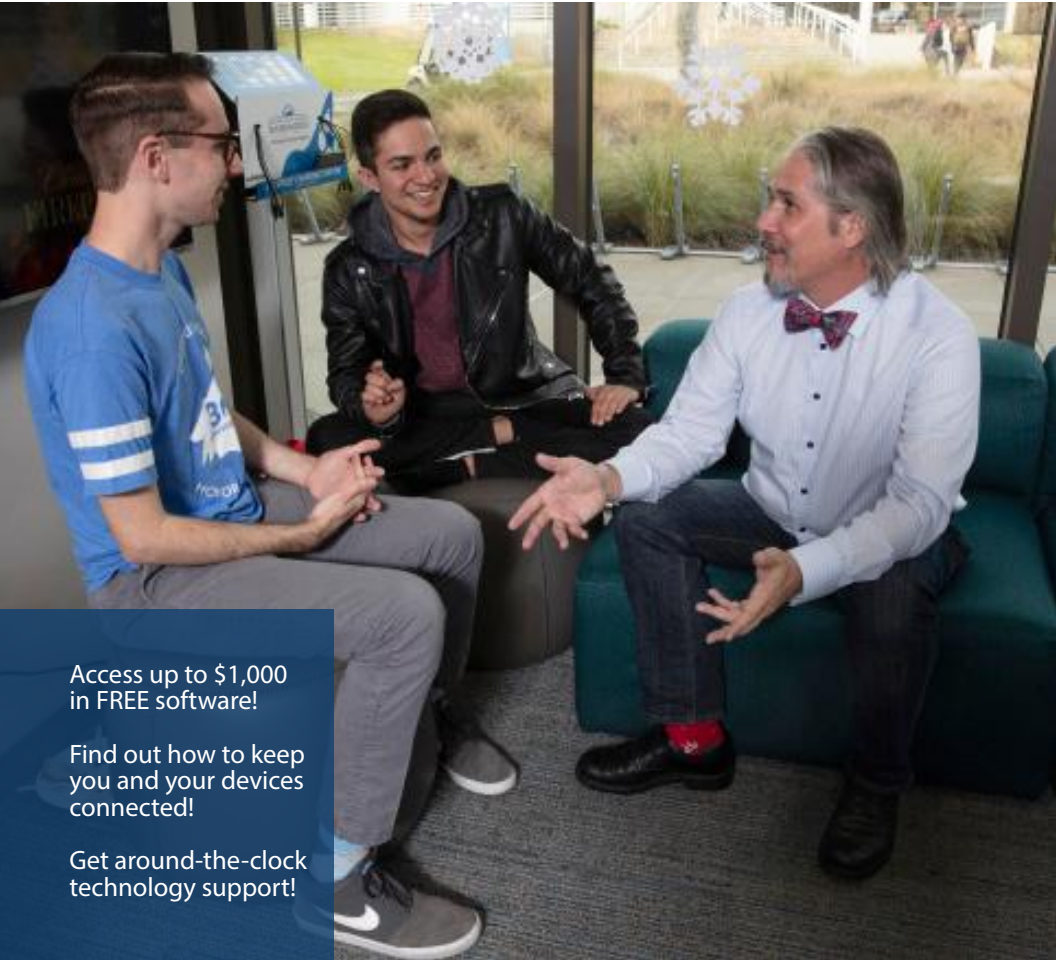


2024-2025

INFORMATION TECHNOLOGY SERVICES

FACULTY & STAFF RESOURCE GUIDE



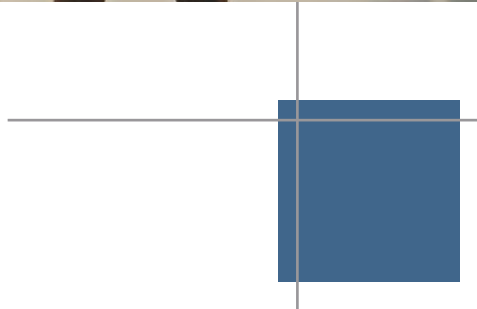
Access up to \$1,000
in FREE software!

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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ITS LEADERS

SERVICES

MULTIMEDIA & IMMERSIVE TECHNOLOGIES | (MIT)

(MIT) 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 (MIT) and our services, visit mit.csusb.edu



THE EXTENDED REALITY FOR LEARNING (XREAL- LAB)

Hosted by Multimedia & Immersive Technologies (MIT), 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.

PL-003 (Library basement)

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

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

Staff contact: James Trotter, Director for (MIT), jamest@csusb.edu

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 (VR); 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.



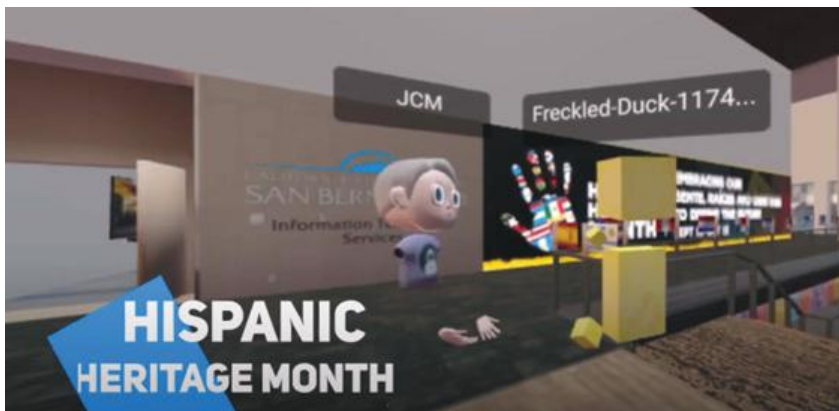


A sample of projects that campus members completed in collaboration with the xREAL Lab include:

Immersive journalism reporting about the aftermath of the 2023 earthquake in Turkey and Syria using 360-degree video; 3D-modeling 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.

For more information on faculty-led projects, visit us:

<https://www.csusb.edu/academic-technologies-innovation/xreal-lab/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 (VR); 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. Contact Dr. Mihaela Popescu (popescum@csusb.edu) for more information. Upon request, the xREAL Lab can also organize workshops for classes or campus members introducing our technologies. Contact Dr. Mihaela Popescu (popescum@csusb.edu) for more information.

THE MOCAP STUDIO

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.

PL-056 (Library basement)

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

Contact: James Trotter, jamest@csusb.edu



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, authorization forms, etc.

Learn more about Adobe Sign by attending a training session. You'll learn how to send a document for signature, track your documents, create a document template, and much more.

Are you interested in learning more about this platform? Our training staff is ready to assist you! Training Services offers both live sessions and on demand sessions on various topics. For more information, contact Training Services via email at itstrainingservices@csusb.edu or by phone at 909-537-7425.



Adobe Sign



ASSISTIVE TECHNOLOGY CENTER

The Assistive Technology Center (ATC) is a specialized computer lab that provides and supports a variety of assistive technologies (ATC) 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.

The (ATC) lab located in PL-1109D is open to everyone.

The (ATC) lab is open 24 - hours, with one-on-one assistance Monday - Thursday from 8:00 a.m. to 10 :00 p.m and Friday from 8:00 a.m. to 5:00 p.m.

(ATC) has additional adaptive workstations throughout campus:

Jack Brown Hall (2 workstations): JB-123

University Hall (2 workstations): UH-385 (SAIL Harbor) and 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 PL-111, 2nd-floor 2005, 3rd floor, 4th floor, 5th floor by new elevator

SAN BERNARDINO CAMPUS

Pfau Library Wedge, PL-1109D

PALM DESERT CAMPUS

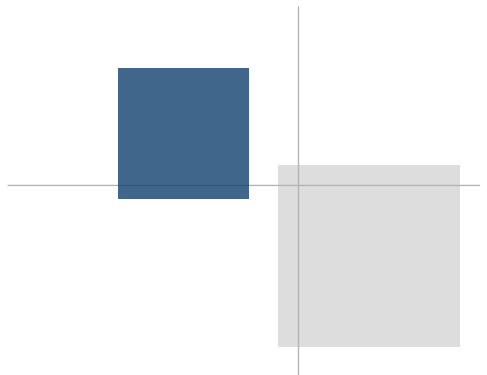
PDC Rogers Gateway, RG-107

Helene A. Hixon Information Resource Center Library HS-103

For more information about ATC services, email:

accessibility@csusb.edu or visit csusb.edu/ats.

Or visit csusb.edu/ats 909-537-4345



DIGITAL COYOTE ONECARD

Your Coyote OneCard is now accessible digitally! Serving as your campus identification card, the Coyote OneCard provides various conveniences. Access your digital OneCard Portal via the my-Coyote portal or by navigating to onecard.csusb.edu. This digital version enables you to: conduct transactions at dining, bookstore, and printing venues; view your photo; check balances; and top up your Coyote Cash.

To learn more about the Coyote OneCard please visit the Coyote OneCard website, onecard.csusb.edu

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 (Sun-Line) 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>



TRAINING SERVICES

Training Services helps staff, faculty and students gain proficiency in software such as Office 365, PeopleSoft, Data Financial 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 Training Services website:

<https://www.csusb.edu/its/training> or contact

itstrainingservices@csusb.edu for further assistance.

Can't attend a training?

The 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.

For more information, contact Training Services via email: itstrainingservices@csusb.edu or by phone at 909-537-7425.

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, PL-1109

24 hours a day, 7 days a week

ATC LAB

PFAU LIBRARY WEDGE, PL-1109D

One-on-one assistance available

Monday - Thursday, 8:00 a.m. - 11:00 p.m.

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

PFAU LIBRARY LAB, PL-1003

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

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

JACK H. BROWN COLLEGE OF BUSINESS & PUBLIC ADMINISTRATION

JB-123

Monday - 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, RG-215

Monday - Thursday, 6:30 a.m. - 10:00 p.m.

Friday, 6:30 a.m. - 8:30 p.m.

HELENE A. HIXON INFO AND RESOURCE CENTER, LIBRARY

Monday - 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 - 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

SAN BERNARDINO CAMPUS PL 1109:

Monday - Thursday, 8:00 a.m. - 8:00 p.m.
Friday - Saturday, 8:00 a.m. - 5:00 p.m.
Sunday, **CLOSED**

PALM DESERT CAMPUS:

Monday - Friday, 9:00 a.m. - 4:30 p.m.
Saturday - Sunday, **CLOSED**

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

ONLINE TECHNOLOGY SUPPORT IS AVAILABLE AROUND THE CLOCK BY CHAT BOT OR KNOWLEDGE BASED ARTICLES (KBA).

PHONE: 909-537-7677

EMAIL: support@csusb.edu

WEB/ CHAT BOT: support.csusb.edu

KNOWLEDGE BASED ARTICLES (KBA)

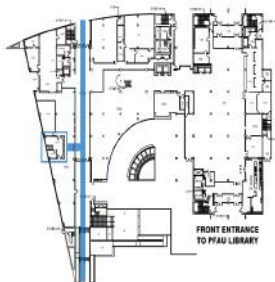
www.csusb.edu/its/support/it-knowledge-base

LOCATION:

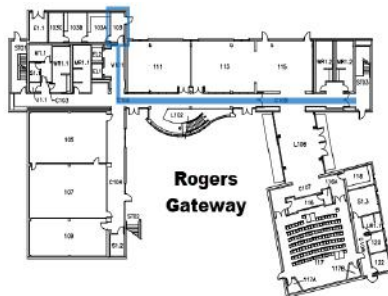
PFAU Wedge, PL-1109, **San Bernardino Campus**
Rogers Gateway, RG -103, **Palm Desert Campus**

Got issues? We have answers! Try visiting our Knowledge Base for a list of IT Help articles

SAN BERNARDINO CAMPUS



PALM DESERT CAMPUS





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>

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> 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/>



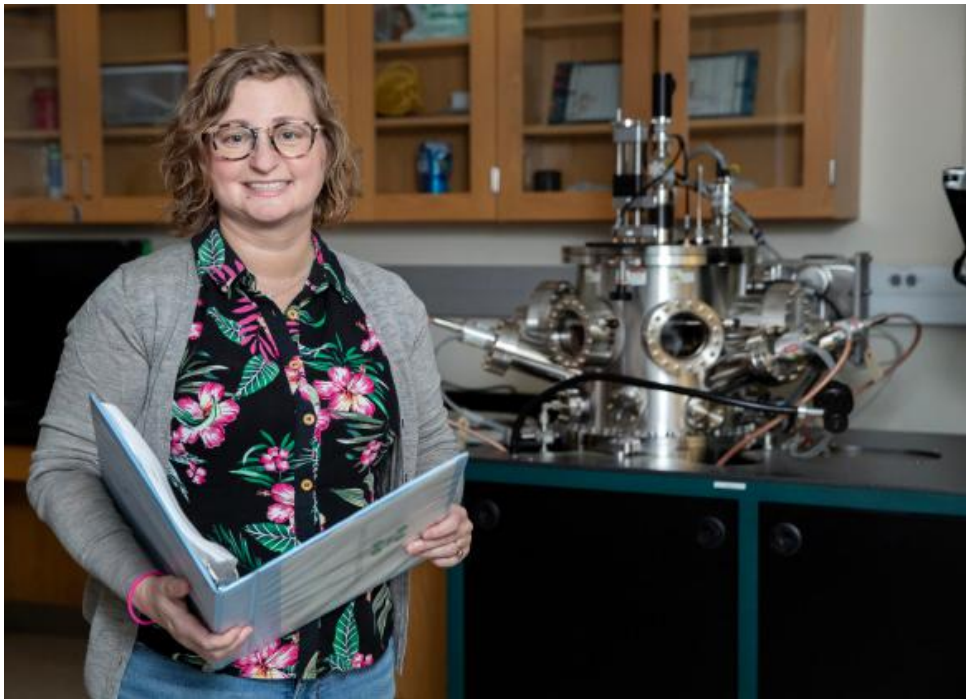
Are you interested in learning more about this platform? Our training staff is ready to assist you! Training Services offers both live sessions and on-demand sessions on various topics. For more information, contact Training Services via email at ittrainingservices@csusb.edu or by phone at 909-537-7425

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.

The LinkedIn Learning logo is displayed on a blue rectangular background. It features the word "LinkedIn" in white, followed by the LinkedIn "in" icon, and the word "Learning" in white.

<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>.

Are you interested in learning more about this platform? Our training staff is ready to assist you!

Training Services offers both live sessions and on demand sessions on various topics.

For more information, contact Training Services via email at itstrainingservices@csusb.edu or by phone at 909-537-7425



ONEDRIVE

OneDrive is a cloud storage provided by Microsoft for your personal work files. OneDrive connects with your CSUSB credentials and should be used primarily for work related purposes.

Advantages

OneDrive reduces reliance on email and reduces email overload. It eliminates the need to email files to yourself or download copies.

Multiple people can edit documents remotely.



For more information, contact Training Services via email at itstrainingservices@csusb.edu or by phone at 909-537-7425

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 by using the myCoyote app. To receive notifications to your device, access your device settings and locate the myCoyote mobile app and allow notifications.



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 OFFICE 365

Includes a suite of tools, such as Email, Calendar, OneDrive, and more



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

moTime 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 Workspace, Google Drive, XM 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

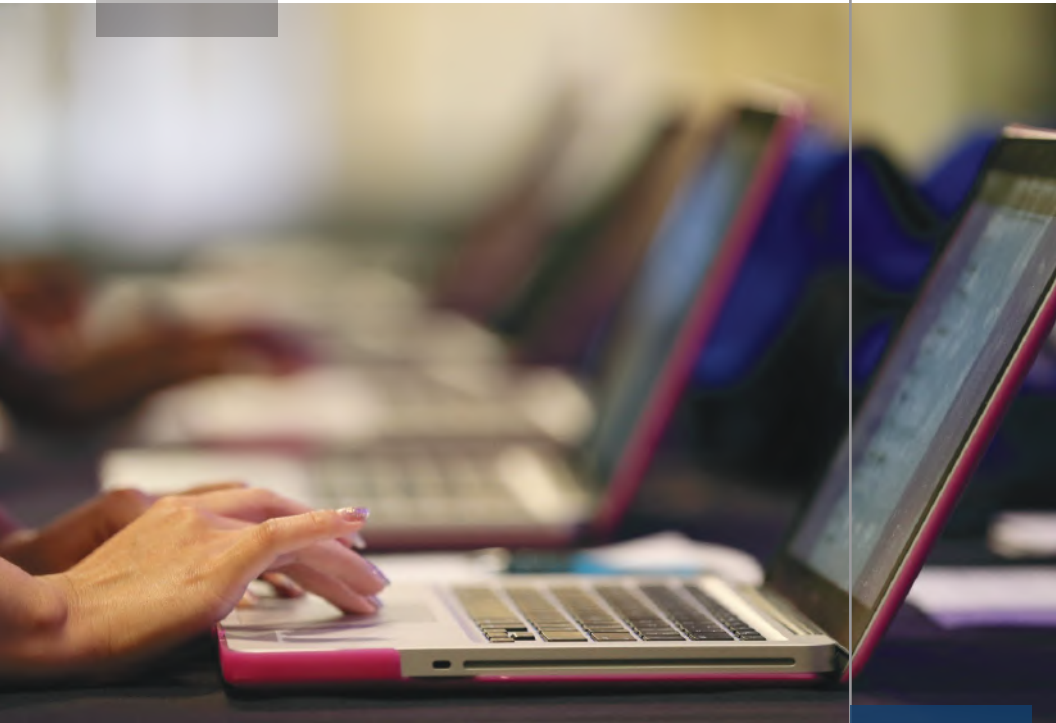
Search for faculty and staff contact information



TECHNICAL ASSISTANCE

The Technology Support Center is the one-stop shop for your university 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> to download your copy of Adobe Creative Cloud today. For assistance and training on this platform, contact Training Services at itstrainingservices@csusb.edu



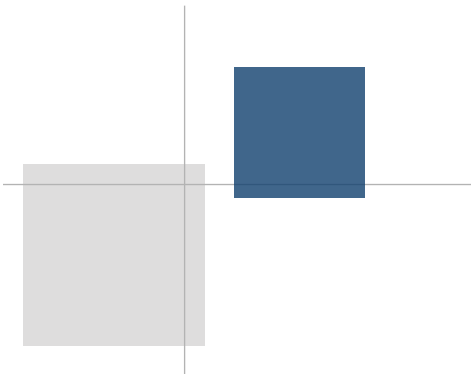
ESET ANTIVIRUS PROTECTION

CSUSB faculty and staff can receive a free licencing 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>



ZOOM WORKPLACE

Collaborating with students and colleagues is a breeze using Zoom, CSUSB's tool for hosting and attending video conferences. Zoom Workplace brings communication, employee engagement, spaces, and productivity together on a single platform with Zoom AI Companion capabilities. 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>



ADDITIONAL SOFTWARE

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

You may also visit our Training Services webpage and navigate to our Training Videos library to learn more about Camtasia.

<https://www.csusb.edu/its/training/training-videos>



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](#).

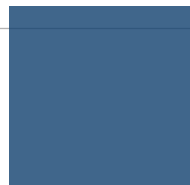


SNAGIT

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](#).



Are you interested in learning more about this platform? Our training staff is ready to assist you! Training Services offers both live sessions and on demand sessions on various topics. For more information, contact Training Services via email at itstrainingservices@csusb.edu or by phone at 909-537-7425



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.

XM 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.



Are you interested in learning more about this platform? Our training staff is ready to assist you! Training Services offers both live sessions and on demand sessions on various topics. For more information, contact Training Services via email at itstrainingservices@csusb.edu or by phone at 909-537-7425



Dear Faculty and Staff,



Welcome to Cal State San Bernardino! We're thrilled to have you here. Our goal is to ensure that your time at the university is transformative and enables you to pursue your dreams. Information Technology Services (ITS) is committed to supporting you with top-tier technology infrastructure, software, and services to aid in your success. Take a moment to explore our resource guide, familiarize yourself with the array of services and software available to students, and make the most of them.

For immediate assistance, the Technology Support Center at the San Bernardino and Palm Desert Campus are at your service. Additionally, ITS Training Services, also located there, offers training on various technological resources both on and off campus.

We value your input! If you have any suggestions regarding software, services, or infrastructure that could enhance your experience, please do not hesitate to reach out.

Visit support.csusb.edu for more information.

Warm regards,



Gerard Au (he/him)
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