

# Campus Technology User Group

August 12, 2020



# Agenda

VP Chris Manriquez

Bill Chang

Natalie Alarcon

## Welcome & Opening Remarks

## Digital Transformation

- 1) Contact Center/AskTeddy/  
Live Chat
- 2) Virtual Lab, Wi-Fi, Clearspan

## Enterprise Applications

- 1) PeopleSoft Upgrade
- 2) Toro Success Collaborative
- 3) Digital Forms

# Agenda

Marci Payne

Reza Boroon

Farhad Mansouri

## I.T. Finance & Auxiliaries

- 1) P-Card Program
- 2) Upgrade Point of Sales System

## Academic Technology

- 1) LMS/Blackboard Ultra
- 2) Fall Training

## User Services

- 1) Technology Loaner Program

# Agenda

Alana Olschwang

Sara Hariri

## University Effectiveness, Planning, & Analytics

- 1) Data Support
- 2) Data & Integrated Assessment
- 3) Skills & Workforce Alignment

## Information Security & Compliance

- 1) Information & Communication Technology Procurement
- 2) IT Access Request Forms
- 3) Dropbox Secured Folder, Secured Transfer
- 4) Adobe Sign License Request

# Welcome & Opening Remarks



**Chris Manriquez**

*Vice President &  
Chief Information Officer*

# Fall 2020 Technology Resources

2020-2021 Academic Year



Mt Aspiration  
29,029 ft

WILL NOT  
GET US **THERE**

**CSUDH**

WHAT GOT US **HERE** ...



# Gap Analysis: Needs & Capabilities

## Strategic Enrollment Management

- Initial university needs identified

## Digital Roadmap

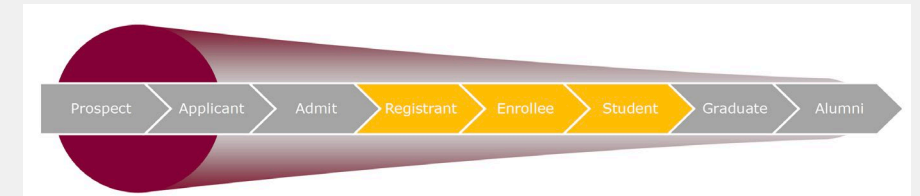
- Engaged discussion and Solicited input
- Focused investment into new frames

## Capacity and Growth FIRE Team 2019

- Identified short- and long-term university key gaps
- Short term activities drove longer term changes

## Fall Recovery Planning 2020

- Stakeholder input
- Fall “on prem” instruction



## Emergent Issues – from Summer 2019

### For GI2025 Ecosystem Committee

- **ASSESSMENT SUPPORT:** Improved coordination of unstructured data [GI2025]
- **STUDENT-READY CAMPUS:** UPGRADE ONBASE (PROCESS APPEALS ONLINE), ADOBE SIGNATURE (ONLINE FORMS), DEGREE AUDIT AUTOMATION, CHATBOT DEVELOPMENT [GI2025]
- **CONNECT CAREERS, EMPLOYERS, INTERNSHIPS, AND MAJORS** [GI2025]
- **INCREASE CAMPUS ADOPTION FOR THE SOFTWARE PROGRAM TO STREAMLINE SCHOLARSHIP DATA ENTRY AND PROCESSING** [GI2025]
- **ENHANCE FDC, HIPS, CLR, AND PROGRAM QUALITY DESIGNATIONS,** (and measurement of ) [GI2025]
- **EASIER ACCESS TO TRACK AND FOLLOW UP WITH STUDENTS WHO STOP OR DROP OUT** [GI2025]

### For Academic Technologies Committee

- **REVIEW OF SURVEY TOOLS:** STREAMLINE SOFTWARE OPTIONS AND SUPPORT [Acad Tech]
- **AUGMENT SHORTAGE OF LAB SPACE WITH HIGH TECH ENGAGEMENT** [Acad Tech]

### For Mobile Committee

- **INCREASE VISIBILITY OF BASIC NEEDS AND OTHER RESOURCES** [Mobile]
- **“AMAZON STYLE” CUSTOMER SERVICE EXPERIENCE** [Mobile]

### For End User Computing Committee

- **ESTABLISH TRAINING IN MAJOR SYSTEMS ACROSS CAMPUS WITH MULTIPLE LEVELS** [End User]
- **FACULTY AND STAFF GROWTH SUPPORT** [End User]

### For Data Governance Committee

- **PUSH MINI-SURVEYS ‘PULSE’ THROUGH THE STUDENT PORTAL** [Data Gov.]
- **USE SURVEY DATA TO INFORM RECRUITMENT FOCUS AND EFFORTS** [Data Gov.]

### For Faculty and Finance Dashboards [Data Gov.]

- **FACULTY AND FINANCE DASHBOARDS** [Data Gov.]

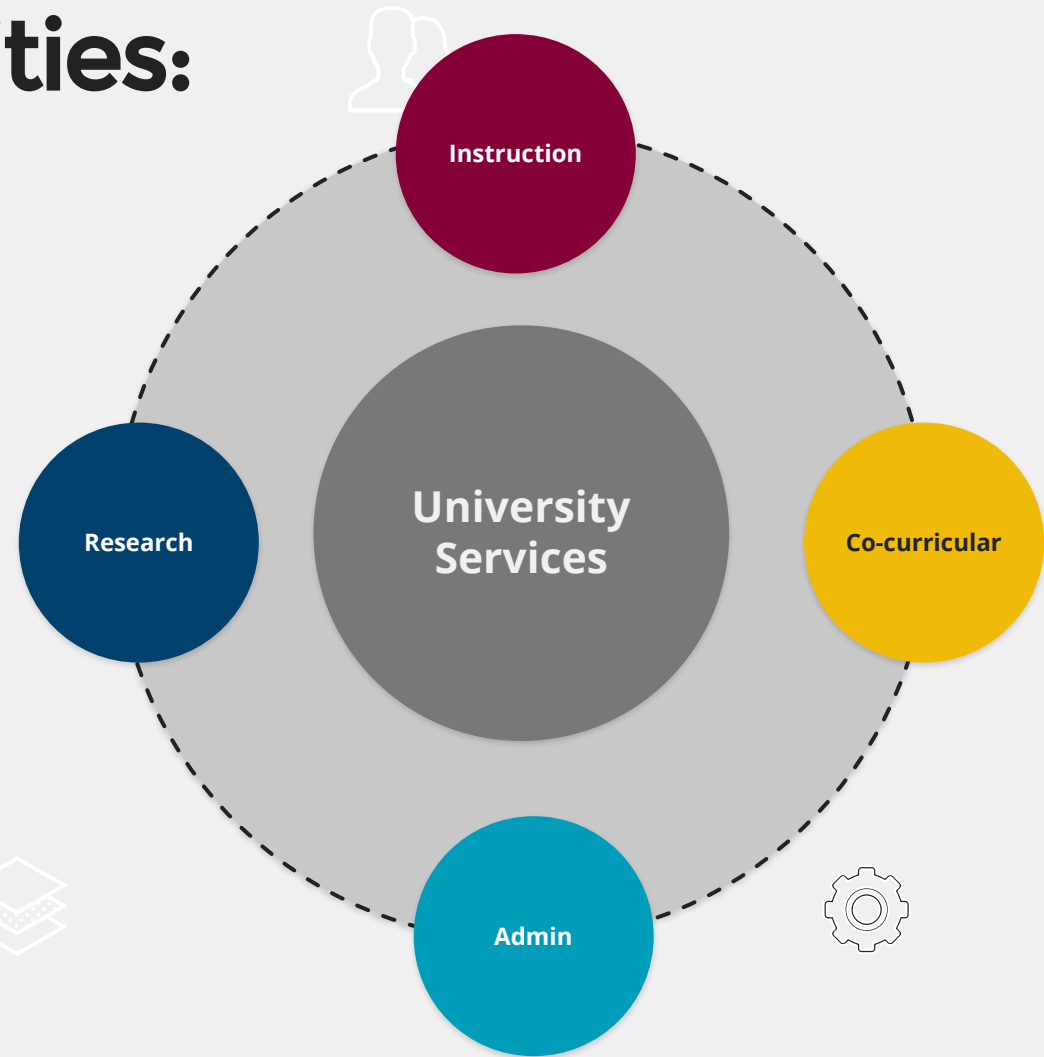
### For Advisory Steering Committee

- **SOCIAL MEDIA STRATEGY** [ALL]

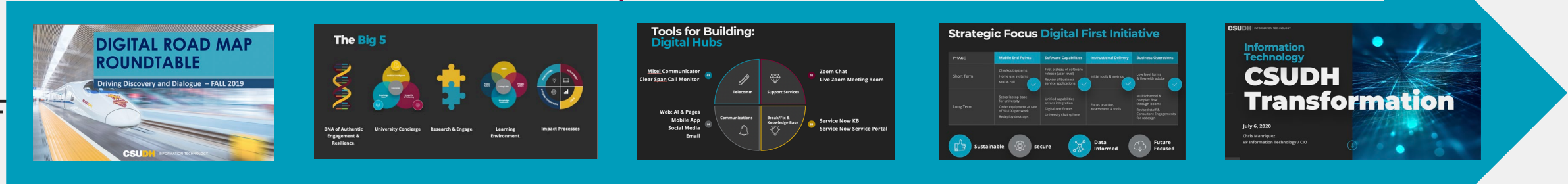
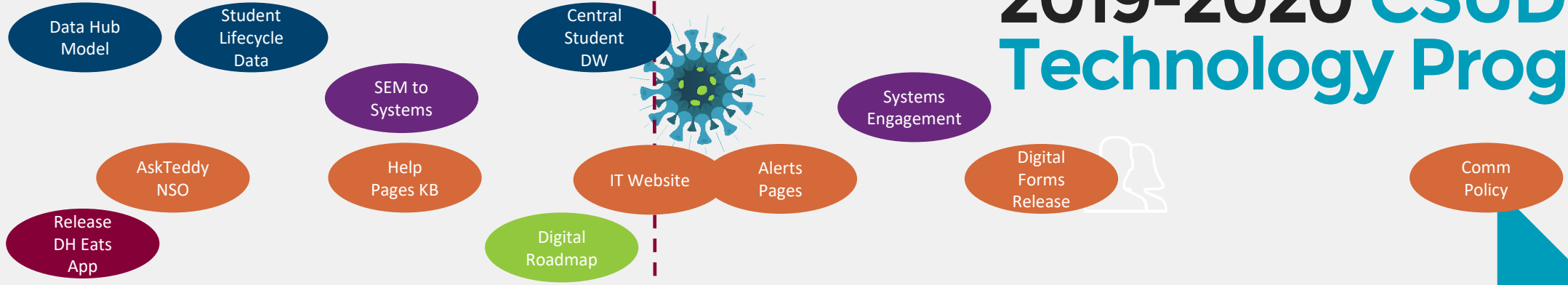


# Gap Analysis Activities: Expectations

*Engaging all university units so we don't solely recover and return from COVID, but instead transform through it.*



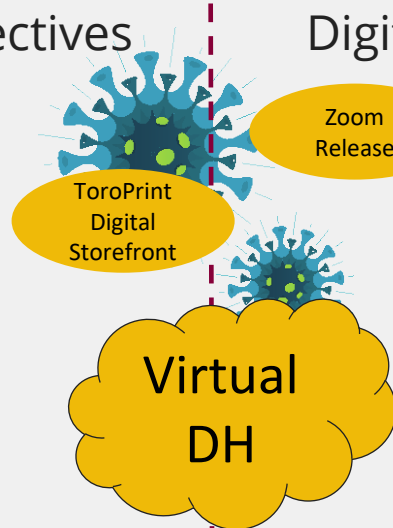
# 2019-2020 CSUDH Technology Progress



## Digital Roadmap

VP & Team Meetings

## Big 5 Objectives



## Digital Hub

Zoom Release  
Soft Phone Deploy

## Digital First

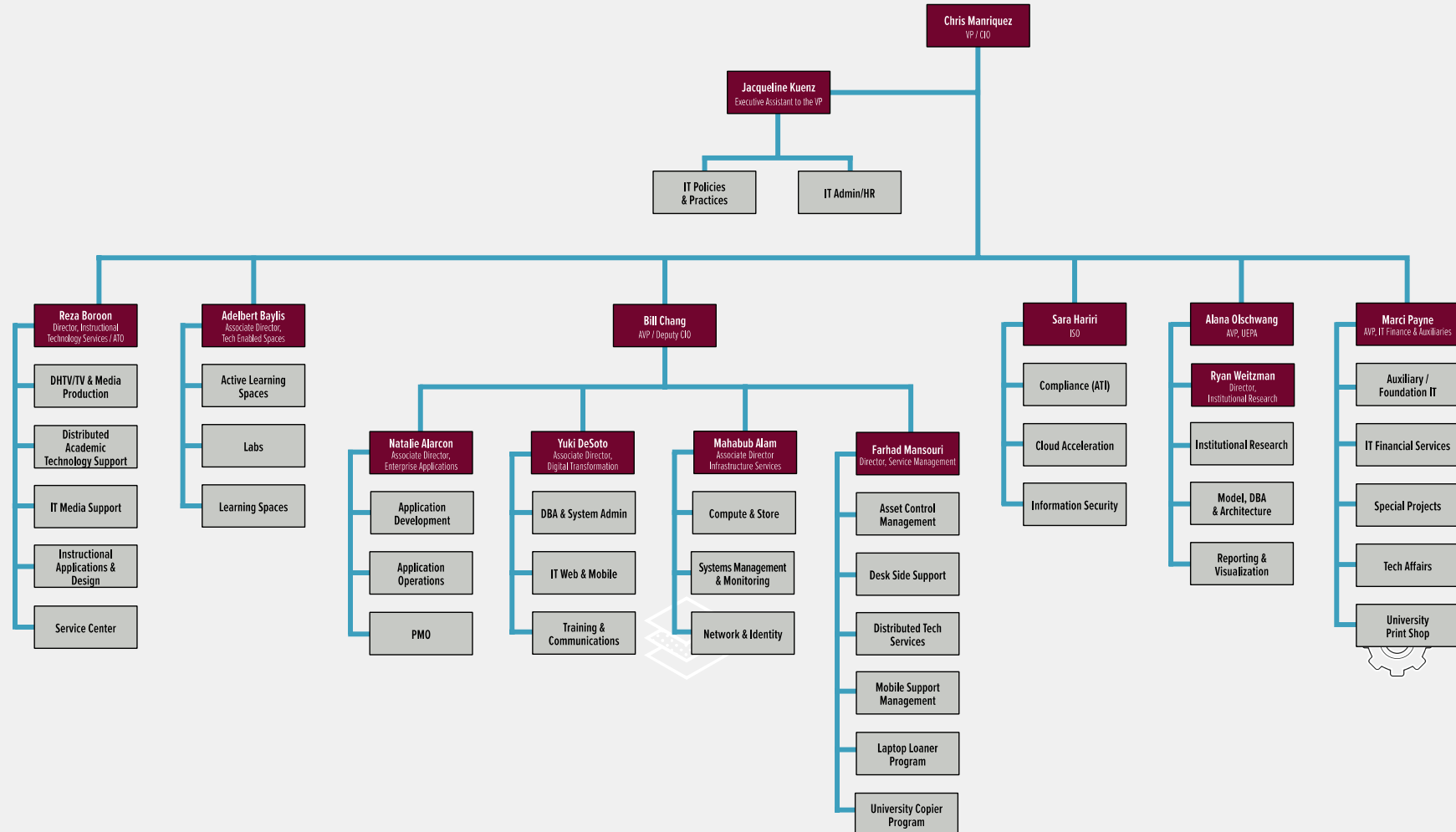
Migration to O365  
NACUBO Presentation

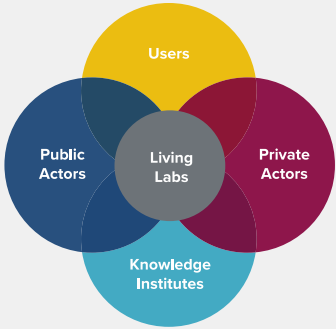
## Transformation in COVID

Org Restructure  
Dept Reviews



# IT Organizational Alignments






# University Technology Resource **Uplifts**

RESOURCE	DESCRIPTION
Service Portal Uplift	Ask Teddy, Wrike project flow, Service Framework in SN
Digital Forms	Adobe Sign and Boomi Flow Development
Call Center (6 months)	844 number, ACD licenses, student support, and 6 months ONLY
Application Growth	Zoom, Dropbox, Clearspan, Voice Dial, etc.



# University Enterprise Specific Needs

INQUIRY	OPPORTUNITY	LEVEL	AVAILABILITY
Conference Software (Zoom)	Licenses to record to the cloud, Can opt in additional Faculty, Staff, and students to 12,000 licenses remaining on current contract (per Marci)	Enterprise	Yes
Productivity software	Microsoft Office	Enterprise	Yes
Statistical software	Software for research, teaching, and learning statistics in social sciences (SPSS with powerful laptop)	Enterprise	Yes
Update presentation software	New version of PowerPoint allows audio trimming, video creation, etc.	Enterprise	Yes
Communication/Text Software	Zoom (requires app download), or Slack (Systemwide Contract)	Enterprise	Yes
Lecture capture	Software with easy editing (e.g., Camtasia, TechSmithRelay)	Enterprise	See AT web site
Activities and demos by discipline	Publisher resources to supplement lecture	Especially Humanities	See AT web site
Writing app support	Grammarly offers plug ins and partial use free service	Enterprise	See AT web site
Access to current lab software (ArcGIS)	This will be built into the deployed image, and also links provide via IT web site	EAR classes (n=20-60)	Yes
Survey Software Access	Survey licensure and support for student use (e.g., research methods courses, thesis)	Enterprise	Yes
Exam Proctoring Software	Respondus Monitor & Lockdown Browser	Enterprise	See AT web site
Video based discussion software	More interactive discussion board software, reduce amount of text and engage students (e.g., Flipgrid)	VoiceThread	See AT web site
Cloud Computing	Build, test, and deploy cloud solutions (e.g., Azure)	Enterprise	 Yes, virtual computing labs
Design software	After Effects, Photoshop, Illustrator, InDesign Cinema4D and Premiere Pro	DMA	Adobe Cloud is Enterprise licensed
Assignment and testing support	Gradescope (by Turnitin) for STEM courses to deliver assignments off fixed and variable length templates. Note: Free version doesn't integrate with Blackboard	Enterprise	Yes. Awaiting CSU MEA
Dropbox	Storage space and ability to transfer large files securely	Enterprise	Yes

# University Applications & Training

CSUDH

[FUTURE STUDENTS](#)
[ACADEMICS](#)
[CAMPUS LIFE](#)
[STUDENT SUPPORT](#)
[ABOUT](#)

[APPLY](#)
[VISIT](#)
[GIVE](#)

DIVISION OF INFORMATION TECHNOLOGY

## PROJECTS

[I.T. Home Page](#)

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**Initiatives**

**Projects**

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[About I.T.](#)

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**System Status**

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**Security & Compliance**

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[I.T. Services](#)

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**Forms**

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**LATEST NEWS**

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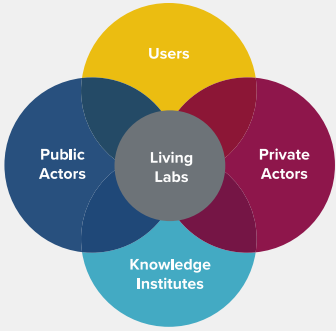
[CSUDH To Receive Mayme A. Clayton Collection Of African American History And Culture](#)

[CSUDH Students Can Now Major In Women's Studies](#)

[CSUDH Professor's New Book Set To Trigger Conversations On Race, Trauma](#)

Service	What is it?	Why use it?	Who is it for?		
			Student	Faculty	Staff
<a href="#">Adobe Creative Cloud</a> <a href="#">How do I get it?</a> <a href="#">Training</a> <a href="#">LinkedIn Learning Training Resources (login required)</a>	Cloud-based access to Acrobat DC, Photoshop, InDesign, and Adobe Designer, also includes storage space for projects.	All Faculty, Staff, and Students have access to the Adobe Creative Cloud to edit and create projects.	✓	✓	✓
<a href="#">Adobe Sign</a> <a href="#">Coming Soon</a>	Digital workflow processing for signing university forms.	Campus administrators can remotely sign off on university documents to create a more streamlined faster turnaround.	✗	✓	✓
<a href="#">Clearspan Communicator</a> <a href="#">How do I get it?</a> <a href="#">Training</a> <a href="#">Training Resource (Mac Desktop/Laptop)</a> <a href="#">Training Resource (Windows Desktop/Laptop/Surface)</a> <a href="#">Training Resource (Android Mobile Device)</a> <a href="#">Service Portal Training Resources</a>	Web application which allows call routing so that users can use their campus extension on a mobile device.	There is no longer a need to forward calls from an office phone, users can control their unified messaging email address in the app.	✗	✓	✓
<a href="#">Dropbox</a> <a href="#">How do I get it?</a> <a href="#">Training</a> <a href="#">Training Resources</a> <a href="#">Service Portal Training Resources</a>	Cloud-based storage space for files.	Dropbox accounts allows users to store and share their files securely—even Level I and II data.	✓	✓	✓
<a href="#">Live Chat</a> <a href="#">Coming Soon</a>	Public facing web enabled chat functions for campus units to interact with students and the public.	Implementation of this service is being monitored on the benefits of this service to the campus.	✓	✓	✓



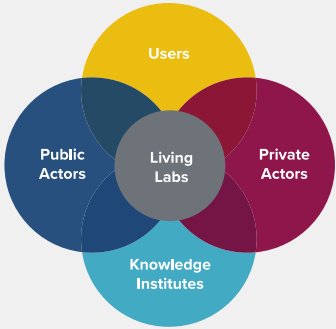


# Learning Space Technology Resource

## Uplifts



RESOURCE	DESCRIPTION
Classroom Cameras (~123 classrooms not including new)	
Phase 1: 73 Preferred Rooms: Webcam Mounted to PC	
Phase 2: 50 Room: Crestron Flex UC Video Conference System	
Virtual Computing Lab (250 Simultaneous Connections)	
<b>Course Specific Needs</b>	
Wi-Fi	Core Campus only



# Learning Space Technology Resource

## Uplifts



LEARNING ENVIRONMENT	DESCRIPTION
	Faculty/Staff Mobile Rollout (Headcount: 2,000) - WAVE I of IV (20%)
	Laptop (25% Mac 13/16" & 75% Dell High Model)
	24" Monitor
	Mi-Fi (Headcount: 500*)/Annual
	Students Mobile Device Checkout (Headcount: 5,000**) – WAVE I of IV (25%)
	Dell Laptop 3410
	Mi-Fi devices with throttled data



# Enterprise Applications & Digital Transformation



**Bill Chang**

*Associate Vice  
President/Deputy CIO*

# Ask Teddy Digital Concierge

Ask Teddy



## CSUDH

Tuesday, Aug 11, 2020

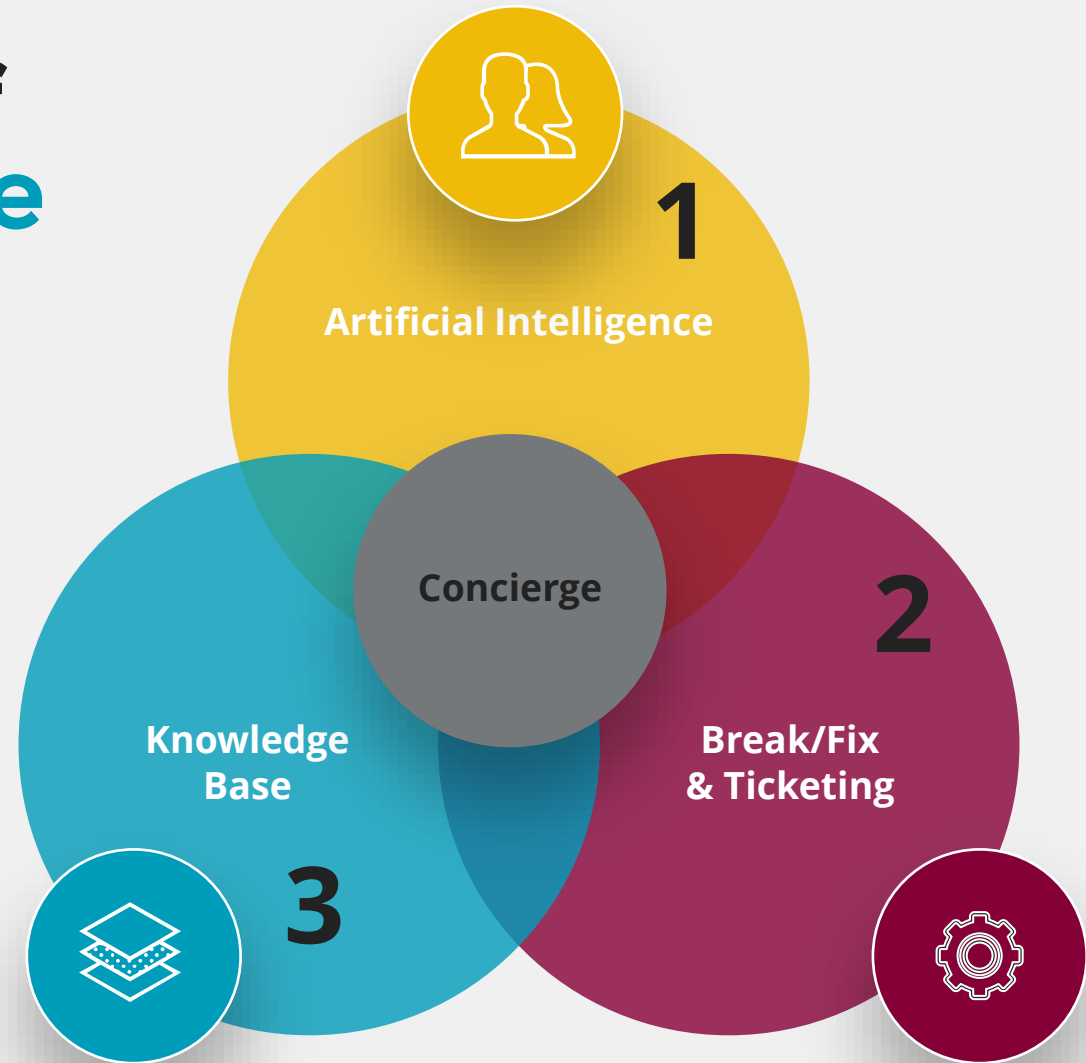
Hello , how are you doing today?



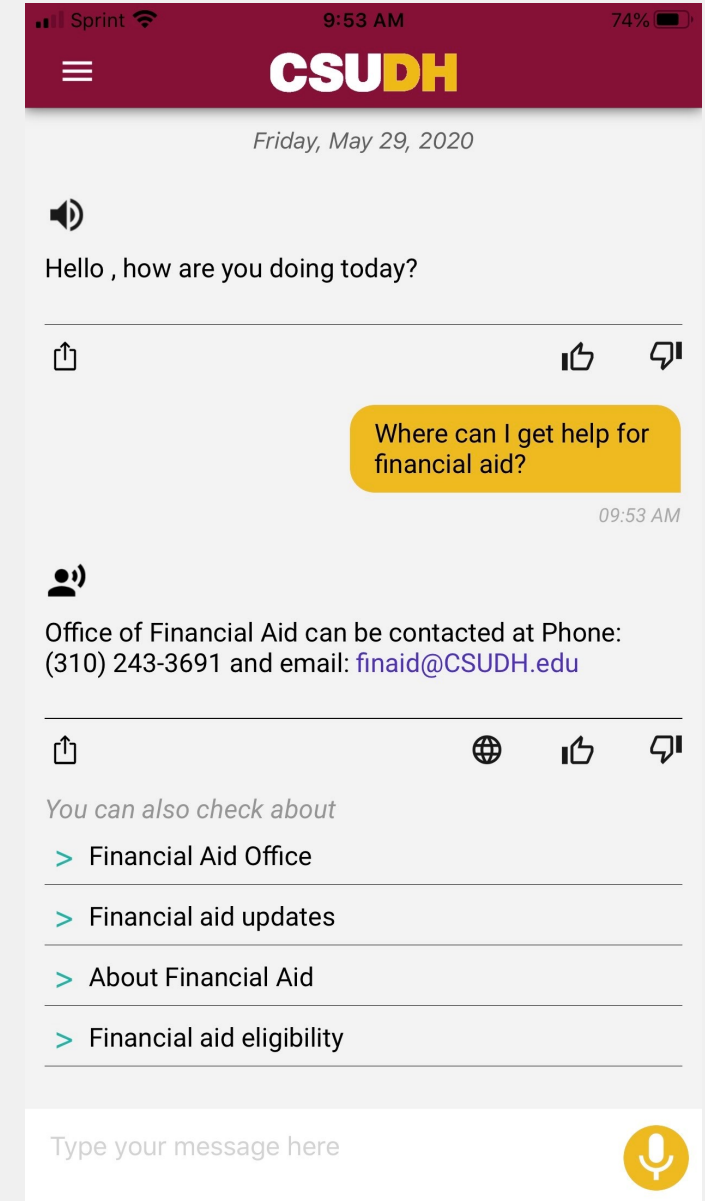
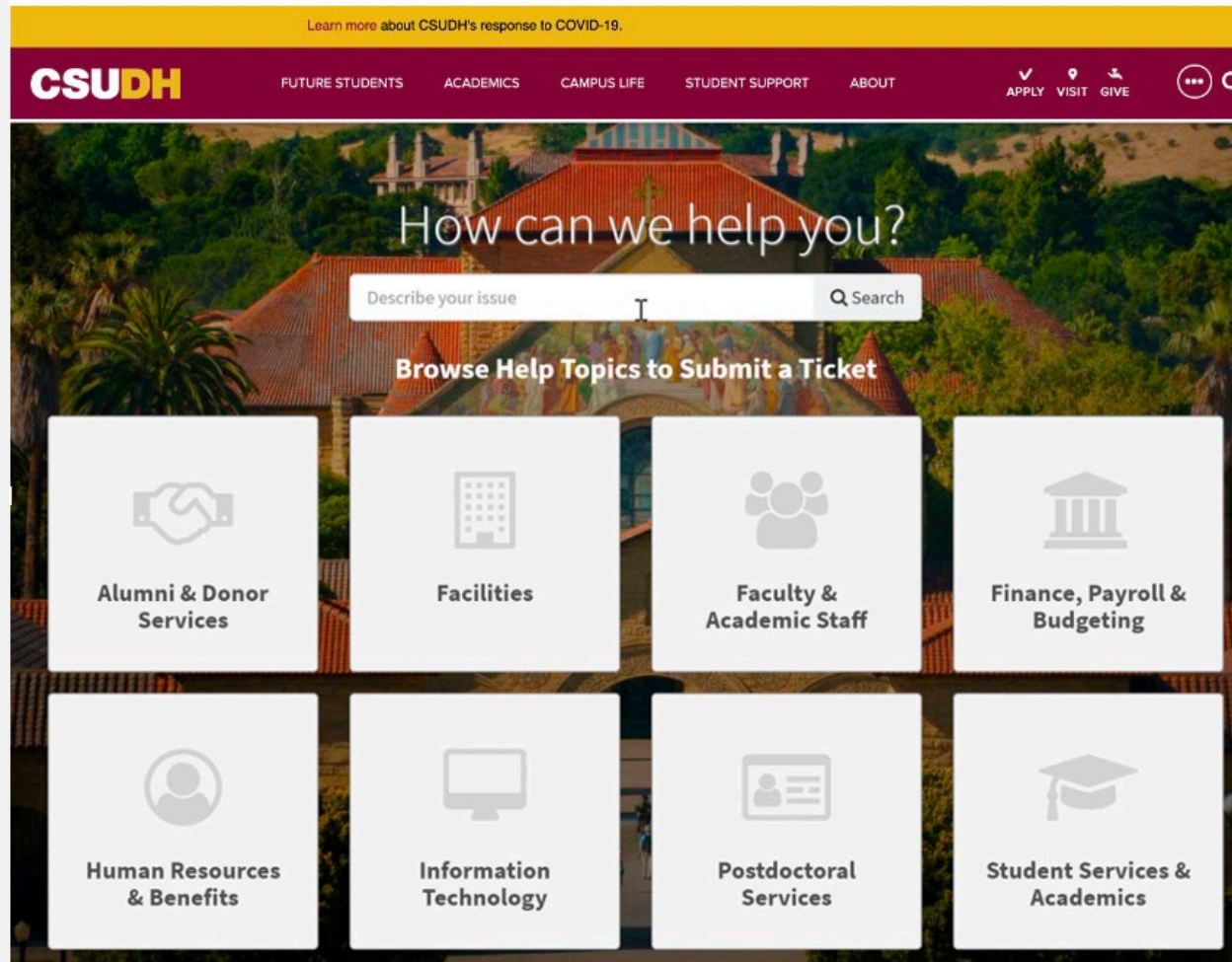
Type your message ...



# Key Elements of Digital Concierge



# Service Portal Uplift



# Ask Teddy Artificial Intelligence

- Offering 24/7 automated responses
- Over 5700+ transactions thus far
- Successful pilot of Chatbot

**CSUDH** 

**GOT A QUESTION?**

**ASK TEDDY!**

Download the App Today and Get Answers!


NOW AVAILABLE!

**Where can I find an on-campus job?**

**What are the add/drop dates for registration?**

**How can I make an appointment with an advisor?**

**AVAILABLE 24/7, 365**  
The more you ask, the smarter it becomes. Powered by A.I.

Give Teddy feedback with  and  responses.

*Scan me*

Search .ll 12:00 PM 99%

**CSUDH**

Wednesday, Oct 23, 2019

Hello , how are you doing today?

When is finals week

12:00 PM

Final Examination- Fall 2019: This happens between December 10th 2019 and December 16th 2019

**Final Examination- Fall 2019** 1 of 3

Start Date  
12-10-2019

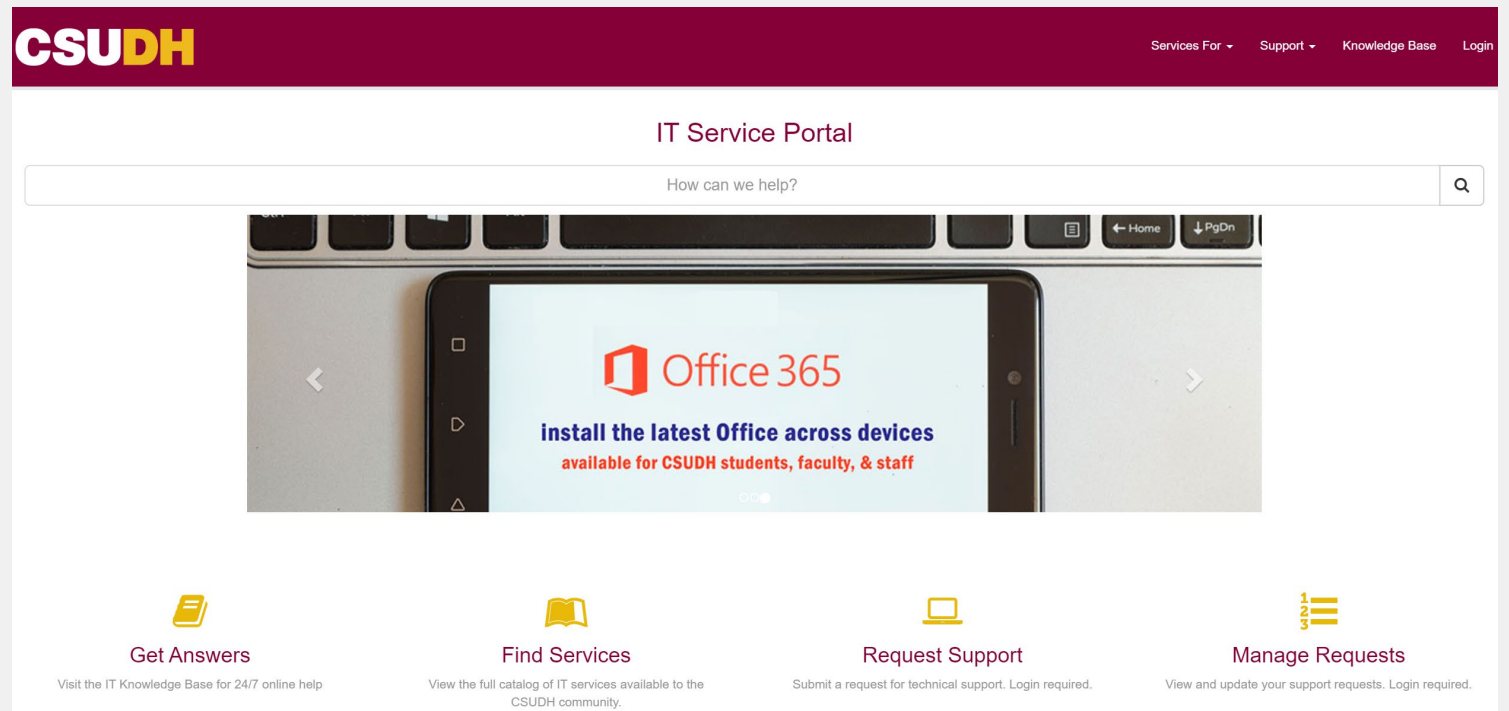
End Date  
12-16-2019

Final Examination

Type your message here

# ServiceNow Ticketing

- Presently the IT Service Portal
- Track and manage issues
- Monitor resource workloads
- Growing into the UNIVERSITY Service Hub





# ServiceNow & Webpages Knowledge Base

- Verbiage on webpages
- Maintain info on webpages
- Create /maintain Knowledge Base
- Moving to greater segregation between PUBLIC facing and UNIVERSITY facing information

The screenshot shows the CSUDH IT Service Portal Knowledge Base page. The header is maroon with the CSUDH logo and navigation links: 'Go To Full Access View', 'Reports', 'Services For', 'Support', and 'Knowledge Base'. The breadcrumb trail is 'Home > Find Services > Business Applications & Reporting'. The main heading is 'IT Service Portal' with a search bar below it containing the text 'How can we help?'. A 'CATEGORIES' sidebar on the left lists various service areas, with 'Business Applications & Reporting' highlighted. The main content area, titled 'Business Applications & Reporting', features six knowledge base articles in a grid:

- Reporting & Analytics**: DH Data Warehouse
- Medical & Health Systems**: Point and Click Solutions
- Document Imaging & Management**: OnBase
- Finance & HR Systems**: Peoplesoft - Common Financial System (CFS), Peoplesoft - Human Resource
- Research Administration Systems**: Cayuse
- Student Information Systems**: AskTeddy, Peoplesoft: Student, StarRez, iToros, Toronav and

# Remote Servicing **Issues**

Delivering services to students and faculty with the pandemic forcing virtual learning, faculty and staff to be remote



User queries go **unanswered**, no means to track queries



Emails from users remain unanswered **because of the volume**



**Silo channels** of communication



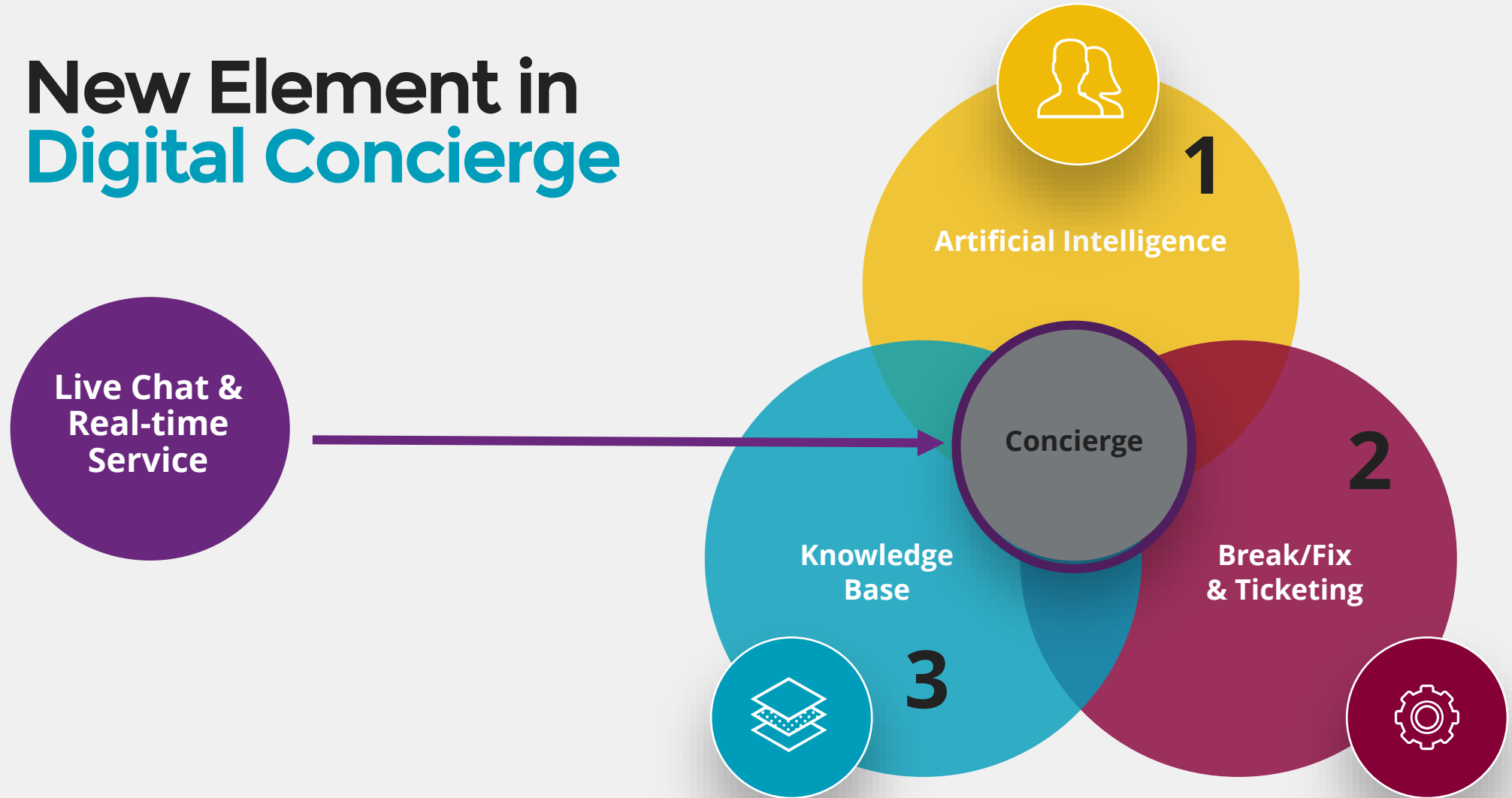
Messages on Facebook **take too long** to get a response



Phone calls to departments may **end up in voice mails**

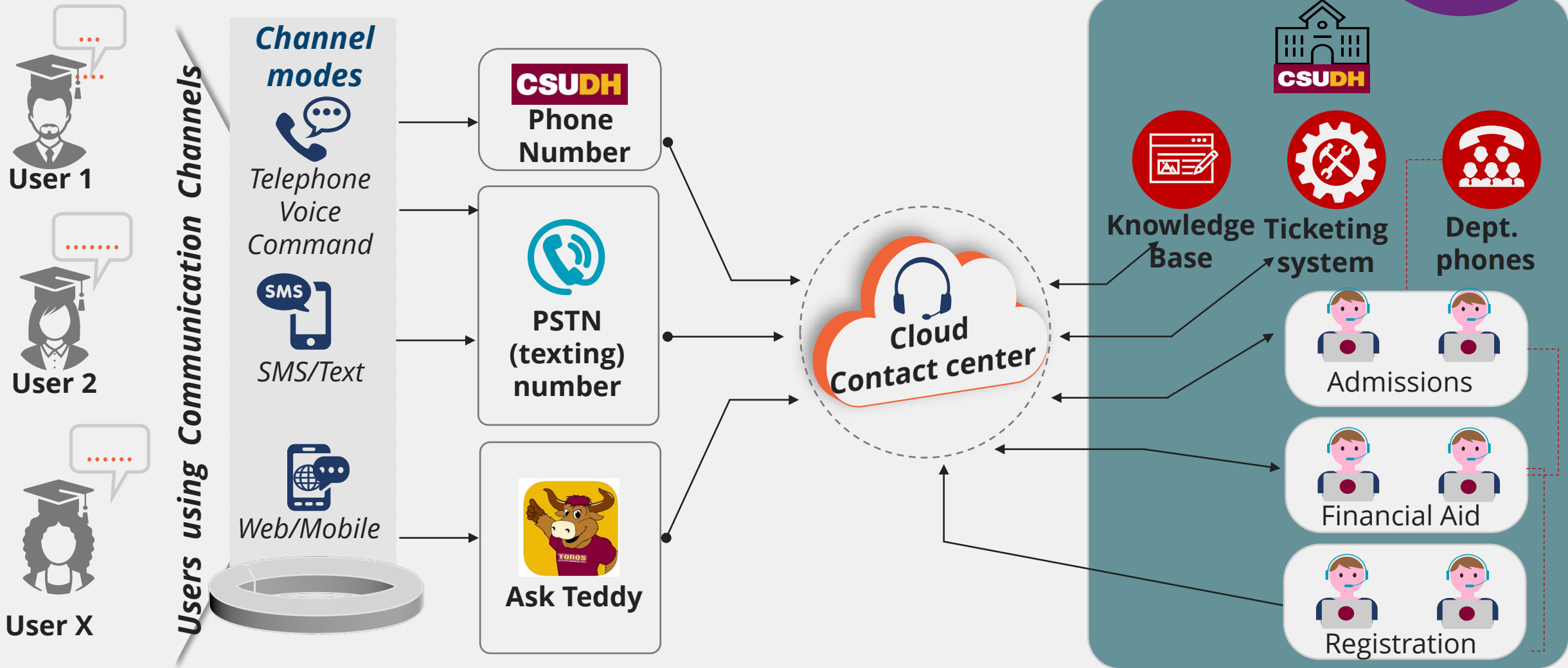


# New Element in Digital Concierge



# CSUDH Digital Concierge

Live Chat & Real-time Service



# Commonly Asked Questions



**Channels**

Web Chat Telephone SMS

No of agents  
**25**

## 1. What happens when user sends an SMS ?

*If agent online:* Agent shall answer the SMS  
*If agent offline:* A automatic message saying “agents are offline” will be sent and the SMS is placed in agent queue, which will be answered by next online agent

## 2. What happens when user chats on web chat?

If Ask Teddy does not know the answer, then  
*If agent online:* prompts to connect to agent  
*If agent offline:* collects information, using which agent task is created in the queue, which will be answered by next online agent

#



## 3. What happens when user connects over phone?

*If agent online:* Lands to agent queue.  
*If agent offline:* Prompts the user to connect with AskTeddy

## 4. Can agent transfer to other agent?

Yes



## 5. Does the contact center have Knowledge Management?

No, but can integrate with incumbent CRM, ticketing system

## 6. Can agent transfer to other dept (outward call)?

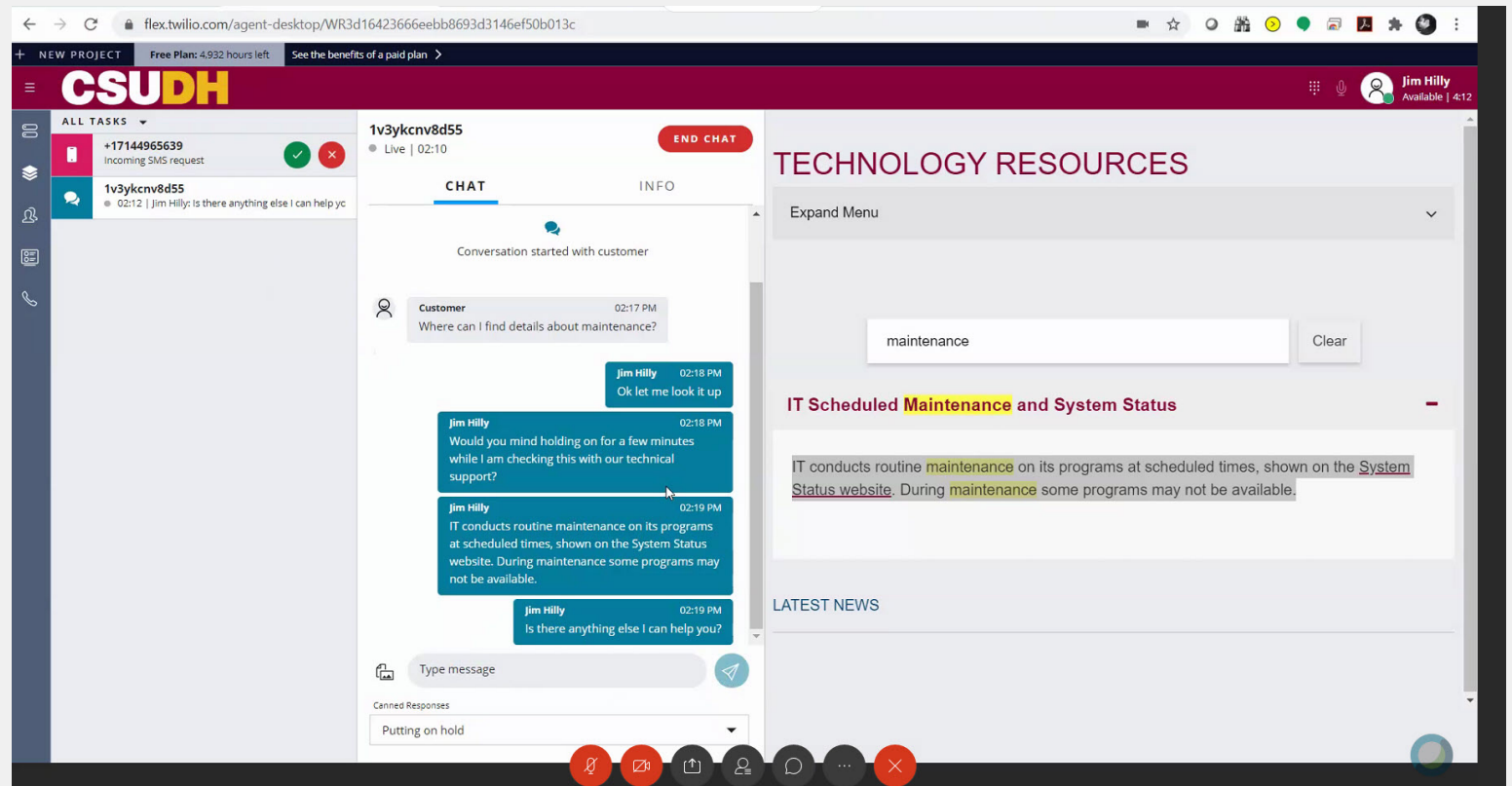
Yes

#



# Live Chat Contact Center

- Live agents to chat or text w/ users
- Route to the right agent
- Customize action if no agents available



Live Chat &  
Real-time  
Service

# Live Chat Contact Center

- Define the channels for Contact Centers to support
- Finalize the ticketing system shared between depts
- Departments the Contact Center will connect



# Enterprise Applications



**Natalie Alarcon**

*Associate Director, Enterprise Applications*

# CS, HR PeopleTools 8.57.11 Upgrade

## Schedule

- User Acceptance Testing **August 27 – September 16, 2020**
  - Look for E-Mail with instructions on testing, issue reporting, and sign off
- Go-Live Weekend **September 25 – 27, 2020**

# CFS MP4+ PeopleTools 8.57.11 Upgrade

## Schedule

- User Acceptance Testing **September 7 – October 28, 2020**
  - Look for E-Mail with instructions on testing, issue reporting, and sign off
- Go-Live Weekend **November 13 – 16, 2020**

# Toro Success Collaborative

## Major Achievements

- **Student Self ServiceNow Available** to all active students
- Self Service **Appointment Scheduling** now available for:
  - *Toro Learning & Testing Center*
  - *Advising Centers - University Advisement Center / EOP / ETE*
  - *Dept of History, College of Health & Human Services*
- **New Features:** New Reports, Virtual Check-In, Virtual Drop-In,

## Ongoing Efforts

- Bring up more Advising Centers, Student Support Service Centers
- Data Extract Process Updates, including security changes – **need testers**



# Digital Forms Initiative

## Phase I

- Address immediate/critical needs

## Phase II

- Develop Initiative Roadmap for campus-wide efforts – Planning / preparing

## Phase III

- Execute and Rollout

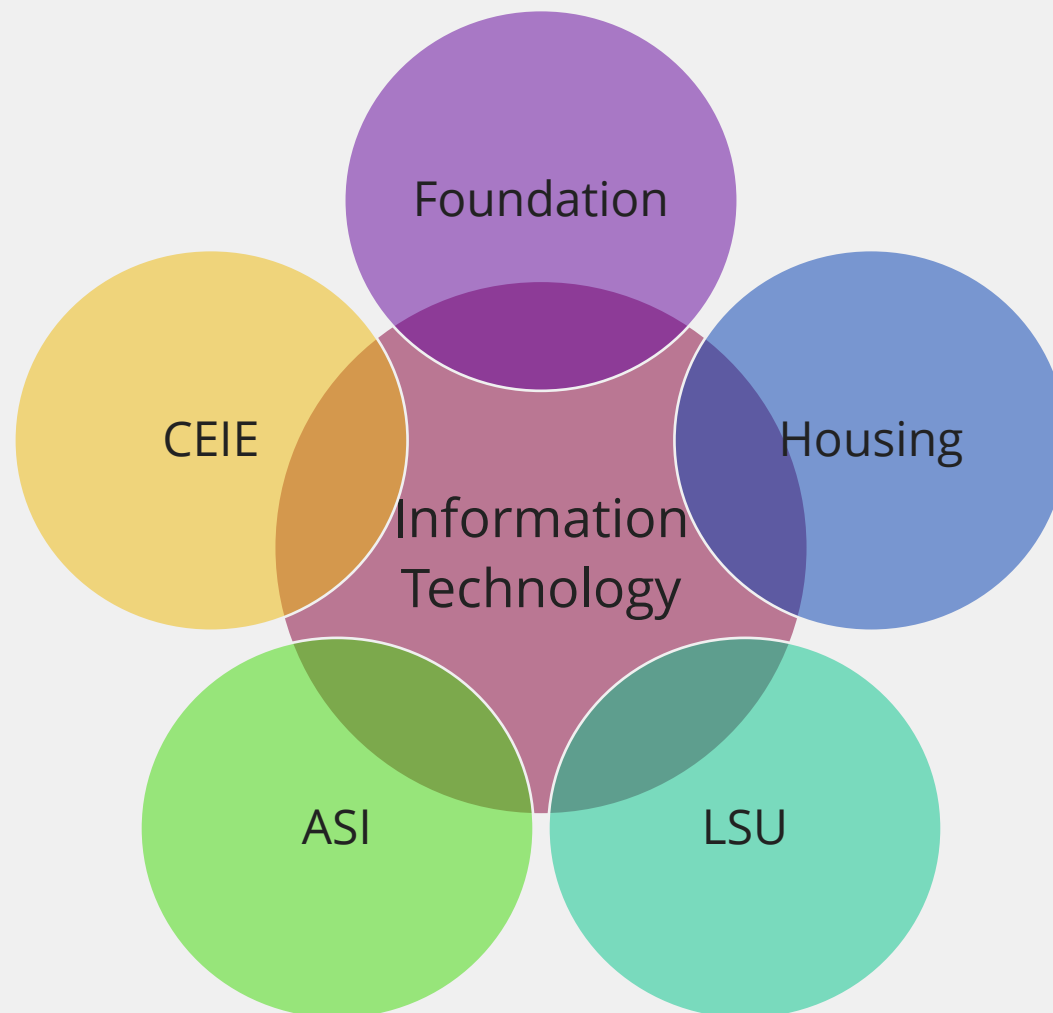
# IT Finance & Auxiliaries



**Marci Payne**

*Associate Vice President*

# What is **Auxiliaries**?



# Project in Motion

## Foundation Projects

- P-Card Program Implementation
- Dining Point of Sales System Upgrade

# Academic Technology



**Reza Boroon**

*Director, Instructional Technology  
& Design Services/ATO*

# LMS/Blackboard Ultra

## Coming Soon August 17, 2020: A New Way to Navigate Blackboard

Blackboard Learn now delivers the information you need, the way you want it. By moving to Ultra Base Navigation, CSUDH is taking the next step in progressing to Blackboard Learn's more modern, intuitive navigation. **This does NOT change how courses look!**

**Ultra Base Navigation** only Changes the portal and provides quick access to the most critical information from across all your courses.

- This new portal navigation has a sleek, modern look and feel and saves you time with simpler workflows and easier access to important information.



**INSTITUTION PAGE:** Find important news as well as helpful information and resources



**PROFILE:** Manage your online persona and modify your notification settings



**ACTIVITY STREAM:** See what's new and coming up for all of your courses and organizations



**COURSES:** Quickly navigate to your courses with the ability to search, filter and favorite them



**ORGANIZATIONS:** Access the organizations that you are a member of or lead



**CALENDAR:** View all course, organization, institution, and personal events



**MESSAGES:** Stay connected by viewing and sending all messages from one place



**GRADES:** See what needs grading across all your courses and start grading with one click





**TOOLS:** Access tools that live outside your courses, like portfolios and the Content Collection



# Blackboard

 Institution Page

 Reza Boroon

 Activity Stream

 Courses

 Organizations

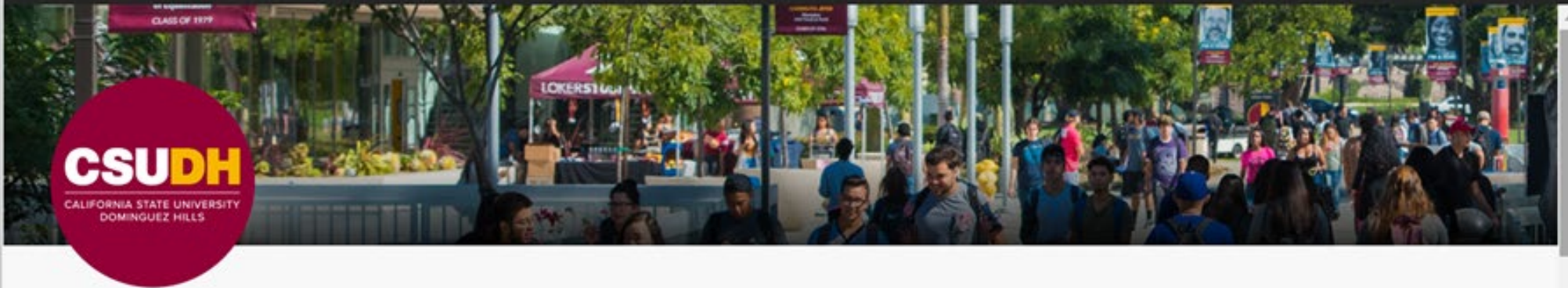
 Calendar

 Messages

 Grades

 Tools

View page as Administrator



## Resources

 Visible to users | Audience: [Everyone](#)



Academic Technology Tutorials for Faculty and Students

Library Online Resources

IT Helpdesk Ticketing System


24/7 Blackboard Support








# Blackboard

 Institution Page

 Reza Boroon

 Activity Stream

 Courses



 Organizations

 Calendar

 Messages

 Grades


 Tools



 


Filter All Courses ▾



25 ▾ items per page

## Assorted Dates




**Art100**  
**ART 100 Fall 2020**  
Reza Boroon  






**Ultra\_Sample**  
**BB Original Course Sample**  
Reza Boroon  





**BUS101**  
**BUS 101 Test Course**  
Reza Boroon  



**Ultra\_Course**  
**Bb Ultra**  
Reza Boroon  



**Nursing**  
**Nursing Sample Course**  
Reza Boroon  



**Workshop\_One**  
**Workshop**  
Reza Boroon   

# Fall Training

**The Office of Academic Technology is offering several workshops for fall 2020.**

For more information about our upcoming workshops, Online Self-Paced Courses, and support resources, please visit our website: <https://at.csudh.edu>

# Course Specific Needs – Wave I

College	Item	Quantity Needed	First Order
CAH	Camera Kit	50	30
CAH	video production editing software	350	350
CAH	Qualitative Software	5	5
CAH	virtual choir software	97 students, faculty	97 students, faculty
CAH	DMA Audio Interface	60	60
CAH	Music Sound booth	6	6
CAH/studio art	iPad/case	175 students, 5 faculty	110 students, 5 faculty
CBAPP	iPad/case	140	80
CBAPP	Qualitative Software	5	5
CBAPP/Finance, Accounting	Statistical Software	10	10
CHHSN	Simulation case studies/OT		
CNBS	iPad/case	125	75
CNBS	BeyondLabz	50	50
CNBS	ChemDraw	10	10
CNBS	Lapel Microphone	4	4
CNBS/Chem	GoPro	1	1
COE	GoReact Intern Software	10	10
COE	Qualitative Software	15	15

# Course Specific Needs

- Where requests were made for items that are already available or can be substituted for another approach, program chairs received a message.
- Instead of issuing printers, adobe forms are digitized.
- If faculty desire to print in larger class size quantities, service is available at University Printing for printing and pickup at campus
- Instead of iPads, the laptops will be 2-1 tablet / laptops. Also the use of whiteboard alternatives is encouraged (and possibly issued tech-pens).
- Webcams will be made available for photos or use in material instruction or phones to take photos

*Important: As a safety measure, and to promote social distancing, four pick up rooms will be designated for pick-up locations.*

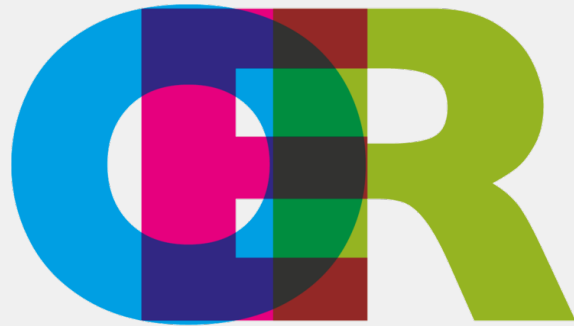
# Course Specific Needs

## Equipment Options

Users teaching or enrolled in Courses that require Adobe, GIS, or other advanced performance software should indicate this with their request.

- Online resources are available to assist in the move to digital pedagogy  
<https://ditchthattextbook.com/online-whiteboard/>

# Open Educational Resources (OERs)



OPEN EDUCATIONAL  
RESOURCES

**CSUDH Library OERs**

<https://libguides.csudh.edu/oer>



## Creating Local Collection of OERs Within Blackboard

- Merlot Open Textbook search
- OpenEd Resources
- VitalSource
- Follett Discover
- Films on Demand
- Open Learning Initiative (OLI)
- LinkedIn Learning
- Open Education by Blackboard
- Digital Textbooks



**Use Follett Discover  
to adopt  
course materials,  
including OERs**

# Service Management



**Farhad Mansouri**

*Director*

# Technology **Loaner Program**

**IT will be refreshing current technology equipment.**

**Inventory limited and distributed on need-based qualification and by notification.**

**Refresh will continue as more funds become available.**



# Technology **Loaner Program**

## Process

We will be following CDC and our campus EHOS guidelines.

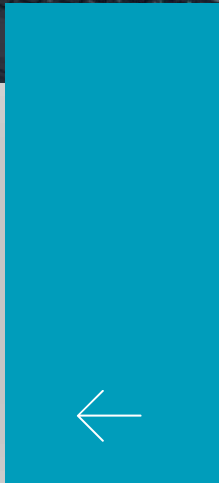
Written procedures will be posted nearby, directing customers to Tech loaner program vs. Pickup.

- To control pedestrian flow and gathering, all pick-ups must be scheduled, and walk-ups will be turned away.

IT/Facilities will be allocating ventilated rooms for distributing equipment, pick-ups, drop-offs and in-person support.

- Tables will be set up within each ventilated room with user and IT personnel on opposite sides.
- Customers will be required to wear masks and remain outside.
- In case of rain or bad weather, customers will be allowed inside, and will be kept 6 feet apart by using desks or tables as separators.

# Work from Anywhere Concept



# Technology Pickup Locations – Web & Map

CSUDH IT  
CSUDH logo ices

Loaner Pickup Location Support

## Welcome to the Technology Loaner Program

Enter your CSUDH username and password  
to get started

User name

Password

VERIFY ELIGIBILITY

# Program Process – General Overview

## Equipment Options

Employees: Dell or Mac laptop , port replicators, monitors, MIFI

Freshmen: Dell Latitude , MIFI

1. Based on credentials, user will be routed to either the rollout option or the Techloaner option when initiating request.
2. User selects equipment type and pick-up date.
  - M-Th for laptops and M-F for phones and accessories
  - Fridays are reserved for priority scheduling & equipment return.
3. Once user submits a request, they will receive confirmation email with ticket number and contract and URL with instructions to sign the loaner contract online.
4. Reminder emails will be sent in 48, and 24-hour increments, with pick-up instructions as well as reminder to sign contract if user has not already done so.
5. On scheduled pick-up day, following CDC guidelines, user will go to pickup location to receive equipment. A Quick Start Guide will be provided to help user set up equipment.

*Important: As a safety measure, and to promote social distancing, four pick up rooms will be designated for pick-up locations.*

## Equipment Options

Users teaching or enrolled in Courses that require Adobe, GIS, or other advanced performance software should indicate this with their request.

# Program Process – Course Specific Needs

Purchases will be made in waves to ensure that students need material and that we don't order more than is needed. All items coded with COVID-19 code for CARES funds.

### **1). The following will be managed by Academic Affairs and/or department ARMS.**

Purchase of non-technical items that will be used and not returned, such as clay.

### **2). The following requests will be forwarded to the EOC for review and discussion for procedures to install, clean, and manage proper use:**

Soundbooth plexiglass stations (Music), and lapel microphones (Chemistry)

### **3). The following will be ordered through DOIT and distributed through the tech distribution program on campus:**

laptops, lighting/tripods (communications and dancing), webcam stands for art students, cameras (journalism), and audio interface (Digital Media Arts). Software licenses.

# Pick Up Flow & Plan

- Cleaning, disinfecting, and distancing protocols. will be practiced
- Written procedures will be posted nearby, directing customers to Techloaner program vs. pickup.
- Customers will remain outside.
- In case of inclement weather we can provide cover, while keeping distance by putting a desk or a table in between while wearing masks.
- All pick ups must be scheduled and walk-ups will be turned away in order to maintain flow and safety protocols.



# FAQ

## **What about requesting items not on the web site?**

We are working currently on a request and review hardware/software site

## **What happens if I lose something?**

Device replacement costs are detailed in the contract/loan agreements.

## **Where do I checkout and return the devices at the end of the term?**

Devices will be checked back into the same location they were checked out from.

## **What if I cannot pick up devices from the campus ?**

If this is the case, please note it in the request. We have been able to make exceptions to allow for another person to pick up devices for you.

# University Effectiveness, Planning, & Analytics

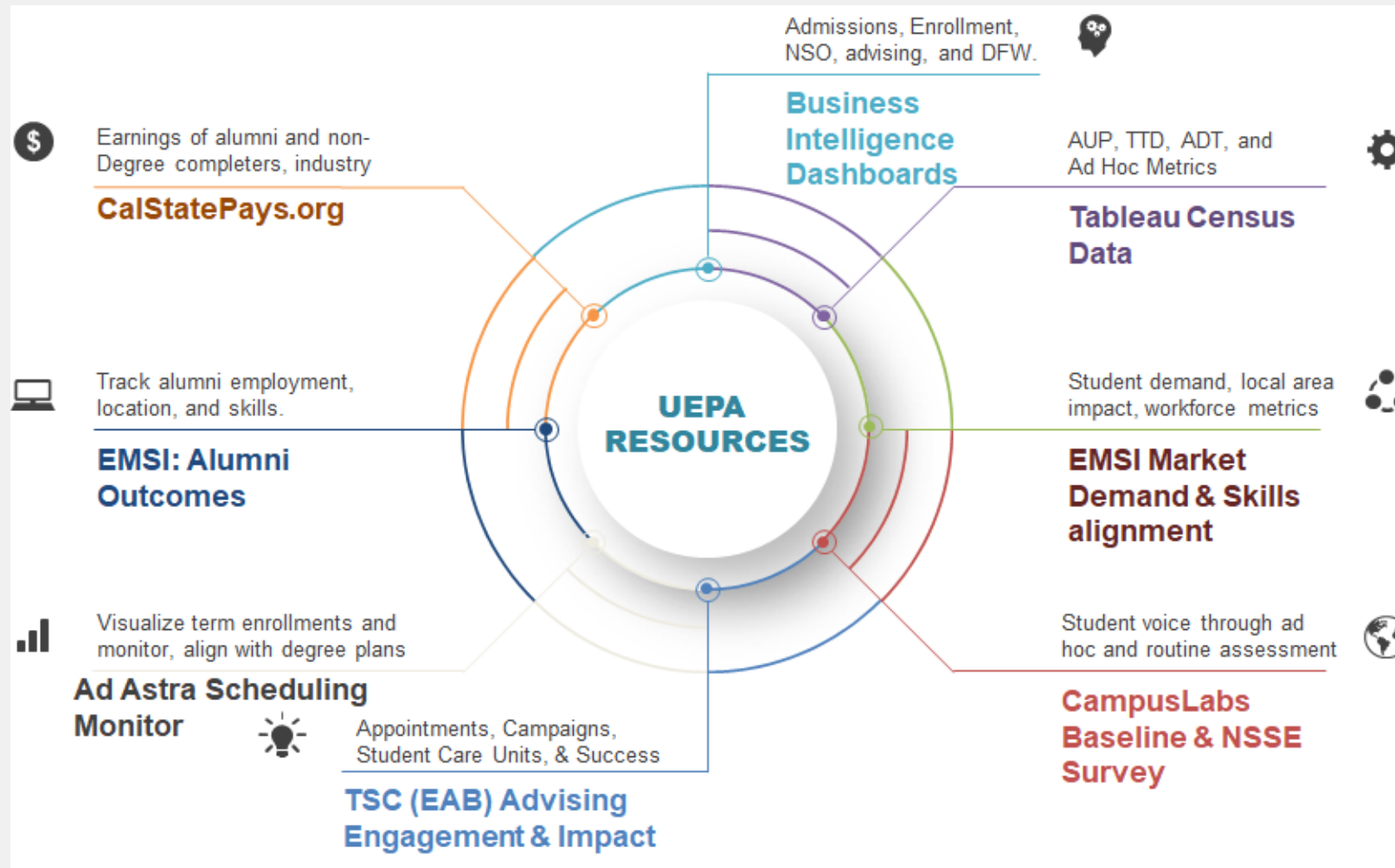


**Alana Olschwang**

*Associate Vice President*



# UEPA Data Support



# UEPA Data & Integrated Assessment

## LOGIC MODEL: How the program is intended to work

Inputs →	Outputs →	Outcomes - Impact →
<p>What we invest including money, equipment, research, technology, partners, including details of what was delivered and provided to groups and individuals.</p>	<p><b>Activities   Participation</b></p> <p>Results of what we are doing (expressed as count of workshops, services, resources, counselling, meetings, training, reflecting) And Who we reach (expressed as participants, families, agencies, decision makers)</p>	<p><b>Short   Medium   Long Term</b></p> <p>Who or what will change because of the program?</p> <p>What we want students to learn (short: KSA, motivation, opinions), do (medium: practice, decision-making), and the impact this will have on the group of students and stakeholders (long: social, economic, civic, environmental condition).</p>
<p><b>Assumptions</b></p>		<p><b>External Factors</b></p>
<p>What we know</p>		<p>What we cannot control</p>

# UEPA Skills & Workforce Alignment



**POPULAR MAJORS AT CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS**  
 Business Administration — Marketing — Psychology — Health Professions — Communications — Homeland Security  
 Law Enforcement — Firefighting — Childhood Development — Computer Science

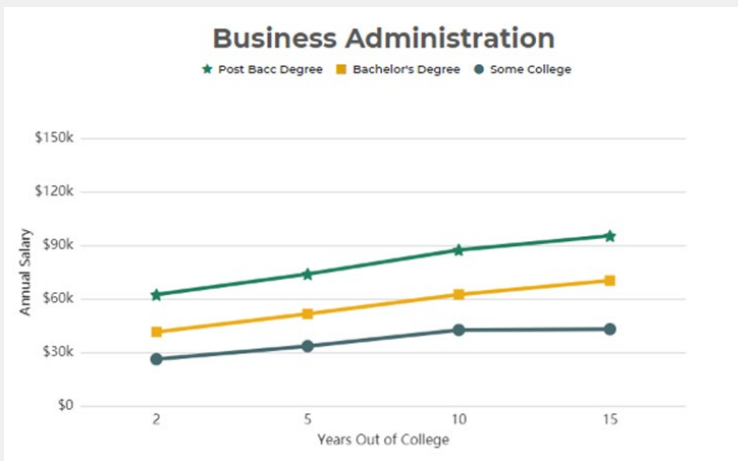
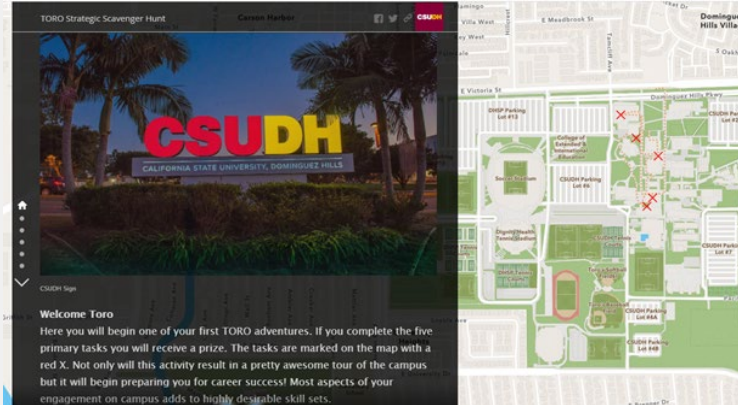
Cal State Pays features information on employment outcomes for alumni from all CSUs in Los Angeles. You can view which industries are most popular for prior students from CSUDH, what jobs they are working in, and how much they've earned. Reviewing your potential earnings will provide you professional pathways while at DII and help you set realistic salary expectations after graduation. Use this worksheet to explore and compare majors.

**Investigate your potential**

1. Visit [calstatepays.org](https://calstatepays.org)
2. Select VERIFY MAJORS
3. Select CSUDH (you can explore other campuses or all campuses, combined)
4. Choose and compare majors.

Using your top 2 major selections fill in the table:

MAJOR	DEGREE			NO DEGREE		
	2 YEARS	5 YEARS	10 YEARS	2 YEARS	5 YEARS	10 YEARS
Human Resources	\$80,275	\$103,645	\$107,025	\$60,365	\$84,614	\$102,054



**General Info**

Project Management

OMG 550 Credits (e.g. 4) URL (e.g. https://institution.edu/COMI)

**Summary**

In high technology firms, projects are a way of life. The introduction of a new product or service, the redesign of an information system, the opening of a new warehouse are all examples of projects that the technology-driven manager may encounter. This course demonstrates how complexity can be managed in a manner that increases the probability of project success. In particular, students of this course will gain a working knowledge of the nine major areas of the Project Management Body of Knowledge (PMBOK) as defined by the Project Management Institute (PMI).

**Curricular Content / Descriptive Text**

Course Sequencing and Relationship to Mission:  
 OMG 550 is an elective upper division course for the Information Technology concentration of MBA program. The course should be taken after completing OMG 502. This course emphasizes on Project management context, Project management processes, Project integration management, Project scope management, the Project cost management, Project quality management, Human resources management, Project communication management, Project

**Skills From Text**

Sort by: Confidence Level

- Tag Skills Show Context
- Project Management
- Project Management Body Of Knowledge (PMBOK) Methodology
- Project Management Institute (PMI) Methodology
- Human Resource Management
- Communications Management
- Scope Management
- Quality Management
- Scheduling
- Time Management
- Resource Management
- Risk Management
- Procurement Management
- Project Integration
- Project Cost Management
- Project Communications

[www.CalStatePays.org](https://www.CalStatePays.org) // <https://arcg.is/09umSi> // <https://skills.emsidata.com/>

# Information Security & Compliance



**Sara Hariri**

*Information Security Officer*

# Information & Communication Technology Procurement Process

Includes all ICT Procurements regardless of cost or funding source (e.g. State, Foundation, Athletic Corporation, Federal and State grant funds, and free/trialware)

- Process ensures compliance with §508 and ICSUAM 8000.

## Process Steps

1. Requesters submit (1) pre-purchase information (business needs and impact), and (2) accessibility conformance documentation and HECVAT/SOC2 from the Vender.
2. Compliance office conducts review (including a check to see if §508 exception applies) based on pre-purchase information and assists requester either with alternate access planning or obtaining an exemption.
3. Security and Privacy provisions will be added to the contract.
4. **Info Sec and Compliance Office approves or denies** the request.

[Visit Security and Compliance Purchase Website](#)

# IT Access Request Forms Digitized Process

- Quick: Forms are circulated online to collect all required information and e-signatures and can be e-signed with a click of a button.
- Efficient: Easy to track and file completed forms for auditing purposes.
- Secure: Once e-signatures are acquired, forms cannot be changed.

- **This Process is for requesting Security Access to:**

- PeopleSoft Systems:
- OnBase
  - Student Administration
  - EAB
  - Human Resources
  - BI Dashboards
  - CFS Financials

[Visit Security and Compliance Access Request Website](#)

# Dropbox Secured folder & Secured Transfer

## Secure Data Transfer

To share files with sensitive data, it is important that the files are transferred securely and in compliance with CSU Information Security Policies.

### **The following methods are recommended for securely transferring data:**

- Dropbox, the preferred method of transferring data within CSUDH
- MOVEit for sharing sensitive data within CSU

[Visit Security and Compliance Access Request Website](#)

# Adobe Sign License Requests

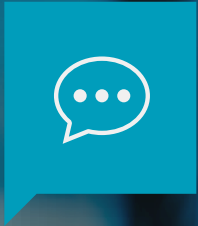
## Adobe Sign Licenses for Employees Request

Adobe Sign is a self-service tool that allows designated members of the campus to create and route electronic documents for signature [CAMPUS E-SIGNATURE GUIDELINES](#).

Managers may request licenses for their staff and faculty with Business justification who need to START a signature routing process, if there is a need for them to kick off a form to others for signatures, then NO REQUESTS are needed. This signature is replacing the wet signature requirements on legally binding agreements and contracts.

[Visit Security and Compliance Access Request Website](#)





# Questions?