![Los Rios Community College District logo]

TECHNOLOGY IMPACT REPORT

2024-2025
Academic Year

AMERICAN RIVER COLLEGE

COSUMNES RIVER COLLEGE · EST. 1970

FOLSOM LAKE COLLEGE

SACRAMENTO CITY COLLEGE · EST. 1916

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A Note from the Chief Information Officer

Dear Colleagues and Community Members,

I am truly excited to share the Los Rios Community College District's Technology Impact Report for the 2024 - 2025 academic year. This report showcases the remarkable progress we have made in leveraging technology to enhance the educational experience for students and educators. Throughout this year, our collective efforts and unwavering dedication have transformed how we teach, learn, and connect—helping students and educators thrive. Guided by our 2024 - 2030 Technology Strategic Plan, we've made real progress in expanding opportunities, improving access, and fostering a culture of innovation across our campuses.

Whether it's opening doors for high school students through dual enrollment, empowering our faculty with modern tools, or streamlining pathways to success, every achievement reflects our district's commitment and shared vision. Together, we've built a stronger, more inclusive, and forward-thinking community that helps equip our students with the resources to succeed. Thank you for inspiring progress and shaping the future of education at Los Rios.

With gratitude,

Manveer Bola
Associate Vice Chancellor of IT
& Chief Information Officer

What is the Technology Impact Report?

This Technology Impact Report is a reflection of our annual progress towards fulfilling the district's 2024 – 2030 Technology Strategic Plan, which serves as our guiding framework and establishes clear priorities and goals for achieving our technological vision. This report helps ensure our work is aligned and on track to realize the ambitious goals set by our stakeholders. This year's report highlights progress across each of the following strategic priorities:

- Deliver innovative and user-centric solutions to support teaching, learning and student success.

- Cultivate and support a data-driven culture, encompassing systems and processes to manage and utilize data effectively.

- Establish a secure, reliable, and sustainable technology foundation.

- Increase access, improve accessibility, and address digital equity barriers.

Strategic Priority

Deliver Innovative and User-Centric Solutions to Support Teaching, Learning, and Student Success

As part of our ongoing commitment to advancing innovation and student-centered progress, this section highlights our progress towards designing and delivering technology solutions that elevate teaching, learning, and student success. By placing both students and educators at the heart of our efforts, we focus on transforming traditional processes, fostering interactive learning environments, and creating more efficient, accessible systems. From streamlining academic pathways to digitizing forms and integrating cutting-edge tools, every initiative described in this section reflects our dedication to harnessing technology's power to inspire growth, improve outcomes, and build a more supportive educational ecosystem for all.

Advancing Access through Dual Enrollment Self-Enrollment

The significant increase in high school students participating in Los Rios Dual Enrollment programs has highlighted the need for more efficient registration processes. Recognizing the obstacles presented by outdated, manual systems, the district successfully launched self-enrollment functionality that empowers high school students to register for dual enrollment courses with ease while maintaining compliance with all regulatory requirements. This digital transformation streamlines administrative workflows, applies essential unit and financial aid limits, and enhances communication and tracking for dual enrollment participants. As a result, access to these valuable educational opportunities has expanded, and operational efficiency has been significantly improved, demonstrating the district's commitment to leveraging technology to remove barriers and support student success.

3,030
Students Self-enrolled in
5,445
Courses
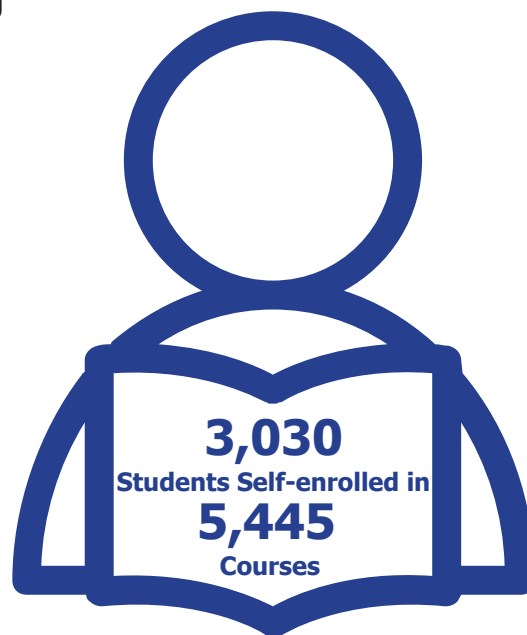
Enhancing Instructional Quality through AI

Over the past year, Los Rios has made significant strides in leveraging advanced AI-powered tools to support faculty and enhance the educational experience. By introducing innovative technologies such as Khanmigo Teacher Tools for streamlined lesson planning and rubric creation, Canvas Smart Search for intuitive content discovery, and the Zoom AI Companion for efficient meeting management, the district has empowered educators to work more productively and engage students more effectively. These solutions not only simplify instructional workflows but also make essential resources more accessible, demonstrating a strong commitment to harnessing technology for impactful and equitable learning across the district.

Streamlining Academic Pathways through Common Course Numbering

This year marked a pivotal advance in our commitment to statewide alignment and student mobility with the implementation of Assembly Bill 1111. The Common Course Numbering initiative establishes a unified approach for transferable courses across California's community colleges, streamlining academic pathways and facilitating seamless transitions for students. In its initial phase, our district updated taxonomies for six foundational courses scheduled for rollout in the Fall 2025 term. This undertaking involved in-depth analysis, system development, configuration, validation, and rigorous testing across critical platforms, including PeopleSoft, Socrates, Online Course Schedules, and numerous downstream applications. A key highlight was our district's leadership working alongside other PeopleSoft-enabled community colleges to advocate for Oracle's support in delivering essential common course numbering functionality. By joining forces, we successfully avoided the need for costly and complex local customizations, exemplifying the power of collaborative problem-solving within higher education technology. The modernization of course alignment processes has resulted in greater consistency and operational efficiency, empowering students to navigate their educational journeys with clarity and confidence. Following the successful completion of phase one, our district will align 25 additional courses for Fall 2026, followed by 50 more in Fall 2027—demonstrating our ongoing dedication to comprehensive system transformation.

Old Course Number	New Course Number	Course Name
COMM 301	COMM C1000	Introduction to Public Speaking
ENGWR 300	ENGL C1000	Academic Reading and Writing
ENGWR 302	ENGL C1001	Critical Thinking and Writing-Honors
ENGWR 480	ENGL C1000H	Academic Reading and Writing-Honors
ENGWR 482	ENGL C1001H	Critical Thinking and Writing-Honors
POLS 301	POLS C1000	American Government and Politics
POLS 481	POLS C1000H	American Government and Politics-Honors
PSYC 300	PSYC C1000	Introduction to Psychology
PSYC 480	PSYC C1000H	Introduction to Psychology-Honors
STAT 300	STAT C1000	Introduction to Statistics
STAT 300	STAT C1000E	Introduction to Statistics
STAT 480	STAT C1000H	Introduction to Statistics-Honors

Cal-GETC Implementation for Transfer Pathway Alignment

In alignment with the Student Transfer Achievement Reform Act of 2021 (Assembly Bill 928), our district advanced the adoption of the Cal-GETC general education pathway for seamless transfer to both California State University and University of California systems. Following the approval of the Cal-GETC pattern by the Intersegmental Committee of the Academic Senates (ICAS) in May 2023, coordinated district-wide efforts began to update associate degrees for transfer (ADTs) and ensure full compliance by Fall 2025. This initiative involved comprehensive system enhancements and robust cross-departmental collaboration, ultimately streamlining student transfers, meeting legislative mandates, and supporting equitable access to higher education across our community.

Standardized Course Transfer Evaluation System

236

Equivalencies Being Processed

Los Rios Colleges lacked a centralized workflow and database for course equivalencies, resulting in repetitive course evaluations across campuses and manual request and tracking processes that strain both faculty and staff. To improve academic consistency and streamline transfer processes, the district implemented the Transfer Evaluation System (TES) to serve as a centralized repository for standardized course equivalencies across internal and external colleges and universities. By enabling each college to route determined equivalencies through TES, faculty can efficiently review and document results, creating a reliable reference for future evaluations. This project enhances transparency, supports informed decision-making, and ensures a more seamless transfer experience for students districtwide.

Adjunct Faculty Form Automation

The Adjunct Faculty College Service and Professional Development Program offers eligible adjunct faculty compensated opportunities to participate in professional development and college service activities. The program has specific eligibility criteria, obligations, and deadlines that participating faculty must follow. Previously, the process relied on manual paperwork, which increased administrative workload and reduced efficiency. To improve this process, the district replaced paper forms with an electronic system that applies business processing rules and automated workflows, fully integrating with the ESA/PEX system and OnBase for record retention. This new process reduces manual tasks for HR and faculty and supports improved accuracy and compliance. The project highlights the district's approach to using technology to enhance operational processes and faculty support.

263
Adjunct Faculty Forms Processed

Enhanced Student Engagement and Application Processing through CRM

Over the past year, the district made significant advancements in modernizing student engagement and enhancing onboarding processes through the foundational implementation of the Salesforce Constituent Relationship Management (CRM) system. This strategic initiative focused on optimizing the student application workflow by introducing improvements to application screening, error resolution, and fraud detection. By integrating all CCCApply student applications into the CRM as an intermediary step, the district now effectively identifies application errors or potentially fraudulent submissions before they reach core systems. Leveraging the CRM's powerful capabilities, these efforts have streamlined operations for Admissions and Records departments, strengthened data integrity, enabled more proactive student engagement, and established a scalable platform for future technological innovation across the district.

"

"The CRM has been a game changer allowing Admissions and Records staff to rapidly identify problems with student applications and proactively notify students when more information is needed for processing."

-Jason Ralphs (A&R Director)

Strategic Priority

Cultivate and Support a Data-Driven Culture, Encompassing Systems and Processes to Manage and Utilize Data Effectively

Fostering a dynamic data-driven culture remains at the heart of our progress. This section highlights our achievements in leveraging data as a strategic asset—empowering informed decisions, driving meaningful action, and supporting both immediate and long-term district goals. Through the creation of robust systems and processes for data collection, analysis, and sharing, we are building a foundation where reliable information informs every level of planning and operations. Our recent efforts underscore how thoughtful data stewardship can transform insights into impactful outcomes, ensuring that Los Rios remains a leader in evidence-based innovation across higher education.

Building a Secure Data-Sharing Ecosystem for Regional K-16 Partners

Los Rios played a key role in advancing technological innovation and regional collaboration by spearheading the development of a secure and adaptable data sharing environment for K-16 partners. As the driving force behind this initiative, Los Rios led the development of both legal and technical frameworks that enable partner organizations to share information efficiently while maintaining security standards. By crafting a forward-looking data sharing agreement and prioritizing support for dual enrollment and adult learner programs, the district has positioned itself at the forefront of regional educational partnerships, ensuring that the Sacramento Regional K16 Collaborative not only meets current demands but is also scalable for future growth and evolving needs.

"A data-sharing network has been a longtime aspiration of our region. Now our colleges, K12 and four-year transfer partners are better positioned to support students throughout their educational journeys."

-Gabe Ross (Chief Strategy & Communications Officer)

Unifying Data for Student Insights and Better Results

In the past year, the district made significant strides in breaking down data silos and modernizing its data infrastructure. Through the launch of Data Central, a robust cloud-based data lake, the district integrated information from key systems—including Canvas, Salesforce, PeopleSoft, and Highpoint—into a unified environment. Pulling together data from the systems that our students use can empower our program staff across the district with a comprehensive 360-degree view of students, streamline reporting processes, and enhance collaboration among K-16 educational partners. By centralizing critical data, the district has strengthened its capacity for data-driven decision-making and set a strong foundation for future innovation.

Modernizing Databases for Better Access and Efficiency

Los Rios continues to modernize its technology infrastructure, with a particular focus on strengthening data systems to better serve faculty, staff, and students. Key initiatives included upgrading and streamlining critical HR databases—from faculty equivalency evaluations to workers compensation and leave management—to enhance accessibility, data integrity, and operational efficiency across the district. By migrating risk management records to more accessible platforms and rebuilding internal systems with secure, web-based interfaces and Okta integration, Los Rios has significantly improved data security and collaboration. These advancements have empowered the district to deliver more reliable services, support informed decision-making, and lay a resilient foundation for future innovation.

Enhance Cross-departmental Access to Documents

Reduced 82% of Document Types & 92% of Security Access Groups

During the past year, Los Rios undertook an ambitious document management standardization project to address longstanding challenges with siloed OnBase document types and security groups across its colleges. Recognizing that over 70% of students enroll in courses at more than one Los Rios college, the district unified and standardized document taxonomies, consolidating redundant types—such as merging 31 transcript categories into a single type—and streamlining security structures. By enhancing cross-departmental access to student records in areas such as Admissions and Records, Financial Aid, and Counseling, this initiative improved document retrieval, reduced administrative burden, and created more consistent retention policies. Ultimately, these changes strengthened the integrity, efficiency, and usability of the district's document management system.

Strategic Priority

Establish a Secure, Reliable, and Sustainable Technology Foundation

In today's rapidly evolving digital landscape, Los Rios remains steadfast in its commitment to establishing a secure, reliable, and environmentally sustainable technology foundation that supports the needs of students, faculty, and staff. By investing in rigorous cybersecurity protocols, strengthening network infrastructure, and adopting forward-thinking, eco-conscious practices, the district is laying the groundwork for future innovation and operational excellence. The initiatives described in this section help ensure that our technology ecosystem is resilient against threats, adaptable to change, and well positioned to empower our organization as we advance toward new opportunities and challenges.

Safety App for Students and Employees

In pursuit of a safer and more responsive campus environment, the district implemented the AppArmor Safety Platform, replacing Rave Guardian and elevating emergency communications for students and employees. This new system introduces advanced features such as real-time emergency notifications, campus safety resources, safety timers, text-based crime reporting, and mobile duress support, while also upgrading desktop panic solutions and targeted alert notifications. By adopting AppArmor, the district reinforces its dedication to campus security, rapid response, and effective communication, ensuring that students and staff benefit from robust, streamlined safety tools across all college campuses.

Fraud Prevention through Socure Identity Verification

39% of all incoming applications were suspected fraudulent

IPQS **38%**
Socure **84%**
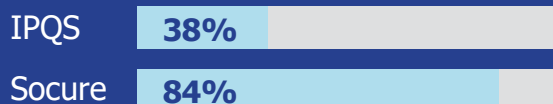
+ 46%
Uplift in overall Fraud Detection

In response to the escalating threat of fraudulent student applications and enrollment, Los Rios partnered with the State Chancellor's Office to pilot Socure, an advanced identity verification platform. Leveraging sophisticated analytics across personal identifiers—such as birth dates, addresses, phone numbers, and email information—this initiative helps proactively detect and block suspicious applicants before they can access institutional resources or financial aid. As a result, the district saw a 46% increase in the detection of fraudulent students. The outcomes of this successful project have not only strengthened the district's defenses against fraud, but will also inform future integrations with the Reimagine CCCApply project, underscoring Los Rios's commitment to secure, equitable, and trustworthy student admissions processes.

Securing Security Camera Footage in the Cloud

As the security needs of Los Rios' college campuses continued to grow, so did the challenge of managing and safe guarding an expanding network of surveillance cameras. To address capacity, reliability, and backup limitations inherent in on-premises video storage, the district launched a strategic initiative to migrate security camera data to cloud storage. This transition significantly enhances the reliability and scalability of the district's surveillance system, reducing dependence on physical hardware, lowering maintenance costs, and providing robust backup and disaster recovery capabilities. By leveraging the flexibility of the cloud, Los Rios is now equipped to support future system expansion and ensure the secure, long-term retention of critical surveillance footage.

39,567
Hours of Video Stored in the Cloud

Continuous Cybersecurity Protection

In response to the evolving landscape of cybersecurity threats targeting higher education institutions, Los Rios advanced its security capabilities by deploying a comprehensive managed detection and response service. This robust solution delivers continuous 24/7 surveillance across endpoints, networks, and cloud environments, combining cutting-edge technologies with expert threat analysis to swiftly identify and neutralize risks. The district's commitment to operational resilience is reflected in the rapid, real-time defense strategies that not only safeguard sensitive institutional information but also reinforce stakeholder confidence in our digital infrastructure. Through these enhancements, Los Rios has set a new standard for proactive protection and risk mitigation, improving the security and integrity of campus operations for the future.

Enhanced Communications and Marketing Request Process

In an ongoing effort to enhance operational efficiency and transparency, the district expanded the Service Central platform to include communications and marketing website support requests. By transitioning to Service Central (ServiceNow), requestors now benefit from an improved system that centralizes request tracking, enhances assignment oversight, and offers clear status visibility throughout the process. This initiative not only accelerates resolution times but also strengthens accountability and fosters more effective communication, reflecting the district's commitment to responsive, high-quality support services in the realm of communications and marketing.

344
Communications & Marketing Requests Processed

Strategic Priority

Increase Access, Improve Accessibility, and Address Digital Equity Barriers

By striving to expand digital equity, comply with accessibility regulations, enhance digital literacy, and champion inclusive content design, we aim to create a more inclusive and supportive technological environment. This strategic priority is dedicated to removing barriers to technology access, ensuring that all students, faculty, and staff have equitable access to the resources they need to succeed. As highlighted in this section, Los Rios continues to foster more inclusive, equitable, and accessible educational experience for every member of our community.

Tuition Equity for ESL Students

In alignment with new state legislation and our ongoing commitment to equity, Los Rios updated its student information system to automate nonresident tuition waivers for newly arrived immigrants, refugees, asylees, and other qualified individuals enrolled in credit ESL courses. This initiative, mandated by Assembly Bill 1232, ensures that eligible students receive tuition relief during their first year in California, removing significant financial barriers to education. By streamlining this process and modernizing our administrative infrastructure, the district has strengthened both regulatory compliance and operational efficiency, further advancing our mission to foster accessible and equitable educational opportunities for all students.

105
Waivers Requested

53
Waivers Applied

Information Technology
2024-2025 Performance Metrics

The following performance metrics are intended to highlight key indicators of success for the 2024-2025 academic year. The initial baselines for the metrics outlined in this section were established in the 2023-2024 Technology Impact Report. This report and subsequent reports will reflect the annual measurements of progress in improving and enhancing the Los Rios technology program.

Service Delivery

Incidents Completed
(by Originating Location)

- 2,550 DO
- 2,622 ARC
- 10,286
- 870 FLC
- 2,063 SCC
- 2,181 CRC
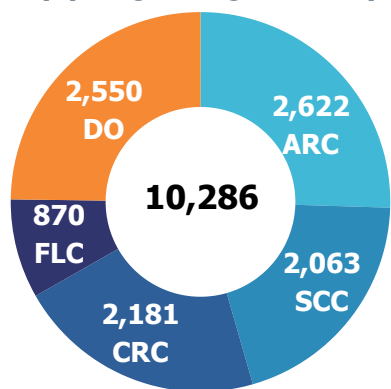
Average Resolution Time: 3 Days 11 Hours

Incidents are unplanned events that interrupt a service or cause a reduction in quality. Incidents are more critical and riskier than requests, and require immediate resolution. Examples of incidents include a broken printer or an application that won't load.

Service Requests Completed
(by Originating Location)

- 2,756 DO
- 3,822 ARC
- 14,564
- 2,110 FLC
- 3,322 SCC
- 2,554 CRC
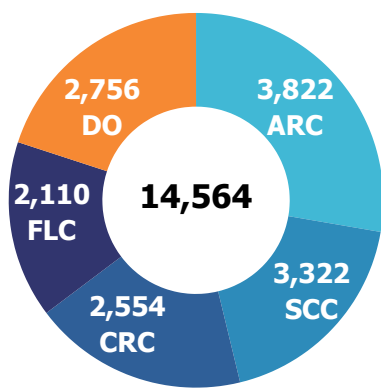
Average Completion Time: 15 Days 0 Hours

Service Requests are pre-defined requests for assistance or access to a service. Requests are less critical and risky than incidents, and can be scheduled later. Examples of requests include a request for a new laptop or a request for system access.

Top Visited Webpages

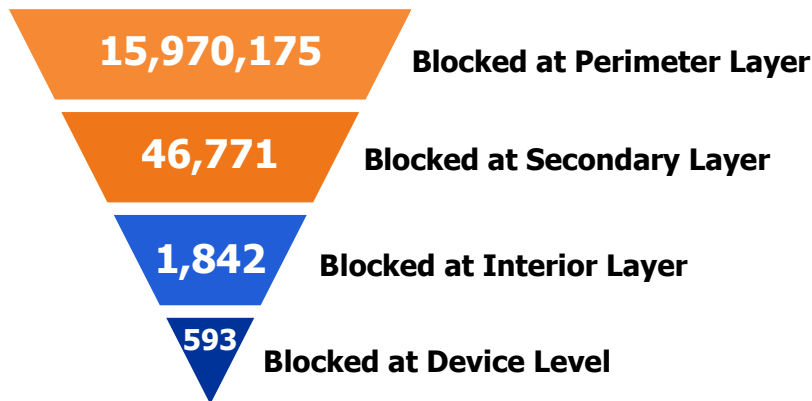| Page Visits (millions)	Webpage	Accessibility Score
4.7	losrios.edu	92.3
3.4	arc.losrios.edu	88.9
2.9	scc.losrios.edu	80.7
2.1	crc.losrios.edu	86.6
1.4	flc.losrios.edu	87.9

A webpage accessibility score is a numerical value that measures how well a website meets accessibility guidelines and best practices, a higher score indicates better accessibility.

Top Used Applications

1. eServices
2. Google Suite
3. Canvas
4. Office 365
5. Service Central

Cybersecurity

Suspicious or Malicious Activity Detected and Blocked Daily

15,970,175 — Blocked at Perimeter Layer

46,771 — Blocked at Secondary Layer

1,842 — Blocked at Interior Layer

593 — Blocked at Device Level

The average number of daily blocked attempts to connect to Los Rios systems. Devices with reputation issues associated with spam, malware, dangerous domains, or suspicious locations are blocked by Los Rios cybersecurity measures.

10,268 Endpoints Secured

Number of computers, servers, and virtual devices supported by Los Rios IT staff. Support activities includes regular software updates, hardware maintenance, regular replacements, security patching, and customer support.

8,117 Phishing Incidents Reported

2,610 Confirmed

5,507 False Positives

The number of phishing emails reported by users as suspect and the confirmed number of malicious emails.

142,531 Phishing Tests Sent

10,704 Failed

131,827 Passed
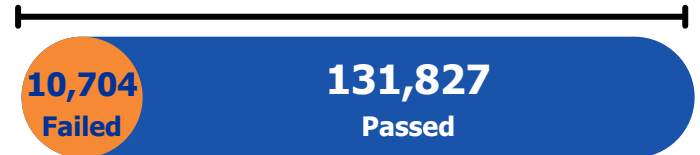
The number of simulated phishing emails sent to Los Rios users to test their ability to recognize common types of phishing scams and the number of those tests passed and failed.

The number of fraudulent students that were detected and blocked from accessing Los Rios systems and student services.

75,713 Fraudulent Students Blocked

- 8,300 FLC
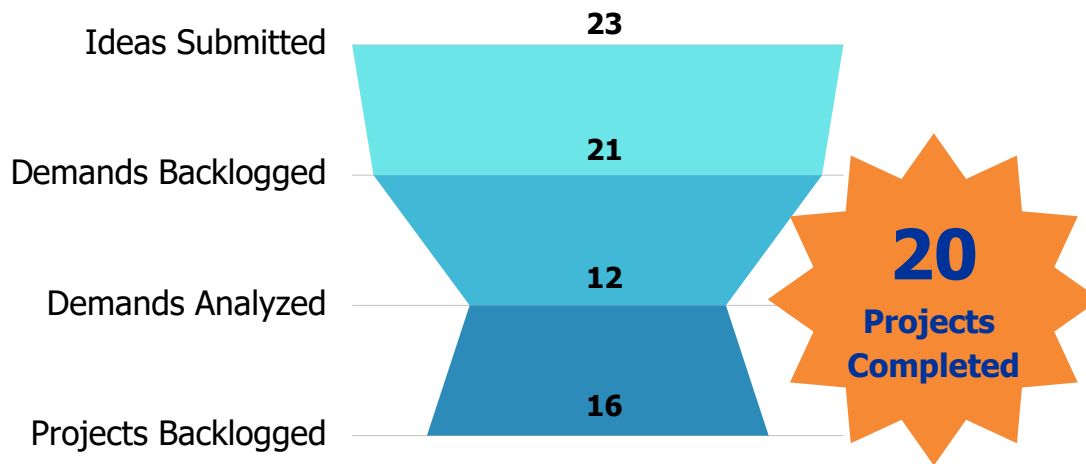- 20,589 ARC
- 28,401 SCC
- 18,423 CRC
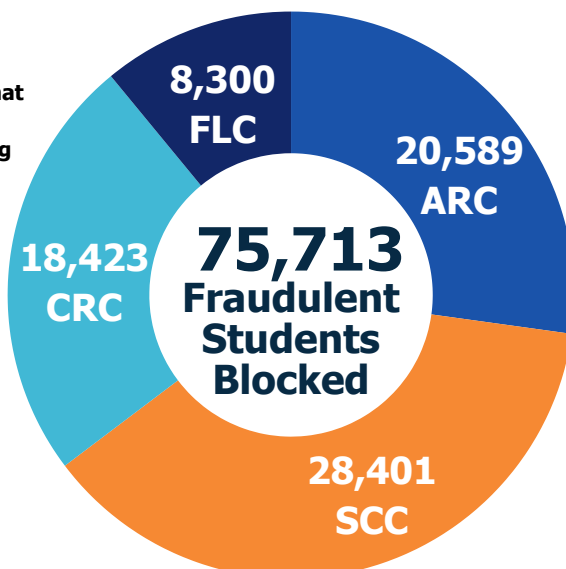
Electronic Incidents Resulting in Unauthorized Disclosure of High-Risk Data

The number of breaches during the academic year that involved high-risk data. This number does not include paper and verbal releases of information.

1 Incident

Project Delivery

Technology Projects Pipeline

Ideas Submitted — 23

Demands Backlogged — 21

Demands Analyzed — 12

Projects Backlogged — 16

20 Projects Completed

Project "Ideas" can be submitted by any employee within the district. Each idea is considered for a "Demand" analysis which involves scoping, level of effort, and cost/timeline estimation. Once complete, Demand Analysis are once again reviewed and considered for project approval. If a project is approved, it is prioritized and added to the Project Backlog to await resource availability.

Special Thank You to the

Sacramento City College Flagship Design Studio

We would like to extend our gratitude to the students of the Sacramento City College Flagship Design Studio students for their support and collaboration breathing fresh design ideas into this year's Technology Impact Report.

FLAGSHIP DESIGN STUDIO

Acknowledgements

We acknowledge and thank the following Trustees, Administrators, and Faculty Leaders for their contributions and support of the key technology achievements made during the 2024-2025 academic year, as highlighted in this Technology Impact Report.

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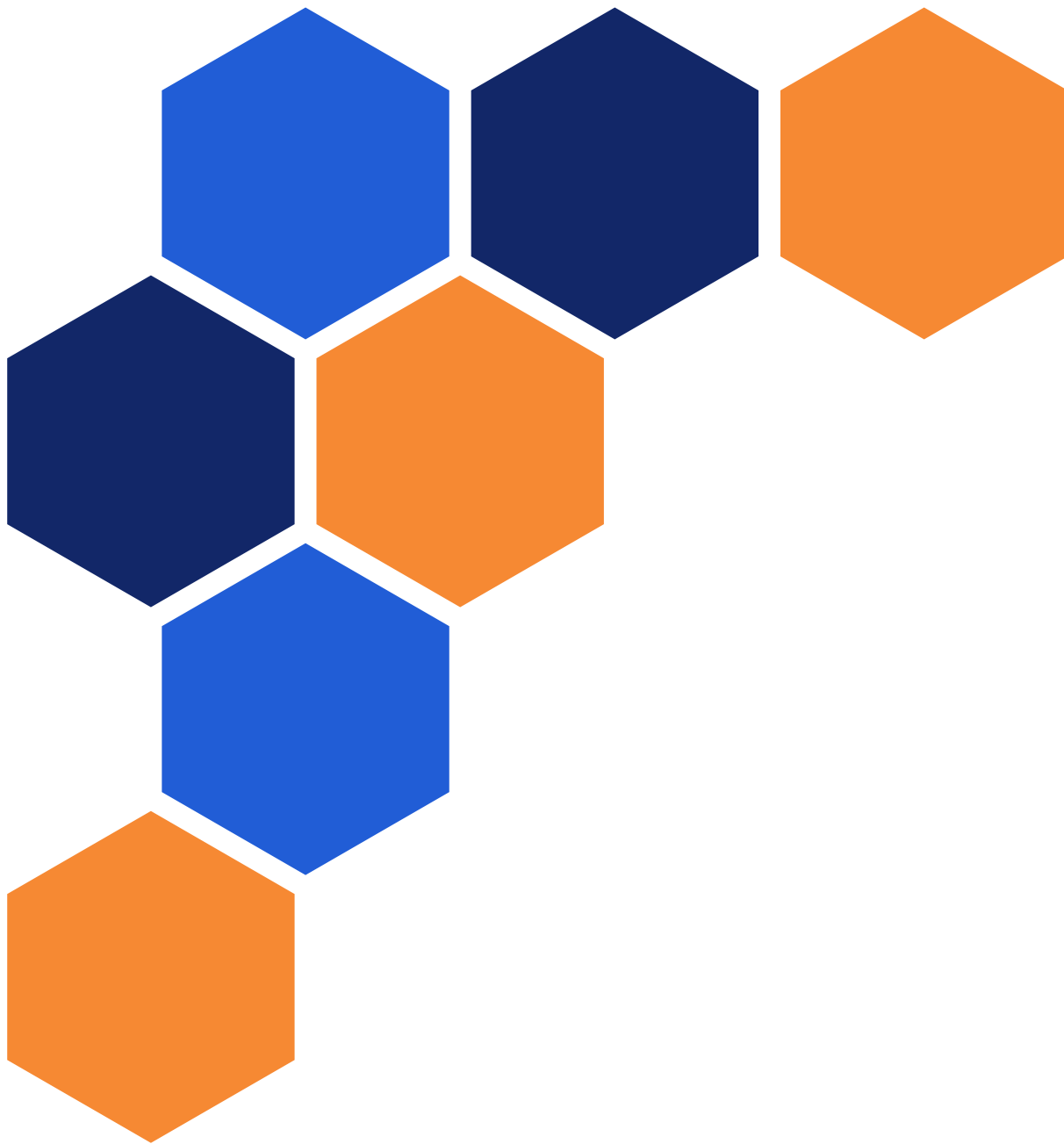**Jeff Lewis**, IT Supervisor

Sacramento City College
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Mitch Campbell, VP Administration
Devoun Stewart, VP Instruction
Davin Brown, VP Student Services
Kirk Sosa, IT Dean
Andranik Divanyan, IT Supervisor

Participatory Governance Leadership

Paula Cardwell, District Academic Senate President
Brian Knirk, ARC Academic Senate President
Jacob Velasquez, CRC Academic Senate President
Eric Wada, FLC Academic Senate President
Amy Strimling, SCC Academic Senate President
Morgan Murphy, Co-Chair of Education Technology Committee

We would also like to thank District Office & Campus IT staff for their contributions to the achievements outlined in this report.