DIVISION OF INFORMATION TECHNOLOGY

Information Technology Town Hall

Chris Manriquez
VP Information Technology / CIO

March 14, 2023

DIVISION OF INFORMATION TECHNOLOGY

Technology Town Hall

Delivering on the Promise of the Strategic Plan

CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS

CSUDH | INFORMATION TECHNOLOGY

I.T. LEADERSHIP

Vice President / CIO

Chris Manriquez

Vice President /
Chief Information Officer (CIO)

GO TOROS!

CONGRATULATIONS

Women’s Basketball

- 77-66 dismantling of No.4 seed Montana State Billings in the second semifinal of the NCAA West Region,
- 30 wins for the first time in program history, and won two games in a regional for the first time in program history

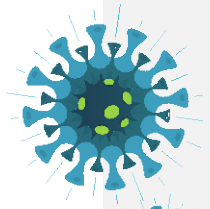
01

Cultural & Digital Shift

- Constructing Differently

CULTURAL & DIGITAL SHIFT

Digital Footprint



Toroprint

Virtual DH

Zoom

NACUBO

Org Restructure

VP & Team Meetings

Soft Phone Deploy

Office 365

Dept Reviews

Digital Roadmap | **Big 5 Objectives** | **Digital Hub** | **Digital First** | **Covid Transformation**

Ask Teddy NSO

Digital Roadmap

Alert Pages

Digital Forms

Comm Policy

Eats App

Help Pages KB

I.T. Website

SEM to Systems

Systems Engagement

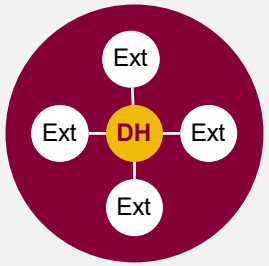
Data Hub Model

Student Central DW

Student Lifecycle Data

CULTURAL & DIGITAL SHIFT

Adopting a Posture of Readiness



Scaffolded Readiness

- Internal Self Determination is created through prioritization and stewardship of resource
- External opportunities are evaluated for alignment with priorities
- READINESS is the bridge

Primacy of our Academic Enterprise

- Build on the initiation of Accreditation Successes
- Build on already stated dual mission of academic success and health
- Build on Doctoral and Research programming
- Build on Always a Toro and Thriving successes

Diversified Investments

- Direct funding of our present physical and digital structures (12M)
- Fiscal Planning across diverse buckets
- Renew focus on revenue generation
- Discussions extending beyond enrollment strategies into broader service strategies

CULTURAL & DIGITAL SHIFT

Success in an Academic Enterprise

2 Pending Doctoral Programs

- Doctorate of Occupational Therapy (OTD)
- Doctorate in Educational Leadership for Justice in Education

14 Accreditations

- AACSB: Association for the Advancement of Collegiate Schools of Business
- ABET: Accreditation Board of Engineering and Technology
- ACOTE: Accreditation Council of Occupational Therapy
- ACS: American Chemical Society
- BBS: Board of Behavioral Sciences
- CAAHEP: Commission on Accreditation of Allied Health Education Program
- CCNE: Council on Collegiate Nursing Education
- CCTC: California Commission on Teacher Credentials
- CSWE: Council of Social Work Education
- NAACLS: National Accrediting Agency for Clinical Lab Sciences
- NASM: National Association of School of Music
- NASPAA: Network of Schools of Public Affairs and Administration
- NAST: National Association of Schools of Theater
- NCOPE: National Commission on Orthotic and Prosthetic Education
- WASC: Western Association of Schools and Colleges

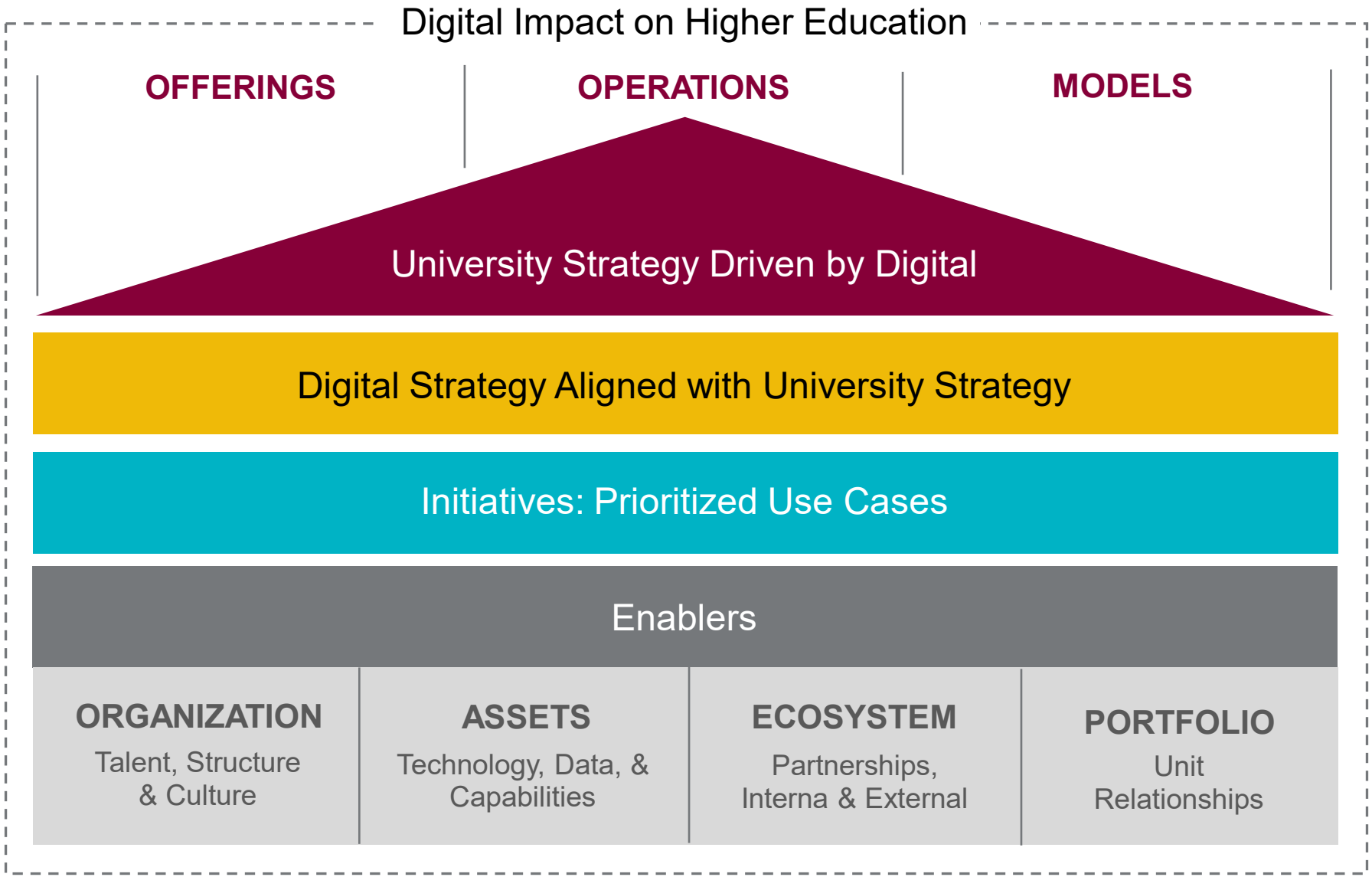
02

Digitally Engaging the Strategic Plan

- Addressing the individual, the team, and the university

DIGITALLY ENGAGING THE STRATEGIC PLAN

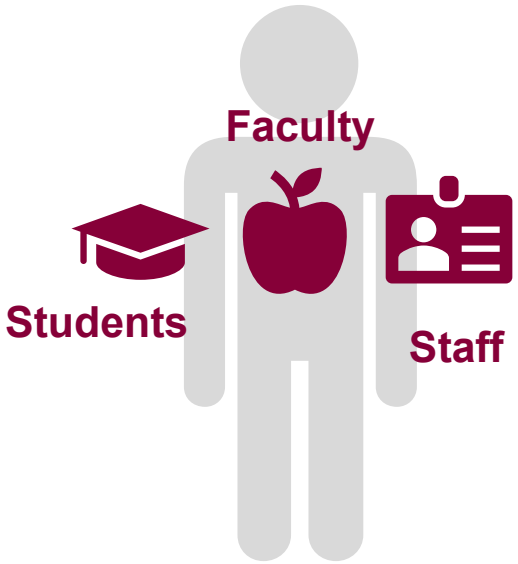
Digital Strategy Roadmap



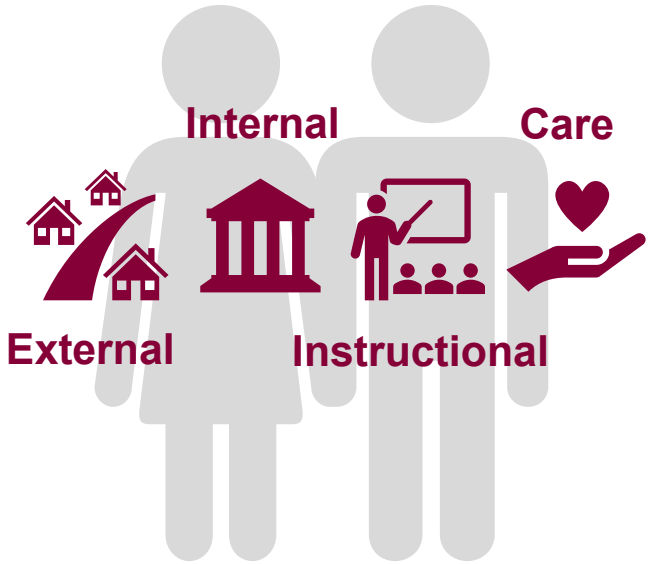
Source: BCG Analysis

DIGITALLY ENGAGING THE STRATEGIC PLAN

Empowering the University with Technology



Personas



Roles

University Strategic Plan

03

Campus Collaborators

- Human Resource Management
- Undergraduate Studies
- Student Psychological Services
- Student Success Program Integration & Assessment
- Toro Success Collaborative

CAMPUS COLLABORATORS

HR Document Submission

Monica Ponce

Associate Vice President
Human Resources Management

Before the COVID pandemic, **hardcopy documents** were routinely delivered to Human Resources for processing purposes. The [COVID] shutdown highlighted the weakness of having a paper process in place.

We quickly **partnered with IT** to integrate **secure Dropbox folders**. As a result, we revolutionized the HR-related document submission process to our office, enabling us to receive **digital copies** uploaded to Dropbox.

“We aim to achieve paperless operations and deliver enhanced services to our employees.”

CAMPUS COLLABORATORS

Curriculum Review Process

Dr. Kim Costino

Dean, Undergraduate Studies

Our curriculum review process has always essentially been **paper-based, even during the pandemic**; it involved manually moving pdf files step by step through the curriculum workflow, then manually inputting approved changes into the Catalog.

To **streamline** and move this process fully **online**, the Office of Academic Programs **collaborated with the Division of IT** to clarify the curriculum review **workflow**, eliminate redundancies, and choose a catalog and curriculum management **software** that would offer a product that would best meet the campus' needs. Ultimately, we chose **CourseLeaf**.

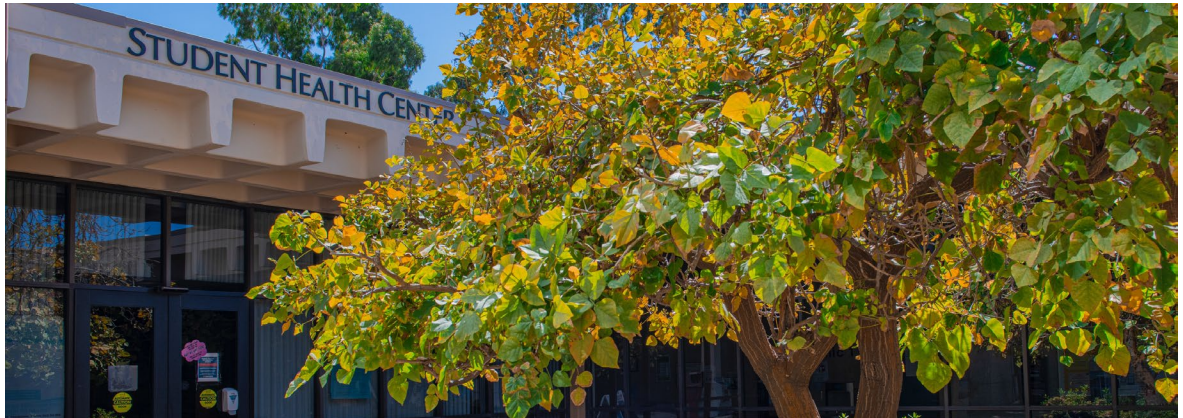
> **"The result will be an impressive 80% reduction in manual data entry requirements upon full implementation."**

This product will provide departments and colleges with greater autonomy over the way their curriculum appears in the Catalogue and transparency throughout the curriculum review process.

CAMPUS COLLABORATORS

Electronic Medical Records & Telehealth

Our cross-divisional **collaboration** with DIT has resulted in numerous benefits for the SHC. These include a robust **electronic medical record-keeping system**, **updated technology** and tools, and **secure storage** of **protected health information** via Dropbox. The introduction of **telehealth services** through **Dropbox** allowed us to quickly receive essential documents needed for quality medical and mental healthcare.



Dr. Tiffany Herbert
Interim Director
Student Psychological Services

> **DIT enabled us to evaluate our goals, methods, protocols, and regulations, to better respond to student needs.**

CAMPUS COLLABORATORS

Toro Success Collaborative

> **“TSC helped to streamline access to academic advising, tutoring support as well as provide critical data around engagement and impact.”**

The Toro Success Collaborative or TSC is an **online tool that connects students with services on campus**. Through a campus wide effort between Academic Affairs, Student Affairs and Division of Information Technology, the TSC platform has grown tremendously over the past three years.

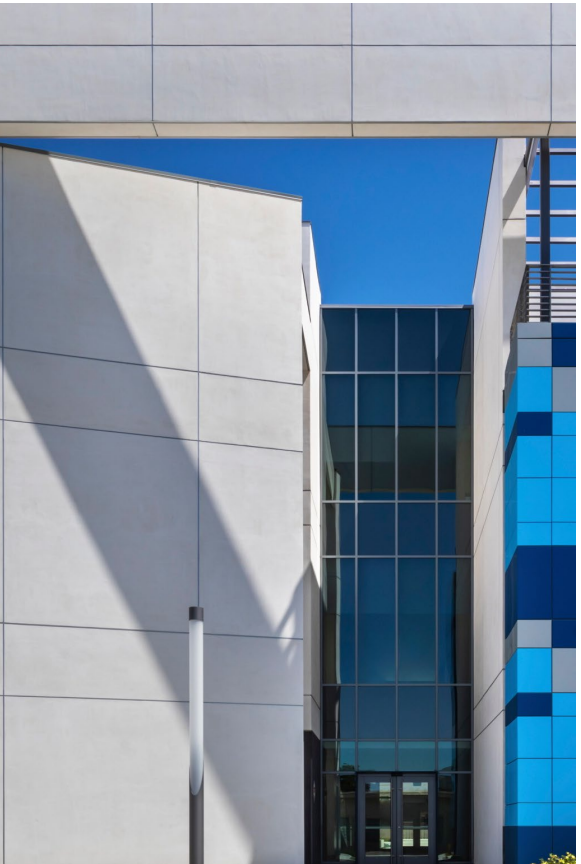
Originally utilized for tutoring purposes, the platform has **expanded to incorporate all advising services** and most recently the onboarding of CSUDH’s many **cultural and identity centers**.

Toumik Asatoorian

Program Manager
Toro Success Collaborative

CAMPUS COLLABORATORS

Business Process Improvement (BPI)



In Academic Affairs, we partnered with DIT to implement the Business Process Implementation (BPI) methodology. We have begun **evaluating** our **current business processes** for **paying faculty** for **off-contract work** using this process. Although we are still early in the process and have not integrated it into daily operations, it has helped us understand our methods.

With the Covid shutdown, we had to reassess our paper processes. In the near future, I aspire to **integrate processes** in which the original request is **automatically entered** into the ultimate **data system**, and the rest of the workflow is designed solely to gather approvals.

Ken O'Donnell

Vice Provost
Academic Affairs

"Though we have transitioned to using Dropbox, our current business processes still mimic our past paper-based procedures."

04

Enabling Structures

- Governance
- Tech Bytes

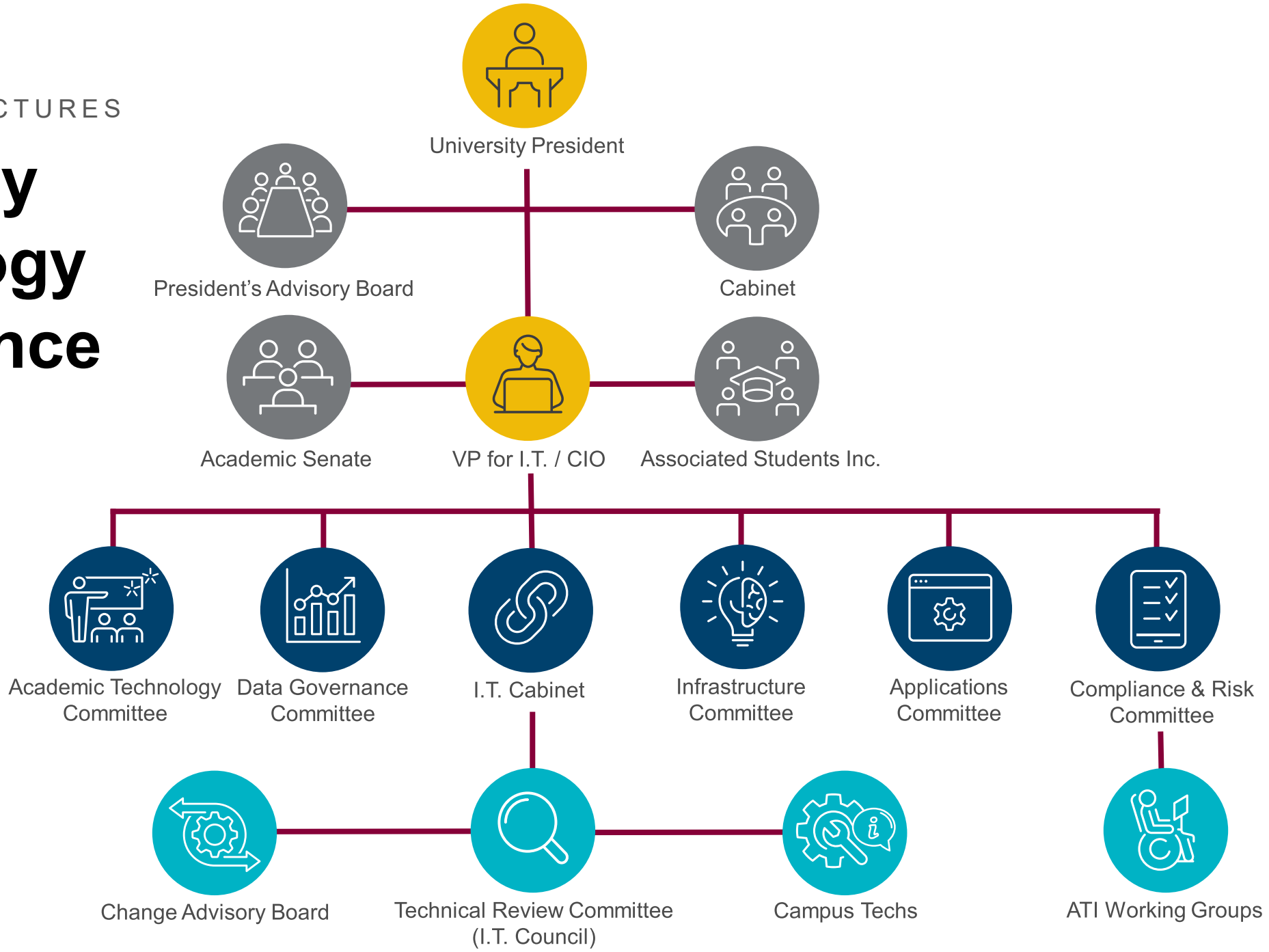
DIVISION OF INFORMATION TECHNOLOGY

ENABLING STRUCTURES

University Technology Governance

Restructuring in the age of University Planning Committee Activities

Lifecycle Focused



ENABLING STRUCTURES

Tech Bytes

Spring 2023 Schedule

Held on **Fridays** from **12–1 p.m**., Tech Bytes is one hour of information where you can hear more about our campus projects or services.

After a brief presentation, there will be time for Q&A.

Register once and attend any session.

Additional Sessions coming in Summer & Fall 2023.

Topic	Date	Audience
☑ Digital Divide Grant for Workforce Integration Network (WIN)	February 24,2023	Student, Faculty, Staff
The New, Improved I.T. Intake Process	March 24,2023	Faculty, Staff
Engaging with Esports	April 7, 2023	Student, Faculty, Staff
Process and Project Management Overview	May 5,2023	Faculty, Staff

05

Infrastructure & Compliance

- Review
- Upcoming

I.T. LEADERSHIP

Infrastructure & Compliance

Sara Hariri

Associate Vice President,
Infrastructure & Compliance

Chief Information Security Officer

INFRASTRUCTURE & COMPLIANCE

Review

- Information Security Audit
  - Wrap Up and Campus Response.
- Fixed Patch and Update Schedule for all systems
- Refine Information and Communication Technology Procurement (ICT) process
- Ally on Canvas
- Siteimprove for Accessibility

INFRASTRUCTURE & COMPLIANCE

Upcoming

Projects:

- Campus **upgrade to Windows 11** in phases
- Moving Campus on prem **iDrive to Dropbox**
  - (Dates and Timeline will be announced in detail)
- Campus **phone system upgrade**
- Preparation of moving the **students to Office 365 email**
- **IT Disaster Recovery Plan** and tests

INFRASTRUCTURE & COMPLIANCE

I.T. One Stop Shop Tech Checkout

Helpdesk & Tech Checkout

- NSM C-151
- Monday – Friday, 8:00 a.m. – 6:00 p.m.
- After hours accommodations: email techcheckout@csudh.edu

Classroom Support

- Monday – Thursday, 8:00 a.m. – 10:00 p.m.
- Friday, 8:00 a.m. – 6:00 p.m.
- Saturday, 8:00 a.m. – 5:00 p.m.

06

Academic Technology

- Canvas Migration Update
- Research/Survey Tools
- Academic Technology Committee
- ChatGPT Info Session

I.T. LEADERSHIP

Instructional Technology Services / ATO

Reza Boroon

Director
Instructional Technology
Services / ATO

ACADEMIC TECHNOLOGY

Canvas Update

CANVAS BY INSTRUCTURE

Migration of Blackboard Courses/Organizations Content to Canvas

- ☑ Fall 2020 – Fall 2022 – Completed!
- ☑ All Bb Organizations - Completed!

Summer 2022

Initial Adopters
18 Courses

☑ **COMPLETED**

Fall 2022*

- School of Nursing
- Occupational Therapy
- Radiologic & Imaging Studies
- Interdisciplinary Studies
- Mathematics
- Biology
- Political Science
- English

☑ **COMPLETED**

Winter/Spring 2023

1550 Courses
680 Teachers
1280 Students

- College of Art & Humanities (CAH)
- College of Health, Human Services & Nursing (CHHSN)
- College of Education (COE)

☑ **COMPLETED**

Summer/Fall 2023

- College of Natural & Behavioral Sciences (CNBS)
- College of Business Administration & Public Policy (CBAPP)
- College of Continuing & Professional Education (CCPE)

*As of Fall 2022 all faculty gained access to Canvas to prepare for phased migration.

ACADEMIC TECHNOLOGY

Research / Survey Tools

Quantitative Data

Qualtrics:

- Is an online research/survey software that empowers you to collect, analyze and act on relevant data.
- Available to all Faculty, Staff and students
- Single platform for classroom research, Data collection and analysis, including surveys, customer feedback, and polls
- Easy-to-use, 24/7 customer support

SPSS:

- A software used for data management and statistical analysis.

Qualitative Data

NVivo:

- Analyze and organize unstructured text, or data.
- used for data management and statistical analysis.
- To get access, please reach out to academictechnology@csudh.edu

ACADEMIC TECHNOLOGY

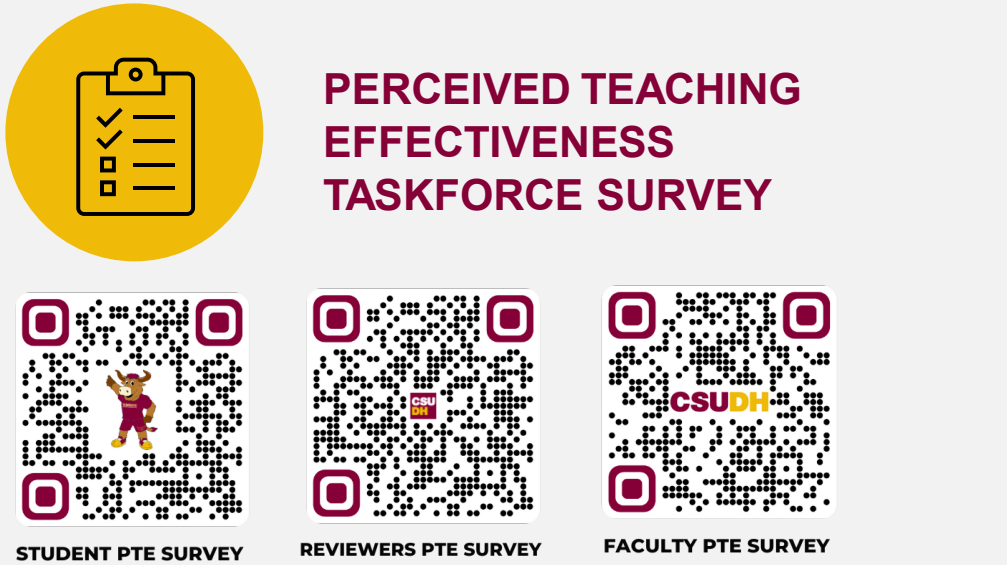
Academic Technology Committee (ATC)

The Academic Technology Committee (ATC) will review and recommend emerging academic technologies tools and best practices to be integrated into educational practice, including advising and professional development technology processes and tools.

- 16 representatives from colleges/divisions.
- First Wednesday of the month, during academic year @1pm

Upcoming Topics of Discussion:

- Evaluating and reviewing student evaluation platforms
- Policy and Procedures for Proctoring tools
- Technology Tools/Software/Platform Purchasing Process



ACADEMIC TECHNOLOGY

ChatGPT Info Session

A Campus Conversation:

ChatGPT & Artificial Intelligence in Higher Education

The Office of Academic Technology will host a faculty-led conversation

Friday, March 24, 2023
11:00am – 12:30pm

07

Deputy CIO Partner Updates

- University Printing Services
- Toro Auxiliary Partners
- CSUDH Bookstore
- Esports@CSUDH

I.T. LEADERSHIP

Associate VP / Deputy CIO

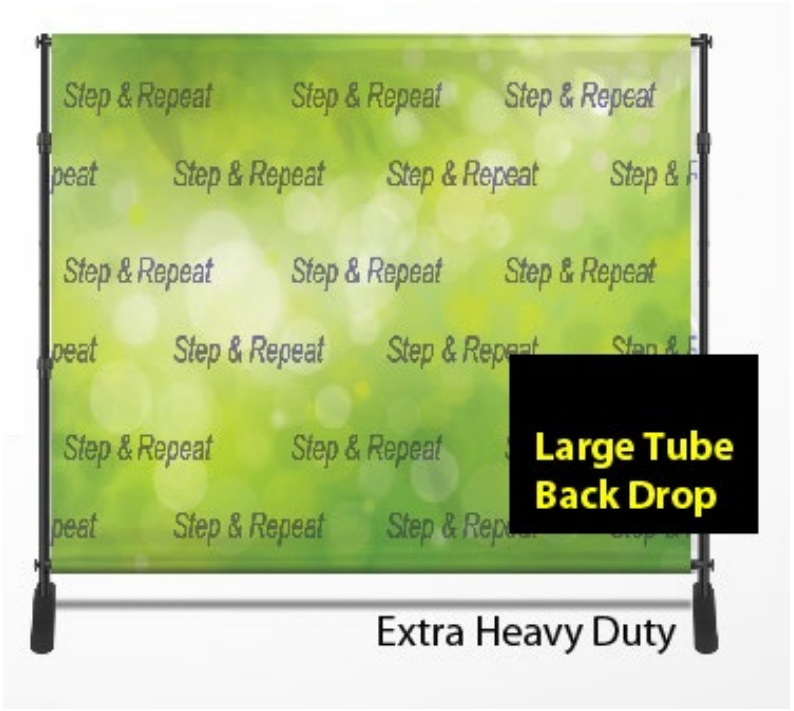
Bill Chang

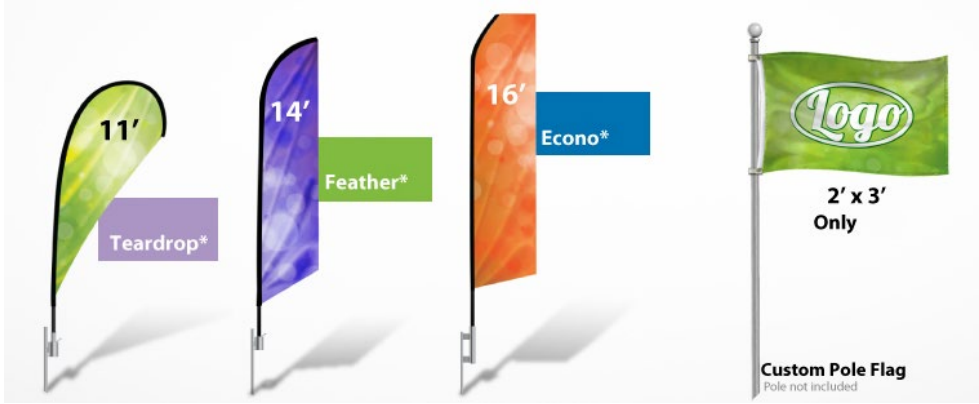
Associate Vice President / Deputy Chief Information Officer (CIO)

DEPUTY CIO

University Printing Services

- Print production is increasing after COVID
- Added additional items available to the campus
  - Flags
  - Backdrops
  - Pull Up Signage, etc.
- Supporting campus print needs with limited staff resources
  - Able to do limited quick turn-arounds for last minute needs
- Continue to innovate and seek additional printing options





DEPUTY CIO

Partner Update

CSUDH | TORO AUXILIARY PARTNERS

- Supporting technology needs
- Completed implementation of POS system, data integrations, meal plans, GrubHub integration, and computer purchase process

Coming Soon:
Upgrade to their application systems

CSUDH | UNIVERSITY BOOKSTORE

- Completed transition to new fiber network for improved connectivity

DEPUTY CIO

Esports@CSUDH

Successful Fall 2022

- 7 teams in playoffs & 2 in finals

Esports CalState Cup – CSUDH Broadcast

Ribbon Cutting Ceremony April 24, 2023

Community Events

- Delete the Divide, KJLH Radio
- So-Fi Tech Empowerment
- K-12 tours, discussions, presentations
- College fairs and Convocation

5 Pillars of Esports

Academics & Research

Career Development

Community

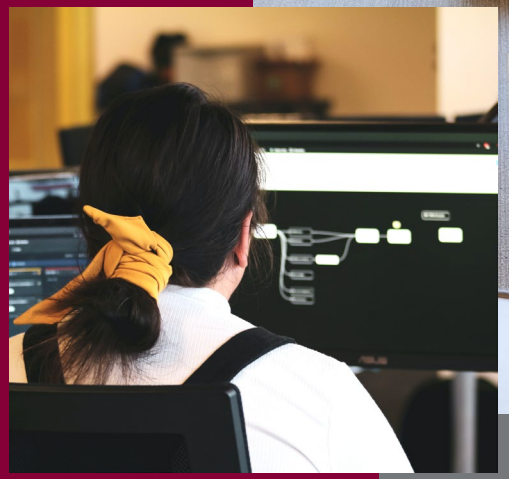
Competition

Entertainment

08

Process & Project Management (PPM)

- Review
- Upcoming



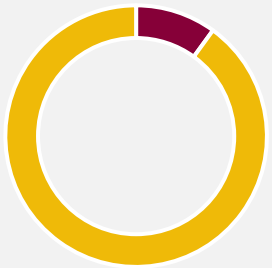
DIVISION OF INFORMATION TECHNOLOGY

Review

Webpages

(3+ years without updates)

July 2022: 2,451
March 2023: 1,531
Change 37.5%



PDF Assets

July 2022: 7,312
March 2023: 6,574*
Change 10%

* Numbers also reflect new .pdfs added since starting date.

PeopleSoft Systems

- **Tools upgrade** + **Fluid Navigation** for Student system Fall of 2022

ServiceNow Enhancements

- **QR Code Request** – You can now submit a request for a QR code through ServiceNow
- Creation of **ServiceNow** service offerings for **University Communications & Marketing**
- Streamlined IT as a service by leveraging **ServiceNow** more broadly for business operational support requests

Other Items

- Rolled out **SiteImprove** to all website content editors and contributors: Accessibility, Quality Assurance, SEO
- **Clean up the Web campaign**
- Sponsored **Business Process Improvement (BPI) training**
- **PMO Support** expanded across campus: University Planning Committee, Strategic Plan Implementation Working Groups, and Academic Affairs – Advising Centers Physical and Digital Wayfinding project, and more

PROCESS & PROJECT MANAGEMENT

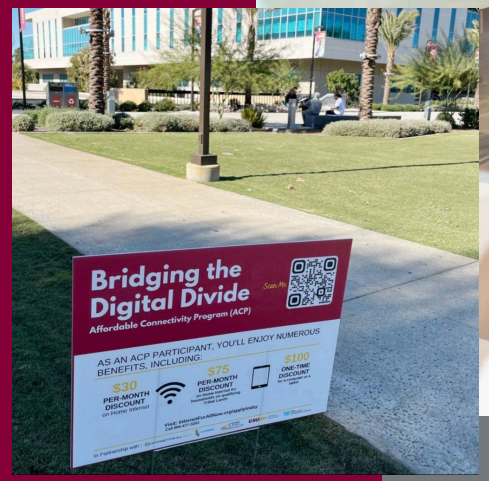
Upcoming

- **Launch**
  - Business Process Improvement (BPI) Training Program
  - myCSUDH Student Portal – separate Beta release
- **Expand** Support and intake of requests to digitalize paper or PDF forms to web forms with workflow and automations.
- **Establish** Web Governance and Web Governance Committee in collaboration with UCM
- **Open** RFP for new Web Content Management system
- **Clean up the Web Campaign** Continue cleanup of outdated content, PDFs, broken links.
  (All of this will help us move to a new web content management system)
- **PMO Support** for large campus initiatives

09

University Effectiveness, Planning, & Analytics

- Upcoming
- Review



DIVISION OF INFORMATION TECHNOLOGY

I.T. LEADERSHIP

University Effectiveness, Planning & Analytics

Alana Olschwang

Associate Vice President
University Effectiveness, Planning,
& Analytics (UEPA)

Review

Implementing the Connecting Minority Communities Grant (NTIA)

Including community-based **paid internships**, **faculty resources** for teaching project management and other skills, and **computer distribution**.

Badging for Recognition

In **Open Badge Factory** to build awareness of skills, agency, and advocacy at CSUDH.

Open Badge Passport

Data Excellence

CSUDH-Workforce Integration Network

Cal State Tech Connect 2022 Presenter

Cal State Tech

Today I Learned

CSUDH-Workforce Integration Network

Help Students & Households Get Connected to the Internet

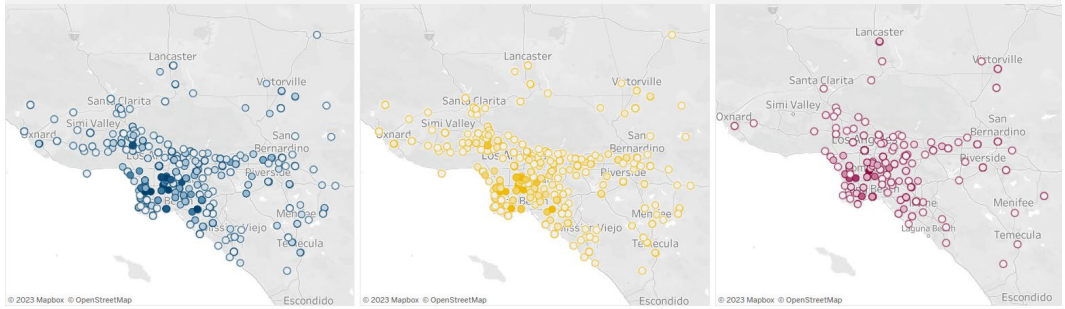
$30/month discount & discount on a device from ACP (Affordable Connectivity Program). **Share this.**

UNIVERSITY EFFECTIVENESS, PLANNING & ANALYTICS

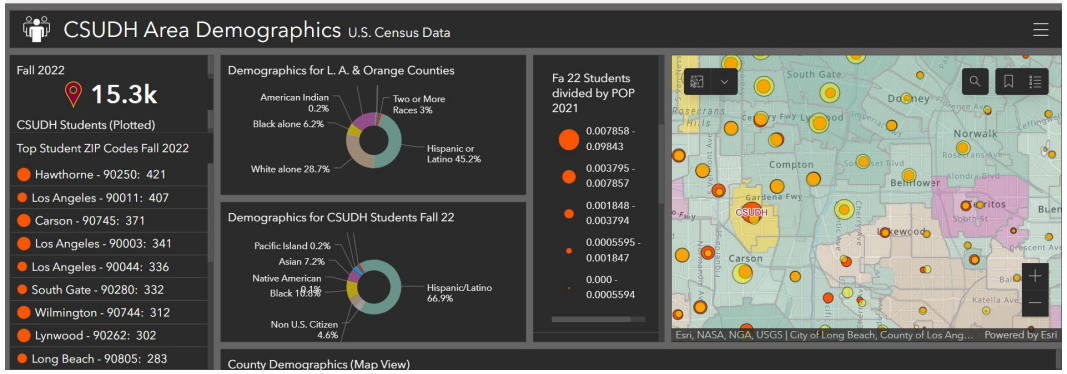
Review: Institutional Research & Mapping

New dashboards help the campus to better understand who our students are, where they are coming from, and how we can help them overcome institutional barriers.

New Dashboards including application funnel, Student identity by subgroup, HR reporting, Holds research, and academic planning in Tableau.



New Dashboards including area demographics and student information for applications and enrolled students, building use, and more.



REQUEST: Update your information in the directory to have more accurate indoor wayfinding!

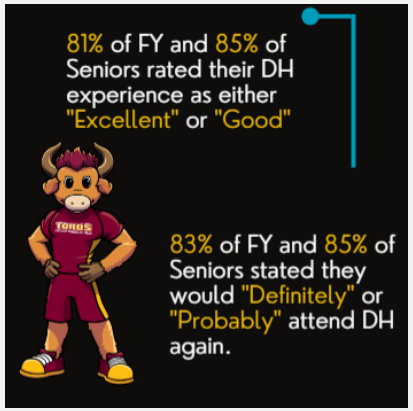
UNIVERSITY EFFECTIVENESS, PLANNING & ANALYTICS

Upcoming

Student Engagement Reports

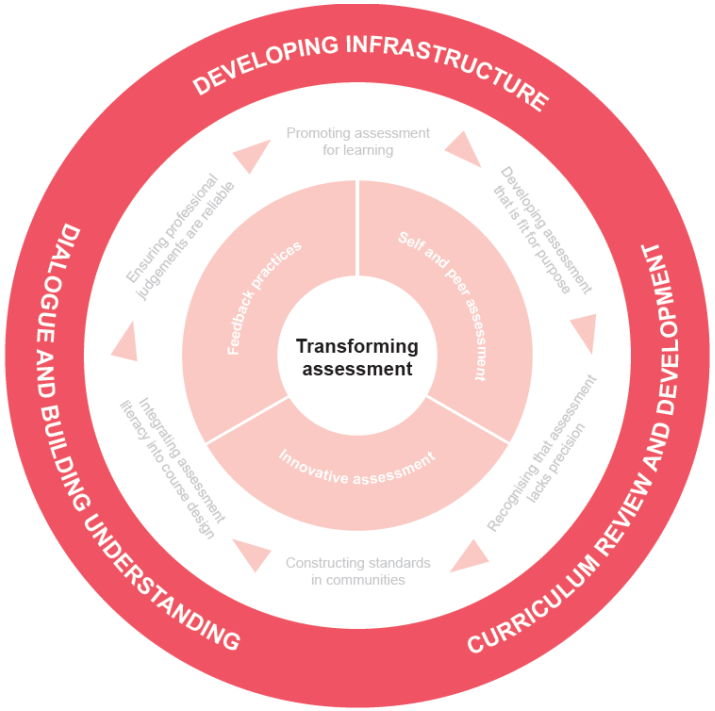
Presentations in April

Includes first time students and seniors, with Faculty survey about engagement.



'My' Faculty Teaching

Individualized View of Student Success in Statewide Community of Practice (Collaboration with the FDC).



Integrated Assessments

Coordinate Efforts Across Divisions

Bridge data marts and findings to move to insight and actionable information across campus to establish a framework leveraging expertise

Q&A