August 27, 2019

Dear Campus Community,

As your Chief Information Officer, I feel blessed and honored to serve alongside you in support of our Fresno State students. The Fresno State technology team continues to help the campus run, grow, and transform how we learn, teach, and work at the University. We will continue to encourage a culture of change and innovation to support digital transformation through partnerships with students, faculty, staff, and the Central Valley community. We will explore technology innovations that support scholarship and research in areas, such as artificial intelligence, machine learning, virtual reality, augmented reality, blockchain, computer vision, and robotics.
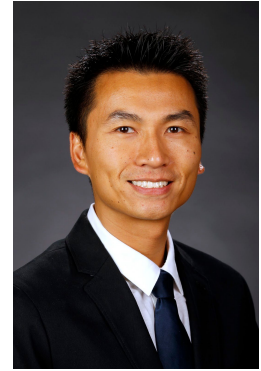
What were some of the major technology accomplishments this past year?

Physical Infrastructure

- added wireless internet access inside the Save Mart Center and in many areas of the farm
- replaced or refreshed thousands of computing devices
- updated over 45 classrooms and conference rooms

Digital Infrastructure

- revamped the Fresno State mobile app
- rolled out a new set of OnBase digital forms and workflows
- piloted a more modern virtual application streaming infrastructure
- implemented, designed and prepared a new IT service management tool for the campus
- completed a Cloud migration readiness assessment and are on our way to create a readiness plan; bringing our computing infrastructure into a modern, flexible, secure, and supportive state

Information Security and Privacy

- deployed Duo multi-factor authentication to over 3,000 employees, increasing the security of the Fresno State community and its information assets
- completed Spirion data-loss prevention tool deployment, campus employees removed over 8.5 million confidential records from University systems

Teaching, Learning, and Research

- supported growth of the DISCOVERe program to allow 12,000 course section spaces
- continued cost savings, and a computing device loaner program with over 1,400 devices
- launched Adobe Creative Cloud for the campus, which was highly-requested for many years
- partnered on the successful integration and launch of Canvas
- supported a number of faculty research projects, including research in the Amazon AWS Cloud

Student Success

- supported the launch of Bulldog Connect, providing proactive advising and well informed decision-making for faculty and in support of our students
- hosted the 3rd annual HackFresno event
- launched Project Ignite to support crowd-sourced student technology innovation efforts

Innovation and Digital Transformation

- utilized chat, artificial intelligence, and machine learning to support student engagement, services, and learning analytics
- hosted three campus-wide innovation and design thinking workshops to build a culture of innovation
- explored Blockchain for digital badging and diplomas, robotics and computer vision for teaching and learning, and virtual/augmented/extended/mixed reality for research and the classroom, and 3D holography for learning

What is in store for this coming year?

Cloud Migration - Cloud infrastructure and services are enablers for the modern university. Fresno State Technology will roll out a number of services in Amazon AWS and Azure clouds this coming year.

IT Service Management Roll-Out - Continuous service improvement and business process improvement efforts can only mature through the use of industry-standard best-practices. TeamDynamix will roll out in phases across the campus.

Information Security Efforts - We will continue to mature our posture of good digital security hygiene this coming year, with efforts in areas, such as phishing awareness, proactive threat mitigation, and multi-factor authentication protection for students. These and other initiatives will continue to enhance the protection of our people and our University.

Universal Design and Accessibility Efforts - We will continue to strengthen our commitment to universal design and digital accessibility through our proactive efforts with web and web application accessibility, accessible procurement, and accessible instructional materials.

Innovation and Digital Transformation Efforts - Educause defines digital transformation as a series of deep and coordinated culture, workforce, and technology shifts that enable new educational and operating models and transform an institution's operations, strategic directions, and value proposition. We will:

- prioritize efforts to explore the need to proactively adjust and adapt
- work with business process innovation through OnBase and efforts to support a new student course ratings system and digital system for faculty tenure and promotion
- explore cloud computing for research and disaster recovery
- explore Artificial Intelligence (AI), Virtual Reality (VR), Augmented Reality (AR), robotics, intelligent assistants, and other technologies to support student success and the University

Student Success Efforts

- continue to support growth with DISCOVERe
- explore ways to enhance the student experience through the Fresno State mobile app
- expand the abilities of Bulldog Connect and degree progression tools
- grow the usefulness of the Fresno State portal to support students in their journey toward graduation
- support students to grow deeper in digital literacy and fluency through mentorship, internships, interdisciplinary and group-based projects and service learning opportunities

We should be proud that Fresno State continues to be recognized by peers and around the nation, such as in the Washington Monthly and Money Magazine. Our technology and innovation efforts also continue to be recognized by peers within California, around the nation and with industry partners. This coming year will bring more challenges and more excitement.

I am grateful for your dedication, collaboration and partnership in supporting our campus, the community, and the Central Valley. Let's continue to work together to ensure the success of our students.

Please reach out if you would like to discuss any ideas or partner with me to enhance our service to our students and the University.

Sincerely,

Orlando Leon, Chief Information Officer