



University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES

UIS BUILDS SOLUTIONS AROUND FOUR PILLARS: ACCESSIBILITY, PERFORMANCE, SCALABILITY AND SECURITY

As we reflect on Fiscal Year 2024, we can see the key role UIS plays in each of the University of Colorado's four strategic pillars:

- **1.** Affordability and student success = UIS support of financial aid and student services.
- **2. Discovery and impact** = UIS delivered solutions used by CU researchers and grant administrators.
- **3.** Diversity, inclusion, equity and access = UIS' commitment to digital accessibility.
- **4. Fiscal strength** = Numerous projects leading to greater security, efficiency and savings.

In UIS, those pillars stand on foundational principles highlighted throughout this report: accessibility, performance, scalability and security. They are essential to everything we deliver. In collaboration with our partners at CU Anschutz Medical Campus, CU Boulder, CU Denver, UCCS and System Administration, that bedrock allows us to deliver value and serve the CU community.

Finally, I want to thank each member of UIS for their ingenuity and talent. Your hard work and commitment to making a positive impact have been instrumental in achieving the accomplishments captured here and in supporting CU's mission.

Scott Munson

Associate Vice President and Chief Information Officer University Information Services



These four UIS foundational principles represent the bedrock of UIS solutions.

Look for the colors signifying each UIS foundational principal throughout the Impact Report.



ACCESSIBILITY

Our goal is to deliver inclusive technology that is easy to use for everyone using our solutions.



PERFORMANCE

We deliver responsive and reliable technology solutions for a seamless user experience.



SCALABILITY

Our IT infrastructure adapts to the changing needs of the university, ensuring quality and service are never compromised.



SECURITY We are dedicated to protecting the university's enterprise data and digital infrastructure.

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DID YOU KNOW?



UIS drives excellence with responsive and reliable performance, enhancing the user experience across faculty research, student services, human resources and more. They handle technical configuration, quality assurance, user experience testing and application governance for enterprise systems. UIS integrates updates to continuously improve workflows and performance for faculty, staff and students.

Campus Solutions enhanced

In early 2024, significant enhancements to Campus Solutions and the employee portal improved usability and navigation. The updated interface features a redesigned Quick Access Bar, streamlined page labels, an optimized Global Search and Actions List. and new functionalities such as **Recent Searches.**

HCM upgrade

In fall 2023, Human Capital Management (HCM) upgraded with new enhancements. including simplified icons, a relocated Quick Access Bar. updated menu names and new options in the Process Monitor.

Cognos introduces new features

The August 2024 Cognos upgrade increased stability and addressed bugs while introducing minor enhancements. Key changes included a refreshed homepage, easier access to the Data and BI website, and a new CIW Load Status feature. The query studio

and other outdated features were replaced by new functionalities. The Business Intelligence team showed dedication in customizing the new environment, setting up security, mapping, testing and troubleshooting to ensure a seamless upgrade.

InfoEd user experience improves

The InfoEd research administration and compliance software upgrade went live in spring 2024, bringing enhanced stability, improved configuration tools, increased security and a better user experience. Rigorous pre-launch testing

and effective communication ensured minimal issues during the warranty phase. The project's success underscores the power of teamwork and careful planning, paving the way for future improvements in research administration.

FAMLI: AbsenceSoft integrations to HCM

Unlike a regular application upgrade, CU's FAMLI program required a new tool with modifications to PeopleSoft and MyLeave. UIS created integrations essential for identifying FAMLI eligibility, tracking time requested, processing payments through PeopleSoft payroll, monitoring use and reporting to the state.

The new employee self-service tool allows employees using FAMLI Leave to apply for and manage their leave more easily. It also provides supervisors and department HR contacts greater insight into open cases for their direct reports.

CU selected Skillsoft's Percipio to replace its previous learning management system, Skillsoft Skillport. UIS managed the transfer of more than 175 CU custom courses used for compliance training mandated by federal, state and university

Tableau upgrades with no user interruption

The Tableau Server upgrade was successfully implemented in August 2024 for public and private environments, following a development environment upgrade in July. This introduced new features and improvements while offering uninterrupted

Skillsoft Percipio platform debuts

requirements from departments such as the Office of Equity, Information Security and HIPAA. UIS also integrated course completion records with HCM, allowing supervisors to confirm completions in the employee portal.

service throughout the process. The Data & BI team conducted thorough System Integration Testing and facilitated User Acceptance Testing (UAT) with campus testers for a smooth transition.

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CU-SIS'S FINANCIAL AID AUTOMATED SOLUTION SAVES THOUSANDS OF HOURS PER YEAR

The University of Colorado's campus Financial Aid officers help students and their families navigate the financial aid process year-round despite numerous obstacles. They now have one less obstacle: Officers no longer face an hours-long process when retrieving files from the federal government for processing.

The CU-SIS Financial Aid team released a new system, TDClient Automations, to eliminate those tedious hours and the manual errors that could accompany them.

Rick Rowcotsky, UIS lead solutions manager, collaborated with Rakesh Vangapati, UIS PeopleSoft developer, Brad Baker, UIS assistant director of Student System Development and Mayank Mittal, UIS enterprise applications administration manager, over the course of several years to develop the time-saving system. The team received the 2024 University Controller's Award for Excellence. The CU Innovation and Efficiency Awards recognize CU employees whose ideas and innovations save the university time, money and resources.

Rowcotsky estimates the new automation saves roughly 1,500 hours per year across all **CU** campuses.

This flexible UIS solution will adapt to the inevitable changes within Financial Aid.

What once required hours navigating through multiple systems now takes a simple click. All federal files can be

downloaded and processed within Campus Solutions, significantly reducing workload and mitigating the risk of errors. With fewer administrative hurdles, Financial Aid officers can focus on their true mission: assisting students in pursuing their educational goals.



" This is one of my favorite projects I've ever worked on at CU System Administration — mainly because I know how much time it saves our campuses daily."

> Rick Rowcotsky, UIS lead solutions manager

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ACCESSIBILITY, PERFORMANCE & SCALABILITY

University Controller's Award for Excellence

CU-SIS TDClient Automations

UIS team members:

- Rick Rowcotsky
- Rakesh Vangapati
- Brad Baker
- Mayank Mittal

CU INNOVATION & EFFICIENCY AWARD WINNERS

CU Innovation & Efficiency Awards

Multicampus Security Log Monitoring

UIS team members:

- David Capps
- Brad Judy
- Keith Lehigh
- Cindy Kraft
- Steve Thormod

(see story on p. 9)

STREAMLINING STUDENT ONBOARDING WITH ODIN

Students applying to college often complain about the "hurry up and wait" aspect of the application and enrollment process.

CU Boulder's Office of Information Technology and UIS have significantly improved the first step in the enrollment process: the delivery of CU Boulder IdentiKeys to newly admitted students.

By leveraging UIS' Open Data and Information Network (ODIN), which provides nearinstantaneous data transmission and operates with 99.99%

days to just two days as of Spring 2024.

CU Boulder students to ODIN.

This advancement not only speeds up the process but also ensures data availability during system outages and



Get the full FAFSA story

The federal rollout of the overhauled 2024-25 Free Application for Federal Student Aid (FAFSA) included numerous delays, glitches and new regulations. Learn how CU financial aid officers and UIS teams met the challenges to ensure students received the financial aid essential to their university education.

ODIN Subscriptions

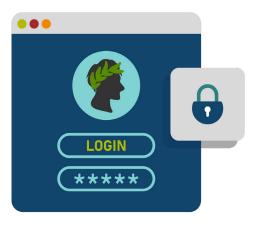
UIS team members:

- Kevin Sarsen
- Faraz Ali
- Karthik Chigururu

uptime, the wait time for students to receive their IdentiKey has been reduced from up to five

recieve their IdentiKey three days faster, thanks

maintenance. The team behind this initiative — Kevin Sarsen, Faraz Ali and Karthik Chigururu — was honored with an 2024 CU Innovation & Efficiency Award for their work.



ACCESSIBILITY, PERFORMANCE & SECURITY

MORE CU EMPLOYEES ARE CYBERSECURITY SAVVY THAN EVER

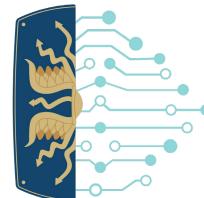
Over 70% of University of Colorado employees completed the Information Security Awareness (ISA) course in the last two years, demonstrating a collective commitment to cybersecurity across CU.

When viewed closely, the completion rates are even more impressive:

85% when narrowed to permanent employees

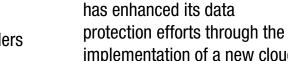
90% when looking at employees in high-risk organizational units, such as finance, human resources or IT units

This achievement stems from a collaborative effort between the Office of Information Security (OIS), UIS Communications, campus HR and communications teams, and the Employee Services Learning and Development team. The initiative, led by Brad Judy, CU deputy



chief information security officer, and Janet Bravo, OIS security awareness program manager, used a three-phase strategy: a system-wide awareness campaign, automated reminders and data empowerment.

Looking ahead, the transition to Skillsoft Percipio and updated course content will further refine the approach, aiming to enhance cybersecurity knowledge and vigilance within the CU community.



SECURITY

implementation of a new cloudbased Security Information and Event Monitoring (SIEM) system. This automated SIEM solution addresses previous hardware and service issues, allowing CU's information security teams to concentrate on safeguarding IT services and data more effectively.

The University of Colorado

The transition to the new SIEM tool was driven by CU Security+, a collaborative forum of IT

"The performance of the new tool is so much better ... something that would take hours to run now takes about a minute."

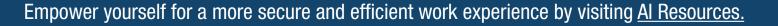
security teams from CU campuses and CU System. The group not only facilitated the selection of a more efficient SIEM solution but also streamlined the procurement process through a new pricing agreement, optimizing cost-effectiveness.

Since its deployment in 2023, the upgraded SIEM system has dramatically improved performance, reducing processing times from hours to minutes. This advancement has enabled security teams to swiftly identify and address potential threats,

SAFE PRODUCTIVITY WITH AI TOOLS



Artificial intelligence (AI) tools offer opportunities and risks. For privacy, equity and data protection purposes, selecting and using these new tools require careful consideration. UIS and the Office of Information Security provide CU System Administration AI Guidance and an AI <u>Resources webpage</u> to help staff boost productivity while maintaining security as CU's top priority.





- Tool recommendations: efficiency.

STRENGTHENING CYBERSECURITY WITH CU SECURITY+

including attacks on employee payroll and VPN services. The collaborative effort has fostered a culture of shared learning and problem-solving among CU security teams.

The 2024 CU Innovation & Efficiency Awards recognized this work and the CU Security+ members: Sarah Braun, Sean Clark, Chris Edmundson, Scott Maize, Charlotte Russell, John Scudder, David Capps, Brad Judy, Keith Lehigh, Cindy Kraft, and Steve Thormod.

- Brad Judy, CU deputy chief information security officer

Security best practices: Access guidelines on securely implementing Al tools, ensuring data protection and compliance with university policies.

Find reviewed and supported Al tools with the potential to streamline your work processes and enhance

- Training resources: Explore easy-to-follow tutorials and webinars that provide practical insights on using Al while maintaining a secure environment.
- Updates and support: Stay current with the latest developments and best practices in AI and connect with the UIS Service Desk for any questions or assistance.

SNOWFLAKE CAMPUS DATA HUBS: TRANSFORMING CU DATA ANALYTICS

The University of Colorado needs, creates and uses enormous amounts of data in its work to advance research and knowledge, and in service to all its students, faculty and staff.

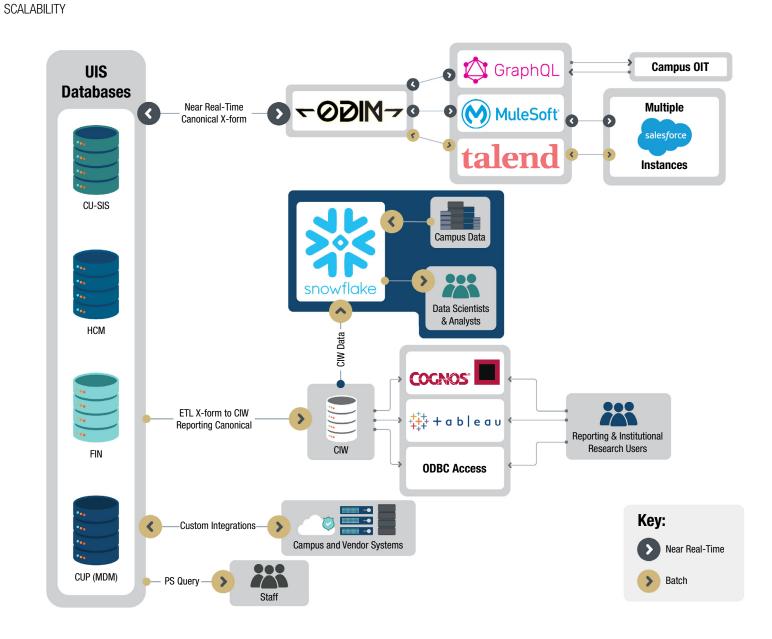
Snowflake Campus Data Hubs,

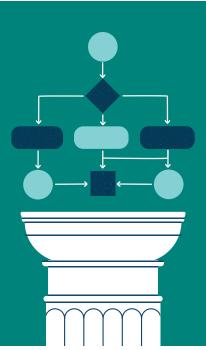
a new tool available to UIS, revolutionizes how data analysts turn data into information, which groups then use for datainformed decisions. Collaborating with UIS and using its instance of Snowflake – named the UIS Campus Data Hub – has major benefits.

Data hubs, the centralized data exchanges supported by data science, engineering and warehouse technology for interactions with algorithms, are a massive part of data handling and usage at CU. Snowflake Campus Data Hubs are cloud-based data platforms designed to handle and analyze large volumes of data across multiple data schemas.

Snowflake simplifies the process of sharing and accessing data across organizational boundaries while ensuring security, data consistency and near real-time updates – improving student success, advancement efforts and more by leveraging their data hubs to better understand students and find new approaches. The UIS Campus Data Hub revolutionizes the way CU handles data in several ways, offering benefits and uses such as:

- A modern, scalable framework in Snowflake.
- Options to add third-party solutions built on the Snowflake ecosystem.
- Access to Central Information Warehouse (CIW) reporting data and source data from enterprise systems.
- An affordable and accessible way to combine campus and enterprise data.
- Analytics can be shared back to CIW for use by a wider audience in CU-Data and Tableau reporting.





CU DATA GOVERNANCE: PROGRAM WEBSITE DELIVERS DATA USE GUIDANCE Every day, thousands of gigabytes of data pass through the University of Colorado servers. While people are the heart of CU, data is its nervous system. The university now has a central website for all information related to how CU data is managed and governed: <u>CU Data Governance</u>.

CU Data Governance is a university-wide program that

allows university information resources to be managed effectively and provides data to decision-makers and stakeholders, so they have consistent, accurate and quality information to make important decisions and to communicate how the university operates.

All CU employees contribute to strong data governance, whether

we produce, use or manage data. The new website provides easy access to all CU systemwide data-related policies and guidelines, with links to campusspecific Office of Information Technology data governance resources.

The most important resources the new site offers may be Data Classification and the Adverse

UIS IMPACT REPORT 2024

Impact Table. Data classification helps determine the security requirements necessary to keep the specific types of data safe, depending on their impact levels.

The site also details all data software solutions offered by UIS, links to campus data resources, and information about CU's metadata catalog, Collibra.

SERVICE DESK

SERVICE DESK METRICS

The UIS Service Desk provides timely IT support and solutions, empowering users to resolve issues and accomplish their work. They provide prompt, efficient and user-friendly desktop and technical support for CU System Administration, while also serving CU's four campuses on issues related to enterprise applications.

The average number of

tickets received weekly:

Users can choose to email, call, phone, chat or walk in.

Customer Satisfaction

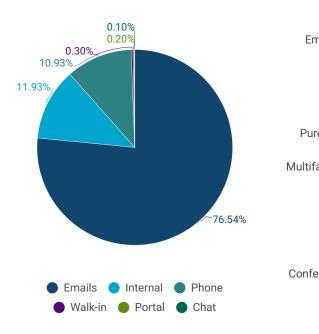
Every customer receives a follow-up email after a ticket is closed asking for feedback.

FY24 Service Desk feedback responses rated as "great":

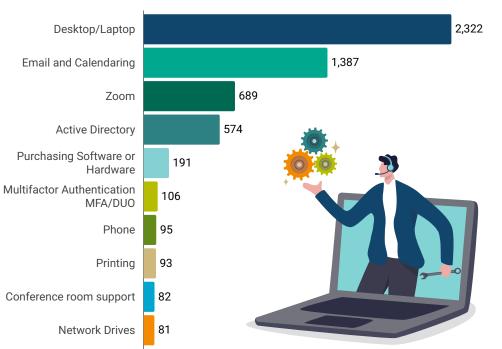


Requests





Top 10 service request types:



The average response time:

Empowering employees: New self-service password reset reduces tickets by 44%

CU System Administration employees are now able to reset their CU System account password without UIS Service Desk assistance — providing a consistent, streamlined process that saves everyone time.

Previously, the UIS Service Desk received an average of 90 password-related tickets per month. With the new system,

Data Center Moves

CU's dual data center moves boost reliability and performance

University Information Services completed two significant data center moves during FY24, crucial for maintaining and enhancing the University of Colorado's technology infrastructure.

From May 2-5. UIS relocated CU's non-production data center, which hosts environments used for testing and development. This move was necessitated by the State of Colorado ending its lease in Aurora. Although non-production applications were temporarily unavailable, students, faculty and most staff experienced no disruption to normal operations or production services.

Duo Mobile app.

The Duo system maintains strong security standards, ensuring the protection of user information. This enhancement not only improves user convenience but also reduces ticket backlogs and system delays.

Earlier, on Oct. 10, 2023, UIS finalized a major yearlong project, relocating the systemwide data center from a commercially owned location in Denver to a state-of-the-art facility on the Anschutz Medical Campus. This complex operation involved moving over 11 tons of equipment and required an extended downtime for systemwide applications. The move was crucial due to changes in the previous vendor's business model and aimed to ensure continued reliability, performance and security. The project highlighted remarkable collaboration across UIS teams and the campuses. reflecting CU's investment in its technological capabilities that support its mission of excellence in research, education and service.

users can reset their password at any time, including outside of normal business hours, with the

FY24: 2,322 **Desktop/laptop tickets**

FY23: 4144 **Desktop/laptop tickets**

What is a data center?

A data center is a specialized facility for housing computer servers and networking equipment, storage systems and power distribution units. Data centers play a crucial role in the modern digital landscape and are used by businesses, organizations and governments to host websites, applications, databases and other critical IT services. They provide the necessary infrastructure to ensure that these services are available, reliable and responsive to user demands.

Even in the age of cloud computing, a data center provides the infrastructure required to run applications and manage and store data.

MAKING DIGITAL ACCESSIBILITY A REALITY

Effective July 1, 2024, <u>Colorado</u> <u>House Bill 21-1110</u> requires public higher education institutions in Colorado to adopt policies and procedures to ensure that digital communications and information technology are accessible to individuals with disabilities.

We sat down with Sridevi Bankupalli, UIS associate director of enterprise development, who has been leading UIS' work on greater digital accessibility.

What is the University of Colorado's overall strategy for digital accessibility? —

CU's goal and commitment to fostering a diverse, equitable and inclusive community predates the state mandate and is one of <u>CU's four pillars</u>. The <u>CU Boulder</u> <u>Digital Accessibility Office (DAO)</u> and Accessibility and Usability <u>Lab (AUL)</u> were formed over 10 years ago. We always strive to create digital experiences that meet the needs of everyone in our community.

At the same time, the Colorado Governor's Office of Information Technology has provided some clear standards and established rules regarding those standards. It has helped highlight the work in this area and made it a

mandate for everyone.

Within UIS, we integrated accessibility into our core fundamental principles of operations. We took a broad look at all our services and applications to determine which should be the highest priority — which applications are used by students or have the most users. Some applications are only used within UIS. Others, like the employee portal, are accessed by thousands of people daily.

Once we had application categories, we worked with AUL to assess the highest priority applications, identify if any had accessibility issues, and determine whether we could fix them or if we'd need to work with vendors to address the issues.

Has the government mandate been positive or negative overall? —

It's been overwhelmingly positive, just by raising awareness. Do people normally think about what font they use on a website or about color contrast? Probably not, but when they realize those factors affect whether someone can access information whether an experience on our website is frustrating rather than helpful — then, people are very interested. I have seen an increase in people reaching out and wanting more training.

The state was realistic in acknowledging that the work couldn't happen overnight. CU was in a good position because this was already a priority for us, but the mandate affects small government entities, smaller libraries and all government institutions that may not have the budget for assessment or the people to make changes. So, the state is looking to see what plans exist over a realistic period in a way that shows a commitment to accessibility.

What do you wish others at CU knew about digital accessibility? —

It is everyone's responsibility to foster an inclusive online environment, create content that is accessible to everyone and provide equal access to digital materials and applications. We are all in this together. CU System launched an <u>accessibility</u> <u>website</u>, and there is <u>a form to</u> <u>report accessibility issues</u> and an accessibility email because we can't address issues we aren't aware of.

Secondly, people should know it's a journey. Since things online are always changing, we'll never be able to check a box and say we're done. Right now, the online standard is <u>Web Content</u> <u>Accessibility Guidelines (WCAG)</u> <u>2.1 AA, but that could change.</u>

We can make sure CU websites exceed that standard, but it is harder when it comes to products we don't control. So, we are making it part of the procurement process to ask these questions, making sure accessibility is a key component. For existing products, we provide feedback to the vendor and work with them to increase accessibility.

Can you share any recent successes in this area? —

Some successes are baby steps that eventually lead to leaps. PeopleSoft is a large enterprise system that touches everything from admissions to financial aid and student services. We have a strong relationship with the vendor, Oracle, and several CU representatives are in Oracle user groups and able to provide direct product feedback.

We shared an issue in our employee portal — someone using a screen reader would have to scroll to the bottom of a webpage to turn on that function, and they had to do this every time. So, a year ago, UIS made a customized Screen Reader icon in the top navigation bar to turn on and once selected, that mode would remain enabled until a user wanted to turn it off.

Now, in the most recent release of that product, the vendor has adopted those same enhancements. CU may not have been the only university asking for those changes, but we celebrate

Accessibility is not just a goal — it's a journey that demands patience, clear communication, and steadfast advocacy. It's up to CU to lead the way and inspire change. - Sridevi Bankupalli, UIS associate director of enterprise development



each improvement. Accessibility is not just a goal — it's a journey that demands patience, clear communication, and steadfast advocacy. It's up to CU to lead the way and inspire change.

What are the university's goals or plans for improving digital accessibility? —

We aim to address reported accessibility issues within three to five days. Each campus and CU System has its own ticketing forms and websites to report issues. Scott Munson (System CIO and associate vice president for UIS) is leading a digital accessibility governance committee for CU System, and we bring together all the campus digital accessibility committees, so we are addressing issues holistically.

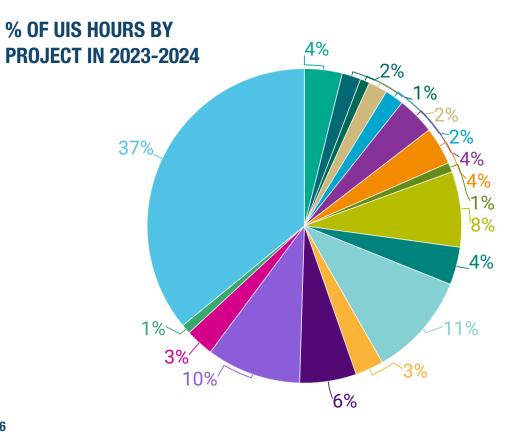
Ultimately, accessibility is a core principle for UIS, right along with security, performance and scalability. As we migrate systems, such as the new Skillsoft learning management and upcoming Time and Labor systems, accessibility remains a top priority to ensure everything we offer is accessible to everyone who needs it.

FY24 BY THE NUMBERS

FY24 ILLUSTRATUS

100% 90% 13% 80% 12% 22% 70% 9% 14% 60% 50% 23% 38% 40% 37% 29% 48% 30% 20% 10% 4% 4% 6% 24% 5% 6% FY 21 FY 22 FY 23 FY 24 FY 20

UIS' MAJOR PROJECT CUSTOMERS: FY20 THRU FY24



Finance

Research & Grants

HCM

Student Administration

- FAMLI Phase 1 & 2: 4% Semester Start, Fall & Spring: 2%
- InfoEd Upgrade: 1%
- Finance Upgrade: 2%

System

Campus Solutions Upgrade: 2%

CU-Wide

- HCM Upgrade: 4%
- Enterprise Portal Upgrade: 4%
- Cybersecurity SIEM: 1%
- Resource Allocation: 8%
- NonProd Data Center Move: 4%
- Prod Data Center Move: 11%
- SSN Risk Mitigation: 3%
- Data Gov Phase 3—FIN: 6%
- Data Gov Phase 2: 10%
- HCM Patching: 3%
- PeopleSoft Update Manager (PUMs): 1%
- Time & Labor— Current State: 37%

2025 FORECAST: ACCESSIBILITY, PERFORMANCE, SCALABILITY & SECURITY LEAD THE WAY

In May 2024, UIS sent its annual customer survey and received more than double the response to previous surveys. Customers are highly engaged and overwhelmingly positive in their feedback.

LOOKING FORWARD

The 2024 Customer Survey had a 43% response rate. Can you help us get to 50% in 2025?

Looking ahead to 2025, UIS remains committed to fostering strong partnerships with campus and CU System customers. The **UIS Customer Success team** uses a collaborative approach to forecast anticipated projects and ensure alignment between UIS efforts and customer objectives.

In the coming year, UIS is excited to tackle a range of initiatives that will drive innovation and excellence across the CU system:



Transform Today, **Thrive Tomorrow**

- complete.
- **Data Governance:** Strengthening CU's
- CRM Opportunities: process.

We are dedicated to advancing these projects while upholding the highest standards in accessibility, performance, scalability and security. Knowing people are our greatest strength, we continue to build a strong community within UIS. Together, we will continue to drive progress and support CU's mission.

Thank you for your ongoing partnership and commitment.

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• **Time and Labor:** Enhancing efficiency and accuracy in timekeeping, leave request processes and workforce management now that the current state assessment is

frameworks for data management and compliance.

• **ODIN:** Advancing efforts to develop the preferred pathway to UIS data with near real-time updates of enterprise data from multiple UIS systems.

Improving and supporting customer relationship management on every campus, including their online programs and the UCCS Salesforce admissions

Relentless Improvement

- IT Service Management: Replacing Cherwell with TeamDynamix and refining internal processes.
- Cybersecurity Enhancements: Fortifying CU's defenses to protect against evolving threats.
- Intake and Demand Management: Increasing transparency and streamlining resource allocation.
- Data & Business **Intelligence Solutions:** Supporting governance efforts and leveraging tools like Cognos, Tableau and Snowflake to provide actionable insights and support data-driven decisions.
- **Digital Accessibility:** Ensuring CU digital resources are accessible to everyone, reflecting CU's commitment to inclusivity.

UIS STAFF 2023 - 2024

None of the achievements highlighted in this report would have been possible without the dedication and hard work of the exceptional people in UIS. Each staff member plays a crucial role in CU's success, and their commitment and expertise drive our accomplishments forward.

Laura Abeyta-Martinez Lara Ackerman Manali Agrawal Abhi Alampalli Shiva **Becky Alberti-Powell** Faraz Ali Lindsey Apodaca Siegfried Appelt Larissa Armand **Rachel Ashley** Brad Baker Sridevi Bankupalli Tv Barwick **Christine Bauder** Jeff Benn Bala Bhogaraju Steve Bonser Tilak Brahmbhatt Janet Bravo Tony Brooks Brandan Bui Yuki Busch **Jillian Callaghan** David Capps Valerie Carricato Jose Celis Scott Chalupa **Budy Chandra** Dong Chen Karthik Chigururu Joe Ciecior **Darlene Crow Ridawn Cummings**

Jackson Currin Lisa Damboise Hallie Davis Ryan Day Marc Donohue Doug Douglass Laura Duncan Shirley Eaves Youssef Elalam **Richard Escamilla** Karah Evans Patrick Eze Art Figel Samantha Fildish Katelin Fisher Janelle Fossett Jeff Foster David Franz Dave Freund **Brianna Fuller** Lauren Galena Stefan Garman **Praveen Ghimire** Goutom Ghosh Sean Golden Sarah Goletz Sri Gopisetty Gillian Grocke Muktar Guled Srikanth Gurram Laura Haller **Bob Hasenhundl Jackie Hess**

Matthew Hess **Drew Hitchcock** Christian Horban Kavitha Jakkula Siva Jaligama Sarah Jewell Gauri Jinu Melanie Jones Brad Judy Bhavani Kambham Andrea Kellogg Abeje Kene Kelly Kim **Cindy Kraft** Nga Lam Keith Lehigh Matt Lemme Laura Leonard Nicole Leonhard Van LePage Jonathan Levenstein Steven Linenberger Daswanth Lingam **Robert Linseisen-Kerley** Fernando Loa Thaala Loper Toby Lutz Aaron Mansfield Lonnie Maynard Kevin McCarty Joanna McCord Allmond McDermott **Carlos Mennechev**



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Paula Ramirez Mahesh Rao Kelly Richter **Nonie Roberts Rick Rowcotsky** Brian Ruden Christie Ruemenapp Patricia Saillant Vani Sakati Ben Saleh Rita Samaddar Kevin Sarsen **Brian Schaeffer** Sharon Schryver Kaleb Schumaker Tanva Scott **Tony Sengphirom** Kim Sethre Donna Sewell Milap Sharma William Shelby Jr. Jennifer Silverthorne **Brandon Sine** Patti Smith Hans Smits Pamela Song **Carl Sorenson** Chris Stange

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Marlene Strickland Bob Sudo Sasi Sunkari Soumya Suresh Chad Sziszak Om Tandukar Heather Tasca Amar Tekriwal Tim Thomas Steve Thormod Angelica Throckmorton **Daniella Torres** Antony Tran Java Vaidvanathan Armani Vang Rakesh Vangapati **Kirk Walker** Sarah Wallace **Bradley Weidman** Sean Welshimer Kim Wendelin Jordan Wight **David Williams** Lucas Win Al Wirtes **Robbie Wood** Mezmur Zedawit





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