

# Annual Report

INFORMATION RESOURCES & TECHNOLOGY

2022-23



SACRAMENTO STATE  
INFORMATION RESOURCES & TECHNOLOGY

# Powering Student Success

July 1, 2022 - June 30, 2023



**Mark Hendricks**  
*Vice President & Chief  
Information Officer*

*This annual roundup - far from exhaustive - shares highlights of our proud work together to support our ultimate mission: student success.*

As the most collaborative division on campus, IRT touches nearly every aspect of the Hornet experience. Technology is far more than tools or services - it is an essential, mission-critical way we foster access and belonging for every member of the Hornet family. It equals improved administrative experiences, innovations in teaching and learning, and clear pathways in a student's progress to degree. Technology connects us foundationally, and there is always something around the corner for us to discover together.

Our annual report is intended to communicate and document our progress towards implementing our key strategies and goals in support of the campus. In partnership with leadership and campus divisions, we are leveraging the power of technology to deliver game changing process innovations and efficiencies to transform our brick and mortar university, make progress toward removing barriers to success, and to advance campus strategic and systemwide initiatives.

Among our many hats, the one we wear most proudly is student success. Through academic and technological collaboration, we have seen tremendous strides in the Finish in Four/Through in Two programs, and their alignment with the CSU's Graduation Initiative 2025 and CSUCCESS technology equity programs. A rising tide raises all ships. We also acknowledge the seemingly small - but impactful - updates and enhancements towards ensuring our campus systems, tools, and processes are inclusive, accessible, and welcoming for every Hornet.

Whether we're addressing tech inequity, providing state-of-the-art classroom tools and resources, expanding campus network coverage, digitally transforming the daily experience, or - critically important - being prepared for future disruptions, we have the right teams, energy, and partnerships in place to make even impossible tasks possible.

With 75 storied years in the rear view mirror, we look ahead to how technology will continue to enrich the value of a Sacramento State education. Thank you for your continued partnership as we power student success!

*Mark*



## 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.*

## VISION

*IRT serves as a strategic, trusted partner and the source for enterprise technology leadership at Sacramento State.*

## MISSION

*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.*

## IRT Strategic Goals

- 1 Support and innovate within campus imperatives.
- 2 Mature digital transformation strategies to improve student success/experience.
- 3 Unification and standardization of University IT practices and service management.
- 4 Expand internal and cross-functional data-driven decision making.
- 5 Adopt, operationalize, and advance DEI and anti-racism initiatives as individuals and as stewards serving our University community.

# A Transformational Year

## Going Paperless



- ⚙️ "It's About eTime!" eliminates 18,400+ paper timecard forms now entered electronically in CMS.
- ⚙️ New and enhanced Acrobat Sign forms and workflows digitized formerly paper agreements used by HR and other divisions.
- ⚙️ OnBase Add/Drop petition in CMS eliminates usually staggering manual entry: 16,000+ forms per academic year!



## Next Gen Network

Completed the Common Network Infrastructure (CNI) to upgrade campus connectivity in stateside buildings.

Over \$1.5 million dollars of hardware and consulting resulted in the implementation of the latest generation network gear with buildings from 2 to 20 Gigabits, and the core from 40 to 200 Gigabits.

## So Refreshing!

- ⚙️ The University computer refresh partnership updated 385 faculty and staff laptops and 353 desktop computers in campus Computer Labs and instructional spaces.
- ⚙️ IT Collaborations & Standards Group and ITC's worked to launch new Lenovo (PC) and Mac campus standards.



## Data On Demand

On-demand data for decisions that demand precision! Uptime for the University Data Warehouse is 99.995%.



# Student Engagement & Success

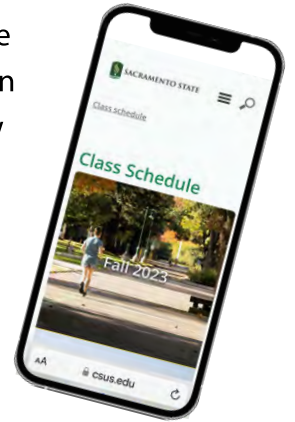
## A More Vibrant Canvas



14 new Canvas app integrations expand functionality with low cost and Open Educational Resources including AI-based support for STEM topics, activities, tablet-based presentation platforms, and much more.

## Top of the Class

The Class Schedule app is accessible on the go with a new mobile-friendly design.



## AccessABILITY

500 Word, PowerPoint, and PDF files in Canvas and on the web were remediated - ensuring these instructional materials are accessible for all learners.



## Everything's AI(ok)

Partnered with Student Affairs to launch the "Ask Herkybot" chatbot to provide 24/7 inquiry options for students.



## Calling All Future Hornets!

Farewell manual processing, hello to an improved - and faster - admissions and enrollment experience for undergrad, graduate, and international applicants!

Digital transformation collaborations with Academic Affairs, Admissions & Outreach, and Student Affairs will help to increase and diversify future Hornets through:

- Automated workflows
- Credential and transcript scanning/tracking
- Better campus system integrations



# EVERY HORNET, EVERY DAY

## Supporting DEI & Anti-Racism Efforts

Technology connects, unifies, and powers possibility. Our work ensures that new and existing academic and administrative tools, resources, and services deliver a DEI-focused experience for every Hornet.



Accessible, equity-focused digital experiences including csus.edu, My Sac State portal, and the Sac State Mobile app.



Ensuring campus systems support inclusive functionality (gender ID, preferred name) and eliminates exclusionary language.

**Believing Becoming Being**

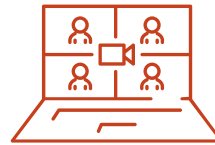
- Antiracism Inclusive Campus Plan (AICP) Tracking Tool
- IE Consultation & Support Request form/process
- Added DEI questions to campus technology purchases
- Launched IT DEI Council comprised of campus IT professionals



Digitally-transformed admissions processes to diversify applicant pool and speed decisions.



Upgraded HyFlex classrooms include assistive technologies to support all learners.



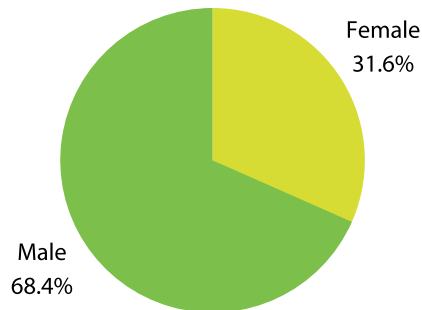
Collaborative enterprise platforms such as M365 Teams and Zoom connect us.



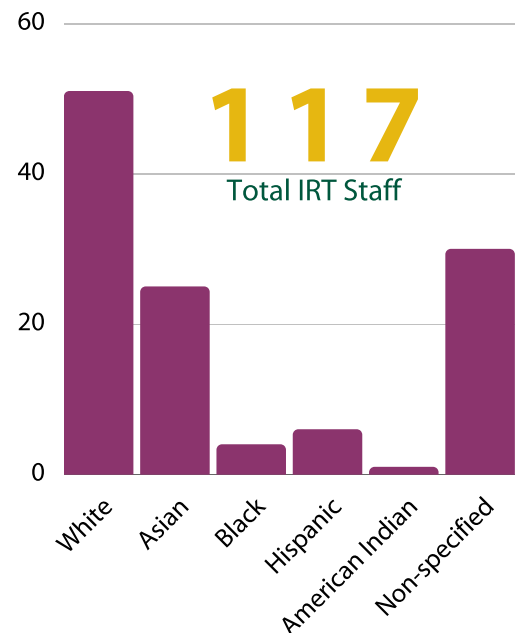
Campus internet connectivity and access to low income resources.

## Changing the Face of IT

Recruitments focus on inclusive search strategies to attract women, people of color, members of the LGBTQ community and individuals with disabilities to serve in IT professional and leadership roles.



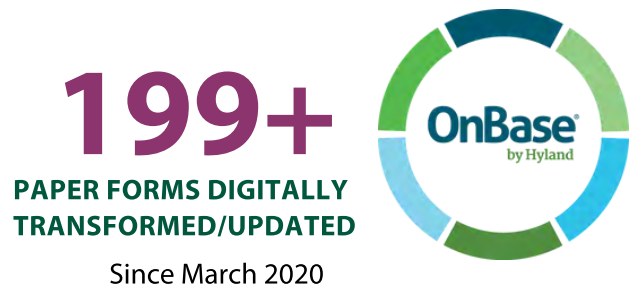
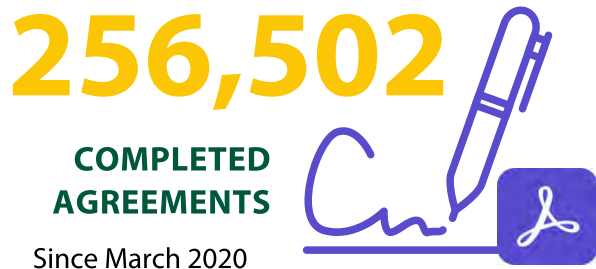
Our commitment is to reflect and serve our diverse campus community.



# REDUCING ADMINISTRATIVE BARRIERS

Digital transformation is more than merely digitizing what once was paper, but truly transforming processes with system data integrations, forms, automated workflows, and enhancements.

Collaborations with divisions and colleges - plus powerful tools such as OnBase and Acrobat Sign - are better meeting the growing needs of our campus community.



## Efficient New Automations

So long, manual steps! OnBase enhancements and optimizations are transforming manual processes:

### Applicants

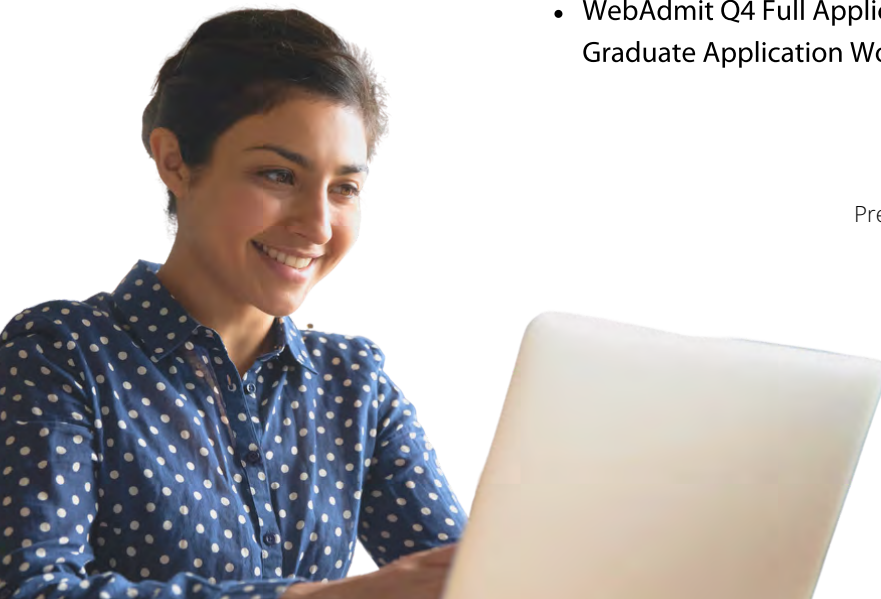
- Transfer Credit Evaluation (TCE) Workflow Queue
- Financial Aid Year Forms and Workflow changes

### Student Lifecycle

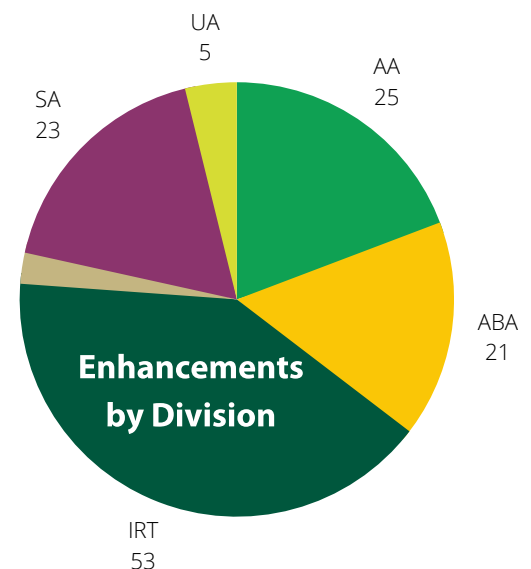
- Add/Drop Form and Workflow
- Educational Opportunity Program (EOP) Student Agreement Form
- Crisis Assistance & Resource Education Support (CARES) Form/Workflow
- WebAdmit Q4 Full Application PDF Graduate Application Workflow

### Business

- Telecommute form to OnBase
- Expenditure Transfer Form/Workflow
- Optimized HR forms, reports and workflows



President's Office  
3



# SUPPORTING tEchQUITY



## Free Laptop Checkout Program

To address technology inequity, we continue to offer long-term laptop checkout for academic use.

While also open to faculty and staff, the program - supporting the Chancellor's Office CSUCCESS initiative - is primarily focused on addressing student academic technology needs both on and off-campus.

The University Union and Library continues to also offer short-term (day of) checkout options for students on campus.



926

Students

1,025

Checked-out Laptops

99

Faculty & Staff

**CSUCCESS**

## Remote Access Pilot

Summer 2023 begins a pilot of the new Azure Virtual Desktop for campus computer labs in partnership with Desktop, Data Center, and college ITC's.

This work ensures secure access by campus users to campus Computer Lab software from any device.



20K+

Computer Lab Logins 2022-23



# INCLUSIVE TEACHING & LEARNING

## Faculty Learning Communities

The Universal Design for Learning (UDL) team provides campus leadership supporting accessible, inclusive learning principles, and training faculty to develop and remediate course materials.

127

Faculty participated in "Inclusive Syllabus" sessions focused on UDL design techniques and improving syllabus document accessibility



- Presented the "Inclusive Syllabus FLC: The Accessible Syllabus" at the Summer Flexible Institute 2022
- Shared the Inclusive Syllabus Initiative at the Cal State Tech Connect Conference 2022



## Inclusive Syllabus Initiative (ISI)

The ISI supports policy and action addressing inclusive language and affirming practices between faculty and their students as reflected in the campus AICP and Section 508 requirements that "electronic and IT must be accessible to people with disabilities, including employees and members of the public."

## Accessible Course Materials

Ensuring every student can access course materials requires dedicated effort - and smart tools.

The Blackboard Ally accessibility checker helps faculty create and correct existing course materials to ensure they are inclusive and aligned with UDL principles.

Faculty can also submit "Instructional Materials Remediation" requests to the Academic Technology Services (ATS) team.



*Files remediated for accessibility by ATS in 2022-2023*

## 2nd Annual Accessibility Championship



**55** Accessibility fixes in Canvas

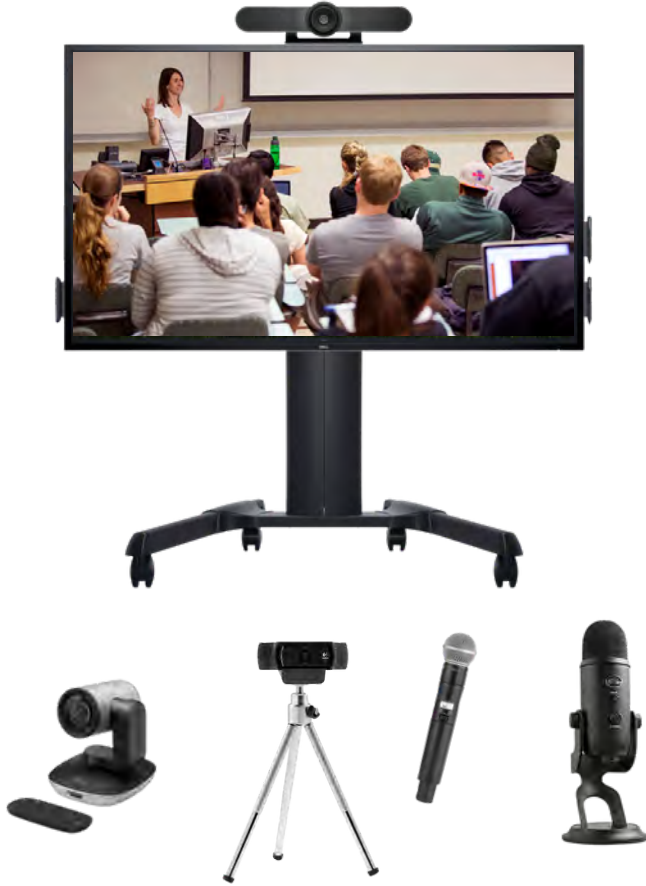
**Dr. Janon Kadhim**  
*Department of Design*



## "Fix Your Content Day" Global Accessibility Awareness Campaign

With 106 accessibility fixes in a single day, Sacramento State placed 40th out of 85 universities world-wide.

# CLASSROOMS THAT HY *FLEX*



Our ongoing campus technology standardization and refresh project ensures that no matter what classroom or informal space a faculty member or student walks into, they're ready to boot up and go.

This essential work extends the life of each classroom's functionality by eight or more years, and provides a consistent, state-of-the-art experience supporting in-person, hybrid/HyFlex, and remote teaching modalities.

## Classrooms Upgraded 2022-23

**35** INSTALLED NEW STANDARD

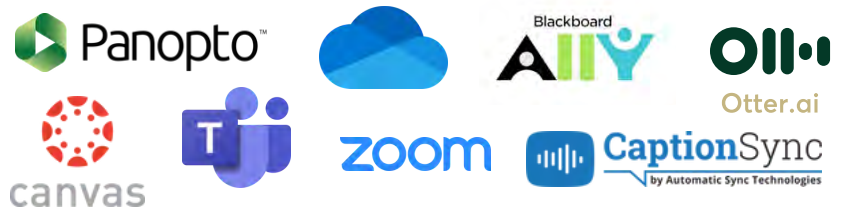
**24** EXISTING CLASSROOM REFRESH



*Cloud-based tools expand the "classroom" experience, increase accessibility, and connect students and faculty whether on or off-campus.*

## Academic Technology Working Group

A diverse group of faculty voices from each college comprise the new Academic Technology Tool Assessment Working Group.



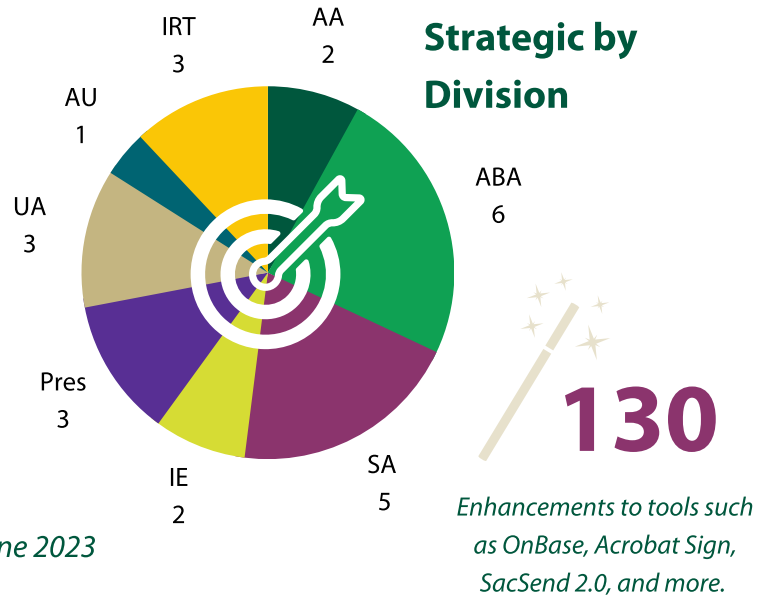
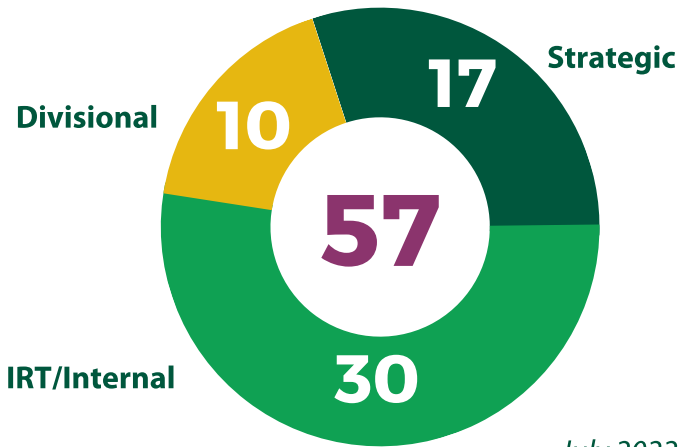
Convening monthly, the group ensures academic technology is inclusive, accessible, and applicable to authentic teaching use cases, and will help shape how campus technology is researched, procured, installed, and retired.

# TECHNOLOGY PARTNERSHIPS

The Project Management Office (PMO) team collaborates with nearly every campus area to launch operational, compliance, and strategic technology projects and enhancements to advance the Sacramento State experience.



## Projects Completed



## Technology Project Snapshots

### Antiracism & Inclusion Campus Plan



- (AICP) Tracking Tool**  
Reduces manual work and streamlines campus AICP plan assessment.
- Online Support Requests**  
Campus can submit consultation requests online to Inclusive Excellence.

### Chatbot Implementation

Partnered with Student Affairs to launch the "Ask Herkybot" chatbot powered by Ocelot.



### Enrollment Management



Improved EAB integration to enhance applicant identification and engagement.  
Future metrics and reporting is supported through improved activity log access in CMS.

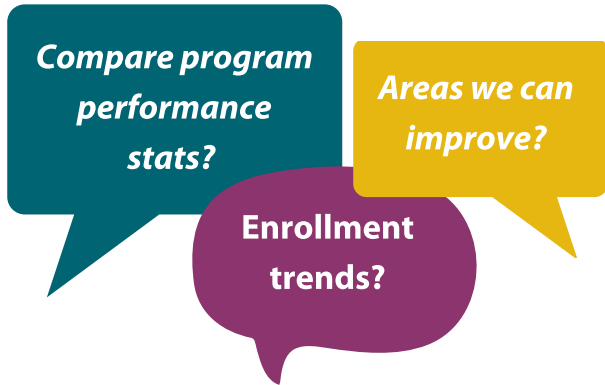
### Modern Authentication



Implemented modern authentication methods including Single Sign-on (SSO) and DUO multi-factor auth for Microsoft 365 email services to protect campus systems and users.

# BY THE NUMBERS

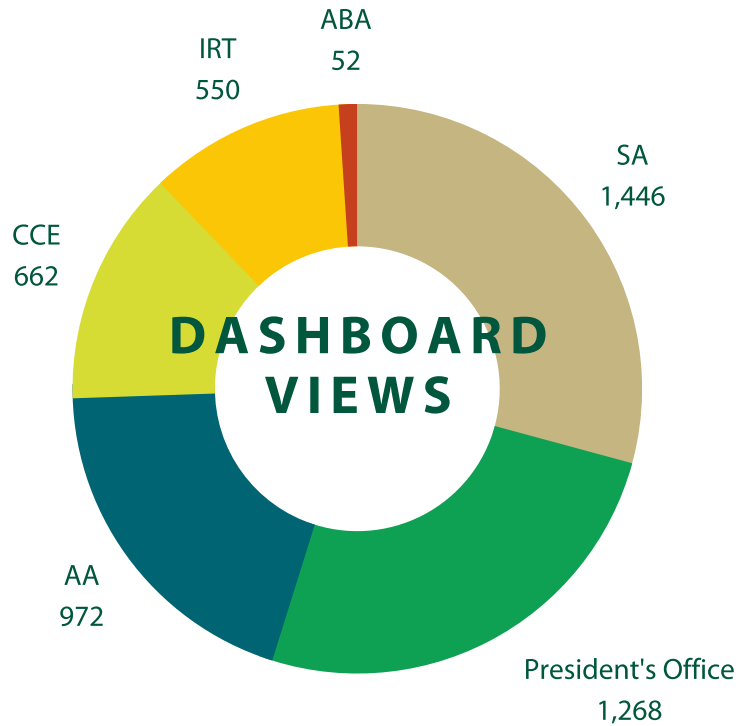
## Data-Informed Decisions



When campus requires on-demand university data to understand program success or opportunities for growth, they turn to powerful analytics, reporting, and visualization tools.

## Data Tells Stories

Campus users create impactful data-scapes to answer questions and support academic, operational, and strategic decision making.



**15,857** Views

*"Enrollment Overview" was the top viewed dashboard*

## Analytics & Reporting

600+ Cognos reports tracking a variety of university metrics.



Departments and colleges create self-service reports or collaborate with the IRT University Reporting & Data Services team to create specialty academic or business reports to help analyze services and program progress.

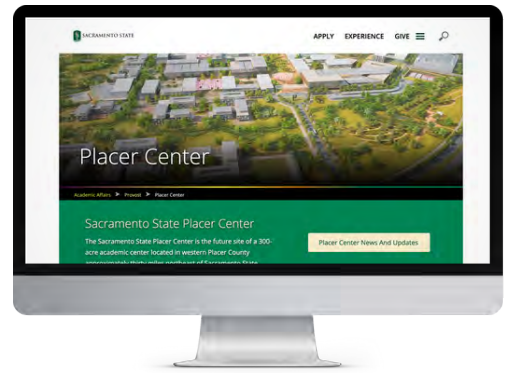
**588**  
Report Views

*Academic Affairs tapped into the power of Cognos most frequently in 2022-23*

# DIGITAL EXPERIENCES

Often the "directors of first impressions" Sacramento State digital experiences grew this past year to enhance the visitor experience:

- New and enhanced web design/content templates
- Added functionality including video captions and social media quick links
- Focus on WCAG 2.1 accessibility compliance



*Partnered with the Provost to create the new Placer Center website*

## Accessibility

Our continuous improvement and compliance focus is supported through Siteimprove web accessibility checker and upgrading to Google Analytics 4.



**85.2%**

*Accessibility Score  
AA level standard*



**2,921**  
*Total university  
webpages*



**15.7M**  
*Total webpage views  
July 2022 - May 2023*



**377**  
*Active web publishers*

## Sac State Mobile App



### New Upgrades

- New global toolbar and search
- Customizable menu
- Quick access to Campus Police, Hornet Safety Escort, health and counseling resources, and more.

### Total Downloads

**15,294**



**2,209**

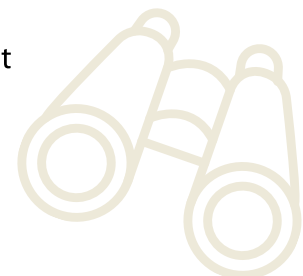


## Future State: Unified Digital Platform

**MySAC STATE**



Work is underway to support a holistic student lifecycle through a unified communications platform strategy, integrating the campus portal, mobile app, and Chatbot.



# UNIFIED IT SERVICE DELIVERY

## Collaboration Works

They say it takes a village, and when it comes to IT service management (ITSM), it takes a collaborative campus.

Aligning campus divisions and IT support professionals to train under the ServiceNow service management software helps reduce duplication of efforts, standardize technology service management and compliance, and identify synergies to improve overall service delivery.

servicenow®



capital  
public radio



SACRAMENTO STATE  
COLLEGE OF CONTINUING EDUCATION

## Enterprising Idea



Work is underway to leverage Chancellor's Office managed services to tap into a single platform for data discovery, integration, and Application Programming Interface (API) management.



Shared resources



Cost savings



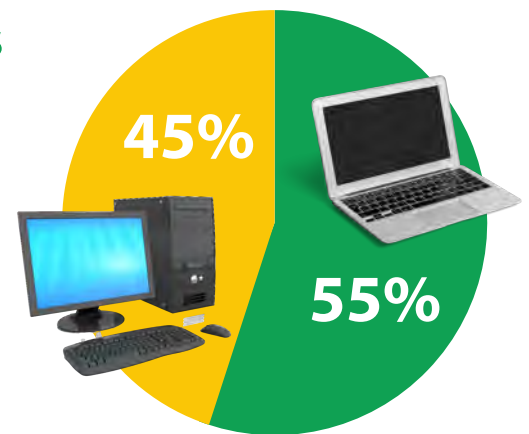
Synergies across campus and colleague CSU's

## Workstation Standards & Shared Assets

Partnering with Sac State Property, we're working to build a University-wide unified Information Technology (IT) asset management system through ServiceNow to better track and manage technology devices across colleges and departments - critical for patching, technology refresh planning, and security.

Formerly Dell, campus selected Lenovo as the new campus PC laptop standard.

Lenovo



Staff Devices

Laptop: 2,950  
Desktop: 2,431

251

pay-per-print  
devices



136

flat-rate fee  
devices

## Copy That

Transitioned campus print/copy/scan multifunction devices from a pay-per-print program to a more economical and sustainable flat-rate fee plan.



KONICA MINOLTA

PrintSmart



# INFORMATION SECURITY

## Not On Our Watch

Industry leading tools and ongoing education protects campus information and the Hornet community every day.



**274**

Compromised accounts protected



**274,448,151**

Blocked cyber attacks



**370,992,163**

Blocked access from bad websites

## Advanced Threat Detection Tools

Classifies, scans, and blocks inbound/outbound traffic for cyber threats to protect campus from hitting known bad sites.



## Zero Day Protection

Palo Alto's cloud service provides global security threat awareness and protection

## User ID

Firewall rules work by SacLink User (Active Directory) for better security

## Security Updates



Finished MFA rollout for remote Windows desktop connections



Always On VPN for Windows common workstation endpoints



Bringing transparency to High Security Workstation management

## Protecting Campus Access

Secure account access to campus resources is a 24/7 mission. Regular audits and enhanced steps are helping enhance security, including updated password policies, and new automated procedures for cleaning-up unused accounts.



**3,468**

Special Purpose Accounts Audited



**2,694**

Passwords Remediated



**561**

Accounts deleted

# CUSTOMER SERVICES

On and off-campus, the IRT Service Desk Team supports the applications, tools, and services relied upon by the Hornet Family.

In collaboration with divisional IT Consultants (ITC's), the IRT Service Desk team - a nimble 3-7 full-time employees, including students - directly resolved 60% of all campus technology service requests.

# 60%

servicenow®

July 1, 2022 - June 30, 2023.



4.6

5=Excellent  
1=Poor

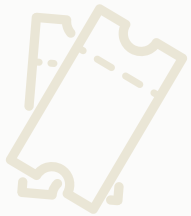
*"Appreciated my concerns"*

*"Provided a clear solution"*

*"Helpful information"*

*"Response time"*

## Tech-ceptional Support



# 51,094

Campus-wide service tickets received

# 21,305

Opened/assigned to the Service Desk



# 17,455

Tickets resolved by the Service Desk

# 13,180

Triaged to area specialists or ITC's



# 12,616

Help forms received



# 523

Appointments



# 31,257

Emails fielded



# 9,178

Phone calls

# 3,723

In-person visits



# 3,922

Online chats



# INVESTING IN OUR STUDENTS

# 49%

Service Desk tickets resolved by student employees



Students provide classroom support, field incoming service requests, make website updates, and more - plus earn valuable "on- the-job" training for future careers.

# 30+

Student employees supporting IRT each academic year

## Students in Tech Scholarships

These superstar students each received a \$2,000 KI Earn Empower Scholarship for their service as a student employee/intern!

*Working at the IRT Service Desk has been an incredibly enriching experience for me. It has provided me with numerous opportunities for growth and learning, both in my education and personal life. I am truly grateful for the positive impact it has had on me.*

**IRT Service Desk**  
**Chisom Iwunze, '24**  
Computer Science Major  
Nigeria



*My time here at IRT was a valuable learning experience. I gained hands-on experience in all aspects of web development, and I learned how to work with clients and team members to create successful projects. I am confident that the skills and knowledge I gained will be valuable in my future career.*

## Web & Mobile Services

**Victor Severin, '24**

Computer Science Major  
Republic of Moldova

# STATE-OF-THE-ART NETWORK

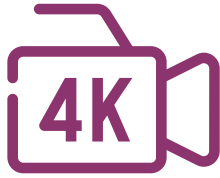
## Campus Network Upgrade

Over \$1.5M in funding from the Chancellor's Office Common Network Infrastructure (CNI) program went toward upgrading our campus network infrastructure to state-of-the-art access.

Completed March - June 2023 (with many late nights and holiday work) this massive campus-wide undertaking delivers a faster, more resilient network with room to grow.

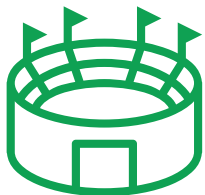
### Gigabit Speed

Download 4K videos in seconds



Lightning fast browsing

Speedy cloud access



Superior connectivity even in busy campus locations

2 → 20 → 40 → 200

GIGABITS



- Network equipment updated with latest generation gear
- Standardized campus buildings to Wi-Fi 6
- Boosted overall network bandwidth/speed with options up to 100 Gigabits
- Ramped up network security



Plus, alternate fiber optic paths to each stateside building and added a high-speed (20 Gbps) network for redundancy/disaster recovery

1-2

Buildings completed per day

150+

Network closets upgraded

500+

Switches replaced campus-wide

20K+

Network jacks + connections moved

# EXPANDING CONNECTIVITY

Whether it's eduroam - the official campus Wi-Fi - SacLink Guest, or SacEvent, we continue to expand indoor and outdoor connectivity to meet the needs and enjoyment of every Hornet.



**1,700+**  
Wi-Fi 6 access points

**+500**  
New classroom  
access points



## 'Behind The Scenes' Hero



*Campus IT is the embodiment of 'Behind the Scenes Heroes.' It's really a team effort and I'm lucky to work with such fantastic people in IRT and the entire campus IT community!*

**CARL OAKES**

*Network Infrastructure  
& Program Security Lead*

In 2023, Carl was recognized as the "Behind the Scenes Hero" at the inaugural Outstanding Staff Awards.

With 30 years in campus IT, Carl has been instrumental in growing campus connectivity for every Hornet. His dedication and customer-first approach truly defines campus IT professionalism and service. Team IRT proud!

## The Future is Calling

Digital transformation isn't limited to paper forms - it's also about changing the way Hornets connect to better meet academic and business needs.



If the pandemic was defined by softphones and desk phone forwarding, the future points to integrated solutions to create a single, seamless way for campus users to communicate and collaborate from any location and any device.

## Pilot Project: Zoom Phone

Campus is back to primarily in-person operations, but hybrid and remote teaching, learning, and work are here to stay.

We're currently exploring a foundational shift for campus telecommunications through a Zoom Phone pilot project to gather campus needs, determine scope, and define the future state.



# IRT Leadership



**Mark Hendricks**

Vice President & Chief Information Officer



**Peggy Kay**

AVP, Academic Technology & Campus Engagement and Deputy CIO



**Hema Manickavinayaham**

AVP, Planning and Digital Transformation



**Marc Fox**

Chief Information Security Officer (CISO) and Sr. Director, Enterprise Systems



**Nick Sladojevic**

Director, IT Infrastructure & Identity Management and Interim Sr. Director, Operations & Network Services



**DeWayne Holmes**

Director, University Reporting & Data Services



**Matt Kay**

Interim Director, Academic Technology Services



**Long Lim**

Interim Director, Customer Service



**Nadya Lucas**

Director, Project Management Office



**Charlene McKoy**

Budget Analyst



**Teresa Palmer**

Director, Desktop & Print Services



**Greg Porter**

Director, Campus Applications



**Jesseca Sanchez**

Executive Assistant to the VP/CIO & IRT Administrative Analyst



**Jennifer Sonne**

Director, Digital User Experience



**Courtney Zuke**

Communications & Marketing Program Manager

# Campus IT Governance

Unified technology strategy is achieved through formal governance groups comprised of delegates from every campus division. Under the umbrella of the IT Advisory Board, specialty governance groups collaborate to guide, recommend, and advance campus technology initiatives and innovations.

## IT Advisory Board

**Academic Information  
Technology Committee (AITC)**



**Accessible Technology  
Initiative (ATI)**



**IT Procurement  
Governance**



**Web Content Advisory Group  
(WCAG)**



**IT Collaboration &  
Standards**



**Data Security & Records  
Retention**





**Explore IRT**



**SACRAMENTO STATE**  
INFORMATION RESOURCES & TECHNOLOGY