



Annual Report Information Services

2025-2026

Table of Contents

03 Letter from The Chief Information Officer

04 Executive Summary

05 Department Overview

07 Strategic Impact and Alignment

08 Digital Accessibility

09 Infrastructure Enhancements

10 Cyberinfrastructure Metrics

11 AI Initiatives

13 Service and Operational Excellence

15 Metrics At a Glance

16 Information Security

17 Cybersecurity Statistics

18 Cybersecurity and Compliance

19 Phishing Simulations

20 Information Services Team

21 Acknowledgements

22 Information Services Team Directory



Letter from the Chief Information Officer

Dear Santa Clara University Community,

This past year highlighted the dedication of our Information Services (IS) team and the vital role they play in advancing our university mission and goals. In this fast-paced technology environment, our goal is to ensure that technology never stands in the way of human connection, but rather serves as a bridge to a more inclusive future. Ultimately, our work in Information Services is about empowering every talented student with the knowledge and ethical clarity they need to navigate a complex, globalizing world.

At its heart, Information Services provides the digital foundation that allows our community to flourish. Over the last year, we have focused on ensuring that our faculty, staff, and students have the tools they need for a truly transformative experience. We are embracing the promise of artificial intelligence to help prepare our students for the shift in future careers and streamline our administrative work so we can all devote more time to what matters most: our students and our shared mission.

As we look toward the horizon of our Impact 2030 strategic plan, Information Services is excited to support the launch of our newest Center of Distinction: the Cunningham Shoquist Center for Applied AI and Human Potential. We are committed to collaborating on an infrastructure that doesn't just host AI, but champions its responsible use. Our aim is to ensure that as we innovate, we stay rooted in our Jesuit values—using technology to amplify human dignity and serve the common good.

Furthermore, we are energized by the University's bold vision to address the national healthcare shortage through the establishment of a new School of Medicine by 2030. This is a monumental undertaking for our campus, and IS is already at the table, strategizing the state-of-the-art infrastructure, classrooms and world-class data security required to train the next generation of healers.

I am deeply grateful to our IS staff, our campus partners, and each of you for your collaboration and your trust. Together, we are not just managing technology—we are building a more humane, just, and sustainable world.

With gratitude and Bronco pride,

Rafael Espinosa | Chief Information Officer
Santa Clara University



Executive Summary

Key Achievements

This past year brought meaningful progress that strengthened Santa Clara University and set the stage for continued growth. In line with the Impact 2030 vision, the division focused on building a technological foundation that is scalable, secure, and ready for the future.



Academic Technology

AI-Ready Faculty and Staff: Instructional Technology workshops prepared faculty to explore, evaluate and implement AI for instruction and productivity. Technology Training workshops increased staff operational productivity by using AI embedded in university software products.

Digital Accessibility Compliance: This project brought together Instructional Technology, Technology Training, and the Web Applications team to work with campus partners in Faculty Development, Center for Teaching and Learning, Office of Accessible Education, and University Marketing & Communications to oversee and implement accessibility efforts and solutions to meet the May 2026 federal web accessibility (WCAG2.1 AA) compliance deadline.

New Online Grad Programs: Launched the new Applied BioEngineering Certificate Program (launched Fall 2025) and an M.S. Finance and Analytics (launched Spring 2026). Instructional Technology now oversees six online graduate programs.

Enterprise Applications

New Space Scheduling Software: (25Live) is designed to unify all classrooms, meeting and conference rooms, along with other spaces, under a single platform. This creates a unified source of truth for all campus space utilization on campus, featuring multiple user interface front ends for enhanced usability.

New Financial Aid Client-Server Application: (PowerFAIDS) will integrate seamlessly with Workday and other University systems, providing support for the Enrollment Management team.

New Mobile-Friendly Ticketing System: This system is tailored for Athletics and SCUPresents and is integrated with both Stripe payment processing and Workday.

Project Management Office

TeamDynamix Implementation: Focused on the rollout and optimization of all platform features such as Project Portfolio Management (PPM), Asset Management, and enhanced KPI ticketing services to streamline IS operations. Other parallel efforts include formalizing a Change Management process and conducting a campus-wide software rationalization audit to improve operational efficiencies.

Cyberinfrastructure Technologies

Firewall Hardware Refresh: Modernized the university's perimeter firewall. This enhancement serves as a vital safeguard for institutional continuity, data privacy, and research integrity. Upgrading the perimeter defense offers three key pillars of value:

- Enhanced threat protection
- Scalability to meet rising resource demands
- Improved visibility and administrative control

CENIC Contract Execution: CENIC is a strategic partner that provides a high-performance internet ecosystem aimed at promoting world-class research, fostering seamless collaboration, and achieving significant operational savings. In alignment with Impact 2030, CENIC offers a network architecture that enhances the university's ability to attract and retain exceptional faculty.

Information Security

New Cybersecurity Training Platform: To further the Impact 2030 goal of institutional resilience, Information Services identified and contracted with a modern platform for cybersecurity training. Implementation will be completed in Summer 2026.

Email Security: We adopted a next-generation Email Security platform powered by Abnormal AI. This provides real-time analysis of malicious email and Google account behavior to keep our community more secure.

Department Overview

The Information Services Division is organized into four functional areas: Academic Technology and Client Services, Enterprise Applications, Cyberinfrastructure Technologies and Information Security. There are two administrative pillars: Finance & Administration and the Project Management Office. These units collaborate to support the university's strategic vision and goals.

Academic Technology and Client Services

Instructional Technology

Enhance learning by helping faculty integrate technology, boosting student success and community.

- Design and manage instructional tech systems and tools.
- Faculty development covers essential teaching and tech topics.
- Oversee online graduate course development.
- Support applications like Camino and Panopto.

Media Services

Design and support audiovisual systems for classrooms and events.

- Offer training for platforms like Zoom.
- Provide A/V support and maintain digital signage.
- Assist with media creation for online courses.

Technology Help Desk

Your first stop for support and referrals for all IS tech assistance.

Web Applications

Manages www.scu.edu, designs and maintains custom web applications, and supports the campus web infrastructure.

Technology Training

Software Application Training: Provides training and support for desktop and mobile device applications

Technology Support Services

Focuses on hardware support and end-user device management.

Department Overview (Cont.)

Enterprise Applications

Enterprise Applications supports administrative offices across campus with technical and consulting assistance for key systems like our Workday ERP, as well as other essential applications like Transact, Sunapsis, and 25Live. Support and development is also provided for the new Data Lakehouse (on Snowflake platform) as well as the BI tools used to access that data, such as Precision Campus.

Information Security Office

The Information Security Office is committed to supporting our exceptional undergraduate, graduate, and research programs. We educate the university community on information security and privacy, actively identify and address security risks, and work to safeguard the university's valuable information assets.

Finance & Administration

The Finance & Administration office oversees all financial and administrative activities including budgeting and finance for IS, facility project management planning and serving as a liaison to Human Resources.

Project Management Office

The PMO focuses on the rollout and optimization of platform features, change management, and operational efficiencies. The PMO provides standardized processes, templates, and methodologies for consistent, on-time project delivery.

Cyberinfrastructure Technologies

Responsible for SCU's campus-wide IT infrastructure, Cyberinfrastructure Technologies oversees wired and wireless networking, telephony, and identity management. Responsibilities include managing authentication services like single sign-on and Duo 2FA, supporting collaboration platforms such as Google Workspace, Microsoft 365, and maintaining both on-premise and cloud-based data centers and server hosting. Additionally, the department delivers targeted academic computing assistance to the School of Engineering and the College of Arts and Sciences.



Strategic Impact and Alignment

These projects directly contribute to SCU's strategic plan and lay the groundwork for long-term success, specifically supporting the goals of Impact 2030.

Data Lakehouse

The Data Lakehouse project represents an essential advancement in our efforts to centralize institutional data, enabling us to make well-informed decisions.

- Explores opportunities to utilize data across platforms such as Workday, Canvas and our legacy ERP with the goal of achieving a holistic view of the student experience.
- Securely sharing specific data sets, ensuring that the campus community has controlled access while preserving data integrity.
- Developing reports and dashboards to aid in translating complex data into actionable insights for our leaders and department managers.
- Automating survey and federal reporting requirements and streamlining the creation of vital compliance and institutional reports, including the Common Data Set, IPEDS, and FVT/GE.

Workday

Multiple projects have been undertaken, aimed at enhancing the system's security and maximizing its effectiveness as the primary administrative platform.

- Automated pre-enrollment process for First-Year students, eliminating the need for spreadsheets and manual updates via a validated load process.
- Streamlined workflows, notifications, and approvals to minimize administrative bottlenecks and enhance turnaround times, particularly in the Employee Onboarding process.
- Step Up Authentication for critically sensitive transactions, such as viewing W2s and updating bank accounts, thereby significantly boosting the security of sensitive user information and reducing vulnerability to phishing attacks.
- Centralized advising appointments and tracking via a unified platform for academic advising services.
- Automated Quarterly Class Evaluations removing weeks of manual effort each quarter.
- Chatbot introduced to address common Finance and HR inquiries.
- Technology Acquisition Review process established for compliance checks on all software purchases.

Law School Migration to TERMINALFOUR

The Law School moved from a centralized WordPress model to a distributed TERMINALFOUR model, empowering faculty and staff to curate their digital presence. This was a collaboration with the University Web Master, University Marketing and Communications, Technology Training, and the Law School administration and staff. The support provided included:

- TERMINALFOUR classes
- LiveWhale calendar classes
- Drop-in labs for hands-on website support
- Office hours available for 1-on-1 appointments to get personalized assistance
- Graphic design assistance for graphics, content and navigation.

Connect and Thrive Laptop Program

The Connect and Thrive Laptop Program brings together the Financial Aid Office and Academic Technology team to provide students who meet financial and geographical requirements with laptops for the duration of their matriculation at Santa Clara University.

Digital Accessibility

Digital Accessibility Compliance

The collaborative efforts of Instructional Technology, Media Services, Technology Training, and Web Applications, along with the Office of Accessible Education (OAE), Faculty Development, the Center for Teaching Excellence (CTE), and University Marketing and Communications (UMC), have focused on enhancing accessibility across campus.

These teams have offered a range of resources, including workshops, training sessions, consulting, remediation services, custom and third-party tools all aimed at ensuring an equitable digital experience while complying with WCAG 2.1 AA standards and federal deadlines.

Faculty preparation for implementing accessibility best practices was facilitated through numerous Instructional Technology workshops, attended by over 400 faculty members, which included:

- **Workshops:** Making Your Camino Course Accessible, Creating Accessible Documents, Accessibility Implementation
- Weekly Faculty Implementation Hours
- Co-hosted Workshops with Faculty Development and the Center for Teaching Excellence

Equipping Over 400 Campus Web Content Developers

Our mission is to prepare over 400 campus web content developers with the necessary knowledge and skills for implementing accessibility best practices. We offered various resources, including:

- **New Compliance Tool:** A custom AI tool crafted to aid campus T4 Content Developers in site clean-up, archiving, and remediation.
- **Technology Training Workshops:** 151 staff members attended sessions that delved into accessibility with Sa11y & WAVE, Grackle for Google Docs, and creating accessible Word documents via the Microsoft Accessibility tool.
- **Drop-in Labs:** 83 staff members took part in twice-weekly WCAG 2.1 AA Accessibility Compliance Labs, with support from Technology Training and UMC staff.
- **Weekly Communication:** Web content developers receive regular updates through the WCAG Website Compliance Project Countdown.



Tools to Enhance Digital Accessibility

We have acquired several new tools to boost digital accessibility, such as:

- **Sensus Access Remediator:** An advanced AI remediation tool.
- **Grackle Docs:** For remediating Google Docs, Sheets, and Slides.
- **UDOIT SpeedFIXIT:** Uses AI to tackle LMS accessibility issues.
- **ReadyGo:** Monitors LMS accessibility.
- **TidyUp:** Course cleanup tool to declutter courses.
- **Allyant CommonLook:** Offers professional services for intricate PDF remediation.
- **Captioning Services:** Designated for live streaming on the website.

Infrastructure Enhancements



Wave/HPC

The Wave High-Performance Computing (HPC) cluster has been successfully relocated to a dedicated area within the data center, and the power distribution in this new space has been optimized for HPC requirements. A high performance computing (HPC) cluster provides the "engine" that processes that data. An enhanced cluster allows faculty to run higher-resolution models, and potentially allow students and faculty to train Large Language Models (LLMs) and develop ethical AI frameworks on-site.

Cloud Services

Renegotiated agreements for Google Workspace and Gemini Access to support a crucial administrative priority. This initiative is essential for establishing a secure environment that empowers the SCU community to innovate with AI, providing the confidence that our data is protected and will not be utilized to train any public AI models.

Science DMZ

This initiative involves the deployment of the Science DMZ network architecture to eliminate data transfer bottlenecks, enabling researchers to move multi-terabyte datasets at near-line-speed. This effort advances SCU as a research institution by ensuring that SCU researchers can seamlessly exchange data with national labs and international partnerships.

3,215

Wireless Access
Points

23,040

Network
Switchports

305

On Premise
Data Center
Systems

387 TB

On Premise
Data Center
Storage

95

Single Sign On
Integrations

Cyberinfrastructure Technologies Metrics

1.5Gbps Upload

3.7Gbps Download

Average Internet
Traffic/Day

263.5k/29.4k

Average Emails
Inbound/Outbound
Per Day

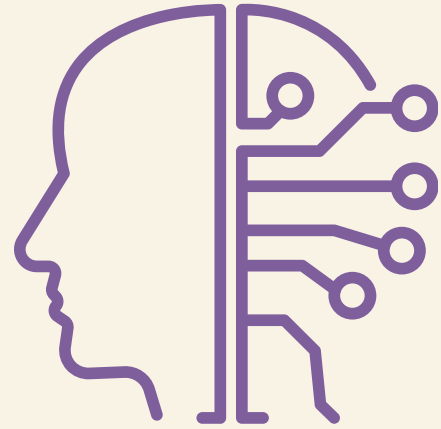
5,833 Alumni

14,795 Employee, Student
and Affiliate

Active Accounts

AI Initiatives

Information Services launched key Artificial Intelligence initiatives to foster innovation.



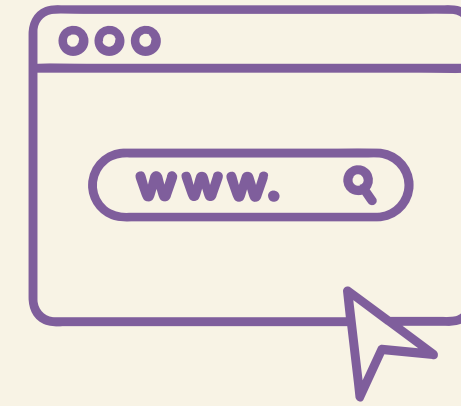
AI Pilots

Faculty and staff are participating in AI training and pilot programs, focusing on applications in teaching, research, and administrative tasks, with over 100 faculty members involved in workshops.



Website Chatbots

This initiative allows different departments to implement chatbots on their websites, currently utilized by several offices with more in development.



AI in Web Development

Integration of AI-assisted software tools has accelerated development timelines and improved code quality, enabling faster prototyping, efficient debugging, and streamlined system integration for innovative web solutions.

AI Initiatives (Cont.)

IMPACTAccelerator Project: Driving AI Innovation

The IMPACTAccelerator project is a cross-collaborative effort between Human Resources and Information Services, Faculty and Staff. Project teams were provided the opportunity to explore generative AI to enhance both administrative and academic functions in Key innovation areas like Academic Advising, Automated Employee Onboarding, Centralized Data Lakehouse, Policy Repository, Email Efficiency, and Financial Processing.



Academic Advising (Roadmap to Graduation)

Teams explored a generative AI Agent that could be integrated within Workday. Discovery sessions focused on how this tool could dynamically generate personalized 4-year graduation maps.



Finance Processing Efficiencies

Teams explored AI solutions aimed at enhancing the user experience (UX) and maximizing operational efficiency by transforming the P-Card and T-Card reconciliation process. Discovery sessions focused on shifting away from manual, error-prone workflows and migrating toward automated, AI-enhanced OCR (Optical Character Recognition) technology.



Centralized DataLakehouse

Teams explored potential uses of AI to help make sense of data within the Data Lakehouse, and even using natural language queries to interrogate the data.

Service and Operational Excellence

The Information Services Division is committed to elevating service quality, user satisfaction, and operational efficiency.



Intune Deployment and Business Process Streamlining

Microsoft Intune

We've embraced mobile device management to better support our university-owned Windows devices, ensuring smoother user experiences.

TeamDynamix (TDX) Implementation

We've launched the TeamDynamix platform to refine our IT service management:

- Introduced a NEW Ticketing Application.
- Rolled out a Project Portfolio Management Application.
- Configuring the Assets/CIs inventory application.

The IMPACTAccelerator

By forming focus groups, we tapped into our collective expertise to address operational challenges. Together, we explored existing technologies and crafted solutions for Rkey areas:

- Academic Advising - Roadmap to Graduation
- Automated Employee Onboarding/Training
- Centralized Data Lakehouse
- Centralized Policy Repository
- Email Efficiency and Summarization
- Finance Processing Efficiencies

Classroom/Conference Room Upgrade

To ensure high quality learning and collaboration environments, the team executed several Audio/Visual upgrades across campus, including:

A/V Technology Refresh

- Upgraded A/V technology in 22 teaching and event spaces in Benson, Bergin, and Heafey
- Built 5 new classrooms in Alumni Science and Daly Science and installed new A/V systems as part of the Multi-Cultural Center renovation for meetings and cultural presentations.

eSports Lounge in construction phase to support SCU eSports teams

Video wall in Dowd Art and Art History lobby being installed to highlight student and faculty art

Video Production Studio upgraded with an LED video wall for Online Graduate Programs faculty recordings

Computer Upgrades in Learning Commons

Computers throughout the building were replaced to maintain a quality learning environment for the students.

Service and Operational Excellence (Cont.)

Infrastructure Improvements

Data Center Enhancements

Refreshed key on-premise Data Center infrastructure, including core switches, storage, and compute hardware; completed retirements of end-of-life operating systems (CentOS 7 and Windows Server 2012).

Networking Enhancements

- Replaced the aggregation layer of our campus network with augmented outside plant fiber, significantly reducing the networking team's operational overhead and the risk of service failures. The effort was completed well under budget and will reduce ongoing financial needs.
- Integrated the Jesuit School of Theology in Berkeley, CA into the SCU network.
- Completed WiFi enhancements in spaces commonly used by the Event Planning Office (St Clare Room, Locatelli, Nobili Dining Room).
- Migrating our Internet Service Providers from commodity circuits to a partnership with CENIC, allowing for more strategic research opportunities for the campus moving forward.

Cloud-computing Expansion

- Modernized applications to use cloud-native, serverless technology that is both more flexible and more resilient.
- Expanded our cloud presence to include Amazon Web Services, allowing us to deploy solutions in either Google or Amazon's cloud platforms.

The School of Engineering Improvements

- Completed the upgrade of the Linux labs from CentOS 7 to Rocky 9, working with Faculty to vet the updated operating system and new versions of installed applications.
- Continuing to migrate redundant infrastructure services (storage, virtual infrastructure, management) to central IT.

Alumni Email Service

Started the project to enhance the Alumni Email Service to improve security, simplify management of the service, and reduce ongoing storage requirements for Alumni in Google Workspace.

Website Improvements

Web Architecture

Migrated the web architecture from virtual servers to a containerized environment, significantly improving system reliability and scalability. This shift enhances fault isolation between services while reducing maintenance overhead and streamlining deployment processes. Completed the launch of the new containerized version of the SCU website and the RAVE emergency alert integration.

Web emergency alerts

Implemented a rapid-response web emergency alert system, integrated with RAVE, enabling Campus Safety and UMC to instantly publish critical notifications across the entire website.

Academic Calendars

Developed an application to standardize management and display of Academic Calendars across all schools and colleges, ensuring consistency, reduced staff workload, and the delivery of accessible PDFs alongside web-friendly event calendar views.



Metrics At a Glance



Information Security

The Information Security Office executed several key projects to enhance threat detection, vulnerability management, and security awareness.

Application Security Enhancements: Collaborated with teams across Information Services to ensure risk is appropriately managed across key applications. Projects included implementing "step-up" authentication within Workday, adjusting Duo and Google Workspace settings, and auditing security and access settings across other key university applications.

Compliance: As regulatory requirements continue to evolve, the Information Security Office proactively managed compliance efforts to protect federal funding and ensure the security of financial transactions. Federal Funding: Federal agencies are increasing the cybersecurity requirements attached to funding, including financial aid and research grants. We are currently performing an analysis of our campus technologies to determine what gaps, if any, exist in relation to conforming to new requirements to ensure we can meet our obligations.

Annual Cybersecurity Training

- 87% of employees completed annual cybersecurity training. Average score was 93%.
- Implemented monthly enrollment for all new hires.
- Migration to new platform on target for Summer 2026.

Vendor Management & Third-Party Risk

- Matured the process for evaluating and tracking University vendor and supplier cybersecurity.
- Ensure that risk is properly understood and mitigated prior to the purchase and implementation of new technologies.

Phishing Simulation Program

- Monthly phishing simulations for all employees and students.
- Provide monthly exposure to realistic phishing threats, tracks click-through and phish-reporting rates.
- Provide targeted training to employees who demonstrate deficiencies in recognizing and reporting phishing emails.

Cybersecurity Statistics



The total cost of cyber crime is forecasted to surpass USD 10.5 trillion in 2026

Cybercrime is no longer just a collection of independent hackers; it is a highly sophisticated, hyper-profitable global shadow economy that outpaces the growth of many legitimate industries.

4 minutes is all an attacker needs

Once an attacker gains access to a user's campus login credentials, they don't wait around. Attackers begin siphoning data out of an account or changing direct deposit information within 4 minutes of gaining entry.

Young adults and teens under the age of 30 lost over \$630 million to internet crimes and cyber scams last year

Cyberthreats directly impact our students. Whether it is a text-message phishing scam (smishing), an AI-driven voice clone, or a fraudulent apartment rental scam targeting off-campus housing, our students are navigating a hostile digital ecosystem.

Attacks by AI-enabled adversaries increased 89% year-over-year

By using generative AI, even low-skilled attackers can now automate code analysis, execute rapid network reconnaissance, and launch highly convincing phishing campaigns at scale.

People are 40% more likely to fall for a phish or scam on their mobile phone

On a smartphone, visual cues disappear. Truncated email addresses, tiny screens, and the frantic nature of mobile multitasking mean that faculty, staff, and students are highly susceptible to clicking malicious links via email, SMS, or messaging apps before their cognitive defenses kick in.

78% of attacks on educational institutions are financially motivated, 21% are motivated by espionage.

Universities are unique because we house two things threat actors want. To the standard cybercriminal, we are a business with tuition revenue and endowments, making us a prime target for financial extortion and ransomware. But to nation-state threat actors, our research facilities, federal contracts, and intellectual property are goldmines.

Third-party and supply chain vulnerabilities now account for 30% of all data breaches

Threat actors are increasingly bypassing a university's hardened perimeter defenses by attacking third-party SaaS providers, making rigorous vendor risk management a front-line security priority.

Cybersecurity and Compliance

Risk Management

Third-party vendors represent one of SCU’s most significant risk vectors, making robust vendor management essential to both regulatory compliance and operational continuity. Each vendor should be evaluated based on two dimensions: the sensitivity of data they access and their operational criticality to core university functions. Key indicators to review include HECVAT, SOC 2 Type II reports, the security rating of their service offering, business continuity plans, breach notification provisions, and the vendor's own third-party risk management practices.

Since the launch of the TAR, we look forward to having a better history process around comments from other reviewers. To help increase visibility around risks, it would be beneficial to all for the Contract team to include any observations into the TAR approvals for ISO to track for the duration of the contract around concerned vendors.

Vendor Management

Last year we averaged about 6.5 vendors per month. A total of 78 vendors were received for review from Jan. 2025 to Jan 2026. After the new TAR process began, we received 42 TAR tickets in two months. This appears to forecast for the 2026 year to 200+ vendors for review based on the total received for the last two months. We are looking at a 3x increase for the vendor review process.

Vendor Reviews: 2025-2026



Phishing Simulations

This analysis reviews phishing simulation performance across 2025–2026, focusing on user behavior by affiliation (faculty, staff, and students).

Key metrics include

- Click behavior (susceptibility)
- Phish reporting activity (engagement)

The goal is to understand how different affiliations interact with phishing simulations and identify opportunities to strengthen SCU's security awareness program.

Click Behavior

When examining click behavior as a percentage of each affiliation, students consistently show the highest levels of interaction with phishing simulations. Across most campaigns, student click rates remain higher than those of faculty and staff, indicating a greater level of susceptibility to phishing attempts. These patterns suggest that students may be more likely to engage with email content that appears urgent, transactional, or relevant to their day-to-day activities.

Faculty and staff generally maintain lower click rates throughout the campaigns. While faculty show a notable spike in the January 2025 campaign (42.6%), both faculty and staff click rates decline significantly afterward and remain relatively low, suggesting improved recognition and avoidance of phishing attempts over time.

Overall, there is a downward trend in click rates following early 2025 campaigns, which may indicate that awareness efforts are having a positive impact. However, some variation across later campaigns suggests that user behavior can still be influenced by the type and context of the phishing scenario.

Reporting Behavior

Across all campaigns, staff consistently demonstrate the highest level of engagement when it comes to reporting suspicious emails. Reporting rates for staff remain strong throughout the year, generally ranging from approximately 6.9% to 12.15%, indicating that staff are not only aware of reporting mechanisms but are actively using them as part of their daily workflow.

Students show low but slightly variable reporting rates across campaigns, typically remaining below 1%, with a small increase in April 2026 (1.78%). This suggests that while some awareness exists, reporting has not yet become a consistent habit within this group.

Faculty reporting rates remain comparatively low, generally ranging between 0.2% and 5.22%. While there are occasional increases, overall engagement in reporting remains limited, indicating an opportunity to strengthen participation and visibility into potential threats.

It is important to note that reporting data for April 2026 reflects a transition from PhishAlarm to Google's phishing reporting tool, which may impact comparability with earlier campaigns.

Trends Over Time

Across the analyzed campaigns, click rates generally decline following early 2025, suggesting improvements in user awareness and phishing recognition. At the same time, reporting behavior particularly among staff, remains consistently strong, reinforcing their role as the most engaged group in identifying and reporting threats.

While these trends are encouraging, variations across campaigns indicate that user behavior continues to be influenced by the type and design of phishing simulations. Continued use of varied and realistic scenarios will be important to accurately assess and strengthen security awareness over time.

Information Services Team

The Information Services team is dedicated to ensuring that the technological infrastructure is secure, scalable, and aligned with SCU's goals and mission.



Acknowledgements

This final section of the Annual Report is dedicated to formally recognizing the individuals, teams, and partners whose dedication and collaboration were essential to the success of the University this year.

Team Contributions

- **Infrastructure & Operations:** For maintaining the highest levels of system availability and resilience, commitment to system uptime (achieving 99.99%) and for the efficient execution of major infrastructure upgrades such as meeting the 65% completion milestone for the Cloud Migration Project.
- **Technology Support & Services:** For providing exceptional end-user support, which is critical to organizational productivity, as highlighted in the positive user feedback and testimonials.
- **Instructional Technology, Technology Training, and Web Application Development:** For exemplary teamwork and innovation in addressing new federal accessibility compliance standards.
- **Instructional Technology and Media Services:** For launching 2 new online graduate programs and 15 new courses and maintaining 534 state-of-the-art campus spaces, including classrooms, conference rooms, and event venues.

Campus Partners

The IS Division's achievements would not be possible without the strong support, partnership, and collaboration from SCU departments and external vendors.

- **Faculty Development, Office of Accessible Education, and University Marketing and Communications:** For Collaboration on the Digital Accessibility WCAG 2.1AA remediation project to ensure digital compliance on the campus website and for instructional materials.
- **Human Resource Department:** For Partnership on Workday Enhancements to streamline critical administrative workflows.
- **Impact Accelerator Project Team:** We extend our deepest gratitude to the Impact Accelerator Project Teams for their invaluable support and dedication to driving innovation across campus this year.
- **Institutional Research:** For Partnership on Data Lakehouse Enhancements to automate compliance reporting.
- **Financial Aid Office:** For Collaboration on Connect & Thrive program to provide laptops to students with financial need.
- **External Vendors:** For Critical support in the migration to the new Vulnerability Management Platform (Tenable.io), the QRadar Hardware Refresh, and on campus technology upgrades.

Information Services Team Directory

Information Services CIO

Rafael Espinosa
Chief Information Officer

Finance & Administration

Suzanne Yusuf
Director of Finance & Administration

Marisa Mohn
Administrative Assistant

Senior Project Manager

Renee Longoria
Senior Project Manager

Information Security

Kristen Dietiker
Chief Information Security Officer

Bryan McClenahan
Sr. Information Security Analyst

Vincent Wood
Sr. Information Security Analyst

Jasleen Kaur
Cybersecurity Awareness Analyst

Enterprise Applications

Kaz Joseph
Director of Enterprise Applications

Robert Boyd
Sr. Manager, ERP Support Services
Group

Aleksandra Gacevic
Sr. Manager, ERP Technology
Group

Ed Mullikin
Sr. Manager, ERP Business
Intelligence Group

Erusha Kongara
Business Ananlysst

Mark Matthiessen
Sr. Business Analyst

Heather Green
Sr. Business Analyst

Lynette Raygoza
Sr Business Analyst

Brian Frank
ERP Architect

Steve Lin
Sr. Lead Programmer

Jake Day
Sr. Lead Programmer

Meenu Jhigan
Sr. Software Engineer/Programming

Srivasta Udupa
Sr. Lead Programmer

Mai Anh Pham-Ky
Data Architect

Josephine Hon
Data Architect

Lionel Milan
ERP Architect

Bill Meissner
Expert Systems Administrator

Bill Fowler
Senior System Manager

Academic Technology

Nancy Cutler
Director, Academic Technology and
Client Services

Teri Escobar-Ochoa
Manager, Technology Training

Marc Ramos
Sr. Technology Training Specialist

Tony Pehanich
Manager, Web Application
Development and University Webmaster

Ximing Feng
Sr. Web Application Developer

Lai-San Malmquist
Manager, Technology Support Services

Information Services Team Directory

Tom Vo
Supervisor, Technology Help Desk

Ethan Kelleher
Technical Support Specialist

Chris Gonzalez
PC Specialist

Willis Dair
Sr. Programmer

Robert Brewer
Desktop Support Specialist

Phil Eskrine
Desktop Support Specialist

Orlando Vicencio
Sr. PC Specialist

John Nichols
Sr. Technical Analyst

Chris Nulk
Software Engineering/Programming

Eric Haynie
Manager, Instructional
Technology

Jeremy Kemp
Online/Hybrid Learning
Specialist

Colin Justin
Instructional Learning Specialist

Keith Yocam
Sr. Instructional Designer

Raymundo Duron
LMS Administrator/Instructional
Tech Support Specialist

Xinyun Peng
Sr. Instructional Designer

Sushma Jolly
Sr. Instructional Designer

Brent Izutsu
Manager, Media Services
Group

Soria Monasterio
Sr. Media Systems Specialist

Toad Hendricks
Sr. Media Systems Specialist

Annie Lau
Sr. Media Systems Specialist

Do Pham
Sr. Media Producer

Gordon Huang
Operations Coordinator, Media
Services

Cyberinfrastructure Technologies

Eddie Butler
Manager
Networking &
Telecommunications

Wilfredo Hernández
Supervisor / Senior
Network Engineer

Kameron Srimoungchanh
Expert Network Engineer

YungNien Fu
Senior Network Engineer

Geoff Battad
Supervisor, Network Admin

Jafari Johnson
Infrastructure Application
Specialist

Jaime Lopez
Senior Infrastructure
Application Specialist

Connor Arnett
Senior Infrastructure
Application Specialist

Michael Cox
Manager
Enterprise Systems

Brian Moon
Expert Systems Administrator

Kelly Lim
Expert Systems Administrator

Charles Deleon
Technical Support Specialist

Jason Chong
Manager, Engineering
Computer Center

Aaron McCollum
Senior Systems Engineer

Vijaya Rao
Systems Engineer

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