

Division of Information Technology and Institutional Planning

End of Year Report

2022-23



CalPoly
Pomona



A Message from

John McGuthry

Vice President & Chief Information Officer



The 2022-23 academic year witnessed Cal Poly Pomona (CPP) emerging from a global pandemic that popularized technologies for asynchronous learning. The Division of Information Technology and Institutional Planning (IT&IP) is committed to providing access to these and other emerging resources in support of CPP's mission, vision, and values.

Collaborating with the College of Engineering, we migrated their servers to IT-managed environments. We worked with the University Library to lend over a thousand devices to CPP students. We also scaled up resources, bolstering our [MyCPP portal](#), which experienced one million log-ins during its most active month. We deployed our first online commencement ticketing program and streamed those ceremonies to over 47 countries. MediaVision, working with Strategic Communications, earned a Telly Award for the ["I am First"](#) video supporting first-generation student access toward a bachelor's degree.

IT&IP continues to develop processes supporting outreach, retention, and equity, improving student outcomes. We're customizing new tools for customer relationship management (CRM) in support of prospective student enrollment and launched a name pronunciation service that integrates with our learning management system (LMS) as we build towards creating more inclusive learning environments.

Advances in technology provide opportunities for us to improve service delivery, academic and campus life interactions, and access to higher education. This year-end report summarizes our efforts, goals, and initiatives undertaken during the academic year.

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Fast Facts



IT&IP's 2022-23 Divisional Goals

Goal 1: Advance a Culture of Professional Excellence

The Division of Information Technology and Institutional Planning promotes excellence by supporting our expert staff and student employees.

IT&IP staff are valued in their respective fields, at the beginning of each academic year we gather for a fall kick-off conference where incoming staff and recent accomplishments are highlighted. We believe recognition promotes a professional and inclusive environment.

When new employees join the division we provide an introduction email announcing their arrival, title and any casual interests.

This year we formalized our telecommuting agreements. Currently 71% of our staff can benefit from the flexibility of performing some work off campus and those who primarily work remote can take advantage of desk hoteling by reserving a space when they're on campus.

CPP students, experts in their own fields of study, also work within our division and add their technical and creative services. IT&IP recognizes their contributions and accomplishments annually at our Student Graduation Celebration during the spring semester.



We've welcomed and announced many new staff this year and appreciate them for choosing Cal Poly Pomona.



Goal 2: Ensure the Division Prioritizes Solutions to Support the University Community

This academic year we relaunched our technology governance program to identify and align division priorities within the university. This year also saw us publish our [division newsletter](#) sharing projects and accomplishments with the wider campus community.

Our internal IT products continue to support data protection and privacy requirements including the European Union's General Data Protection Regulation (GDPR) and California's California Consumer Privacy Act (CCPA).





Goal 3: Enhance Solutions Supporting Student Success and Recruitment

IT&IP have partnered with Admissions, Student Affairs, and Student Success to enhance communications through a customer relationship management (CRM) solution. Slate helps us define and communicate with audiences, reducing the number of emails received by the wider campus community.

Institutional Planning's [Dashboard Navigation Guide](#) provides secured access to recently enhanced and updated information about our university.

[MyCPP](#), the university's portal for accessing services, migrated to Amazon Web Services (AWS) allowing the ability to scale up resources during increased user activity.

This year, we supported 1,000 devices available to students through the University Library [Technology Lending Program](#), providing equitable access to technology.



Goal 4: Enhance Solutions to Support Academic Affairs

In collaboration with the College of Engineering we completed their data center transition to IT managed servers reducing costs for Academic Affairs.



This summer Student Success Fees provided resources for upgrading 25 classrooms and nine meeting spaces. We also replaced 475 lab computers used by CPP students and an additional 100 classrooms were remediated to address technical issues.

[MediaVision](#) hosted an open house this spring re-introducing the Creation Studio and their audio and visual resources available to faculty, staff and students.

The [Faculty Laptop program](#) provided 200 new devices during the academic year improving instruction flexibility.





Goal 5: Continue to Enhance Core Technologies

IT&IP implemented additional measures to protect our servers, networks and computers from security risks. We also replaced 225 staff laptops and 150 laptops were provided to incoming staff. The [Staff Laptop Program](#) supports flexible work environments for state employees.

Duplication of similar resources were addressed by moving the campus from Formstack and DocuSign in favor of products already used at the university. IT networks consolidated 600 security cameras into a unified system, improving usability for University Police Department operations and managed migration to the new campus ID card platform, offering increased flexibility for card creation and transaction capabilities.





Fast Facts

The Division of Information Technology and Institutional Planning Managed Approximately:

- **9,000** computers
- **3,300** network switches & wi-fi points
- **5,000** phones
- Over **500** servers
- **1,200** door access points
- **15,000** password changes
- **500** software applications supported
- **110** classrooms upgraded
- **1,000** devices supplied by the Student Technology Lending Program
- **200** faculty laptops deployed
- **225** staff laptops deployed
- **814** ATI/IT reviews
- **229** accessibility tests
- **368** change control requests
- **10,426** security event offenses
- **1,558** suspicious emails reported
- **24** compromised accounts recovered
- **234** MediaVision requests
 - Including **66** video production requests
 - **12** Commencement ceremonies with **108k** views reaching over **47** countries

MyCPP Portal

In an average month **431,000** students log-in. **One million** logged-in during our busiest month.

Microsoft 365

100,000 accounts and Outlook inboxes.

Virtual Software Lab

CPP students logged **50,000** hours.

IT Service Desk

Answered a combination of **12,000** support tickets, chats, and phone calls.



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