

Technology Services Division

Annual Report 2023-2024



Bao Johri

Vice President for Information Technology and CIO

I am proud to lead a division of dedicated and collaborative individuals committed to providing services and solutions that bolster student success at Fresno State. We have maintained our core services and have been leaders in addressing the evolving technological needs of our campus community. Collectively, we have provided invaluable support to our colleagues, faculty, students and staff while transitioning to an effective IT division. Thank you for leading with determination and for the entire IT Division, thank you for your support.

This annual report provides an opportunity to showcase our hard work, celebrate our achievements, and recognize our accomplishments. In 2023-24, our team completed 40 projects while managing our day-to-day operations.

The completed projects showcase our innovative capacity and relentless pursuit of excellence. The following pages highlight our achievements, demonstrating how our efforts have driven progress and positively impacted those we serve.

In 2024-25 and beyond, we will focus on streamlining operations, leveraging data analytics, driving digital transformation, and utilizing advanced technologies like AI. These efforts will enable us to deliver the tailored and cohesive experiences essential in our complex digital ecosystem. We will prioritize our staff members' development and engagement. We will continue to foster an inclusive and supportive work environment, empowering our team to reach their full potential.

Our students, faculty, and staff will continue to expect increasingly personalized services and solutions. To meet and exceed these expectations, we must continue strengthening our relationships with campus partners and position ourselves for success.

Our successes over the last year reflect our commitment to student success, operational excellence, and digital transformation. Thank you for working together as one team. Let us embrace the future with confidence to support our mission of empowering our University community by strengthening strategic partnerships, elevating user-focused services, and fostering educational and research innovation.

Bao Johri
Vice President for IT and Chief Information Officer

Vision and Mission 2024-2029

Vision

Technology Services is the trusted source for enterprise technology, leading digital transformation, championing student success, and driving operational excellence.

Mission Statement

Technology Services (TS) empowers Fresno State by building strategic partnerships, elevating user-focused services, and fostering educational and research innovation.

**TRANSFORMATIVE TECHNOLOGY INNOVATIONS,
TRUSTED PARTNERSHIPS, AND SERVICE EXCELLENCE**



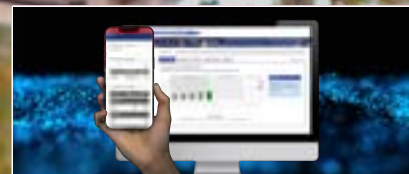
"Lead with intentionality, stay true to your values, and inspire innovation. Together, create a community where every journey matters and every voice counts."

- Bao Johri, VP of IT and CIO

Empowering Progress, Driving Excellence



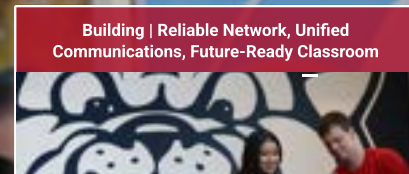
Experienced. Committed. Relentless



Data-Driven Decisions for Educational Excellence



Technology | Innovation | Student Success



Building | Reliable Network, Unified Communications, Future-Ready Classroom



Be a Cybersecurity Hero



Empowering Growth: Next-gen Computing

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HIGHLIGHT

Solidifying Campus IT by Hardening Cybersecurity

Significantly enhanced campus cybersecurity by implementing a campus-wide system patch strategy, establishing a security benchmark for workstations and servers, conducting user access reviews, instituting a robust change control process with governance, and creating a comprehensive security data inventory through collective divisional efforts.



HIGHLIGHT

Cybersecurity Workforce Development

Implemented a CSU system-wide, IT-Cybersecurity-AI internship pilot program featuring a comprehensive, hands-on learning curriculum and framework. Industrial partners such as Amazon Web Services, CrowdStrike, and government agencies (FBI and Homeland Security) partnered with Technology Services at Fresno State to bring the program to life. Student interns across the Central Valley joined the inaugural cohort in the Summer of 2024.

Join Technology Services at Fresno State Cybersecurity Internship



If you are interested in the world of cybersecurity, join us for a transformative 10-week WITH/CYBER internship where you'll dive deep into the world of cybersecurity through hands-on, experiential learning. Work with education and industry partners to defend against today's cyber threats and build a more secure and resilient cyberinfrastructure for the future!



Hands-on Experience

From penetration testing to threat analysis, you'll tackle various scenarios under the guidance of industry experts.



Skill Development

Develop practical skills in areas such as network security, cryptography, incident response, and more.



Mentorship

Work closely with seasoned professionals who will mentor you every step of the way.



Networking

Connect with industry professionals, guest speakers, and alumni through networking events, workshops, and panels.

FRESNO STATE Technology Services Contact us at dx@mail.fresnostate.edu for more information.

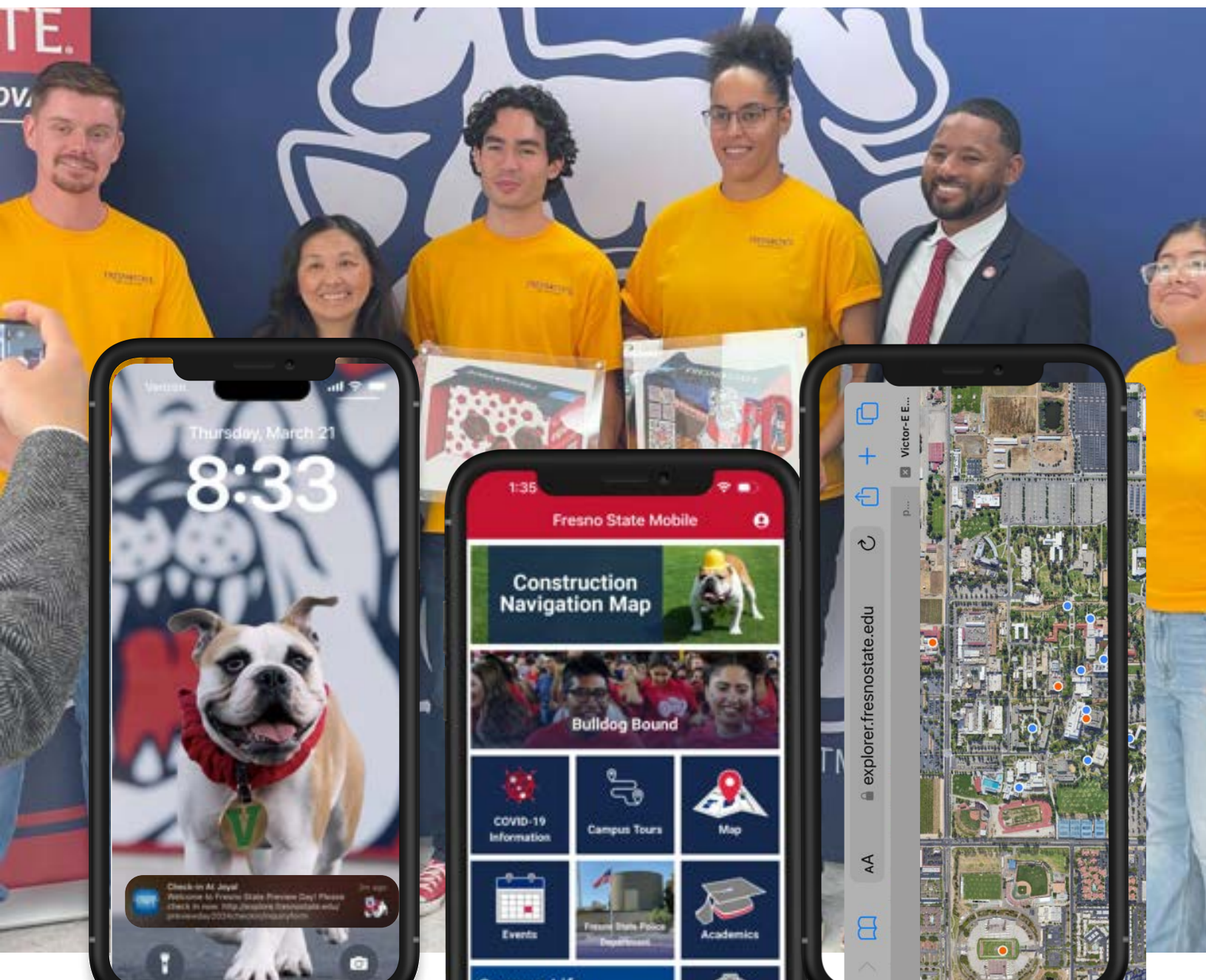
[technology.fresnostate.edu/
cdx/cybersecurityhub.html](https://technology.fresnostate.edu/cdx/cybersecurityhub.html)



HIGHLIGHT

Innovation for Student Success

Bulldog Bound! In partnership with Student Affairs, Technology Services successfully streamlined the admission process for eligible students. We developed digital tools to engage prospective students and enhance user interfaces. Mobile@FresnoState app launched the past year with smart-campus functionalities like geofencing and wayfinding, significantly improving the student experience.



Technology Services

DEPARTMENTS



Project Management Office (PMO)

Digital Accessibility

Planning & Digital Transformation

Information Security and Privacy

Technology Support Services

Technology Service Desk

Classroom Technologies, Unified
Communications,
Operations and Networks

Infrastructure Services

Enterprise Applications and
Information Systems

Project Management Office (PMO)

Led by Vice President, Bao Johri



The Project Management Office (PMO) within the Technology Services Division provides support for technology-related projects by:

- Standardizing project management methods and language
- Encouraging an environment focused on timely performance and execution
- Creating repeatable processes from proposal to completion
- Training technology services staff on project management best practices and techniques
- Promoting transparency and visibility of all completed, ongoing, and upcoming technology projects

Accomplishments

- PMO has been pivotal in aligning methodologies and processes, focusing on metrics and outcomes to achieve remarkable results.
- In 2023-24, Technology Services completed a total of 40 projects that support student success and operational excellence.
- Led the implementation of Modern Campus Acalog, a new catalog management, providing students with an intuitive catalog experience.
- Led the implementation of Curriculog, a curriculum management system, improving efficiency in review and approvals of course and program changes.
- Completed the first Peoplesoft Integration with Quali Build through the implementation of the Third Attempt form and workflow.
- Successfully conducted the IT Disaster Recovery Tabletop Exercise with Technology Services and campus stakeholders.
- Completed Auxiliary Uninterruptible Power Supply Refresh at Homan Baker and Graves Halls for Auxiliary Services



The Project Management Office publishes a monthly report for the Vice President of IT showcasing current information and highlights.



Building on Fresno State's fundamental principles of diversity, equity, and inclusion, Technology Services actively pursues inclusive technology solutions that enable all individuals to engage and contribute to the University's research, education, and social mission.

Through collaborative efforts, our teams work together to ensure that digital content on campus is accessible to everyone. This commitment is essential for fostering an equitable learning and working environment, as well as ensuring compliance with the accessibility standards outlined in Section 508 of the Rehabilitation Act of 1973.

Office of Digital Accessibility (ODA)

The ODA works closely with Web and Mobile Services to provide these services:

- Electronic document remediation
- Customized, hands-on accessibility training
- Accessibility training for module development
- Captioning and transcription
- Planning accessible events - virtual and in-person
- Accessible video support
- Digital Technology Procurement and Manual Web Evaluations
- Compliance with current standards for campus devices
- Integration with campus-wide systems
- Compliance with accessibility requirements and ADA federal and state laws

Web and Mobile Services

The Web and Mobile Services Team ensures the Content Management System (CMS) templates, components, and pages meet current accessibility requirements. In addition, the office provides these services:

- Administers the campus accessibility tool designed to monitor online content
- Provides accessibility training to those managing campus web content using OMNI CMS
- Advises faculty and staff on common accessibility issues and solutions for website management
- Scanning sites in Modern Campus CMS (OMNI) to fix broken links
- Web and Accessibility Reports

Accomplishments



Completed Tickets

130

200
238

Completed Google Assessment (100% done with the training)
Digital Document Accessibility Training

Training

Total Training Sessions 18
Participation Count 158
Service Areas Participated 31

109

ITPR and P2P
Accessibility Reviews

41

1:1 Accessibility Consultations

Electronic Document Remediation

150 Documents
702 Pages
475 Hours

34

Video Accessibility

4

Manual Website Reviews

Planning and Digital Transformation

Led by Director, Max Tsai

Planning and Digital Transformation at Technology Services empowers the future of Fresno State through Technological Innovations, Trusted Campus Partnerships, and Service Excellence, focusing on student experience and delivery of excellence in digital services and technology solutions. We strive to improve campus operational excellence, accelerate scholarly research success, enrich the student experience, and provide the latest technological innovations and transformative IT solutions. The Digital Transformation team curates and leverages a dynamic portfolio of cutting-edge technologies and innovations to propel organizational growth and competitiveness in the digital era.



The Planning Digital Transform department includes the following teams: Planning, Technology Experience, and Partnership Development; Campus Application Management and Support; Campus Application Development and Integration; and Digital Accessibility.

Accomplishments

The Planning and Digital Transformation at Technology Services has achieved significant milestones during AY 2023-24 in transforming technology to elevate student success, including nominations for Best Admissions and Recruitment Mobile Experience and Best XModule Integration.

Campus Partnership for Student Success: The Digital Transformation team has successfully partnered with Student Affairs to integrate Bulldog Bound (Guaranteed Admissions Program), a proactive outreach program with a robust Digital Student Experience. This collaboration addresses the enrollment challenges and sets a strong foundation for sustained engagement and student success in the future.

Revolutionizing the Technology Innovation on Campus: Introduced mobile notifications for campus updates, enhanced visitor communication with geofencing, and launched innovative features like Event Check-in and the Preferred Names Initiative. The Campus Calendar project is set to launch in July, ensuring streamlined event coordination across campus.

Promoting Process Improvement and Efficiency: Streamlined document management by migrating HR's records to OnBase, freeing up physical space and enhancing efficiency. We unveiled Automated University initiatives, improving communication and accessibility for students at the 2024 Quali Days nationwide conference.

Supporting Analytics and Data-driven Decision Making: In support of Graduation Initiative 2025, new data reports were generated for the Degree Planner through UAchieve to identify students who have completed all their coursework but have not applied to graduation. This effort will aid in making data-driven decisions regarding student success and retention.

Creating Inclusive and Accessible Digital Experiences: Successfully launched a new Digital Document Accessibility Training program at Fresno State, resulting in 151 and growing campus members receiving training.

Innovation Internship and Workforce Development: Hosted 20 interdisciplinary intern positions in 10 majors for Fresno State students with hands-on innovation experience with current technology, where interns from diverse majors collaborate to develop real-world solutions, enhancing student learning, campus life, and educational experiences. Major projects include Bulldog Bound Mobile App Development, Program CITY, and 360 Campus Tours (an immersive experience).

Forms and Workflow

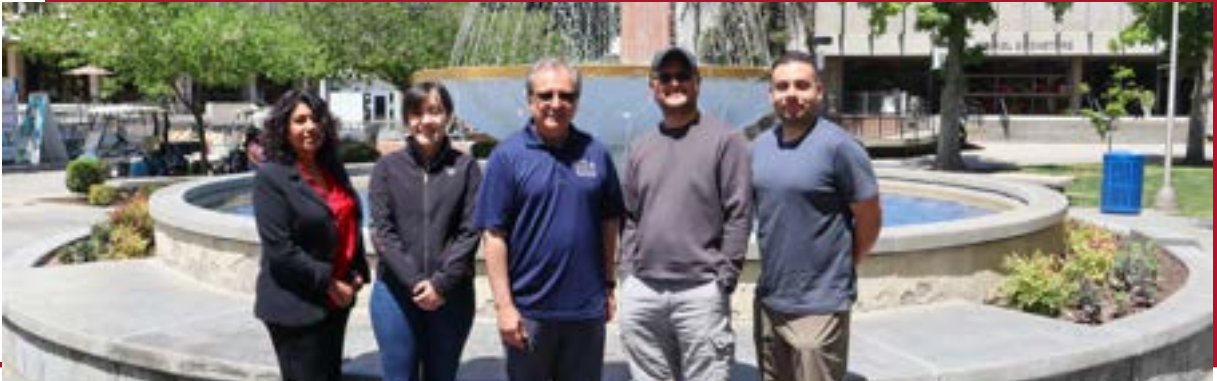
Web	8.4m	3:57	18.1m	1,066	174	466
	Sessions	Average Session Durations	Page Views	Page Created	New OMNI Editors Counts	Tickets Closed

Mobile	31.3k	16.9k	6.78k	4.26k	4.16k	1,159
	App Views	Unique Visitors	Installations (IOS)	Logged in Users	Returning Users	Installations (Android)

Kuali Build	18,134	14,148	55	62	76
	Transactions	Submissions	Apps Built	Power Users	Tickets Closed

Adobe Sign	126,051	124,805	1,165	527
	Total Transactions	Agreements	Unique Senders	Tickets Closed

OnBase	128
	Tickets Closed



Technology Services Information Security and Privacy Office supports Fresno State by ensuring confidentiality, integrity, and availability of data and technology resources. Cybersecurity is everyone's responsibility. Rafael Villegas, Information Security Officer, and his team work with the campus community to mitigate and address cybersecurity risks to protect the university's data and systems.

Technology Services leads the effort to protect against and manage cybersecurity risks related to processing, storage, and transmission of data and information systems. The Information Security and Privacy Office offers the following services to the campus community:

Services to Enhance Information Security

- 2-Step Verification (DUO) - a second layer of security of protection for your Fresno State account
- Account Deprovisioning - disabling or removing a user's access to applications, systems, and the campus network once the user is no longer associated with the university
- Campus Virtual Private Network (VPN) - a safe connection to access university resources from remote locations
- Cyber Security Awareness - safety guidelines for phishing, online activity, social media, and more
- Data Loss Prevention (Spirion) - locates sensitive data stored locally on campus devices to gain visibility and reduce data risks
- Data Security and FERPA Training - provides information staff and faculty needed to secure technology resources and data
- Firewall Security - filter out malicious network traffic to protect campus users, devices and data
- PeopleSoft Security - assign, update and track permissions and roles to manage user access to PeopleSoft Student Administration, Financials and Human Resources
- Security Assessments - security assessments to identify cyber security risks and mitigate risk
- Technology Security Reviews - information security reviews prior to technology purchases
- Vulnerability Security Scans - identify and prioritize vulnerabilities for remediation to reduce risks

Accomplishments



Tickets

Tickets Opened 1,029
Tickets Closed 617



DUO Metrics

User DUO Logins 723.7k
User DUO Logins Blocked 22.2k
Registered Devices in DUO 63.8k



Google Email Metrics

Email Messages Delivered 6m
Email Messages Rejected 178k
Spam Email Blocked 438k
Spoofing Email Blocked 9.5k
Suspicious Email Attachments Blocked 170
User-reported Phishing Email
User-reported Spam Email 6k





College & Divisional IT Liaisons (ITLs) are recognized as the embodiment of Technology Services, playing a pivotal role by being physically present on campus within various colleges, divisions, and departments. Where technical challenges demand immediate and hands-on solutions, ITLs offer in-person consultations and coordination of central IT resources to address service requests effectively. Moreover, ITLs ensure their actions align with the Technology Services Division's objectives, practices, and the mission of the University.

Quotes From Campus Community

"The response was expedient, and the efficiency of solving the problem was excellent!"

"Work was done on my schedule and was done in a complete and professional manner."

"My request was responded to within 30 minutes, and a new monitor was installed before I arrived at my office the next day."

Highlights

- Solidified IT Security by decommissioning end of life devices (Windows OS, MacOS)
- Implemented a CISA GPO for enhanced device security
- Removed End of Life (EOL) devices from inventory: 1,850
- Deployed 456 new devices on campus
- Provided technical support for the 2024 Summer Arts Program
- Provided technical support for the 2024 International Virginia Woolf Symposium

Accomplishments



Completed Tickets/Tasks

7,403



Faculty and Staff laptops/
computers deployed

456



Computer Labs: # of
Labs/mobile Carts and #
of computers/laptops

2,116



of devices Supported by
Technology Support Services

9,296

Technology Service Desk

Led by Interim Manager, Harry Zahlis



The Technology Service Desk is the primary point of contact for the campus community seeking assistance with technology-related inquiries. Comprehensive support is available through in-person interactions, phone conversations, and email correspondence catering to the needs of faculty, staff, and students.

Centrally located in the University Student Union (USU), the Technology Service Desk works with faculty, staff, and students to support DUO security, Gmail, password maintenance, account and other technology-related needs.

Highlights

- Upgraded to 12" iPad Pros and Boss Tab Kiosk stands for self service walk-in support and concierge check-in
- Implemented hands free check-in (QR code) for the Service Desk reception area and Digital Signage with a large font format
- Rearranged the layout of the USU technician support area to better serve walk-in students, staff, and faculty

Accomplishments

3,535
Tickets resolved by
the Service Desk



93.15% Incoming Zoom calls
answered within 30
seconds

19,212 Incoming Zoom
calls to the
Service Desk

3,670
Total tickets created
on behalf of faculty,
staff, and students



Ticket Data
1,494
How To Assistance/
Informational

1,229
Password
resets

475
DUO updates

237
General how-tos

235
Other



Classroom Technologies supports a variety of learning environments differing in size, purpose, and built-in technologies. Fresno State houses approximately 500 campus classrooms, labs/learning spaces, and informal spaces, all equipped to support diverse pedagogies, including in-person, hybrid, and remote teaching modalities. Our Classroom Technologies team is your go-to resource to explore and optimize the use of these unique spaces.



Tickets and Tasks Closed - #1,037

Unified Communications (UC) is a term that describes the integration of multiple communication tools -- such as voice calling, video conferencing, instant messaging (IM), and content sharing into a single, streamlined connection. Seeking to improve the experience and productivity of the Fresno State community, the Unified Communications team provides training and support for all aspects of our current UC platform - Zoom.



Tickets and Tasks Closed - #1,210



Zoom Meeting Total Minutes - #44,241,658
Zoom Meetings - #145,360
Zoom Calls - #1,731,630

Field Operations manages and maintains the hardware, monitoring tools, and operating systems that comprise the campus's wired and wireless network.



Tickets and Tasks Closed - #438



Tickets and Tasks Closed - #304



Campus Wireless User Count - #4,653

Network Infrastructure powers the campus internet and telecommunications, supports system health for critical resources, monitors data backup and storage, and ensures that security and performance requirements meet current standards.

Highlights

- The WiFi Access Point Refresh project was completed. Marking a total of over 1,000 indoor wireless access points installed across campus buildings.

Infrastructure Services

Led by Interim Manager, Vinay Halappa

Infrastructure Services comprises three critical areas within the Technology Services Division, each with unique responsibilities and service offerings.

Digital Infrastructure (DI) is responsible for the central management of all laptops and workstations on and off campus and for managing the TeamDynamix service catalog. DI works diligently to improve the digital experience for all faculty and staff.

Systems and Cloud Administration manages critical University infrastructure systems and applications, providing support for 200 servers, in addition to:

- Identity and password management
- Server virtualization and storage
- Amazon Cloud data center management
- Active Directory
- Google email, and tools
- Single Sign-On (SSO)
- Multi-factor Authentication (MFA)
- Data backup and restoration
- Load balancing and redirection
- Server vulnerability management
- Application and system monitoring
- Advanced Operating System (OS) support and file sharing
- Monitoring, maintenance, administration of three campus data centers, including power, fire and HVAC systems



Accomplishments

SSO Metrics (July - June)



- SSO Authentication Stats: 429,235
- Services: 140

Google Email Metrics (November - June)



- Messages Received: 81601927
- Spam Detected: 4792810
- Messages Sent 7084484

Google Drive Metrics (August - June)



- Google Documents Added: 1233727
- Google Spreadsheets Added: 89283
- Google Presentations Added: 117134
- Google Forms Added: 14263
- Google Drawings Added: 3007
- Miscellaneous Files Added: 8745369

Microsoft Metrics (November - June)



- OneDrive Active Accounts: 6661
- OneDrive Files Total: 3.7M
- Office 365 Faculty Licensing: 2027
- Office 365 Student Licensing: 27316

Microsoft Windows Devices



- Workstations and Servers Managed: 3749
- Co-managed Devices: 4320
- Successful Operation System Deployments: 234
- Microsoft Security and Definition Updates: 24397
- Application Updates Installed: 5181

Apple MacOS and IOS Devices



- Managed Computers: 2993
- Managed Mobile Devices: 7162

Enterprise Applications and Information Systems

Led by Interim Manager, Rafael Villegas



The department of Enterprise Applications and Information Systems creates, installs, maintains, integrates, and upgrades the Oracle PeopleSoft applications for Fresno State and serves the needs of students, faculty, and staff utilizing three systems.

Student Systems – (Campus Solutions)

Used by students, faculty, and staff alike, PeopleSoft Campus Solutions manages student academic operations, including scheduling and registering for classes, calculating and collecting fees, awarding financial aid, and assessing student academic progress.

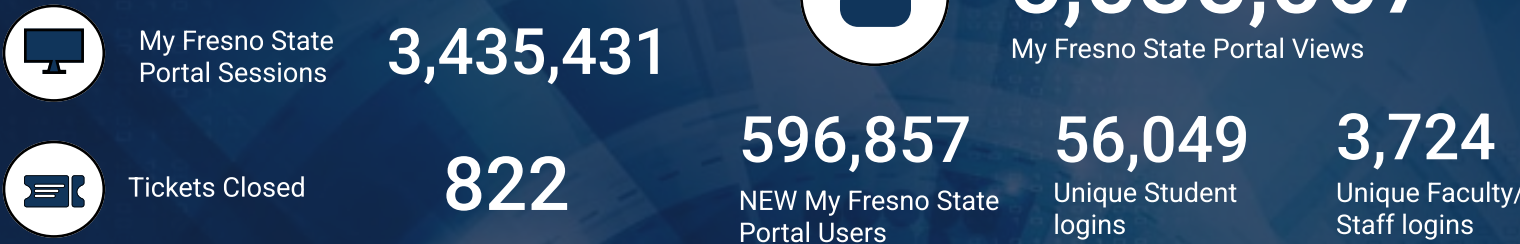
PeopleSoft – CFS (Financial System)

The CSU Common Financial System (CFS) is a single, system-wide financial system that manages: General Ledger, Billing, Accounts Payable, Account Receivable, and Purchasing. The Chancellor’s Office (CO) provides technical, development, and maintenance support for system-wide PeopleSoft financials. The team works closely with Accounting and Payroll Services to provide timely and accurate financial records.

PeopleSoft – Human Resources (HR)

PeopleSoft HR maintains employment-related data and includes employee/manager self service features such as view paycheck history, employee leave balance inquiry, and absence and time reporting. Managers, faculty, and staff commonly use PeopleSoft complete common HR tasks.

Accomplishments



Highlights

- Applied three Maintenance Packs in Campus Solutions and HR PeopleSoft with retrofitting, testing, and support
- Migrated the Campus Solutions and HR PeopleSoft Production instances from local Equinix servers to AWS
- Implemented New Summer Sessions, reviewing and retrofitting all Fresno customizations, providing research impact and support
- Transitioned the Summer Arts Program from a custom application process to Cal State Apply, retrofitting the old system and adding new development and support
- Developed the Students Third Attempt Repeat Requests integration by implementing a Quali Build approval workflow
- Moved Parent Plus Loans away from Fresno Custom to Baseline
- Simplified Fafsa 2024/2025 Awards
- Improved the online application for graduation:
 - Chicano Latino Commencement - Reduced administrative burden by improving application data collection and requiring completion of all fields
 - Graduate Applications - Modified the process, allowing doctoral students to apply for graduation
- Assisted with revamping the Confidentiality Agreement process for security purposes
- Simplified the refund process for Student Financials, reducing processing time from four or six hours to twenty minutes
- Fixed erroneous housing charges by identifying erroneous Group IDs and created scripts to help reverse charges, potentially reducing months of work to a few weeks
- Identified poor Group ID practices in the Student Financials Module and provided instruction on how to properly use Group IDs, resulting in fewer errors in future Group Posting
- Worked with the Technology Service Security Team to create NACHA-compliant encryption profiles for account numbers
- Identified and corrected errors with CashNet's PeopleSoft Integration
- Started integration of a new product, ECSI RecoverySelect a pre-collections messaging system to minimize student collections



Technology Services **ENGAGEMENT**





Division High Fives

July 2023 - May 2024



Technology Services staff recognize each other for exemplary work in their respective departments by giving a Division High Five Award - a way for staff to encourage one another for a job well done.

Whether a big project that took extra time or a small thing that Saved Your Bacon, a Division High Five is the best compliment to receive - from one colleague to another. Congratulations!

GOES ABOVE AND BEYOND

Teira Wilson
Lars Newlander
John Wagenleitner

John Howell
Juan Solis
Kris Ratliff
Alex Moun

William Tubbs
Channing Raymond
Daniel Nguyen

PROVIDES EXCELLENT CUSTOMER SERVICE

Asaad Daghlaz
Andrew Lohuis
Lars Newlander
Jeff Rattana

Kris Ratliff
Eileen Schlundt
Joshua Tolbert
William Tubbs

Teira Wilson
Fatih Yenen
Harold Zahlis

SAVED MY BACON

Jeremiah Howard
Asaad Daghlaz

Lars Newlander
Kris Ratliff

Campus High Fives

July 2023 - May 2024



Receiving recognition from colleagues across campus is a testament to the extraordinary efforts Technology Services staff have made in exceeding campus community expectations and consistently delivering exceptional service.

Thank you for going the extra mile and providing care and attention that has left a lasting impression on our faculty and staff. Congratulations!

GOES ABOVE AND BEYOND

Raymond Channing
John Howell
Alex Moun

Lars Newlander
Daniel Nguyen
Teira Wilson

Kris Ratliff
William Tubbs
John Wagenleitner

PROVIDES EXCELLENT CUSTOMER SERVICE

Asaad Daghlis
Andrew Lohuis
Lars Newlander
Nick Petitti

Kris Ratliff
Jeff Rattana
Eileen Schlundt
Joshua Tolbert

William Tubbs (2)
Teira Wilson (4)
Fatih Yenen
Harry Zahlis

SAVED MY BACON

Asaad Daghlis

Jeremiah Howard

Kris Ratliff

In the News



Program C.I.T.Y

ABC30 News | Fresno State News

Program C.I.T.Y started its first roadshow in the Spring of 2023, teaching young learners about emerging technologies throughout the year. During 2023 Vintage Days, interns showcased Program C.I.T.Y. to 760+ attendees.



History of the Hmong New Year

The Collegian - Fresno State's student-run newspaper

Vice President Johri and her team hosted the second annual campus celebration of the Hmong New Year, showcasing Hmong culture, traditions, and history.



Hmong Digital Repository

Fresno State News

Founders of Hmongstory Legacy partnered with the Fresno State Library, Yang Design, and Technology Services to preserve and make public its collection of stories, photos, documents, and videos about the Hmong journey from Laos to the United States.

President's Booth

Technology Service Desk

The Technology Service Desk promoted available services and shared ways the campus community can obtain support.



Digital Transformation (DX)

Digital Transformation shared Fresno State's new mobile app feature, launch details, and information about DX.



Hmong New Year

Technology Services staff and interns showcased Fresno State's second annual celebration of 'History of the Hmong New Year'



Cyber Security Awareness

The Information Security and Privacy Office promoted cyber security awareness, sharing ways for the campus community to protect themselves.

Engagement



Day of Giving



MobileApp Event



Program CITY



Halloween



Vintage Days

Engagement



Majaree Mason Top 10



Hmong New Year



History of Hmong New Year



Student Appreciation Week



Adobe Filming

TECHNOLOGY SERVICES DIVISION

Transformative Technology Innovations, Trusted Partnerships, and Service Excellence

