

Dear Campus Community,

Another year has quickly passed, and I want reflect and share about the past year through a technology lens and look forward to the next year. This past year was quite a contrast to my first year. My first year was a deep and helpful learning year, one in which I learned about the many ways technology could potentially play a great role through innovation and business process improvement. This past year was a year of starting change in the areas of organizational structures, processes, resources, and culture. Our technology teams also started an intentional process of broadening and deepening our relationships with campus constituents to better understand needs and better foster helpful service through effective communication and advocacy.

This coming year, we will be moving forward in many areas of our new Technology Strategic Plan in support of organizational renewal, innovative academic and administrative support, participatory governance and process improvements, proactive support for scholarly activities, and a strong culture of service. As each year passes, we see more and more how technology continues to enhance how we approach teaching, learning, research, and administration. Let us look at some of the work we achieved together and then look forward to the coming year.

#### **What are some highlights from the past year?**

- Built out 4 smart classrooms for Fresno State Visalia campus; later enhanced 2 to be distance learning classrooms
- Launched new iPad loaner program supporting up to 1200 students within DISCOVERe
- Launched new printing system for students, faculty, and staff
- Launched new glass light-board to support online teaching and learning
- Launched internet-enabled devices around campus to support location-aware services
- Enhanced and replaced technology within a number of classrooms around campus
- Supported technology needs for Summer Arts
- Enhanced a number of paper and manual workflows
- Supported rollout of technology-enhanced advising, planning, and analytics
- Enhanced the campus security and privacy posture through awareness, training, and threat prevention and mitigation
- Enhanced a number of central workflows and processes
- Retired Zimbra and brought in Google for email, calendar, and collaboration

Beyond projects and initiatives, we worked a great amount on processes, people, and community:

- Launched a technology leadership development program to support professional development and to build a leadership pipeline
- Launched a formal project management office, information technology architecture group, and innovation team
- Continued work with the restructuring of technology shared governance, including the launch of the various subcommittees supporting technology prioritization for our campus.

- Launched a new staff recognition program
- Sponsored multiple student capstone projects
- Launched first hackathon contest at Fresno State with sponsorship from technology firms from Silicon Valley and abroad

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

- Continued classroom technology modernization
- Major upgrade of the Human Resources and Student systems
- Learning Management System evaluation and potential change
- Enhancement of accessible technology tools and support
- Increased support for research, high-performance, and virtual computing
- Multi-factor authentication and other proactive security and privacy enhancements
- Continued work with new and enhanced online workflows
- Fresno State Mobile enhancements
- Continued optimization of shared governance and renewed efforts with data governance
- Data signage and data visualization exploration
- Next-generation cloud infrastructure exploration
- Artificial Intelligence ,Virtual Reality, Augmented Reality innovation exploration

I continue to appreciate and cherish the opportunities I have to serve our students and their success. Our technology team deserves all of the credit in supporting our campus with all of its hard work and dedication. I continue to be very proud of our technology team and want to continue to encourage you to share a small word of appreciation when you have the opportunity.

Thank you very much for your support, collaboration, and dedication in supporting our campus, the community, and the Central Valley. Together, we can bring our technology capability and capacity from a state of being good to one of being great, so that we can better support the mission of Fresno State – to boldly educate and empower students for success.

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