



Technology Services
Annual Report
2024 - 2025

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Dr. Bao Johri

Vice President for IT and CIO

This year has reaffirmed the strength, resilience, and impact of the Technology Services Division, a mission-driven team that works harmoniously with a collaborative spirit, which drives our success. Each of you has contributed with skill, focus, and heart. I hope you see yourselves in the successes highlighted throughout this report, because every milestone reflects your commitment and collaboration.

Building on a foundation of teamwork, we made significant progress across multiple IT initiatives. We completed a comprehensive **network infrastructure refresh**, enhancing campus connectivity and overall system resilience. In tandem, we advanced our device oversight with **unified endpoint management** and successfully transitioned to the **ManageEngine platform**, modernizing our IT service management operations. We strengthened our administrative systems, enhancing **PeopleSoft security** and implementing improved **change control procedures**. Additionally, we rolled out critical operating system upgrades to ensure performance and security across key platforms.

On the academic front, we transitioned students to **CSU Learn**, providing a more streamlined and accessible learning experience. Finally, we played a crucial role in supporting the **FAFSA simplification** for the 2024–2025 awards cycle, helping to make the financial aid process more efficient. In total, we successfully delivered **55 projects**, all while continuing the day-to-day work that keeps Fresno State running. These are more than project completions—they are a testament to a team that shows up daily with purpose, professionalism, and care.

Fresno State's AI Initiative continues to evolve, laying the groundwork for a thoughtful, responsible framework centered on four strategic pillars: **teaching, research, workforce development, and community engagement**. These reflect our vision of using AI to drive innovation, enhance academic excellence, and deliver meaningful societal impact. We introduced the **Zoom AI Companion Suite**, launched the **Bulldog Genie platform**, started an AI-driven **Service Desk agent**, enabled access to **ChatGPT**, and hosted our colleagues for a powerful **AI Immersion Day**. These efforts, guided by our AI governance structure, ensure that our approach remains ethical, inclusive, and aligned with University values.

As we move forward, our focus is on building a cohesive, AI-enabled ecosystem that supports student success, innovation, and institutional impact. We'll strengthen partnerships, promote AI literacy, and invest in people and technology through practical training and data-driven tools—ensuring an intentional and scalable digital transformation.

Thank you for your dedication and commitment. Let's keep the momentum going as we lead with integrity, purpose, and impact.

Bao Johri, Vice President for IT and CIO

AI Strategy

Our AI strategy is built on four pillars that transform teaching, research, workforce development, and community engagement. These pillars embody our commitment to harnessing AI for academic excellence, workforce innovation, and societal impact. Privacy and data protection are seamlessly integrated within each pillar to ensure a secure, AI-integrated environment that enhances opportunities and drives positive change.



Dr. Bao Johri, VP for IT and CIO



Pillar 1

Empowering Faculty to Teach and Innovate with AI

We are committed to equipping our faculty with cutting-edge AI tools, resources, and training to enhance teaching and learning. By integrating AI into curricula, we foster a culture of innovation where faculty can implement AI-driven methods that personalize learning and prepare students for the future workforce.

Pillar 2

Enhancing Research and Discovery through AI

We empower faculty and students to use AI for groundbreaking research across disciplines by investing in infrastructure, fostering collaboration, and securing funding to drive innovation and expand global knowledge.

Pillar 3

Driving Workforce Innovation with AI

We are committed to preparing students and the broader workforce for an AI-driven future. By integrating AI skills, tools, training, and career development into our programs, we empower students to thrive in a digital workplace.

Pillar 4

Engaging and Influencing the Community with AI

We are dedicated to using AI to positively impact our communities by promoting AI literacy, offering community engagement programs, and collaborating with partners to develop ethical AI solutions for social good and economic development.

Departments

Technology Service Desk

Led by Manager Harry Zahlis

Your First Stop for Tech Support at Fresno State

The Technology Service Desk serves as the central hub for technology assistance within the campus community, offering fast, friendly, and reliable support to students, faculty, and staff. Whether in person, over the phone, or via email, we’re here to resolve issues and empower users with confidence.

Conveniently located in the University Student Union (USU), the Service Desk provides support for:

- DUO Multi-Factor Authentication Email Setup
- Password & Account Access
- General Tech Troubleshooting

Team Accomplishments

- Reformatted over 250 Knowledge Base (KB) articles for Bulldog Genie AI
- Created Service Desk-specific AI-powered internal KB
- Created AI ingestion methodology and process for all new Service Desk KB articles
- Updated Digital Signage backend system
- Updated Envoy KPI Reporting tool Database

Key Highlights (May 1, 2024, to April 30, 2025)

Description	Data
Inbound Zoom calls to the Service Desk	20,942
Service Desk tickets resolved	3,187
Incoming Zoom SLA (Answered within 30 seconds)	93.1%

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

Type of Requests	Number of Tickets
How To Assistance / Informational	212
Password resets	1,593
DUO updates	375
General “How To”	494
Other	513



Technology Support Services

Led by Director, Harry Zahlis



Tech at the Heart of Campus

IT Liaisons are recognized as the embodiment of Technology Services and play 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.

Team Highlights and Accomplishments

- ❖ Google Shared Drives migration
- ❖ Annual FLP roll-out

Key Data Points

Description	Data
Completed Tickets	9,006
Completed Tasks	1,138
Devices supported by Technology Support Services	9,124
Google Groups managed	2,419
Google Shares managed	573
Faculty and Staff Windows laptops/computers deployed	350
Faculty and Staff Apple laptops/computers deployed	180

Classroom Technologies, Unified Communications, Operations & Networks

Led by Director, Mike Garvey

Classroom Technologies

Empowering 21st-Century Pedagogy

From lecture halls to informal study zones, over 500 learning spaces are supported by our Classroom Technologies team—each designed to adapt to evolving educational needs. Whether in-person, hybrid, or fully remote, we ensure the technology supports the teaching style.

Supporting

- Hybrid & Remote Learning
- In-Person Instruction
- Flexible Modalities

Highlights

- 50 Room Upgrades
- Projector refresh project (~115)

Key Data Points

Description	Data
Tickets and Tasks Opened	796
Tickets and Tasks Closed	766
Classroom Upgrade Projects Completed	50

Unified Communications

Bringing People Together Through Smarter Communication

Unified Communications (UC) integrates voice, video, IM, and file sharing into a seamless experience making it easier for the Fresno State community to collaborate and connect.

Key Data Points - Description	Data
Zoom Meeting Total Minutes	89,630,487
Tickets and Tasks Opened	1,166
Tickets and Tasks Closed	1,017
Zoom Meetings	307,959
Zoom Calls	2,016,444



Network Engineering

The Digital Backbone of Fresno State

From powering the internet and telecom to ensuring reliable data backup and tight cybersecurity, Network Infrastructure is the unseen engine of campus connectivity.

Highlights

- ✓ Layer 2 Network Refresh Project
- ✓ Completed Outdoor AP Refresh
- ✓ Residents AP Refresh

Key Data Points - Description	Data
Tickets Opened	266
Tickets Closed	225
Campus Wireless User Count	20,000

Field Operations

Keeping Campus Connected

Field Operations is the power behind the scenes, expertly managing the hardware, monitoring tools, and cables that keep our wired and wireless networks running smoothly, securely, and without a hitch.

Highlights

- * Cable infrastructure upgrades at football stadium; Baseball/Softball Camera/replay Projects
- * Supported the following campus projects: Science 1 remodel; Affordable Housing; CUPR; 911 Call Center Relocation; Gumz Enology remodel

Key Data Points - Description	Data
Tickets and Tasks Opened	295
Tickets and Tasks Closed	286

Projects

Network upgrade at the Football stadium, Cameras at Football and Softball stadium, Replay Camera installation for Baseball & Softball teams, Network Layer 2 Refresh

Layer 2 Network Upgrade - Network Engineering & Field Operations

The Common Network Initiative (CNI), funded by the Chancellor’s Office, ensures Fresno State’s network stays current with evolving technology. This year, our Network Engineering and Field Operations teams upgraded over 300 network switches across campus, modernizing infrastructure and meeting the growing digital needs of our community. **A huge thank-you to all the teams who contributed to this success!**



Digital Accessibility

Led by Director, Max Tsai

Championing Digital Inclusion: Building an Accessible Campus for All

Our commitment to inclusive technology is more than a goal—it's a responsibility. We work proactively to ensure that the entire campus community can fully participate in the University's research, education, and social mission. Through cross-functional collaboration, we champion digital accessibility as a foundation for equity, innovation, and compliance. Our efforts are grounded in the standards of the [Rehabilitation Act of 1973](#), ensuring digital spaces are accessible to all.

Web and Mobile Services: Enabling Access, Empowering the Campus Community

The Web and Mobile Services Team leads the charge in creating accessible online environments across campus. Key initiatives include:

- Maintaining accessible CMS templates and web components that meet current standards
- Administering the campus-wide accessibility monitoring tool
- Offering targeted training on OMNI CMS for content managers
- Advising faculty and staff on accessibility best practices and problem-solving
- Conducting regular scans of sites within Modern Campus CMS to identify broken links

Office of Digital Accessibility: Turning Access into Action

Accessibility is not a checkbox—it's a commitment. The Office of Digital Accessibility, in partnership with Web and Mobile Services, works to build an inclusive digital campus by applying best practices, ensuring compliance with laws such as the [ADA](#), and ensuring all campus systems meet current standards. Our team delivers a wide range of services that bring accessibility best practices to life:

- ❖ **Electronic Document Remediation:**
Making digital documents readable and navigable for all
- ❖ **Hands-On Accessibility Training:**
Role-specific sessions for faculty, staff, and developers
- ❖ **Captioning and Transcription:**
Supporting accessible multimedia experiences
- ❖ **Accessible Event Planning:**
Ensuring inclusion in both virtual and in-person events
- ❖ **Video Accessibility Support:**
Video content is optimized for all, from captioning to formatting
- ❖ **Module Development Training:**
Creators learn to build accessible digital learning materials
- ❖ **Digital Procurement and Web Evaluations:**
Assessing tools and platforms for accessibility compliance before adoption

Digital Accessibility Continued

Team Accomplishments

- Contributed to the ATI Annual Report by tracking 51 success indicators, with 26 at the "established" level and 15 nearing that status.
- Distributed campus web and accessibility reports to all schools, divisions, and auxiliary organizations.
- Delivered Digital Document Training to 136 participants, with asynchronous video resources currently in development based on the training content.
- Three new training classrooms were added, each supporting an ATI indicator, with a total of 100 attendees.
- Popetech Integration: Integrated Popetech to automate accessibility and compliance scanning.
 - Created 289 scans targeting specific areas of concern across websites.
 - Improved overall website quality and accessibility
 - Scheduled regular scans to maintain compliance.
 - Used Screaming Frog SEO Spider (web-crawler) to fix broken links on 14 college/division sites.

Team Highlights

Key Data Points - Description	Data
Tickets Opened	157
Tickets Closed	121
Manual Website Reviews	14
Video Accessibility	63
1:1 Accessibility Consults	34
ITPR and P2P Accessibility Reviews	211
Omni CMS & Web Accessibility Trainings	162
Digital Document Accessibility Training	136
Digital Accessibility Training Sessions	30
Training Participation Count	100

Electronic Document Remediation

Breakdown	Data
Documents	157
Pages	1,401
Hours	478



Planning and Digital Transformation, DXI Hub

Led by Director, Max Tsai

Empowering Fresno State's Digital Future

Planning and Digital Transformation at Technology Services drives innovation through technological advancements, strong campus partnerships, and a focus on student success, aligning digital services with university needs to enhance research, efficiency, and the student experience.

Our Mission

Digital Transformation for Institutional Excellence

- Streamline university operations with Robotic Process and Intelligent (cognitive) Automation
- Transition legacy systems to modern platforms for administrative and academic functions
- Create a future-ready data integration architecture that seamlessly connects apps and tech with academic and business processes
- Implement a modern, accessible platform for a unified and personalized student experience
- Launch Technology Experience programs to support High Impact Practices like internships, service learning, and undergraduate research
- Use AI and data to support inclusion through improved communication, accessibility, and engagement

Our Teams

- Planning, Technology Experience, and Partnership Development Campus
- Application Management and Support
- Campus Application Development and Integration
- Digital Accessibility
- Hub of Digital Transformation and Innovation: 30 Student Interns

Special Events

- Central Valley IT & Cybersecurity Career & Internship Fair
- Hmong Heritage Education Day
- CIO's AI Town Hall
- AI Immersion Day
- Central California Research Symposium
- Hmong American Day

Planning and Digital Transformation, DXI Hub Continued



Team Highlights and Accomplishments

- ❖ **Launched the Bulldog Genie:** An advanced GPT powered tool that uses retrieval- augmented generation RAG to streamline information access and automate tasks— demonstrating Fresno State’s leadership in using generative AI to enhance campus services and drive digital innovation.
- ❖ **Developed two new AI agents for Bulldog Genie:** Using **TechVisor**, which integrates with TeamDynamix to provide personalized, prompt-based tech support using LLM and RAG; and **EduVisor**, which automates transcript evaluations to reduce workload, eliminate delays, and enhance student support.
- ❖ **Led the development and launch of the new Fresno State Today platform:** Unifying the Magazine, Stories, and campus blogs into one seamless, user-friendly digital experience.
- ❖ **Transitioned Fresno State Human Resources to the OnBase document storage system:** Digitizing existing workflows, streamlining document management, and reducing reliance on physical storage space.
- ❖ **Migrated the Trust Fund Approval Process from OnBase to Kuali Build:** Significantly reducing processing time and empowering Financial Services to independently manage and update approval forms.
- ❖ **Enabled confident and ethical adoption of AI tools:** Across campus through targeted workshops and training sessions, user- friendly self-service guides, and a centralized, accessible knowledge base.
- ❖ **Introduced a mobile-first Campus Check-in Process:** That cut wait times, improved user experience, and reduced administrative workload for smoother events.
- ❖ **Enhanced the Bulldog Bound digital experience:** With improved mobile features, immersive XR and 360° campus tours, and streamlined processes to boost engagement and efficiency.
- ❖ **Designed and developed the President’s AI Initiative website:** Under CIO leadership, creating a platform that showcases Fresno State’s AI innovation, promotes collaboration, and shares key resources.
- ❖ **Launched the new OMNI Web Calendar:** Improving event management, streamlining workflows, and delivering a user-friendly experience for the campus community.
- ❖ **Integrated the:** Learning Center, Writing Center, and Library into the Mobile@FresnoState app, giving students instant, streamlined access to key academic resources.
- ❖ **Launched Preferred Names and Pronouns:** In the Mobile@FresnoState app, allowing real-time updates.

Planning and Digital Transformation, DXI Hub Continued

Adobe Sign

Description	Data
Tickets Closed	471
Unique Senders	1,229
Agreements	135,318
Total Transactions	125,124

Kuali Build

Description	Data
Tickets Closed	93
Power Users	92
Submissions	25,073
Training Sessions	16
Apps Built	91

OnBase

Description	Data
Tickets Closed	44
Users Logged In	8,085
Forms and Workflows	12,504
Documents	135,697

Web

Description	Data
Tickets Closed	815
Active OMNI Editors Counts	162
New Omni Users	1,714
Page Views	17,319,003
Sessions	8,366,220
Average Session Duration	3:43 minutes

Mobile

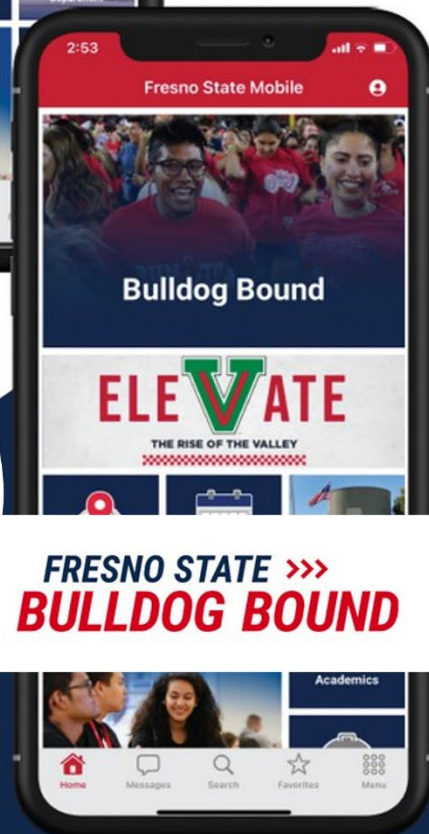
Description	Data
Installations (IOS)	12,800
Installations (Android)	1,823
Unique Visitors	28,500
App Views	3,368,777
Logged in User	7,210
Returning Users	6,020



the Fresno State App!

Stay updated on the Bulldog Bound Program using the mobile app.

- **Step 1: Sign up!** Register for the Bulldog Bound program through the app.
- **Step 2:** Get information with ease and stay connected throughout the year!
- **Step 3:** Receive the latest updates and exciting news directly on your phone.



Get the app now!

App Store



Google Play



INNOVATION
HOTSPOT
CONNECT
EXPLORE
INNOVATE

FRESNO STATE >>>
BULLDOG BOUND

FRESNO
STATE

Enterprise Applications and Information Systems

Led by AVP for IT and Deputy CIO, Jerome Hilscher

Enterprise Applications & Information Systems

Driving Fresno State's Core Operations with Smart, Seamless Systems

The Enterprise Applications and Information Systems team powers the digital infrastructure behind Fresno State's student, financial, and human resources systems. From installations to upgrades, integrations to maintenance, this team ensures that vital campus applications run smoothly and serve the needs of students, faculty, and staff.

Student Systems (Campus Solutions)

Supporting Every Step of the Student Journey

PeopleSoft Campus Solutions is the academic engine of the university, enabling:

- Class scheduling & registration
- Tuition and fee processing
- Financial aid distribution
- Academic progress tracking



Enterprise Applications and Information Systems Continued

Financial System: PeopleSoft CFS

Managing Financial Functions Across the CSU

The Common Financial System (CFS) handles critical financial functions across the CSU system, including:

- General Ledger
- Billing & Accounts Receivable
- Accounts Payable
- Purchasing

Our team partners with Accounting Services and Payroll to ensure accurate, timely financial reporting in collaboration with the CSU Chancellor's Office.

Key Data Points Description	Data
NEW My Fresno State Portal Users (IOS)	541,930
My Fresno State Portal Views	5,366,675
My Fresno State Portal Sessions	3,628,968
Unique Student logins	46,135
Unique Faculty/Staff logins	3,795

Human Resources: PeopleSoft HR

Empowering Employees With Self-Service

The PeopleSoft HR platform enables Fresno State employees and managers to:

- View paychecks and balances
- Submit time and absences
- Access employment data
- Complete HR-related tasks quickly and efficiently

Team Highlights & Accomplishments

- Transitioned students to CSU Learn (SumTotal)
- Implemented interfacing of Student Health
- Center Wellness Vending Machines with PeopleSoft
- Addressed the risk of fake account creation for CGE Self-Service ID Creation application
- Improved the Provost's Office Class Faculty Budget Report - used for planning Faculty FTE budget
- PeopleSoft Data for SmartEval Student valuation System - Phase 1
- Implemented the eRefund project, moving providers from BankMobile to CashNet for student refunds
- Supported the ECSI RecoverySelect project to proactively engage students with outstanding balances
- Applied three Maintenance Packs
- CS and HR PeopleTools upgrade to 8.60

Information Security and Privacy Office

Led by Director and Information Security Officer (ISO), Rafael Villegas

Protecting What Matters Most

At the heart of Fresno State's digital resilience, the Information Security and Privacy Office ensures the confidentiality, integrity, and availability of Fresno State's data and technology resources.

Led by Rafael Villegas, Information Security Officer, the team collaborates with students, faculty, and staff to proactively mitigate cybersecurity risks and protect campus-wide systems.



What We Do

2-Step Verification (DUO) – A second layer of protection, helping prevent unauthorized access.

Account Deprovisioning – Securely disable user access to systems, applications, and the campus network when individuals are no longer affiliated with the university.

Campus VPN (Virtual Private Network) – Provides encrypted access to campus resources from off-site.

Cybersecurity Awareness – Promotes safe digital practices related to phishing, online behavior, and social media use.

Data Security & FERPA Training – Educate faculty and staff on best practices for safeguarding technology resources and complying with FERPA regulations.

Firewall Security – Protect campus systems by blocking malicious network traffic.

PeopleSoft Security Management – Controls access by assigning, updating, and tracking user roles and permissions across Student, Financial, and HR systems.

Security Assessments – Evaluates systems and services to identify cybersecurity risks and recommends mitigation strategies.

Technology Security Reviews – Conducts information security reviews before technology purchases to ensure alignment with university security standards.

Unified Endpoint Management – Managing and securing endpoints: desktops, laptops, mobile devices.

Vulnerability Scans – Identify system weaknesses and prioritize for remediation.

Information Security and Privacy Office Continued

Team Highlights and Accomplishments

Unified Endpoint Management Accomplishments

- **Windows Workstations [ManageEngine] – started January 2025**

Reduced high vulnerabilities > 45 days to 13% from 65% (11/23 AUDIT finding) Automated tasks for updates and patching of Operating Systems, applications, etc.

- **MacOS Workstations and IOS Devices [JAMF]**

De-registered 1,500 devices following asset status validation/documentation

- **Patching automation & Auto config of Apps**

PeopleSoft Security and Change Control Accomplishments

- **PeopleSoft Security**

Manager's review of employee privileges Bi-Publisher Migration (user permissions)
Established appropriate user permissions to enable P2P success.

- **PeopleSoft Change Control**

Segregation of Duties (SoD) quarterly reports Repeatable Change Order Management Requests (COMR) CMS coordination of Maintenance Packs (periodic software updates).

CyberSecurity Internship Program

This initiative is part of a broader effort with the WorkForce Innovation Technology Hub (WITH-Cyber) program (Dr. Johri, Dr. Clement, Dr. Goto)

During each 10-week program, student participants are immersed in real-world scenarios and develop skills in network security, event monitoring, AI risk, security awareness, and penetration testing.

Double the DUO Enrollment in 24-25

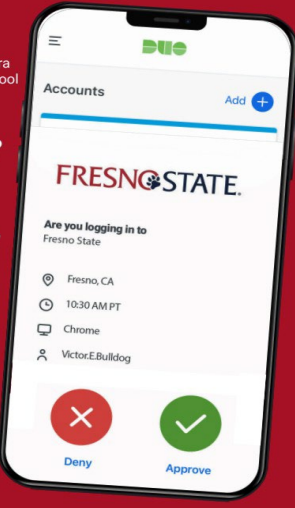
Fresno State's 2-step Verification

WHAT IS DUO?
Duo Mobile is a free security app used for two-factor authentication (2FA). It adds an extra layer of protection when you log in to your school accounts by confirming it's really you!

WHY DO YOU NEED DUO?
Passwords can be stolen – 2FA helps stop hackers. Duo Mobile makes it easy:
Approve logins with one tap
Prevent unauthorized access
Protect your grades, files, and personal info

STEPS TO SET UP DUO

1. Download the Duo Mobile app on your phone (iOS or Android).
2. Log in to your school's account setup page (check your email for instructions or visit the IT help site).
3. Scan the QR code shown on screen with the Duo app.
4. Done! Now you'll get a prompt on your phone each time you log in.



Infrastructure Services

Led by Interim Director and Information Security Officer (ISO), Rafael Villegas

Infrastructure Services

Building the Digital Backbone of Fresno State

Infrastructure Services is the powerhouse behind Fresno State's core technology operations—three specialized teams, one unified mission: to deliver reliable, scalable, and secure IT infrastructure that drives academic and administrative excellence.

Digital Infrastructure (DI)

Enhancing Every Click, Tap, and Login

DI leads the charge in managing all university laptops and workstations on campus and remotely. The team also oversees the TeamDynamix Service Catalog, ensuring smooth and efficient service delivery.

What we do:

- Centrally manage computing devices
- Streamline digital support services
- Elevate the faculty and staff technology experience every day



Infrastructure Services Continued

Systems & Cloud Administration

Keeping Fresno State Running — Securely, Reliably, and at Scale

The Systems & Cloud Administration team is the engine behind the university's most essential IT systems. With oversight of more than 200 servers and three campus data centers, this team ensures seamless performance, security, and availability across all technology platforms.

Team Highlights and Accomplishments

- **FS-Store To Google Migration**
Enabled FS-Store data migration through tailored Google Workspace configuration and setup
- **Server Patching**
Improved server patching efficiency through streamlined scheduling
- **Server End-Of-Life (OS Upgrade)**
Refined server end-of-life procedures to ensure efficient and timely decommissioning
- **ChatGPT and Gemini Onboarding**
Provisioned campus (staff) access to ChatGPT and Gemini services
- **DELL APEX Backup Policies**
Established Dell APEX backup policies to ensure secure, automated, and compliant data protection across systems
- **UBEO Project (Copier/Printer Migration)**
- Completed, migrating copier/printer services campus-wide to improve print management
- **BI Publisher Migration**
Completed BI Publisher migration to enhance reporting capabilities
- **Automation of Email Reactivation**
Implemented to reduce manual work and accelerate account access restoration.
- **Security Measures for Advancement**
Implemented 2-step verification (MFA) for Advancement to enhance account security.
- **TeamDynamix IT Asset Management (ITAM) - Phase 1**
Redesigned and implemented an audit-compliant asset inventory process covering servers, laptops, desktops, and mobile devices.
- **Standard Operating Procedures (SOP)**
Streamlined operations by providing clear instructions for routine tasks and complex troubleshooting to improve efficiency, reduce errors, and enhance quality.

Infrastructure Services Continued

SSO

Description	Data
SSO Authentication Stats	553,303
Services	148

Google Email

Description	Data
Messages Received	159,049,846
Spam Detected	10,752,928
Messages Sent	13,261,182

Google Drive

Description	Data
Google Documents Added	1,522,431
Google Forms Added	17,122
Google Spreadsheets Added	106,063
Google Presentations Added	129,923
Google Drawings Added	3,519
Miscellaneous Files Added	17,169,806

Microsoft

Description	Data
OneDrive Active Accounts	294
OneDrive Files Total	4.4M
Office 365 Faculty Licensing	2,002
Office 365 Student Licensing	24,950

Microsoft Windows Devices

Description	Data
Workstations and Servers Managed	3,695
Successful Operation System Deployments	203
Application Updates Installed	9,967
Co-managed Devices	3,590
Microsoft Security and Definition Updates	5,378

Apple MacOS and IOS Devices

Description	Data
Managed Computers	1,764
Managed Mobile Devices	13,324

ChatGPT Edu

In Spring 2025, Fresno State joined the CSU system-wide rollout of ChatGPT Edu, expanding access to generative AI tools for students, faculty, and staff.

This initiative supports the responsible, ethical integration of AI into higher education, with a focus on exploration, learning, and digital fluency.

The collage features several screenshots from the Fresno State ChatGPT Edu website and a virtual meeting interface. The main website screenshot shows the navigation bar with links for Future Students, Current Students, Alumni, Employees, Give, and a search icon. Below the navigation bar is a header with 'GETTING STARTED', 'EXPLORATION', 'OPPORTUNITY', and 'HELP'. The main content area is titled 'ChatGPT Edu for Fresno State' and includes a sub-header 'Technology Services / AI / ChatGPT / ChatGPT'. The text describes the partnership between the California State University system (CSU) and OpenAI, stating that they have joined forces to expand the use of artificial intelligence (AI) in higher education. It mentions that more than 460,000 students and over 63,000 staff and faculty will have access to ChatGPT Edu, a version of ChatGPT customised for educational institutions. The text also notes that OpenAI announced this implementation on Tuesday, February 4, 2025. Below the text are two buttons: 'AI Guidelines >' and 'Fresno State Rollout >'. The 'About ChatGPT' section describes ChatGPT as an artificial intelligence (AI) chatbot technology developed by OpenAI that can process natural human language and generate a response. A 'Getting Started >' button is located below this section. The OpenAI logo is prominently displayed in the center. To the right, a virtual meeting interface is shown, featuring a 'Prompting Basics' slide. The slide defines a prompt as a question or task used to generate a response with ChatGPT. It lists 'General Best Practices' and 'Craft an Effective Prompt' with specific guidelines. The meeting interface also shows a list of participants on the right side. At the bottom, a navigation bar includes links for 'Home', 'Technology Service Projects', and 'Current Systems Status'. A search bar is present, and the 'Knowledge Base / Web Based Applications / ChatGPT Edu' path is highlighted. The 'ChatGPT Edu' section provides information and resources for using ChatGPT at Fresno State. It lists 14 articles, including 'What is ChatGPT?' and 'Your Complete Guide to ChatGPT EDU's 12 AI Models'. The 'What is ChatGPT?' article provides an introduction to ChatGPT. The 'Your Complete Guide to ChatGPT EDU's 12 AI Models' article states that there are currently 12 available GPTs that can be used when logged into ChatGPT Edu, each with a specific purpose and use. The 'Can ChatGPT understand multiple languages?' article mentions that ChatGPT supports multiple languages, including but not limited to English and Chinese. The 'Can I customize ChatGPT for my needs?' article is also listed. A footer section contains three icons: a question mark for 'Need technical assistance?', an information icon for 'Looking for more information?', and an exclamation mark for 'Start Using ChatGPT'. Each icon has a brief description of the service provided.

FRESNO STATE Future Students Current Students Alumni Employees Give QUICK LINKS >

GETTING STARTED EXPLORATION OPPORTUNITY HELP >

ChatGPT Edu for Fresno State

Technology Services / AI / ChatGPT / ChatGPT

ChatGPT Edu

The California State University system (CSU) and OpenAI have joined forces to expand the use of artificial intelligence (AI) in higher education by providing more than 460,000 students and over 63,000 staff and faculty with access to ChatGPT Edu, a version of ChatGPT customised for educational institutions. "It is the largest implementation of ChatGPT by any single organization or company anywhere in the world," OpenAI announced on Tuesday, February 4, 2025.

[AI Guidelines >](#) [Fresno State Rollout >](#)

About ChatGPT

ChatGPT is an artificial intelligence (AI) chatbot technology developed by OpenAI that can process natural human language and generate a response.

[Getting Started >](#)

ChatGPT

Prompting Basics

What is a prompt? Prompting is how we communicate with ChatGPT by providing input, such as a question or task, to generate a response.

General Best Practices

- Be clear and specific. Make your prompts as specific as possible to ensure accurate responses.
- Continuous improvement. Start with a simple prompt, and refine it by adjusting wording, adding context, or specifying the desired outcome.
- Request a different tone. Use descriptive language to specify the tone, such as formal, informal, friendly, or professional. For example, "Respond like a friendly and helpful tutor."

Craft an Effective Prompt

- Use ChatGPT's parameters. Using ChatGPT's parameters like a system prompt, a specific role, or a specific response format can lead to different results or outcomes.
- Add delimiters. Delimiters mark different sections of text, helping ChatGPT understand what to respond, summarize, or change. For example, using triple quotes to break up sections of your prompt.
- Provide step-by-step instructions. Structure prompts to guide ChatGPT through a process, such as "First, identify the main points of the text. Then, summarize them." or "First, identify the main points of the text. Then, summarize them in a list."
- Provide examples. Providing examples before the main prompt or task, helping the model to understand the expected pattern, style, or response type.

FRESNO STATE Technology Services User Focused, Service Driven

Home Technology Service Projects Current Systems Status

Search

[Knowledge Base](#) / [Web Based Applications](#) / [ChatGPT Edu](#)

ChatGPT Edu

Information and resources for using ChatGPT at Fresno State.

Articles (14)

What is ChatGPT?

An introduction to ChatGPT.

Your Complete Guide to ChatGPT EDU's 12 AI Models

There are currently 12 available GPTs you can use when logged into ChatGPT Edu, each with a specific purpose and uses for each of them.

Can ChatGPT understand multiple languages?

ChatGPT supports multiple languages, including but not limited to English and Chinese.

Can I customize ChatGPT for my needs?

Yes, you can customize ChatGPT for your needs. You can use the 'Customize' button in the top right corner of the ChatGPT interface to create a custom GPT. This allows you to specify the role, instructions, and context for the GPT, making it tailored to your specific needs.

Need technical assistance?
Submit a ChatGPT TSP ticket if you have any questions regarding your account or are experiencing technical issues.

Looking for more information?
View TSP Knowledge Base Articles for more in-depth information regarding ChatGPT functionalities.

Start Using ChatGPT
Explore workshops, training materials, and digital resources to learn how to use ChatGPT.

Project Management Office (PMO)

Led by AVP for IT and CIO, Jerome Hilscher

Powering Projects with Precision, Performance & Transparency

The Project Management Office (PMO) in the Technology Services Division empowers Fresno State's digital transformation through structured and strategic project support. We ensure that every technology-related project is executed with meticulous attention to detail, consistent methodology, and clear communication.

What We Do

Train & Empower Teams

We provide project management training and guidance for Technology Services staff to elevate execution across the division

Create Repeatable Success

We develop reliable, scalable project workflows that reduce friction and improve results, from proposal to completion.

Standardize Processes

We implement consistent project management methods, tools, and terminology across all teams

Focus on Timely Delivery

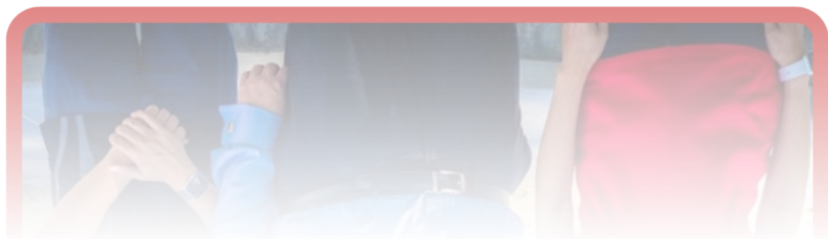
We foster a culture centered on on-time performance, project execution, and measurable outcomes.

Increase Visibility

We promote project transparency, offering a clear view into past, present, and upcoming initiatives to ensure alignment and accountability.

Team Highlights & Accomplishments

- ❖ The PMO completed 40 projects.
- ❖ The PMO publishes a monthly report for the VP of IT, showcasing current information and highlights.



Office of the Vice President for IT and Chief Information Officer

Dr. Bao Johri



From left: Miguel Villasenor, Elise Rodriguez, Bao Johri, Vangshoua Yang, Jerome Hilscher

Technology Services hosts a booth at Hmong Heritage Education Day



Division Activities

Campus High Fives

May 1, 2024, through April 30, 2025

Celebrating Excellence in Action

Recognition from peers speaks volumes—it reflects the outstanding dedication of our Technology Services staff. Your commitment to going above and beyond has exceeded expectations and also made a meaningful impact across our campus.

Thank you for your exceptional service, attention to detail, and the care you bring to every interaction. Your efforts leave a lasting impression. Congratulations on a job well done!

Goes Above and Beyond

John Howell
Keith Finch
Andrew Lohuis
Brian Mills
Richard Ma
Pawn Sayphengsy
Jay Fowler
Kris Ratliff (2)
Glen Hunt
Phillip Jensen (2)
Alex Moun
Dr. Teira Wilson (2)
Eileen Schlundt



Saved My Bacon

Mike Mize
Kris Ratliff
Guillermo Gaeta
Alex Moun

Models Principles of Community

Esuri Peiris (2)
Sarah Kern

Provides Excellent Customer Service

Guillermo Gaeta
Jeff Colvin
Kong Lee (2)
Ivan Reed (2)
Eileen Schlundt (2)
Will Tubbs
Fatih Yenen (2)
Jay Fowler

Events and Celebrations



The Technology Services Event Team (E-Team)

**Technology Services
Volunteers Bulldog
Bound Event**



**President Saúl Jiménez-
Sandoval
TS Division wide Meeting
Dec. 2024**



**Cybersecurity Internship
Awards Ceremony**



**TS Student Assistant
McKee Fisk Building**

Events and Celebrations Continued

Star Day Celebration



AI Immersion Day



Community Engagement

Technology Services volunteers at Dog Days.



Community Engagement Continued

Welcome Week



TS at Research Symposium



Community Engagement Continued

Hmong Heritage Education Day



Leveraging AI for Student Success

AI CAMPUS

Technology | Innovation | Student Success

Harnessing the power of AI to :

Elevate learning

Enhance the student experience

Boost operational effectiveness

Foster innovation in teaching and research

Bulldog Genie

A Digital Campus Concierge

FRESNO STATE

Technology Services