



New Employee Onboarding



SACRAMENTO STATE
INFORMATION RESOURCES & TECHNOLOGY

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Welcome to Team IRT! New Employee Checklist

Before Orientation/First Day

<input type="checkbox"/>	Welcome Email	Your supervisor will reach out to welcome you, and provide any additional information about your new role.
<input type="checkbox"/>	SaLink Account	Create your SaLink account . You should receive an email with instructions to your personal email address. After creating your SaLink account, you will need to enroll in 2-Step Verification with Duo .
<input type="checkbox"/>	HR Paperwork	You will receive an email with instructions for the Human Resources (HR) New Employee Orientation. Please be sure to bring any required documents.
<input type="checkbox"/>	View Campus Map	Download the Sac State Mobile app (free on Apple App Store or Google Play) which offers an interactive campus and parking map. A campus map is also included in this manual.
<input type="checkbox"/>	Explore University and IRT Websites	csus.edu and csus.edu/irt https://www.csus.edu/information-resources-technology/internal/

First Day

Orientation at the Campus Welcome Center, with Human Resources

<input type="checkbox"/>	Wear comfortable shoes	Optional, but there may be quite a bit of walking around campus.
<input type="checkbox"/>	Bring bottle of water, snacks, lunch	Feel free to bring your own, or check out the variety of on-campus choices at dining.csus.edu/campus-eateries/ .
<input type="checkbox"/>	Orientation Session	Your orientation session will begin at 8:15 AM in the Welcome Center. Please take some time to find the Welcome Center on the campus map here: https://www.csus.edu/campusmap/
<input type="checkbox"/>	First Day Parking Permit	The morning of orientation, please park in one of the free 30 Minute parking spaces in front of the Welcome Center
<input type="checkbox"/>	Permanent Parking Permit	After your orientation, you will be able to purchase your Employee Parking Permit while at the Welcome Center. You will need the License Plate numbers of up to two vehicles you would like associated with your parking permit. You can purchase one directly, or setup a payroll deduction. Sac State parking permit
<input type="checkbox"/>	OneCard (ID Card)	You'll also get your OneCard (ID Card) during new employee orientation. There is no cost for the first issued OneCard, but you will be charged \$15 for replacing a lost, stolen, or damaged card.

Welcome to the AIRC and Team IRT!

<input type="checkbox"/>	Meet your Supervisor	Meet with your supervisor to discuss information about the department, your position description, expectations, and more.
<input type="checkbox"/>	Department Tour	Meet your colleagues, and get settled into your workstation.

<input type="checkbox"/>	Building Access	You'll be issued a key FOB for the AIRC building. You will receive an email from the IRT Admin office with a key FOB request form. You to take to the Facilities Management Office to pick up your FOB and any hard keys you may need.
Your Desk		
<input type="checkbox"/>	Desk and Office Furniture	The IRT Admin office staff can help with furniture and/or ergonomic needs.
<input type="checkbox"/>	Desk Phone and Setting up Voicemail	Outside call? Dial 9 first, then the number. On-campus extensions? Dial an '8' and then the last four digits of the extension. Setup your Voicemail .
<input type="checkbox"/>	Computer and Accessories	Questions or issues with your computer? Submit a ticket to servicedesk@csus.edu or from your desk phone, dial 87337.
<input type="checkbox"/>	Login to your Workstation	Login using your SacLink credentials (username plus your password)
<input type="checkbox"/>	Setup your Network Printer	Open your computer's printer/scanner menu and under search type, lookup \\sacprint2\IRT then find your location in the list.
<input type="checkbox"/>	Locate Network Drives	N: Drive – Shared Departmental Drive P: Drive – Shared IRT Project Drive U: Drive – Your Personal/Home Drive
<input type="checkbox"/>	Browse/Download/Request Software	Self-service tools at csus.edu/information-resources-technology/software-catalog/ (Software Center for Windows , Self Service for Mac)
Housekeeping		
<input type="checkbox"/>	Login and bookmark My Sac State	Login with your SacLink account to my.csus.edu to view your Employee Center records and familiarize yourself with the campus portal.
<input type="checkbox"/>	Campus Directory	Be sure to look yourself up at directory.csus.edu to confirm all information has been entered correctly. Need to request an edit? Update Directory Listing .
<input type="checkbox"/>	IRT Phone List	Request this list from the Administrative Analyst.
<input type="checkbox"/>	Business Cards	Ask your supervisor if your new role requires business cards. If so, connect with the Administrative Analyst to order them.
<input type="checkbox"/>	Office Supplies	The Administrative Analyst places office supply orders.
<input type="checkbox"/>	Request Time Off	All IRT employees must request time off in advance from their supervisor. Make sure you get approval before making reservations/buying tickets. Discuss your department's specific time off requirements with your supervisor.
<input type="checkbox"/>	Report Absences	Each month, you must report your absences on My Sac State.
<input type="checkbox"/>	Request Travel	Travel requests are managed through Concur, the campus travel and expense management software. Training is required.
<input type="checkbox"/>	Emergency Notification System (ENS)	Your SacLink account, desk phone number, and desktop are automatically included in ENS alerts, but add a personal mobile number and email in the ENS section of your Personal/Campus Directory/ENS section on My Sac State to ensure that all of your devices receive alerts in the event of a campus emergency. Learn more at csus.edu/ens .
<input type="checkbox"/>	Manage your Password	Reset your password by clicking the "manage password" link on My Sac State.

First Few Weeks/Months

<input type="checkbox"/>	Sac State 101	Complete informational sessions within the first 60 days.
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<input type="checkbox"/>	CSU Learn Mandatory Trainings	You'll receive email notices/reminders from CSU Learn.
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Sacramento State Vision, Mission & Values

Vision

Sacramento State will be a recognized leader in education, innovation, and engagement.

Mission

As California's capital university, we transform lives by preparing students for leadership, service, and success.

Values

- Student Success
- Scholarship, Research, and Creative Activity
- Diversity and Inclusion
- Community Engagement
- Innovation
- Integrity
- Accountability

Strategic Goals

- Enhance student learning and success
- Foster innovative teaching, scholarship, and research
- Commit to engaging the community by building enduring partnerships that strengthen and enrich the region
- Engage students in a comprehensive university experience
- Excel as a place to learn, work, live, and visit
- Promote a strong University identity



Sac State 101 & Mandatory Compliance Training on CSU Learn

You will receive a welcome email from Learning & Development to attend Sac State 101. Sac State 101 is a mandatory series of six informational sessions that introduces you to campus culture, and guides you through an informative overview of the University structure and operations.

All CSU employees are also automatically enrolled in a series of mandatory online trainings in [CSU Learn](#). Trainings are typically annual, and are assigned based on your role and responsibilities. Topics include Data Security and FERPA, and the CSU's Sexual Misconduct Prevention Program.

Welcome to Team IRT

Welcome to Information Resources & Technology (IRT)!

Thank you for joining our awesome team. What makes IRT awesome? Your fellow employees and the mission of Sacramento State make this a great place to work. In IRT, we strive to make this an interesting, captivating, energetic place to grow professionally. Our team of more than 100 IT professionals takes on new challenges every day, supporting a population of more than 40,000 students, faculty, staff, auxiliary, and collaborative campus community members. IRT is the heart of enterprise technology for campus, and we are the only division that exclusively delivers IT services, support, and solutions. Better still, we have the opportunity to serve as a trusted partner and work alongside other divisions to innovate what's possible with technology.

One of the best parts of working for Sac State is our focus around helping students succeed and improve their lives, and the lives of those around them. I've had the good fortune to volunteer during many graduation ceremonies, and there is nothing better than seeing the pride and joy on the faces of the graduates, their parents, families, and loved ones. At Sac State, we value and promote diversity and inclusion. We are a family, and all of us deserve to feel accepted, respected, and appreciated. The University is also committed to improving communities, and as the region's "Anchor University," Sacramento State's 230,000+ proud alumni are catalysts for improving communities here, and throughout the nation and world.



Finally, IRT is dedicated to providing essential, secure, and excellent technology services and customer service – which begins with all of us! IT is changing, and our role is as a trusted partner first, service provider second. We are excited to now include your expertise among our many strengths.

This guide is a primer to help you understand the structure and services we provide, and the contacts who will be invaluable for success. You'll still have many questions – bring them! – our doors are always open.

Welcome to Team IRT, and *Stingers Up!*

A handwritten signature in cursive script that reads "Mark".

Mark Hendricks, Interim Vice President and Chief Information Officer



P.S. We support [Sac State's award-winning sustainability efforts](#) so Go Green and keep it on the screen – [view/download the latest edition of this handbook](#).

IRT Vision, Mission & Values

Vision

Serve as a strategic, trusted partner and the source of enterprise technology leadership for Sacramento State.

Strategic	Resources intentionally allocated and aligned with mission and strategic campus goals.
Trusted	Communicate, consult, and be transparent; focus on relationships and the end user experience.
Partner	Position IRT as a collaborative peer and consistently deliver value.
Enterprise Technology	Reliable, managed, governed solutions for campus.
Leadership	Think and act beyond the request; use our expertise to influence and guide the design and delivery of the best decisions, outcomes, and experiences.

Mission

Information Resources & Technology (IRT) partners with faculty, staff, and students to provide essential information technology services that support mission critical activities and innovative technology solutions that facilitate the accomplishment of strategic campus goals at Sacramento State.

Strategic Goals

1	Develop and improve IT governance and partnerships.
2	Support and innovate within campus imperatives.
3	Mature the project prioritization process to deliver solutions.
4	Expand internal and cross-functional data-driven decision making.
5	Demonstrate operational excellence and quality customer experience.

IRT Culture

IRT provides governance over University IT systems, architecture, security, data, and networks, ensures that imperative infrastructures are established and supported, and creates and maintains the security and functionality of all operational applications. To cultivate and build on a team of dedicated professionals committed to working with our faculty, staff, and students, we have an established IRT culture.



A culture of collaboration and belonging, employees are encouraged to coach and trust each other.

We focus on building processes and nurturing effective relationships, and breaking down silos within IRT and across the University.

Our Guiding Principles

Value Our Customers and Community

- Customer-focused, IRT acts in the best interests of our students, faculty, staff, and community.
- Work as one team to provide technology leadership through partnership.

Respect and Trust

- Dependable, reliable and equal partner – not always the provider – focused on collaboration and communication.

Empower Our Employees

- Every employee is valued, and we create an inclusive environment where employees thrive, grow, and innovate.
- Entrust employees with appropriate decision-making authority.

Operational Excellence

- IRT innovates to improve its quality of service and provide highly reliable systems, promoting industry standards.

IRT Organization Chart

Explore [IRT's department structure](#) and find contact information for your Executive and Leadership teams.

IT Advisory Board

The [IT Advisory Board](#) provides special consultation to the Information Resources & Technology (IRT) vice president and CIO, and helps prioritize divisional IT projects based on alignment with campus strategic goals and additional needs. IRT invites campus vice presidents to appoint a representative from their division to serve a 2-year term, as well as representatives from other areas including Faculty Senate and ASI to help ensure broad participation. The Advisory Board Members meet monthly during the academic year to provide divisional and campus-wide perspective, feedback on IRT strategies and plans, and calls for future campus technology needs.

IT Advisory Board	Division
Mark Hendricks, Chair	Information Resources & Technology
Kristen Tudor	President's Office
Gina Curry	Administration & Business Affairs
Dennis Dahlquist	Academic Information Technology Committee (AIRC)
Lisa Hammersley	Academic Affairs - Dean
Alyssa Rendon	Student
Vacant	Information Resources & Technology
Amy Kautzman	Library (ex officio)
Peggy Kay	Information Resources & Technology
Mark Konrad	University Staff Assembly and Information Resources & Technology
Chris Miller	Academic Affairs
Hannah Kook	Advancement
Steven Salcido	Student Affairs
Phillip Altstatt	University Communications
Binod Pokhrel	Desktop ITC Ex Officio
Pamela Wimbush	College of Continuing Education

Faculty Senate Academic Information Technology Committee (AIRC)

The [Academic Information Technology Committee](#) develops the Academic Information Technology Strategies, recommends Academic Information Technology policy to the Faculty Senate Exec, and serves as a consultative body regarding academically-related technology issues.

Accessible Technology Initiative (ATI) Steering Committee



The CSU system-wide [Accessible Technology Initiative \(ATI\)](#) ensures that each CSU campus follows CSU policy and federal and state laws pertaining to access to information and technology. The ATI Steering Committee and Subcommittees meet and develop policies, procedures, and practices structured around accessibility that faculty, staff, and administrators can incorporate into their programs.

IRT Division and Department Meetings

IRT Quarterly Division Meeting

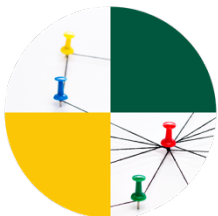
Each quarter, the IRT Division meets to team build, information share and have a meal together. The meetings are facilitated by IRT’s interim vice president and chief information officer, and interim deputy chief information officer. We revisit our vision, mission, and goals, learn about organizational and campus-wide initiatives, and hear updates on strategic initiatives and operational work that impacts IRT.

In addition, awards are given out in two categories:

- **“Projecting Excellence” Award:** given to one project that best represents excellence and innovation in the execution of campus projects and programs.
- **People’s Choice Award:** given to one or two employee(s) who motivates the team, increases engagement, and improves culture.



IRT Operations Update Meeting



The IT Operations Update Meeting gathers IRT and all distributed IT staff (ITC’s) across campus once a semester to a dedicated forum for sharing, discussing, and collaboratively working through technology updates and operational issues that will impact all campus partners. The meeting call and agenda are sent by the IRT Service Desk Team.

Change Control Weekly Meeting

Every week (typically Wednesday afternoon), designated IRT stakeholders meet during the Change Control meeting to discuss the impacts of documented and emerging changes to campus hardware and software components of information systems and network resources. Any 411’s (campus alert system for degradation of services or system outages) for the prior week are also reviewed.

- [What is Change Control?](#)
- [View current Change Control planned activities](#)
- [Service Now 411 Form](#)



IRT Division: Department Overviews

Administrative Office

The IRT administrative team provides our division's financial and overall administrative support for finance, budget, accounts payable, accounts receivable, human resources, payroll, and travel.

Charlene McKoy, Budget Analyst

Charlene reports to the vice president and chief information officer, and oversees the IRT Division budget, revenue, expenditures, cost allocation, cost recovery associated with various internal and external funds, and signature authority. In addition, she leads and trains IRT administrative office personnel in the areas of finance, reconciliation, procurement, human resources, payroll, accounts payable, accounts receivable, travel, and operations.



Charlene M. McKoy
Budget Analyst

Jessica Sanchez, Executive Assistant to the VP/CIO

Jessica is likely the first IRT team member you met during your recruitment process. She works closely with the vice president and CIO, executive and leadership teams, a variety of campus divisions and departments, and manages:

- Administrative operations
(ordering/tracking furniture, building maintenance, ordering building and office supplies, and visitor parking)
- Human resources
(recruitment, student assistant hiring process and payroll)
- Internal event planning
- Website content updating/maintenance



Questions?
Come see us in 3010

Rolly Robinson, Administrative Support Coordinator

Rolly performs operational duties specific to procurement, reconciling IRT accounts payable, and some receiving transactions. Reporting to the Budget Analyst, she serves as the primary point person for IRT's central procurement card purchases. Rolly also provides front-line customer service for the IRT Administrative Office suite in AIRC 3010.

Communications & Marketing

Whether an internal IRT project, a system outage, or a high visibility external project where we partner with other campus divisions, communications and marketing is frequently an essential part of the change management process. Project scope, audiences involved, partnerships, and desired outcomes will define what tools are used, when, and by whom.

What types of communication channels do we have?

Working within the [University branding and editorial guidelines](https://csus.edu/brand) (csus.edu/brand), the Communications & Marketing Program Manager is IRT's resource to concept, create, and implement a variety of internal and external communications collateral and deliverables, including:

1. IRT website (csus.edu/IRT)
2. *The Download*: IRT's Quarterly Newsletter
3. SacSend broadcast email ([SacSend 2.0 powered by Emma](#))
4. [My Sac State](#) portal (my.csus.edu)
5. System Notification for outages (appears on My Sac State and csus.edu/irt)
6. Social Media: IRT channels include [Facebook](#), [Twitter](#), and [Instagram](#)
7. Digital signage (SacConnect campus TV's, computer lab login screen)
8. Monday Briefing (weekly news bulletin emailed to faculty and staff)
9. Printed collateral (flyers, brochures, posters)
10. PowerPoint presentations
11. Coordinate/script videos with/for the Academic Technology Center



Courtney Zuke
*Communications & Marketing
Program Manager*

**Follow IRT on social media
and help boost our posts!**

- facebook.com/sacstateirt
- twitter.com/sacstateirt
- instagram.com/sacstateirt



University Reporting & Data Services

[University Reporting and Data Services](#) powers University data-driven research and decision making with a variety of on-demand and custom metrics, reports, and visualizations.

The University Reporting & Data Services Team is made up of professionals with skills ranging from report and dashboard development, ETL development, data modeling, and system integration.

Campus divisions, colleges, and program leadership and staff can request access to [self-service tools and resources](#), or connect with the team for consultation.



DeWayne Holmes

Director of University Reporting & Data Services

Supported tools:

- Cognos Analytics reporting environment
- Tableau data analysis environment
- Extract, Transformation and Load (ETL) processing with Informatica

Available services:

- Reporting and dashboard solutions
- User training and best practices
- Data integration with other campus applications
- Data exploration through the Campus Data Scientist environment



University Reporting & Data Services Supports

- University Data Warehouse
 - 14 data sets
 - 4.5 terabytes of data
 - 1,450+ nightly processes
- 103 Cognos Analytics/Tableau developers
 - 849 Cognos Analytics reports
 - 134 Tableau dashboards
- 1,678 report/dashboard campus users

Enterprise Systems

The IRT Enterprise Systems Team provides software development support, and serves as a primary technical resource for the University Enterprise Resource Planning (ERP) systems.

Powered by Oracle PeopleSoft, the Common Management System (CMS) is the official system of record for student, human resources, and financial information.



Marc Fox

*Interim Information Security Officer
Senior Director Enterprise Systems*

- **CMS - Human Resources (CMS HR)**

Stores and manages employee information and data, and affects several University business processes including SacLink account creation, hiring workflows, and benefits and payroll administration.

- **CMS - Student Administration (CMS SA/Campus Solutions)**

CMS SA is one of the most central components of the University's information structure, and is the primary student information and data source for business processes and services, including: applicant data, grades, student financial aid, academic planning and advising, enrollment history, course information, class schedule building, and course registration processes.

- **CMS - Financial System (CFS)**

CFS is a critical component of the University's information infrastructure, and powers many budgeting and day-to-day financial operations, including purchase requisitions, procurement, end-of-year reporting, and expenditure transfers. The CSU Office of the Chancellor provides primary technical support for CFS, supplemented by the IRT Enterprise Systems Team.



Information Security Office



The [Information Security Office](#) monitors, educates, and aims to protect the campus from malware, cyberattacks, phishing attacks, and other malicious attempts to compromise University assets. Our commitment to protecting the Sac State community is 24/7, and we ensure that our network, data, and information systems are secure and compliant. Services and support include:

- Security training, awareness (Cofense PhishMe tests), and consultation
- Security detection, incident management and response
- Standards and tools to help protect University assets

Project Management Office (PMO)

The [IRT Project Management Office \(PMO\)](#) partners and collaborates with University divisions to deliver strategic, technology-focused projects. The PMO Team delivers value through comprehensive academic and business needs analysis, standardized processes, ensuring appropriate project governance, and employing best practices to deliver quality technology projects aligned within strategic goals.

Core Services

- Project Management
- Business Analysis
- Change Management and Communications Consultation
- Quality Assurance
- Documentation

Key Strategies

- Focus on project delivery and results, enable consistency of delivery, and be a change leader
- Provides business analysis of the current paper-based processes and makes compelling recommendations on process improvement, digitizing, and automation.
- Provide excellent customer value that meets needs, aligned with divisional strategy, University goals, and industry best practices
- Nurture strategic partnerships and relationship management
- Smart resource management and capacity planning to manage operational work
- Employ the PROSCI ADKAR model for change management



Nadya Lucas

Interim Director, Project Management Office

Change Management

Change management is a critical component to project management success. It focuses on the people side of the changes we implement, and using the PROSCI ADKAR model, we can help guide how we prepare, equip, communicate, and support campus to successfully adopt change, drive organizational success, and increase the speed of adoption, utilization and proficiency of use among our campus users. ADKAR training workshops and discussions are held regularly.

Prosci® ADKAR® Model



Campus Applications

The Campus Applications Team (CAT) provides technical support for campus-wide systems such as: Astra Schedule, One Card, Microsoft SQL Server, Oracle, StarRez, Symplicity Advocate, and multiple University Advancement Philanthropic and Alumni systems. CAT also provides primary application support and development for campus-wide document imaging and workflow solutions such as OnBase and DocuSign. The team creates and supports integrations between many campus applications and CMS using GoAnywhere and other development tools.



Greg Porter
*Director of
Campus Applications*

Services provided by CAT

- Application support
- Consulting
- Onboarding assistance and integrations
- Document Imaging
- Retrieval and Workflow Solutions
- Enterprise Database Management
- Broadcast Email Service



28,000 +/- transfer credit evaluations since 2017
17,000 +/- graduate applications since 2016
6,000 +/- CARS requests since 2015
1,000 +/- expenditure transfer requests since 2018
500+ faculty release time forms since 2019

Systems supported by CAT

- AiM by Assetworks
- Application Inventory
- ARMS Computer Aided Dispatch/Records Management
- Astra Schedule
- Cashnet
- Courseleaf Catalog and Curriculum Management
- CSU Apply
- Cybersource
- DocuSign
- Ellucian Advance
- Emma/Campaign Monitor email software (SacSend 2.0)
- Enghouse Interactive Voice Response
- Experian QAS
- GoAnywhere
- iModules
- JSA
- Microsoft SQL Server Database Systems
- OnBase
- Oracle Database Systems
- Reheer
- RNL Fundraising Management Software
- S4
- SacSend 1.0
- SecureMail
- SimpleK
- StarRez
- Symplicity Advocate
- Telmaster Call Account System
- T2
- Transact (OneCard)

- TROY

- WASP

Academic Technology, Campus Service/Support & Engagement

The Associate Vice President of Academic Technology and Campus Engagement leads the delivery and improvement of inclusive, campus-wide information technology services for diverse campus audiences including faculty, staff and students, leading and aligning the following IT areas across all functions of IRT:

- IRT Service Desk
- Web/Mobile Services
- Academic Technology and Universal Design for Learning
 - Learning Space Services
 - Classrooms
 - Accessible Technology Initiative (ATI)
- Desktop Services
- Print Programs
- IT Liaisons



Peggy Kay

*Associate Vice President for
Academic Technology
& Campus Engagement*

IRT Service Desk

The [IRT Service Desk Team](#) is the face of IRT. Acting as a communication hub in AIRC 2005, the team of professional technology staff and student assistants engages with the campus community and manages their IT experience. The Service Desk acts as a single point of contact for IRT. From password resets to wireless connections, software installations to “how to’s,” the IRT Service Desk Team assists the campus community in understanding and using campus technology services.

The IRT Service Desk Team

- Intakes, resolves, and routes IT issues and requests throughout IRT, the distributed IT community (known as [ITC's](#)), and campus functional partners
- Resolves nearly 10,000 tickets annually, and routes another 25,000
- Oversees our AIRC 2004 Computer Lab offering tech help, free laptop checkout services, and academic poster printing for students



Long Lim

*Interim Director,
Customer Services*

Team IRT

AIRC 2005
servicedesk@csus.edu
916-278-7337



Desktop Services

The IRT Desktop Services Team offers comprehensive endpoint device management, keeping more than 7,000 campus devices up-to-date and secure, and responds to 1,300 service requests annually. In addition, the team:

- Develops the University's standard faculty/staff and computer lab images
- Establishes hardware standards and manages distribution of software licenses
- Organizes procurement, and administers the hardware refresh process for IRT, Academic Affairs, full-time faculty/staff, and college computer labs on a 4-year rotation
- Provides direct device support for IRT, ABA, and departments under the president's and provost's offices, and partners with the distributed ITC community to support the rest of campus
- Ensures secure device decommissioning through an e-Waste program that handles an average of 25 tons of material annually



Printing Services

The IRT Print Services Team is a blend of core staff and student assistants who manage two programs (and handle nearly 7,000 support tickets annually!):

1. PrintSmart for students

Students are able to print/copy/scan with their OneCard at PrintSmart in computer labs and devices across campus.

2. Departmental print program with a managed print vendor

Through our campus vendor contract, campus departments can lease multi-function devices for their area. The IRT Print Services Team handles device configuration, basic troubleshooting, and issue escalation to the vendor.



Students print more than 4 million pages annually. The new scan to email option supports campus sustainability efforts.

IT Liaisons

IRT introduced IT Liaison roles to help fill critical IT needs both on campus and off-site:

- **Sacramento State Downtown:** Tyler Pinkney offers general IT, device, and classroom technology support for on-site staff and students, and coordinates with representatives from all seven colleges, and the distributed ITC's.



The [IRT Web & Mobile Services Team](#) ensures that campus web and mobile content is optimized and accessible. The team is experienced in front-end programming languages including:

- HTML5
- CSS
- Javascript
- Python
- .NET and IIS configuration management

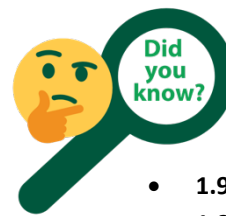


Vacant

Director of Web & Mobile Services

The team works closely with web publishers campus-wide to ensure content is kept accurate and engaging. Systems managed and services provided include:

- Cascade Web Content Management (WCM)
 - Training of WCM users
- My Sac State portal
- Canvas
- Sac State Mobile app
- SiteImprove (accessibility monitoring)
- Google Analytics
- Campus Events Calendar (Trumba)
- Custom app development/support
- Sharepoint



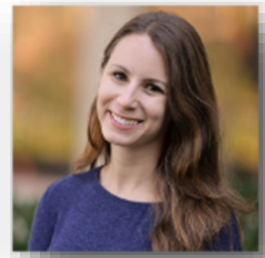
- **1.9 million views** on csus.edu
- **1,885** campus web pages
- **900,000+** views on my.csus.edu
- **65,000+** Sac State Mobile app downloads



Academic Technology Center (ATC)

The [Academic Technology Center](#) (ATC) supports faculty in advancing their teaching with technology in service of the university's core mission: to prioritize quality teaching and learning. Through a consultative and collaborative approach, the ATC Team stewards usage of core academic technologies, such as the Canvas Learning Management System, Zoom, Panopto, and other tools that help faculty make their instructional content accessible and student-centered. They are the campus leaders in advancing Universal Design for Learning, an educational philosophy that centers providing options for all learners to succeed. Academic Technology is divided into three collaborative and inter-related teams:

- **Academic Technology Center**
- **Learning Space Services**
- **Universal Design for Learning (UDL)**



Jenae Cohn, Ph.D.
*Director of Academic
Technology*

Services Provided/Supported

- Academic technology stewardship
- Accessible Technology Initiative (ATI)
- A/V Classroom Technology support and refreshes
- Canvas Course Design/Consultation
- Classroom space consultation and training
- Course Evaluation (Class Climate)
- [Interactive Classroom Inventory](#)
- Learning Glass Studio Recording Space
- Lecture Capture (Panopto) Support
- Online Teaching Resources (OTR) (Help Articles)
- Teaching with Technology Workshops and Consultation
- Universal Design for Learning

Teaching Tools

- Ally (Canvas Accessibility Tool Suite)
- Camtasia
- Canvas
- Class Climate
- Gradescope
- Hypothes.is
- Kurzweil 3000
- Otter.ai
- Panopto
- Qualtrics
- Respondus
- SnagIt
- Top Hat
- TurnItIn
- Various Publisher LTIs within Canvas
- Zoom & ZoomText

In the 2021-22 Academic Year:



- **75%** of Sac State Course Sections use Canvas
- **3,434** Faculty and **29,726** Students use Canvas
- **214,098** Assignments Created
- **139,580** Discussion Topics Created
- **831,080** Files Uploaded
- +/- **266.5 million** unique page views



In the 2021-22 Academic Year, the ATC Teams:

- Resolved **7,441** tickets
- Consulted in **332** scheduled appointments and **907** drop-in appointments
- Supported faculty with **462** phone calls and **3,400** e-mails

Systems Operations & Identity Management

Operating Systems & Support (OSS)

The IRT Operating Systems and Support (OSS) Team deploys, maintains, and supports critical IT infrastructure for the campus. The team is comprised of highly-skilled professionals with a combined IT experience of 208 years – 96 of those years with Sacramento State. Critical and support services include:

- Server Virtualization
- Network Attached Storage
- Email and Office 365
- Active Directory Management
- ADFS and LDAP Authentication
- Load Balancing and Redirection
- Server Vulnerability Management
- Data Backup and Restoration
- Application and System Monitoring
- Domain Name Registration
- PKI Certificate Issuance
- File Share Services



Nick Sladojevic
*Interim Director for
Identity Management &
Systems Operations*

In addition, the OSS team is responsible for server standards and deployments, along with providing top-tier server operating system support for campus Microsoft Windows and Red Hat Linux systems.



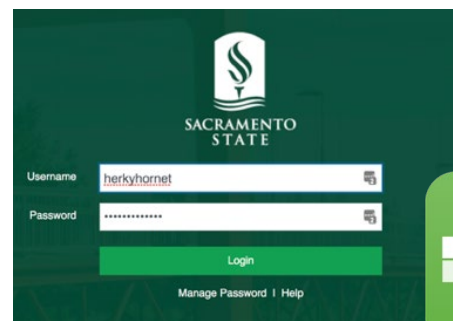
- Manage a **petabyte of storage**
- Process **1.3 million emails weekly**
- Directly and indirectly oversee **944 physical and virtual servers** within the enterprise

Identity Management

The IRT Identity Management (IDM) Team creates, maintains, and supports campus authentication and related services. Functionality, reliability, consistency, and uptime is the priority.

The IDM group manages:

- SacLink account lifecycle
- Password management
- Multi-factor authentication (2-Step with Duo)
- Single-sign-on (SSO)
- Top-level permission and access mechanisms



Network & Telecommunications Services

The IRT Network and Telecommunications Services Team supports the Campus Data Center, network and telecommunications systems, and remote campus locations such as the Aquatic Center, Sacramento State Downtown, and Folsom Hall.

Campus Data Center

- Provides campus' private cloud operations with server, storage, and networking services
- Functions as a communication hub for internal/external campus network and resources
- Hosts 8 critical campus disaster recovery infrastructures that are available to other CSU campuses for disaster recovery colocation services
- Serves as a network hub for the Sacramento County Office of Education

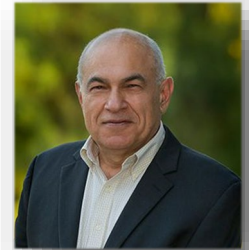
Network Services and Telecommunications

Responsible for a variety of critical campus infrastructure, the team designs, implements, and maintains all campus networks, including:

- Campus internet connectivity
- Campus Wi-Fi via eduroam (boosting to Wi-Fi 6!)
- Network routers
- Firewalls
- VPN services
- Campus telephone system (7,000+ lines)
- Campus emergency response application
- Campus police dispatch system

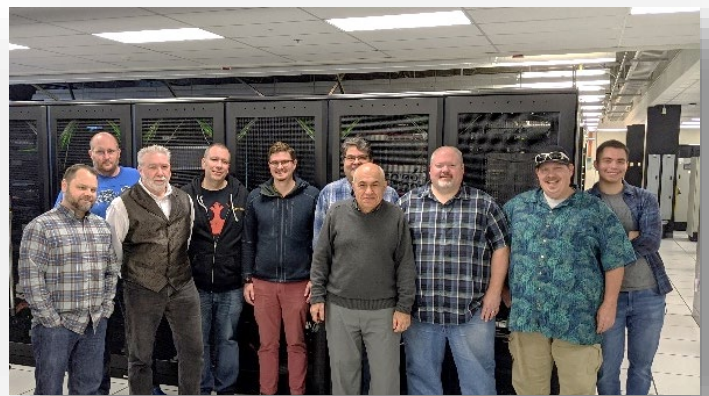
Other services provided:

- New phone request/phone relocation
- Voicemail password reset
- Activate/relocate network jack
- New wiring for network/phone jack
- Wiring redesign for office space
- Indoor/outdoor Wi-Fi access point services

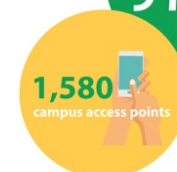


Ted Koubiar

*Senior Director of Operations
& Network Services*



L-R: Rich Power, Carl Oakes, Ron Ardema, James Estes, Brandon Oreno, Ben Van Overeem, Ted Koubiar, Kevin Reddell, Ted Wolfe, and Andrew Aceves.



- **76 buildings/structures**
- **228 telecom rooms with 480 network switches, 28,000 port capacity, and 15,600 active wired ports**
- **19,200 concurrent (peak) Wi-Fi users**

IRT Resources

We have a variety of IRT resources – including this manual – to help get you started. Here’s a quick review of the basics:



- Complete your “Welcome to Team IRT Checklist”
- Bookmark and explore:
 - csus.edu
 - csus.edu/irt
 - my.csus.edu
 - calendar.csus.edu
 - catalog.csus.edu/academic-calendar
 - <https://csus.service-now.com/navpage.do>
 - <https://csus.teamdynamix.com/TDNext/Home/Desktop/Default.aspx>
 - <https://mysacstate-my.sharepoint.com/>
 - [Online Teaching Resources \(Public Canvas Site\): https://csus.instructure.com/courses/56207](https://csus.instructure.com/courses/56207)
- If you haven’t already, download the [Sac State Mobile app](#)
- Know your IRT Network Drives:
 - **N: Drive** – Shared Departmental Drive
 - **P: Drive** – Shared IRT Project Drive
 - **U: Drive** – Your Personal/Home Drive
- Follow IRT social media:
 - facebook.com/sacstateirt

SacLink Account (your Campus Account)

Your SacLink account, or Campus Account, is your electronic identity on campus. Once your background check is cleared, IRT will send an email to create your SacLink account at <https://mysaclink.csus.edu> which will ask for your last name, SacState ID (if known) or SSN (last 4 digits), and date of birth. Your SacLink account allows you to access:

- Your University computer
- Connect to campus wireless networks
- Login to the My Sac State portal
- Login to campus computer labs
- Host and edit personal web pages
- Search library databases
- Many other campus services and applications



Important: Be sure to create your SacLink account **at least 24 hours** before your orientation date.

My Sac State (University Portal and Your Employee Center)

[My Sac State](https://my.csus.edu) (my.csus.edu) is the University's secure portal. Log in using your SaLink user name and password. Here are commonly used areas of My Sac State:



Employee Center: View and manage your personal and emergency contact information, leave balances and absence reporting, benefits summary, compensation and paycheck data, and more.

Quick Links: For ease, we've included commonly used links to applications such as CSU Learn, OnBase, PeopleAdmin, and others based on your role.

Manage Password: Click the "Manage Password" link to change or reset your SaLink password, or to set-up/update your personal security questions.

OneCard: The Sac State OneCard is the official identification card for students, faculty, and staff. Manage your OneCard account on your desktop by clicking the link on My Sac State.

Internal Documents & Resources: In addition to an external facing website at csus.edu/irt, IRT has internal-use content (forms and resources) secure on My Sac State.

Reporting Absences & Vacation Requests

Reporting Absences

Employees are required to report their absences in their Employee Center on [My Sac State](https://my.csus.edu) at the end of each month. No absences for the month? You'll still need to login and report "0" absences.

1. Login to My Sac State and click **Report Absences** in your Employee Center
2. Enter your absent hours in the **Report and View Absences** page
3. In the **Absence Name** field, select the reason (or select, "No Leave Taken")
4. Click **Submit**



While the [self-service manual](#) doesn't reflect the current design of My Sac State, it does provide step-by-step instructions for completing absence reporting.

Vacation Requests

If you have vacation hours and would like to request time off, request it by emailing your direct supervisor (who you report to) at least **one week in advance** of the planned absence(s). Your supervisor will confirm or discuss your request.

Travel Guidelines

Traveling for business? You'll first need to submit an [application for a Sacramento State travel card](#), and then complete training in [Concur](#), the University travel and expense software. All travel requests must be submitted to your supervisor **prior** to entering it into Concur. Additionally:

- Keep all original receipts for all travel expenditures - all transactions require an itemized receipt
 - Alcoholic beverages are not allowed
 - Meals must be limited to yourself
- If you choose to arrive a day early or stay a day after, you are responsible for the expenses for those days
- There is no comp time for traveling or attending a conference
- When possible, carpool to reduce expenses



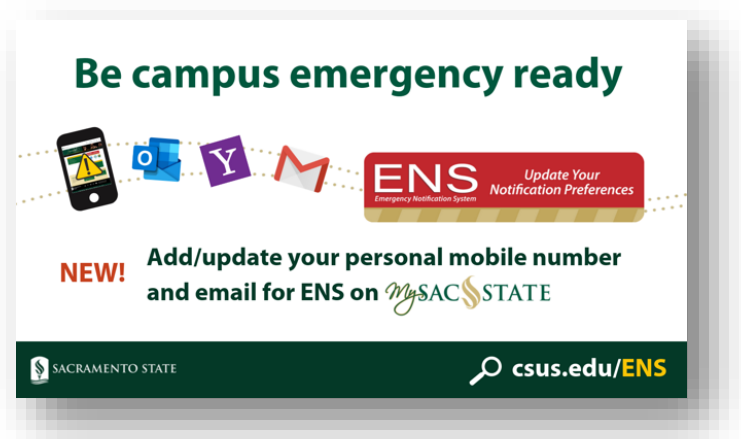
Emergency Action Plan (EAP) and Emergency Notification System (ENS)

The Emergency Action Plan (EAP) includes designated actions that faculty, staff, and students must take to ensure safety during a campus emergency.

View the AIRC's EAP: [\\sacfiles1\shared\irt\sharedinternal\Emergency Action Plan\2019-20](#)

Emergency Notification System (ENS)

In the event of a campus shooting, bomb threat, hazardous material spill, flood, fire, campus closure, or other event that may cause immediate harm, the Sacramento State Police Department uses the [Emergency Notification System \(ENS\)](#) to send out automated, urgent alerts. The alerts are sent to SaLink emails and desk phones (as applicable) for students, employees, and eligible participants.



IMPORTANT: *Increase the odds of reaching you in the event of an emergency – opt-in a personal mobile number and personal email address to the campus ENS system. Add/update your information in your Personal/Campus Directory/ENS on [My Sac State](#).*

A-Z of Acronyms, Commonly Used Tools and Software

Here are some commonly used terms, software, tools, and applications that campus (and IRT specifically) uses to document, collaborate, store, and communicate. Explore the full IRT Software & Tools Catalog at <https://www.csus.edu/information-resources-technology/software-catalog/>.

IRT 411 Alert	IRT's notification system for reporting an outage, service degradation, or planned maintenance that affects the campus community. All IRT team members and subscribers to the Tech Issues listserv receive an email message and any subsequent updates until an incident is closed. Any IRT staff member can use the Service Now 411 Form .
Accessible Technology Initiative (ATI)	A CSU-wide initiative committed to ensuring accessibility for all instructional materials, Web and mobile content, and for procurement decisions. https://www.csus.edu/information-resources-technology/ati/
AIRC or ARC	The Academic Information Resource Center building (usually pronounced "ark") is the campus building that houses the IRT Service Desk, and most IRT offices and personnel. "ARC" is the building abbreviation on the campus map, and "AIRC" is the acronym.
Application Inventory	Access database that documents campus application data, including the application name, description, service type, application physical location, risk level, functional owner, administrative owner, manager owner, etc. N:\irt\sharedinternal\Application Inventory
Appsian PeopleMobile	Appsian PeopleMobile (formerly GreyHeller) is a plug-in for PeopleSoft CS that converts student self-service pages to responsive pages for smaller footprint devices.
Astra Schedule	Software connected to CMS CS that facilitates scheduling of classrooms for class sections.
Academic Technology Center (ATC)	The Academic Technology Center is the IRT department that supports faculty with advancing student-centered usage of technologies for teaching and learning: https://www.csus.edu/information-resources-technology/teaching-learning/

Branding	IRT follows Sacramento State brand and editorial guidelines, found at https://www.csus.edu/brand/ . If a technical project requires branding consultation (such as a software that is able to be co-branded with Sacramento State, etc.), please contact the IRT Communications & Marketing Program Manager.
Calendars	Academic: https://catalog.csus.edu/academic-calendar Campus Events: calendar.csus.edu
Cal State Apply	CSU system-wide product managed by Liaison to process admissions applications.
Campus Map	Find an interactive version on the Sac State Mobile app, or at https://www.csus.edu/campusmap/ .
Canvas	Sac State's Learning Management System (LMS). This application is stewarded by the Academic Technology Center team. https://www.csus.edu/information-resources-technology/software-catalog/#canvas
Cashnet	Student portal for paying fees online.
Central Authentication Service (CAS)	Used for many Single Sign-On (SSO) applications including My Sac State .
Campus Applications Team (CAT)	Co-located in AIRC 2008 with the IRT ERP team, with database administrators located on the fourth floor in the AIRC.
Campus Directory	Lookup faculty and staff members by name or department at https://directory.csus.edu/directorySearch.jsp .

<p>Citrix Workspace</p>	<p>A "Virtual Desktop" that provides remote access to a full set of campus software in a Windows 10 environment. https://www.csus.edu/information-resources-technology/software-catalog/#citrix-workspace</p>
<p>Common Financial System (CFS)</p>	<p>Common Financial System. Across the CSU, all campuses and the Chancellor's Office share a single PeopleSoft FSCM instance, partitioned by SetID and Business Unit.</p>
<p>Change Control</p>	<p>IRT's configuration management process and weekly meeting of technical IT staff to discuss/triage changes to University software and technology. https://mysacstate.sharepoint.com/sites/irt/wms/Lists/Weekly%20Maintenance%20List/DefaultView.aspx</p>
<p>Change Management</p>	<p>An organizational change management discipline used by the IRT Project Management Office. IRT currently incorporates the Prosci ADKAR model into campus technology projects. csus.edu/information-resources-technology/project-management/</p>
<p>Common Human Resources System (CHRS)</p>	<p>Currently, all CSU campuses have their own HCM (HR) PeopleSoft instances to manage HR functions, but a project is ongoing to consolidate all campuses into a common suite of HR applications.</p>
<p>Common Management System (CMS)</p>	<p>A CSU system-wide project to deliver PeopleSoft ERP solutions to all CSU campuses. CSU offices in Long Beach maintain the CSU software, and work with our Unisys partner in Santa Clara to maintain the infrastructure. On campus, the term "CMS" is used to refer to PeopleSoft HCM and CS applications (as distinguished from "CFS").</p>
<p>Concur</p>	<p>Sacramento State's travel and expense management system. Formal training is required, and travel requests must be approved by your supervisor prior to entering the request in Concur. https://www.csus.edu/administration-business-affairs/internal/concur-travel/</p>
<p>CSU Learn</p>	<p>The CSU's system-wide learning management system that provides access to a variety of mandatory and professional development training courses and resources. Access it through My Sac State or https://csu.sumtotal.host/Core/dash/home/Home Sacramento select "Sacramento" in the pull down and login.</p>
<p>Data Center</p>	<p>Sac State's server/machine room located on the fourth floor of the AIRC.</p>

Data Warehouse	Campus data warehouse reporting environment managed by the IRT University Reporting & Data Services Team. Technologies include Informatica, Cognos, Tableau, and Oracle. https://csus.edu/information-resources-technology/data-research
Duo or Two-Step Verification with Duo	Sac State’s multi-factor authentication (MFA) system. By system-wide policy, all users with access to sensitive data (Level 1) are required to use MFA to protect their credentials. Duo requires two factors to verify your identity to protect your account. The verification requires your SacLink password and a backup method. csus.edu/duo
eduroam	Official campus Wi-Fi. The eduroam network is a standard in higher education, allowing Sac State users to authenticate and automatically connect to any participating eduroam Wi-Fi network. Your University-issued device(s) will automatically be connected to eduroam. Connect a personal device(s) to eduroam by choosing the network on your settings and entering your full SacLink username (including the @csus.edu) and password. csus.edu/wireless
Emergency Action Plan (EAP)	Emergency plan that includes designated actions that faculty, staff, and students must take to ensure safety during a campus emergency. IRT’s specific EAP is located: \\sacfiles1\shared\irt\sharedinternal\Emergency Action Plan\2019-20
Emergency Notification System (ENS)	In the event of a campus shooting, bomb threat, hazardous material spill, flood, fire, campus closure, or other event that may cause immediate harm, the Sacramento State Police Department uses the Emergency Notification System (ENS) to send out automated, urgent alerts. csus.edu/ens
Enterprise Resource Planning (ERP)	An industry standard used to describe application suites that are used to manage an enterprise. The Oracle PeopleSoft ERP at Sacramento State consists of FSCM (Financials and Supply Chain Management), HCM (Human Capital Management), and CS (Campus Solutions).
Four Winds (SacConnect Digital Signage)	Software program powering the campus-wide digital signage including television screens in buildings, and stand-alone kiosks around campus. IRT (Network, Web, and Communications teams), University Communications, and Student Affairs have provisioned access, with University Enterprises Inc. (UEI) and The Well operating a separate system. Contact the IRT Communications & Marketing Program Manager with questions.
GoAnywhere Secure File Transfer	GoAnywhere securely shares files via emailed links – ideal for documents containing Level 1 and Level 2 Data. https://www.csus.edu/information-resources-technology/software-catalog/#goanywhere-secure-file-transfer .

Identity Management (IdM)	Also referred to as Identity and Access Management (IAM). Learn more about SacLink Account Types & Classifications .
Information & Communication Technology (ICT)	For any requisition request containing technology, an ICT is performed as part of the formal Procurement Process. Purchases must meet standards for categories such as accessibility and information security. https://www.csus.edu/information-resources-technology/technology-procurement/
Inside IRT	Online repository of internal documents and resources for IRT accessed through My Sac State portal. https://www.csus.edu/information-resources-technology/internal/
IRT Website	Bookmark csus.edu/irt .
IRT Service Desk	Located in AIRC 2005, the IRT Service Desk Team is the primary point of contact between IRT and campus users. The team provides Level 1 support, and manages incidents and service requests, as well as working with distributed IT support contacts, known as ITC's. csus.edu/irt/servicedesk
ITC's	Area IT Consultants or distributed IT community who reside within divisions and departments and provide localized IT support services. https://www.csus.edu/information-resources-technology/get-support-consultation/area-it-consultants.html
Level 1 Data	CSU's definition and management of the most sensitive data. https://cyou.calstate.edu/Policies/icsuam/Documents/8000/8065_FINAL_DRAFT_Data_Classification_CW_V4.pdf
My Sac State	Secure campus web portal for Faculty, Staff, and Students, and entry point for many campus applications, systems, and resources. my.csus.edu
Microsoft Office 365	Cloud-based version of the Microsoft Office Suite. Includes online versions of Outlook, Word, Excel, and many other tools. Campus email accounts are hosted in this cloud environment, as well as OneDrive for storage/sharing of non-sensitive files. Login to portal.office.com with your SacLink username, including the @csus.edu.

MS Outlook Exchange	The University email client. Access your email through webmail portal.office.com or the MS Outlook application on your University-managed device.
OnBase	Hyland Software’s document imaging and approval workflow solution, supported by the IRT Campus Applications Team. It allows departments to scan, upload, organize, and manage traditional paper documents electronically. Many of the workflows in OnBase rely on extract files from the ERP environments. https://www.csus.edu/information-resources-technology/software-catalog/#onbase
OneCard	Your Sacramento State ID card. https://www.csus.edu/administration-business-affairs/onecard/
Qualtrics	Official survey tool software available to all University faculty, staff, and students. Create and manage advanced survey instruments, distributions, data storage, analysis, and accessible surveys that are compatible with mobile or desktops, and export results to SPSS or Excel. https://www.csus.edu/information-resources-technology/software-catalog/#qualtrics
SacFiles Drives	Sacramento State NetApp files storage system: N: Drive – Shared Departmental Drive (<i>permission-based access</i>) P: Drive – Shared Project Drive (<i>permission-based access</i>) U: Drive – Your Personal/Home Drive (<i>only accessible by you</i>)
SacFilesSec	Encrypted location on SacFiles for storing sensitive information.
SacLink Account	Your SacLink account, or Campus Account, is your electronic identity on campus. https://www.csus.edu/information-resources-technology/accounts-access/my-account.html
SacSend 1.0	Original campus broadcast email application custom built by IRT. Being phased out of use, and primarily used by individual colleges and faculty. https://www.csus.edu/information-resources-technology/software-catalog/#sacsend-1.0

<p>SacSend 2.0 powered by Emma</p>	<p>Newer implementation of SacSend broadcast email using Campaign Monitor’s Emma cloud software. SSO-enabled and only available to provisioned, trained users. https://csus.edu/information-resources-technology/internal/sac-send-2.0.html</p>
<p>Sac State Mobile App</p>	<p>The official Sac State app includes campus maps and online directory, commuting information and real-time parking status, quick links to academic tools and resources, emergency contacts, and more. Download it for free on the App Store (iOS) or Google Play. csus.edu/mobile</p>
<p>Service Now</p>	<p>IRT’s IT Service Management (ITSM) tool, service portal and ticketing system used to report technology issues, view/request service catalog items, and archive of Knowledge Base (KB) self-service instructions. To report an issue, or request service, you can either open a ticket at csus.service-now.com, or email servicedesk@csus.edu which also generates a ticket. https://csus.service-now.com/</p>
<p>SharePoint</p>	<p>IRT uses SharePoint to store and share documents with team members. https://mysacstate.sharepoint.com/sites/irt/SitePages/Home.aspx</p>
<p>Shibboleth</p>	<p>Single Sign-On (SSO) solution for many applications including My Sac State.</p>
<p>Single Sign-On (SSO)</p>	<p>Authentication process for campus user to securely access campus services.</p>
<p>Smart Planner</p>	<p>Smart Planner is an online planning tool bolt-on in the CMS CS system used by students to plan their academic course load in advance. Part of the KEYS to Degree Toolbox, Smart Planner is coupled with the Finish in Four/Through in Two campaigns to help students accelerate through program completion to graduation. csus.edu/keys</p>
<p>Software & Tools Catalog</p>	<p>List of all current software, tools, and applications managed by IRT for internal and/or campus-wide use. Access to applications is based on your University role. https://www.csus.edu/information-resources-technology/software-catalog/.</p> <p>Software Center for PC: Click Start, and type “Software” to search.</p> <p>Self-Service for Mac: Find “Self Service” in the Applications folder, or do a spotlight search for “Self Service.”</p>

<p>TeamDynamix</p>	<p>Project management tool used by the IRT Project Management Office and other campus units to track resources, monitor deadlines, share documents, and view and share custom project reporting. https://csus.teamdynamix.com/TDNext/Home/Desktop/Default.aspx</p>
<p>Universal Design for Learning (UDL)</p>	<p>An approach to teaching and learning that gives all students an equal opportunity to succeed in their courses. https://www.csus.edu/information-resources-technology/universal-design-for-learning/</p>
<p>VPN (Global Protect)</p>	<p>Global Protect is the University’s official Virtual Private Network (VPN), and provides remote access to shared drives (such as SacFiles) and on-campus resources. View the download instructions specific to your device https://www.csus.edu/information-resources-technology/software-catalog/#globalprotect-vpn, and use vpn.csus.edu as the portal, then login with your SacLink account.</p>
<p>Web Content Management (WCM)</p>	<p>Campus uses the Hannon Hill Cascade software application to publish web pages for University-managed websites. https://www.csus.edu/information-resources-technology/internal/web-publisher-information.html.</p>
<p>Zoom</p>	<p>Sac State’s official web conferencing and recording solution. Faculty, staff, and students have access to create meetings and connect groups of any size. https://csus.zoom.us/</p>

CALIFORNIA STATE UNIVERSITY SACRAMENTO

Academic Advising Center	LSN 1013	Gerontology Program	BNC 1018
Academic Affairs	SAC 230	Graduate and Professional Studies in Education	EUR 401
Academic Talent Search	FLS 2046	Graduate Diversity Program and Academic Enrichment Programs	RFC 203
Accelerated College Entrance	BRH 226	Graduate Business Advising Center	TAH 1037
Accounts Payable	MDC 3005	Graduate Studies	RFC 206
Accounts Services	MDC 3005	Grounds and Landscape	FM
Administration and Business Affairs	SAC 272	Health and Human Services, College of	SLN 5002
Admissions and Outreach	LSN 1102	HHS Student Success Center	SLN 3000
Advising Center for Teaching Majors	LSN 2008	Hinde Auditorium	UU Lobby
Air Force ROTC	YSM 120	History	TAH 3080
Alcohol and Drug Prevention Education Program	WEL	History Graduate Program	TAH 3080
Alliance for Minority Participation	SQU 226	Housing and Residential Life	SRA Lobby
Alumni Relations and Association	AC	Hornet Bookstore	BKS
Anthropology	MND 4010	Human Resources	DLN
Anthropology Museum	MND 1000	Humanities and Religious Studies	MND 2011
Aquatic and Boating Safety Center	DLN	Inclusive Excellence	SAC 220
Lake Natoma, Gold River, CA	(916) 278-2842	Information, Resources and Technology	ARC 3010
Archeological Research Center	KDM 185	Institute for Higher Education Leadership and Policy	TAH 3063
Art Sculpture Lab	ASL	Institute for Social Research	ADM 102
Arts and Letters, College of	MRP 5000	Institutional Research, Effectiveness and Planning	SAC 250
ArtsBridge	KDM 191	Intercollegiate Athletics	ATH
Asian American Studies	AMD 462A	Interdisciplinary Studies	AMD 255
Asian Studies Program	TAH 3088	International Affairs Graduate Program	TAH 3104
Associated Students, Inc.	UU 3rd Floor	International Programs and Global Engagement	LIB 1001
Astronomy and Physics	SQU 230	Kinesiology and Health Science	SLN 3002
Athletic Advising	LSN 3004	KSSU—The Apex 1580 AM	UU 1st Floor
Athletics Administration	Athletic Center	Language, Speech and Hearing Center, The Maryjane Rees	SHS 172
Auditing and Consulting Services	SAC 259	Liberal Arts Master's Program	MND 2011
Benefits	DLN 3rd floor	Liberal Studies Program	LSN 2008
Bike Shop	WEL	Library Gallery	LIB 1026
Bilingual Multicultural Education (Graduate and Professional Studies in Education)	EUR 401	Lost and Found	PSB 001
Biological Sciences	SQU 202	Maryjane Rees Language, Speech & Hearing Center	FLS
Broad Athletic Facility	AF	Mathematics/Statistics	BRH 141
Budget Planning and Administration	SAC 259	McNair Scholars Program	RFC 211
Bursar's Office	LSN 1001	Mechanical Engineering	RVR 4024
Business Administration, College of	TAH 1010	MESA Engineering	
California Faculty Association	BRH 106	Computer Science Program	SCL 1213
Capital Education Institute, The	EUR 216	MESA K-12	SCL 1204
Capital Public Radio, Inc.	CPR 1008A	Migrant/Optimal Learning Environment	RFC 203
Career Center, The	LSN 1st floor	Minority Enrichment Business Program	TAH 3063
Carlsen Center for Innovation and Entrepreneurship	LIB	MLK Center	LSN 2201
Center for African Peace and Conflict Resolution	ALP 211	Multi-Cultural Center	LIB 1010
Center for California Studies	TAH 3046	Music	CP5 107
Center for College and Career Readiness (CCR)	LIB 4023	Music Recital Hall	CP5
Center for Counseling and Diagnostic Services	EUR 421	Native American Studies	AMD 562C
Center for Delinquency and Crime Policy	ADM 104	Natural Science and Mathematics, College of	SQU 334
Center for Economic Education	TAH 3016	New Student Orientation	LSN 1010
Center for Family Studies	MRP 3025	Night Shuttle Services	PSB
Center for Health, Practice, Policy and Research	FLS	North Central Information Center	ADM 208
Center for Mathematics and Science Education	SQU 330	NSM Advising Center	SQU 328
Center for Science and Math Success	SQU 320	NSM Equipment Support Center	SQU 44
Center for Tax Education	TAH 2102	Nursing, School of	FLS 1002
Center for Teaching and Learning	ARC 3005	Off Campus Housing Services	SRA
Challenge Center (Peak Adventures)	CC	One Card	LSN
Charter Schools Development Center	ADM 100	Pacific Sociological Association, The	AMD 553C
Chemistry	SQU 506	Pan African Studies	AMD 462D
Chicano Studies	AMD 463	Parents & Families Program	LSN 2205-O
Child Development (Undergraduate Studies in Education)	EUR 401	Parking	FLS
Children's Center	CDC	Payroll Services	DLN 3rd floor
Civil Engineering	RVR 4024	Peace Corps Liaison	CLV 138
College Assistance Migrant Program	RFC 1	Peak Adventures	WEL
College of Education Student Success Center	EUR 437	Peer and Academic Resource Center (PARC)	LSN 2200
Communication Sciences and Disorders	FLS 2316	Philosophy	MND 3000
Communication Studies	MND 5014	Photocopy Services	ARC
Community Engagement Center	LIB 4028	Physical Therapy	FLS 1054
Computer Engineering Program	RVR 3018	Physics and Astronomy	SQU 230
Computer Science	RVR 3018	Playwrights' Theatre	SHS
Conference Training Services	NPA 2008	Police Department	PSB 001
Construction Management Program	RVR 4024	Political Science	TAH 3104
Continuing Education, College of	NPA	President's Office	SAC 206
Cooper-Woodson College Enhancement Program	AMD 460	Pride Center	UU
Counselor Education (Graduate and Professional Studies in Education)	EUR 401	Procurement and Contract Services	MDC 3005
Courtyard Market	AMC	Property Management	FM 172
Creative Services	LIB 15	Psychological Counseling Services	WEL
Criminal Justice, Division of	ALP 137	Psychology	AMD 350
CSU-LSAMP Statewide Office	SQU 226	Public Affairs & Advocacy	SAC 203
Custodial Services	FM	Public Policy and Administration	
Deaf Studies (Undergraduate Studies in Education)	EUR 401	Graduate Program	TAH 3038
Design	MRP 5001	Public Safety	PSB
Development	SAC 118	Rape Prevention Program	WEL
Dining Commons	DC	Recreation, Parks and Tourism Administration	SLN 4000
Dining Services	RFC	Recreational Sports	WEL
Economics	TAH 3028	Research Administration	
Education, College of	EUR 206	and Contract Administration	BKS 3400
Educational Leadership and Policy Studies (Graduate and Professional Studies in Education)	EUR 401	Residence Halls	RH
Electrical and Electronic Engineering	RVR 3018	Resource and Organizational Management	SAC 272
and Computer Engineering Program	RVR 3018	Risk Management Services	RFC 220
Electronic Support Center	SQU 454	Safe Rides	UU 1st Floor
Else Gallery	KDM	Scholarship	LSN Lobby
Engineering and Computer Science, College of	RVR 2014	School Psychology (Graduate and Professional Studies in Education)	EUR 401
English	CLV 103	Science Educational Equity	SQU 320
English Language Institute	DLN 1005	Serna Center	RFC 1023
Environmental Health and Safety	EHS	Services to Students with Disabilities	LSN 1008
Environmental Studies	AMD 554A	Sexual Health Program	WEL
Epicure Restaurant at Sacramento State	UU 1st Floor	Social Science Program	LSN 2008
Ethnic Studies	AMD 463	Social Sciences and Interdisciplinary Studies, College of	AMD 255
Executive Fellowship Office	TAH 3046	Social Work, Division of	MRP 4010
Facilities Management	FM	Sociology	AMD 450
Faculty Senate	SAC 254	Space Management	LSN 3006
Faculty Student Mentor Program	LSN 2205	Special Education (Teaching Credentials, and Graduate and Professional Studies in Education)	EUR 401
Family and Consumer Sciences	MRP 3000	Sports Information	ATH
Financial Aid Office	LSN Lobby	STA Travel	UU 1st Floor
Financial Services Administration	SAC 259	Staff Employment	DLN 3rd Floor
Full Circle Project	LIB 1000A	Staff Training and Professional Development	DLN 3rd Floor
Guardian Scholars	LSN 2104	State Hornet Newspaper	DLN
General Education	SAC 234	Statistics/Mathematics	BRH 141
Geography	AMD 550	Store, The	UU 1st Floor
Geology	PLR 2003	Student Academic Support and Educational Equity Programs	LSN 3014
		Student Affairs	LSN 3008

Student Athlete Resource Center (SARC)	LSN 3002
Student Conduct	LSN 3008
Student Health Connection	UU 1108
Student Health and Counseling Services	WEL
Student Organizations & Leadership (SOAL)	UU 2nd floor
Student Services Center	LSN Lobby
Teaching Credentials	EUR 401
Testing Center	LIB 14
Theatre and Dance	SHS 104
Ticket Office	ATH
Undergraduate Business Advising Center	TAH 1030
Undergraduate Studies in Education (UGSE)	EUR 401
United States Geological Survey	PLR 2005
University Advancement	SAC 1st Floor
University Archives	LIB 1502
University Communications	SAC 116

University Enterprises, Inc.	BKS 3200
University Mail	FM 112
University Print	FM 114
University Receiving	FM
University Registrar's Office	LSN 2000
University Transportation and Parking Services (UTAPS)	FLS
Veterans Success Center	WEL 1000
Violence and Sexual Assault Support Services	WEL 3010
Water Program	MDC 1001
The WELL	
Witt Gallery	KDM
Women's Resource Center	UU
Women's Studies Program	AMD 561B
World Languages & Literatures	MRP 2051

BUILDING ABBREVIATIONS

AC	Harper Alumni Center	KDM	Kadema Hall
ADM	Adams Building	LSN	Lassen Hall
LIB	University Library		
MDC	Modoc Hall		
MND	Mendocino Hall		
MRP	Mariposa Hall		
NPA	Napa Hall		
PLR	Placer Hall		
PS 1	Parking Structure 1		
PS 2	Parking Structure 2		
PS 3	Parking Structure 3		
PS 4	Parking Structure 4		
PS 5	Parking Structure 5		
PSB	Public Service Building		
RFC	River Front Center		
RH	Residence Halls		
RND	The Roundhouse		
RVH	Riverview Hall		
RVR	Riverside Hall		
SAC	Sacramento Hall		
SCL	Santa Clara Hall		
SHS	Shasta Hall		
SLN	Solano Hall		
SQU	Sequoia Hall		
SRA	Sierra Hall		
STH	Studio Theatre		
STR	Sutter Hall		
TAH	Tahoe Hall		
UU	University Union		
WEL	The Well		
YSM	Yosemite Hall		

DIRECTIONS TO THE SAC STATE CAMPUS

Eastbound Highway 50

Exit at Power Inn/Howe Avenue. Go under the freeway onto Hornet Drive. Turn left onto College Town Drive. The road becomes State University Drive and you are on the south end of campus.

Westbound Highway 50

Exit at Howe Avenue. Continue through the light onto College Town Drive. At the second light the road becomes State University Drive and you are on the south end of campus.

Westbound Business 80

Exit at J Street. Turn left onto J Street and continue approximately 4 miles. Turn right onto Carlson/Esplanade. This is the north end of campus.

