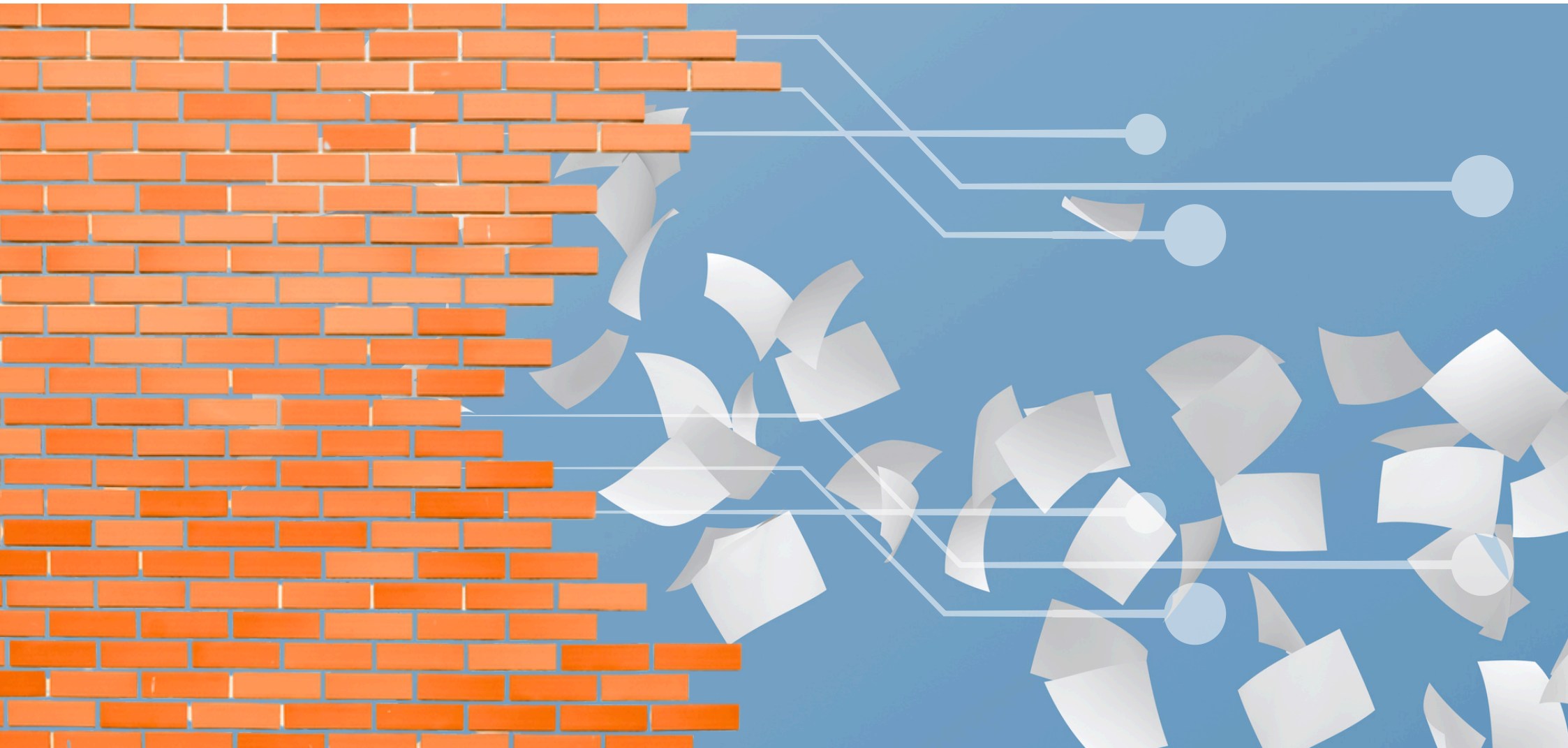


Annual Report 2025-2026



Streamlining Technology + Strategy Transforming Sacramento State's 'Brick & Mortar' Foundation



Edgar Hodge Ed.D.
Interim Chief
Information Officer

I'm in my early months leading the IRT division, and want to thank everyone for the warm welcome! I'm excited to join a university community with such a strong commitment to serving students, faculty, and staff. I've invested time to listen and learn about the services we provide, and have charted out a way forward to build on our successes and prepare our shared campus technology environment for the future.

Technology plays a critical role in supporting Sac State's mission, and our goal is to thoughtfully balance immediate operational needs with long-term strategic investments to provide reliable, secure, and innovative technology services that enables teaching, learning, and administrative excellence. Our work in FY26-27 will center on several key short-term priorities complementing our long-term goals:



- Stabilizing and modernizing our infrastructure
- Establishing a comprehensive business continuity framework
- Achieving full security and regulatory compliance
- Standardizing campus-wide IT security and operational practices
- Reducing technology costs

Open communication, shared responsibility, and a commitment to continuous improvement are the cornerstones of how we'll succeed together. I look forward to working with all of you as we build a secure, resilient, and forward-looking technology environment that supports the success of our Hornet Family.



In 2026, campus bid farewell to IRT's VP & CIO Mark Hendricks, who wrapped a 30+ year career serving the CSU

VISION

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

MISSION

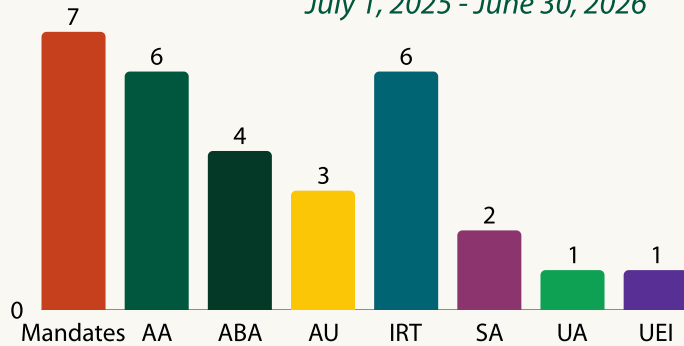
IRT partners with faculty, staff, and students to provide essential information technology services that support mission critical activities and innovative technology solutions that facilitate the accomplishment of strategic campus goals at Sacramento State.

IRT Long-Term 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.

Campus Technology Project Accomplishments

July 1, 2025 - June 30, 2026



23 Completed Strategic Campus IT Projects

+82.4%

Increase in Campus IT Project Requests Submitted
(17) in 2024-25 to (31) in 2025-26

Mandates

Chancellor's Office, President & Federal

- DOA 360 and Jaggaer P2P/Concur: Phase 3
- Carousel Campus-Wide Digital Sign
- First-Year Students Live-On Campus Requirement
- Faculty Release Time Process Enhancements: Phase 2
- Title IX Case Management Implementation: Case IQ
- Ellucian Financial Aid Student forms/Communicator
- Annual Endowment Report



Academic Affairs

- OGS Adobe Sign Conversion to OnBase: Phase 1
- COB OnBase Enhancements/Dashboard Access
- CTC Accreditation Annual Data Report
- ORIED: Cayuse HR Connect/CMS Integration
- A&L Digital Art Rendering Replacement: Discovery
- Cayuse CSU Learn Integration

Administration & Business Affairs

- Police Department Radio Repeater Replacement
- Text-to-911: Discovery
- UTAPS T-2 Automated Virtual Parking Data Imports
- Questica Budget & Position Management Software

All University

- Slate CRM Phase 1: Undergrad Admissions/IPGE/COB
- CCE CRM Slate Implementation
- Virtual OneCard Implementation: Discovery

Information Resources & Technology

- Move Tableau to the Cloud
- IR ERS Report Project
- Disaster Recovery Implementation: Phase 1
- Regroup Possible Replacement: Discovery
- Cognos Upgrade
- U: Drive to OneDrive Migration Discovery

Student Affairs

- Pantry Soft Data Feed Enhancements
- Fusion Import: Faculty/Staff Data Feed (The Well)

University Advancement

- Advance CRM Implementation: Phase 2

UEI

- On/Offboarding Integration for SacLink Accounts (UEI/IRT)

Carry Over Projects 2026-27

- Communication Tools and Governance (AU)
- ADA Title II Compliance Changes
- OnBase Scholarship Intake Form/Workflow & BlackBaud/Ellucian Integration CRM (UA)
- K-16: Direct Admissions (K-16)
- Cognos Report Clean-Up/Consolidation: Phase 1 (IRT)
- Zoom & Panopto Retention Rules (IRT)
- Concept 3D Interactive Map Implementation (IRT)
- Data Migration/Modernization Platform: Phase 1 (IRT)

Operational Wins

Procurement Process Modernization & Integrations

Key financial and procurement modernization initiatives were launched to streamline processes, enhance compliance, and align campus operational standards systemwide through CSUBUY, including:



Transitioned campus procurement processes from the DART system to the CSU's strategic procure-to-pay platform



Added a new CFS module to streamline delegation and approvals and upgraded the OnBase Expenditure Transfer form with workflows and automated email notifications

Modernized Position Management

Departments, colleges, and university leadership can now track faculty and staff positions, vacancies, reviews, and budget impacts through centralized Qwestica dashboards.



- Position Management Tool replaces manual Excel spreadsheet-based processes and tracking
- Reduces manual effort and errors
- Aligns system configurations and reporting with university Position Management Policy
- Sets the foundation for future Qwestica Budgeting implementation



Qwestica integrates the campus HR system and Financial Data Warehouse to deliver consistent, accurate, and real-time data across HR and finance functions.



Popular Tools and Resources



Canvas



Email



Forms



Software & Training Catalog

Student OnBase Forms Checker for Faculty/Staff Lookup

Partnered with Academic Affairs and Enrollment Management to launch this highly requested enhancement allowing faculty and staff to lookup the status of student OnBase forms directly in the My Sac State portal, including frequently used forms.



Add/Drop/Withdraw

Change of Major/Minor

Grade Change

Expanding self-service to faculty and staff supports the ability to support students directly and reduce response time

Modernizing Essential Processes

Automated Financial Aid Processing

As part of a CSU systemwide initiative to enhance Financial Aid operations and improve the student experience, Ellucian software tools were implemented to centralize operations and replace manual and fragmented financial aid processes across intake, verification, document management, and student communications.



Student Forms

- Integrated with existing campus systems
- Improves transparency for students
- Reduces administrative staff burden
- Increases operational efficiency via automation

Campus Communicator Missing Information Letter (MIL)

Automates formerly manual financial aid correspondence and builds a foundation for future enhancements including award notifications and other student-facing correspondence.



Reducing barriers to student success through technology

A Clean 'Slate' - Streamlining Student Recruitment

Launched Slate CRM to serve as a single coordinated system to manage recruitment, communications, event management and informed decision making across unified student engagement lifecycle for undergraduate, graduate, CCE and international students.

Prospect ►► Applicant ►► Admitted ►► Enrollment

- Replaced multiple external tools and legacy systems (Hobsons EMT and Radius)
- Governance and training/support to drive adoption
- Increased operational efficiency, data visibility, and continuous improvement
- Targeted recruitment and yield campaigns
- Electronic inquiry forms and QR code lead capture
- Centralized tracking and reporting of prospective student engagement
- Event management integration



College of Business | College of Continuing Education | International Programs & Global Engagement | Graduate Studies | Undergraduate Admissions

Digital Transformation

Synergy as Strategy

Collectively, teams strengthened the systems and processes that support student success, institutional effectiveness, and operational excellence - despite ongoing budget challenges, staffing transitions, and increased demand for services.



- Advanced CRM planning
- Consolidated reports/dashboards
- Data modernization planning
- Improved campus workflows
- Sustained enterprise systems
- IT investments aligned with university priorities

Strategic Value	Total Cost of Ownership	Reduce Complexity	Resource Management
• Enterprise strategy vs. individual campus IT project implementations • Practical, campus-centered transformation and structured planning tying technology decisions to institutional value, sustainability, and fiscal responsibility	• Total-cost-of-ownership (TCO) reviews to identify tool and process redundancies	• Enterprise Customer Relationship Management (CRM) roadmapping • Consolidate institutional reporting • OnBase form/workflow enhancements to improve business processes	• Critical enterprise system support (CHRS, PeopleSoft, Slate, CashNet, Concur, and Boomi) • Organizational capacity through cross-training, professional development, and increased collaboration
Collaborations & Shared Assets			

Collaboration across the Chancellor’s Office and campus areas strengthened data governance, reporting consistency, and institutional planning.



Aligned with the CSU Forward Strategy, work began to migrate data from the University Data Warehouse in Informatica to the Chancellor Office’s Center of Excellence (COE) Snowflake/Databricks environment.

- 90% of Informatica data migrated
- Seven staff have been trained in Snowflake/Databricks/Boomi



40% Anticipated annual licensing cost savings

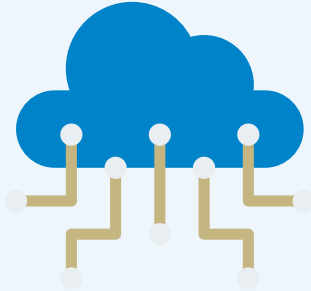
Sacramento State dashboard and reporting best practices are shared with multiple CSU campuses, supporting systemwide collaboration and knowledge sharing.



Data & Emerging Technologies

Preparing for Modern Cloud Data Architecture

IRT is helping lead a collaborative, governed exploration focused on institutional value, responsible use, and workforce readiness for the next generation of digital transformation across these areas:



How We Operate

- Phase 2 of CRM execution and expand adoption
- Process improvement and red-tape reduction

How We Innovate

- Establish institutionally-aligned AI governance and use
- Responsible AI and data modernization

How We Report

- Cloud data architecture and modernization
- CO collaboration for systemwide data governance
- Institutional analytics and WSCUC readiness

How We Lead

- Cross-training/staffing stabilization
- Strategic resource stewardship

**LOOKING
AHEAD**



The significant surge in ChatGPT/AI use in 2025-2026 requires careful stewardship.

+556%

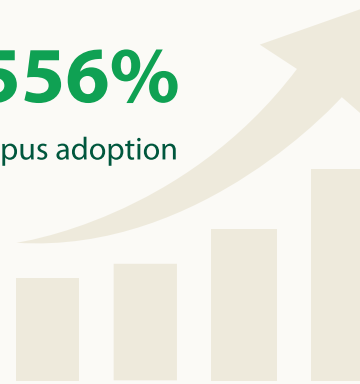
Campus adoption

16,674

Active ChatGPT Edu
workspace accounts

2,361

Average daily users



July 2025: 2,542 active accounts



ChatGPT

Data As An Institutional Asset

University leadership tapped into Institutional Research and University Reporting's expertise and array of dashboards for critical analytical support to support strategic decision-making:

- WSCUC accreditation evidence
- Executive dashboards
- Enrollment forecasting
- Course optimization
- Student success analytics
- Compliance reporting
- U.S. News & World Report annual college rankings survey

+5.1%

Data requests fulfilled

185 in 2025-26

+43.3%

New/enhanced dashboards

43 in 2025-26



#22

2026 edition of Best Colleges Sacramento State ranks strongly among Regional Universities West category

Collaborations Supporting Student Success

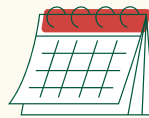
Improving Student Communications

The ongoing campus Communication Tools and Governance project continues to deliver thoughtful analysis and process changes to streamline, reduce, and improve campus communication with students at all stages of their journey.



Unified Student Communications Platform

Centralized student announcements on the My Sac State Portal through syndication of Cascade (website) and SacSend/Emma (campus email) tools



Email Reduction Strategy

- Student email digest now primary channel for non-urgent messaging
- Email best practices/governance to reduce email volume/redundancy



Notifications & Announcements Framework

A university-wide, student-centered framework to standardize audience notification criteria

Annual Student Communications Calendar

A centralized, data-driven annual communications calendar that coordinates campus-wide messaging, reduces redundant communications

Move-in Day! Supporting First Year Students' Residency Requirement

Multiple campus systems were bridged into a seamless, fully integrated, and automated workflow solution to manage the new two-year on-campus residency requirement for incoming first-year students.



- Ensures collaboration across Housing, Orientation, Admissions, and Disability Access Center operations
- Automates Housing application management and reduces manual intervention
- Provides compliance tracking
- Facilitates student communications
- Supports Orientation readiness



Streamlining improves the student experience and enables effective management of the university's campus residency requirement



Investing in Students

IT Career Readiness Begins Here

The IRT Experiential Technology Internship Program continues to deliver meaningful impact. Interns felt their work and contributions connected to their academic and career goals, and strengthened in-demand career skills through supportive mentorship.

These internships continue to provide students a glimpse into future career opportunities, while they build a solid resume and colleague network before they even graduate.

Mark Hendricks

Former VP & Chief Information Officer



4.6/5

Average Overall Student Experience Rating

- Tobin Abatan
- Kayan Azad
- Varshini Balaganesh
- Chamundeswaridevi Bandi
- Andre Bayani
- Ruthvika Bojjala
- Emelia Burgess
- Kylie Burgess
- Samantha Burgess
- Arlean Carpio
- Rhea Dsouza

- Zaid Elias
- Paris Green
- Peter Kalonji
- Isaiah Hernandez
- Hisham Hussain
- Mazin Hussain
- Samantha Kindshuh
- Prudhvi Kodali
- Khushi Mahajan
- Luisa Manriquez
- Bhupinder Mehton
- Anshu Mishra

Academic Technology
Cybersecurity
Data Reporting & Analytics
Desktop Support Hardware/Support
Instructional Materials
Learning Space Services
Research Computing
Service Desk
Web & Mobile
Services

43 Student interns 2025-2026

- Aryan Mishra
- Karina Narez
- Jason Tam Nguyen
- Michelle Nguyen
- Kumari Nicky
- Bindu Nithyananda
- Jackson Oakes
- Tucker Oakes
- David Panmany
- Juan Romero
- Steve Ruiz
- Deziray Savage
- Ujjwal Sharma
- Kevin Shiroya
- Reshma Thomas
- Seyed Toolami-Vaghei
- Pawel Urban
- Drew Villagomez
- Matthew Vitalicia
- Connor Willms

Teaching & Learning

A More Vibrant Canvas

Academic Technology Services (ATS) upgraded, reviewed, configured, and operationalized Canvas-related applications and integrations to strengthen Canvas administration, accessibility support, course design consistency, instructional continuity, and faculty and student support workflows.



Accessibility Training & Resources

To support the ADA Title II accessibility compliance deadline, ATS held digital accessibility trainings for faculty and staff throughout the year, including:



- Word Document
- PowerPoint
- PDF
- UDOIT & TidyUp
- Captioning in Zoom & Panopto

Research & High Performance Computing



Continued participation in the National Research Platform (NRP) and CSU TIDE initiatives is further advancing campus research and high-performance computing capabilities for faculty, students, and campus partners.

What is HPC?

High-Performance Computing uses clusters of powerful, networked processors able to handle petabytes of data and quadrillions of calculations per second to solve massive, complex problems

Campus Efforts

- IRT coordinated staff and graduate student intern participation at the NRP Fall 2026 Training Series
- Strengthened campus capacity for high-performance research and instructional computing by installing TIDE-aligned computing nodes
- Expanding faculty research computing needs through aligned efforts with the Office of Research, Innovation and Economic Development (ORIED)

CSU Collaborations



Partnered to configure a JupyterHub notebook connected to the NRP to support AI and data analytics courses



Coordinated with SDSU TIDE research cyberinfrastructure staff to setup "csus" group, "csus-lab," "csus-services," and "csus-ecs" with access for 13 faculty, staff and students

Academic & Classroom Support

Head of the Class

Partnered with Space Management and Facilities Management for annual classroom technology refreshes in IRT-managed spaces used by faculty, students, and community partners such as the Renaissance Society, as well as expanding IT support.



Expanded BYOD (bring-your-own-device) connectivity through USB-C cables



Refreshed podium touch panel interfaces for turnkey faculty use

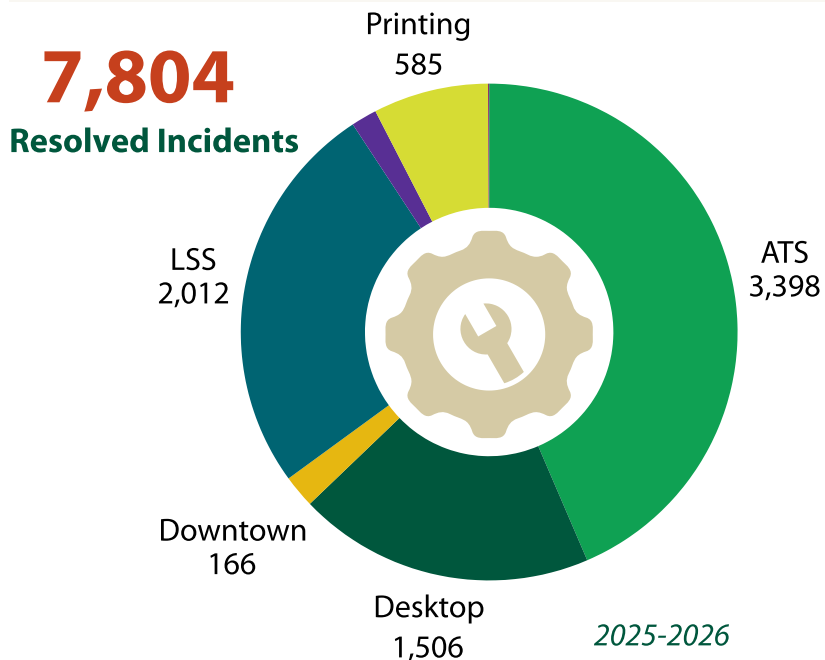


Updated AV components (projectors, microphones, connectivity, cabling)



Improved classroom device security through inventory management and applying security standards to podiums and projectors

Expanded Desktop Services staffing and successfully transitioned/integrated the College of Arts & Letters IT support under IRT



Smart Savings

\$30k+

In reduced annual costs through deploying Jamf Protect to strengthen campus Mac endpoint security

\$85k+

Repurposed 289 computers and recovered funds through surplus equipment auctions



82 Walk-ins

zoom

361

Drop-in Consultations

94+

Support Hours



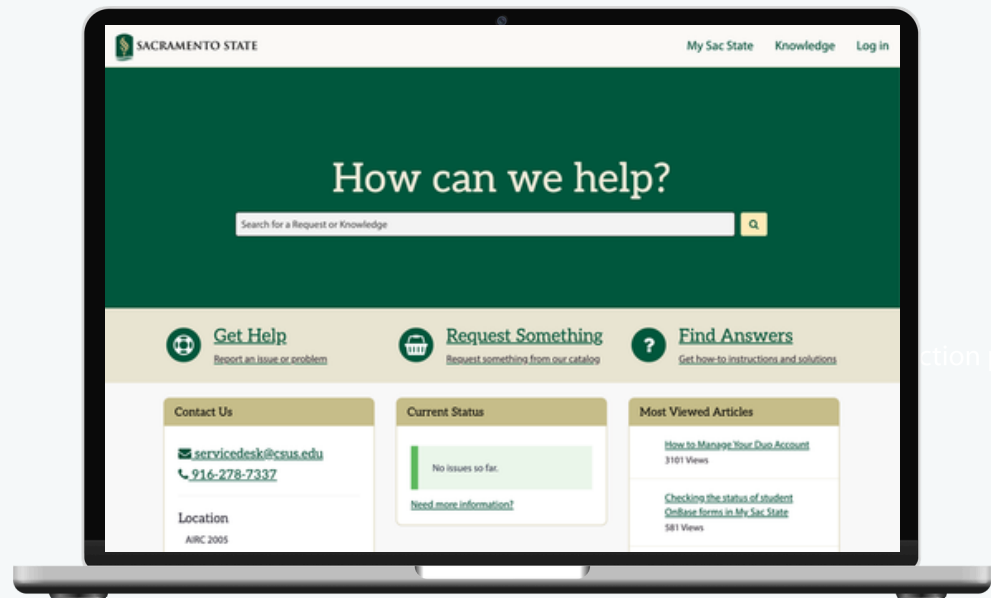
242

Appointments

Campus IT Service & Support

Improving Customer Experiences

Providing university-wide Tier 1 support, the team continues to implement enterprise service management tools and process improvements to support optimal IT Service Management (ITSM), and create and curate self-service resources to improve the experience for campus users.



New, branded IRT Service Portal

40 New self-service request forms created



New Technology Resources Guide is incorporated into Human Resources's employee onboarding process



- Launched ServiceNow's Printer Asset Management to manage campus-wide Konica Minolta assets
- Expanded support for 201 multifunction print devices, including seven new deployments



servicenow

Replaced Microsoft SharePoint with ServiceNow Change Management model for centralized ITSM



<2 hours

Average time to first response



2,648

Total requested items



4.8/5

Customer satisfaction rating



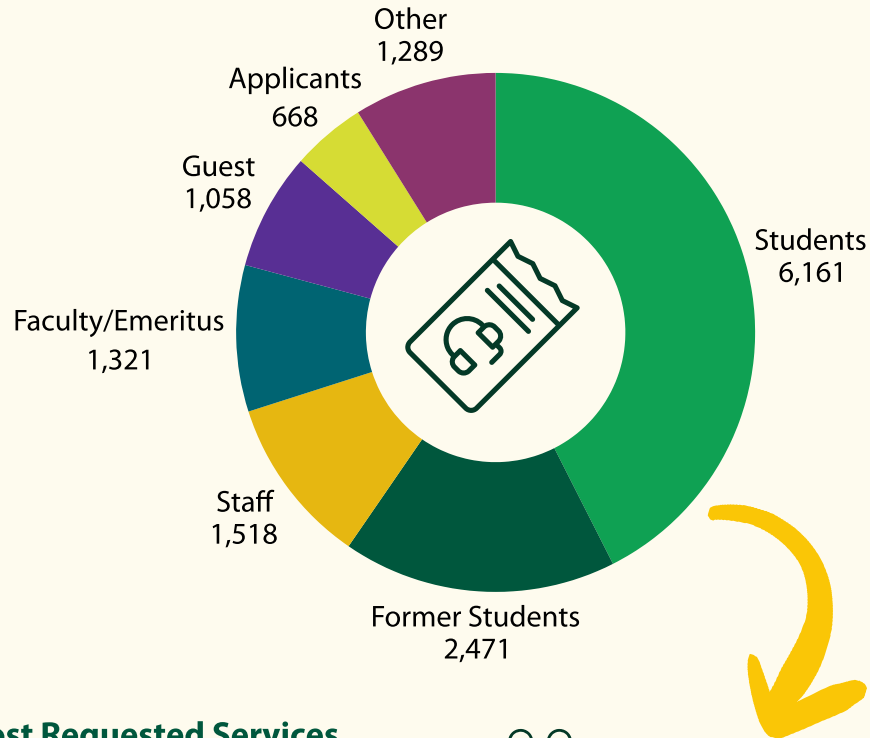
2,170 / 48

Student/adjunct faculty laptops checked out

Campus IT Service & Support

Campus Audiences Served

July 2025 - June 2026



Most Requested Services

Laptop Checkout	2,203
Toner Ink	124
Knowledgebase	224
Enhancement	123

 **14,486**
Service Desk Resolved Tickets

 **9,563**
Triaged to Other Support Teams

Student Technology Onboarding & Engagement



- Developed proactive student communications with the Student Success Communications Team to increase student awareness and how to access campus technology resources.



- Collaborated with Student Orientation to introduce new students to campus technology resources and promoting the AIRC building as a 24/7 study destination.

Student Intern Program

Ten students participated in the IRT Experiential Technology Internship Program in 2025-2026:

- Provided front-line technical support to campus
- Valuable IT troubleshooting and incident resolution experience
- Stronger customer service and communication skills
- Resume and network building

Real world work = career readiness

9,242 Incidents Resolved
1,205 Requests Closed



Information Security & Risk Management

Managing Threats

Two significant incidents impacted campus operations:

Ransomware Thwarted

- A known ransomware attack deployed inspection tools on a low-value campus workstation
- Involved infrastructure was shut down and the CalOES Cybersecurity Incident Center (CSIC) conducted forensic examinations
- No deeper compromises were detected, and systems were cleared and returned to service with the longest downtime of five days, and the effort totaling two weeks



Canvas Outage

In May 2026, campus was impacted by the nationwide Canvas Learning Management System compromise.

- Approximately six hours of downtime during the busy semester's end
- Campus's response was limited to rotating service access tokens, communications, and inspecting the environment for evidence of data alteration while Instructure restored services



Business continuity planning is critical for academic operations

Testing Campus Knowledge

Consolidated cybersecurity tools by replacing Cofense PhishMe with ProofPoint ZenGuide for quarterly campus user phishing simulation tests.



Outlook 'report phishing' feature now automated through ProofPoint remediation.

- Reduces manual oversight
- Improves reaction time

Improved Tools & Vigilance



93 Compromised accounts detected and remediated

-47%

Reduction from 174 (2024-2025)



149M

Inbound emails



107.5M

Safely delivered

Advanced Threat Detection

585k Phishing Threats Received/Blocked



41M

Malicious Emails Stopped

proofpoint.

Significant reduction in impersonation emails typically received by campus



Sac State Digital Experiences

Website Accessibility Projects

Completed ADA Title II-driven work to reduce barriers on Sac State digital experiences.

Image Accessibility & Optimization



ADA
Americans with
Disabilities Act



85.3%

Accessibility Score
WCAG 2.1 AA level

Improved accessibility and optimization of images on the university's website to ensure compliance and access for users of all abilities.

PDF Accessibility & Remediation

Successfully completed the site-wide PDF inventory and audit project to remove all inaccessible PDF materials from csus.edu.

Collaborative work with campus web publishers involved removing, remediating, or repurposing PDF content, with tools and ongoing training in place to help eliminate future accessibility issues.



17k+ Inaccessible PDFs
removed from csus.edu

Website Content Refreshes



Universal transition of web content from previous 'Anchor University' to 'Community Engaged University.'

Also worked collaboratively with campus areas to create, refresh, rework, and/or enhance the usability, design, and accessibility of campus web resources for the following areas:

- Alumni Membership
- College of Arts & Letters
- Recreation, Parks & Tourism Department
- Division of People and Climate
- IRT Academic Technology Services (ATS)
- Learning Space Services Classroom Inventory



246k
Event Calendar Views

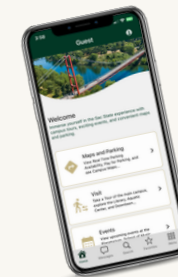


17.8M
csus.edu views

*My*SAC STATE **6.7M** Views



5,233
Web pages



860k App views



Sac State Digital Experiences

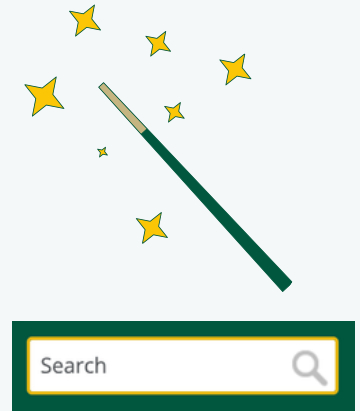
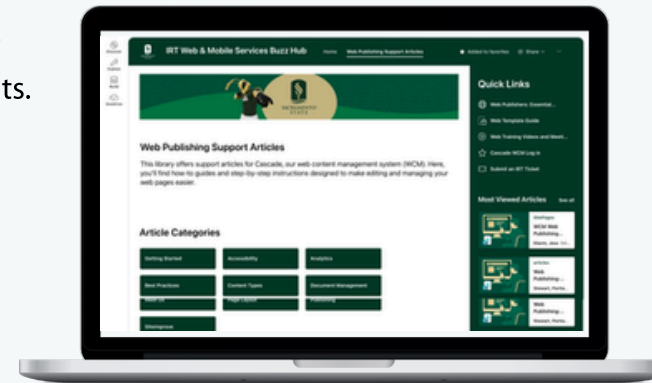
Enhancements

Tools & Resources = Smarter Web Design

- Transitioned from a manually maintained monthly metrics spreadsheet to a streamlined annual report focused on strategic, trend-based insights.

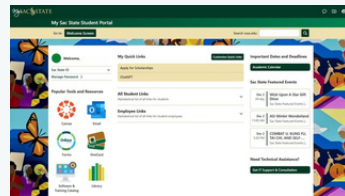


- Launched and provided resources for Microsoft Clarity, a free analytics tool that captures user website interactions through session replays and heatmaps.



Portal Updates

- In January, the Student portal layout was refreshed to match the Employee redesign, as well as link consolidation and "quick link" customization options.
- Merged Employee and Guest personas to ensure continuity of experience for campus guest users.



Streamlined layout puts everything front and center

Web Publishing Resources

The new Buzz Hub Wiki hosted on Sharepoint centralizes resources, how to's and other support materials for campus web content editors and publishers.

Improved Search

Redesigned the search bar on csus.edu to improve functionality and results:



Addition of synonyms and partial matches



1,069

727

Service Tickets

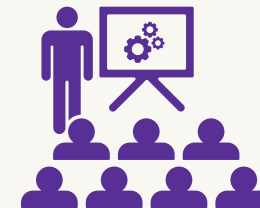
342

Request Items



382

Web publishers



11 Campus Web Trainings

Attendees 250+

Campus & Community Engagement

Partnerships with Athletics, Facilities Management, and campus stakeholders helped Sac State reach the goal-line on key athletic projects.

Game On, Hornets!

Hornet Stadium event attendees and fans have a new way to enjoy the moment with the addition of a digital video panel technology system:

- Modern platform displays dynamic digital content throughout athletic events, including game information, promotional messaging, recognition content, sponsorships, and campus communications
- Successfully launched in time for the 2025-26 football season enhancing the game-day experience for fans, students, alumni, and visitors.



Digital signage boards have been added to all four corners of the field

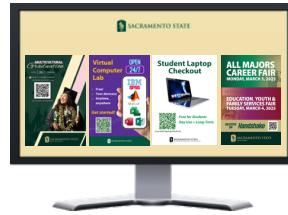
Football Program's Folsom Hall Relocation

The football program's new home in Folsom Hall was a team effort complete with scaleable telecommunications and networking infrastructure designs to support the current and future needs of Athletics' coaching, administrative, and operational staff.



- Eased transitional operations through temporary network connectivity, and expanded network capacity between Folsom Hall and the campus core network as part of the build-out
- Long-term infrastructure plans (structured cabling, telecommunications needs, and future network enhancements) to support the evolving needs of Athletics
- Scalable technology design ensures Folsom Hall can support future growth, enhanced collaboration, and reliable access to campus technology resources

Public Safety & Wellness



160 Existing displays were migrated and 2 new displays were onboarded for a one-stop solution to manage digital content across the entire university

Unified Software for Campus Digital Signage

Carousel Cloud implementation has transformed campus digital signage management by centralizing the tool used by campus areas to upload and post timely campus notices and promotions. The Carousel platform replaced 4 separate digital signage tools and integrated two existing safety and events systems:

- Computer Labs
- Emergency Notification System (ENS)
- SacConnect
- Event Management System (EMS)
- Union/WELL
- Lassen Hall

Improved Communications for First Responders



The Radio Repeater Project modernized the critical public safety communications system that supports Sacramento State Police in coordination with external emergency response agencies.

- Replaced/modernized aging infrastructure
- Improves communication capabilities for first responders
- Expands radio coverage in key campus areas

Modern Campus Telephone Infrastructure

- Replaced legacy voice technologies
- Retired obsolete systems
- Optimizing telephone services
- Reducing recurring telecommunications costs



IRT Leadership



Edgar Hodge, Ed.D.
Interim Chief Information
Officer (CIO)



Peggy Kay
Deputy CIO & Senior
Associate Vice President



Hema Manickavinayaham
AVP, Planning and Digital
Transformation



Nathan Zierfuss-Hubbard
Chief Information Security
Officer (CISO)



Nick Sladojevic
Senior Director,
Infrastructure & Operations



Kelli Hunt
Director, IT Service
Management



Vish Aiyah
Director, Campus
Applications



Nadya Lucas
Director, Project
Management Office



Seima Pech
Interim Director,
University Reporting
& Enterprise Systems



Shivakumar Pillai
Director, Institutional
Research & University
Reporting

Vacant Position: Director, Academic Technology Services



Jesseca Sanchez
Executive Assistant to the CIO
& IRT Administrative Analyst

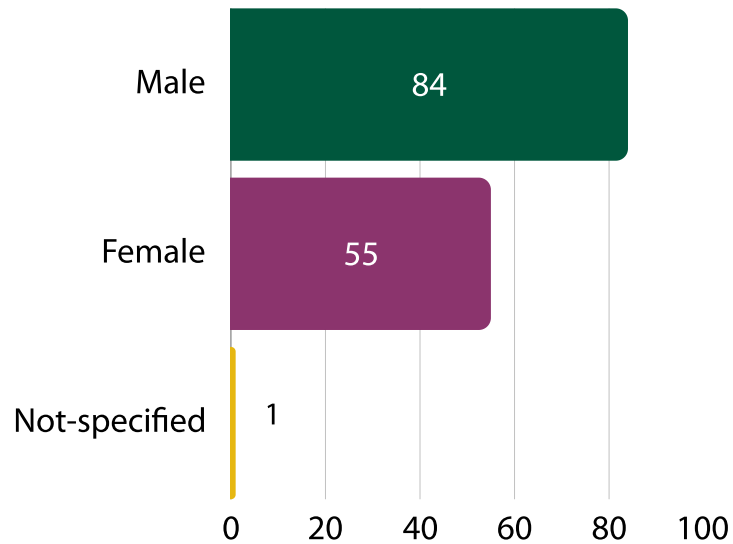
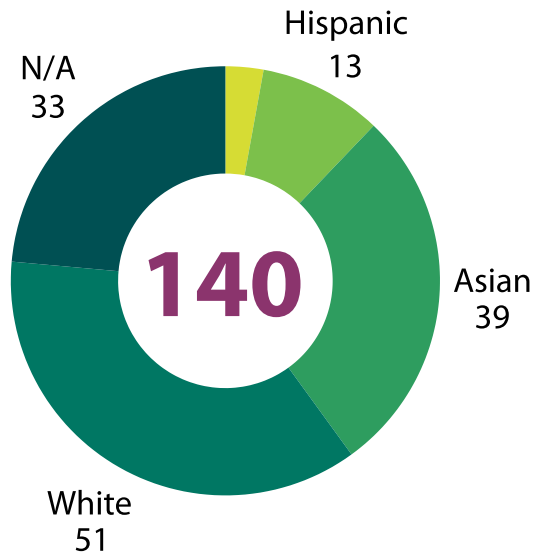


Jennifer Sonne
Director, Digital User
Experience



Michele Vesely
Budget Analyst

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

