

Technology Town Hall

Transition & Repopulation

November 10, 2021



Webinar Housekeeping



Recordings

This meeting will be recorded for those who cannot attend



Links

If a link is presented, we will share it in chat, so you can access it immediately.



Questions

Time permitting, we will take questions at the end of the presentation.



Speaking

To speak, raise your hand, and you will be unmuted.



Chat

If you don't have a mic, you can type your thoughts and comments into the Question and Answer.

Agenda

Welcome – VP/CIO, Chris Manriquez

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VP/CIO, Chris Manriquez

Deputy CIO, Bill Chang

AVP/ISO, Sara Hariri

Questions



Transition & Repopulation



Chris Manriquez

Vice President
& Chief Information Officer
Information Technology






Upcoming

Targeted Efforts Continue...

 **Health & Safety**

 **Path to Graduation**

 **Targeted CARES opportunity**

 **COVID Responses and Transformation**

 **Prioritize Fall Return**

 **Engaging the university**

 **Fall Return**

 **Spring Repopulation**



Challenges

- Conversion of CARES one-time dollars to baseline funded efforts
- Continuing our addressing the digital divide @ depth
- Operational differences post COVID, university as time capsule of practices

I.T. Transitions: **Retirements**

- **Alam Mahabub**
 - Associate Director,
Infrastructure Services
- **Marci Payne**
 - AVP, IT Finance & Auxiliaries
- **Cynthia Brown**
 - Duplicating Machine
Operator
- **Cynthia Jones-Hunter**
 - Program Coordinator
- **Robert Smith**
 - Broadcast Engineer





Workforce
Integration



I.T. Portfolios

Tech Bytes Coming

Bill Chang
AVP, Deputy CIO
Service Management

Sara Hariri
AVP, Security & Compliance,
Infrastructure

Alana Olschwang
AVP, University Effectiveness,
Planning & Analytics

Reza Boroon
Director
Academic Technology

Natalie Alarcon
Associate Director
Enterprise Applications

Mahabub Alam
Associate Director
Infrastructure

Farhad Mansouri
Director
Service Management

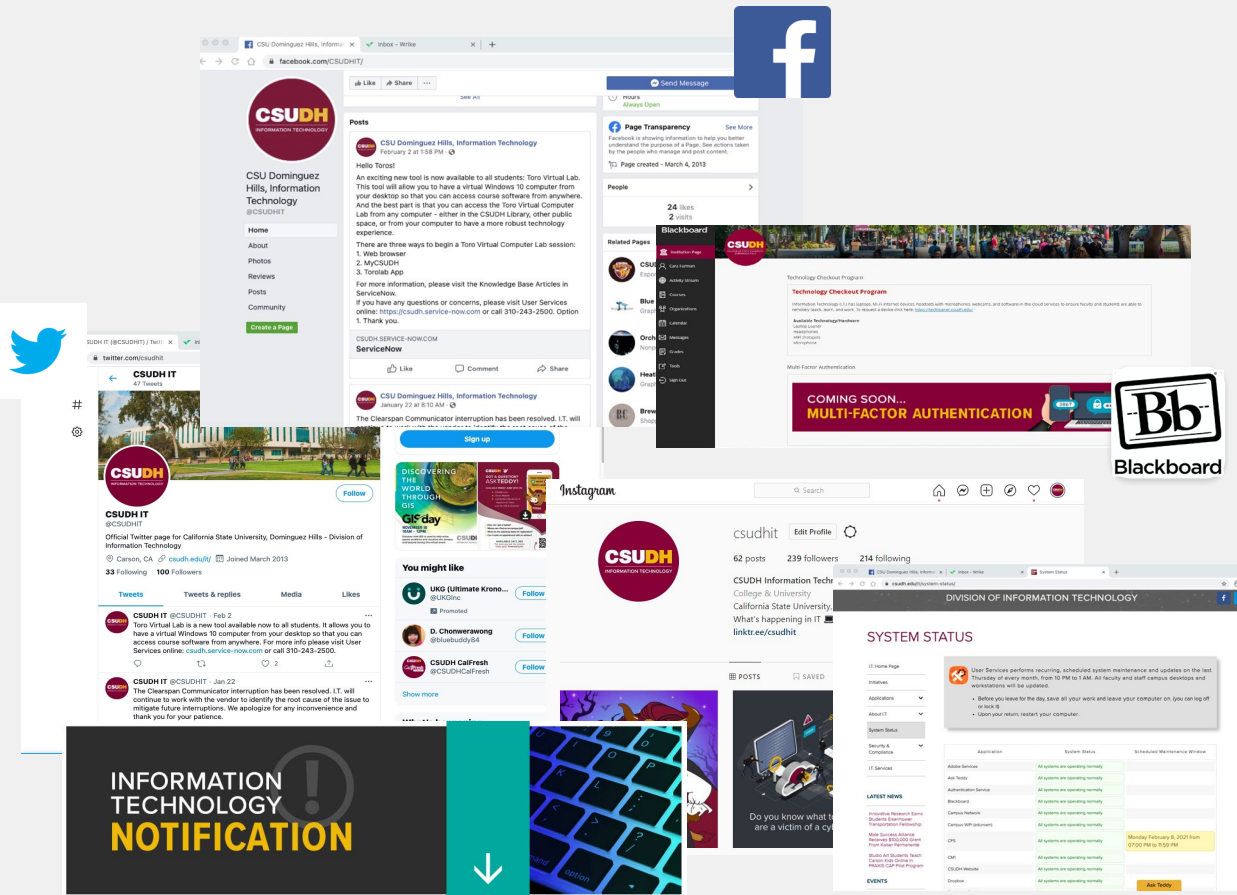
Ryan Weitzman
Director
Institutional Research

Adelbert Baylis
Associate Director
Learning Spaces

Jacqueline Kuenz
IT Executive Management
Support, Fiscal
Officer/Budget

<https://www.csudh.edu/it/about-it/leadership/>

IT COMM: Social Media



Facebook <https://www.facebook.com/CSUDHIT/>

Twitter: <https://twitter.com/csudhit>

System Status Page: <https://www.csudh.edu/it/system-status/>

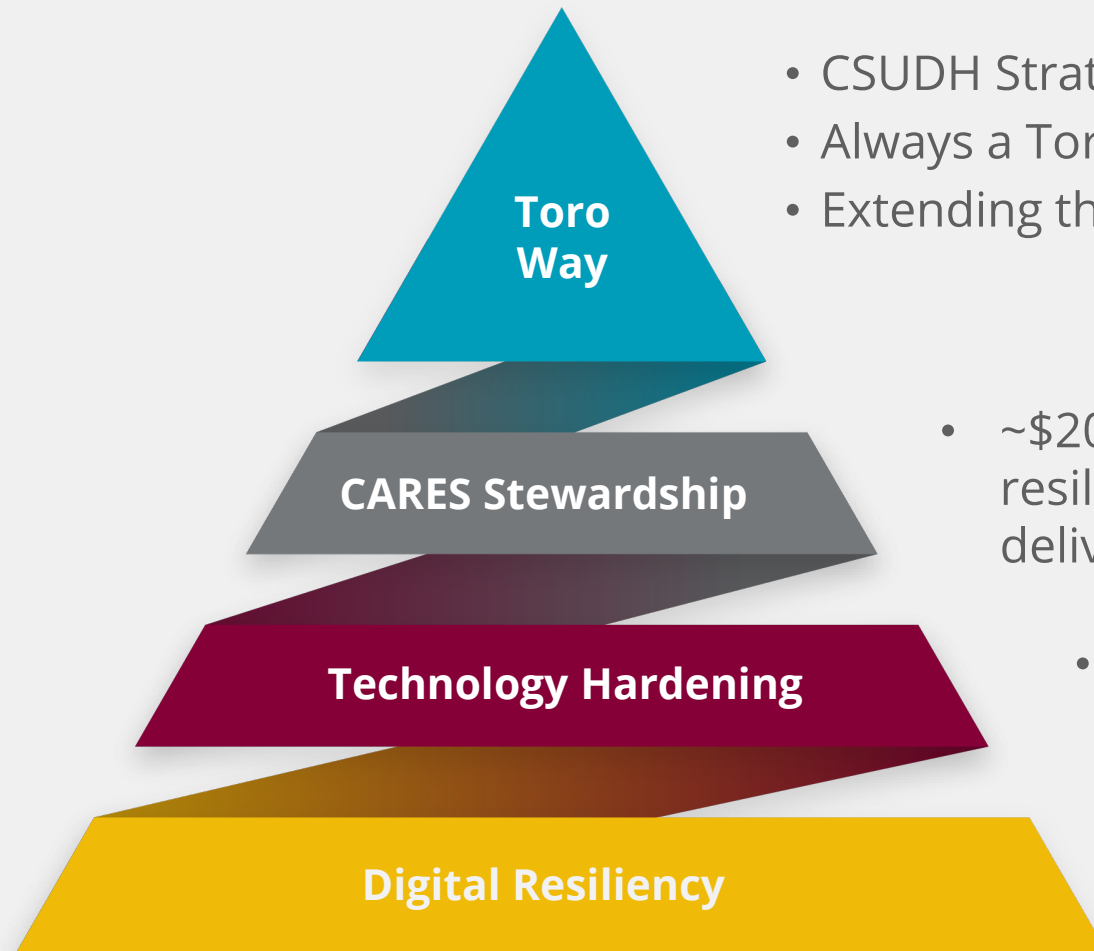
Download the IToros App

• Android: https://play.google.com/store/apps/details?id=com.csudh.itorosmobile&hl=en_US

• IOS: <https://apps.apple.com/us/app/itoros-mobile/id577612360?ign-mpt=uo%3D4>

Blackboard: <https://toro.csudh.edu/>

2021-2022 Goal Framework



- CSUDH Strategic Planning integrated planning efforts
- Always a Toro
- Extending the Academic Core

- ~\$20M across 23 major COVID response and resiliency building projects with three key federal delivery dates

- Securing the touchless and frictionless digital infrastructure

- Digital Master Plan

The Toro Way

Funding and deployment of the university Project and Process Management unit to assist in institutionalizing integrated planning from change and project management context.

Processes

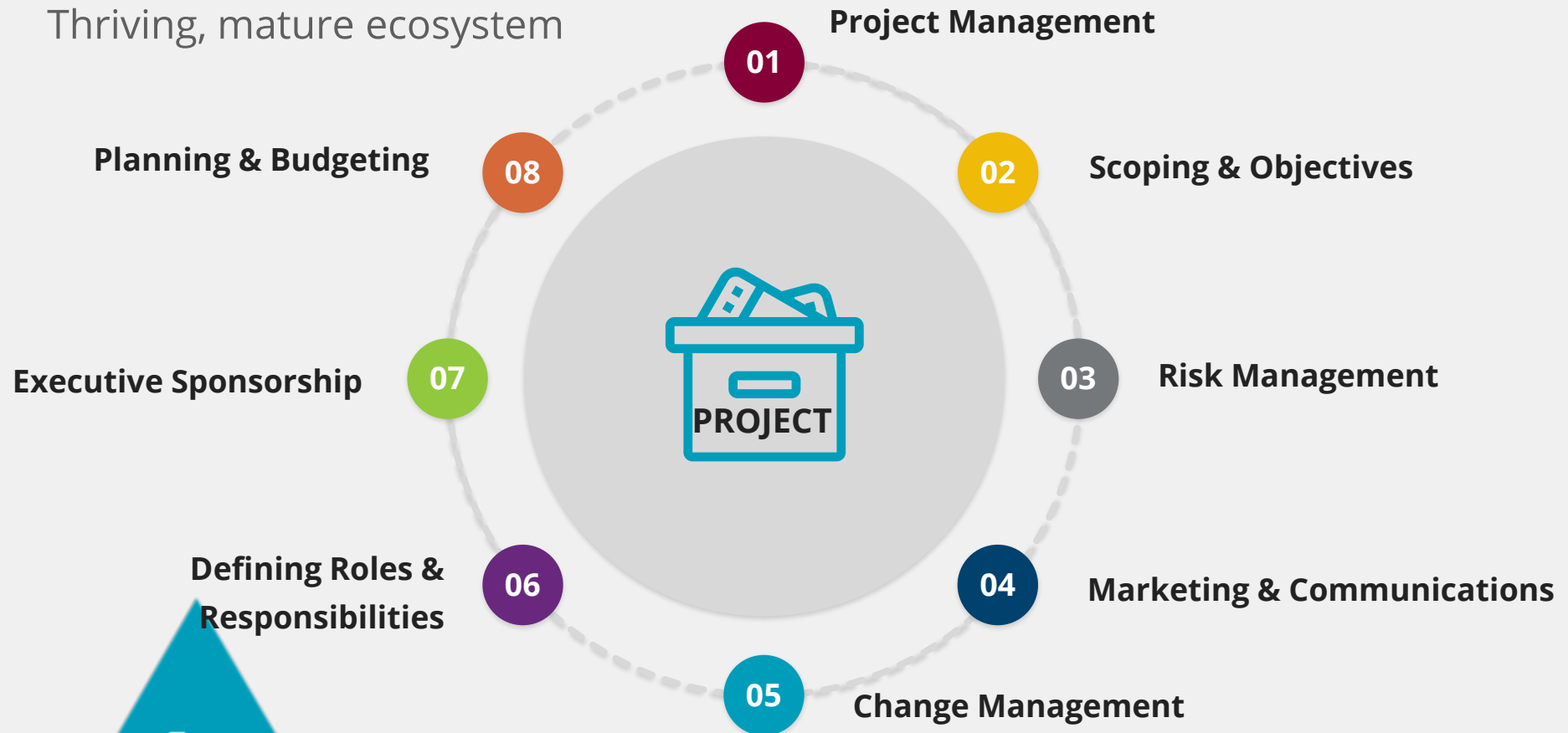
- End Users
- Functional Services
- Technical... with Universal Design

Integrating the planning processes, with an eye toward impactful activities, into a cohesive format for consideration in the University Planning Committee and University Budget Committee discussion



**Toro
Way**

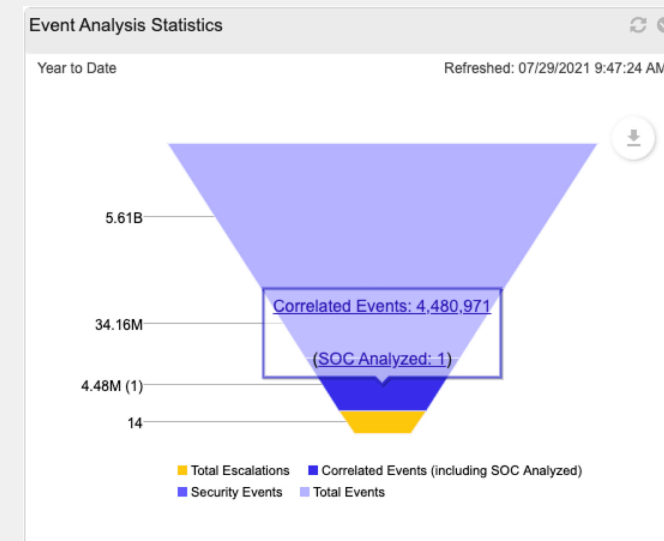
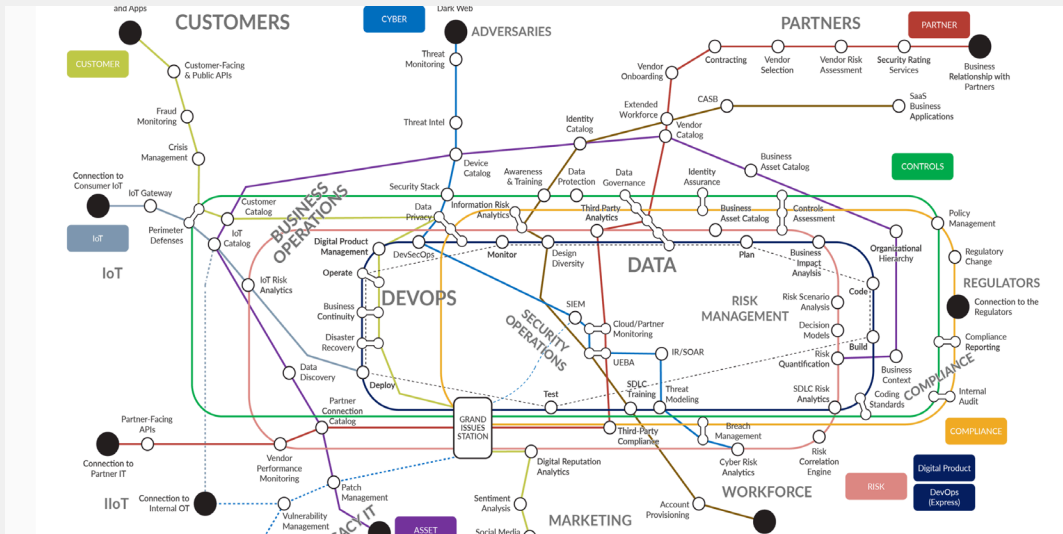
Future State Initiatives & Projects



Toro
Way

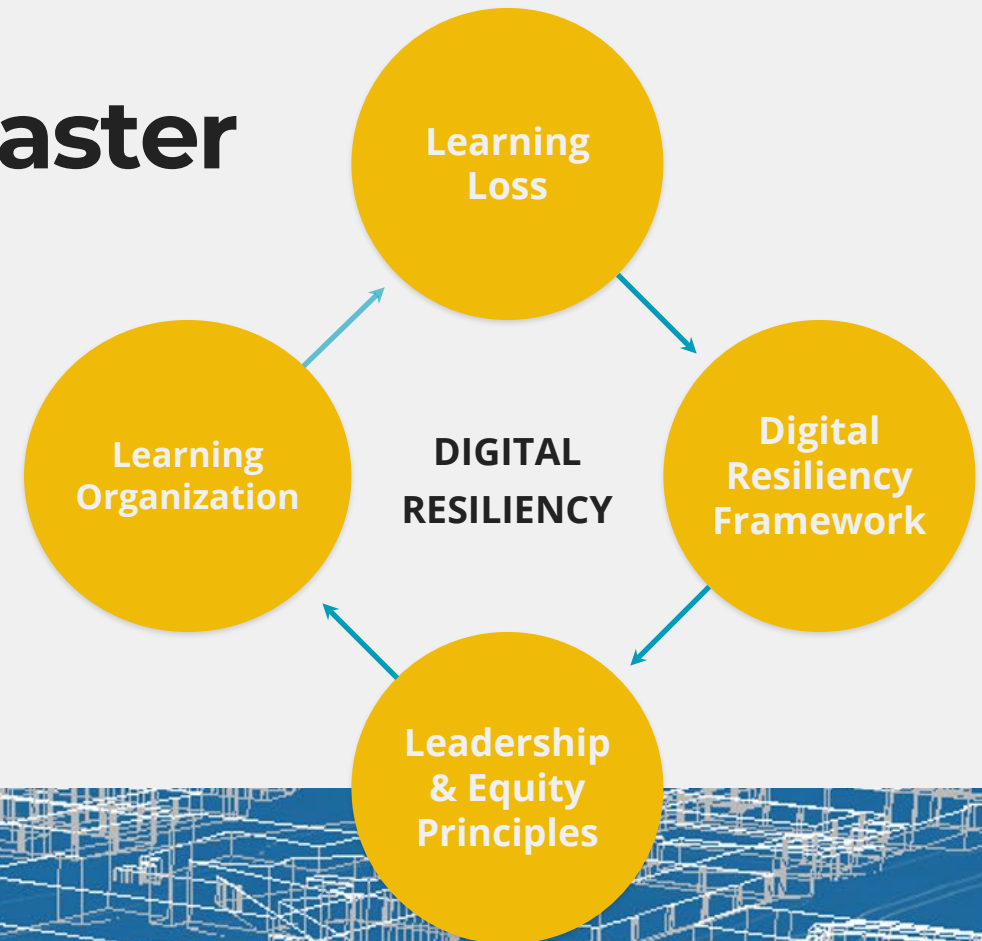
Technology Hardening

In the substantial gains made during the COVID response, transformation revealed a number of technological and process gaps. This included standing university processes that needed to be redesigned and formalized. Crucial to this success is the "hardening" of our present technology backbone and re-architecture of crucial components of our core digital infrastructure.



Digital Resilience & CSUDH's Digital Master Plan

The first comprehensive look, guided by a university partner and the university technology advisory team, at lessons learned through COVID crisis and technology planning recommendations to ensure the continued success of the university digital infrastructure and processes.



Metrics and **Analytics Available**



ClearSpan

Campus calls



Cloud Contact Center

Calls, chat, and text



Web Analytics

Webpage visits, clicks, device, etc.



Email

Open & click-through rates, bounce rates, etc.



Social Media

Likes, shares, comments



Software Systems Data

Existing data from software applications to calculate analytics – e.g., EAB



Surveys

Feedback and analytics



AskTeddy

A.I. information

Closing the Digital Divide



**Campus & Parking Lot
Wi-Fi Extension**



**Expanded Technology
Checkout Capacity**



Enhanced Security



**Platforms & Process for
Extended Reach**










Tech Checkout









CSUCCESS + Technology Checkout Program

What's Available Now for General Checkout

 Laptop Package	 Laptop PC
 Computer Headset	 Laptop Apple
 External USB Webcam	 Mi-Fi

 iPad Pro Package
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Course Specific Equipment For Students & Faculty

 Digital Camera	 Audiobox Package
 Laptop Apple	 Sketch Tablet
 Video Camcorder Package	 Halo Ring Light

**All equipment subject to availability*

***CSUCCESS (California State University Connectivity Contributing to Equity and Student Success)*

Spring 2022: Workforce Integration Co-Sponsored Event

Infrastructure Today we have the Technology

Skillabi (Faculty)

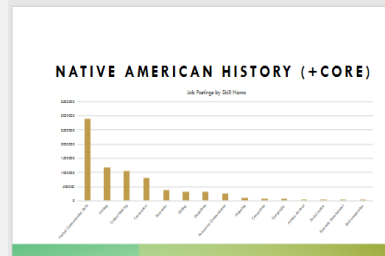


Analyst (Admin)

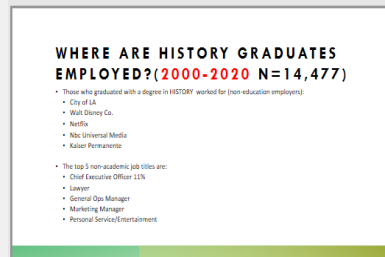


Skillsmatch Student

History 300:02 Spring 2021 Theory and Practice of History	
Course Description:	This course introduces students to the discipline of history by helping them to cultivate a discreet sets of skills used in historical research. Because historical thinking, research and writing are skills, they cannot be introduced effectively in the abstract. Therefore this course is designed to actively engage the student every week to develop and refine specific skills. Although the course incorporates evidence and examples from early US History, mastery of the basic skills of research, source analysis, forming historical questions, and clear writing is the ultimate objective. Prerequisites: completion of HIS 120 and HIS 121.
II. Student Learning Outcomes (SLO): [PM 00-04]	<p>What will students learn in this course? By the end of this term, through writing assignments, exams, quantitative analysis and research papers, students will:</p> <ol style="list-style-type: none"> Identify and narrow a topic from selection in Early US History Write 1 acceptable historical question. Use the CSUDH Library Catalog to identify and access relevant sources Use the <i>Historical Statistics of the United States: Millennial Edition</i> to locate, prepare and analyze three or more datasets in early American History connected to topic in module 1. Differentiate between primary and secondary sources Construct notes from close reading of two articles in early American History Compare and contrast key historians connected to topic 1 in written analysis Prepare a comprehensive and useful outline for a research paper in the discipline of HISTORY
IV. Classroom Behavior: Even though we are online, we must respect the academic environment.	All students are expected to attend class lectures. Students are not allowed to come in late or leave early. Office hours are a time when all students may ask questions, clarify arguments, read through notes, and address any other concerns they have.
V. Student Disability Resource Center	California State University Dominguez Hills adheres to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations for students with temporary and permanent disabilities. If you have a disability that may adversely affect your work in this class, I encourage you to register with Student Disability Resource Center (SDRC) and to talk with me about how I can best help you. All disclosures of disabilities will be kept strictly



TARGET OUTCOMES			
Social Services: Public Administration	\$40k- \$75k	Directors	Program Managers
Social Sciences: Archaeology and Geography	\$57k- \$97k	Archaeologists	Community Planners
Admin. Services: Executive Services	\$34k- \$54k	Administrative Assistants	Executive Assistants
Environmental Sciences: Planning, Compliance, and Law	\$47k- \$86k	Environmental Scientists	Environmental Specialists



Reopening Campus



Bill Chang

Deputy CIO
Information Technology





Updates

Heading into Repopulation

**SPRING 2022
10 WEEKS**



Deadline for Spring Instructional Technology Needs

**November 12, 2021
Deadline**

- Colleges to determine technology needs for the spring term
- Contact: Reza Boroon (rboroon@csudh.edu) with need



Portal Redesign MyCSUDH

A more modern and user-friendly design

- Student Focus groups
- Coming Spring 2021



Software: Technology Applications

Enterprise



CARES

VoiceThread

Padlet

GoReact

ChemDraw

Labster

Gradescope

Website coming November 2021

Show 10 entries Search:

Application	Division	Description	Functional Owner	Key Words	Population Impact
7 Points Solutions 	Foundation/LSU/ASI	Operations Mgt software	Jaime Leal	dorm; student housing	Staff, Students
7 Shifts Schedule 	Foundation/LSU/ASI	Dining shift scheduling	Ed Fimbres		Students, Faculty, Staff
Accessible Info Management (AIM) 	Student Affairs	Office of Student Disabilities Software	Adam Kasarda		
Ad Astra 	Academic Affairs	Class scheduling tool, analytics, and data dashboards	Yvette Nava	CMS, content management system	Staff
Adobe Creative Suite/Cloud 2020 	Foundation/LSU/ASI	Premiere Pro, After Effects, Photoshop, Audition and Illustrator; A collection of software for graphic design, video editing, web development, and photography.	Stephen K. Jones	accessibility	Students
AdobeSign	Information Technology	Digital Signature Tool	Natalie Alarcon		
Advantage	Student Affairs	Pre-online orientation platform	Christina Rios		Students, Faculty, Staff
Alertus	Admin & Finance	Emergency Alert System (Desktop Alert)	Chief Valdez		
ALMA (Library)	Academic Affairs	Library Research Tool	Marwin Brito	planner; schedule	Students
Applicant Stack	Foundation/LSU/ASI	Hiring Software	Ed Fimbres		Students

Showing 1 to 10 of 151 entries Previous 1 2 3 4 5 Ask Teddy

Technology Checkout: **Device Return/Refresh**

Graduates or students not enrolled for Spring 2022

- Must return device(s) the week of November 29 to December 10, 2021
- Go to the techcheckout.csudh.edu and select Return Devices to make a return appointment

Location:
NSM C-131 and C-139

Students enrolled for Spring 2022 or Fall 2022

- Eligible to keep checked out tech device(s) until end of Spring 2022 semester
- No action needed at this time

Toro Welcome & Information Center “A Vision for the Future”

Goals

- Provide one-stop Information & Services to the CSUDH internal & external constituents
- A hub for campus-wide information in via chat, e-mail, phone, text, and in-person
- Provide personalized support & services
- Serve as a way-finder for CSUDH constituents, visitors, staff, faculty, & campus personnel
- Help remove divisional & departmental silos
- Facilitate campus-wide collaboration & communication

In-Person Location:

James L. Welch Hall
(WH) 245,
Open Monday - Friday
from 9 a.m. - 3 p.m.

Virtual Location:

Monday - Friday
from 8 a.m. - 5 p.m.



Faculty/Staff Computer Equipment (Rollout)



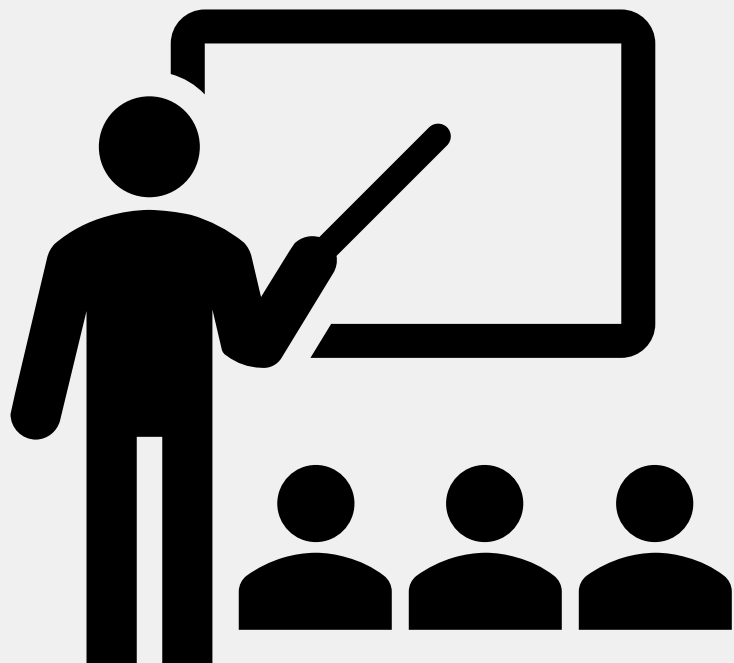
Macbook Pro



Dell Latitude



Tech Bytes: Spring 2022



- Adobe
- Dropbox
- Duo
- Immediate Access
- eSports
- Workforce Development
- MyCSUDH Portal
- LinkedIn Learning

Extending Platforms



Sara Hariri

AVP/ISO
Security & Compliance



Post Covid: Desktop/Laptop Maintenance

New Norms

- Restart. Don't Power Off
- Regular, planned maintenance schedule
Tuesday, Thursday, & Saturday after 10PM
- Cyber Security Training





Wi-Fi & Network Assessment

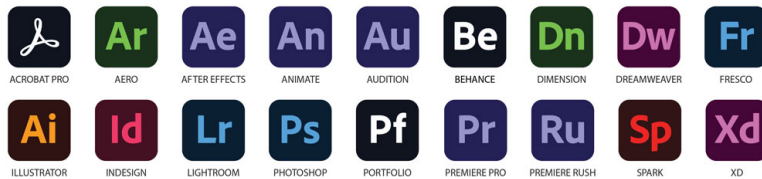
- Starting 11/2 and for the next month +, we will be conducting a Wi-Fi survey regarding campus wireless signal strength.
- Our vendor, ePlus, has already signed a non-disclosure agreement (NDA) and will be escorted into offices by a campus member.

Campus-wide Cloud Software

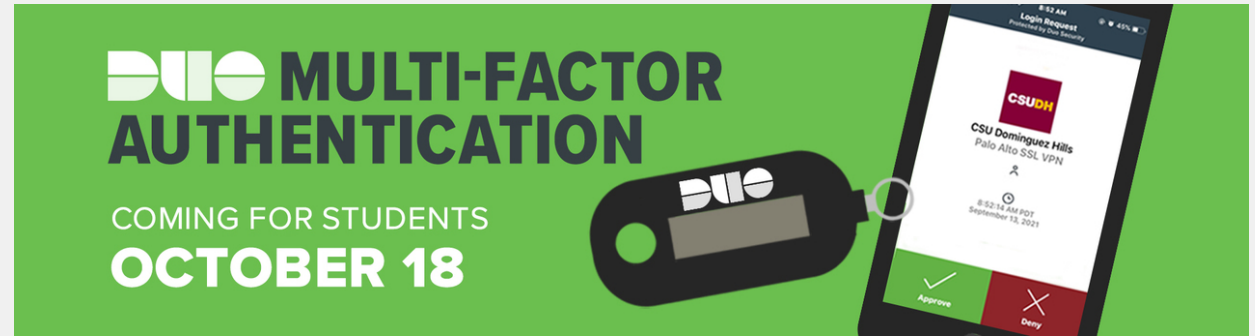
December 2021



Creative Cloud includes these apps and much more!



October 2021



November 2021



World Usability Day

Log In | Register

worldusabilityday | MAKING LIFE EASIER

About Get Involved Events & Themes United Nations Initiative Design Challenge

MARK YOUR CALENDARS
November 11, 2021

WORLD USABILITY DAY

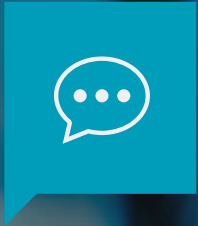
Our goal is to raise standards so that technology works to harness human potential. Every second Thursday in November, events occur around the world that bring together different communities to celebrate how we can make our world easy for all.

ANNOUNCEMENT

World Usability Day is pleased to announce the sponsorship by and collaboration with the [HCI International \(HCI\) conference](#) for the annual [Design Challenge](#)

Get Involved

<https://worldusabilityday.org/>



Questions?