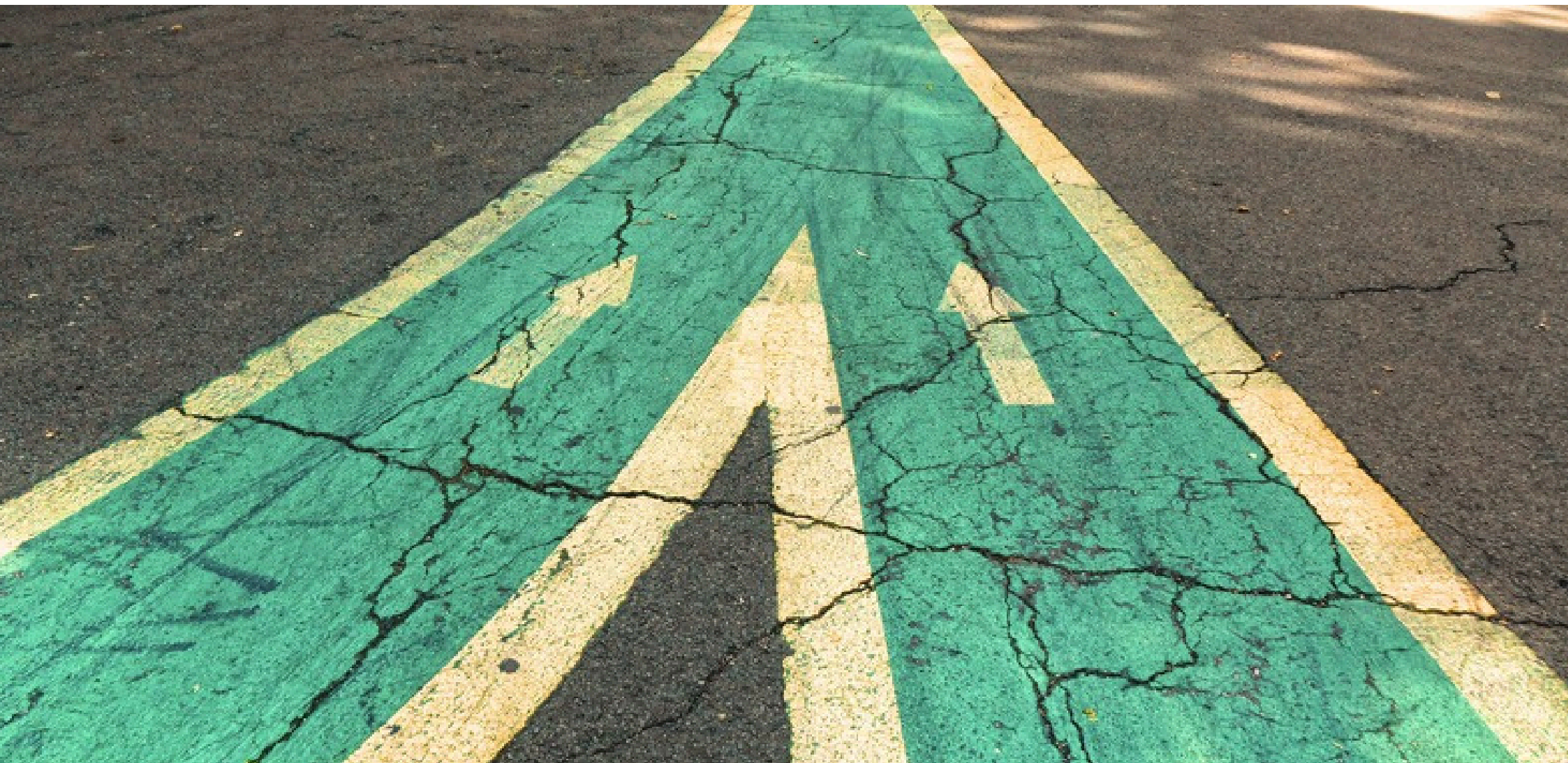


Annual Report

2024-2025



Working Smarter, Together



Mark Hendricks

Vice President & Chief Information Officer

This year has been marked by collaboration, adaptability, and needing to do more with less. Within ongoing budget challenges, we focused on working smarter together, identifying strategic centralization opportunities, and rethinking how we deliver technology across campus. Centralization helps campus to better prioritize resources, maintain security at scale, and move with greater agility. It's more than just a cost-saving measure, but a conscious shift toward greater alignment, efficiency, and responsiveness that sets the foundation for a more nimble and scalable digital future.

We're reducing redundancies, improving support experiences for faculty, staff, and students (quite literally "cutting the red tape"), and creating shared platforms that make innovation more accessible to all corners of the university. None of this progress is possible without the talent, dedication, and flexibility of our IT team and campus partners, and this report is but a small glimpse into all we've done in support of our university's mission and curating the Hornet experience, together.

CAMPUS IMPERATIVES

Learning & Student Success

Resource Development
& Sustainability

Teaching, Scholarship
& Creative Activity

Dedicated Community
Involvement

Wellness & Safety

Justice, Diversity, Equity
Inclusion & Belonging

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 Foster justice, equity, inclusion and belonging.



Efficiency, Streamlining & Savings

With a required \$2.4M budget cut, cost-cutting ingenuity that doesn't sacrifice support and experience is a must. It's all about working smarter to reduce overhead, collaborate with campus partners and groups such as the Red Tape Committee to implement reductions, eliminate redundancies, and increasingly centralize services to support sustainable university IT resources.



\$568,303 - \$803,408

A Hard Look at Software

Potential savings through 2025-26 software reductions.

+/- \$3M

(with IT consolidation)



\$19K *Annually*

'Hang Up' On Unused Phones

Decommissioning unused phone lines reduced annual costs from \$19,600 to \$600.



\$65K +/- *Annually*

Voicemail Service Switch

Switching to a bundled service campus already utilizes = savings.



\$113,784 *Annually*

Virtual Computer Lab Support

Took over support for Azure Virtual Desktop from Unisys (powers the Student Virtual Computer Lab).



Optimizing Current Services

When the successful Zoom Phone pilot was shelved due to budget, upgraded the current Avaya phone system to keep a steady bottom line and ensure several years of system-wide supportability and reliability.



Into the Sunset

Retiring legacy, in-house software such as the original "SacSend 1.0" broadcast email tool and transitioning users over to the SacSend "Emma" software unifies broadcast communications and support.

Campus Technology Accomplishments

July 1, 2024 - June 30, 2025

Academic Affairs

- Graduate Applicant OnBase Transcript Data Integration
- Grad Studies Adobe Acrobat Sign to OnBase Integration

Administration & Business Affairs

- Velocity v3.85 Upgrade
- Police Department Radio Repeater Replacement
- License Plate Reader installation + Software Upgrade

All University

- Student/Employee Universal Access Card (discovery)
- CRM Implementation for Undergraduate Admissions, IPGE, CCE, Graduate Office, and COB (in progress)
- Communication Tools and Governance (in progress)

Information Resources & Technology

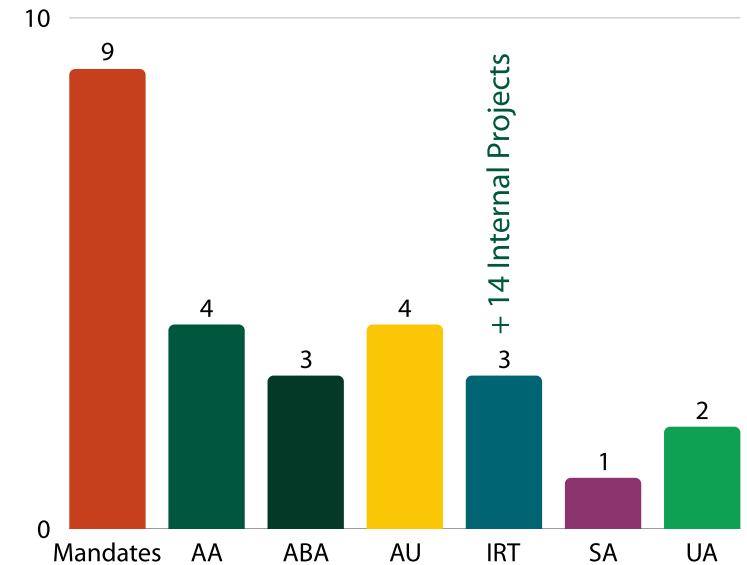
- CapPublic Radio IT Relocation and Restructuring
- Enterprise Generative AI:Proof of Concept
- Current Digital Processes' Improvements

Student Affairs

- Student Clubs and Orgs Management System implementation

University Advancement

- University Donor Database Implementation
- Annual Endowment Report



Mandates

- ChatGPT Implementation
- CHRS Implementation
- CMS PeopleSoft Tools 8.60 HCM/CS Upgrade
- Ellucian Student Forms/Communicator Project
- ADA Title II Compliance Changes (Year 1 of 2)
- Authentication Resiliency
- Faculty Release Time Process Enhancements
- Campus-Wide Digital Sign Software (in progress)
- K-16 Project: Adult Learner Completion Workstream



Collaborations Supporting Student Success

Streamlining Financial Aid Processing

Partnered with Financial Aid to overhaul student financial aid processes, automate and streamline application timeframes, meet federal regulations, and improve the student application experience per the Chancellor's Office mandate.



CampusLogic - Ellucian Software

Tested by students and Financial Aid staff, the software:

- Speeds up document uploading and application processing
- Future phases will replace traditional Financial Aid letters and automate student communications



Sac State and a cohort of CSU campus successfully piloted the software

Federal Updates to Financial Aid (FA) Initiative

Simplifying the FAFSA process and expanding access to Federal Pell Grants is a game changer for students. Collaborative work resulted in:

- Direct IRS data exchange for federal tax information (FTI) reduces manual verification; enhanced campus data security for handling restricted FTI data
- Financial aid calculations moved from Expected Family Contribution (EFC) to the new Student Aid Index (SAI)
- Updated dependency status criteria and needs analysis formulas to comply with federal regulations



Major system + process overhaul aligned with the FAFSA Simplification Act and Future Act

Streamlining Student Recruitment

Streamlining the multiple tools and decentralized processes used for undergraduate and graduate admissions is the goal of the Slate Customer Relationship Manager (CRM) implementation. Phase 1 focused on lead generation and recruitment efforts across multiple departments.

Collaboration Teams

- College of Business
- College of Continuing Education
- Enrollment Management
- Graduate Studies
- International Programs & Global Engagement
- IRT



Currently in a phased rollout cycle, go-live is slated for September 2025.

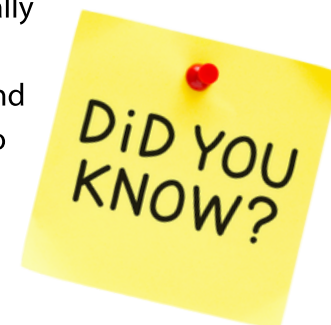


- Streamlined communications lifecycle
- Lead management pipelines and personalized outreach
- Real-time engagement and faster response time
- Automation ups operational efficiency and consistency
- Recruitment trend analytics

Student-Focused Tech Support Communications

To improve accessibility and user self-service specifically for students, the IRT Service Desk partnered with the Student Success Communications Team to develop and distribute proactive messages including direct links to most-used resources, including:

- Technology Knowledge Articles
- Account Management webpages



Campus Groups Implementation



Partnered with Student Organizations & Leadership to deliver an automated management platform to replace Presense with the new CampusGroups student engagement platform in August 2024.

Student Datacenter Tours

The Network & Infrastructure team led after-hours campus tours for more than 200 Management Information Systems 101 students, including a hands-on introduction to data center operations and infrastructure.



NPower Partnership Supports Future Tech Talent

Our work with NPower - an organization creating tech career pathways for military veterans and young adults from underserved communities - included a campus visit and networking session with IRT service leaders and 30 NPower Sacramento area IT students.



IRT's Steve Jones, Kelli Hunt, and Nathan Zierfuss-Hubbard meet with NPower students.



What makes my time in IRT truly transformative and special is the people. Each colleague contributes to my journey, and those lessons have quietly shaped my professional path and my personal growth. The experience has been more than a career stepping stone, it's helped me evolve into a more thoughtful, capable, and confident version of myself.

Anshu Mishra, Grad Student M.S. in Business Analytics

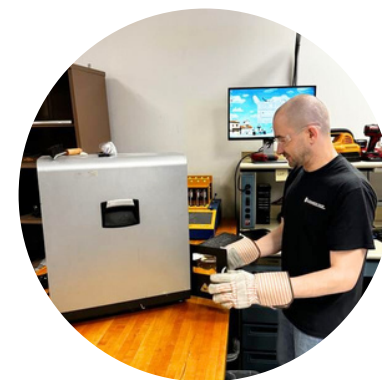
Former IRT Administration student employee, current IRT Data Reporting and Analytics Intern

Work Experience Program Training Future of IT

In addition to IRT's student assistants, year two of the IRT Experiential Technology Employment Program again provided College of Engineering & Computer Science (ECS) students with paid hands-on technology experience and valuable IRT staff mentoring.

- Learning Space Services: Swann Htet
- VP Admin Office: Anshu Mishra
- IRT Service Desk: Hisham Hussain, Parth Shiroya, Ketki Salunkhe, and Kunwar Singh
- Sac State Downtown: Gagan Venkatareddy
- Information Security Office: Harshith Veeraiah, Chankya Baluguri, and Tulika Choudhary
- Web & Mobile Services: Pragati Chaturvedi
- Desktop: Ram Patil, Aomkar Jagdale, and Aryan Mishra
- Network Operations: Sanjana Jagadeesha and Vishal Shah

Computer Science students Kayon Azad (left) works in Desktop Hardware Support, and Pawel Urban (below) creates using a 3-D printer.



Teaching & Learning

New Built-In Accessibility Tools and Canvas Integrations



- Universal Design Online Inspection Tool (UDOIT)
- Replaced Blackboard Ally in June 2025
- Similar features to Ally including alternate formats for students
- Course accessibility checker with a percentage-based score



Quick Canvas course content cleanup tool to remove outdated course content, including identifying and deleting old or extra files, folders, pages, or assignments that are no longer used.



Faculty can seamlessly administer and grade assessments both online or in-class, plus view detailed student performance analytics.

- Supports variable-length assignments (problem sets and projects)
- Fixed-template assignments (worksheets, quizzes, bubble sheets, exams)

ADA Title II Accessibility Project

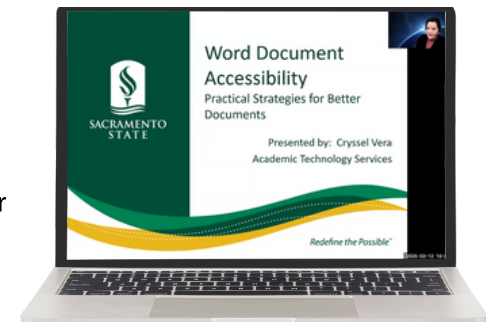
- Reviewed current accessibility resources and training available for the ADA Title II Compliance project



- Worked with the Web & Mobile Services team to socialize a new accessible faculty web page template

Accessibility Training & Resources

- Faculty and staff accessibility workshops shared best practices and tips for using Adobe Acrobat and Microsoft Word
- Incorporated Universal Design for Learning and accessibility best practices on the use of Panopto and Zoom for faculty

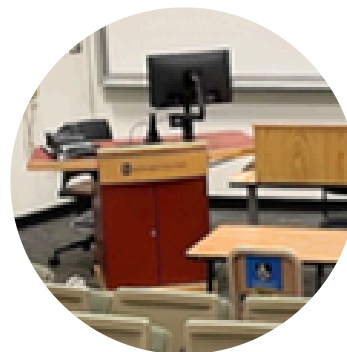


Panopto™ zoom

Classroom Upgrades

IRT, Space Management, and Facilities Management refreshed academic technology in IRT-managed campus classrooms and learning spaces.

- Redesigned touch panel interface in classrooms to improve ease of use, accessibility, and troubleshooting the most common issues for faculty with classroom technology
- Cable management got a helpful glow up this year, with custom red and blue 3D printed boxes streamlining the mass of cords and connections underneath the 150 campus classroom podiums



150

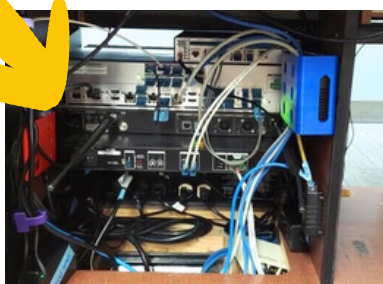
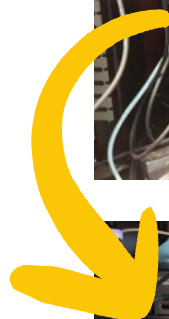
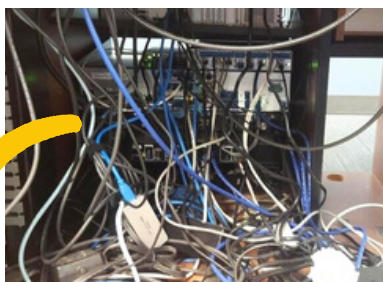
Instructor classroom computers replaced

Up-to-Date PC's

With Microsoft retiring Windows 10 in October 2025, the Desktop team automated updates for campus-managed PC's (staff issued and labs) to Windows 11 to ensure minimal impact in advance of the Fall 2025 semester.



Developed in-house by Learning Space Services' Joseph Nehl, the boxes help teams quickly manage classroom tech



5,416

Academic Technology
Service Tickets



1,055

Academic Technology
Service Requests



429

Walk-ins + Zoom
drop-ins

In the Community

Coordinated Communications Initiative

Partnered with University Communications to implement a centralized communication system to better engage students, faculty, staff, alumni, parents, and families via email, text, and robocalls. Regroup - known for supporting highly successful targeted campaigns, particularly athletic events - was custom implemented to centralize and improve campus outreach.

Regroup



- Audience segmentation
- Opt-in/out tracking
- Stakeholder/sender management
- Digital Communications Inventory
- Data metrics to improve coordination and reduce redundancy

Nothing But Net

Opt-in text emails sent to 135K+ alumni were segmented into Regroup for outreach.

Sac State achieved the 2nd highest regional turnout.*



**after the Sacramento Kings*

Supporting Adult Learner Degree Completion

As part of the K-16 Adult Learners regional grant initiative geared at re-enrolling adult learners aged 25+, Sacramento State implemented a secure centralized Snowflake platform to leverage shared insights with the Los Rios Community College District to drive re-enrollment strategies.



Collaborative, targeted outreach for adult learners in Engineering, Allied Health, and Computer Information Systems pathways

- Tableau dashboard targets learners short of a credential
- FERPA-aligned data sharing across educational systems
- Internal dashboard tracks Snowflake usage and costs

Personalized Donor Engagement

Launched May 2025, the Ellucian Advance CRM software strengthens University Advancement donor management and fundraising campaigns.



- Campus system integration for data consistency, efficiency, and collaboration
- Centralized alumni and donor data for strategic/personalized engagement
- Streamlines gift processing, campaign tracking, and stewardship



Refreshed Cap Radio Studio Equipment

Decommissioned old equipment, consolidated, and updated studio infrastructure for CapRadio's on-campus broadcast headquarters.

New Event Center Wi-Fi Planning

Identified a critical gap in wireless planning for the new Event Center, and coordinated with Facilities Management and University Union leadership to ensure reliable wireless connectivity.



Public Safety & Wellness

Unified Software for Campus Digital Signage

The President's Office, IRT, and University Communications finalized software options to help unify campus digital signage management under a single platform.

Carousel Cloud was selected for its centralized, user-friendly platform to manage the array of campus digital signage channels such as:



- Computer Labs
- SacConnect
- Union/WELL
- Lassen Hall

In support of the project, the IRT Desktop team is deploying Apple TVs for display purposes.



Radio Repeater Replacement

Supported the technical implementation of upgraded public safety communication hardware:

- Complies with FCC, state, and county regulatory standards
- Expands radio coverage in key campus areas
- Updates the radio vault to meet public safety standards

These improvements will benefit campus and the surrounding communities by ensuring reliable communication during emergencies.



Enterprise Systems

CHRS Implementation



Partnered with Human Resources, University Data Services, and the Chancellor's Office to successfully transition campus to the Common Human Resources (CHRS) platform, a unified PeopleSoft HR 9.2 environment consistent across the 23 CSU campuses.



Cost savings, operational efficiency, standardized practices, enhanced reporting, mobile access, reduced customizations, and improved system supportability - plus future cloud readiness

Over 100 cross-divisional stakeholders delivered on-time and standardized business processes, seamless migration of Cognos reports, and integrations with 60 other systems, as well as:

- Launched Employee Benefits self-service
- Piloted CHRS TFE for Reports_To changes
- Executed 1,184+ functional test scripts



PeopleTools & CMS Upgrades

Per the Chancellor's Office mandate, upgraded the Common Management System (CMS) to maintain system security, ensure compliance with maintenance standards, and resolve key fixes and access issues including:

- Time entry
- Advisor tools
- Schedule conflict errors
- Canvas report access for staff/faculty
- Supplemental & ACE Processing for Spring/Fall 2025 cycles including SAP appeals and CMS page updates
- T2 Flex adjustments ensured proper classification for students/employee parking

Improved Onboarding Experience

Streamlined onboarding no longer requires a Social Security Number verification to create a SacLink account, and new descriptive Person of Interest (POI) subclasses were added to better represent campus relationships and support network account governance and workflow needs:

- External Trainee
- Resident Assistant
- Army ROTC
- Future Hire
- Temporary Agency
- Search Committee



Improving How We Work

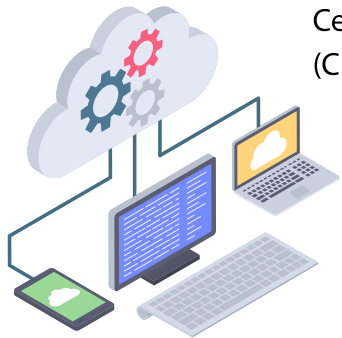
Expanded Single Sign-On for Campus Apps

In addition to a major upgrade of the campus Shibboleth Identity Provider infrastructure, also expanded Single Sign-On (SSO) integrations for more than 45 third-party applications and services, including new fundraising, research, and learning software tools:



Leadership for CSU Common Network Initiative (CNI)

IRT's Network team configured and built the CSU Testing and Evaluation Center (TEC) Lab to support the CSU-wide Common Network Initiative (CNI) which champions a technology standard across the 23 campuses.



On-Premises Management & CSU Leadership

- Manage lab lifecycle
- Test CNI network designs and software updates
- Technical documentation/test archives
- Stakeholder, vendor, and integrator collaboration
- Participation in CSU CNI technical working groups

OneCard Replacement Discovery Project

A cross-divisional project team is exploring the feasibility of a student and employee Universal Access Card which would transition campus from physical cards – and separate solutions – to mobile credentials.



Evaluating a more modern and efficient identification and access system for doors and campus services

Stakeholder engagement, system analysis, requirements gathering, technology evaluation, and vendor demos are ongoing.

Enterprise System Enhancements

Academic Calendar cleanup and PT Tools upgrade initiated as part of internal process improvements.



Redesigned Bursar's Office check template.



Expanding Campus Print/Copy/Scan

231 multifunction devices are located throughout campus departments and shared areas, including the student PrintSmart devices.



8 *Additional multifunction devices added for campus use this past year.*



KONICA MINOLTA

PrintSmart

Information Security & Risk Management

Protecting Campus Email & Sensitive Data

Launched Proofpoint advanced message authentication and filtering tool to protect against phishing, scams, and impersonation threats to protect campus data.

- Transitioned campus to Proofpoint's phishing reporting tool built into campus Outlook accounts
- Additional protection through Microsoft Purview's advanced email threat detection filter which enhances campus data loss prevention



proofpoint.



PhishAlarm™



Microsoft
Purview

System Resiliency & Disaster Recovery

Strengthened campus authentication resiliency and disaster recovery with cloud-based failover through Microsoft Azure virtual servers.

- Operational continuity/reduced risk of service interruption due to a campus network failure
- Streamlined application authentication
- Part of cloud cost management (AVD initiative)
- Enhanced user experience



**Microsoft
Azure**



servicenow™

ORACLE™

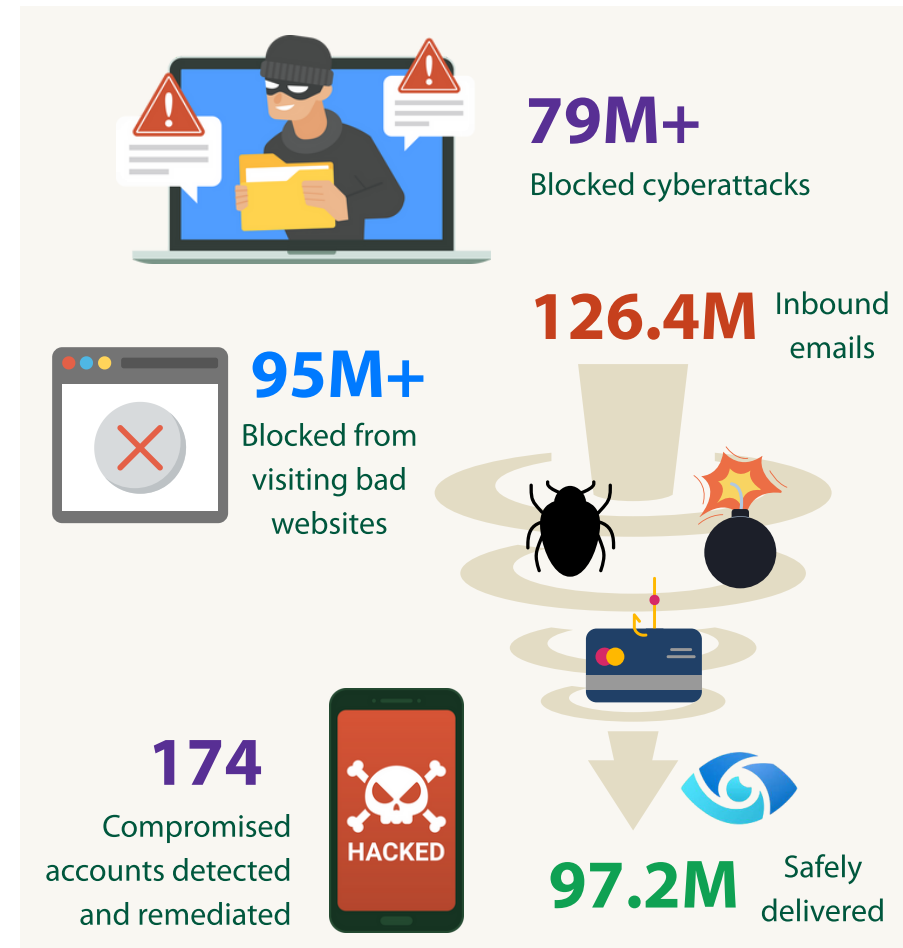
Microsoft 365 canvas PEOPLESOFT

Duo Security Updates

Proactively disabled the Duo "biometric authentication" option for campus-managed devices due to frequent incompatibility and service requests.



New Access Policy updates requiring Duo authentication also strengthens VPN security and reduces unnecessary exposure.



Data-Informed Decisions

Centralizing Campus Data Management

Unifying distributed reporting teams under the newly combined Institutional Research and University Reporting team provides strategic data management to meet the variety of campus needs. Areas of focus this past year include:



Modernization

New/modified ETL processes:

- Student Health Center
- ENS
- Canvas
- PantrySoft UEI feeds

Snowflake migration:

- Large-scale Canvas Web Log History table

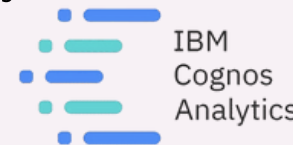
- New UDW columns and staging tables for improved reporting accuracy and automation



Improved Analytics

Developed and enhanced critical reports:

- Accounting
- Daily job changes
- Enrollment
- Financial Aid
- GPA
- OIREP metrics
- Physics & Astronomy
- Project Rebound



Expanded dashboards:

- Resource Capacity Planning
- Snowflake Cost Tracking
- Training Compliance



Automation

- Migrated and automated multiple manual OIR processes to the IRT Data Warehouse

- Evaluating migration to Tableau Cloud
- Initiating project to add Tableau dashboard inventory to ServiceNow



40-90+

Average service tickets closed per month
(dashboard support, ETL, and report requests)

E.T.L.

Extract, Transform, Load is how various data sources combine into a single data store or warehouse

Digital Transformations

Improved Faculty Time Release Process

In collaboration with Academic Affairs, successfully implemented workflow revisions and updates to streamline and improve the Faculty Time Release process, including:

- Faculty can sign the form at any time prior to being routed to OIREP
- Department Chair and Vice Provost removed from the workflow
- Added UEI purchasing department into the workflow
- Created additional workflow routing based on funding source codes
- Provided additional access to college analysts



Empowering faculty to pursue research, scholarship, and project work

Employee Form Updates

Partnered with Employment Services to add a “cancel” button to the existing OnBase Personnel Transaction Forms (PTF) and Student-Employee Personnel Transaction Forms (SEPTF). Now submitters can proactively withdraw in-process forms, reducing administrative delays.

Work included a cleanup of existing PTF, SEPTF, and ASEPTF forms to improve workflow accuracy, reduce system clutter, support better workload management, and enhance process visibility.

New Dashboards



General Staff

Displays submitter info, document status, employee data, and approval history

Employment Services

Delivers advanced tracking of approval timelines and metadata



Grad Studies

- Transcript Checklist
- Transcript External Organization

Academic Affairs

Faculty Time Release

Admissions

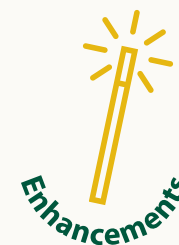
Transfer Course Articulation WF

Human Resources

Student Employment Transaction

IRT

CARS form enhancement



17 *New forms created*

15 *Form enhancements*

Artificial Intelligence



ChatGPT Edu Launch

In April 2025, Sac State joined fellow CSU's to launch the free system-wide licensing of OpenAI's ChatGPT Edu platform to eligible faculty, staff, and students.

This education-focused version includes advanced capabilities like data analytics, web browsing and summarizing documents.

- Designed/implemented ChatGPT Enterprise infrastructure with secure, integrated provisioning
- Enabled automated user classification and opt-in for additional groups

Powering Up Infrastructure

High Performance Computing (HPC) requires infrastructure to manage heavy computational loads, weather contingencies such as grid impacts/outages, and room to grow as technology expands.

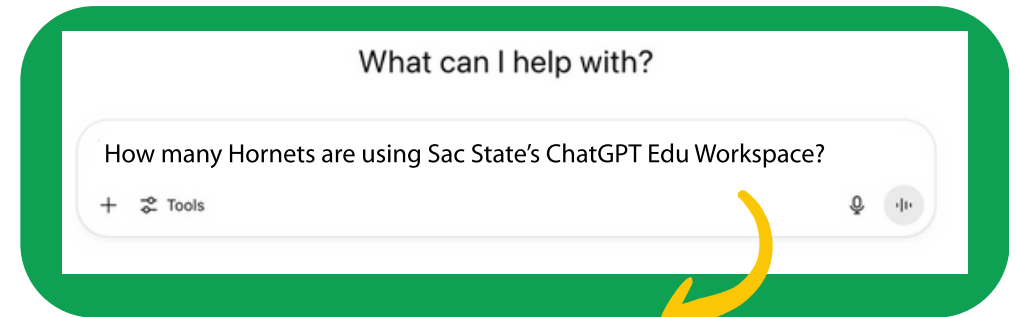


- Assessed capacity for high-performance computing needs
- Designated a 30-amp rack area for Nautilus server
- Identified future additional HPC expansion



- Replaced datacenter main power and primary battery systems to ensure power continuity

Strengthening server infrastructure to meet technology demands

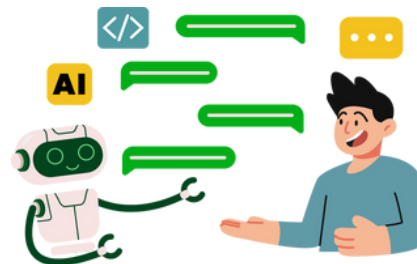
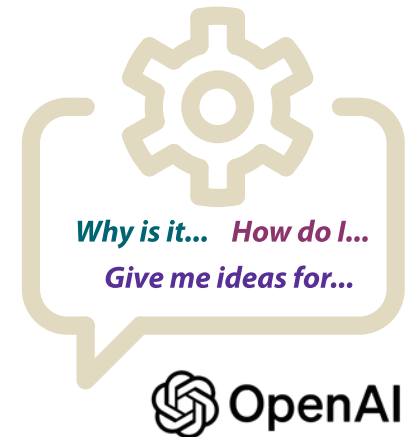


2,542 - and growing!

Faculty OpenAI/ChatGPT Training

IRT, the Center for Teaching & Learning, and OpenAI hosted 25 faculty and staff at a May 2025 lunch and guided hands-on virtual training session on how to optimize academic ChatGPT use.

- Writing prompts
- Content creation
- Automated workflows
- Data analysis
- Customizations
- Web research



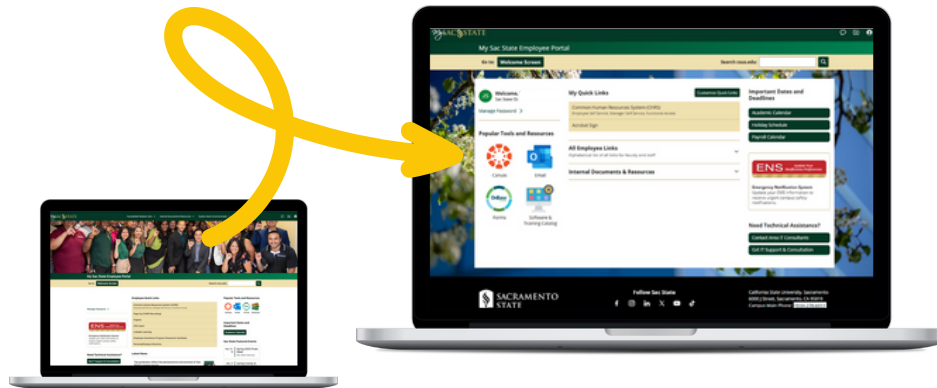
Exploring a Campus AI Chatbot

Supported a proof of concept analysis evaluating Zammo.ai as a possible enterprise chatbot solution that could benefit faculty, staff, and students.

Curating the Sac State Experience

Redesigned Employee Portal

Focus-groups and user experience (UX) research guided the updated Employee My Sac State Portal experience, which included customizable quick links, intuitive employee-specific content organization, and a zero-scroll design.



Website Content Refreshes

Worked collaboratively with campus areas to audit (removed 253 outdated web pages), update, and enhance the usability, design, and accessibility of campus web resources.

- Career Services/Handshake
- International Conference on Genocide
- Learning & Development



86.6

Accessibility Score
WCAG 2.1 AA level
from 85.2 in 2023



16.9M csus.edu views



392 Web publishers



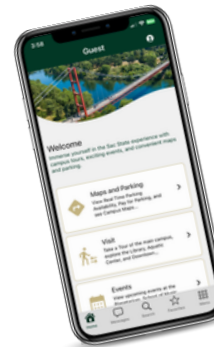
5,432 Web pages



8.8M Views

Be Our Guest

Added a new Guest/visitor persona to the Sac State Mobile app to help visitors engage with campus.



2.6M App views

Accessible Faculty Webpage Template

Supporting ADA Title II web accessibility for public entities compliance, a new faculty web page template was developed to provide a consistent experience for visitors and to boost web page content accessibility.



IRT's Academic Technology Services (ATS) team piloted the template with faculty in anticipation of a full rollout.

Unifying Campus IT

Enterprise IT Service Management



Additional work building out ServiceNow is optimizing technology service and support resources and improving campus IT coordination:



Developed

- Governance charter and team
- Knowledge Article request form, templates, and writing guide



Aligned

- Service portfolio and offerings
- Public articles with service offerings



Transitioned

- Project Management now tracks work in ServiceNow for unified reporting and resource planning

Centralizing Technology Support & Customer Service

In addition to lead IT support for campus and the Sac State Downtown location, IRT Service Desk and Desktop/Print teams are increasingly taking on IT service and support for division/college areas including consultations, tech support, and desktop inventory/refresh (with some remaining distributed support):

2024-2025 Transitions

- Asian American, Native Hawaiian & Pacific Islander Student Achievement Program (CSU ASAP)
- CSU Central Office, Advancement of Black Student Success
- Enrollment Management
- Inclusive Excellence
- International Programs & Global Engagement (IPGE)
- Offices of Research, Innovation & Economic Development (ORIEP)



College of Arts & Letters

Hired 2 new Desktop staff and transferred 3 A&L staff



Journalism Computer Lab Upgraded (November 2024)



2,091

Chat Sessions



77

Minutes to first response



4.8/5

Customer Satisfaction Rating



1,014

Student long-term laptops checked out



21,826

Service Tickets Received



14,592

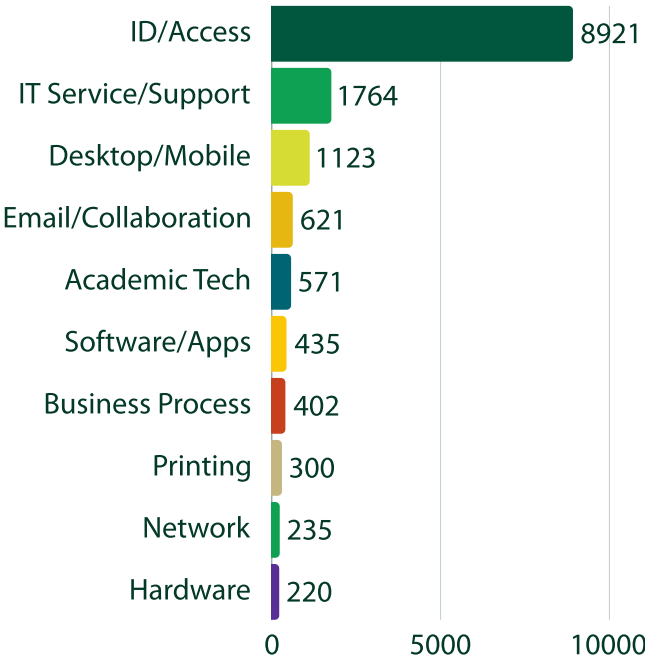
Service Desk Resolved



7,234

Triaged to Other Teams

IRT Resolved Service Ticket Requests



IRT Leadership



Mark Hendricks
Vice President & Chief
Information Officer (CIO)



Peggy Kay
AVP, Academic Technology & Campus
Engagement and Deputy CIO



Hema Manickavinayaham
AVP, Planning and Digital
Transformation



Nathan Zierfuss-Hubbard
Chief Information Security
Officer (CISO)



Nick Sladojevic
Senior Director,
Infrastructure & Operations



Isaac Cabrera
Director, Enterprise
Systems & Data
Services



Matt Kay
Director, Academic
Technology
Services



Charlene McKoy
Budget Analyst



Jesseca Sanchez
Executive Assistant
to the VP/CIO & IRT
Administrative Analyst



Courtney Zuke
Communications & Marketing
Program Analyst



Kelli Hunt
Director, Customer
Services



Nadya Lucas
Director, Project
Management Office

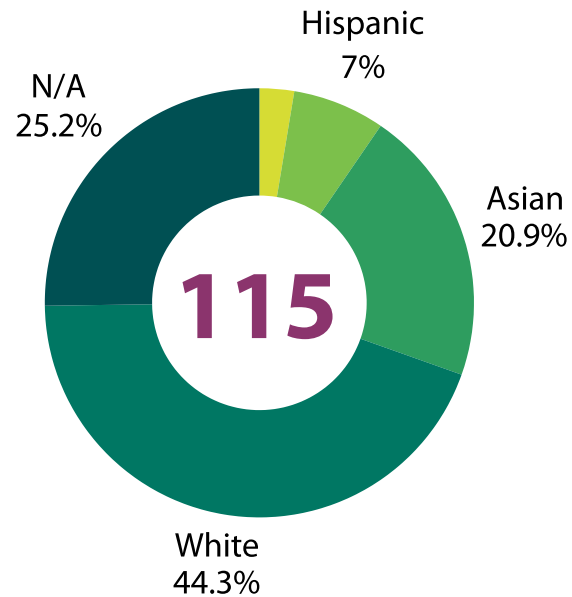


Greg Porter
Director, Campus
Applications



Jennifer Sonne
Director, Digital
User Experience

Team IRT



Campus IT Governance

Formal technology governance groups comprised of delegates from every campus division ensure unified technology strategy.

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

