



CALIFORNIA STATE UNIVERSITY, FULLERTON'S
DIVISION OF INFORMATION TECHNOLOGY

ANNUAL REPORT

2017/18 ACADEMIC YEAR

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• MESSAGE FROM THE VP •



The Division of Information Technology plays a significant role at Cal State Fullerton. We understand the challenges that face our faculty, staff, and students and continuously strive to produce a higher quality of services designed to meet the expectations of the campus community.

We have partnered with other divisions to fully integrate technology into regular campus operations and to ensure that the services, equipment, and software applications we provide are custom to needs of each area.

IT strives to be on the cutting edge of innovation and technology. In the 2017/18 academic year we introduced new academic and accessible software to the campus, increased the campus network coverage, piloted and deployed the iTuffy Chatbot, opened the new Innovation/Makerspace Center, created an immersive Data Visualization Center and much more.

IT works to empower our students to become digital citizens and to utilize immersive technology in curricular and co-curricular instruction. As you read through some of our notable accomplishments, please note that this would not have been possible without the exceptional work and dedication of every team member in the Division.

We hope you have a great and successful year and will do our part to help all Titans Reach Higher.

– Amir Dabirian, *Vice President for the Division of Information Technology*

• IT AWARDS •



Cal State Fullerton's Division of Information Technology is an award-winning institution. In previous years, IT has been presented with awards from the CSU Tech Innovation, Education and Exchange; ACUTA Institutional Excellence in Information Technology; California Public Higher Education Innovation and more.

In the 2017/18 academic year, CSUF IT was honored with three awards. The Division received a 2018 Digital Edge Award for its iTuffy chatbot, which can be found on the iFullerton app.

iTuffy is CSUF IT's response to recent developments in cognitive computing, natural language processing and machine learning. iTuffy uses input through spoken or typed text and provides responses in a conversational mode. This chatbot helps answer our student's questions during hours when many on-campus offices are closed.

Two phases of iTuffy have been completed thus far. It can now show student grades, display student schedules and provide course maps to help students navigate their way to graduation. Future versions of iTuffy will alert stu-

dents through the mobile application about holds and to-do lists and allow students to schedule appointments with various offices on campus.

The Digital Edge Award is presented to 50 tech industry professionals with significant projects showing complexity and innovation. This year, CSUF IT joined Allstate, Creative Arts Agency, Verizon, Vanguard and more in accepting this honor.

In June 2018, the Division of IT received two 2018 Cal State Tech Conferences awards. The first was a gold award for External Collaborations for "Collaborative Partnerships with Sharestream provides CSUF with Enhanced Structure, Security and Accessibility for Video Content. IT also won the silver award for 'Technology Supporting Innovation in Teaching and Research' for "H5P Empowers Faculty to Engage Students with Creative Online Content within the LMS Effortlessly." We will continue to put forth efforts to help encourage and create a platform for students to embrace digital literacy and immersive learning.

• IT TOP ACCOMPLISHMENTS •

GOAL 1

Deploy technology tools to support student success and Graduation Initiative 2025

(Aligned with IT Strategic Plan, Goals 1 and 2)

- Monitored Student Degree Programs by implementing degree progress student success dashboard based on the degree audit and developed requirements for course prediction models.
- Implemented new admission application system (Cal State Apply) and integrated with PeopleSoft Campus Solution
- Rolled out phase II of Titan Mobile which focused on Admission, Student Finance, Payments & Financial Aid
- Implemented student appointment scheduling system using Educational Advisory Board (EAB) platform
- Re-engineered and implemented Transcript Capture Progress
- Implemented TITANIum Engagement data based Early Warning System for Fall semester
- Implemented and rolled out Titan Degree Planner (student multiple semester degree planning tool)
- Expanded Titan Direct Access offerings to include additional publishers
- Deployed High Impact Practice tracking for service learning, academic internships, first-year experience, and other curricular and co-curricular High Impact Practices.
- Deployed new version of LearnerWeb for students





GOAL 2

Expand Campus Data Driven Decision process using Business Intelligence Applications and Decision Support Services (Aligned with IT Strategic Plan, Goals 1 and 2)

- Expanded support of current campus data warehouse to include dashboard reports supporting HRDI business intelligence (BI) phase II
- Developed phase II and phase III of the ChatBot (iTuffy) technology to include general academic advising information and general student financial services & health services information
- Developed a process to coordinate and support the Data Visualization Center
- Integrated student academic progress information to the Student Success dashboard
- In alignment with the CO EAB Initiative, upgraded EAB Foundation to new EAB Campus version

GOAL 3

In Collaboration with Associated Students Inc., and the Divisions of Academic Affairs, Student Affairs, and Administration and Finance, continue the implementation of Information Technology-focused Student Success Initiatives for 2017/2018 (Aligned with IT Strategic Plan, Goals 1 and 2)

- Modernized three lecture halls and at least five college-owned learning spaces with new learning technologies and collaborative furniture
- Continued upgrades to campus network infrastructure and Wi-Fi by deploying a network traffic visibility tool (Gigamon, deploying a security feature to enhance wireless connectivity, expanding outdoor wireless by adding 20 outdoor wireless access points and increasing capacity of indoor wireless by upgrading 250 access points.
- Developed a plan for Advanced Technology Learning Space: created a new Innovative Learning Lab/Makerspace on the 2nd floor of Pollak Library, North and relocated TitanCard and Student IT Support Desk (Student Genius Center)
- Implemented texting support method for the Student IT Help Desk Support Services
- Continued to provide and promote digital tools, such as Grammarly, VMock and Voicethread, to students

GOAL 4

*Strengthen campus processes to meet compliance requirements with focus on Accessible Technology Initiative (ATI), Payment Card Industry Data Security Standard (PCI DSS), and Records Retention & Disposition
(Aligned with IT Strategic Plan, Goals 3 and 4)*

ATI Web

- Worked to ensure campus websites met ATI requirements by reporting the ATI web progress to the Chancellor's Office, re-identifying all CSUF sites, training and re-training all site administrators on ATI and working with them to achieve full ATI compliancy on their campus websites. IT also completed a full scan and provided reports to all site administrators and their managers and removed all non-compliant sites that had not been updated in the past 18 months.

ATI Procurement

- IT Purchasing team was trained on 508 refresh and voluntary Product Accessibility Template (VPAT) by the Chancellor's Office

ATI Instructional Material

- Provided support to all CourseMatch courses in order to help them reach compliancy and created awareness for accessible court material. IT rolled out in-person accessible PDF form creation training and offered online courses to increase faculty knowledge and improvement of student outcomes in online courses. We continued promoting captioning for all TITANium video content
- Implemented the CSU Records Retention and Disposition Schedules by identifying and collaborating with custodian records and data owners for each department and establishing a process for annual review and certification by each custodian of records
- Designed and implemented a security and inventory process to manage high-risk laptops, mobile devices, and desktops by creating a new network segment and inventory of servers and user devices in-scope of PCI DSS
- Implemented Security Policy and Standards to comply with PCI/DSS requirements
- Utilized a device management solution to meet PCI DSS by implementing multi-factor authentication for IT & PCI DSS users, and deployed an encryption solution and anti-virus protection to high-risk laptops and workstations
- Continued to implement IT critical applications at the disaster recovery site in Sacramento
- Implemented IT Vulnerability Management program





GOAL 5

*Strengthen alignment of the Information Technology Organization to support the IT Strategic Plan
(Aligned with IT Strategic Plan, Goals 1 and 3)*

- In collaboration with the Division of Academic Affairs, integrated Admissions and Records IT, College of Education, College of Engineering and Computer Science (ECS), College of Natural Science and Mathematics (NSM), College of Health and Human Development (HHD), and Library IT staff into the Division of IT.
- Enhanced IT marketing presence to the campus by utilizing Titan Tech Talk, social media, printed advertising materials, and campus partnerships
- Expanded the Faculty Commons services
- Upgraded equipment and workspaces in the Academic Technology Center (ATC) in support of the Faculty Commons; equipped ATC Demonstration Classroom with the latest campus Smart Classroom technology and upgraded the ATC Conference Room computer to include web conference capability
- Offered professional business training/seminar in cultural diversity and civility

GOAL 6

*In collaboration with campus divisions, re-engineer campus-wide administrative processes
(Aligned with IT Strategic Plan, Goal 3)*

- Rolled out the new Concur travel system in a phased approach to the Division of Admin and Finance and Division of Information Technology
- Implemented new inventory module, key upgrade, phase I of grounds and reports modules, phase II of self-service work orders, and integration with Environmental Health and Safety (EHS) chemical inventory system
- Provided Resource Planning and Analysis Office with reporting dashboard for position management and completed Phase II of campus roll out
- Evaluated and implemented process improvements and system enhancements for IT Purchasing: gathered requirements for Phase II and completed development of phase II

GOAL 7

*Continue to upgrade the campus IT infrastructure to next-generation technologies
(Aligned with IT Strategic Plan, Goals 1 and 4)*

- Developed system and application hosting plan
- Continued to enhance campus IT infrastructure and network security
- Deployed System Center Configuration Manager (SCCM) and Jamf (asset management system) to manage end-point devices, such as workstations, laptops, and mobile devices
- Installed and configured new instance of Moodle version
- Deployed Microsoft Windows 10 and Office 2016 to all roll out workstations (ongoing)



• A YEAR IN REVIEW •



Wi-Fi Coverage

The campus now boasts stronger and more complete Wi-Fi coverage throughout the CSUF campus. We've spent the last few years replacing old access points inside buildings and adding new access points in outdoor locations across the campus. In the 2017/18 academic year, the IT network team focused their efforts on strengthening the overall Wi-Fi coverage on campus by upgrading access points and adding new access points in select buildings and areas where coverage was not as complete.



CSUF Portal

Students, Faculty and Staff visit their personal Portal to view classes, their student center, access TITANium, and more. Portal 3.0, launched in Spring 2017, gives users the choice to customize their Portal experience by selecting the apps they'd like displayed on their home screen. The CSUF Portal is also mobile friendly.

Portal Logins

18,925,097 Total Student Logins

2,724,709 Total Faculty Logins

Titan Apps (Email & Google Docs)

9,390 New Student Accounts Created

3,878,413 Total Logins

IT Staff Recognition Awards

FALL 2017 Recipients



From left, JP Marquez, VP Amir Dabirian and Matthew Badal

SPRING 2018 Recipients



From left, Scott Cooper, VP Amir Dabirian and Stella Lee

The Division of Information Technology is proud of its hard working staff. Before the start of each semester, each IT staff member may nominate one of their peers who they believe has done exceptional work for the IT Recognition Award. The IT management team votes for two recipients based off of the pool of nominees and the winners are recognized by Vice President Dabirian at the All Hands meetings conducted before the start of each semester.

iTuffy Chatbot

The campus' chatbot has received some new and exciting updates. In the latest update, iTuffy helps students, faculty and staff find their CWID and answer questions about the academic calendar. The app now even has a map feature. Users simply ask iTuffy about a location on campus and it will provide them with a map that gives step-by-step directions to their intended location.

Close

Hi! I'm iTuffy. How can I help you?
Ask iTuffy a question, such as:
Where is the TSU?
Where can I get counseling?
When is financial aid open?
What is the SGC?

What is my CWID?

Your CWID is 888888888

Where is the TSU?

Titan Student Union (TSU) is located near the middle of the campus. Click on the map for directions.

Speak or type a request **SEND**

Data Security

Data security is a top priority for the Division of IT. The Information Security Office monitors and stops network attacks from inside and outside the campus to ensure all campus information remains private and secure. This past academic year, we created a new task force which implemented new security policies.



83.72% All Messages Blocked

98.99% Attachment Threat Blocked

100% Message Text Threats Blocked

80% URL Threat Blocked

65.31% Message Clicks Blocked on Rewritten URLs



138,228 Average Views

The Division of Information Technology and subsequent departments, which fall underneath it create and maintain websites to provide and promote the services we offer the campus community. We support the Accessible Technology Initiative by working to make sure hosted CSUF websites are compliant with the rules and regulations set forth by the Chancellor's Office. This year, we continued to train and retrain all site administrators on ATI and how to achieve full compliancy. IT also removed non-compliant sites that had not been updated in 18 months.

Top IT websites viewed

- 24.88%** STS Homepage (sts.fullerton.edu)
- 21.74%** Email (email.fullerton.edu)
- 6.56%** STS Softwares (sts.fullerton.edu/software)
- 3.7%** STS Software, Microsoft Office (sts.fullerton.edu/software/office)





Innovation/Makerspace Center

The Innovation Makerspace is located on the second floor of the Pollak Library North (PLN-215). Students have access to the latest advanced technology. Devices include Virtual Reality (VR), Augmented Reality (AR), 3D printing, Microsoft Surface Hub, Raspberry Pi, and high-performance computing.



To reserve the room all that is needed is to make a reservation online at it.fullerton.edu/innovation_makerspace_center

Digital Print Services

Digital Print Services (DPS) helps the CSUF campus community (students, staff, faculty and guests) with their day-to-day printing needs. They have a full service shop with professional state-of-the-art technology/equipment and knowledgeable, friendly staff who can help you print poster boards, brochures, business cards, booklets, newsletters, invitations, wide 3D prints, and much more. DPS' 3 most popular services in the 2017/18 academic year were:

- Wide format printing (Posters, Banners, Student Display Boards)
- Color prints (Flyers, Brochures, Pamphlets, Small Booklets, Handbills & Envelopes)
- Business cards

Fore more information, visit DPS.fullerton.edu





Data Visualization Center

The Data Visualization offers data experts an immersive space to analyze and display data in an innovative and meaningful way. The high-tech center is equipped with all of the tools needed in order to handle large data sets along with a 184" screen to display data in high resolution.

Knowledgeable Data Scientists are available to help utilize the advanced technological tools in order to assist clients in understanding and visualizing their data in a

variety of formats. The flexible furniture provides users with the freedom to arrange and rearrange their environment to best fit business needs.

The center is supported by the Division of Information Technology who is committed to providing high-quality service. Our mission is to support a new era of data decision making by providing the most modern and high tech data modeling techniques to foster innovation and success.

Titan Direct Access

The Titan Direct Access eBook program offers the digital distribution of select textbooks and course material to CSUF students.

Students can save up to 80% off the new book price and access their eBook for free for until the add/drop date.

Digital course material and eBooks can be viewed and purchased through the Portal or TITANium.

Students can now bundle up their eBooks with adaptive courseware on the digital bookshelf.

In the Spring 2018 semester, we rolled out a new simplified TITANium eBook link and a Faculty eBook analytic dashboard.



Between Spring 2017 and Spring 2018

258.7% Increase in number of courses using Titan Direct Access

173.2% Increase in the number of unique courses

248.7% Increase enrollment in Titan Direct Access

205.04% Increase in the number unique titles offered

IT Faculty/Staff Help Desk

The IT Faculty/Staff Help Desk consists of three teams, which include the Call Center; Deskside Support; and Asset Management. It is in whole tasked with facilitating technical inquires and services from faculty and staff. To contact the IT Faculty/Staff Help Desk, please call 657.278.7777 or email helpdesk@fullerton.edu



Call Center

16,698 Calls answered
82% Calls answered in under 30 sec



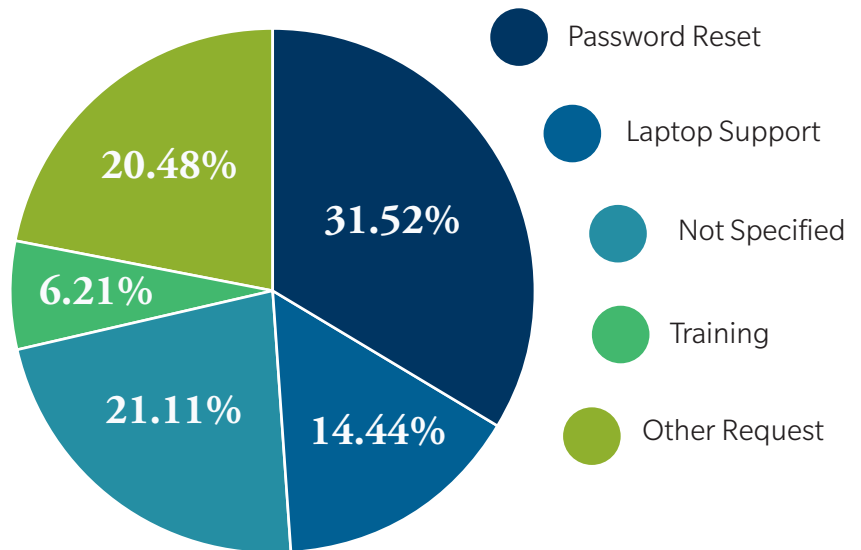
eWaste

21,896 lbs of eWaste processed

Academic Technology Center (ATC)

The Academic Technology Center (ATC) is nestled in the Faculty Commons on the 2nd floor of Pollak Library, South. This IT help center serves as a hub for faculty and staff to get in-person, one-on-one assistance. At any given time, the ATC works to provide assistance with password resets, laptop support, smart keys, help with mobile devices and more.

Faculty may also attended classes and instruction on accessibility on campus. They may learn how to provide accessible course materials, include closed captioning in instructional videos and more.



*Figure 1 (above) illustrates the most common issues the ATC resolved in the 2017/18 academic year.

Accessible Technology Initiative (ATI)

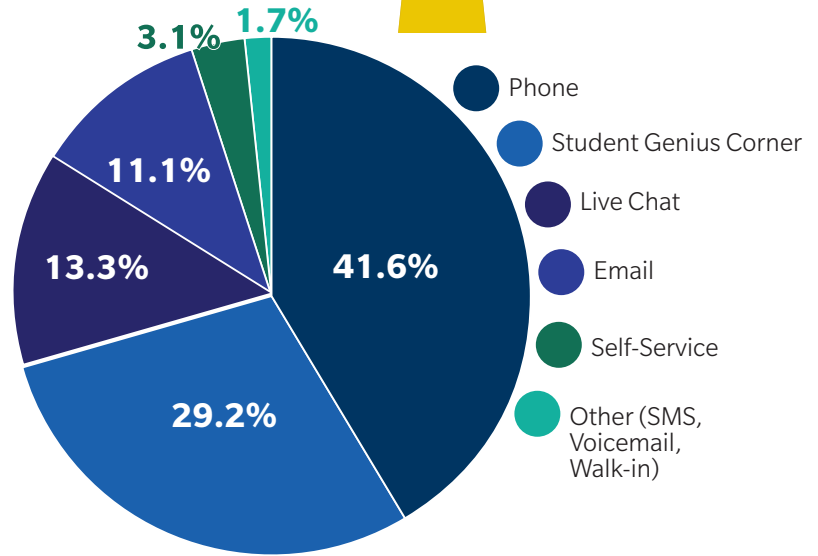
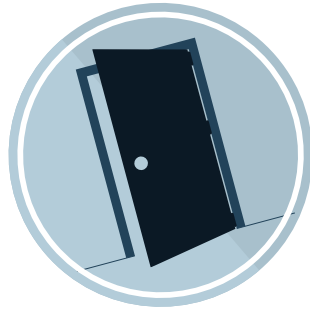
The Accessible Technology Initiative (ATI) works to create new opportunities for people with disabilities and encourage the development of technologies that will help achieve this goal. This Initiative was mandated by the California State University Chancellor’s Office in January 2006 and has been taken into effect on the CSUF campus. The Division of Information Technology works with the campus community to review technology procurement for accessibility and ensure that all CSUF websites follow ATI guidelines to ensure that they are easily accessible for all students as well as faculty and staff. Faculty and Staff can learn about the Accessible Technology Initiative (ATI) at the Academic Technology Center.

Student Technology Services

Our goal is to provide the campus community with the tools and services they need to support our students and help them be successful in their academic and professional careers. We offer a wide range of services targeted directly to students; from affordable industry software to technical help at the Student Genius Corner, we work to ensure students have access to the assistance and technology they need.

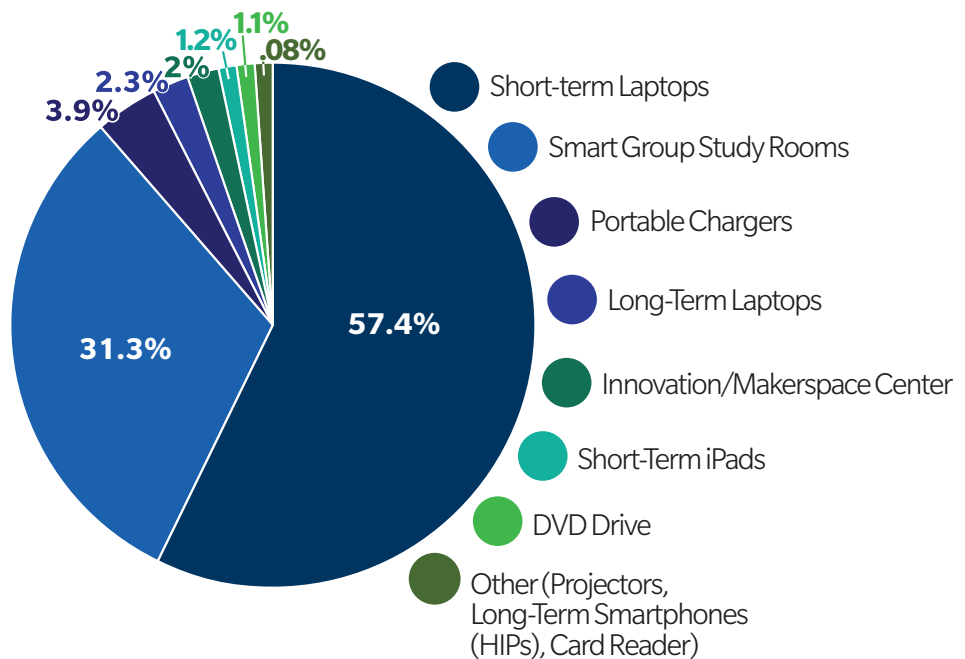
Student IT Help Desk

13,395 Total Patrons Assisted



Student Genius Corner (SGC)

28,831 Total Patrons Assisted

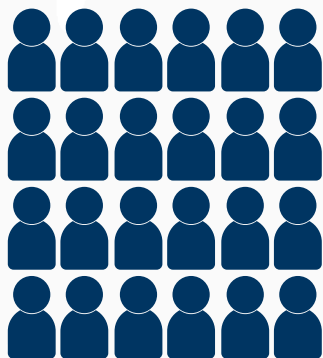


Information Learning Commons (ILC)

Users flock to Pollak Library's computers to study, browse the web between classes and finish up assignments. Windows and Macs are available to students, faculty and staff for use.

1st Floor, Pollak Library North

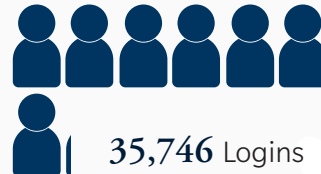
137 PCs, 72 MACs



 125,666 Logins

2nd Floor, Pollak Library North

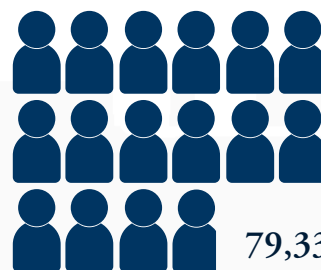
60 PCs



 35,746 Logins

4th Floor, Pollak Library North

124 PCs, 51 MACs (in Audio Visual Rooms)



 79,331 Logins

240,743 Total Logins



Software Downloads

Dropbox

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

Office 365

34,551 Student Accounts
5,863 Faculty/Staff Accounts

Adobe Creative Cloud

7,559 Student Accounts
736 Faculty/Staff Accounts

IBM SPSS Amos

1,397 Student Accounts
77 Faculty/Staff Accounts

IBM SPSS Statistics

4,436 Student Accounts
206 Faculty/Staff Accounts

MATHWORKS MATHLAB

4,507 Student Accounts
218 Faculty/Staff Accounts

Lynda.com

22,764 Student Accounts
3,305 Faculty/Staff Accounts

Microsoft Windows 10

3,382 Student Accounts
212 Faculty/Staff Accounts

Grammarly

5,862 Student Accounts
577 Faculty/Staff Accounts

ZOOM Video Conferencing

1,695 Accounts

Thompson Reuters EndNote

1,366 Accounts

TextHelp Read&Write

717 Accounts

Scooter Software Beyond Compare

145 Accounts



• IT SERVICES SURVEY •

The Division of Information Technology values and relies on the feedback of our student body as well as our wonderful faculty, staff and emeriti. Every year, we send out an IT Survey to assess what we can do as a division to better serve our campus community. This year, 1,193 students, faculty, staff and emeriti evaluated IT's progress throughout the 2017/18 academic year. Here is what we learned.

Students, faculty, staff and emeriti prefer to be notified via email every time IT deploys a new service, network updates and overall events. IT reaches out to the campus through email, on our website, portal messages, SMS, social media, printed marketing materials and tabling events.

Faculty and Staff were overwhelmingly satisfied with the Campus Portal, Wired Workstations and Titan Online. 87% of those surveys said they were satisfied with the Campus portal and 83% said they were satisfied with the Workstation Wired Connections.

Students were overwhelmingly satisfied with the Student Email, Campus Portal and Titan Online. 93% of students were satisfied with their Student Emails, 92% with the Campus Portal and 89% with Titan Online. 86% of students were satisfied with the availability and 80% were satisfied with the reliability of Wi-Fi in the campus buildings.

The most popular open student study spaces in Pollak Library are the computers, Charging Stations and Smart Study Rooms.

Overall, 85% of Students, Faculty, Staff and Emeriti are Satisfied with the services provided by the Division of Information Technology.

Those surveyed were given the option to provide their comments, here is what some people wrote:

"The computers and resources are great for studying and relaxing."

"The Division of IT does a great job in the customer service area. I appreciate the IT Communications that are very specific and detailed as to what is expected of me as a user. My encounters with the Division of IT have all been positive. One area of improvement I can think of is with campus rollouts – they should occur more often, in

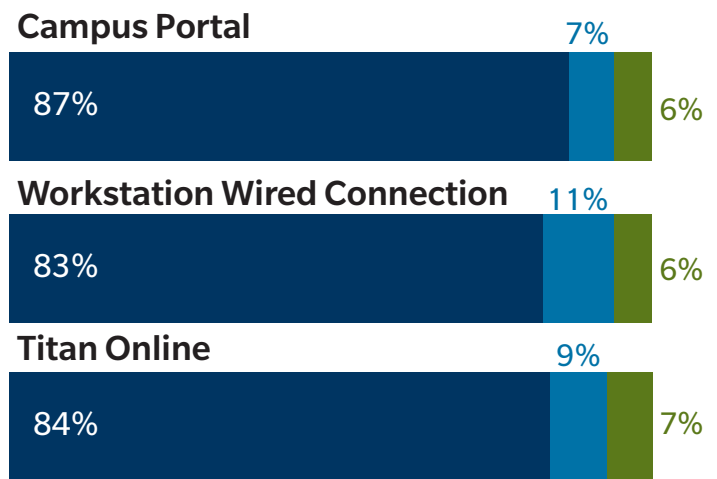
my opinion."

"IT is always doing innovative things and wanting to cater to student needs. Thank you for all you do!"

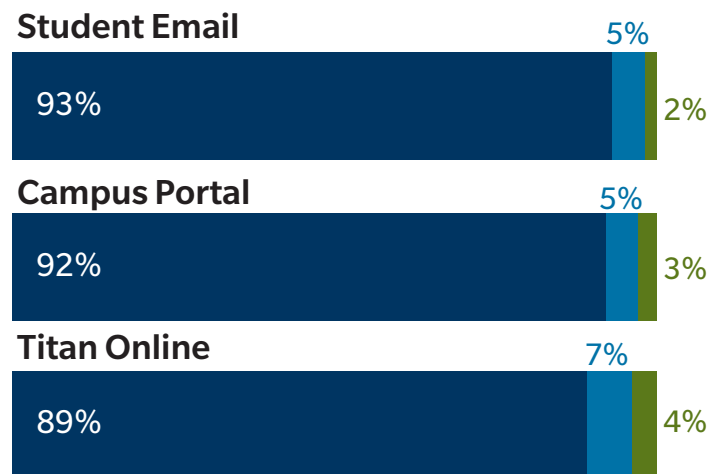
The Division of IT want so thank everyone who took part in our annual survey. Your feedback is appreciated!



Faculty/Staff Survey Results



Student Survey Results



Student, Faculty and Staff Survey Results





CONTACT US

Faculty & Staff IT Help Desk

657.278.7777

HelpDesk@fullerton.edu

Student IT Help Desk

657.278.8888 (Call)

657.248.5101 (Text)

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