

INFORMATION TECHNOLOGY SERVICES **FACULTY & STAFF** RESOURCE GUIDE

2023-2024



Find out how to keep
you and your devices
connected!

Get around-the-clock
technology support!



For a digital copy of the resource guide, visit csusb.edu/its/resource-guides



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SERVICES

ACADEMIC TECHNOLOGIES & INNOVATION | ATI

ATI fosters innovation in teaching and learning with technology to support faculty teaching needs in a variety of instructional modalities. Our highly qualified and experienced specialists design inclusive, pedagogically sound, and technology-enhanced environments that effectively promote learning and empower faculty and students to achieve their academic goals. Our services include instructional design (including for online and hybrid courses), multimedia production, solutions for instructional technology integration, accessibility support, and Canvas administration.

For more information about ATI and our services, visit ati.csusb.edu.



THE EXTENDED REALITY FOR LEARNING (XREAL) LAB

PL 003 (Library basement)

Monday through Friday, 8:00 am - 5:00 pm

Faculty contact: Dr. Mihaela Popescu, Faculty Director for the xREAL Lab,
popescum@csusb.edu

Staff contact: James Trotter, Assistant Director for ATI, jamest@csusb.edu

Website: <https://www.csusb.edu/academic-technologies-innovation/extended-reality-learning-xreal-lab>

Hosted by Academic Technologies & Innovation (ATI), the Extended Reality for Learning (xREAL) Lab supports campus projects involving immersive media and artificial intelligence (AI). The Lab offers three types of support: (1) teaching assistance; (2) custom assistance for research projects and grant applications; (3) professional development assistance for faculty interested in using immersive media and AI.

1. ASSISTANCE WITH TEACHING PROJECTS

The xREAL Lab can assist with the design of teaching applications using leading-edge technologies. The Lab has capabilities for 3D design and modeling; 3D scanning; 360-degree video; virtual reality (VR); augmented reality (AR); motion capture technologies (MoCap); machine learning applications and AI. The Lab will provide flexible assistance to faculty depending on the complexity of the service requested.

Additionally, the Lab can lend faculty up to 25 Meta Quest 2 headsets for use in the classroom and up to 5 Ricoh Theta cameras.





A sample of projects that campus members completed in collaboration with the xREAL Lab include:

- Immersive journalism reporting about the aftermath of the 2023 earthquake in Turkey and Syria using 360-degree video;
- 3D-modelling of crystalline structures for an introductory Geology class;
- A virtual tour of the anthropological exhibition In|Dignity using H5P;
- Virtual CSUSB environments for various campus events.

Please visit <https://www.csusb.edu/academic-technologies-innovation/xreal-lab/projects> for more faculty-led projects.



2. ASSISTANCE WITH RESEARCH PROJECTS

The xREAL Lab can assist with the design of teaching applications using leading-edge technologies. The Lab has capabilities for 3D design and modeling; 3D scanning; 360-degree video; virtual reality (VR); augmented reality (AR); motion capture technologies (MoCap); machine learning applications and AI. The Lab will provide flexible assistance to faculty depending on the complexity of the service requested.

Additionally, the Lab can lend faculty up to 25 Meta Quest 2 headsets for use in the classroom and up to 5 Ricoh Theta cameras.

3. ASSISTANCE WITH PROFESSIONAL DEVELOPMENT

Every year, the xREAL Lab sponsors a small number of faculty interested in completing a year-long project with immersive media or AI with a fellowship. The xREAL Faculty Fellowship comes with a course reassignment and require weekly participation in a faculty-led learning community. Additionally, upon request, the xREAL Lab can organize class workshops or workshops for campus members introducing the Lab technologies. Please contact Dr. Mihaela Popescu (popescum@csusb.edu) for more information.

THE MOCAP STUDIO

PL 056 (Library basement)

Monday through Friday, 8:00 am - 5:00 pm

Contact: James Trotter, jamest@csusb.edu

The MoCap Studio provides image-based and body-based motion capture systems that enable motion tracking and analysis for physical performance, character animation, or design of virtual agents. Interested faculty will work with programmers and student assistants from the xREAL Lab to design and implement MoCap-based projects.





ACCESSIBLE TECHNOLOGY SERVICES

Accessible Technology Services (ATS) ensures CSUSB fulfills its commitment to providing equal access to information communication technology for individuals with disabilities and oversees implementation of the CSU-wide Accessible Technology Initiative. ATS provides a variety of accessibility-related services for faculty and staff. Visit csusb.edu/ats for more information on our services, including:

- Accessibility tools and training
- Video captioning and audio transcription
- Document remediation
- Web accessibility reporting and support
- Procurement of accessible ICT support
- Canvas Ally training and support

TO OPEN A SUPPORT TICKET EMAIL:
accessibility@csusb.edu

ADOBE SIGN

Adobe Sign is a cloud-based electronic signature platform that lets you send, sign, track, and manage documents for signature using a browser or mobile device. Any document can be quickly sent for signature through Adobe Sign to help you gather all the signatures required swiftly.

Some common uses for Adobe Sign on our campus include Human Resources forms, timesheets, authorizations forms.

Learn more about Adobe Sign by attending a training session. You'll learn how to send a document for signature, track your documents, add form fields to documents, create a document template, and much more. Contact ITS Training Services its Trainingservices@csusb.edu for more information on training dates.



Adobe Sign



ASSISTIVE TECHNOLOGY CENTER

The Assistive Technology Center (ATC) is a specialized computer lab that provides and supports a variety of assistive technologies (AT) for students, faculty, and staff. Assistive technologies are traditionally used by individuals with disabilities to facilitate alternative means of access to information. Many AT programs are so effective that they are in mainstream use. Thus, the ATC lab located in PL-1109D is open to everyone.

ATC has additional adaptive workstations throughout campus:

SAN BERNARDINO CAMPUS

- Jack Brown Hall (2 workstations): JB-123
- University Hall (2 workstations): UH-385 (SAIL Harbor), UH-007 (Multimedia Language Center)
- College of Education (2 workstations): CE-205, CE-311
- Pfau Library Wedge (15 Stations): PL-1109
- Pfau Library (6 workstations): 1st floor by reference computers, 1st-floor room PL-111, 2nd-floor room 2005, 3rd floor, 4th floor, 5th floor by new elevators

PALM DESERT CAMPUS

- PDC Rogers Gateway (3 workstations): RG-209 (2 workstations), RG-215
- Indian Wells Building (1 workstation): Student Success Studio, IW-203

For more information about ATC services, email accessibility@csusb.edu or visit csusb.edu/ats.

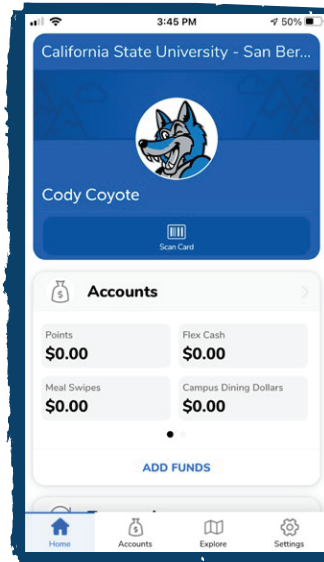
PHONE: 909-537-5079

COYOTE ONECARD

Your Coyote OneCard is also available digitally! The Coyote OneCard is your identification card throughout campus. You can download the mobile OneCard by clicking on the "Digital Coyote OneCard" tile in the myCoyote portal. The digital OneCard can be used to: make payments at dining, bookstore and printing locations; view your photo; view balances; and add additional funds to Coyote Cash. To learn more about the Coyote OneCard please visit the Coyote OneCard website, <https://www.csusb.edu/its/support/coyote-onecard>

Your physical OneCard is not just an ID, it also functions as a:

- Meal Card – For students who are on a meal plan
- Library Card – Library barcode located on front of card
- Fitness Card – For access to the Rec Sports Center
- Medical Card – For access to Student Health Center services
- Debit/Print Card – Add money using Coyote Cash and your OneCard becomes a purchasing/printing card
- Bus Pass - Ride the public transportation buses in San Bernardino (OMNI), Coachella Valley (SunLine) and the high desert (Victor Valley Transit) for free
- Door access to the Cave (24/7 study area) after hours and other specific buildings on campus.



CSUSB HIGH PERFORMANCE COMPUTING PROGRAM

The campus has partnered with the National Research Platform (NRP), a science-driven high-capacity data-centric “freeway system” on a large national scale. Through this partnership and infrastructure on Campus, CSUSB is able to accommodate high performance and high throughput computing from several grant funded programs in Physics, Chemistry and Biochemistry, Geological Sciences, Cybersecurity and the Water Resources Institute . Through the CSUSB High Performance Computing Program (HPCP), our faculty, students and staff can use high-performance computing resources. All faculty and student projects that can use these resources are welcome and can begin immediately.

Visit the High Performance Computing Program webpage <https://www.csusb.edu/academic-technologies-innovation/xreal-lab-and-high-performance-computing/high-performance-computing> or contact the high performance faculty fellow Dr. Youngsu Kim (youngsu.kim@csusb.edu) for more information.



ITS PROJECT SERVICES

The ITS Office of Strategic Technology Initiatives is here to help your projects succeed. Whether you are looking for a new software solution, or need ITS assistance implementing or integrating a system, we have the knowledge and skills to assist. We also offer a comprehensive Project Management Toolkit for you to use to manage your own projects. Submit a request for our assistance, or find out more about the services we offer, on the [ITS Office of Strategic Technology Initiatives website](https://www.csusb.edu/its/departments/strategic-technology-initiatives): <https://www.csusb.edu/its/departments/strategic-technology-initiatives>



ITS TRAINING SERVICES

ITS Training Services helps staff, faculty and students gain proficiency in software such as Office 365, PeopleSoft, the financial Data Warehouse, and many others through online, one-on-one, small group and department-specific sessions. We offer training at levels ranging from an introductory system navigation to complex system processes. We welcome students to participate in all training relevant to their studies or work. To register for a class, visit the ITS Training Services website at <https://www.csusb.edu/its/training> or contact itstrainingservices@csusb.edu for further assistance.

Can't attend a training? The ITS Training Services website has a growing library of training videos. Access them by visiting the link <https://www.csusb.edu/its/training/training-videos>

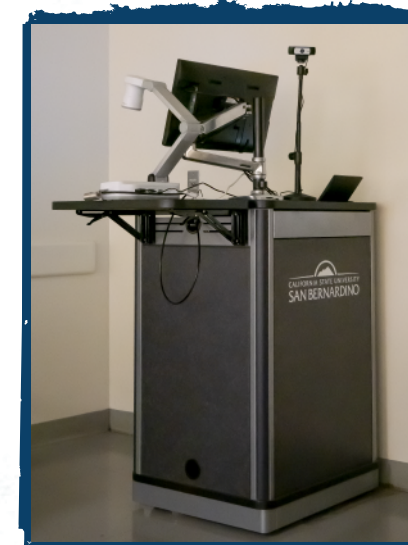


NEW EMPLOYEE TECHNOLOGY ORIENTATION | NETO

New Employee Technology Orientation (NETO) provides new employees an overview of basic myCoyote Portal features including how to activate your myCoyote account, how to use staff self-service features, and much more. New employees are also able to complete required module specific trainings through CSU Learn and via video conferencing using Zoom. Contact our staff at itstrainingservices@csusb.edu for more details.

NEXT GENERATION SMART CLASSROOMS

The Next Generation Smart Classrooms project upgraded CSUSB's nearly 300 classrooms on both the San Bernardino and Palm Desert campuses with state-of-the-art microphones, cameras, control systems, touchscreen monitors, and document cameras to help facilitate faculty's excellent instruction to both remote students attending classes live by Zoom and to on-site students simultaneously. Along with the upgraded classrooms, ITS provides training and information to faculty on best practices for this "cosynchronous" teaching mode.



SELF-SERVICE LABS

SAN BERNARDINO CAMPUS

PFAU LIBRARY WEDGE, ROOM PL-1109

24 hours a day, 7 days a week

ATC LAB, ROOM PL-1109D

One-on-one assistance available

Monday through Thursday, 8:00 a.m. - 10:00 p.m.

Friday, 8:00 a.m. - 5:00 p.m.

PFAU LIBRARY LAB, PL-1003

Monday through Thursday, 7:00 a.m. - 11:00 p.m.

Friday, 7:00 a.m. - 5:00 p.m.

Saturday, 9:00 a.m. - 2:00 p.m.

Sunday, 1:00 p.m. - 5:00 p.m.

JACK H. BROWN COLLEGE COMPUTER LAB, JB-123

Monday through Thursday, 8:00 a.m. - 10:00 p.m.

Friday, 8:00 a.m. - 4:00 p.m.

**Summer hours may vary*



SELF-SERVICE LABS

PALM DESERT CAMPUS

ROGERS GATEWAY LAB, ROOM RG-215

Monday through Friday, 7:00 a.m. - 10:00 p.m.

HELENE A. HIXON INFO AND RESOURCE CENTER, LIBRARY

Monday through Thursday, 8:00 a.m. - 8:00 p.m.

Friday, 8:00 a.m. - 5:00 p.m.

HEALTH SCIENCES LOBBY, OUTSIDE OF LIBRARY

Monday through Friday, 7:00 a.m. - 10:00 p.m.

**Summer hours may vary*



TECHNOLOGY SUPPORT CENTER

The Technology Support Center is the one-stop shop for your university technology needs. Our mission is to provide world-class service to faculty, staff, and students. Our technicians offer phone, email, and remote support for many campus technology issues, including assistance with campus resources such as: OneCard, myCoyote, Canvas, CSUSB email, along with many other tools.

TECHNOLOGY SUPPORT IS AVAILABLE IN-PERSON AND BY PHONE

AT THE SAN BERNARDINO CAMPUS:

Monday through Thursday, 8:00 a.m. - 8:00 p.m.
Friday and Saturday 8:00 a.m. - 5:00 p.m.
Sunday, Closed

AT PALM DESERT CAMPUS:

Monday through Friday, 9:00 a.m. - 4:30 p.m.
Saturday and Sunday, Closed

* Holiday/summer walk-in hours will be updated on support.csusb.edu.

ONLINE TECHNOLOGY SUPPORT IS AVAILABLE AROUND THE CLOCK BY CHATBOT OR IT HELP ARTICLES

PHONE: 909-537-7677

EMAIL: support@csusb.edu

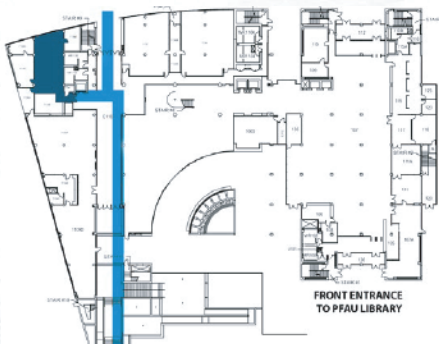
WEB/CHATBOT: support.csusb.edu

IT HELP ARTICLES: www.csusb.edu/its/support/it-knowledge-base

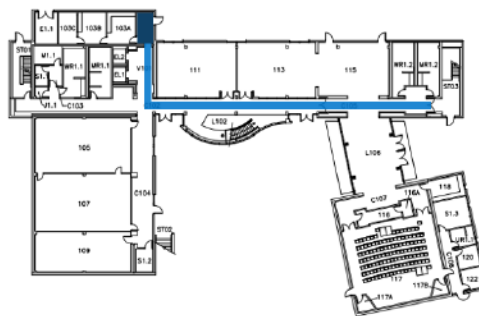
LOCATION: The Wedge, PL-1108, San Bernardino Campus
Rogers Gateway, RG-103, Palm Desert Campus

Got issues? We have answers! Try visiting our Knowledge Base for a list of IT help articles <https://www.csusb.edu/its/support/it-knowledge-base>.

SAN BERNARDINO CAMPUS



PALM DESERT CAMPUS



TECHNOLOGY
SUPPORT
CENTER



WIRELESS NETWORK | EDUROAM

Got Wi-Fi? Connect to eduroam, CSUSB's official Wi-Fi network! Your username is your CoyoteID@csusb.edu, and your password is your CSUSB password. Eduroam will keep you connected throughout both the San Bernardino and Palm Desert campuses, and when visiting other eduroam participating campuses. To find out more, visit the [eduroam Campus Wireless Network website](https://www.csusb.edu/its/support/technology-support/wireless-network-wifi-access-csusb), <https://www.csusb.edu/its/support/technology-support/wireless-network-wifi-access-csusb>

WEB APPLICATIONS

CANVAS

Canvas is the learning management system (LMS) used here at CSUSB. It is a customizable, web-based learning environment that can be used with traditional face-to-face courses as well as with those taught completely online or partially online (hybrid). Canvas features a variety of tools and third-party integrations designed to enhance the teaching and learning experiences. Instructors can add media-rich content including customized quizzes and exams, written or audiovisual assignments, discussion boards, and much more; and they can choose to keep track of it all in an integrated electronic gradebook. Canvas's robust assessment tools allow for multiple points of student evaluation, as well as the ability to promote engagement and peer feedback. ITS provides support for faculty in both the development and use of Canvas, and has a team of expert instructional designers ready to help you integrate Canvas into your courses. Learn more about Canvas and how we can help you at <https://www.csusb.edu/canvas>.

CSULEARN

CSULearn is a learning portal that allows our campus community to complete required compliance and access granting trainings. All employees will automatically be assigned required compliance courses based on their role and level of access. In addition, CSULearn hosts a variety of professional development courses. Learn more by visiting the [CSULearn website](https://www.csusb.edu/human-resources/current-employees/training-development/csulearn), <https://www.csusb.edu/human-resources/current-employees/training-development/csulearn> or contacting CSULearn@csusb.edu.

GOOGLE G SUITE

CSUSB provides access to Google G Suite for Education for all of our faculty, staff, and students. This includes access to Google Drive and Google Groups. With G Suite you can work with your peers in sharing and collaborating on documents, powerful presentations, and dynamic spreadsheets. You can access Google G Suite through the [myCoyote portal](https://my.csusb.edu/), <https://my.csusb.edu/>

HETS VIRTUAL PLAZA

Hispanic Educational Technology Services (HETS) provides users with "The Virtual Plaza," an online resource designed for faculty and administrators. The Virtual Plaza contains resources including professional development workshops, Hispanic educational research, fellowship information, and more. Learn more about the HETS featured in this guide by visiting hets.org.



LINKEDIN LEARNING

CSUSB faculty and staff can now obtain unlimited access to more than 40,000 instructional videos and informative articles through LinkedIn Learning. LinkedIn Learning is an online tutorial library that includes up-to-date supplemental tools and techniques in business, digital media, design, development, and more. There are also 3,000+ specialized courses, software tools, and tutorials, including ones for Microsoft Office and Adobe Creative Suite. For more information about LinkedIn Learning, visit the [software page on the ITS website](https://www.csusb.edu/its/software/faculty-staff-software).
<https://www.csusb.edu/its/software/faculty-staff-software>

MICROSOFT OFFICE 365

Have you recently purchased a computer that did not include Microsoft Office? Faculty and staff can download Office 365 ProPlus (programs such as Word, Excel, PowerPoint) for FREE! Office 365 can be installed on up to 5 machines (PC, Mac, or mobile devices). Find out more information about how you can start using Microsoft Office 365 today by visiting the [software page on the ITS website](https://www.csusb.edu/its/software/faculty-staff-software).
<https://www.csusb.edu/its/software/faculty-staff-software>



MYCOYOTE APP

The myCoyote mobile app provides the same features found in the myCoyote portal in one mobile-friendly and convenient app. Access student related services, view important dates, receive notifications and more! The app is available for Apple and Android devices. Download the app in the App Store or Google Play store for an easier and mobile friendly experience while using your device.



PUSH NOTIFICATIONS

Receive push notifications on your personal registration date and time straight to your device through the myCoyote app. To receive notifications to your device, access your device settings and locate the myCoyote mobile app and allow notifications.



UPCOMING FEATURES

New and exciting features are constantly being added to the app. Download today and keep watch for enhancements to the overall user experience!



MYCOYOTE MODULES

myCoyote offers a one-stop shop for all your academic needs. To access myCoyote and explore what else it has to offer, go to my.csusb.edu, and login using your Coyote ID and password. If you need assistance with your login information, contact the Technology Support Center, available 24/7.

Here are some of the great features offered in the myCoyote Quick launch modules:



FACULTY AND STAFF EMAIL

Office 365 includes a suite of tools, such as Email, Calendar, OneDrive, and more



CANVAS

Canvas Learning Management System



FACULTY CENTER

Manage items such as your class roster, class schedule, and grading



MY ACADEMICS

Student Center, Faculty Center, Advisor Center, and related student, faculty, and staff services



MY EMPLOYMENT

Time and Attendance, Benefits, Paycheck, Travel, CSULearn, LinkedIn Learning, and more



LIBRARY RESOURCES

Find books, articles, media, textbooks, reserve study rooms, and more



COLLABORATE

Zoom Video Conferencing, Google Drive, Qualtrics Surveys, Yammer, Microsoft Teams and more



ADMINISTRATIVE SYSTEMS

PeopleSoft CS, PeopleSoft HR, CSYOU, CFS, CFS DW, EMS, and more



UNIVERSITY LIFE

Join campus organizations and view campus news



CAMPUS DIRECTORY

Search for faculty and staff contact information



TECHNICAL ASSISTANCE

The Technology Support Center is the one-stop shop for your university technology needs

DOWNLOADABLE SOFTWARE



ADOBE® CREATIVE CLOUD™

Faculty and staff are able to download the full Adobe Creative Cloud suite on their personal and work computers for free. Adobe Creative Cloud gives you access to all of the latest and greatest Adobe creative tools, plus online services and other new applications as they are released. Visit the [software page on the ITS website](https://www.csusb.edu/its/software/faculty-staff-software) <https://www.csusb.edu/its/software/faculty-staff-software> to download your copy of Adobe Creative Cloud today.

ESET ANTIVIRUS PROTECTION

CSUSB faculty and staff can receive a free licensing code and installation of ESET Antivirus Protection on up to three devices, including home computers. With ESET, each device is protected from viruses, spyware, and malware for one year. The software eliminates virtually all threats on your PC or Mac to keep documents and private information safe. Find out how you can start protecting your information with ESET today by visiting the [software page on the ITS website](https://www.csusb.edu/its/software/faculty-staff-software). <https://www.csusb.edu/its/software/faculty-staff-software>

ZOOM VIDEO CONFERENCING

Collaborating with students and colleagues is a breeze using Zoom, CSUSB's tool for hosting and attending video conferences. With Zoom, you can host online meetings, conferences and chats, and record meetings to view later. Zoom is compatible with iOS, Mac, Android, and PC. Find out how you can get started with Zoom today by visiting the [software page on the ITS website](https://www.csusb.edu/its/software/faculty-staff-software), <https://www.csusb.edu/its/software/faculty-staff-software>



ADDITIONAL SOFTWARE

Faculty and staff have access to many other software applications for their campus-owned machines and in CSUSB's computers labs.

AZURE RESOURCES FOR FACULTY AND STAFF

Azure is a comprehensive set of cloud services that developers and IT professionals use to build, deploy, and manage applications through a global network of datacenters. In cooperation with Azure, CSUSB offers a variety of free resources for faculty and staff.

CAMTASIA

Camtasia provides educators with the ability to easily create videos that motivate students and enhance learning by allowing you to create and publish course-specific visual presentations that keep students engaged. A software key is required to fully access Camtasia; to obtain this, please contact the Technology Support Center. Learn more about the Camtasia video recording and editing software featured in this guide by visiting the software page on the ITS website.

JMP STATISTICAL SOFTWARE

JMP Statistical Software is now available to faculty and staff at CSUSB. JMP statistical discovery software from SAS is the tool of choice for scientists, engineers, and other data explorers in almost every industry and government sector. JMP combines powerful statistics with dynamic graphics, in memory and on the desktop. Interactive and visual, JMP reveals insights that raw tables of numbers or static graphs tend to hide. Visit the [software page on the ITS website](#) to get started with JMP today

MATHEMATICA

Wolfram Mathematica provides technical computation and data functions to provide a principal computation environment for educators. Mathematica uses the Wolfram Notebook Interface, which allows you to organize everything you do into flexible documents that include text, runnable code, dynamic graphics, and user interfaces. Get started with Mathematica today by visiting the [software page on the ITS website](#).

SNAGIT

Snagit is the ultimate screen capture tool to save and display images from the web. With Snagit's easy-to-use tools, you can quickly create your own images and videos from the web to write feedback, resolve a problem, or show off something new and interesting. Snagit empowers you to communicate effectively with visuals that add spark and clarity to your ideas on any subject. Find out more information about Snagit by visiting the [software page on the ITS website](#).

SPSS STATISTICAL SOFTWARE

SPSS statistical software is available to faculty and staff at CSUSB. The IBM SPSS software platform offers advanced statistical analysis, a vast library of machine-learning algorithms, text analysis, open-source extensibility, integration with big data, and so much more. Its ease of use, flexibility, and scalability make SPSS accessible to users of all skill levels. To receive the download and license key for SPSS, please contact the Technology Support Center.

QUALTRICS

Create and send out powerful surveys through Qualtrics. With over 250 templates and the ability to create smart forms through the use of logic, Qualtrics makes sophisticated research simple and empowers you to capture the insights you need quickly. You can access Qualtrics through the [MyCoyote portal](#).





Dear Faculty and Staff,

On behalf of the Division of Information Technology Services, I welcome you to CSUSB. Our mission is to support student, faculty and staff success by providing world-class customer service, fostering faculty-led innovation and research, and enhancing operational efficiency through the effective use of information technologies.

Below is the contact information for our department heads and their

areas of responsibility. If you need any assistance at any time with any of our services, please don't hesitate to reach out to any of us.

We wish you all success at CSUSB!

Best Regards,

Sam Sudhakar
Vice President for Information Technology Services
ssudhakar@csusb.edu
909-537-5100

Heather Hopkins, Executive Assistant hhopkins@csusb.edu 909-537-5100	
TECHNOLOGY OPERATIONS AND CUSTOMER SUPPORT: Technology Support Center (TSC) 24 x 7 x 365 Technology Support http://support.csusb.edu support@csusb.edu Enterprise and Cloud Services (ECS) Telecommunications and Network Services (TNS) Identity, Security, and Enterprise Technology	Gerad Au, Interim Chief Information Officer gau@csusb.edu 909-536-5987 Bruce Hagan, Interim Executive Director of Technology Operations and Customer Support bruce.hagan@csusb.edu 909-537-4242 Brandon Sierra, Assistant Director of Technology Support Center bsierra@csusb.edu 909-537-3476
Academic Technologies & Innovation (ATI)	Bradford Owen, Interim Associate Vice President, Faculty Development and Chief Academic Technologies Officer bowen@csusb.edu 909-537-7379 James Trotter, Assistant Director of Academic Technologies & Innovation jamest@csusb.edu 909-537-5063
Administrative Computing and User Experience (ACUX)	Farokh "Fred" Nainavaii, Director of Administrative Computing & User Experience/ Chief Administrative Systems Officer fred.nainavaii@csusb.edu 909-537-5205 Anthony De La Loza, Assistant Director of Administrative Computing and User Experience adelaloz@csusb.edu 909-537-7638 Carly Hanson, Interim Assistant Director of the Common Human Resources System (CHRS) chanson@csusb.edu 909-537-3089
Institutional Intelligence and Analytics, Digital Transformation and Compliance Initiatives	Muriel Lopez-Wagner, Chief Data Officer & Associate Vice President muriel.lopez-wagner@csusb.edu 909-537-5052 Michael Casadonte, Director of Digital Transformation mcasadon@csusb.edu 909-537-5086 Tanner Carollo, Director of Institutional Research & Analytics tanner.carollo@csusb.edu 909-537-3066
Palm Desert Campus	Robert Garcia, Associate Director of Information Technology Services (PDC) rgarcia@csusb.edu 909-537-5449
Office of Strategic Technology Initiatives	Chris Bradney, Director of Strategic Technology Initiatives chris.bradney@csusb.edu 909-537-4462
ITS Budget Analyst	Gabby Guzman, Senior Budget Analyst gguzman@csusb.edu 909-537-5081

INFORMATION TECHNOLOGY SERVICES

PHONE: 909-537-7677 **EMAIL:** support@csusb.edu **WEB/CHATBOT:** support.csusb.edu

THE WEDGE, PL-1108, SAN BERNARDINO CAMPUS



**GOT ISSUES? WE HAVE ANSWERS!
TRY VISITING OUR KNOWLEDGE
BASE FOR A LIST OF IT HELP ARTICLES**

