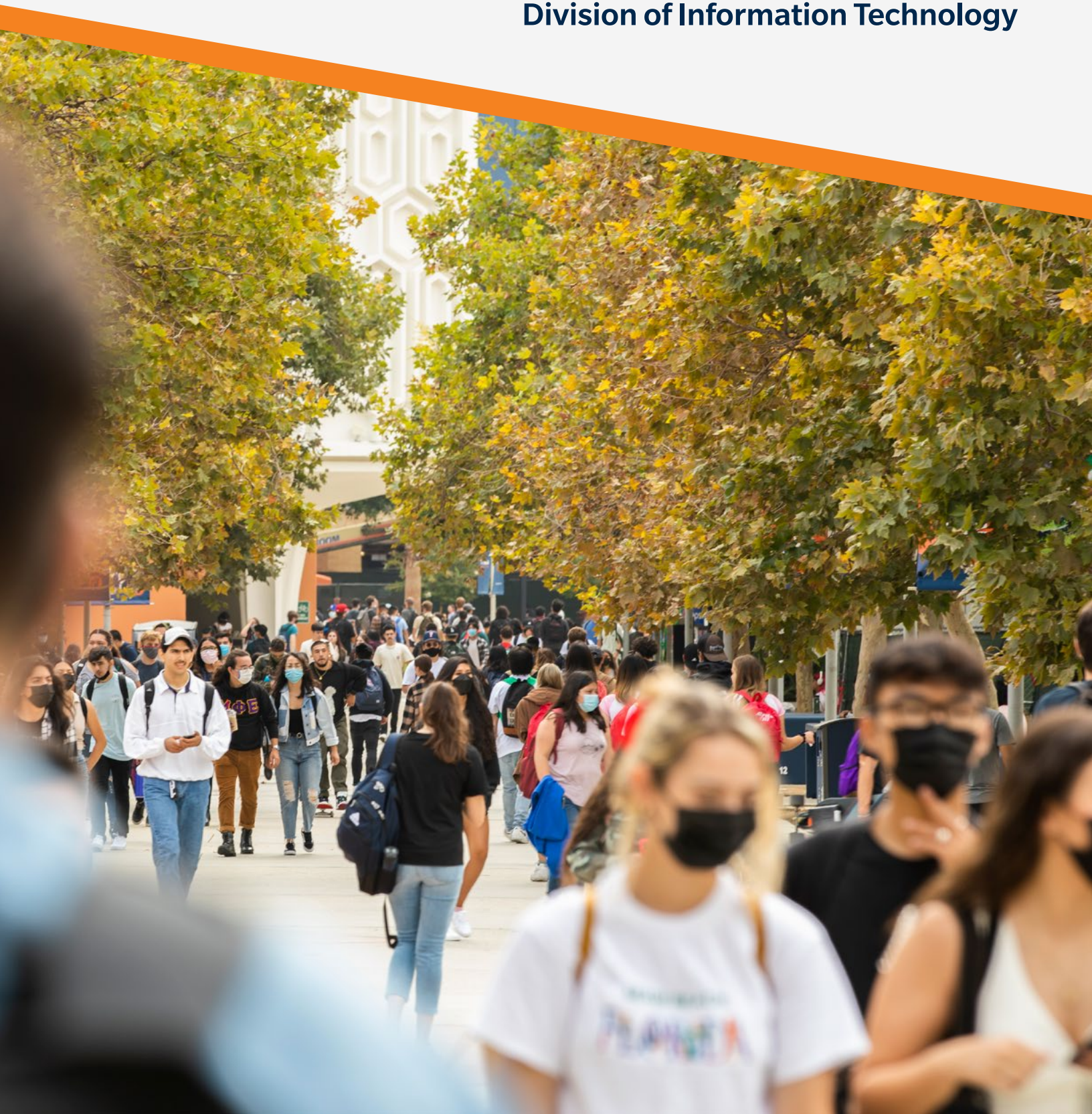


2021 - 2022
ANNUAL REPORT
Division of Information Technology





A Message from

Dr. Amir Dabirian

Vice President for Information Technology/CIO

During the 2021-2022 academic year, the Division of Information Technology further committed to cultivating an organizational culture that supports and advances the university's Diversity, Equity, and Inclusion (DEI) vision.

We fostered inclusive organizational excellence by offering team bonding activities to create cultural awareness. We incorporated Diversity, Equity, and Inclusion training into our divisional onboarding process for new employees and continued participation in the Diversity Education program hosted by the Division of HRDI.

To empower all students to become digital citizens, we celebrated the opening of our Center for Equitable Digital Access (CEDA) in Spring 2022. In our effort to eliminate the digital divide, over 2,200 laptops, 1,880 mifi's, and 275 CSUCCESS iPads were distributed as a part of the TitanWare and CSUCCESS programs.

Additionally, the Division rolled out over 1,100 new laptops and 1,060 docking stations to staff and faculty. The laptop-monitor-docking station model enabled our staff and faculty to have a flexible work environment.

We enhanced our campus information security posture and standardized our storage strategy for protected data. We continue to strengthen our university IT infrastructure to support campus needs by expanding our cloud infrastructure to support instruction and research activities.

Thank you and I look forward to your continued partnership.

Table of Contents

7	IT's 2021-2022 Divisional Goals
8	Diversity, Equity, and Inclusion
10	Opening of the Center for Equitable Digital Access
12	Movie Nights on the Intramural Field
14	Information Security
15	ATI Document Remediations and Reviews
16	Tech Support Student IT Help Desk
17	Software
18	TitanCard
18	WiFi on Campus
18	Portal Logins
19	User Support Services
19	Virtual Labs
20	Academic Technology Center
21	Digital Print Services
22	Zoom Video Conferencing
24	Faculty and Staff New Laptop and Computing Strategy
24	One IT
24	Faculty Student Success Dashboard
26	Project Highlights
28	Looking Ahead



IT's 2021-2022 Divisional Goals

GOAL 1

Continue to Cultivate Organizational Culture

GOAL 2

Eliminate the Digital Divide

GOAL 3

Graduation Initiative 2025

GOAL 4

Expansion of Virtual and Online Programs

GOAL 5

Faculty and Staff New Laptop and Computing Strategy

GOAL 6

Secure and Compliant Infrastructure

GOAL 7

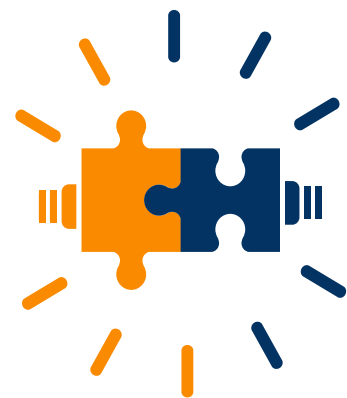
One IT

Diversity, Equity, and Inclusion

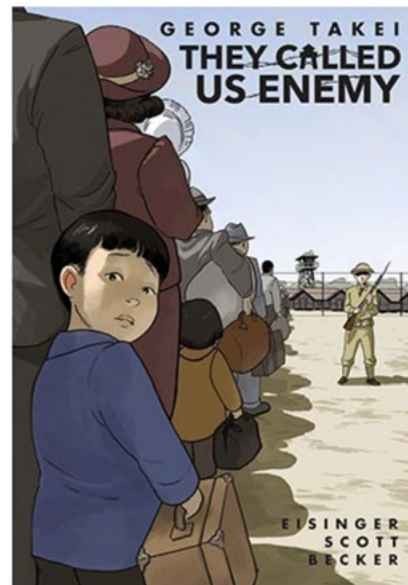
We recognize that our staff is our most crucial asset. While technology helps to remove the burden of repetitive tasks, it helps free us up to be more creative and insightful. We continue strengthening Diversity, Equity, and Inclusion through our IT Connects articles, One Book, One CSUF program, and other activities.

The culture-rich articles in IT Connects are presented by IT staff. Whether it's a journey to Guam, Taiwan, or Argentina, IT staff shares meaningful conversations with colleagues of various backgrounds and cultures. As part of the One Book, One CSUF program, "They Called Us Enemy," was selected as the book club reading. This program spurs discussion, engagement, and open conversations about diversity, equity, and inclusion.

Quarterly birthday celebrations allow our staff to take a break from their regular work schedule with some trivia and a fun heads or tails activity. These celebrations are essential to help embrace diversity and gain a deeper insight into the core values and preferences of our team, which will, in turn, improve our culture overall.



One Book,
One CSUF



They Called Us Enemy, George Takei, Steven Scott, Justin Eisinger, 2019



- Celebrate Tet with Lin Nguyen
- Cultural Connection with Rakhee Mistry
- Eating through England with Sepideh Nia
- Holidays in Hong Kong with Stella Lee
- Hula with Vita McCoy
- Journey to Guam with Rommel Hidalgo
- Sahar Nia's Baklava Recipe
- Travel Home to Jamaica with Pauline Knox
- Travel to Argentina with Willie Peng
- Visiting Taiwan with Jay Lin



Opening of the Center for Equitable Digital Access



The Division of Information Technology, in partnership with the Pollak Library, is committed to fostering full inclusion by providing devices and access to a comprehensive technology ecosystem for all students. This commitment has led to the creation of the Center for Equitable Digital Access (CEDA), through which all students will have equal access to technology.

By making technology available and providing necessary training, CEDA will support campus efforts to bridge the digital divide for all students by ensuring access to a device through either the CSUCCESS initiative or the TitanWare program. These devices serve as the center of the digital ecosystem at CSUF and meet the need for both curricular instruction and co-curricular activities.

CEDA is located on the 2nd floor of the library north, where a wide range of technology resources are already available, including the Data Visualization Center, Innovation/Makerspace, and the Interdisciplinary College Collaboration Space with lab computers for each college.



BRIDGING THE DIGITAL DIVIDE

2,381
Spring Semester Tech Deployment



eGPUs Headsets iPads Linux Laptops MacBook Airs
MiFis Monitors PC Laptops Surface Gos Webcams

Movie Nights on the Intramural Field

The Division of Information Technology began collaborating with ASI to bring the community together for several fun and social evenings out on the Intramural Field. Our fellow Titans, along with their family and friends, were welcomed with snacks, catered Costco/Kirkland hot dogs, and In-N-Out burgers!

OCT 15



200
ATTENDEES

DEC 03



300
ATTENDEES

MAR 18



400
ATTENDEES

APR 29



450
ATTENDEES

1,350 TOTAL ATTENDEES

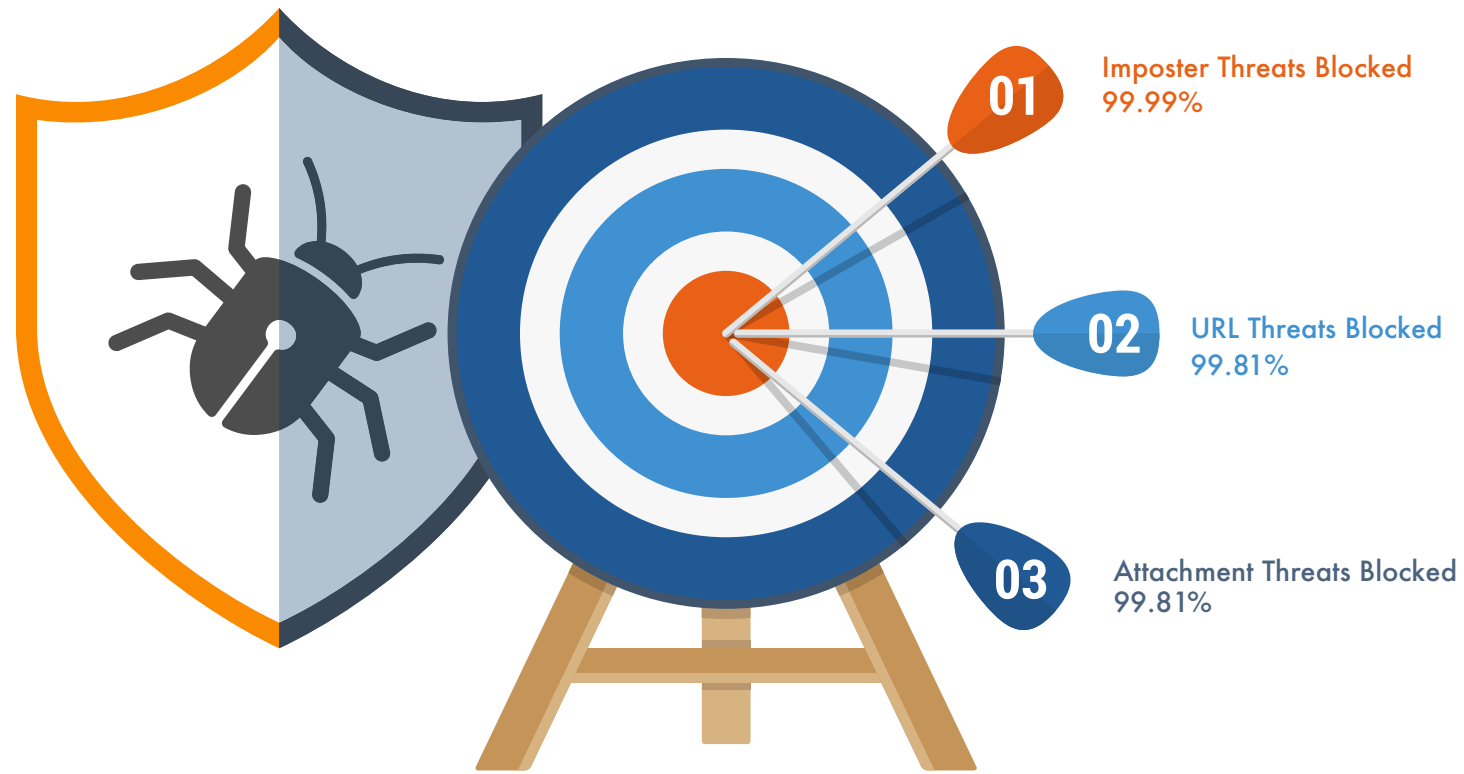
At the F9 showing, we ran a double feature and streamed the NCAA March Madness basketball game as our men's team went up against Duke University!

WATCH PARTY

MOVIE NIGHT



Information Security



133,013,475
Vulnerability Threats Blocked

967,564
User Phishing URLs Blocked

30,701,709
Spyware Threats Blocked

1,388,497
User Malware URLs Blocked

19,135,583
2-Factor Authentications Requested

124,220
App Virus Threats Blocked

ATI Document Remediations and Procurement Reviews



744

Document Remediation
Reviews and Approvals

Accessibility Conference Reports /
Template Reviews

Equally Effective Alternative
Access Plan (EEAAP)



Tech Support Student IT Help Desk

The Division of IT provides tech support via phone, online chat, and in-person. Faculty and staff can get help by calling 7777, while students can get help by calling 8888. Students can visit the Student Genius Center within Pollak Library and get assistance with a variety of technical needs. Visit our website at it.fullerton.edu to explore a plethora of software and services we offer.

8,700
Phone Calls Received

2,751
Chats Received

6,244
Emails Received

831
In-Person Assistance

Software

To support academic success, the Division of Information Technology provides faculty, staff, and currently enrolled CSUF students with the following productivity software titles at no additional cost.

 27,183 Dropbox		 1,633 Qualtrics	
 49,982 Microsoft 365		 7,742 Microsoft Windows	
 23,209 Adobe Creative Cloud		 37,105 LinkedIn Learning	
 6,367 SPSS		 7,483 MATLAB	
 22,397 Grammarly		 1,051 SolidWorks	
 1,211 Camtasia		Visit our website to view the full list of software provided.	

TitanCard



18,975
TitanCards Issued

TitanCard is the official identification card that is issued to students, faculty, and staff. Money can be added to TitanCard, which can then be used as a payment method at Titan Shops, various campus dining locations, and printing services on campus.

Wi-Fi on Campus

Eduroam is available for Wi-Fi connectivity on campus and at participating institutions around the world. Students, faculty, and staff can connect to Wi-Fi within campus buildings, campus housing, and outdoor areas such as the State College parking structure.

21,291
Daily Peak Users Connected



Portal Logins

12,454,699
Total Logins

145,393
Unique Users

User Support Services



2,829*
Laptops Deployed

690*
Mobile Devices Prepped & Delivered

454*
Desktops Prepped & Delivered

*Faculty/Staff

Virtual Labs

14,858
Virtual Lab Reservations

26
Appstream (AWS) Reservations

2,641
Splashtop Reservations



Academic Technology Center

The Academic Technology Center (ATC) provides faculty with the technology, training, and support they need to be successful in their scholarly and creative endeavors. The ATC offers a variety of reservable spaces to work or collaborate with students and colleagues. We also hired six Instructional Designers to promote online education.

Client Visits
3,165



Digital Print Services

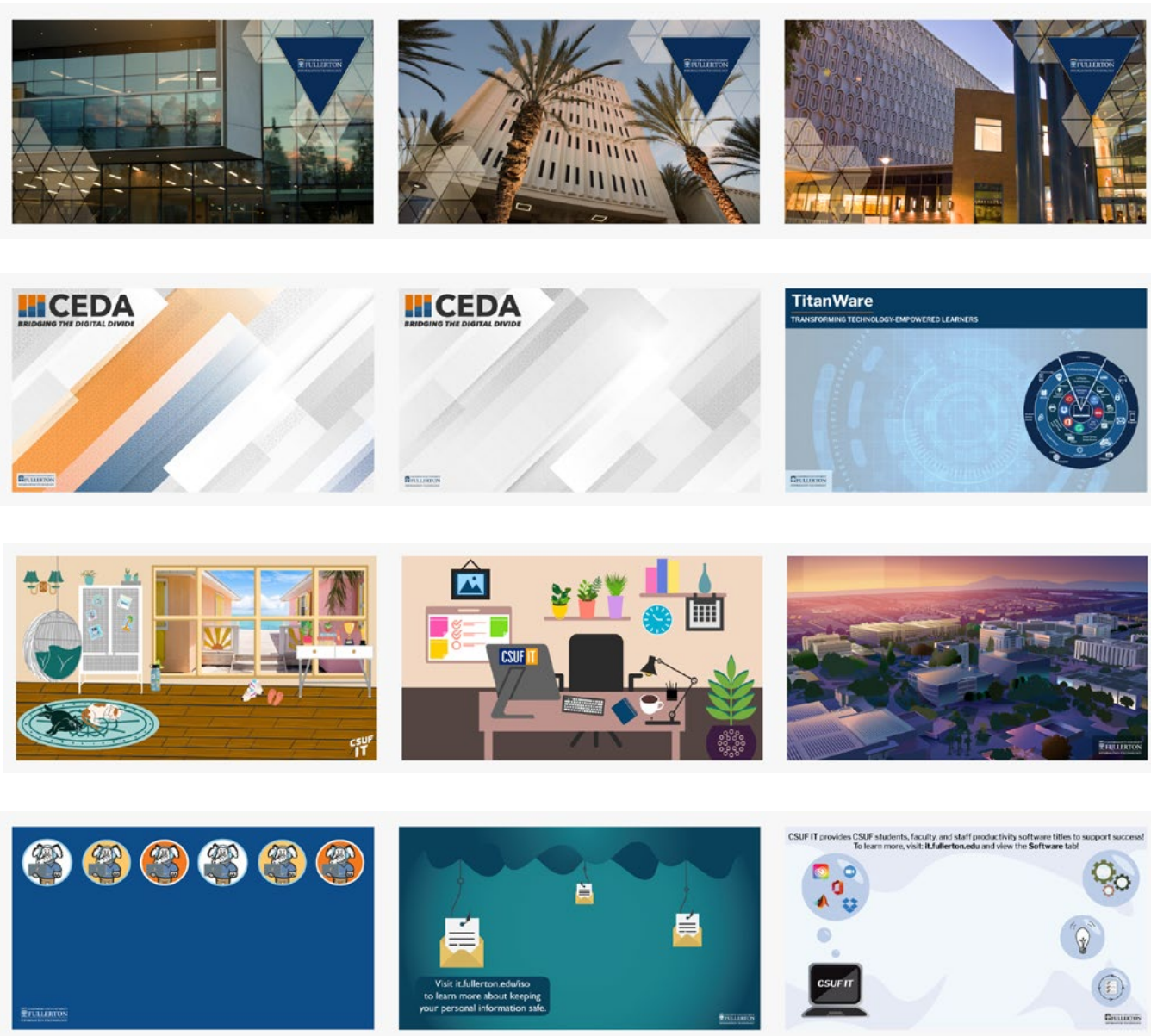
Digital Print Services (DPS) helps the CSUF campus community (students, staff, faculty, and guests) with their day-to-day printing needs. We have a full-service shop with knowledgeable and friendly staff who use state-of-the-art technology. They can assist with all your printing needs: poster boards, brochures, business cards, booklets, newsletters, invitations, wide 3D prints, and more.



Materials Printed
540,742

Zoom Video Conferencing

Zoom is a web & video conferencing tool that is available to all CSUF faculty, staff, and currently enrolled students. Our team creates Zoom backgrounds for the entire campus to utilize on their calls.



839,625 Meetings

4,168,663 Participants

327,271 Users



Faculty and Staff New Laptop and Computing Strategy

The Division of Information Technology developed a new laptop and computing strategy. This new computing strategy created mobile capabilities and provided flexibility to work virtually during the pandemic and upon return to campus.

Because the upgraded laptops were more powerful than previous desktops, we replaced each desktop with a full docking station. Each docking station consists of a monitor(s), keyboard, webcam, and mouse directly connected to the laptop.

One IT

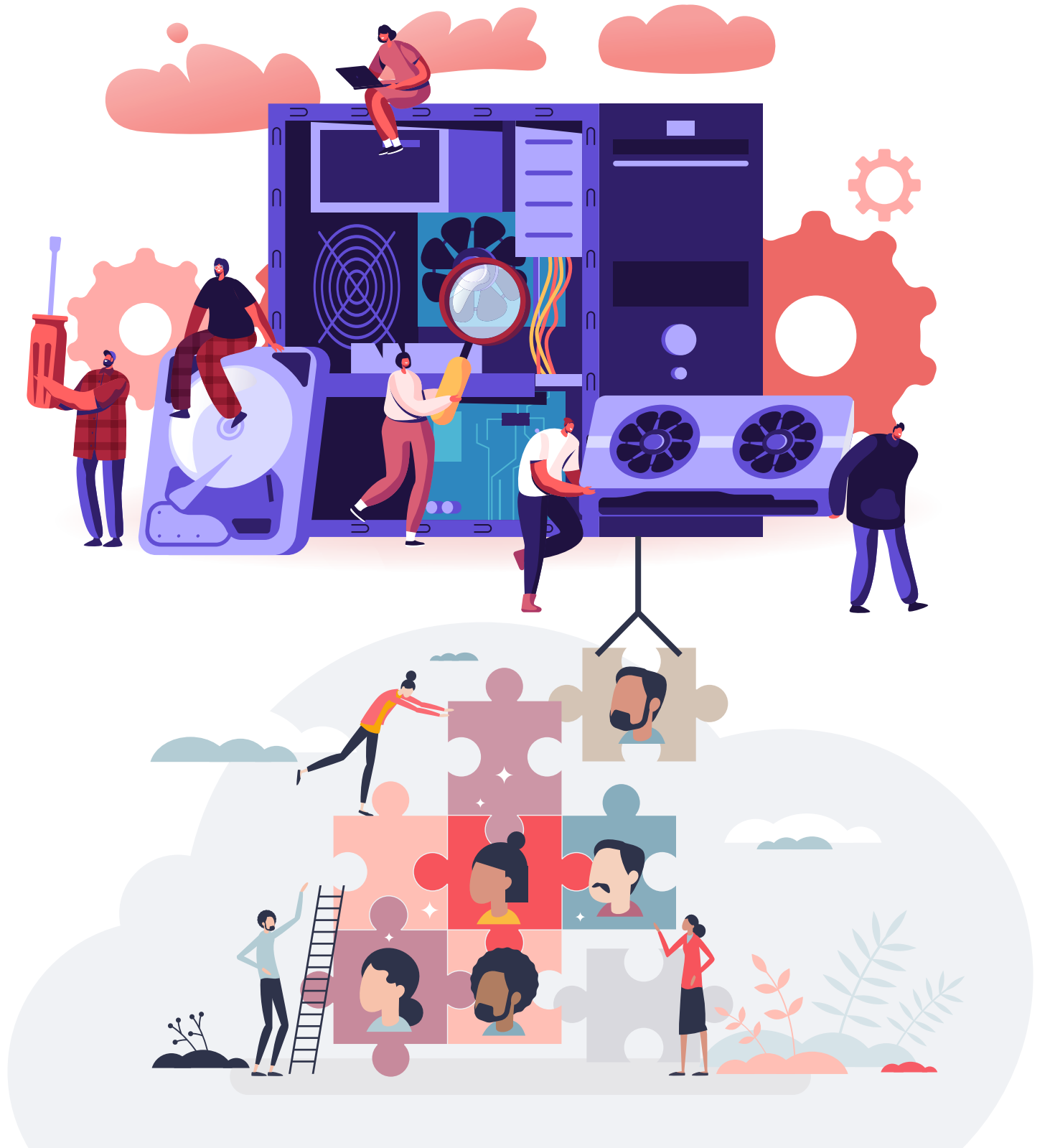
In collaboration with the Division of HRDI, all IT-position hires were approved through our division, including Auxiliaries. We continue to centralize IT staff and infrastructure.

Faculty Student Success Dashboard (FSSD)

Faculty Student Success Dashboard empowers faculty to proactively engage with their students in ways that promote student success across a variety of indicators. With the success of FSSD at our Fullerton campus, it is now being implemented across other CSU campuses such as Dominguez Hills and Monterey Bay.

250,439
Total Logins

89%
Faculty Logged In



Project Highlights

The Division of Information Technology delivers technology solutions that align with the mission and vision of CSUF. We are continually exploring ways to transform our campus' digital experience. We do our very best to stay abreast of the changing needs of our campus community. We provide support to our users every step of the way. We assist in the device's setup, present the user with easy-to-follow training, and are available for tech support on any issue.

Center for Online/Virtual Classes

Our division collaborated with University Library to create Exam Central, a testing center located in PLN-130. The center was equipped with 19 laptops and 8 cameras.

Classroom Technology

Classroom Technology continues to be a priority for us as we navigate around class schedules to upgrade and refresh technology in the classrooms. We continue to partner with the campus community to help provide technology that engages and enhances teaching and learning.

CSUF Portal/SSO Service

The Campus Portal is the gateway to a wealth of campus services, programs, and information. Single Sign On (SSO) service is enabled at the campus portal, which will prompt for a username, password, and authentication. Once authenticated, faculty, staff, and students are able to gain access to other SSO platforms such as Zoom, Dropbox, LinkedIn Learning, and Canvas.

Cybersecurity

We partnered with three female Panelists to offer webinars to our campus community to showcase women's contributions to Cybersecurity. They provided insights into their individual academic and career journeys in the cybersecurity field. These discussions were crucial as they increase the awareness of cybersecurity, assist in safeguarding against data compromises, as well as provide meaningful discussions of possible pathways into a cybersecurity career.

Digital Transformation

We continue to work with different departments on campus, such as Financial Aid and HRDI, to identify and digitize administrative forms. Digitizing administrative forms increases efficiency, and the automated workflows have proven to be a huge time-saver for our students, faculty, and staff. We have established an Adobe Experience Manager (AEM) portal where forms can be searched, populated, and saved.

Outreach

Several times each semester, we provide outreach to our campus community, most importantly, to our students. We are responsible for ensuring that students are aware of the many services we provide at no additional cost. During the beginning of the semester, we collaborated with Housing to provide outreach as new students move into the dorms. In addition, we participated in other collaborative activities such as Welcome to Fullerton Day, Fall in Love with Fullerton, and Discoverfest, among others.

Password Reset Campaign

This campaign is an annual project, but just as important as any other. It occurs in October each year when faculty, staff, and students are asked to change their passwords.

Research Computing

We continue to collaborate with the College of Natural Sciences and Mathematics through a grant we received from the Department of Defense. We implemented a 4-rack High-Performance Computing (HPC) cluster for the Center of Computational and Applied Mathematics. The HPC provides our students with real-world experiences to understand opportunities and challenges associated with computation and big data. Our faculty utilizes CCAM to take on more complex research programs and experiment with classroom activities that provide students with hands-on exposure.

Other IT resources available to the academic enterprise for their research needs include: AWS, the University Data Center, and our high speed connectivity to CENIC which has the capability to connect to the National Research Platform.

Looking Ahead

Movie Nights

We will continue to collaborate with ASI to bring movie nights to our campus community.

Tech Day

Our annual event will evolve and advance with ongoing activities such as a Diversity, Equity, Inclusion and Belonging track, Cybersecurity month, keynote speakers, webinars, and vendor exhibitions.

Zoom Phone

Zoom Phone will be our next-generation unified communications solution.



FOLLOW US ON SOCIAL MEDIA

@CSUFIT

instagram | facebook | twitter

@ITTUFFY

instagram | tiktok

CSUF

DIVISION OF
**Information
Technology**

Student IT Help Desk
(657) 278-8888

Faculty / Staff IT Help Desk
(657) 278-7777

it.fullerton.edu