

Dear Campus Community,

My first year at Fresno State has concluded, and I wanted to take some time to reflect and share some insights about what the coming year will look like. I appreciate all of you who have helped me during my transition to Fresno. I truly feel blessed to have such caring and engaged colleagues.

I spent a good amount of my first year getting to know the campus and the community better through meetings with the President, the Vice Presidents, Associate Vice Presidents, Deans, Directors, faculty, staff, students, and the community. I also gathered feedback through various means, such as through email feedback, anonymous feedback, walk-in meetings, hallway chats, town hall meetings, and open forums. My main hope was to get a strong sense of who we are, why things are the way they are, what is important, where we have been, and where we may need to go together to better support our students, faculty, and staff, the mission of the university, and the greater good for Fresno State and the community. I was able to gain better awareness of the various priorities within the different areas on campus; understand how to advocate for better alignment of technology to our needs; envision ways in which we can communicate, coordinate, and collaborate more effectively; and understand the ins and outs of our campus and community culture and heritage.

### **What did we do?**

- Supported 5,000 DISCOVERe students in Fall 2015
- Refreshed 120+ classrooms with new technology standards
- Implemented new outdoor wireless infrastructure
- Implemented Eduroam, partnering with thousands of locations in over the 70 countries worldwide
- Migrated Blackboard Learn to the Cloud
- Implemented Concur for travel reimbursements
- Implemented various student success technologies to support planning and advising services
- Launched new centralized printing system for our campus
- Kept vigilant to prevent security breaches, even with the thousands of malicious attempts to access our networks, servers, and computers
- Kept technology systems and services running efficiently, maintained compliance, patched security vulnerabilities, and added capacity and features
- Performed major upgrade to phone system
- Implemented new network firewall infrastructure
- Implemented initial phase of identity/user management services
- Laid foundation for future physical and digital infrastructure

### **What Else?**

- Re-imagined technology resources and organizational structures to align people, workflows, and processes to better support campus strategic plan

- Sponsored course projects (MBA287, IS187, MGT110)
- Provided student employees and interns with real-world technology work experiences
- Explored wired and wireless charging stations, innovation contests, and hackathons with ASI

### **What is coming up?**

- Replace Zimbra collaboration suite
- Increase capacity for online workflow processes
- Implement more student success technologies
- Implement effective security initiatives
- Explore advanced virtual computing
- Support research
- Explore bold innovation
- Realign technology shared governance
- Create technology strategic plan to align with 2016-20 campus strategic plan

We have achieved a great amount together as a campus, and we truly are greater working together than separately. I very much appreciate and cherish the opportunity I have had to serve our students together with you. I very much appreciate my technology team and could not help our campus this past year without its hard work and dedication to our students' success. I am very proud of our technology team and want to encourage you to share a small word of appreciation when you have the opportunity.

Thank you for your support and encouragement. This past year has been very enjoyable, even with all of the challenges and hard work. I look forward to our next year of exciting adventures together.

Sincerely,  
Orlando Leon  
*Chief Information Officer*  
*California State University, Fresno*