

Dear Campus Community,

It has been a wonderful and unique year. The Fresno State technology team is honored to be able to serve the campus and provide helpful and innovative technology tools to support students, faculty, and staff. The 2019-2020 academic year started out similar to other recent Fall semesters, though we ended the school year in an unprecedented manner. Our technology teams partnered with campus colleagues to help support the rapid transition to remote teaching, remote learning, and remote work.

Let us take a look at some of the technology highlights from the past year.



Physical Infrastructure

- updated 25 classrooms with modern technology
- expanded campus wireless access to include 1702 wireless access points
- replaced or refreshed over 1,000 computing devices
- supported over 12,500 computing devices

Digital Infrastructure

- moved 13 technology systems to the Amazon AWS cloud
- supported more than 297,000 Fresno State Google accounts
- stored over 1.6 petabytes of university data
- welcomed more than 4,100 new Fresno State mobile app users

Information Security and Privacy

- prevented over 3.5 million security vulnerabilities or malicious attempts against the Fresno State network
- prevented over 790,000 spyware installation attempts
- prevented over 101,000 virus installation attempts
- supported the removal of over 390,000 confidential files
- remedied (a record-low) 40 compromised accounts

Teaching, Learning, and Research

- supported the completion of over 26,000 technology service requests to support the campus community
- supported the enhancement or launch of several technology tools to support the university – Apporto for virtual computer labs, Panopto for lecture capture, CampusLogic for student financial aid, OnBase digital workflows to support academic processes, u.Achieve migration to support students, and more

Student Success

- supported more than 9,900 students, or 14,757 opportunities for students, to participate in DISCOVERe classes
- prepared and distributed more than 1,200 mobile internet hotspots
- loaned out more than 4,000 iPads
- provided technology innovation experiences for more than 35 students
- awarded 5 technology innovation grants or awards
- highlighted in 4 news articles, blogs, or on television

Innovation and Digital Transformation

- enrolled over 1,800 DocuSign users
- completed electronic signings of more than 24,500 electronic documents
- completed 24 single sign-on integrations
- completed more than 15 digital workflow conversions

What might next year bring?

Cloud

Fresno State will continue its transition away from the traditional physical datacenter to the cloud-based, digital datacenter. The transition will help the university become more agile, flexible, and resilient. There were already direct benefits of being in the cloud during the Spring 2020 transition to the remote teaching, learning, and work environments.

Digitization, Digitalization, and Digital Transformation

We will continue to prioritize making paper-based and traditional documents and workflows into digital ones. We will also use digital tools to help us be able to do work in better, more efficient, and more effective ways. We will also continue to explore Artificial Intelligence (AI), Virtual Reality (VR), Augmented Reality (AR), robotics, intelligent assistants, and other technologies to the university.

Digital Security

We have stepped up digital security efforts to protect employees over the past couple of years. This year, we will engage students with more efforts.

Universal Design and Digital Accessibility

We will continue to strengthen our efforts to meet and beat CSU benchmarks to support universal design and digital accessibility through our proactive efforts with web and web application accessibility, accessible procurement, and accessible instructional materials. This continues to be a priority for the university in order to better support inclusion and equity for our students, faculty, and staff.

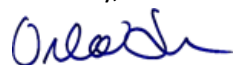
Student Success

We will prioritize efforts to help students have the technology tools, services, and support that are needed to succeed in school. We will continue to enhance the Fresno State mobile app that will add value to the student experience. We will continue to enhance the suite of digital tools, such as Bulldog Connect, to help provide the best-possible services for students. We will continue to provide mentorship, internships, interdisciplinary and group-based projects and service learning opportunities to help students grow more digitally literate and have great experiences to prepare them for future jobs.

Fresno State continues to be a light in the Central Valley. Let us keep looking forward and consider ways in which we can best support our students, even during this very unique time. Technology can be a great enabler for higher education, and there are some great opportunities that are on the horizon. I welcome your ideas and would be happy to engage in a conversation with you.

Thank you for your partnership and support, as we serve Fresno State together. Please take a moment to pause, reflect, and celebrate all of the great progress we have made over the past year. Fresno State continues to be recognized for its wonderful achievements, such as being [ranked 3rd](#) among public national universities for graduation rate performance by U.S. News and World Reports and [ranked 26th](#) in the nation for social mobility, research, and civic engagement by Washington Monthly. If you need further inspiration, please read some of the [great stories](#) that highlight our Fresno State student community.

Sincerely,



Orlando Leon

Vice President for IT and Chief Information Officer