Student Affairs Information Technology (SA-IT)

Who We Are

The Student Affairs Information Technology Team provides technical support for departments within the Division of Student Affairs.

Areas (AY 2018-2019)

1. **Tech Support** is responsible for technical support of computer hardware and software throughout the Student Affairs departments.
   a. Printer and Computer Support
      i. 68 tickets completed for printer support
      ii. 311 tickets completed for computer support
   b. Service Ticket Processed (N=3803)
      i. 1821 in Technology
      ii. 440 in Web
      iii. 1542 in Imaging

2. **Imaging** is responsible for scanning, uploading and indexing documents into OnBase imaging system and receiving and entering transfer credit for all external transcripts.
   a. 12057 transfer credit data entry
   b. 64258 transcripts received and processed
   c. 166321 documents processed
3. **OnBase** analyzes current Student Affairs business processes and creates innovative and efficient solutions using OnBase.
4. **Web** oversees web development and design for the websites of Student Affairs.
   a. Supports 66 websites (each website consists of 2-8 webpages)

Support Team

	Fall 2018		Spring 2019	
	Staff	Student Assistants	Staff	Student Assistants
Tech Support	3	5	3	5
Imaging	3	5	3	5
OnBase	2	0	1	0
Web	1	3	1	2
Total	9	13	8	12

916-278-2745

sa-it@csus.edu