillful depiction of the University’s commitment to hands-on learning, undergraduate research, and support for underserved students.
DoIT Staff Recognition
The CCSV department’s work over the past year has significantly advanced Chico State’s IT Strategic Plan by identifying gaps in network connectivity and locating opportunities for improvement through WiFi coverage heatmaps. The CCSV team strives to empower student success by enhancing network infrastructure, improving cybersecurity, modernizing communication systems, supporting innovative research, and leveraging modern solutions for efficiency. These efforts ensured robust and sustainable connectivity, providing a solid foundation for the university’s technological needs now and in the future.

**Strengthening Network Infrastructure**

**Core Network Upgrades:**
- Network Operations (NOP) upgraded core network equipment, replacing end-of-life hardware in Butte Hall and Meriam Library. This upgrade increased connections from dual 1Gbps to dual 10Gbps, ensuring robust and reliable network performance across campus.

**Internet Connection Enhancement:**
- **ISP Upgrade:** The university’s internet connection was upgraded from dual 10Gbps to 20Gbps redundant connections via CENIC, providing faster and more reliable internet access for students, faculty, and staff.

**Wireless Connectivity Expansion:**
- **Wireless Access Points (WAPs):** Installed 138 WAPs to increase campus wireless coverage, addressing gaps identified through comprehensive wireless surveys. Enhancements were made in campus housing, Wildcat Recreation Center, and BMU.

**Advancing Cybersecurity and Server Infrastructure**

**Cybersecurity Foundations:**
- **CIS Baseline Standards:** Enterprise Systems (ESYS) updated server build instructions to adhere to CIS Baseline standards, improving system hardening, patch management, and access restriction. Developed in-house automation ensures ongoing compliance and security.

**Infrastructure Design for Future Needs:**
- **New Buildings:** Collaborated with Facilities Management Services on designing telecommunication infrastructure for the Behavioral Social Sciences Building (BSS), University Service Building (USB), and Agricultural Learning and Training Center (ALTC). Designs focus on future-proofing for smart buildings and IoT advancements.
Enhancing Campus Communication Systems

Voicemail Messaging System Upgrade:
- **Virtualized Voicemail System:** Replaced the campus voicemail system, implementing a virtual machine solution with over 1,800 end-user mailboxes and 50+ auto attendants. This upgrade streamlined operations, reduced costs, and improved user experience.

Microsoft M365 Working Group:
- **Strategic Oversight and Collaboration:** Formed a working group to manage and support Microsoft products on campus, providing strategic oversight, policy management, user engagement, performance assessment, and stakeholder communication.

Innovation in Remote Field Research:
- **Tonopah, Nevada Experiment:** Provided network connectivity and security for a remote field experiment, deploying an enterprise-class 5G router and transitioning to Starlink when needed. This support showcased the team’s agility and problem-solving skills, earning recognition from national institutions and reinforced the University’s commitment to community outreach initiatives.

Leveraging Modern IT Solutions for Efficiency
- **University Farm Visitor Tracking:** Leveraged Power Platform and Microsoft 365 to develop a visitor tracking form for the University Farm. Data was displayed using Power BI, demonstrating the platform’s capability for rapid solution deployment and empowering campus users with low-code/no-code solutions.

- **Transparency in IT Services:** Introduced a Status Dashboard for students, faculty, and staff to view the status of IT services. This web interface provides transparency on system statuses, planned maintenance, outages, and resolution actions.

Upgrading Legacy Infrastructure
- **Network Modernization:** Upgraded outdated category 3 and 5 cabling in Sierra Hall, enabling 1Gbps desktop connectivity—a tenfold improvement from the previous 100Mbps. This modernization significantly benefits the programs housed in this historic building.
The Academic Technology (ATEC) department’s efforts this year have supported Chico State’s mission and the IT Strategic Plan by providing reliable, equitable, and easy-to-use technology that empowers students to achieve their academic goals and become critical thinkers, responsible citizens, and diverse, effective leaders. By enhancing accessibility, integrating innovative technologies, supporting online programs, and improving classroom and AV technology, the ATEC team has strengthened the university’s academic infrastructure. We look forward to continuing our collaborative work to support teaching and learning excellence at Chico State.

Transforming the Academic Experience through Technology

- **Teaching and Learning with Technology (TLT) Workgroup**: Launched a collaborative workgroup with faculty and students to explore emerging technologies, including the Apple Vision Pro, to integrate innovative technologies into teaching and improve student technology experiences.

Integrating EDI Tools to Support Online Programs

- **Ally Dashboard**: Created a dashboard to monitor course accessibility by departments and started developing a similar dashboard for Online Degree Programs.
- **Online Degree Programs**: Supported the launch of the online Multicultural and Gender Studies program and continued assistance for the online Business Administration programs. Preparations are underway for the online Master’s in Computer Science program set to launch in Fall 2024.
- **Immediate Access (IA) Project**: Established a pilot program for Fall 2024, resulting in significant savings for students.

Total IA Savings: $5,390.20
Leading Digital Literacy Efforts to Enhance the Faculty and Student Experience with Canvas

- **Canvas Migration:** Successfully transitioned all faculty and students to Canvas, archiving Blackboard Learn content. Offered extensive workshops and developed support resources for a smooth transition.
- **Canvas Workshops and Support:** Conducted over two dozen workshops with 139 faculty participants. Developed online courses and weekly communications to assist faculty with the new system.
- **Canvas Outcomes and Credentials:** Piloted Canvas Outcomes in key programs, reducing time for accreditation reviews. Launched digital badging through Canvas Credentials to enhance student recognition.

Leveraging AI and Innovative Technologies to Empower Student Success

- **Virtual Labs:** Shared the Apple Vision Pro with faculty and students, integrating VR simulation software into art and nursing courses.
- **AI Retrofit Trainings:** Conducted AI Retrofit trainings for faculty in collaboration with FDEV, developed online courses, and facilitated AI webinars, creating a comprehensive resource hub for AI in higher education.
- **Chat2QTI:** Developed an AI assistant to streamline Canvas quiz and test creation for instructors, which analyzes course materials to produce diverse, high-quality question banks that comprehensively test course content.

Providing Robust, Up-to-Date, and Reliable Classroom and AV Technology

- **Classroom Upgrades:** Upgraded technology in 2 classrooms and 9 conference spaces, significantly enhancing audio-visual capabilities.
- **Service Requests:** Closed 1,016 service requests, averaging 116 tickets per month, with 56% resolved the same day and 81% within 10 days.
- **Classroom Usage Metrics:** Launched a project to collect data on classroom equipment usage, ensuring optimal resource allocation and support.
In the 23-24 academic year, Information Technology Support Services (ITSS) supported the university’s goals for operational efficiency and effectiveness through efficient management and support of campus-managed computers and IT services. By identifying areas for improvement, optimizing workflows, training skilled student workers, expanding technology access, and demonstrating flexibility in service provision, ITSS empowered students and student success while providing excellent customer service to the campus community. These efforts align with Chico State’s mission and strategic goals to position IT as a strategic partner to campus, ensuring that the university remains at the forefront of technological advancement and support.

**Strategic Priorities: Driving Innovation and Robust IT Solutions**

The initiatives below have been instrumental in empowering student success, enhancing user experience, and ensuring the university’s technological infrastructure is sustainable for the future. ITSS identified and addressed the following areas requiring enhancement.

- **Account Center System Improvement:** Recognizing the need for more efficient user account management, ITSS has implemented system upgrades that streamline account creation, management, and security. This ensures a smoother experience for students and staff, reducing the time spent on account-related issues.

- **Wildcat Card Printing and Vendor Improvements:** By overhauling the Wildcat Card printing process and enhancing vendor relationships, ITSS has reduced wait times and improved the reliability of this essential service. These improvements have made it easier for students and staff to access campus resources seamlessly.

- **Architecture and Management of Wildcat Lab Virtual Environment:** ITSS has optimized the virtual lab environments, ensuring that students can access necessary software and resources remotely. This innovation supports flexible learning and accommodates various learning styles and needs.

- **Preparing Quality Student Workers:** ITSS has developed comprehensive training programs that equip student workers with the necessary skills to handle complex technical issues. This not only provides valuable hands-on experience for the students but also ensures high-quality support for the campus community.

- **Increasing Technology Access:** By providing loaner laptops, ITSS ensures that all students have the necessary tools to succeed academically, regardless of their personal financial situation. This program supports digital equity and helps bridge the technology gap for students in need.

- **Azure Virtual Desktop for CSE:** Implementing Azure Virtual Desktop solutions has addressed specific audit findings, showcasing ITSS’s ability to deploy innovative solutions quickly and effectively.

- **Mac End-of-Life and OS Upgrade Projects:** Managing and upgrading Mac systems to meet audit compliance requirements ensured that the campus IT infrastructure remains secure and up-to-date.

**33,073 IT Support tickets closed**
Team Dynamix Customer Satisfaction Survey Summary:
- 93% Very Satisfied or Satisfied
- 7% Other than satisfied

Loaner Laptops Summary:
- 668 Student Loans Issued (July 2023-Present)
- 310 Current Available Loaner Laptops

Loaner Laptop Detail:
- 820 Total Loaner Laptops Issued (July 2023-Present).

Computer Lifecycle: Computer Equipment, with asset tags, processed by ITSS from July 1, 2023, to June 17, 2024:
- 617 New Equipment Purchases Deployed
- 767 Computer Equipment Items Reassigned to New Users
- 1014 Computer Equipment Items Surplussed [Auction and E-Waste]

38 Student Employees
Hours Worked: 25,274

Managed Devices:
- PCs 6820
- Applications 487
- Windows Packages 197
- Windows Updates 3600+
- MacOS Devices 1,247
- Mac Policies 577
- Mac Profiles 275
- Apps 149
Creative and Media Technology (CMT) at Chico State advances the IT strategic plan by empowering student success and positioning IT as a strategic partner through its diverse media services, including video, photography, dynamic printing, environmental presentation graphics, and graphic design. The Media Productions team enhances university communications with projects like Wildcat Conversations, utilizing multi-camera setups and complex set designs to combine in-person and Zoom interviews. This integration of formats broadens the reach to diverse alumni voices, demonstrating the potential of modern technology to create engaging, accessible content.

CMT also supports student success through initiatives like “How To with President Perez,” showcasing various student programs via engaging video content. By featuring President Perez in hands-on activities, the series highlights the practical experiences and skills students gain. Additionally, CMT creates impactful Google Ads and animated videos using Animaker, telling compelling stories that reflect the diverse student body. These efforts, including student-focused videos on topics such as rapid rehousing, diversity, and support for undocumented students, enhance visibility and engagement, fostering a supportive and inclusive campus environment.

The Student Print Center exemplifies CMT’s commitment to supporting students’ academic needs through fast and reliable print services. Serving over 21,600 customers in the past year, the center provides essential services such as printing study materials, homework, and final projects. Additionally, the center supports career and job fairs by helping students print resumes on premium paper, which is crucial for making a strong impression on potential employers. By offering large format color prints at student-friendly prices, the center also supports final group projects and capstone presentations, thereby enabling students to present their work professionally and effectively.

226 Shoots 200 Deliverables
23 Livestreams/multicam
21,809 Customers served
**University Printing Services** has been instrumental in supporting student success by offering comprehensive services such as bulk mail dispatch to prospective students, acceptance letter distribution, course pack creation, and materials for commencement ceremonies. The team collaborates with University Advancement to produce fundraising campaign materials. To meet the evolving needs of the Chico State community, University Printing Services has expanded its offerings to include marketing materials, diverse bindery options, custom CNC laser cutting, and wide-format printing, ensuring the university remains at the forefront of addressing diverse printing demands.

![Image showing University Printing Services]

**2,022,819 Impressions**  
**3,177 Orders**

**University Photographers** advance the IT Strategic Plan by visually documenting and sharing campus stories, enhancing student success and IT’s role as a strategic partner. Their high-quality images capture campus life, academic achievements, and significant events, used across digital platforms to engage and inform students. Recognized by organizations such as the CSU and UPAA, their work supports marketing, recruitment, and retention efforts. By creating compelling visual narratives, they communicate IT initiatives and the university’s inclusive culture, promoting the IT Strategic Plan’s goals.

![Image of University Photographers]

**22,713 Images added to the server**

**Graphic Design** advances the IT Strategic Plan by creating visually compelling promotional materials for campus initiatives, enhancing engagement within the Chico State community. The team designs infographics for the DoIT monthly newsletter, making complex data accessible and communicating key messages effectively. Their graphics for cybersecurity awareness, such as the Festival of the Phishes, educate and protect against cyber threats. These design efforts support strategic objectives of improving communication, fostering a secure digital environment, and promoting DoIT’s proactive role in the university’s mission.

![Image of Graphic Design team]

**220 Graphic Design projects**

**Presentation & Environmental Graphic Services** enhances campus spaces with professional graphics and event displays. The team supports the university’s mission by creating diverse graphics and accessible wayfinding systems for campus events.

![Image of Presentation & Environmental Graphic Services]

**63 Client Consultations**  
**215 Projects**

**Over 220 different colleges, departments & organizations were served on campus in 2023!**
Enterprise Applications (EAPP) has been instrumental in advancing the IT Strategic Plan by enhancing operational efficiency and effectiveness, fostering an enterprise-wide approach to technology solutions, and cultivating a skilled IT workforce. In the past fiscal year EAPP prioritized initiatives that optimized existing systems and services, ensuring they are user-friendly for our campus community. Central to the IT Strategic Plan is bolstering systems that promote data governance, instilling a culture of data-driven decision-making across campus. Through innovative projects and strategic partnerships, EAPP accelerated the university’s mission forward by supporting enrollment initiatives, equipping students with tools for success, and maintaining a robust, secure, and efficient IT infrastructure.

Key Projects and Initiatives
Improved Campus Safety with Rave Implementation: EAPP successfully replaced On-Solve/SendWordNow with Rave, a centralized emergency notification system, which includes new features such as “opt-out” for SMS and desktop alerting capabilities, saving the campus $25,000 per year. The EAPP Integration team created an automated process to keep user data in Rave current for timely and accurate notifications, while the ITSS desktop engineering team installed the client that supports desktop alerts on all managed campus computers. This project simplified safety processes and ensured a more effective emergency response system.

Salesforce Expansion: The EAPP CRM team expanded Salesforce use across campus, achieving several significant milestones:
• Salesforce HELP Team Launch: As part of the Advancing Equity Project, the HELP Team was created to provide holistic and proactive support to students, increasing retention and enhancing student success. EAPP built functionality in Salesforce to enable this cross-divisional team to offer excellent wrap-around support for students.
• REACH Student Success Center Onboarding: EAPP onboarded the REACH Student Success Center into Salesforce, equipping them with tools to better support first-generation college students through personalized advising, peer and faculty mentor support, and social connections.
• Expanded Access Project: Collaborating with the Office of Admissions, EAPP expanded access to appropriate data in Salesforce, enabling colleges to run call campaigns with near real-time engagement metrics captured directly in the system.

Since launching in September 2023, we have sent 764,699 emails from Marketing Cloud, with an open rate of more than 76%.
**Marketing Cloud Implementation:** In partnership with Enrollment Management and University Communications, EAPP implemented Salesforce’s Marketing Cloud in fall 2023. This powerful suite of digital marketing tools allowed for managing and automating marketing campaigns across multiple channels, such as email, mobile, and web. Marketing Cloud helped create personalized, targeted messages, increasing engagement and driving enrollment. The platform provides valuable insights and analytics to track campaign success, understand prospective student behavior, and make data-driven decisions to optimize strategies. This initiative supports the university’s strategic goals by improving recruitment and retention through enhanced communication and marketing efforts.

**Application Support Team Formation:** EAPP formed a fifth team to provide technical oversight and management of smaller but critical applications used by the campus. By reorganizing existing DoIT staff into a cross-trained team of technical experts, this team initially supports applications including Box, Qualtrics, Adobe Sign, Campus Portal, CS Gold (Wildcat ID card system), and PowerDMS, with plans to expand as the team matures. This formation ensures a more streamlined and efficient approach to managing essential applications, enhancing operational effectiveness.

**StarRez/Adobe Sign Integration:** EAPP configured Adobe Sign to integrate directly with StarRez in Housing, allowing the campus to discontinue the use of DocuSign. This simplification of infrastructure saves Housing thousands of dollars annually and streamlines the process for digital signatures, contributing to operational efficiency.

**Configuration Management Database (CMDB) Launch:** EAPP established a process to create and maintain a Configuration Management Database (CMDB), a central library tracking important components of the university’s IT infrastructure. The CMDB allows DoIT to better manage IT infrastructure, resolve issues quickly, and make changes in a controlled manner, minimizing downtime and unexpected consequences. This initiative enhances both operational efficiency and the effectiveness of technology management.

**AWS Migration for PeopleSoft:** As part of the CSU-wide Project CASA (Cloud and Security Advancement), Chico State led the migration of PeopleSoft instances to Amazon’s AWS cloud in November 2023. This move enhances data security and allows for advanced security features. EAPP’s experience and lessons learned from this migration are instrumental in supporting other CSU campuses. This migration supports the university’s goals of establishing a robust enterprise approach to technology services and improving cybersecurity.

**FAFSA Simplification:** In response to changes in the Free Application for Federal Student Aid (FAFSA) process introduced by the Department of Education, EAPP’s PeopleSoft team collaborated with Financial Aid experts to implement necessary adjustments. This involved multiple rounds of PeopleSoft application updates, testing, and modifications to ensure accurate financial aid packages for students. This project streamlined the financial aid process, enhancing the efficiency and effectiveness of student support services.

**Perceptive Content Document Processing:** During the 23/24 academic year, Perceptive Content processed nearly 69,000 documents (68,928). With an average of 4 pages per document, this would form a stack over 90 feet tall if printed, highlighting EAPP’s role in managing large volumes of digital documentation efficiently.
The Information Security (ISEC) department’s efforts this year have significantly advanced the IT Strategic Plan for Chico State, a key milestone being the completion of an 18-month IT audit led by the Chancellor’s Office. The ISEC team spearheaded this endeavor by working closely with stakeholders across campus and work with them to operationalize IT procedures supported by the CO’s office to remain in compliance with the CSU system. Through comprehensive cybersecurity strategies, bolstered cyber defenses, effective risk management, streamlined identity access management, and dynamic information security awareness programs, the ISEC team has made substantial progress in securing the university’s cyber infrastructure and promoting a culture of cybersecurity awareness. We look forward to continuing our work in partnership with campus stakeholders to ensure a safe and resilient cyber environment for all.

Cybersecurity Strategy and Program: Key Milestones in Enhancing Enterprise IT Security

- **Completion of CSU Chancellor’s Office IT Audit**: The ISEC team successfully led the closure of the nearly 18-month IT audit, reducing our risk footprint and implementing modernized IT procedures. This demonstrated our commitment to maintaining a secure, compliant, and resilient cyber environment.

- **Security Awareness Training**: We promoted relevant security awareness training addressing cybersecurity risks in higher education. This included the launch of our “PhishAlert” button, periodic phishing simulation training, and deploying industry-leading security awareness content from CSU Learn.

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**Key Metrics**

- **21 Billion +** events received
- **51+ Terabytes** of events received
- **6,629** Correlated threats investigated – 62% were true positives.
- **10,806** Campus endpoints monitored for cyberthreats.
- **5,403** hours of manual triage and investigation saved
- **278** Critical threats were confirmed & responded to
Cybersecurity Posture: Strengthening Campus Cyber Defenses

- **Asset Management and Threat Response:** The ISEC team identified and removed obsolete server and workstation assets, implemented configuration hardening standards, and deployed comprehensive Data Loss Prevention (DLP) policies.
- **Managed Detection and Response (MDR):** Our MDR vendor and 24/7 Virtual Security Operations Center (VSOC) monitored and responded to confirmed threats, generating over 21 billion log events and investigating 10,806 cyber threat leads.

IT Security Risk Management: Defining and Communicating IT Risk

- **Risk Reduction Initiatives:** The ISEC team executed cybersecurity initiatives based on annual IT risk assessments, positioning Chico State to secure its infrastructure continuously.
- **Key Performance Indicators (KPIs):** Defined and communicated IT risk management KPIs, empowering risk owners to prioritize risk reduction efforts effectively.

Identity Access Management: Streamlining User Access

- **Account Center Upgrade:** Significant infrastructure upgrade of Chico State's Account Center, retiring underperforming services and enhancing the single sign-on (SSO) experience.
- **Annual User Certification:** Conducted the Annual User Certification for Level-1 applications, efficiently processing and certifying user access for nearly 1,200 employees within a 45-day period.
- **Facial Recognition for Authentication:** Developed a new option within our SSO environment, “Shibboleth,” supporting device-based facial recognition for authentication, set to be available by Fall 2024.

Promoting Information Security Awareness

- **PhishAlert Button:** Automated the successful removal of over 3 million fraudulent and spam messages, with 89% never being seen or opened before quarantine.
- **Phishing Simulations:** Deployed periodic phishing simulation exercises to enhance user awareness of phishing tactics.
- **Security Awareness Program:** Launched a periodic security awareness program in partnership with Learning Technology Services (LTS) and Technology Equity and Inclusion (TEIN) teams, providing essential cyber skills and knowledge.

3+ MILLION fraudulent and spam messages apprehended
Supported by the IT Strategic Plan, Institutional Research (IRSA) advanced the use of data analytics and business intelligence strategies to support the breadth of business decisions ranging from operational to strategic and in collaboration with our strategic campus partners this past fiscal year. With the goal of creating a stronger data infrastructure at Chico State, IRSA pursued a data modernization strategy that leveraged the latest technologies and best practices in data warehousing, data integration, data visualization, and data analytic to provide an enterprise-level data governance framework for the University. The IRSA team prioritized supporting university-wide initiatives for student enrollment, engagement, and retention by providing data insights and recommendations to inform strategic planning and decision making. By enhancing the data infrastructure and capabilities, establishing a data governance framework at Chico State, IRSA fostered a culture of data literacy and data-informed decision making that supported the university’s strategic goals and priorities over the past fiscal year.

Data Modernization Achievements
Embarked on a transformative journey to modernize our data infrastructure, addressing the challenges posed by an outdated and fragmented data landscape. This initiative, born from a comprehensive analysis of the existing data infrastructure, marked the beginning of the modernization journey. Current state assessment, aimed to enhance operational efficiency and effectiveness. Through extensive research and analysis, we created a comprehensive data landscape map, providing a visual representation of our current data ecosystem. The mapping process revealed critical insights into our data landscape, highlighting areas of inefficiency and potential risks.

Based on the findings, we developed a technical strategic roadmap, outlining the steps necessary to modernize its data infrastructure effectively. By leveraging innovative technologies and best practices, we are poised to streamline our data management processes, enhance decision-making capabilities, and prepare for future technological advancements.

Expanding our Data Ecosystem: The IRSA team has built from the ground up the student data domain (692 tables), human resources data domain (418 tables) and is currently working on finance data domain (215 tables). This project will allow us to have the agility and flexibility for delivering data in reports, dashboards, and analytics.

Data Literacy: IRSA worked to improve data literacy at Chico State by implementing a data fellows training program and hosted two sessions with enrollment management regarding external reporting and disaggregating race and ethnicity. Additionally, the disaggregated race and ethnicity conversation was presented to University Diversity Council, strategically aligning data governance to the University’s commitment to equity, diversity and inclusion.
Reactive Reporting to Predictive Analytics: To enhance Chico State’s data capabilities, IRSA onboarded a data scientist who can use sophisticated statistical and machine learning methods to examine big and intricate dataset that produce practical findings and suggestions. Moreover, a set of executive dashboards are being developed to display and convey the data insights.

External Reporting: IRSA provided Chico State’s data for the Student Achievement Measure and Times Higher Education World University Rankings to help with student enrollment efforts. These rankings can enhance Chico State’s visibility to the global community, as well as offer a more complete and relative view of undergraduate student success and graduation in higher education.

Seal of Excelencia: The IRSA team provided data context and clarity through updated Cognos reports to the Latinx Equity and Success Director and the Seal of Excelencia committee to maintain Chico State’s status as a National Hispanic Serving Institution.

University Diversity Committee (UDC): The IRSA team, with its Director serving on the UDC, supported initiatives for AANHPI student and employee success by developing presentations, dashboards, and survey administration, resulting in a successful $400,000 grant award.

CSU Analytics Certificate Program: The IRSA team aided in the development and administration of a survey for students who withdrew from the university, and is collaborating on analyzing registration holds to improve student engagement and success.

Building Transformational Cultures of Data Use for Student Success: IRSA collaborated on a grant application to leverage faculty-facing data dashboards for improving student success and equity, particularly focusing on HIST 130, and was awarded a $30,000 grant to begin the analysis work.

CHRS – Common Human Resource System: During the preview phase of the CHRS project, IRSA team members partnered with core HR Users to familiarize themselves with the new system, understand upcoming test script assignments for Pass A, start on core configurations, test workflow and security, analyze 3rd party integrations data and refine change impacts.

Campus Surveys: IRSA offered comprehensive survey design and administration services, and conducted a variety of surveys to gather data from students, faculty, staff, and alumni, ensuring high-quality and ethical data collection to meet campus needs.

Student Feedback on Teaching and Learning (SFOT): In the 2023-24 academic year, IRSA processed nearly 60,000 course evaluation surveys across 5,083 courses to provide constructive feedback for faculty improvement.

BCSSE: IRSA administered the Beginning College Survey of Student Engagement (BCSSE) and integrated the responses into Chico 360 for use by Academic Advising to better understand and support incoming first-year students.

NSSE: IRSA conducted the National Survey of Student Engagement (NSSE) to assess undergraduate student participation in activities that promote learning and development, providing valuable insights into student engagement and satisfaction.

AI Survey: IRSA conducted a survey to gather student views and experiences with artificial intelligence, aiming to understand their expectations and recommendations for AI advancement.

Modern Think – Great Colleges Survey: IRSA administered the Modern Think survey to measure campus climate and employee engagement, using the results to inform strategic planning and decision making for campus improvements.

In the 2023-24 college year, IRSA processed nearly 60,000 course evaluation surveys, across the span of 5,083 courses.
The IT Administrative Services (IASC) manages and reports on the VPIT/CIO Division’s approximately $28 million operating and miscellaneous budget and provides strategic decision-support to the DOIT (Division of Information Technology) leadership. We have an exceptional IT Administrative Services team that seeks effective solutions for our customers. The IASC team supports the University’s fiscal goals by improving external and internal financial reporting for IT services, while developing and maintaining administrative best business practices that include financial transparency, insights, and solutions for a sustainable future. IASC is responsible for everything financial including process management of budget and financials, procurement, travel, billing, and the centralized management of the administrative operations for the DoIT.

IASC Human Resources liaison supports employees and managers with a range of services and programs designed to help them succeed and thrive in their roles. With over a hundred employees and counting across the division, DoIT’s Human Resources Team, in concert with Chico State’s central Human Resources, engages in and partners on a wide variety of critical functions, including:

talent acquisition, professional development, performance management, new employee onboarding, leave and absence management, assistance, and support to navigating changes in employees’ personal and professional lives such as retirement.

In service to the Division, IASC processed 551 procurement requests through our Team Dynamix ticketing system totaling $8,575,527.25. We manage over 169 maintenance and licensing agreements totaling $4,144,338.15. We processed 247 campus requests for Hardware, Software, Printers, and computer peripherals of $913,950.09. We processed 488 Income Charge Authorization Forms amounting to $136,307.34.
**IASC Services Processed**

- $8,575,527 Total TDx Tickets, 551
- $913,950 TDx Hardware, Periph, SW and Printer Requests for campus, 247
- $136,307 CAFs Processed, 488
- $4,144,338, Maintenance-Licensing Contracts Processed, 169

**DoIT Student Employees**

Working on campus offers students numerous benefits, preparing them effectively for the future while providing convenience and flexibility around their class schedules. Additionally, working on campus provides greater financial security, assisting students in paying for their educational expenses. These positions offer more than just a paycheck; they contribute to improved learning, greater career readiness, and the development of both hard and soft skills essential for landing their first job after graduation. It's rewarding to see meaningful relationships blossom with other students, staff, and faculty through these roles. Moreover, some students transition from these roles to full-time staff positions on campus, further showcasing the lasting impact on-campus employment. There is a variety of job opportunities available on campuses, customized to their interests. Division of IT proudly employs 75 student assistants that manage services desks and light administrative work on campus.

- 40,992 hours worked
- $654,389 paid
- 75 Student Assistants
The PCMO has been pivotal in advancing the IT Strategic Plan by streamlining project execution and enhancing organizational adaptability. In its first fiscal year as a newly formed office, PCMO focused on standardizing project management methodologies, ensuring that initiatives are executed efficiently and align with institutional goals. Central to the IT Strategic Plan is fostering a culture of continuous improvement and agile response to change, which PCMO has championed through rigorous change management practices and training programs. By driving strategic projects and promoting best practices in change management, PCMO supports the university’s mission of innovation and excellence, ensuring that technological advancements are seamlessly integrated and beneficial to the entire campus community. Through its efforts, PCMO not only enhances operational efficiency but also empowers departments to embrace change, fostering a resilient and forward-thinking university environment.

**Transformational Projects in Progress**

**Common Human Resources System (CHRS):** The PCMO collaborated with DoIT teams, Business and Finance, and Faculty Affairs to implement the CSU-wide Common Human Resources System (CHRS). The goal of CHRS is to transform HR business processes by consolidating campus databases into a single, centrally managed system, resulting in efficiencies, cost savings, better reporting, and an improved user experience. In the past fiscal year, the PCMO team focused on assessing change impacts, integration, configuration, user previews, and preparation for a March 2025 launch.

**Modo Mobile App:** The PCMO team project managed the Modo Mobile App initiative, an IT service aimed to enhance the university experience for students, faculty, and staff by streamlining access to critical information and services. The app is scheduled to launch in Fall of 2024 and will offer students personalized access to class schedules, grades, transcripts, and academic planning tools, improving communication and productivity across campus.

**Supporting Blended 4+1 Programs:** The Blended 4+1 program allows students to attain both an undergraduate and master’s degree within five years, empowering students to pursue graduate degrees and make the most out of their time invested in Chico State. In collaboration with the Dean of Graduate Studies, the Registrar, program coordinators, and technical personnel: the PCMO is coordinating efforts to support the application process, marketing efforts, and management of Blended 4+1 programs.

**Professional & Continuing Education CRM Implementation:** The PCMO worked with Enterprise Applications (EAPP) and Professional and Continuing Education (PCE) to implement a CRM system, allowing PCE to scale their programs to meet growth goals. The project team is in the process of evaluating implementation vendors to assist with a swift CRM system deployment, aiming to complete phase 1 before legacy systems are unsupported.
Ad Astra Migration to FacilitiesLink: The PCMO team collaborated with Facilities Management and Academic Affairs to assess opportunities for streamlining academic and facility scheduling processes through system consolidation and business process improvements. This project will kick off in the 24-25 fiscal year and could potentially save the university $29,000+ annually by moving scheduling activities to a single system.

TeamDynamix IT Service Request and Customer Portal Refresh: The PCMO worked on upgrading Team Dynamix (the ticketing system, service catalog, and knowledge base for campus) to have more specialized user experiences for students, faculty, and staff. This refresh is in alignment with the IT Strategic Plan’s commitment to operational efficiency and effectiveness and includes implementing new processes to ensure a sustainable IT Service Management (ITSM) approach, making it easier for campus users to find and request services. The launch is scheduled for the 24-25 academic year.

Campus Partnerships and Continuous Improvement
The PCMO has strengthened partnerships across and beyond Chico State, significantly enhancing projects and advancing strategic goals. Key collaborations include partnerships with Enrollment Management, Student Financial Services, and Housing: PCMO worked with the team to streamline the full-term withdrawal process for students, enhancing processing times and simplifying administrative procedures. Launching in Fall 2024, this will reduce processing times and simplify procedures, ensuring a smoother experience for students.

<table>
<thead>
<tr>
<th>TOTAL PROJECTS 143</th>
<th>PROJECT URGENCY</th>
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<tbody>
<tr>
<td>IN PROCESS 53</td>
<td>DISCRETIONARY 47%</td>
</tr>
<tr>
<td>ON HOLD FOR REVIEW/ANALYSIS/SCOPING 42</td>
<td>MANDATED OR REQUIRED 53%</td>
</tr>
<tr>
<td>COMPLETED 48</td>
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Technology Equity and Inclusion (TEIN)

In the 23-24 academic year, TEIN remained committed to ensuring that all students, staff, and faculty members have equitable access to technology resources, removing barriers to learning and fostering an inclusive academic environment. The team focused on implementing Accessible Technology initiatives aimed to enhance accessibility, streamline processes, and empower students with diverse needs to thrive in their educational journey. By prioritizing Accessible Technology, Chico State’s dedication to creating a supportive and inclusive environment where every Wildcat has the opportunity to excel, regardless of their unique needs or challenges is realized. Through ongoing initiatives and strategic investments, TEIN continues to trail blaze its commitment to equity, access, and inclusion in higher education.

Streamlining Textbook Access for ARC-Registered Students
In July 2023, a significant improvement was made in the process for ARC-registered students to access accommodations, with the introduction of special access to Peoplesoft for staff. This allowed staff to proactively look up course schedules, expediting accommodation arrangements significantly. By the end of August 2023, the process of fulfilling textbook accommodations was completed three weeks ahead of schedule, marking a significant improvement in efficiency and timeliness.

Enhancing Digital Literacy through Targeted Technology Training
In a commitment to Equity, Diversity and Inclusion, the IT Strategic Plan prioritizes improving digital literacy and technology equity across campus to bridge inequity gaps. To this end, the department of Technology, Equity and Inclusion stood up the Center for Technology Equity in January of 2024 and launched a new program aimed at enhancing technology training and education within our institution, marking a significant step forward in our commitment to empowering our community with essential skills and knowledge. This initiative included the hiring of our first Technology Training Specialist, whose expertise and dedication have been instrumental in facilitating effective training sessions and fostering digital literacy among our staff and students. A comprehensive Technology Needs Assessment was conducted, providing valuable insights into our internal training requirements and guiding our efforts in addressing specific areas of need.

343 Students Served
805 Textbooks remediated
404 Remediation Tickets
1200+ Division of IT pages audited for improved student resource navigation
Empowering the Campus Community with Technology Workshops
As part of our ongoing commitment to knowledge dissemination, the Technology Training Specialist developed a series of knowledge base articles focusing on Microsoft applications, equipping our community with practical guidance and resources to optimize their use of these essential tools for academic and professional endeavors. Throughout the academic year, the Center for Technology Equity hosted a series of eight workshops featuring campus experts.

Improving Creative Collaboration University-Wide
The Web Services team at Chico State is pivotal in driving forward the IT Strategic Plan by enhancing operational efficiency and effectiveness of the University’s online presence, setting a standard for decision-making and clarity within web governance, and fostering strategic partnerships. The Web Services team broke down silos and improved collaboration across campus this past year by spearheading initiatives such as the monthly Graphic Designer Meetup, an opportunity for all campus designers meet to share project insights. This initiative not only unifies the visual and functional standards of our digital landscape but also ensures that diverse perspectives are integrated into our university’s digital narrative.

Streamlining Web Governance and Operational Efficiency
Operational efficiency has been significantly improved through the diligent efforts of the Web Services team. We have streamlined information access by eliminating 30 outdated articles and over 80 webpages, consolidating dozens of support tickets to simplify how end-users request web services, and implementing an innovative image optimization process. A new monthly audit process has further enhanced our efficiency by drastically reducing the time required to manage our services. These efforts culminate in the completion of the Web Governance document, which sets clear standards for digital content management and decision-making, ensuring that our online presence is managed with clarity and efficiency.

Captioning on over 50 videos, totaling 1,750 minutes or approximately 27 hours of video content.
The Office of the Chief Information Officer (OCIO) at Chico State University stands at the forefront of technological innovation, playing a pivotal role in supporting the institution’s educational mission. Through a series of initiatives and programs, the OCIO drove significant technological advancements and operational improvements that directly contributed to the university’s success and integrated technology into campus life, enhancing the student experience, and bolstering the university’s cybersecurity infrastructure. The multifaceted approach of the OCIO in fostering a technologically advanced and secure learning environment, while simultaneously promoting a culture of innovation and community within the Division of IT was notable through initiatives that promoted: sustainable technology lifecycle management, empowering students with free technology access, virtual labs that offered remote access to specialized software and computing resources enabling students to work on projects from anywhere, strengthening cybersecurity through communication and awareness, introducing AI technology tools for campus enhancement, fostering innovation culture in IT, and building a sense of belonging within the division of IT. Through these initiatives, the OCIO plays a critical role in advancing Chico State’s mission and supporting its diverse community.

**Empowering Underserved Students: Affordable Tablets and Internet Connectivity**

The Division of IT hosted an Affordable Connectivity Program (ACP) event for eligible students to sign up to receive a free tablet with a free mobile internet plan at the Bell Memorial Union lobby in September of 2023. Anyone receiving a Pell Grant or assistance from a government program such as Cal Fresh is eligible, and 150 tablets were distributed at this event. Last spring, over 250 students and community members were able to sign up at this Affordable Connectivity Program event and take home an Android tablet activated with a mobile internet plan for a one-time setup fee of $11. This time around, students who signed up in person got their $11 setup fee waived, thanks to the generosity and support of the University Foundation. These tablets provided students with a powerful digital tool to stay connected and engaged at Chico State, facilitating access to essential resources for academic success.
Bridging the Digital Divide to Ensure Student Success

The Division of Information Technology launched the Center for Technology Equity on January 30, 2024, a visionary program developed to play a pivotal role in bridging technology equity gaps within the campus community. The primary focus is on ensuring that all Wildcats, irrespective of their education or background, have equal access to tools and resources. By doing so, we strive to create a campus environment where technology is a unifying force, fostering inclusivity and knowledge sharing. The Center is dedicated to empowering individuals with the necessary resources, ultimately enhancing the overall technological experience for the entire campus community. To celebrate this milestone, we invited all students, staff, and faculty to join us for a “Koffee and Kudos” event on January 30th.

In its first semester on campus, the Technology Lending Program of the Center loaned out a total of 70 technology devices to students, staff, and faculty. Beyond ensuring that the Chico State community have equitable access to technology tools, the program offered additional resources aimed to bridge the digital divide.

Center for Technology Equity Offerings:

- **Software Trainings:** The Center will offer comprehensive software training sessions, in the form of workshops and individual sessions, meticulously tailored to the technology utilized on the Chico State campus.

- **Technology Literacy:** Through targeted initiatives and educational programs, the Center seeks to enhance the intuitive digital skills of every individual, sculpting a community where every individual not only navigates but masters the technological landscape.

- **Technology Lending:** The Center will implement a comprehensive technology lending program, allowing users to borrow essential tools such as laptops, calculators, cameras, headsets, chargers, and emerging technology tools that higher education presents a need for.

- **Access to Hotspots:** For students facing challenges with internet access at home, the center provides loaner hotspots to ensure everyone stays connected.

- **Thought Partner:** We’re not just here to lend gadgets; we’re here to co-create, collaborate, and innovate. Consider us your thought partner, ready to explore and elevate your technological journey to new heights.

As we continue to expand our initiatives and services through the Center for Technology Equity, we remain committed to fostering an inclusive and equitable environment where every member of the Chico State community has the opportunity to thrive and succeed in the digital age.
Supporting Students Success By Meeting Them Where They Are

Welcoming Students Back to School and Getting them Excited to be a part of the Wildcat Family

The Division of IT employees came out in their numbers at the beginning of the fall and spring semesters to volunteer at the “Ask IT” Tables during the most hectic time of the year for new and returning students. The most common assistance students need at the beginning of the year is figuring out how to connect to the “eduroam” wireless network, and having IT staff at the Ask IT tables allowed them to get convenient hands-on help. This fall, the Division of IT served over 300 students in 2 days and connected them with resources, clubs, and events that will introduce them to the Wildcat experience. DoIT staff enjoyed the opportunity to provide quick, on-the-go support to students while sharing in their excitement for a fresh start and campus offerings available to them.

IT Asset Management: Revolutionizing Computer Lifecycle at Our University Leveraging PCaaS (PC-As-A-Service) Model.

The Division of IT embarked on a transformative journey to enhance our university’s computer asset management processes. This initiative marked a significant shift from decentralized computer purchases to a more streamlined, centralized approach. At its core, this project aimed to ensure that our entire university community - faculty, staff, and students alike - have access to cutting-edge computing technology that not only meets their current needs but also anticipates future demands. The goal is to achieve a fully optimized system where all university computers are efficiently managed, updated, and replaced on schedule. Centralized computer management allows for better budget planning and potentially reduced costs through bulk purchasing and efficient resource allocation. By focusing on computer lifecycle management, we are not just upgrading hardware; we are investing in the productivity and security of our institution. This forward-thinking strategy promises to revolutionize how we approach IT resources, setting a new standard for educational technology management.

PCaaS Pilot with the Division of Business and Finance: The Division of IT partnered with the Division of Business and Finance to initiate the PCaaS pilot program, introducing the new service model. Dell computers were deployed to staff members, replacing older models with new, efficiently managed devices on a subscription basis. The success of the pilot is being evaluated, with plans to roll out the model across other university divisions.

Exploring AI Innovation at the Microsoft Briefing Center

The IT Leadership and User Experience teams from Chico State recently embarked on an enlightening journey to the Microsoft Experience Briefing Center. This hub of innovation highlights Microsoft’s innovative technologies and their applications across various sectors. The visit provided a unique opportunity for the team to witness firsthand how these technologies are designed to function in an intentionally innovative space, offering insights into the future of AI and Microsoft technology in education. Chico State’s Division of IT Zammo AI initiative was a product of the team exploring “the art of the possible.” The Zammo AI project at Chico State is a strategic initiative to democratize AI across the campus. This strategic move represents a significant leap forward in the university’s commitment to technological advancement and student success.
The project is unfolding in two dynamic phases:

1. Enhanced Chatbot Implementation:
   - Upgrading from the current chatbot to a more sophisticated chatbot
   - Developing comprehensive documentation and training resources
   - Ensuring a smooth transition and widespread adoption

2. AI Empowerment Across Campus:
   - Enabling departments to create and manage custom chatbots
   - Minimizing IT dependency through user-friendly tools
   - Fostering a culture of AI accessibility and innovation

This initiative aligns perfectly with Chico State’s strategic pillars, particularly in operational efficiency, innovation, and student empowerment. By democratizing AI technology, the Division of IT is not only enhancing its service delivery to the Chico State community but also preparing its community for the AI-driven future. The Zammo AI project exemplifies Chico State’s dedication to creating an inclusive, technologically advanced educational ecosystem. It is a bold step towards a future where AI tools are seamlessly integrated into campus life, supporting the university’s mission and propelling students towards success in the digital age.

Lunch & Learn Series: Providing DoIT staff with meaningful learning and opportunities for engagement

The Division of IT hosted a series of Lunch & Learn sessions this past year, covering a variety of strategic topics to enhance team skills and knowledge. Topics included process improvement methodologies (Lean, Six Sigma, Kaizen), cybersecurity measures like advanced phishing defenses, graphic design using Adobe Suite focusing on university styles and basic design techniques as well as some of the AI features built into Adobe Creative Suite. Other sessions covered change management strategies, the functionalities of Team Dynamix for project and service management, and the Technology Learning Program’s support for faculty through innovative technology solutions. These sessions were crucial in equipping staff with the knowledge and tools needed to improve efficiency, security, creativity, and overall service delivery. Moreover, they played a key role in breaking down knowledge silos and promoting collaboration across the 11 departments within the Division of IT, fostering a more integrated and cooperative work environment.

Democratizing Generative AI with Zammo

<table>
<thead>
<tr>
<th>More people can contribute across the whole campus</th>
<th>More users leads to more innovation</th>
<th>Encourages more participation, leading to products that are more inclusive, creative, and accessible.</th>
<th>Leads to a culture of sharing, which brings with it more creativity, ideas, and even greater innovation</th>
<th>Work can be done independently without requiring IT support.</th>
</tr>
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<tbody>
<tr>
<td>Faster Development Cycles</td>
<td>Increased Innovation</td>
<td>More Citizen Participation</td>
<td>A Culture of Sharing</td>
<td>Reduced load on centralized IT</td>
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Enhancing IT Transparency: The Impact of the DoIT Monthly Newsletter

The DoIT Monthly Newsletter reinforced the Division of IT’s position as a strategic partner to the campus by keeping the community informed of essential changes and milestones within our IT ecosystem. By highlighting underused IT resources that can aid academic and workplace success, the newsletter ensures that students, faculty, and staff maximize available tools. Additionally, it celebrates our achievements and transformational projects, showcasing the continuous improvement and innovation within our division. The newsletter also raises awareness about important cybersecurity topics, providing timely and relevant information to protect our campus community from emerging threats. Through these efforts, the Division of IT remains a vital and proactive contributor to the university’s mission.

**The DoIT Monthly**

Message from the Vice President of Information Technology

**DID YOU KNOW?**

Classroom Technology Services (CTS) has remote access to most equipment in classrooms and meeting rooms on campus and can support users more quickly over the phone than walking over to the room in person. If you have any questions or need assistance using projectors, display boards, or computer equipment in a meeting space, do not hesitate to call CTS for assistance at (530) 898-5475. The 5475 phone extension is staffed during normal business hours 8:00 AM - 5:00 PM Monday - Friday (excluding holidays) to provide immediate support to all users needing equipment available in many classrooms, and classroom technology training support can be requested here.

**DOIT Around Campus**

Sign up to be a TEST USER of the NEW Chico State App!

The Division of IT is seeking Test Users and Feedback for the Upcoming Chico State App

The Division of IT is excited to announce the development of a new app for Chico State, designed to enhance the campus experience for all. In its first phase, the app will focus on serving the needs of our students, providing essential tools and resources at their fingertips. We welcome your input and invite you to share your ideas for future phases of the app by filling out our suggestion form. Additionally, if you’re interested in being a test user and getting an early look at the app, please sign up to participate. Your feedback is crucial in shaping an app that truly meets the needs of our campus community.

Sign up to be a test user of the new Chico State App

**GET TO KNOW DOIT - STAFF**

Meet Mark Swanson, Project Manager for the department of Computing and Communication Services (CCSN)

I work as a project manager for the Computing and Communication Services department. I oversee the installation of telecommunications infrastructure for the wired, wireless, and voice networks throughout campus.

Chico drew me in with its unique energy that draws and flows in unison. I offer the most

4,841+ EMAIL OPENS MONTHLY
Streamlining Technology Procurement: Chico State’s Model for Efficiency, Security, and Inclusion

The Information Technology Procurement Review (ITPR) process at Chico State is a comprehensive system designed to evaluate and approve purchases of Electronic and Information Technology (E&IT) products and services, ensuring they are accessible and secure. While supporting Chico State’s strategic priorities for technology equity and inclusion, the ITPR process also enforces a robust cybersecurity framework for all software programs used on campus. Required for all E&IT purchases, regardless of cost or donation, the ITPR process evaluates information security risk, accessibility impact, and feasibility with existing systems. Prior to the 23/24 fiscal year, the average completion time for an ITPR was 52 days. With the addition of a dedicated process owner, this time dropped to 8.5 days. The ITPR process at Chico State has become a model for other CSU campuses, significantly improving risk management, compliance, and overall efficiency in technology procurement.

Accessibility reviews
+27% TEIN

ITPR processing time reduced
52 days to 8.5 days

ITPR’s from 2022/23

+20% Cybersecurity reviews
+60% ISEC

“Belonging is a powerful force that can improve the performance and innovation of the Division of IT”

Building Community within DoIT: Fostering Belonging Beyond Work

The Office of the Chief Information Officer (OCIO) at Chico State is committed to nurturing a culture of belonging within the Division of IT by organizing engaging social events. Led by the DoIT Social events committee, initiatives like baking competitions, ice cream socials, and staff BBQs provide opportunities for team members to connect outside of their regular roles. This year marked a milestone with the inaugural “Festival of the Phishes,” where DoIT staff came together to host a cybersecurity awareness carnival featuring 10 interactive booths. These events not only strengthen camaraderie but also reinforce a sense of community among staff, promoting collaboration and teamwork across the division.
Cybersecurity Awareness Month: Breaking Barriers and Knowledge Gaps through Chico State’s Inaugural Cybersecurity Carnival

On October 25, 2023 the rain did not stop the Division of IT from coming out in their numbers to stand up the first cybersecurity carnival presented at Chico State. A total of 80 DoIT staff worked the event throughout the day, working carnival booths like “Slam the Spam,” “Cybersecurity Showdown,” and “Go Phish.” The standout attraction was the mechanical surfboard, a carnival game where users learned some smart tips to stay safe while surfing the web and were then invited to ride the mechanical surfboard to complete the fun analogy. A steady stream of students, staff, and faculty trickled in throughout the day, with over 1,000 visitors partaking in the food & snacks station that offered popcorn, cotton candy, goldfish & chips, and of course Swedish Fish.

Highlights from the Festival of the Phishes:

- Computer Science students were able to receive extra credit in Professor Zeichick’s class for attending the carnival and showing their stamped passport from the Festival of the Phishes as proof of attendance.
- Over 90% of users who took the exit survey reported learning something new at the Festival of the Phishes.
- People of all ages (both students and Chico State employees) rode the mechanical surfboard in the “Surf the Web” attraction throughout the day, a carnival game that presented how surfing the web has its risks and reminded the campus of red flags to look out for when surfing the web.

The Division of IT fostered a culture of inclusion and belonging by bringing together representatives from every department to collaborate on a successful event that benefited the entire campus community.