

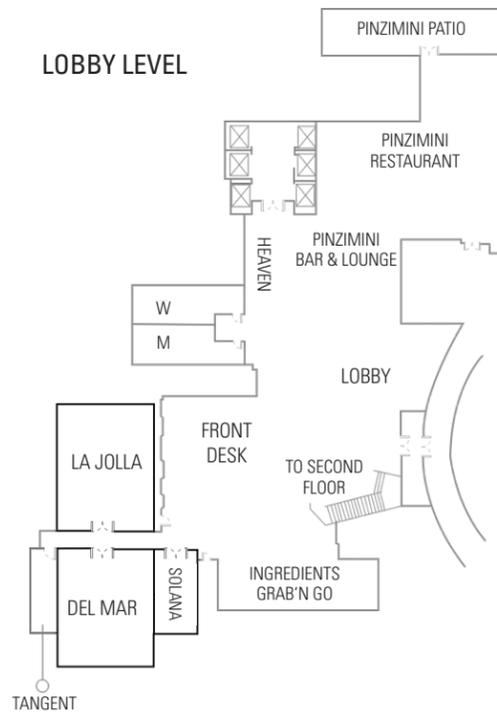


CSU The California
State University

CAL STATE 2019 TECH CONFERENCE

CONNECTIVITY

#CalStateTech



The Westin San Diego Gaslamp Quarter

Hotel Maps | 910 Broadway Circle, San Diego, CA 92101



SECOND LEVEL



Download the Conference Mobile App

Follow these steps to download and install the app:

- 1) Search for "the event app by eventsair" from your Android or Apple app Store.
- 2) Install the app.
- 3) The first time you open the app, you will need to enter the event code: **calstatetech2019**
- 4) When the app opens, you will need to enter the email address and four digit app PIN that was assigned to you during your registration process (if you don't have this information with you, one of our registration desk staff can look up the information for you.)

Connecting to WiFi during the conference:

Connect to WiFi network: **WESTIN-MEETING**

Enter access code: **CSUTECH2019**

Monday, July 29, 2019

4:00 - 6:00 P.M.

California Foyer

REGISTRATION OPEN

Tuesday, July 30, 2019

7:00 A.M. - 4:30 P.M.

California Foyer

REGISTRATION OPEN

7:00 - 8:30 A.M.

2nd Floor Foyer

BREAKFAST BUFFET

8:00 - 9:30 A.M.

WORKSHOPS/BIRDS OF A FEATHER

Del Mar

■ Birds of a Feather: NTA, CAST, ISAC, IAM-TAG
Matthew Hughes, Channel Islands

LaJolla

■ ITSM/ITIL Implementation Stakeholders
Chris Bradney, San Bernardino

Santa Fe

■ Getting LIT! Ideas for Promoting Mission, Vision, Values and Brand While Improving Morale and Ownership
Gene Lim, East Bay

Sierra A

■ Leveraging Blackboard Ally and Campus "Allies" to Support a Culture of Inclusion
Dr. Shelli Wynants, Fullerton
Wille Peng, Fullerton

Sierra B

Meeting Room - Space for ad hoc meetings and collaboration

9:30 - 10:15 A.M.

2nd Floor Foyer

BUSINESS PARTNER SHOWCASE REFRESHMENT BREAK
SPONSORED BY ZOOM VIDEO COMMUNICATIONS

10:15 - 11:00 A.M.	CONCURRENT SESSIONS
Del Mar	<ul style="list-style-type: none"> From Small Bytes to Big Gains: Leveraging Big Data to Uncover Student Engagement Trends and Increase Success in a High-Challenge Gateway Course <i>Dr. Maureen Guarcello, San Diego</i>
La Jolla	<ul style="list-style-type: none"> Crowdsourcing a Chatbot...and Sharing it With the World <i>Jake Hornsby, East Bay</i>
Santa Fe	<ul style="list-style-type: none"> Developing and Evaluation of Video-Based Virtual Reality Laboratory in Exercise Physiology <i>Dr. Young Sub Kwon, Humboldt</i> <i>Kimberly Vincent-Layton, Humboldt</i>
Plaza AB	<ul style="list-style-type: none"> CSU/Unisys Dev-Ops Automation Roadmap <i>Milten Garia, Chancellor's Office</i> <i>Anand Deshpande, Unisys</i> <i>Raj Singh, Unisys</i>
Sierra A	<ul style="list-style-type: none"> Risk and Reward: Accessibility and Usability as Drivers of Digital Transformation <i>Jason Skinner, Sacramento</i> <i>Dr. Jen Schwedler, Sacramento</i> <i>Dan Comins, Sacramento</i>
Plaza C	Sponsor Presentations: Alcatel-Lucent Enterprise, Logrhythm, Microsoft
Sierra B	Meeting Room - Space for ad hoc meetings and collaboration

11:15 A.M. - 12:00 P.M.	CONCURRENT SESSIONS
Del Mar	<ul style="list-style-type: none"> Challenges and Successes as Women in IT <i>Bethany Rizzardi, Humboldt</i> <i>Hilary Baker, Northridge</i> <i>Anu Nagarajan, Northridge</i> <i>Taryn Cramer, Chancellor's Office</i> <i>Julianne Tolson, Maritime Academy</i>
La Jolla	<ul style="list-style-type: none"> Cross-Campus Collaboration: Technical and Social Lessons Learned Through the CHRS Project and How to Apply Them to the Real World <i>David Weiler, Chancellor's Office</i> <i>Rebecca Cagle, Chico</i> <i>Trisha Ramos, Sonoma State</i>
Santa Fe	<ul style="list-style-type: none"> API Web Services: Data Sharing in the Service of Your Campus <i>Nerces Kazandjian, Northridge</i>
Sierra A	<ul style="list-style-type: none"> Reflecting an Inclusive Culture Through Universal Design for Learning: Assessing Emerging Practices <i>Rudy Sanchez, Fresno</i> <i>Dr. Bryan Berrett, Fresno</i>
Plaza C	Sponsor Presentation - Unisys
Sierra B	Meeting Room - Space for ad hoc meetings and collaboration

12:00 - 1:15 P.M.
Ballroom
LUNCH SPONSORED BY ADOBE
WELCOME ADDRESS BY DR. ADELA DE LA TORRE, PRESIDENT, SDSU

1:30 - 2:15 P.M.	CONCURRENT SESSIONS
Del Mar	<ul style="list-style-type: none"> Lightning Talks: Evolving Infrastructure & Services Automation - A Key to Agile Service Delivery! <i>Muhammad Zaman, Northridge</i> <i>Steve Ruiz, Northridge</i> <i>Peter Sin, Northridge</i> Navigating the NSF CC * Infrastructure Grant Process <i>Peter Deutsch, Pomona</i>
La Jolla	<ul style="list-style-type: none"> Lightning Talks: Innovations for Teaching & Learning "Zoom"-ing In: New Approaches to Online Tutoring <i>Michelle Hager, San Jose</i> The Write Attitude: Creating Blog Posts as Digital Resources for Students...and Celebrities! <i>Maria Judnick, San Jose</i>
Santa Fe	<ul style="list-style-type: none"> Compass CRM Program Year 2: Completing the 360 Degree View of the Student (How We Did It, Benefits, and How Much It Cost) <i>Jake Hornsby, East Bay</i>
Plaza AB	<ul style="list-style-type: none"> Blockchain in Action! Doing Micro-Credentialing and Digital Badging the 'Bitcoin' Way <i>Max Tsai, Fresno</i> <i>John Wagenleitner, Fresno</i>
Sierra A	<ul style="list-style-type: none"> Partnering With the Office of Audit and Advisory Services to Protect Information Assets - A Campus Journey <i>Dr. Samuel Sudhakar, San Bernardino</i>
Plaza C	Sponsor Presentation - Oracle
Sierra B	Meeting Room - Space for ad hoc meetings and collaboration

2:15 - 3:00 P.M.
2nd Floor Foyer
BUSINESS PARTNER SHOWCASE REFRESHMENT BREAK

3:00 - 3:45 P.M.	CONCURRENT SESSIONS
Del Mar	<ul style="list-style-type: none"> VITaL and the SDSU VR Club: A Collaborative, Student-Centered Approach to Immersive Simulation Development <i>Dr. Sean Hauze, San Diego</i> <i>Dr. James Frazee, San Diego</i>
La Jolla	<ul style="list-style-type: none"> Hacking Your Way to Student Success <i>Orlando Leon, Fresno</i>
Santa Fe	<ul style="list-style-type: none"> CalStatePays: Collaborative Efforts to Use Technology and Improve Data-Driven Decisions <i>Dr. Kristen Walker, Northridge</i> <i>Ekene Akpati, Northridge</i> <i>Morgan Louis, Northridge</i>
Plaza AB	<ul style="list-style-type: none"> The Many Faces of the Service Catalog <i>Gene Lim, East Bay</i>
Sierra A	<ul style="list-style-type: none"> NOMI: A Tool to Secure Professor-Student Connection <i>Dr. Whitney Scott, Northridge</i> <i>Tiffany Navales, Northridge</i>
Plaza C	Sponsor Presentation - Amazon Web Services
Sierra B	Meeting Room - Space for ad hoc meetings and collaboration

4:00 - 4:45 P.M.	CONCURRENT SESSIONS
Del Mar	<ul style="list-style-type: none"> ■ <i>Lightning Talks: Student Experience & Success</i> Accelerating Awesome Advising <i>Michael Casadonte, San Bernardino</i> ■ Cal Poly DxHub: Real-World Innovation Experiences for Students <i>Paul Jurasin, San Luis Obispo</i>
La Jolla	<ul style="list-style-type: none"> ■ <i>Fear Not! Improving Students' Public Speaking Skills Virtually</i> <i>Dr. Shelli Wynants, Fullerton</i> <i>Wille Peng, Fullerton</i>
Santa Fe	<ul style="list-style-type: none"> ■ <i>Accessibility Compliance and Sustainable Business Processes for Web, Instructional Materials and Procurement</i> <i>Sue Cullen, Chancellor's Office</i> <i>Cheryl Pruitt, Chancellor's Office</i>
Plaza AB	<ul style="list-style-type: none"> ■ <i>Digital Transforming Business Processes to Further Student Success</i> <i>Max Tsai, Fresno</i> <i>Robert Guinn, Fresno</i>
Sierra A	<ul style="list-style-type: none"> ■ <i>Securing Your PeopleSoft System With Appian Application Security Platform</i> <i>Michael Lee, Los Angeles</i> <i>Wayne Wright, Los Angeles</i>
Plaza C	Sponsor Presentations: SHI, Zoom, Burwood Group
Sierra B	Meeting Room - Space for ad hoc meetings and collaboration
4:45 - 5:30 P.M.	NETWORKING TIME
2nd Floor Foyer	Spend some time networking with CSU colleagues. Drinks will be available from a "no-host bar."
5:30 - 7:30 P.M.	AWARDS DINNER
California Ballroom	Come celebrate technology innovation in support of student success across the CSU!



Wednesday, July 31, 2019

6:00 - 7:00 A.M.	MORNING RUN/WALK (GROUP DEPARTS AT 6:00AM)
Hotel Lobby	
7:00 - 8:30 A.M.	BREAKFAST BUFFET
2nd Floor Foyer	
7:00 A.M. - 4:30 P.M.	REGISTRATION OPEN
California Foyer	
8:00 - 9:45 A.M.	WORKSHOPS/ BIRDS OF A FEATHER
La Jolla	<ul style="list-style-type: none"> ■ <i>Implementing Salesforce Through Five Campus Collaboration</i> <i>Berhanu Tadesse, Fullerton</i> <i>Jake Hornsby, East Bay</i> <i>Kevin Morningstar, San Marcos</i> <i>Ranjit Philip, Northridge</i>
Santa Fe	<ul style="list-style-type: none"> ■ <i>Education Specialist Teacher Training Programs for Instructional Assistants & General Educators: An Innovative Partnership Between San José USD and San José State University</i> <i>Dr. Peg Hughes, San Jose</i> <i>Lisa Simpson, San Jose</i>
Plaza AB	<ul style="list-style-type: none"> ■ <i>Connecting Across Campuses to Develop Training for Teaching Hybrid and Fully Online</i> <i>Dr. Beverly Bondad-Brown, Los Angeles</i>
8:00 - 8:45 A.M.	CONCURRENT SESSIONS
Del Mar	<ul style="list-style-type: none"> ■ <i>Academic Technology Leadership - Changes in Organizations and Roles</i> <i>Kathy Fernandes, Chancellor's Office</i> <i>JP Bayard, Chancellor's Office</i> <i>Orlando Leon, Fresno</i> <i>Dr. James Frazee, San Diego</i>
Plaza C	<ul style="list-style-type: none"> ■ <i>Integrated Degree Planning: Improving Graduation Rates for Both Freshmen and Transfer Students</i> <i>Dr. Ming Li, Fresno</i>
Sierra A	<ul style="list-style-type: none"> ■ <i>Piloting VR as an Engagement Tool for Recruiting</i> <i>Paul Schantz, Northridge</i> <i>Jenny Soto, Northridge</i>
9:00 - 9:45 A.M.	CONCURRENT SESSIONS
Del Mar	<ul style="list-style-type: none"> ■ <i>Streaming From the Cloud: Transforming Video Accessibility With Artificial Intelligence</i> <i>Max Tsai, Fresno</i> <i>Jay Fowler, Fresno</i>
Plaza C	<ul style="list-style-type: none"> ■ <i>Change Management for Skeptics</i> <i>Judy DeVine, Chancellor's Office</i> <i>Breauna Lewis, Chancellor's Office</i> <i>Rasheema Sanders, Chancellor's Office</i>
Sierra A	<ul style="list-style-type: none"> ■ <i>Technology Projects Are Not About the Technology: Aligning Practice and Process for Maximum Value</i> <i>Andrew Roderick, San Francisco</i>
9:45 - 10:45 A.M.	BUSINESS PARTNER SHOWCASE REFRESHMENT BREAK
2nd Floor Foyer	

9:45 - 10:45 A.M.	POSTER SESSIONS
Sierra B	<ul style="list-style-type: none"> ■ Integrating Change Management with Service Management <i>Bradley Barker, Fresno</i> <i>Harry Zahlis, Fresno</i> ■ Shared Note Taker App at CSUN: How Web Services Empower Student Self-Advocacy <i>Paul Schantz, Northridge</i> <i>Steve Fitzgerald, Northridge</i> ■ Working for Peanuts: Collaboration, Team Building, and Bartering for Functions <i>Marita Mahoney, San Bernardino</i> <i>Tiffany Chiang, San Bernardino</i> <i>Diana Quijano, San Bernardino</i> <i>Vivian Fang, San Bernardino</i> ■ To Mod or Not to Mod - Guiding Principles and Updates on the Common Human Resources System (CHRS) <i>Katrina McCullough, Chancellor's Office</i> ■ Student Talent - Tapping the Enormous Potential of Student Employees <i>Shannon Joesting, SLO</i> ■ Communicating Change to Campus <i>Amy Schwartz, SLO</i> ■ Connecting the Classroom to the Field: Developing Active Geospatial Experiences <i>Dr. Jennifer Redd, San José</i> <i>Dr. Kimberly Blisniuk, San José</i> ■ To ITSM and Beyond! <i>Mark Takahashi, San Bernardino</i> <i>Brandon Sierra, San Bernardino</i> ■ The META+LAB Experience: Promoting Student Success Through High-Impact Training Practices That Prepare Students, Across Various Disciplines, to Enter the Tech Workforce After Graduation <i>Yazmin Peebles, Northridge</i> ■ CSU Chico and Coastline Community College: An Innovative Collaboration Providing an Online BA Degree in Liberal Studies <i>Dr. Paula Selvester, Chico</i> <i>Dr. Sharon Chard-Yaron, Coastline College</i> ■ T-bot: Comparative Analysis of Existing AI Tools to Create a Chatbot That Can Address Student Questions Related to Course Content <i>Dr. Mariano Loza-Coll, Northridge</i> <i>Kyle Shaver, Northridge</i>

11:00 - 11:45 A.M.	CONCURRENT SESSIONS
Del Mar	<ul style="list-style-type: none"> ■ Measuring the Impact of QA Efforts on Teaching-Learning Success <i>Dr. Brett Christie, Chancellor's Office</i> <i>Dr. Shelli Wynants, Fullerton</i> <i>Roger Wen, East Bay</i> <i>Brian Beatty, San Francisco</i>
La Jolla	<ul style="list-style-type: none"> ■ Establishing an Effective IT Governance <i>Berhanu Tadesse, Fullerton</i> <i>Amir Dabirian, Fullerton</i>

Santa Fe	<ul style="list-style-type: none"> ■ Never Let a Good Crisis Go to Waste - Winston Churchill / How Construction and Age Pushed Us to Revitalize Our Campus Infrastructure - in 1 Year! <i>Geoff Cirullo, Stanislaus</i>
Plaza AB	<ul style="list-style-type: none"> ■ Cutting Through the Hype: VR Storytelling in 16 Weeks With Interdisciplinary Teams <i>Debra Johnson, Chico</i> <i>Jeff Underwood, Chico</i>
Sierra A	<ul style="list-style-type: none"> ■ Rethinking Your Space - Flexible Spaces Re-Imagined for Faculty, Staff & Students <i>Dr. Barbara Taylor, San Marcos</i> <i>Kevin Mornginstar, San Marcos</i> <i>Michelle Manriquez, San Marcos</i>
Plaza C	Sponsor Presentations: Salesforce, Signature Consultants, ERPA

11:45 A.M. - 1:30 P.M.
California Ballroom

LUNCH | KEYNOTE ADDRESS
STEVE RELYEA, EXECUTIVE VICE CHANCELLOR & CHIEF FINANCIAL OFFICER,
CSU CHANCELLOR'S OFFICE

2:00 - 2:45 P.M.	CONCURRENT SESSIONS
Del Mar	<ul style="list-style-type: none"> ■ Share Your Ideas: Diversity, Equity, and Inclusion Roundtable <i>Bethany Rizzardi, Humboldt</i>
La Jolla	<ul style="list-style-type: none"> ■ <i>Lightning Talks: Growth, Change & Leadership</i> Working for Peanuts: Collaboration, Team Building, and Bartering for Functions <i>Marita Mahoney, San Bernardino</i> <i>Tiffany Chiang, San Bernardino</i> <i>Diana Quijano, San Bernardino</i> <i>Vivan Fang, San Bernardino</i> Security or Usability: Do We Have to Choose? <i>Dan Malone, SLO</i> Preparing Teams for AWS - Cal Poly's Cohort Certification <i>Dustin DeBrum, SLO</i>
Santa Fe	<ul style="list-style-type: none"> ■ What's in a Name? Increasing Sense of Student Belonging Using a Web Service/LTI Integration at CSUN <i>Dr. Hillary Kaplowitz, Northridge</i> <i>Janett Silvers, Northridge</i> <i>Paul Schantz, Northridge</i>
Plaza AB	<ul style="list-style-type: none"> ■ Increasing Student Interaction With Online Content Using H5P <i>Dr. Shelli Wynants, Fullerton</i>
Sierra A	<ul style="list-style-type: none"> ■ Access This! Streamlining Accessibility and Security Review Processes <i>Gene Lim, East Bay</i>
Sierra B	Meeting Room - Space for ad hoc meetings and collaboration

2:45 - 3:15 P.M.
2nd Floor Foyer

BUSINESS PARTNER SHOWCASE REFRESHMENT BREAK

3:15 - 4:45 P.M.	WORKSHOPS/BIRDS OF A FEATHER
Santa Fe	<ul style="list-style-type: none"> ■ Making Connections in Project and Change Management - Empowering Project and Change Management Collaboration at the CSU <i>Dwight Martin, Chancellor's Office</i>
Plaza AB	<ul style="list-style-type: none"> ■ OnBase Collaboration <i>Greg Porter, Sacramento</i>

3:15 - 4:00 P.M.		CONCURRENT SESSIONS
Del Mar	■	Security Awareness - Online Training is Not Enough! <i>Brad Grebitus, Sacramento</i> <i>Mark Hendricks, Sacramento</i> <i>Sue Rivera, Sacramento</i>
La Jolla	■	The Case for LMS Differentiation: Does One Size Fit All Campus Strategies? <i>Andrew Roderick, San Francisco</i> <i>Beverly Bondad-Brown, Los Angeles</i>
Plaza C	■	Information Technology Review - Building a Smooth & Visible Process <i>Dr. Barbara Taylor, San Marcos</i> <i>Rahim Baker-Bell, San Marcos</i> <i>Colin McDonnell, San Marcos</i> <i>Mike Irick, San Marcos</i>
Sierra A	■	Learning Online 101 - Bridges Before Barriers: Preparing Students for Online Learning Before It's Too Late! <i>Megan Eberhardt-alstot, Channel Islands</i> <i>Michael McGarry, Channel Islands</i> <i>Jaime Hoffman, Channel Islands</i>
Sierra B		Meeting Room - Space for ad hoc meetings and collaboration

4:15 - 5:00 P.M.		CONCURRENT SESSIONS
Del Mar	■	Millennial IT Professionals and a Workplace That is Engaging, Motivating and Fulfilling <i>Kee Chang, Los Angeles</i> <i>Anoush Mikayelyan, Los Angeles</i> <i>Grace Nunez, Los Angeles</i> <i>Jimmy Thai, Los Angeles</i> <i>Pedro Ruiz, Los Angeles</i> <i>Alex Harwood, Los Angeles</i>
La Jolla	■	Innovation Mini-Grant: Telepresence Robots in Distance Learning - A Collaboration Between OIT and Communication Studies Faculty <i>Tawn Anderson, Stanislaus</i> <i>Christopher Claus, Stanislaus</i> <i>Jerome Anderson, Stanislaus</i>
Plaza C	■	Project Management Transformative Journey: Becoming a Trusted Service Provider <i>Bao Johri, Sacramento</i>
Sierra A	■	Ignite Innovation to Foster Student Success! <i>Max Tsai, Fresno</i> <i>Orlando Leon, Fresno</i>
Sierra B		Meeting Room - Space for ad hoc meetings and collaboration

5:00 - 6:30 P.M.		RECEPTION WITH NO HOST BAR
		Garden Terrace (4th Floor)

Thursday, August 1, 2019

7:00 - 8:00 A.M.		BREAKFAST BUFFET
2nd Floor Foyer		
7:30 - 11:00 A.M.		REGISTRATION OPEN
California Foyer		
8:00 - 8:45 A.M.		CONCURRENT SESSIONS
Del Mar	■	Ally for Success for Our Students: Delivering Instructional Materials in Multiple Formats <i>Kathy Fernandes, Chancellor's Office</i> <i>Jeremy Olguin, Chico</i> <i>Dr. Bryan Berrett, Fresno</i> <i>Dr. James Frazee, San Diego</i>
La Jolla	■	iTuffy and Alexa for Business <i>Joe Luzzi, Fullerton</i> <i>Matt Badal, Fullerton</i> <i>Dan Carney, Fullerton</i>
Santa Fe	■	The CSU Evolution of EAB's Student Success Management System <i>Lia Reed, Chancellor's Office</i>
Plaza AB	■	Availability on the Spot: The Use of AWS Spot Instances to Achieve Cost Effective Availability <i>Lisa Smith, Northridge</i> <i>Jorge Ruiz, Northridge</i> <i>Steven Fitzgerald, Northridge</i>
Sierra B		Meeting Room - Space for ad hoc meetings and collaboration

9:00 - 9:45 A.M.		CONCURRENT SESSIONS
Del Mar	■	First Year Writing Support at SJSU: Building Connections for Students via Canvas Modules <i>Jada Patchigondla, San Jose</i> <i>Allison St. Dennis, San Jose</i> <i>Faith Kirk, San Jose</i> <i>Amanda Smith, San Jose</i> <i>Mark Dowdy, San Jose</i>
La Jolla	■	Developing Digital Citizens and Technology Ambassadors <i>Peter Mosinskis, Channel Islands</i> <i>Tara Hughes, Channel Islands</i> <i>Michael McGarry, Channel Islands</i> <i>Wendy Olson, Channel Islands</i>
Santa Fe	■	Partnerships for Successful Multi-Factor Authentication and Digital Loss Prevention Implementations <i>Orlando Leon, Fresno</i> <i>Brad Barker, Fresno</i>
Plaza AB	■	Selling Project Prioritization to Your Campus <i>Melinda Haynes Swank, Humboldt</i> <i>Bethany Rizzard, Humboldt</i>
Sierra A		Sponsor Presentations: Blackboard Inc., Explorance, Transact
Sierra B		Meeting Room - Space for ad hoc meetings and collaboration

9:45 - 10:00 A.M.		BUSINESS PARTNER SHOWCASE REFRESHMENT BREAK
		2nd Floor Foyer

AGENDA | THURSDAY, AUGUST 1, 2019 (CONTINUED)

10:00 - 10:45 A.M.	CONCURRENT SESSIONS
Del Mar	■ Common in the Cloud: Lessons Learned on Systemwide Cloud Implementations from RFP to Go-Live <i>Tammy Hines, Chancellor's Office</i>
La Jolla	■ Data Visualization of Progress Towards Degree and Financial Aid Awareness <i>Marc Fox, Sacramento</i> <i>Shiva Pillai, Sacramento</i>
Santa Fe	■ Electronic Thesis & Dissertation: Re-Engineered for White Labeling and More <i>Nerces Kazandjian, Northridge</i>
Plaza AB	■ CSU - BI Analytics <i>Ramesh Purohit, Fullerton</i> <i>Joe Luzzi, Fullerton</i>
Sierra B	Meeting Room - Space for ad hoc meetings and collaboration
10:45 - 11:00 A.M.	NETWORKING BREAK
11:00 - 11:45 A.M.	CONCURRENT SESSIONS
Del Mar	■ The Future is Now: An Update on the CSU Data Lake <i>Brendan Aldrich, Chancellor's Office</i>
La Jolla	■ Innovation Hatchery: One Disruption at a Time! <i>Kyle Shaver, Northridge</i> <i>Max Tsai, Fresno</i>
Plaza AB	■ Partners on the Ground: Success of East Bay's 18-Month Customer Engagement Improvement Program <i>Gene Lim, East Bay</i>
Sierra B	Meeting Room - Space for ad hoc meetings and collaboration

■ Evolving Infrastructure / Services / Leveraging Data
 ■ Accessibility
 ■ Innovations for Teaching & Learning
 ■ Student Experience & Success
■ Organizational Growth, Change & Leadership
 ■ Collaborating & Partnerships
 ■ Emerging Technologies
 ■ Enhancing Privacy & Security

THANK YOU

CAL STATE 2019 TECH CONFERENCE SPONSORS

Platinum Sponsor



Diamond Sponsor



Gold Sponsor



Silver Sponsor





GRADUATION INITIATIVE SYMPOSIUM

October 17 – 18, 2019 | #GradInitiative2025
calstate.edu/GraduationInitiative