



# 2022/2023 Annual Report

Information Technology Services

# Welcome to Information Technology Services

Every part of California State University Los Angeles is committed to supporting student success, including the work and dedication of Information Technology Services (ITS). In this annual report, we present a comprehensive summary of the initiatives undertaken by ITS in the preceding academic year. These initiatives aimed to foster innovation, promote collaboration, and deliver effective solutions to benefit California State University Los Angeles students, faculty, and staff. The annual report also encompasses details about the current investments of ITS in campus success and offers insights into the future trajectory of California State University Los Angeles.



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## Message from the CIO



A Message from Leader of Information Technology Services,  
Associate Vice President, Chief Information Officer,  
**Chioma Ndubuisi**

“

Hello,

My name is Chioma Ndubuisi, and I am so thrilled to be the Chief Information Officer of Information Technology Services at Cal State LA. As a proud alumnus of Cal State LA, I am excited for the opportunity to return home to serve my Golden Eagle community.

Since joining the university in September of 2022, ITS has begun reimagining how technology supports the university. Over the past months, we embarked on an organizational assessment to reexamine our operating model. I have conducted staff surveys, engaged in many conversations with our stakeholders, met with each member of our ITS staff, and made important strides in understanding a vision for our future. As a result, we have identified a path forward.

Every part of ITS will be dedicated to student success and contributing to a high-value experience to support students, staff, faculty, and our university community. In addition, this shift affords us opportunities to be innovative with the solutions we provide. As a result, we will optimize and enhance the delivery of IT services across campus, leverage the newest technology to meet strategic priorities, and improve the teaching and learning experience for Cal State LA.

We launched a human-centered organization transformation initiative, “Our Journey to DoIT.” As a result, ITS will adopt a new name, the Division of Information Technology (DoIT), and we will launch a new mission and vision for ITS. Our Journey to DoIT is focused on three key areas:

- 1. Prioritize and Invest in our Extraordinary Team**
- 2. Innovate with Purpose:** Shifting to becoming solution providers not just technology but solution driven to meet the needs of our customers.
- 3. Operate with Excellence:** We will look at our practices and process and ensure they are consistent with our organization in support of improved organizational alignment.

We have a great team of people that passionately care

about Cal State LA and we are looking forward to building a diverse and globally renowned informational technology organization that fosters an inclusive culture of exemplary customer experience, collaboration, and delivering innovative technology.

Our team has begun laying the groundwork to enable our goals by improving the ways we work and enhancing our technology delivery with a focus on customer experience and bolstering the university IT experience. As a significant part of our new way forward, we will implement solutions to improve campus digital access, collaboration, and innovation.

These are exciting times for IT in Higher Education, and I am grateful to be here at this point in our history to lead our technology department. However, we have much work ahead of us, which will include continuing to have conversations and engagement with our stakeholders.

ITS is committed to providing students, faculty, and staff with the appropriate technological tools and resources to succeed every step of the way. I am proud of where ITS has been, where we are, and where we are going, and I am thrilled to be on this journey with you.

Sincerely,  
**Chioma Ndubuisi**

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# A New Way Forward with DoIT

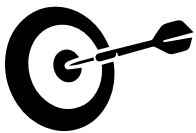
## A New Way Forward for ITS

As we continuously strive for innovation and prioritize student support and success, our organization initiated a strategic endeavor to reimagine Information Technology Services (ITS). We are striving to improve, align, and maximize our IT capabilities in order to meet our strategic needs of Cal State LA's students, faculty, and staff. Through this transformative initiative, we will reshape ITS into the Division of Information and Technology (DoIT), embracing a new brand identity, vision, and mission that align with the evolving objectives of our organization.



### New Vision Statement:

DoIT is a diverse and collaborative information technology organization that fosters an inclusive culture of excellence, exemplary customer experience, and promotes student success by advancing innovative technology.



### New Mission Statement:

DoIT partners and collaborates with the university community to achieve student success through the use of innovative and transformative technologies.



Throughout this journey, we pledge to embark on transformative initiatives that will allow us to reimagine and explore the most innovative approaches to support our students, staff, and faculty. The ITS team has identified the following goals as our top priorities:

- Take a lead role in student success
- Continue to support diversity, equity, inclusion, and belonging and provide opportunities for all students to access the technology they need to reach their full potential and enhance their career growth
- Be a leader in equity, digital access, and enablement of emerging technology
- Provide training to our staff and faculty on critical software platforms, to prepare them to address technological disruptions in the classroom and take advantage of the tools and resources available to them
- Provide learning and development opportunities for staff
- The ITS team consists of exceptionally talented staff technologists, and our aim is to empower and enable them to transition into solution providers. We are fully committed to supporting their development, providing necessary resources, and creating opportunities for them to excel in this capacity
- Align resources to campus needs
- Dismantle silos and increase collaboration across workstreams and campus
- Provide staff with a university wide ITS identity that shapes behaviors, facilitates collective commitment, improves trust with non-central IT departments, and engages with the campus community
- Engage new opportunities for ITS to work on projects that bridge the digital divide and create access for the local community



ITS is committed to building an extraordinary team. Through this organizational transformation, we intend to enhance the employee experience, establish a streamlined organizational structure, and elevate the level of the customer service experience. We will continue to prioritize the following goals with DoIT:

- Develop extraordinary people
- Leverage our cultural strengths and intellectual ambition to foster an environment that attracts and retains world-class staff
- Enable our team to do their best work and thrive
- Innovate with purpose
- Create a culture of innovation and collaboration
- Operate with excellence by looking at our practices and processes to ensure they are consistent with other organizations
- Allow current IT talent to grow professionally, stay up-to-date with innovative industry practices, and move into the necessary roles to support the future vision of the organization
- Improve timely acquisition of competitive and top-tier IT talent

We are excited about our future together! Every part of ITS will be dedicated to contributing to a high-value experience for our university community and supporting student success.



### Working at ITS:

**Reflections on DoIT from an ITS employee:** "I am so grateful for the support I received during my time at ITS. I appreciate the invaluable leadership and guidance I learned from, especially with the journey to DoIT. This is an exciting time to bring change. I have developed a deeper sense of purpose at ITS and continue to look forward to working with everyone in bringing a positive impact in our department, communities, and beyond." - Lan Luong, Open Access Lab Supervisor

## Activating Our Future

### Leading in Student Success

ITS takes the lead in developing and improving a variety of software and platforms in collaboration with campus partners. These initiatives intend to streamline student services, ultimately furthering student success to unprecedented levels. We are a solution-driven culture in adopting the latest technologies and applications to support student success and accessibility on campus. To support students, faculty, and staff, we have launched the following software updates to streamline student services:



#### GET Mobile:

A one-stop-shop for students to make appointments, complete several self-service functions, and manage their student life at Cal State LA.



#### GETanswers:

A new powerful tool which provides students and families access to an online library of short (60-90 seconds each) video clips and offers general guidance on financial aid and financial literacy topics. GETanswers is available 24/7!



#### Chatbot:

In partnership with the Office of Academic Affairs, Colleges, Enrollment Services, and Center for Effective Teaching and Learning (CETL), ITS launched a new Chatbot tool to streamline student requests for support on campus. The ITS team uses data from our Chatbot tool to assist students in accessing relevant information to solve questions and connects them to them to the right resources and offices on campus.



#### EagleQ:

Our Virtual Line Management software helps eliminate physical lines on campus by offering virtual line management for key components of the student experience including financial aid, enrollment, admissions and more! Student engagement data shows that EagleQ has served 15,614 students in the 2022-2023.

With the aid of our new system, students can save valuable time that would otherwise be spent on queues, leading to an enhanced learning experience that maximizes efficiencies and cultivates outstanding student success. In addition to the remarkable accomplishments EagleQ has already brought to our campus and students, several student service departments are preparing to join the EagleQ system in the upcoming months. Stay tuned!



#### NavigateLA:

NavigateLA is our primary student success system for advisors and support services. This application allows students to book advising appointments and access student services. Student engagement data shows that NavigateLA has served 97,396 students in 2022-23.



## Enabling Staff and Faculty Success

ITS is dedicated to supporting staff and faculty use information technology to enhance teaching, learning, and research. ITS is invested in a variety of strategic initiatives on campus to enable success:



### Enhancing Classrooms:

ITS sought to improve preventative maintenance this year to ensure that classrooms are operational at the start of every semester, minimizing potential technological challenges and failures. ITS designed new QR codes and classroom guides to instruct faculty and staff on how to solve common technology issues. Additionally, ITS developed new lines of communication for individuals to leverage Information Technology Consultants (ITCs) for support.



### New ITS Ticketing System:

ITS serves as a primary point of contact for campus stakeholders by directing requests from students, faculty, and staff to partners on campus. Recently, ITS implemented a new ticketing system to better track and monitor requests, increasing the closure rate and speed of tickets in the system. This new workflow is better able to meet the high demand needs of the campus and is also designed to provide optimal student support.



### New High Compute Research Cluster:

ITS partnered with the College of Engineering, Computer Science & Technology (ECT) and College of Natural and Social Sciences (NSS) to design, install, and procure a high compute cluster for research. This new system allows for data synthesis with expedited timing, facilitating the growth of academic research on campus.





### Celebrating Our Graduates:

During Spring 2023, ITS supported a host of commencement activities for the Cal State LA 2023 Commencement. The weeklong event included a multitude of virtual and multimedia events for students, their families, faculty, and the greater Cal State LA Community. With the support of ITS, 40,000 attendees were able to celebrate our Cal State LA graduates with success!



### Multimedia Activities:

ITS Multimedia services helps to carry out the goals of faculty and staff to attain teaching and learning objectives. Our Multimedia team actively partners with Cal State LA faculty and staff to support a variety of services including:

- Recording of live events, live streams, hybrid events and webinar support production of instructional, training, and promotional media for digital and web distribution
- Motion graphics design and animation
- Post-production services, including audio and video editing, video format conversions, and media preparation for web distribution
- Pre-production, production, and post-production consultation
- Instructional video technology consultation
- Closed captioning



### Check it out:

In November 2022, The ITS Multimedia staff provided technical assistance with live streaming, overflow room video feed, and live captions for the [Maya Codex of Mexico Symposium](#) at Cal State LA, an event organized by the Art History Society of California State University Los Angeles and the Getty Research Institute. The symposium hosted the researchers involved in authenticating the Maya Codex of Mexico, the most recently found and the oldest of the four surviving pre-Hispanic Maya books. The panelists explored the document's mysterious origins as well as its pigmentation, material composition, artistic iconography, astronomical uses, and socio-political meanings.



## Prioritizing Diversity, Equity, Inclusion, & Belonging at ITS:

As a core component of the learning experience at Cal State LA, Information Technology Services (ITS) has a strong commitment to providing students, faculty, and staff with the appropriate technological tools and resources they need to thrive on campus. ITS is committed to making the university a more welcoming and inclusive campus where students can reach their full potential by facilitating a connection with the right tools and technology to make the campus more equitable for students and faculty. In addition to campus impact, ITS is also focused on improving ITS organizational culture to ensure our DEI values are lived out internally. Check out how we are supporting DEI&B below:

### DEI&B at ITS:



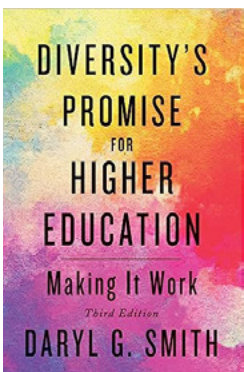
### Women & Allies in IT Event:

In April 2023, ITS hosted an event to recognize and honor the contributions of women in IT and allies across the campus. ITS was joined by Charron Andrus, Associate Chief Information Security Officer from the University of California, Berkeley to reflect on the challenges and opportunities for women of color in the field of information technology. This educational event focused on how individuals can build diverse and inclusive cultures to support the career progression of women in IT and beyond.

### DEI&B at ITS:

### ITS DEI Book Club:

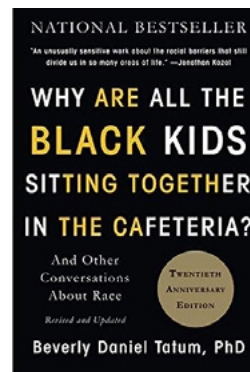
In partnership with the Climate Campus Committee, our ITS team helps to facilitate conversations on diversity, equity, inclusion, and belonging through a DEI Book Club. The DEI Book Club supports faculty and staff on campus by gathering a committed group of leaders on campus to discuss strategies on how to be more mindful of bias in everyday interactions. Faculty and staff discuss DEI in-depth to enhance the ways individuals show up and lead on-campus and support students. As a community, the DEI Book Club discussed the following list of books:



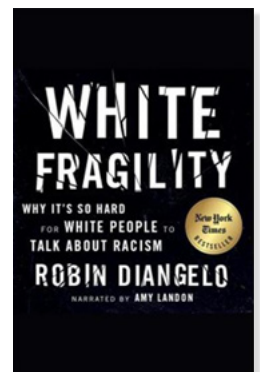
Diversity's Promise for Higher Education: Making It Work



So You Want To Talk About Race



Why Are All of the Black Kid's Sitting Together in the Cafeteria



White Fragility

**DEI&B at Cal State LA:**

**Food Pantry:**

ITS is a proud supporter of the Cal State LA Food Pantry, a free weekly service that supplies fresh produce, perishable, and nonperishable foods to Cal State LA students. By leveraging our NavigateLA resource, now students can book appointments online with the Food Pantry to reserve a time for a food pick-up convenient for their schedule. The use of this technology enhances the accessibility of the Food Pantry, making it easier than ever to engage with this service on campus. NavigateLA has paved the way as a technological resource to make our campus more equitable, meeting the diverse needs of our students.



**Supporting Accessibility of the Cal State LA Website Interface:**

Our ITS team is dedicated to ensuring the ways in which users' interface with the Cal State LA website, technology, and tools are accessible for all students, faculty, and staff. This year, ITS conducted a series of student focus groups to identify techniques to enhance the user-friendliness of ITS mobile applications for individuals from diverse backgrounds and abilities. Now, tools like GETMobile are inclusive for more users, helping to increase the use of critical tools for our Cal State LA Community!



**DEI&B in the Community:**

**Partnership with Telecom:**

Cal State LA's partnership with Telecom Services allowed ITS to offer free telecommunication services, not only to students, but also its members of the local community and neighborhood this year, extending its impact beyond the university's boundaries and fostering stronger connections within the surrounding community.



**Did you know that Cal State LA is 1 out of 2 colleges in the nation with a College of Ethnic Studies?**

We are excited to be a university that supports students in growing their understanding of the world with an appreciation of diversity, histories, cultures, experiences, and struggles of diasporic communities of color.



Cal State LA currently resides on the land of the Tongva people, who were caretakers of the Tongva world. As a way to preserve and honor the Tongva ancestors, elders, and our relatives/relations, we acknowledge and recognize their contributions to the community.





## Investing in an Extraordinary Team

ITS is committed to improving organizational culture for employees by creating an energetic, vibrant work environment where employees experience professional career growth and are rewarded by the work they do. ITS continues to improve the way we work in order to create a more equitable, diverse, and inclusive workplace where all individuals feel a sense of belonging and value. This year, ITS launched a series of initiatives to create an extraordinary team:

### Enhancing Well-being with Calm:

ITS is prioritizing our employee's well-being by offering the Calm Premium App to team members and their family. Calm's diverse content library offers resources to explore guided meditations and specialized music playlists, mindful movement video and audio, wisdom-filled masterclasses led by experts, and much more to help with stress and focus.



### Fullerton Tour:

ITS partnered with California State University Fullerton's (CSUF) IT Department to offer a tour of the university's IT department to ITS leadership. The tour provided the opportunity for ITS leadership to learn about the processes and procedures of another California State University and extract from best practices around innovation and leadership. During the tour, ITS met with CSUF leadership to assess what innovative technologies are being implemented on different campuses to improve the experience for students, faculty, and staff at Cal State LA.

### Project Management Trainings:

ITS employees are working to upskill project management capabilities through a course of trainings offered as part of the new key ways of working at ITS. ITS employees are eligible to enroll in these professional development opportunities for valuable instruction and expertise from project management experts, enhancing the way ITS collaborates together as a team. ITS is also offering an opportunity for ITS members to earn a Six Sigma Green Belt Certificate and master project management and problem-solving skills!

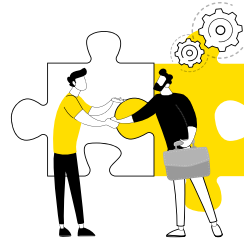


### The Student Experience at ITS:

This Spring, our CIO surveyed student workers at ITS to learn about the successes and opportunities for improvement related to the student working experience. After gathering responses from students, data revealed the following insights:



**69%** of ITS student workers say they receive excellent training and support



**83%** of ITS student workers would recommend working as a student worker in ITS



We are proud to have student workers employed within ITS and congratulate our industrious seniors who graduated Cal State LA this May. We are grateful for their support of ITS during their time at Cal State LA and wish them well in their future endeavors!

### Coffee with Chioma:

Following the distribution of our student survey, our Chief Information Officer, Chioma Ndubuisi, hosted “Coffee with Chioma” and met with students to better understand their experiences at ITS, collaborated on the vision of ITS, and built awareness of different career pathways for students to engage with at ITS and beyond.

### Fun Committee - Walkathon:

ITS assembled 30+ employees to participate in a walkathon from March 17<sup>th</sup> through May 9<sup>th</sup> where individuals tracked their steps, submitted photos of outdoor scenery, and awarded prizes to the individuals with the greatest number of steps and best photos.

### Student Employees participate in FOWI at ITS:

This June, ITS partnered with Deloitte’s The Future of Work Institute™ to support student employees at ITS. The Institute is an innovative skills-focused bootcamp designed to empower students to explore and build skills that amplify their resiliency and adaptability as they face constant change in the way they work. The program focuses on three key learning outcomes that serve as the foundation to accelerate participants’ career readiness and resiliency including the future of work, the workforce, and workplace. With this training, ITS student employees are better equipped to face the challenges and opportunities that are ahead in our evolving world.



## Protecting Our Campus

ITS launched the Cybersecurity Awareness Month in October to help individuals in our Cal State LA community to protect themselves from online technological threats and breaches of confidential data. In partnership with other CSU campuses, ITS developed a series of activities to host the Cybersecurity Month Awareness Program including the promotion of cybersecurity awareness videos, exhibition booths, cybersecurity online quizzes, and a cybersecurity poster contest. These efforts helped educate the Cal State LA Community on the importance of phishing attempts and other key elements of Cybersecurity.



**300+** visitors stopped by Cybersecurity booths

**90%** of visitors took the online cybersecurity test to receive a passing grade on cybersecurity basics

### Vulnerable Server Remediation:



Vulnerable infrastructure and compromised user credentials are the top two reasons for cyber-attacks. The top 40 most vulnerable servers at Cal State LA were identified, prioritized, and scheduled to be remediated so that the risks of cyberattacks would be reduced. The IT Security and Compliance team assembled a three-tier vulnerability server remediation plan to strategize how to best reduce cyber-attacks on campus.



IT Security and Compliance leveraged the Spirion tool to identify the top 5 users who have the most unprotected sensitive data each month. Cal State LA is a leader among CSU campuses in leveraging Spirion tool to reduce unprotected sensitive data and presented this program in CSU Technical Conference.

### New Updated Password Policy:

Prior to the 2022-2023 Academic Year, ITS modified our password policy to reflect the latest CSU requirements and standards by extending the password expiration from 180 to 365 days. The updated password policy has drastically reduced the demand for ITS help desk support, and the ITS team shared this improvement effort with other leaders in CSU during the CSU Technical Conference.

**IT Security team detected and responded to 3,045 phishing emails since the summer of 2022.**

### New Website Interface:

ITS Security revamped the ITS Security and Compliance team website to advance users' understanding of Cal State LA security and compliance programs, services, and contact information.

## Where We've Been

### Supporting Cal State LA in a Virtual World

During the course of the pandemic and over the past two years, the ITS team rapidly transitioned the university online by providing a whole new host of online resources for students, faculty, and staff, without any increased staffing. ITS worked diligently to improve and upgrade technology and became one of the top CSUs to leverage funding from the Higher Education Emergency Relief Fund to supporting student achievement technology spending. According to the [Chronicle of Higher Education](#), California State University, Los Angeles was the second institution that spent the most money on covering the cost of providing additional technological to hardware, such as laptops, tablets, or the added costs of technology fees.

ITS is showing up as a leader on-campus with a strong voice of support for students and faculty who needed to find new ways to continue their teaching and learning. As students continue to return to campus, we continue to expand new ways of working and learning, with the continuation of many online resources, supported with new hybrid approaches to the classroom and campus. Additionally, we are continuing to expand our training for faculty as they adapt to new classroom technology.

### ITS Accomplishments

The list below is a summary of our top accomplishments in response to the pandemic to equip our students, faculty, and staff with the tools necessary to continue their academic journey:

#### Classroom Technology Upgrades:

During the Fall of 2022, ITS completed the largest classroom technological upgrade in ITS history. A total of 220 classrooms were upgraded with new projectors, document scanners, and updated equipment. These improvements allowed tech-enhanced classrooms to enable concurrent in-person and virtual instruction. ITS is proud to support the campus with the learning solutions required to create hybrid learning environments allowing our students and faculty to excel in an evolving, virtual world.



#### Laptop and iPad Faculty Distribution Program:

ITS invested in providing faculty and staff with the latest and greatest technology through the distribution of laptops and iPads across campus. This academic year, ITS worked hard to distribute **1000+** devices.



## Student Device Loaner Program

The device loaner program is one out of many initiatives designed to strengthen student achievement and create more equitable opportunities to bridge the digital divide by lending laptops, hotspots, and iPads out to students.

### Laptop Loaner Program:

Cal State LA Students can borrow laptops to complete class work and enhance their learning experience. ITS partners with the Dean of Students to prepare students to effectively use these devices by offering laptop trainings every enrollment session.

Total laptops checked out for  
Fall 2022 & Spring 2023:

**1,289**



### Hotspot Loaner Program:

Students can borrow a hotspot from ITS to use at home during the semester, helping them to succeed in their coursework and learning experiences while off campus.

Total hotspots checked out  
for Fall 2022 & Spring 2023:

**1,095**

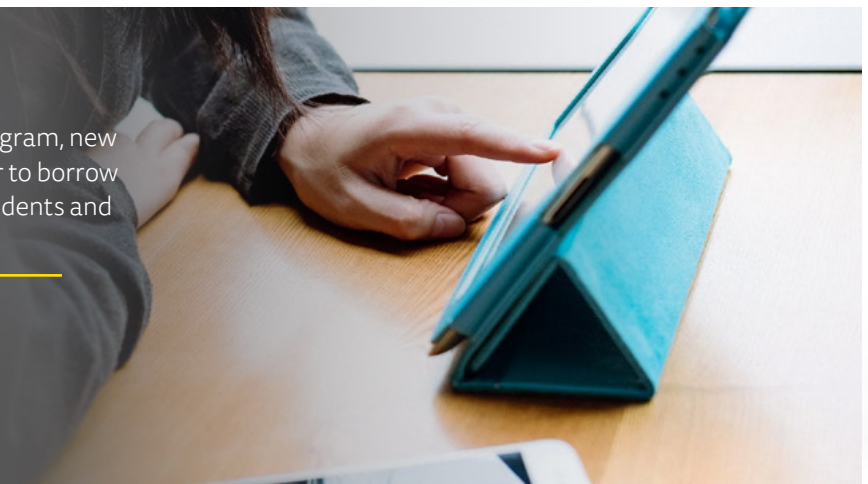


### iPad Loaner Program:

As a core component of the technology program, new first year and transfer students can register to borrow an iPad. ITS is proud to offer trainings to students and enhance their skills to utilize iPad features.

Total iPads checked out for  
Fall 2022 & Spring 2023:

**1,226**



Between Fall 2022 & Spring 2023, ITS hosted **33** sessions for students to build their awareness and familiarity of iPad features.





## Faculty Trainings:

ITS educates faculty and staff about key technological tools to support learning outcomes at Cal State LA, including trainings on tech enhanced classrooms and VoIP:



- Tech-Enhanced Classroom: ITS improved faculty understanding and comfortability using technological equipment in classrooms by hosting **15** workshops, educating more than **145** participants



- VoIP Training: ITS increased the understanding of basic functionality of equipment and features on VoIP handsets by hosting **49** sessions, training **345** participants

## Upgraded Wi-Fi & Antennas Systems:

To ensure we are continuously meeting the needs of the Cal State LA community, ITS upgraded our campus Wi-Fi. By conducting a series of interviews and surveys, ITS assessed what areas on campus needed additional Wi-Fi access points to improve connectivity. The installation of new wireless access points will ensure disruption in learning and instruction is minimized to best serve our students, faculty, and staff. Additionally, ITS distributed new updated antennas to improve cell phone coverage in Salazar Hall, Simpson Tower, and JFK



# Appendix

## Numbers at a Glance:

Take a look at the impact of ITS on Campus!

### ITS Help Desk

- # of Tickets: **13,682**
- # of Calls: **33,809**
- # of Emails: **5,696**
- # of Walk-ins: **80-100 per week**

### Open Access Labs (OALs)

- In-person lab usage:
  - # of In-person visitors: **108,205**
  - # of Unique users: **3,766**
  - # of Hours of logins: **74,427**
- Remote access:
  - # of Users for remote access: **15,867**
  - # of Unique users for remote access: **6,399**
  - # of Hours of logins for remote access: **24,524**
- Group Study and Smart Room usage:
  - # of Smart room reservations: **1,298**
  - # of Study room reservations: **1,021**
  - # of Students using the smart rooms: **277**
  - # of Students using the study rooms: **285**
- Printing Support:
  - Dot-matrix printers (free printing): **6,760 pages**
  - Mobile printing: **261 pages**

### LinkedIn Learning Training:

- **5,412** unique user logins
- **49,902** total users
- **14,904** active users
- **4,530** total videos viewed
- **16,345** total training hours

### Social Media and Campus Outreach

- Total Posts - **697 posts**
  - Instagram – **215 posts**
  - Twitter – **250 posts**
  - Facebook – **215 posts**
  - TikTok – **17 posts**
- Total YouTube videos viewed – **1,293**
- Live Outreach events (student orientations, event tabling, classroom visits, etc.)
  - Golden Eagle Orientation presentations – **48**
  - Golden Eagle Orientation resource fair – **46**
  - EOP presentations - **2**
  - Welcome Week tabling – **8**
  - Grad Fair - **1**
  - Preview Day - **1**
  - Eagle Fest - **1**
  - Cyber Security tabling – **4**
  - Excess Telecom (free internet service) tabling – **4**

\*\*Statistics reflect ITS support from August 22, 2022, to May 20, 2023.

### ITS Software Support

- ITS is proud to support students, faculty, and staff in accessing software for personal devices by offering support with the following list of Home Use Licensing software:
  - Accessibility Software
  - Adobe Creative
  - Autodesk
  - ChemDraw Prime
  - Grammarly
  - IBM SPSS Amos
  - IBM SPSS Statistics
  - MATLAB
  - Microsoft Office 365 Pro Plus
  - Microsoft Excel
  - Microsoft Windows 10
  - SAS
  - TechSmith Camtasia and Snagit
  - Wolfram Mathematica 12

ITS also provides software programs that are installed into the on-campus technology equipment for staff and faculty usage. University devices located in open access labs, electronic classrooms, technology enhanced classrooms, and standardized workstations include a default software library. For more information about software included on these devices, please visit: <https://www.calstatela.edu/its/software/dss>.

ITS strives to provide support and resources for student success. There are five open access labs on campus for academic use. For more information on the location and hours of operation, please visit: <https://www.calstatela.edu/its/oal>.

**\*Note:**

The hours for the Annex Link Lab have been changed. The current hours of operation are:

**Monday to Thursday** (7 a.m. to 11 p.m.)

**Friday** (7 a.m. to 6 p.m.)

**Saturday to Sunday** (9 a.m. to 6 p.m.)



### ITS Accessibility Services

- ITS Accessibility Services provides supports faculty and staff to improve the accessibility of their websites, documents, videos, and IT acquisitions. During the 2022 – 2023 academic year, ITS Accessibility Services led several initiatives to advance digital accessibility, including the following list of key accomplishments:
  - Enhanced the overall accessibility of the Drupal web template with a greater focus on indication and navigation elements
  - Created a braille tactile map for low and no-vision campus orientation and mobility
  - Remediated over 184 documents
  - Processed 1,115 ICT accessibility reviews through our ServiceNow workflow
  - Provided captioning for videos and transcripts for audio
  - Facilitated faculty and staff WebAIM document accessibility training

At ITS, we are proactive about digital accessibility, and we continually work with our campus partners, the Office for Students with Disabilities, and the Center for Effective Teaching and Learning to make our campus environment better for everyone. For more information on the accessibility-related services ITS offers, please visit our [website](#).



