New Employee Onboarding

2020-21

SACRAMENTO STATE
INFORMATION RESOURCES & TECHNOLOGY

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Welcome to Team IRT! New Employee Checklist

Before Orientation/First Day		
☐	Welcome Email	Your supervisor will reach out to welcome you, and provide any additional information about your new role.
☐	SacLink Account	Create your SacLink account. You should receive an email with instructions to your personal email address. After creating your SacLink account, you will need to enroll in 2-Step Verification with Duo.
☐	HR Paperwork	You will receive an email with instructions for the Human Resources (HR) New Employee Orientation. Please be sure to bring any required documents. We will see you in the AIRC Building Room 3010 after you complete your HR Orientation.
☐	View Campus Map	Download the Sac State Mobile app (free on Apple App Store or Google Play) which offers an interactive campus and parking map. A campus map is also included in this manual.
☐	Explore University and IRT Websites	csus.edu and csus.edu/irt https://www.csus.edu/information-resources-technology/internal/

First Day		
Orientation in Del Norte Hall with Human Resources		
☐	Wear comfortable shoes	Optional, but there may be quite a bit of walking around campus.
☐	Bring bottle of water, snacks, lunch	Feel free to bring your own, or check out the variety of on-campus choices at dining.csus.edu/campus-eateries/.
☐	First Day Parking Permit	The morning of orientation, pick up your one-day guest parking permit at Information Booth #1. You may park anywhere noted as staff/faculty, and the nearest staff lot next to IRT's building (AIRC) is Lot 6.
☐	Permanent Parking Permit	After your orientation, your facilitator will walk you over to Lassen Hall to purchase a permanent Sac State parking permit. You can purchase one directly, or setup a payroll deduction.
☐	OneCard (ID Card)	You'll also get your OneCard (ID Card) at Lassen Hall. There is no cost for the first issued OneCard, but you will be charged $15 for replacing a lost, stolen, or damaged card.
Welcome to the AIRC and Team IRT!		
☐	Meet with Jesseca Sanchez	Welcome to IRT and review New Employee Checklist.
☐	Meet your Supervisor	Meet with your supervisor to discuss information about the department, your position description, expectations, and more.
☐	Department Tour	Meet your colleagues, and get settled into your workstation.
☐	Building Access	You'll be issued a key FOB for the AIRC building. The Administrative Analyst completes a key FOB request form for you to take to the Facilities Management Office.

Your Desk		
☐	Desk and Office Furniture	The Administrative Analyst can help with furniture and/or ergonomic needs.
☐	Desk Phone and Setting up Voicemail	Outside call? Dial 9 first, then the number. On-campus extensions? Dial an '8' and then the last four digits of the extension. Setup your Voicemail.
☐	Computer and Accessories	Questions or issues with your computer? Submit a ticket to servicedesk@csus.edu or from your desk phone, dial 87337.
☐	Login to your Workstation	Login using your SacLink credentials (username plus your password)
☐	Setup your Network Printer	Open your computer's printer/scanner menu and under search type, lookup **\\sacprint2\IRT** then find your location in the list.
☐	Locate Network Drives	**N: Drive** – Shared Departmental Drive **P: Drive** – Shared IRT Project Drive **U: Drive** – Your Personal/Home Drive
☐	Browse/Download/Request Software	Self-service tools at csus.edu/information-resources-technology/software-catalog/. (Software Center for Windows, Self Service for Mac)
Housekeeping		
☐	Login and bookmark My Sac State	Login with your SacLink account to my.csus.edu to view your Employee Center records and familiarize yourself with the campus portal.
☐	Campus Directory	Be sure to look yourself up at directory.csus.edu to confirm all information has been entered correctly. Need to request an edit? Update Directory Listing.
☐	IRT Phone List	Request this list from the Administrative Analyst.
☐	Business Cards	Ask your supervisor if your new role requires business cards. If so, connect with the Administrative Analyst to order them.
☐	Office Supplies	The Administrative Analyst places office supply orders.
☐	Request Time Off	All IRT employees must request time off in advance from their supervisor. Make sure you get approval before making reservations/buying tickets. Discuss your department's specific time off requirements with your supervisor.
☐	Report Absences	Each month, you must report your absences on My Sac State.
☐	Request Travel	Travel requests are managed through Concur, the campus travel and expense management software. Training is required.
☐	Emergency Notification System (ENS)	Your SacLink account, desk phone number, and desktop are automatically included in ENS alerts, but add a personal mobile number and email in the ENS section of your Personal/Campus Directory/ENS section on My Sac State to ensure that all of your devices receive alerts in the event of a campus emergency. Learn more at csus.edu/ens.
☐	Manage your Password	Reset your password by clicking the "manage password" link on My Sac State.

First Few Weeks/Months		
☐	Sac State 101	Complete informational sessions within the first 60 days.
☐	CSU Learn Mandatory Trainings	You'll receive email notices/reminders from CSU Learn.

Sacramento State Vision, Mission & Values

Vision

Sacramento State will be a recognized leader in education, innovation, and engagement.

Mission

As California's capital university, we transform lives by preparing students for leadership, service, and success.

Values

- Student Success
- Scholarship, Research, and Creative Activity
- Diversity and Inclusion
- Community Engagement
- Innovation
- Integrity
- Accountability

Strategic Goals

- Enhance student learning and success
- Foster innovative teaching, scholarship, and research
- Commit to engaging the community by building enduring partnerships that strengthen and enrich the region
- Engage students in a comprehensive university experience
- Excel as a place to learn, work, live, and visit
- Promote a strong University identity

Sac State 101 & Mandatory Compliance Training on CSU Learn

You will receive a welcome email from Learning & Development to attend Sac State 101. Sac State 101 is a mandatory series of six informational sessions that introduces you to campus culture, and guides you through an informative overview of the University structure and operations.

All CSU employees are also automatically enrolled in a series of mandatory online trainings in CSU Learn. Trainings are typically annual, and are assigned based on your role and responsibilities. Topics include Data Security and FERPA, and the CSU's Sexual Misconduct Prevention Program.

Welcome to Team IRT

Welcome to Information Resources & Technology (IRT)!

Thank you for joining our awesome team. What makes IRT awesome? Your fellow employees and the mission of Sacramento State make this a great place to work. In IRT, we strive to make this an interesting, captivating, energetic place to grow professionally. Our team of more than 100 IT professionals takes on new challenges every day, supporting a population of more than 40,000 students, faculty, staff, auxiliary, and collaborative campus community members. IRT is the heart of enterprise technology for campus, and we are the only division that exclusively delivers IT services, support, and solutions. Better still, we have the opportunity to serve as a trusted partner and work alongside other divisions to innovate what's possible with technology.

One of the best parts of working for Sac State is our focus around helping students succeed and improve their lives, and the lives of those around them. I've had the good fortune to volunteer during many graduation ceremonies, and there is nothing better than seeing the pride and joy on the faces of the graduates, their parents, families, and loved ones. At Sac State, we value and promote diversity and inclusion. We are a family, and all of us deserve to feel accepted, respected, and appreciated. The University is also committed to improving communities, and as the region's "Anchor University," Sacramento State's 230,000+ proud alumni are catalysts for improving communities here, and throughout the nation and world.

Finally, IRT is dedicated to providing essential, secure, and excellent technology services and customer service – which begins with all of us! IT is changing, and our role is as a trusted partner first, service provider second. We are excited to now include your expertise among our many strengths.

This guide is a primer to help you understand the structure and services we provide, and the contacts who will be invaluable for success. You'll still have many questions – bring them! – our doors are always open.

Welcome to Team IRT, and *Stingers Up*!

Mark

Mark Hendricks
Interim Vice President and Chief Information Officer

P.S. We support Sac State's award-winning sustainability efforts so Go Green and keep it on the screen – view/download the latest edition of this handbook. (This link will go live once the manual is approved)

IRT Vision, Mission & Values

Vision

Serve as a strategic, trusted partner and the source of enterprise technology leadership for Sacramento State.

Strategic	Resources intentionally allocated and aligned with mission and strategic campus goals.
Trusted	Communicate, consult, and be transparent; focus on relationships and the end user experience.
Partner	Position IRT as a collaborative peer and consistently deliver value.
Enterprise Technology	Reliable, managed, governed solutions for campus.
Leadership	Think and act beyond the request; use our expertise to influence and guide the design and delivery of the best decisions, outcomes, and experiences.

Mission

Information Resources & Technology (IRT) partners with faculty, staff, and students to provide essential information technology services that support mission critical activities and innovative technology solutions that facilitate the accomplishment of strategic campus goals at Sacramento State.

Strategic Goals

1	Develop and improve IT governance and partnerships.
2	Support and innovate within campus imperatives.
3	Mature the project prioritization process to deliver solutions.
4	Expand internal and cross-functional data-driven decision making.
5	Demonstrate operational excellence and quality customer experience.

IRT Culture

IRT provides governance over University IT systems, architecture, security, data, and networks, ensures that imperative infrastructures are established and supported, and creates and maintains the security and functionality of all operational applications. To cultivate and build on a team of dedicated professionals committed to working with our faculty, staff, and students, we have an established IRT culture.

A culture of collaboration and belonging, employees are encouraged to coach and trust each other.

We focus on building processes and nurturing effective relationships, and breaking down silos within IRT and across the University.

Our Guiding Principles

Value Our Customers and Community

- Customer-focused, IRT acts in the best interests of our students, faculty, staff, and community.
- Work as one team to provide technology leadership through partnership.

Respect and Trust

- Dependable, reliable and equal partner – not always the provider – focused on collaboration and communication.

Empower Our Employees

- Every employee is valued, and we create an inclusive environment where employees thrive, grow, and innovate.
- Entrust employees with appropriate decision-making authority.

Operational Excellence

- IRT innovates to improve its quality of service and provide highly reliable systems, promoting industry standards.

IRT Organization Chart

Explore IRT's department structure and find contact information for your Executive and Leadership teams.

IT Advisory Board

The IT Advisory Board provides special consultation to the Information Resources & Technology (IRT) vice president and CIO, and helps prioritize divisional IT projects based on alignment with campus strategic goals and additional needs. IRT invites campus vice presidents to appoint a representative from their division to serve a 2-year term, as well as representatives from other areas including Faculty Senate and ASI to help ensure broad participation. The Advisory Board Members meet monthly during the academic year to provide divisional and campus-wide perspective, feedback on IRT strategies and plans, and calls for future campus technology needs.

IT Advisory Board	Division
Mark Hendricks, Chair	Information Resources & Technology
Sarah Billingsley	President's Office
Gina Curry	Administration & Business Affairs
Dennis Dahlquist	Academic Information Technology Committee (AITC)
Lisa Hammersley	Academic Affairs - Dean
Ken Huynh	Student
Bao Johri	Information Resources & Technology
Amy Kautzman	Library (ex officio)
Peggy Kay	Information Resources & Technology
Mark Konrad	University Staff Assembly and Information Resources & Technology
Chris Miller	Academic Affairs
Tracy Newman	Advancement
Steven Salcido	Student Affairs
Jack Vaughn	University Communications
Vacant	Human Resources

Faculty Senate Academic Information Technology Committee (AITC)

The Academic Information Technology Committee develops the Academic Information Technology Strategies, recommends Academic Information Technology policy to the Faculty Senate Exec, and serves as a consultative body regarding academically-related technology issues.

Accessible Technology Initiative (ATI) Steering Committee

The CSU system-wide Accessible Technology Initiative (ATI) ensures that each CSU campus follows CSU policy and federal and state laws pertaining to access to information and technology. The ATI Steering Committee and Subcommittees meet and develop policies, procedures, and practices structured around accessibility that faculty, staff, and administrators can incorporate into their programs.

IRT Division and Department Meetings

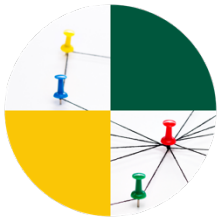
IRT Quarterly Division Meeting

Each quarter, the IRT Division meets to team build, information share and have a meal together. The meetings are facilitated by IRT's interim vice president and chief information officer, and interim deputy chief information officer. We revisit our vision, mission, and goals, learn about organizational and campus-wide initiatives, and hear updates on strategic initiatives and operational work that impacts IRT.

In addition, awards are given out in two categories:

- **"Projecting Excellence" Award**: given to one project that best represents excellence and innovation in the execution of campus projects and programs.
- **People's Choice Award**: given to one or two employee(s) who motivates the team, increases engagement, and improves culture.

IRT Operations Update Meeting



The IT Operations Update Meeting gathers IRT and all distributed IT staff (ITC's) across campus once a semester to a dedicated forum for sharing, discussing, and collaboratively working through technology updates and operational issues that will impact all campus partners. The meeting call and agenda are sent by the IRT Service Desk Team.

Change Control Weekly Meeting

Every week (typically Wednesday afternoon), designated IRT stakeholders meet during the Change Control meeting to discuss the impacts of documented and emerging changes to campus hardware and software components of information systems and network resources. Any 411's (campus alert system for degradation of services or system outages) for the prior week are also reviewed.

- What is Change Control?
- View current Change Control planned activities
- Service Now 411 Form

IRT Division: Department Overviews

Administrative Office

The IRT administrative team provides our division's financial and overall administrative support for finance, budget, accounts payable, accounts receivable, human resources, payroll, and travel.

Charlene McKoy, Budget Analyst

Charlene reports to the vice president and chief information officer, and oversees the IRT Division budget, revenue, expenditures, cost allocation, cost recovery associated with various internal and external funds, and signature authority. In addition, she leads and trains IRT administrative office personnel in the areas of finance, reconciliation, procurement, human resources, payroll, accounts payable, accounts receivable, travel, and operations.

Charlene M. McKoy
Budget Analyst

Jesseca Sanchez, Administrative Analyst

Jesseca is likely the first IRT team member you met during your recruitment process. She works closely with the vice president and CIO, executive and leadership teams, a variety of campus divisions and departments, and manages:

- Administrative operations
  (ordering/tracking furniture, building maintenance, ordering building and office supplies, and visitor parking)
- Front-line customer service
  (greeting guests, calendaring meetings and scheduling conference rooms, front office coverage)
- Human resources
  (recruitment, student assistant hiring process and payroll)
- Internal event planning
- Website content updating/maintenance

Rolly Robinson, Administrative Support Coordinator

Rolly performs operational duties specific to procurement, reconciling IRT accounts payable, and some receiving transactions. Reporting to the Budget Analyst, she also serves as the primary point person for IRT's central procurement card purchases.

Communications & Marketing

Whether an internal IRT project, a system outage, or a high visibility external project where we partner with other campus divisions, communications and marketing is frequently an essential part of the change management process. Project scope, audiences involved, partnerships, and desired outcomes will define what tools are used, when, and by whom.

Courtney Zuke
Communications & Marketing Program Manager

What types of communication channels do we have?
Working within the University branding and editorial guidelines (csus.edu/brand), the Communications & Marketing Program Manager is IRT's resource to concept, create, and implement a variety of internal and external communications collateral and deliverables, including:

1. IRT website (csus.edu/IRT)
2. *The Download*: IRT's Quarterly Newsletter
3. SacSend broadcast email (SacSend 2.0 powered by Emma)
4. My Sac State portal (my.csus.edu)
5. System Notification for outages
   (appears on My Sac State and csus.edu/irt)
6. Social Media: IRT channels include Facebook, Twitter, and Instagram
7. Digital signage (SacConnect campus TV's, computer lab login screen)
8. Monday Briefing (weekly news bulletin emailed to faculty and staff)
9. Printed collateral (flyers, brochures, posters)
10. PowerPoint presentations
11. Coordinate/script videos with/for the Academic Technology Center

Follow IRT on social media and help boost our posts!

- facebook.com/sacstateirt
- twitter.com/sacstateirt
- instagram.com/sacstateirt

University Reporting & Data Services

University Reporting and Data Services powers University data-driven research and decision making with a variety of on-demand and custom metrics, reports, and visualizations.

The University Reporting & Data Services Team is made up of professionals with skills ranging from report and dashboard development, ETL development, data modeling, and system integration.

Campus divisions, colleges, and program leadership and staff can request access to self-service tools and resources, or connect with the team for consultation.

Allan Crow

Director of University Reporting & Data Services

Supported tools:

- Cognos Analytics reporting environment
- Tableau data analysis environment
- Extract, Transformation and Load (ETL) processing with Informatica

Available services:

- Reporting and dashboard solutions
- User training and best practices
- Data integration with other campus applications
- Data exploration through the Campus Data Scientist environment

University Reporting & Data Services Supports

- University Data Warehouse
  - 14 data sets
  - ½ Tb
  - 1,200+ nightly processes
- 103 Cognos Analytics/Tableau developers
  - 482 Cognos Analytics reports
  - 103 Tableau dashboards
- 501 report/dashboard campus users

Enterprise Systems

The IRT Enterprise Systems Team provides software development support, and serves as a primary technical resource for the University Enterprise Resource Planning (ERP) systems. Powered by Oracle PeopleSoft, the Common Management System (CMS) is the official system of record for student, human resources, and financial information.

Marc Fox

Interim Information Security Officer
Senior Director Enterprise Systems

- **CMS - Human Resources (CMS HR)**
  Stores and manages employee information and data, and affects several University business processes including SacLink account creation, hiring workflows, and benefits and payroll administration.

- **CMS - Student Administration (CMS SA/Campus Solutions)**
  CMS SA is one of the most central components of the University's information structure, and is the primary student information and data source for business processes and services, including: applicant data, grades, student financial aid, academic planning and advising, enrollment history, course information, class schedule building, and course registration processes.

ORACLE PEOPLESOFT

- **CMS - Financial System (CFS)**
  CFS is a critical component of the University's information infrastructure, and powers many budgeting and day-to-day financial operations, including purchase requisitions, procurement, end-of-year reporting, and expenditure transfers. The CSU Office of the Chancellor provides primary technical support for CFS, supplemented by the IRT Enterprise Systems Team.

Information Security Office

The Information Security Office monitors, educates, and aims to protect the campus from malware, cyberattacks, phishing attacks, and other malicious attempts to compromise University assets. Our commitment to protecting the Sac State community is 24/7, and we ensure that our network, data, and information systems are secure and compliant. Services and support include:

- Security training, awareness (Cofense PhishMe tests), and consultation
- Security detection, incident management and response
- Standards and tools to help protect University assets

Project Management Office (PMO)

The IRT Project Management Office (PMO) partners and collaborates with University divisions to deliver strategic, technology-focused projects. The PMO Team delivers value through comprehensive academic and business needs analysis, standardized processes, ensuring appropriate project governance, and employing best practices to deliver quality technology projects aligned within strategic goals.

Bao Johri

Interim Deputy CIO
Senior Director of Planning and Strategic Projects

Core Services

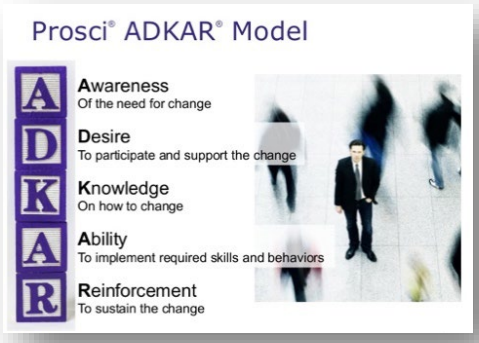
- Project Management
- Business Analysis
- Change Management and Communications Consultation
- Quality Assurance
- Documentation

Key Strategies

- Focus on project delivery and results, enable consistency of delivery, and be a change leader
- Provide excellent customer value that meets needs, aligned with divisional strategy, University goals, and industry best practices
- Nurture strategic partnerships and relationship management
- Smart resource management and capacity planning to manage operational work
- Employ the PROSCI ADKAR model for change management

L-R: Pakou Woo, Joy Ira, Nadya Lucas, Bao Johri, Michael Khaykin, Kevin Louie, Dan Biondi, and Enzo Vernone

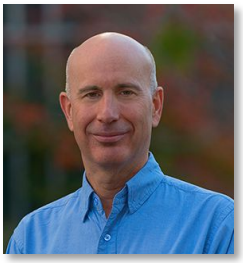
Change Management



Change management is a critical component to project management success. It focuses on the people side of the changes we implement, and using the PROSCI ADKAR model, we can help guide how we prepare, equip, communicate, and support campus to successfully adopt change, drive organizational success, and increase the speed of adoption, utilization and proficiency of use among our campus users. ADKAR training workshops and discussions are held regularly.

Campus Applications

The Campus Applications Team (CAT) provides technical support for campus-wide systems such as: Astra Schedule, One Card, Microsoft SQL Server, Oracle, StarRez, Symplicity Advocate, and multiple University Advancement Philanthropic and Alumni systems. CAT also provides primary application support and development for campus-wide document imaging and workflow solutions such as OnBase and Docusign. The team creates and supports integrations between many campus applications and CMS using GoAnywhere and other development tools.



Greg Porter
Director of Campus Applications

Services provided by CAT

- Application support
- Consulting
- Onboarding assistance and integrations
- Document Imaging
- Retrieval and Workflow Solutions
- Enterprise Database Management
- Broadcast Email Service

28,000 +/- transfer credit evaluations since 2017
17,000 +/- graduate applications since 2016
6,000 +/- CARS requests since 2015
1,000 +/- expenditure transfer requests since 2018
500+ faculty release time forms since 2019

Systems supported by CAT

- AiM by Assetworks
- Application Inventory
- ARMS Computer Aided Dispatch/Records Management
- Astra Schedule
- Cashnet
- Courseleaf Catalog and Curriculum Management
- CSU Apply
- Cybersource
- Docusign
- Ellucian Advance
- Emma/Campaign Monitor email software (SacSend 2.0)
- Enghouse Interactive Voice Response
- Experian QAS
- GoAnywhere
- iModules
- JSA
- Microsoft SQL Server Database Systems
- OnBase
- Oracle Database Systems
- Reheer
- RNL Fundraising Management Software
- S4
- SacSend 1.0
- SecureMail
- SimpleK
- StarRez
- Symplicity Advocate
- Telmaster Call Account System
- T2
- Transact (OneCard)
- TROY
- WASP

Academic Technology, Campus Service/Support & Engagement

The Associate Vice President of Academic Technology and Campus Engagement leads the delivery and improvement of inclusive, campus-wide information technology services for diverse campus audiences including faculty, staff and students, leading and aligning the following IT areas across all functions of IRT:

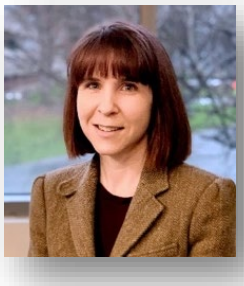
- IRT Service Desk
- Web/Mobile Services
- Academic Technology and Universal Design
    - Learning Space Services
    - Classrooms
    - Accessible Technology Initiative (ATI)
- Desktop Services
- Print Programs
- IT Liaisons

Peggy Kay

Associate Vice President for Academic Technology & Campus Engagement

IRT Service Desk

The IRT Service Desk Team is the face of IRT. Acting as a communication hub in AIRC 2005, the team of professional technology staff and student assistants engages with the campus community and manages their IT experience. The Service Desk acts as a single point of contact for IRT. From password resets to wireless connections, software installations to "how to's," the IRT Service Desk Team assists the campus community in understanding and using campus technology services.



Teresa Palmer

IT Customer Services Director

The IRT Service Desk Team

- Intakes, resolves, and routes IT issues and requests throughout IRT, the distributed IT community (known as ITC's), and campus functional partners
- Resolves nearly 10,000 tickets annually, and routes another 25,000
- Oversees our AIRC 2004 Computer Lab offering tech help, free laptop checkout services, and academic poster printing for students

Desktop Services

The IRT Desktop Services Team offers comprehensive endpoint device management, keeping more than 7,000 campus devices up-to-date and secure, and responds to 1,300 service requests annually. In addition, the team:

- Develops the University's standard faculty/staff and computer lab images
- Establishes hardware standards and manages distribution of software licenses
- Organizes procurement, and administers the hardware refresh process for IRT, Academic Affairs, full-time faculty/staff, and college computer labs on a 4-year rotation
- Provides direct device support for IRT, ABA, and departments under the president's and provost's offices, and partners with the distributed ITC community to support the rest of campus
- Ensures secure device decommissioning through an e-Waste program that handles an average of 25 tons of material annually

Printing Services

The IRT Print Services Team is a blend of core staff and student assistants who manage two programs (and handle nearly 7,000 support tickets annually!):

1. **PrintSmart for students**
   Students are able to print/copy/scan with their OneCard at PrintSmart in computer labs and devices across campus.
2. **Departmental print program with a managed print vendor**
   Through our campus vendor contract, campus departments can lease multi-function devices for their area. The IRT Print Services Team handles device configuration, basic troubleshooting, and issue escalation to the vendor.

Students print more than 4 million pages annually. The new scan to email option supports campus sustainability efforts.

IT Liaisons

IRT introduced IT Liaison roles to help fill critical IT needs both on campus and off-site:

- **Sacramento State Downtown:** Tyler Pinkney offers general IT, device, and classroom technology support for on-site staff and students, and coordinates with representatives from all seven colleges, and the distributed ITC's.

  President's Office/Sacramento Hall: Joanna Price serves as a support bridge from IRT to Sacramento Hall to facilitate issue escalation within IRT, and help identify long-term strategic planning around technology adoption.

Web & Mobile Services

The IRT Web & Mobile Services Team ensures that campus web and mobile content is optimized and accessible. The team is experienced in front-end programming languages including:

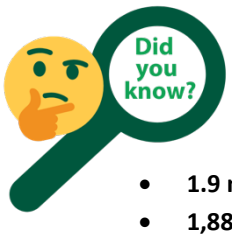
- HTML5
- CSS
- Javascript
- Python
- .NET and IIS configuration management

Jeff Dillon

Director of Web & Mobile Services

The team works closely with web publishers campus-wide to ensure content is kept accurate and engaging. Systems managed and services provided include:

- Cascade Web Content Management (WCM)
  - Training of WCM users
- My Sac State portal
- Canvas
- Sac State Mobile app
- SiteImprove (accessibility monitoring)
- Google Analytics
- Campus Events Calendar (Trumba)
- Custom app development/support
- Sharepoint



- **1.9 million views** on csus.edu
- **1,885** campus web pages
- **900,000+ views** on my.csus.edu
- **65,000+** Sac State Mobile app downloads

MySACSTATE

Academic Technology Center (ATC)

Sharing space with the IRT Service Desk, the Academic Technology Center (ATC) specializes in academic technology software and services, training, and faculty/staff consultation for teaching and learning with technology. The ATC Team leads the support and maintenance for the campus Learning Management System, Canvas, and related software and integrations. They also serve as IRT's official training unit. Academic Technology is divided into three collaborative and inter-related teams:

- **Academic Technology Center**
- **Learning Space Services**
- **Universal Design for Learning (UDL)**

Dan Comins

Director of Academic Technology

Services Provided/Supported

- Academic technology stewardship, UDL, and classroom tech consultation and training
- Accessible Technology Initiative (ATI)
- A/V Classroom Technology support and refreshes
- Canvas Course Design/Consultation
- Classroom Wireless Display Technology (Sharelink)
- Course Evaluation (Class Climate)
- Self-Service Resource Creation (Screencasts, Articles, KB's)
- Faculty Webpages and related consultation
- Interactive Classroom Inventory
- Learning Glass Studio Recording Space
- Lecture Capture Support
- Staff/Faculty/Student Laptop Checkout Program
- Workshops

Software Supported

- Ally (Canvas Accessibility Tool Suite)
- Camtasia
- Canvas
- Captioning
- Class Climate
- EAB
- JAWS
- Kurzweil 3000
- MATLab
- Mediasite
- Office365
- Qualtrics
- Respondus
- SnagIt
- TurnItIn
- Various Publisher LTIs within Canvas
- Zoom & ZoomText

As of Fall 2019:

- **69%** of Sac State Course Sections use Canvas
- **1,669** Faculty and **32,297** Students use Canvas
- **74,815** Assignments Created
  38,584 Discussion Topics Created
- **2,824,000** Files Stored (10.4 TB of Data)
- +/- **94.6 million** unique page views

In 2019, the ATC Team:

- Resolved **6,401 tickets** (533 per month)
- Fielded **2,037 emails** (170/month) and **2,201 phone calls** (168/month)
- Assisted with **715 scheduled appointments** (avg 60/month) and **538 walk-in appointments** (avg 45/month)

Systems Operations & Identity Management

Operating Systems & Support (OSS)

The IRT Operating Systems and Support (OSS) Team deploys, maintains, and supports critical IT infrastructure for the campus. The team is comprised of highly-skilled professionals with a combined IT experience of 208 years – 96 of those years with Sacramento State. Critical and support services include:

Nick Sladojevic

Interim Director for Identity Management & Systems Operations

- Server Virtualization
- Network Attached Storage
- Email and Office 365
- Active Directory Management
- ADFS and LDAP Authentication
- Load Balancing and Redirection
- Server Vulnerability Management
- Data Backup and Restoration
- Application and System Monitoring
- Domain Name Registration
- PKI Certificate Issuance
- File Share Services

In addition, the OSS team is responsible for server standards and deployments, along with providing top-tier server operating system support for campus Microsoft Windows and Red Hat Linux systems.

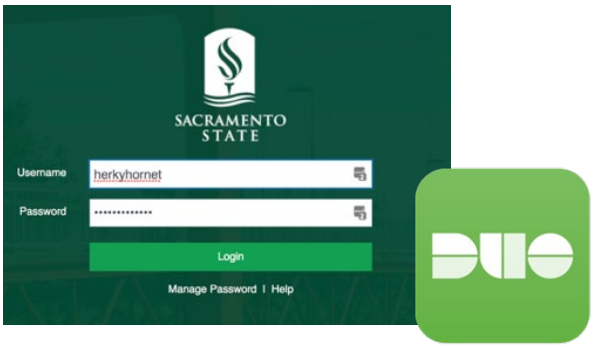
- Manage a **petabyte of storage**
- Process **1.3 million emails weekly**
- Directly and indirectly oversee **944 physical and virtual servers** within the enterprise

Identity Management

The IRT Identity Management (IDM) Team creates, maintains, and supports campus authentication and related services. Functionality, reliability, consistency, and uptime is the priority.

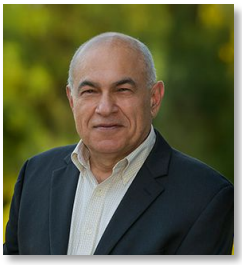
The IDM group manages:

- SacLink account lifecycle
- Password management
- Multi-factor authentication (2-Step with Duo)
- Single-sign-on (SSO)
- Top-level permission and access mechanisms



Network & Telecommunications Services

The IRT Network and Telecommunications Services Team supports the Campus Data Center, network and telecommunications systems, and remote campus locations such as the Aquatic Center, Sacramento State Downtown, and Folsom Hall.



Ted Koubiar

Senior Director of Operations & Network Services

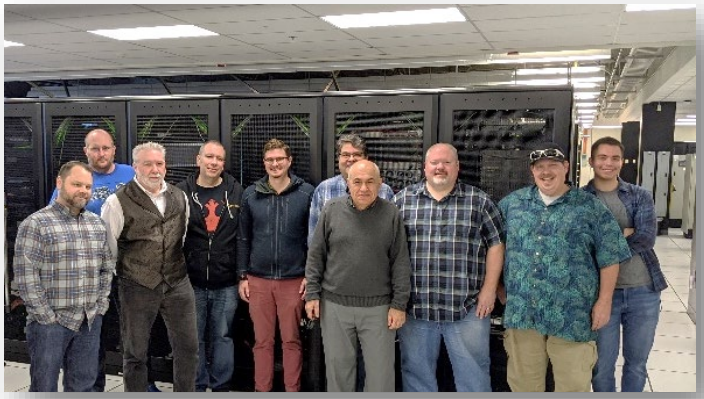
Campus Data Center

- Provides campus' private cloud operations with server, storage, and networking services
- Functions as a communication hub for internal/external campus network and resources
- Hosts 8 critical campus disaster recovery infrastructures that are available to other CSU campuses for disaster recovery colocation services
- Serves as a network hub for the Sacramento County Office of Education

Network Services and Telecommunications

Responsible for a variety of critical campus infrastructure, the team designs, implements, and maintains all campus networks, including:

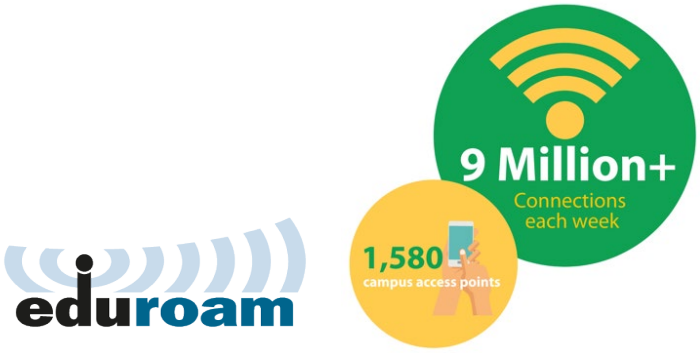
- Campus internet connectivity
- Campus Wi-Fi via eduroam (boosting to Wi-Fi 6!)
- Network routers
- Firewalls
- VPN services
- Campus telephone system (7,000+ lines)
- Campus emergency response application
- Campus police dispatch system



L-R: Rich Power, Carl Oakes, Ron Ardema, James Estes, Brandon Oreno, Ben Van Overeem, Ted Koubiar, Kevin Reddell, Ted Wolfe, and Andrew Aceves.

Other services provided:

- New phone request/phone relocation
- Voicemail password reset
- Activate/relocate network jack
- New wiring for network/phone jack
- Wiring redesign for office space
- Indoor/outdoor Wi-Fi access point services



- **76 buildings**/structures
- **228 telecom rooms** with **480 network switches**, **28,000 port capacity**, and 15,600 active wired ports
- **19,200** concurrent (peak) Wi-Fi users

IRT Resources

We have a variety of IRT resources – including this manual – to help get you started. Here's a quick review of the basics:

- Complete your "Welcome to Team IRT Checklist"
- Bookmark and explore:
  - csus.edu
  - csus.edu/irt
  - my.csus.edu
  - calendar.csus.edu
  - catalog.csus.edu/academic-calendar
  - https://csus.service-now.com/navpage.do
  - https://csus.teamdynamix.com/TDNext/Home/Desktop/Default.aspx
  - https://mysacstate-my.sharepoint.com/
- If you haven't already, download the Sac State Mobile app
- Know your IRT Network Drives:
  - **N: Drive** – Shared Departmental Drive
  - **P: Drive** – Shared IRT Project Drive
  - **U: Drive** – Your Personal/Home Drive
- Follow IRT social media:
  - facebook.com/sacstateirt
  - twitter.com/sacstateirt
  - instagram.com/sacstateirt

SacLink Account (your Campus Account)

Your SacLink account, or Campus Account, is your electronic identity on campus. Once your background check is cleared, IRT will send an email to create your SacLink account at https://mysaclink.csus.edu which will ask for your last name, SacState ID (if known) or SSN (last 4 digits), and date of birth. Your SacLink account allows you to access:

- Your University computer
- Connect to campus wireless networks
- Login to the My Sac State portal
- Login to campus computer labs
- Host and edit personal web pages
- Search library databases
- Many other campus services and applications

Important: Be sure to create your SacLink account **at least 24 hours** before your orientation date.

My Sac State (University Portal and Your Employee Center)

My Sac State (my.csus.edu) is the University's secure portal. Log in using your SacLink user name and password. Here are commonly used areas of My Sac State:

Employee Center: View and manage your personal and emergency contact information, leave balances and absence reporting, benefits summary, compensation and paycheck data, and more.

Quick Links: For ease, we've included commonly used links to applications such as CSU Learn, OnBase, PeopleAdmin, and others based on your role.

Manage Password: Click the "Manage Password" link to change or reset your SacLink password, or to set-up/update your personal security questions.

OneCard: The Sac State OneCard is the official identification card for students, faculty, and staff. Manage your OneCard account on your desktop by clicking the link on My Sac State.

Internal Documents & Resources: In addition to an external facing website at csus.edu/irt, IRT has internal-use content (forms and resources) secure on My Sac State.

Reporting Absences & Vacation Requests

Reporting Absences

Employees are required to report their absences in their Employee Center on My Sac State at the end of each month. No absences for the month? You'll still need to login and report "0" absences.

1. Login to My Sac State and click **Report Absences** in your Employee Center
2. Enter your absent hours in the ***Report and View Absences*** page
3. In the ***Absence Name*** field, select the reason (or select, "No Leave Taken")
4. Click **Submit**

While the self-service manual doesn't reflect the current design of My Sac State, it does provide step-by-step instructions for completing absence reporting.

Vacation Requests

If you have vacation hours and would like to request time off, request it by emailing your direct supervisor (who you report to) at least **one week in advance** of the planned absence(s). Your supervisor will confirm or discuss your request.

Travel Guidelines

Traveling for business? You'll first need to submit an application for a Sacramento State travel card, and then complete training in Concur, the University travel and expense software. All travel requests must be submitted to your supervisor **prior** to entering it into Concur. Additionally:

- Keep all original receipts for all travel expenditures - all transactions require an itemized receipt
  - Alcoholic beverages are not allowed
  - Meals must be limited to yourself
- If you choose to arrive a day early or stay a day after, you are responsible for the expenses for those days
- There is no comp time for traveling or attending a conference
- When possible, carpool to reduce expenses

Emergency Action Plan (EAP) and Emergency Notification System (ENS)

The Emergency Action Plan (EAP) includes designated actions that faculty, staff, and students must take to ensure safety during a campus emergency.

View the AIRC's EAP: \\sacfiles1\shared\irt\sharedinternal\Emergency Action Plan\2019-20

Emergency Notification System (ENS)

In the event of a campus shooting, bomb threat, hazardous material spill, flood, fire, campus closure, or other event that may cause immediate harm, the Sacramento State Police Department uses the Emergency Notification System (ENS) to send out automated, urgent alerts. The alerts are sent to SacLink emails and desk phones (as applicable) for students, employees, and eligible participants.

IMPORTANT: *Increase the odds of reaching you in the event of an emergency – opt-in a personal mobile number and personal email address to the campus ENS system. Add/update your information in your Personal/Campus Directory/ENS on My Sac State.*

A-Z of Acronyms, Commonly Used Tools and Software

Here are some commonly used terms, software, tools, and applications that campus (and IRT specifically) uses to document, collaborate, store, and communicate. Explore the full IRT Software & Tools Catalog at https://www.csus.edu/information-resources-technology/software-catalog/.

IRT 411 Alert	IRT's notification system for reporting an outage, service degradation, or planned maintenance that affects the campus community. All IRT team members and subscribers to the Tech Issues listserv receive an email message and any subsequent updates until an incident is closed. Any IRT staff member can use the Service Now 411 Form.
AIRC or ARC	The Academic Information Resource Center building (usually pronounced "ark") is the campus building that houses the IRT Service Desk, and most IRT offices and personnel. "ARC" is the building abbreviation on the campus map, and "AIRC" is the acronym.
Application Inventory	Access database that documents campus application data, including the application name, description, service type, application physical location, risk level, functional owner, administrative owner, manager owner, etc. N:\irt\sharedinternal\Application Inventory- **Maybe Citrix?**
Appsian PeopleMobile	Appsian PeopleMobile (formerly GreyHeller) is a plug-in for PeopleSoft CS that converts student self-service pages to responsive pages for smaller footprint devices.
Astra Schedule	Software connected to CMS CS that facilitates scheduling of classrooms for class sections.
Academic Technology Center (ATC)	The Academic Technology Center is the IRT department that supports faculty and students with education and training to explore and implement academic technology. https://www.csus.edu/information-resources-technology/teaching-learning/
Branding	IRT follows Sacramento State brand and editorial guidelines, found at https://www.csus.edu/brand/. If a technical project requires branding consultation (such as a software that is able to be co-branded with Sacramento State, etc.), please contact the IRT Communications & Marketing Program Manager.

Calendars	Academic: https://catalog.csus.edu/academic-calendar Campus Events: calendar.csus.edu
Cal State Apply	CSU system-wide product managed by Liaison to process admissions applications.
Campus Map	Find an interactive version on the Sac State Mobile app, or at https://www.csus.edu/campusmap/.
Canvas	Sac State's Learning Management System (LMS). The application is owned by the Academic Technology Center team, and technical support is provided by IRT Web & Mobile Services. There are many touch points between the LMS and CMS CS applications. https://www.csus.edu/information-resources-technology/software-catalog/#canvas
Cashnet	Student portal for paying fees online.
Central Authentication Service (CAS)	Used for many Single Sign-On (SSO) applications including My Sac State.
Campus Applications Team (CAT)	Co-located in AIRC 2008 with the IRT ERP team, with database administrators located on the fourth floor in the AIRC.
Campus Directory	Lookup faculty and staff members by name or department at https://directory.csus.edu/directorySearch.jsp.
Citrix Workspace	A "Virtual Desktop" that provides remote access to a full set of campus software in a Windows 10 environment. https://www.csus.edu/information-resources-technology/software-catalog/#citrix-workspace

Common Financial System (CFS)	Common Financial System. Across the CSU, all campuses and the Chancellor's Office share a single PeopleSoft FSCM instance, partitioned by SetID and Business Unit.
Change Control	IRT's configuration management process and weekly meeting of technical IT staff to discuss/triage changes to University software and technology. https://mysacstate.sharepoint.com/sites/irt/wms/Lists/Weekly%20Maintenance%20List/DefaultView.aspx
Change Management	An organizational change management discipline used by the IRT Project Management Office. IRT currently incorporates the Prosci ADKAR model into campus technology projects. csus.edu/information-resources-technology/project-management/
Common Human Resources System (CHRS)	Currently, all CSU campuses have their own HCM (HR) PeopleSoft instances to manage HR functions, but a project is ongoing to consolidate all campuses into a common suite of HR applications.
Common Management System (CMS)	A CSU system-wide project to deliver PeopleSoft ERP solutions to all CSU campuses. CSU offices in Long Beach maintain the CSU software, and work with our Unisys partner in Santa Clara to maintain the infrastructure. On campus, the term "CMS" is used to refer to PeopleSoft HCM and CS applications (as distinguished from "CFS").
Concur	Sacramento State's travel and expense management system. Formal training is required, and travel requests must be approved by your supervisor prior to entering the request in Concur. https://www.csus.edu/administration-business-affairs/internal/concur-travel/
CSU Learn	The CSU's system-wide learning management system that provides access to a variety of mandatory and professional development training courses and resources. Access it through My Sac State or https://csu.sumtotal.host/Core/dash/home/Home_Sacramento select "Sacramento" in the pull down and login.
Data Center	Sac State's server/machine room located on the fourth floor of the AIRC.
Data Warehouse	Campus data warehouse reporting environment managed by the IRT University Reporting & Data Services Team. Technologies include Informatica, Cognos, Tableau, and Oracle. https://csus.edu/information-resources-technology/data-research

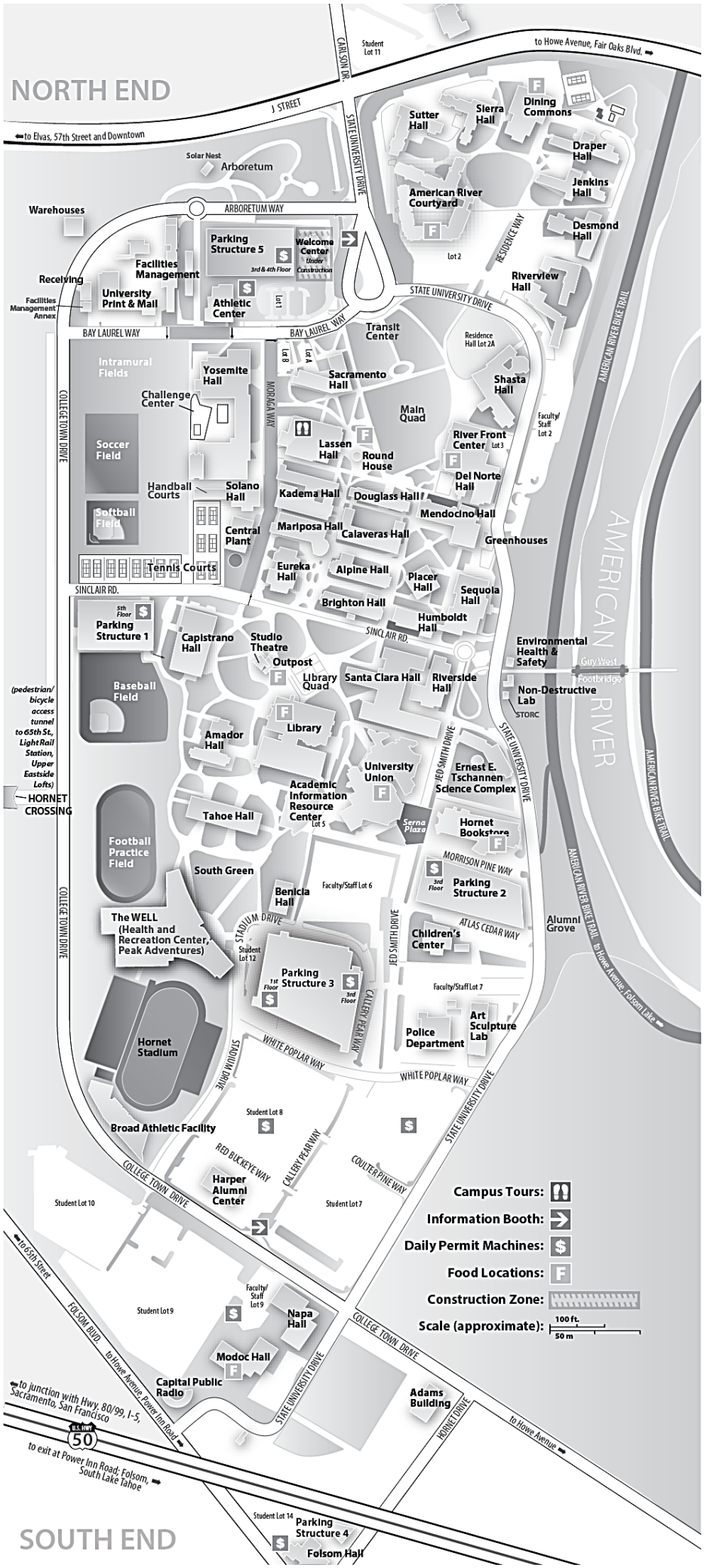
Duo *or* Two-Step Verification with Duo	Sac State's multi-factor authentication (MFA) system. By system-wide policy, all users with access to sensitive data (Level 1) are required to use MFA to protect their credentials. Duo requires two factors to verify your identity to protect your account. The verification requires your SacLink password and a backup method. csus.edu/duo
eduroam	Official campus Wi-Fi. The eduroam network is a standard in higher education, allowing Sac State users to authenticate and automatically connect to any participating eduroam Wi-Fi network. Your University-issued device(s) will automatically be connected to eduroam. Connect a personal device(s) to eduroam by choosing the network on your settings and entering your full SacLink username (including the @csus.edu) and password. csus.edu/wireless
Emergency Action Plan (EAP)	Emergency plan that includes designated actions that faculty, staff, and students must take to ensure safety during a campus emergency. IRT's specific EAP is located: \\sacfiles1\shared\irt\sharedinternal\Emergency Action Plan\2019-20
Emergency Notification System (ENS)	In the event of a campus shooting, bomb threat, hazardous material spill, flood, fire, campus closure, or other event that may cause immediate harm, the Sacramento State Police Department uses the Emergency Notification System (ENS) to send out automated, urgent alerts. csus.edu/ens
Enterprise Resource Planning (ERP)	An industry standard used to describe application suites that are used to manage an enterprise. The Oracle PeopleSoft ERP at Sacramento State consists of FSCM (Financials and Supply Chain Management), HCM (Human Capital Management), and CS (Campus Solutions).
Four Winds (SacConnect Digital Signage)	Software program powering the campus-wide digital signage including television screens in buildings, and stand-alone kiosks around campus. IRT (Network, Web, and Communications teams), University Communications, and Student Affairs have provisioned access, with University Enterprises Inc. (UEI) and The Well operating a separate system. Contact the IRT Communications & Marketing Program Manager with questions.
GoAnywhere Secure File Transfer	GoAnywhere securely shares files via emailed links – ideal for documents containing Level 1 and Level 2 Data. https://www.csus.edu/information-resources-technology/software-catalog/#goanywhere-secure-file-transfer.
Identity Management (IdM)	Also referred to as Identity and Access Management (IAM). Learn more about SacLink Account Types & Classifications.

Information & Communication Technology (ICT)	For any requisition request containing technology, an ICT is performed as part of the formal Procurement Process. Purchases must meet standards for categories such as accessibility and information security. https://www.csus.edu/information-resources-technology/technology-procurement/
Inside IRT	Online repository of internal documents and resources for IRT accessed through My Sac State portal. https://www.csus.edu/information-resources-technology/internal/
IRT Website	Bookmark csus.edu/irt.
IRT Service Desk	Located in AIRC 2005, the IRT Service Desk Team is the primary point of contact between IRT and campus users. The team provides Level 1 support, and manages incidents and service requests, as well as working with distributed IT support contacts, known as ITC's. csus.edu/irt/servicedesk
ITC's	Area IT Consultants or distributed IT community who reside within divisions and departments and provide localized IT support services. https://www.csus.edu/information-resources-technology/get-support-consultation/area-it-consultants.html
Level 1 Data	CSU's definition and management of the most sensitive data. https://csyou.calstate.edu/Policies/icsuam/Documents/8000/8065_FINAL_DRAFT_Data_Classification_CW_V4.pdf
My Sac State	Secure campus web portal for Faculty, Staff, and Students, and entry point for many campus applications, systems, and resources. my.csus.edu
Microsoft Office 365	Cloud-based version of the Microsoft Office Suite. Includes online versions of Outlook, Word, Excel, and many other tools. Campus email accounts are hosted in this cloud environment, as well as OneDrive for storage/sharing of non-sensitive files. Login to portal.office.com with your SacLink username, including the @csus.edu.
MS Outlook Exchange	The University email client. Access your email through webmail portal.office.com or the MS Outlook application on your University-managed device.

OnBase	Hyland Software's document imaging and approval workflow solution, supported by the IRT Campus Applications Team. It allows departments to scan, upload, organize, and manage traditional paper documents electronically. Many of the workflows in OnBase rely on extract files from the ERP environments. https://www.csus.edu/information-resources-technology/software-catalog/#onbase
OneCard	Your Sacramento State ID card. https://www.csus.edu/administration-business-affairs/onecard/
Qualtrics	Official survey tool software available to all University faculty, staff, and students. Create and manage advanced survey instruments, distributions, data storage, analysis, and accessible surveys that are compatible with mobile or desktops, and export results to SPSS or Excel. https://www.csus.edu/information-resources-technology/software-catalog/#qualtrics
SacFiles Drives	Sacramento State NetApp files storage system: **N: Drive –** Shared Departmental Drive *(permission-based access)* **P: Drive** – Shared Project Drive *(permission-based access)* **U: Drive** – Your Personal/Home Drive *(only accessible by you)*
SacFilesSec	Encrypted location on SacFiles for storing sensitive information.
SacLink Account	Your SacLink account, or Campus Account, is your electronic identity on campus. https://www.csus.edu/information-resources-technology/accounts-access/my-account.html
SacSend 1.0	Original campus broadcast email application custom built by IRT. Being phased out of use, and primarily used by individual colleges and faculty. https://www.csus.edu/information-resources-technology/software-catalog/#sacsend-1.0
SacSend 2.0 powered by Emma	Newer implementation of SacSend broadcast email using Campaign Monitor's Emma cloud software. SSO-enabled and only available to provisioned, trained users. https://csus.edu/information-resources-technology/internal/sac-send-2.0.html

Sac State Mobile App	The official Sac State app includes campus maps and online directory, commuting information and real-time parking status, quick links to academic tools and resources, emergency contacts, and more. Download it for free on the App Store (iOS) or Google Play. csus.edu/mobile
Service Now	IRT's IT Service Management (ITSM) tool, service portal and ticketing system used to report technology issues, view/request service catalog items, and archive of Knowledge Base (KB) self-service instructions. To report an issue, or request service, you can either open a ticket at csus.service-now.com, or email servicedesk@csus.edu which also generates a ticket. https://csus.service-now.com/
SharePoint	IRT uses SharePoint to store and share documents with team members. https://mysacstate.sharepoint.com/sites/irt/SitePages/Home.aspx
Shibboleth	Single Sign-On (SSO) solution for many applications including My Sac State.
Single Sign-On (SSO)	Authentication process for campus user to securely access campus services.
Smart Planner	Smart Planner is an online planning tool bolt-on in the CMS CS system used by students to plan their academic course load in advance. Part of the KEYS to Degree Toolbox, Smart Planner is coupled with the Finish in Four/Through in Two campaigns to help students accelerate through program completion to graduation. csus.edu/keys
Software & Tools Catalog	List of all current software, tools, and applications managed by IRT for internal and/or campus-wide use. Access to applications is based on your University role. https://www.csus.edu/information-resources-technology/software-catalog/. **Software Center for PC:** Click Start, and type "Software" to search. **Self-Service for Mac:** Find "Self Service" in the Applications folder, or do a spotlight search for "Self Service."
TeamDynamix	Project management tool used by the IRT Project Management Office and other campus units to track resources, monitor deadlines, share documents, and view and share custom project reporting. https://csus.teamdynamix.com/TDNext/Home/Desktop/Default.aspx

VPN (Global Protect)	Global Protect is the University's official Virtual Private Network (VPN), and provides remote access to shared drives (such as SacFiles) and on-campus resources. View the download instructions specific to your device https://www.csus.edu/information-resources-technology/software-catalog/#globalprotect-vpn, and use **vpn.csus.edu** as the portal, then login with your SacLink account.
Web Content Management (WCM)	Campus uses the Hannon Hill Cascade software application to publish web pages for University-managed websites. https://www.csus.edu/information-resources-technology/internal/web-publisher-information.html.
Zoom	Sac State's official web conferencing and recording solution. Faculty, staff, and students have access to create meetings and connect groups of any size. https://csus.zoom.us/



CALIFORNIA STATE UNIVERSITY

SACRAMENTO

6000 J Street
Sacramento, CA 95819
www.csus.edu

SAC STATE

Campus tours may be scheduled online by visiting **www.csus.edu/admissions/campus_tours**

If you are visiting on a weekend, the University Union is generally open Saturday 8 a.m. – 8 p.m. and Sunday 10 a.m. – 10 p.m. to assist visitors to the Union and campus.

Parking is enforced 24 hours a day. Parking is $7 and daily permits may be purchased at yellow kiosks marked $ on map. For specific parking information there are information booths at both entrances to campus.

KEEP CALM AND pay your parking by phone

www.paybyphone.com
1(866) 234-7275

STAY CONNECTED

fb.com/SacState
twitter.com/SacState
youtube.com/SacStateVideo
instagram/SacState

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CALIFORNIA STATE UNIVERSITY SACRAMENTO

Academic Advising Center ..... LSN 1013
Academic Affairs ..... SAC 230
Academic Talent Search ..... FLS 2040
Accelerated College Entrance ..... BRH 226
Accounts Payable ..... MDC 3005
Accounts Services ..... MDC 3005
Administration and Business Affairs ..... SAC 272
Admissions and Outreach ..... LSN 1102
Advising Center for Teaching Majors ..... LSN 2008
Air Force ROTC ..... YSM 120
Alcohol and Drug Prevention Education Program ..... WEL
Alliance for Minority Participation ..... SQU 226
Alumni Relations and Association ..... AC
Anthropology ..... MND 4010
Anthropology Museum ..... MND 1000
Aquatic and Boating Safety Center
Lake Natoma, Gold River, CA ..... (916) 278-2842
Archeological Research Center ..... DLN
Art ..... KDM 185
Art Sculpture Lab ..... ASL
Arts and Letters, College of ..... MRP 5000
ArtsBridge ..... KDM 191
Asian American Studies ..... AMD 462A
Asian Studies Program ..... TAH 3088
Associated Students, Inc. ..... UU 3rd Floor
Astronomy and Physics ..... SQU 230
Athletic Advising ..... LSN 3004
Athletics Administration ..... Athletic Center
Auditing and Consulting Services ..... SAC 259
Benefits ..... DLN 3rd floor
Bike Shop ..... WEL
Bilingual Multicultural Education (Graduate and Professional Studies in Education) ..... EUR 401
Biological Sciences ..... SQU 202
Broad Athletic Facility ..... AF
Budget Planning and Administration ..... SAC 259
Bursar's Office ..... LSN 1001
Business Administration, College of ..... TAH 1010
California Faculty Association ..... BRH 106
Capital Education Institute, The ..... EUR 216
Capital Public Radio, Inc. ..... CPR 1008A
Career Center, The ..... LSN 1st floor
Carlsen Center for Innovation and Entrepreneurship ..... LIB
Center for African Peace and Conflict Resolution ..... ALP 211
Center for California Studies ..... TAH 3046
Center for College and Career Readiness (CCR) ..... LIB 4023
Center for Counseling and Diagnostic Services ..... EUR 421
Center for Delinquency and Crime Policy ..... ADM 104
Center for Economic Education ..... TAH 3016
Center for Family Studies ..... MRP 3025
Center for Health, Practice, Policy and Research ..... FLS
Center for Mathematics and Science Education ..... SQU 330
Center for Science and Math Success ..... SQU 320
Center for Tax Education ..... TAH 2102
Center for Teaching and Learning ..... ARC 3005
Challenge Center (Peak Adventures) CC
Charter Schools Development Center ..... ADM 100
Chemistry ..... SQU 506
Chicano Studies ..... AMD 463
Child Development (Undergraduate Studies in Education) ..... EUR 401
Children's Center ..... CDC
Civil Engineering ..... RVR 4024
College Assistance Migrant Program ..... RFC 1
College of Education Student Success Center ..... EUR 437
Communication Sciences and Disorders ..... FLS 2316
Communication Studies ..... MND 5014
Community Engagement Center ..... LIB 4028
Computer Engineering Program ..... RVR 3018
Computer Science ..... RVR 3018
Conference Training Services ..... NPA 2008
Construction Management Program ..... RVR 4024
Continuing Education, College of ..... NPA
Cooper-Woodson College Enhancement Program ..... AMD 460
Counselor Education (Graduate and Professional Studies in Education) ..... EUR 401
Courtyard Market ..... AMC
Creative Services ..... LIB 15
Criminal Justice, Division of ..... ALP 137
CSU-LSAMP Statewide Office ..... SQU 226
Custodial Services ..... FM
Deaf Studies (Undergraduate Studies in Education) ..... EUR 401
Design ..... MRP 5001
Development ..... SAC 118
Dining Commons ..... DC
Dining Services ..... RFC
Economics ..... TAH 3028
Education, College of ..... EUR 206
Educational Leadership and Policy Studies (Graduate and Professional Studies in Education ..... EUR 401
Educational Opportunity Program ..... LSN 2205
Electrical and Electronic Engineering and Computer Engineering Program ..... RVR 3018
Electronic Support Center ..... SQU 454
Else Gallery ..... KDM
Engineering and Computer Science, College of ..... RVR 2014
English ..... CLV 103
English Language Institute ..... DLN 1005
Environmental Health and Safety ..... EHS
Environmental Studies ..... AMD 554A
Epicure Restaurant at Sacramento State ..... UU 1st Floor
Ethnic Studies ..... AMD 463
Executive Fellowship Office ..... TAH 3046
Facilities Management ..... FM
Faculty Senate ..... SAC 254
Faculty Student Mentor Program ..... LSN 2205
Family and Consumer Sciences ..... MRP 3000
Financial Aid Office ..... LSN Lobby
Financial Services Administration ..... SAC 259
Full Circle Project ..... LIB 1000A
Guardian Scholars ..... LSN 2104
General Education ..... SAC 234
Geography ..... AMD 550
Geology ..... PLR 2003
Gerontology Program ..... BNC 1018
Graduate and Professional Studies in Education ..... EUR 401
Graduate Diversity Program and Academic Enrichment Programs ..... RFC 203
Graduate Business Advising Center ..... TAH 1037
Graduate Studies ..... RFC 206
Grounds and Landscape ..... FM
Health and Human Services, College of ..... SLN 5002
HHS Student Success Center ..... SLN 3000
Hinde Auditorium ..... UU Lobby
History ..... TAH 3080
History Graduate Program ..... TAH 3080
Housing and Residential Life ..... SRA Lobby
Hornet Bookstore ..... BKS
Human Resources ..... DLN
Humanities and Religious Studies ..... MND 2011
Inclusive Excellence ..... SAC 220
Information, Resources and Technology ..... ARC 3010
Institute for Higher Education Leadership and Policy ..... TAH 3063
Institute for Social Research ..... ADM 102
Institutional Research, Effectiveness and Planning ..... SAC 250
Intercollegiate Athletics ..... ATH
Interdisciplinary Studies ..... AMD 255
International Affairs Graduate Program ..... TAH 3104
International Programs and Global Engagement ..... LIB 1001
Kinesiology and Health Science ..... SLN 3002
KSSU—The Apex 1580 AM ..... UU 1st Floor
Language, Speech and Hearing Center, The Maryjane Rees ..... SHS 172
Liberal Arts Master's Program ..... MND 2011
Liberal Studies Program ..... LSN 2008
Library Gallery ..... LIB 1026
Lost and Found ..... PSB 001
Maryjane Rees Language, Speech & Hearing Center ..... FLS
Mathematics/Statistics ..... BRH 141
McNair Scholars Program ..... RFC 211
Mechanical Engineering ..... RVR 4024
MESA Engineering Computer Science Program ..... SCL 1213
MESA K-12 ..... SCL 1204
Migrant/Optimal Learning Environment ..... RFC 203
Minority Enrichment Business Program ..... TAH 3063
MLK Center ..... LSN 2201
Multi-Cultural Center ..... LIB 1010
Music ..... CPS 107
Music Recital Hall ..... CPS
Native American Studies ..... AMD 562C
Natural Science and Mathematics, College of ..... SQU 334
New Student Orientation ..... LSN 1010
Night Shuttle Services ..... PSB
North Central Information Center ..... ADM 208
NSM Advising Center ..... SQU 328
NSM Equipment Support Center ..... SQU 44
Nursing, School of ..... FLS 1002
Off Campus Housing Services ..... SRA
One Card ..... LSN
Pacific Sociological Association, The ..... AMD 553C
Pan African Studies ..... AMD 462D
Parents & Families Program ..... LSN 2205-O
Parking ..... FLS
Payroll Services ..... DLN 3rd floor
Peace Corps Liasion ..... CLV 138
Peak Adventures ..... WEL
Peer and Academic Resource Center (PARC) ..... LSN 2200
Philosophy ..... MND 3000
Photocopy Services ..... ARC
Physical Therapy ..... FLS 1054
Physics and Astronomy ..... SQU 230
Playwrights' Theatre ..... SHS
Police Department ..... PSB 001
Political Science ..... TAH 3104
President's Office ..... SAC 206
Pride Center ..... UU
Procurement and Contract Services ..... MDC 3005
Property Management ..... FM 172
Psychological Counseling Services ..... WEL
Psychology ..... AMD 350
Public Affairs & Advocacy ..... SAC 203
Public Policy and Administration Graduate Program ..... TAH 3038
Public Safety ..... PSB
Rape Prevention Program ..... WEL
Recreation, Parks and Tourism Administration ..... SLN 4000
Recreational Sports ..... WEL
Research Administration and Contract Administration ..... BKS 3400
Residence Halls ..... RH
Resource and Organizational Management ..... SAC 272
Risk Management Services ..... RFC 220
Safe Rides ..... UU 1st Floor
Scholarship ..... LSN Lobby
School Psychology (Graduate and Professional Studies in Education) ..... EUR 401
Science Educational Equity ..... SQU 320
Serna Center ..... RFC 1023
Services to Students with Disabilities ..... LSN 1008
Sexual Health Program ..... WEL
Social Science Program ..... LSN 2008
Social Sciences and Interdisciplinary Studies, College of ..... AMD 255
Social Work, Division of ..... MRP 4010
Sociology ..... AMD 450
Space Management ..... LSN 3006
Special Education (Teaching Credentials, and Graduate and Professional Studies in Education) ..... EUR 401
Sports Information ..... ATH
STA Travel ..... UU 1st Floor
Staff Employment ..... DLN 3rd Floor
Staff Training and Professional Development ..... DLN 3rd Floor
State Hornet Newspaper ..... DLN
Statistics/Mathematics ..... BRH 141
Store, The ..... UU 1st Floor
Student Academic Support and Educational Equity Programs ..... LSN 3014
Student Affairs ..... LSN 3008
Student Athlete Resource Center (SARC) ..... LSN 3002
Student Conduct ..... LSN 3008
Student Health Connection ..... UU 1108
Student Health and Counseling Services ..... WEL
Student Organizations & Leadership (SOAL) ..... UU 2nd floor
Student Services Center ..... LSN Lobby
Teaching Credentials ..... EUR 401
Testing Center ..... LIB 14
Theatre and Dance ..... SHS 104
Ticket Office ..... ATH
Undergraduate Business Advising Center ..... TAH 1030
Undergraduate Studies in Education (UGSE) ..... EUR 401
United States Geological Survey ..... PLR 2005
University Advancement ..... SAC 1st Floor
University Archives ..... LIB 1502
University Communications ..... SAC 116
University Enterprises, Inc. ..... BKS 3200
University Mail ..... FM 112
University Print ..... FM 114
University Receiving ..... FM
University Registrar's Office ..... LSN 2000
University Transportation and Parking Services (UTAPS) ..... FLS
Veterans Success Center ..... LSN 3000
Violence and Sexual Assault Support Services ..... WEL 1010
Water Program ..... MDC 1001
The WELL ..... WEL
Witt Gallery ..... KDM
Women's Resource Center ..... UU
Women's Studies Program ..... AMD 561B
World Languages & Literatures ..... MRP 2051

BUILDING ABBREVIATIONS

AC ..... Harper Alumni Center
ADM ..... Adams Building
ARC ..... Academic Information Resource Center
ALP ..... Alpine Hall
AMD ..... Amador Hall
AMC ..... American River Courtyard
ASL ..... Art Sculpture Lab
ATH ..... Athletic Center
BNC ..... Benicia Hall
BKS ..... Hornet Bookstore
BRH ..... Brighton Hall
AF ..... Broad Athletic Facility
CDC ..... Children's Center
CLV ..... Calaveras Hall
CP ..... Central Plant
CPR ..... Capital Public Radio
CPS ..... Capistrano Hall
DC ..... Dining Commons
DH ..... Douglass Hall
DLN ..... Del Norte
DRP ..... Draper Hall
DSM ..... Desmond Hall
DTN ..... Sacramento State Downtown
EHS ..... Environmental Health and Safety
EUR ..... Eureka Hall
FLS ..... Folsom Hall, 7667 Folsom Blvd.
FM ..... Facilities Management
FMX ..... Facilities Management Annex
GRN ..... Greenhouses
HMB ..... Humboldt Hall
JNK ..... Jenkins Hall
KDM ..... Kadema Hall
LSN ..... Lassen Hall
LIB ..... University Library
MDC ..... Modoc Hall
MND ..... Mendocino Hall
MRP ..... Mariposa Hall
NPA ..... Napa Hall
PLR ..... Placer Hall
PS 1 ..... Parking Structure 1
PS 2 ..... Parking Structure 2
PS 3 ..... Parking Structure 3
PS 4 ..... Parking Structure 4
PS 5 ..... Parking Structure 5
PSB ..... Public Service Building
RFC ..... River Front Center
RH ..... Residence Halls
RND ..... The Roundhouse
RVH ..... Riverview Hall
RVR ..... Riverside Hall
SAC ..... Sacramento Hall
SCL ..... Santa Clara Hall
SHS ..... Shasta Hall
SLN ..... Solano Hall
SQU ..... Sequoia Hall
SRA ..... Sierra Hall
STH ..... Studio Theatre
STR ..... Sutter Hall
TAH ..... Tahoe Hall
UU ..... University Union
WEL ..... The Well
YSM ..... Yosemite Hall

DIRECTIONS TO THE SAC STATE CAMPUS

Eastbound Highway 50

Exit at Power Inn/Howe Avenue. Go under the freeway onto Hornet Drive. Turn left onto College Town Drive. The road becomes State University Drive and you are on the south end of campus.

Westbound Highway 50

Exit at Howe Avenue. Continue through the light onto College Town Drive. At the second light the road becomes State University Drive and you are on the south end of campus.

Westbound Business 80

Exit at J Street. Turn left onto J Street and continue approximately 4 miles. Turn right onto Carlson/Esplanade. This is the north end of campus.

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