FALL TOWNHALL

October 7, 2025

FSU
INFORMATION
TECHNOLOGY SERVICES

OVERVIEW

- Welcome
- Fireside Chat – Mark McNees
- Pulse Survey Results
- Breakout Rooms
- Break
- CIO/Campus Update
- Now What/Next Steps

WELCOME

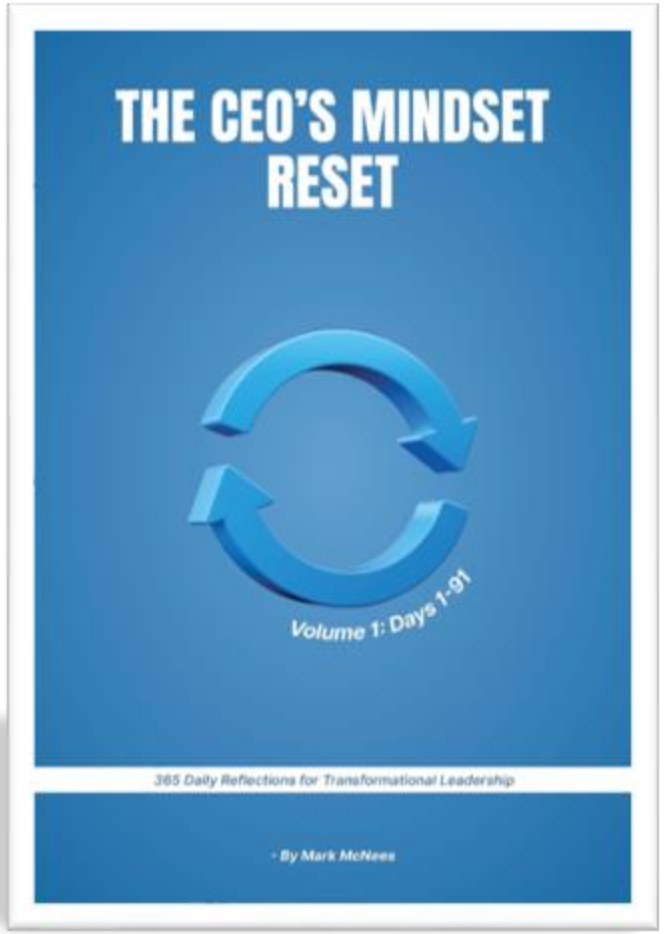
FIRESIDE CHAT

Mark McNees, Ph.D.

DR. MARK MCNEES

- Founder and CEO of RedEye Coffee
- Founder of Element3
- Board member of the Greater Tallahassee Chamber of Commerce
- FSU Faculty, Jim Moran College of Entrepreneurship
- Author

THE CEO'S MINDSET RESET



OUR FOCUS AND INTERACTIONS
MATTER NOW MORE THAN EVER.
RISE 2030

MINDSETS CAN BE CONTAGIOUS

- Researchers collected sweat samples from two groups: one after running on a treadmill and another after their first skydive.
- Participants in an fMRI scanner were asked to smell the samples without knowing their origin.
- The result: samples from the skydiving group triggered a fear response in the brain — even though participants were unaware of what they were smelling.
- This demonstrated that human emotion can be influencing others without conscious awareness.

2009 Stony Brook Study

TWO BIG QUESTIONS:

What type of mindset and service attitude are you being **CONTAGIOUS** with across our teams, locations, and those we serve each day?

How do we get to the next level **TOGETHER**?

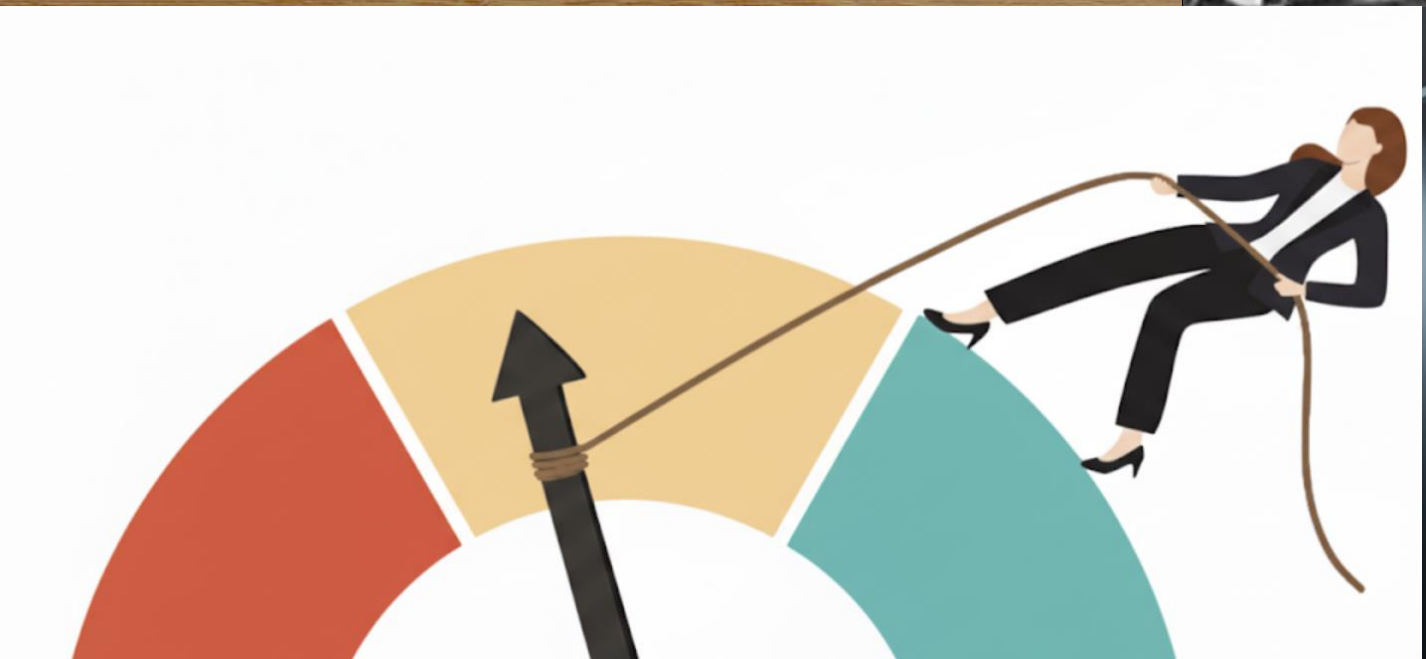
RESEARCH & INSTRUCTION

INNOVATION & MODERNIZATION

SECURITY & COMPLIANCE

ENGAGEMENT & STUDENT SUCCESS

MOVE
THE
NEEDLE



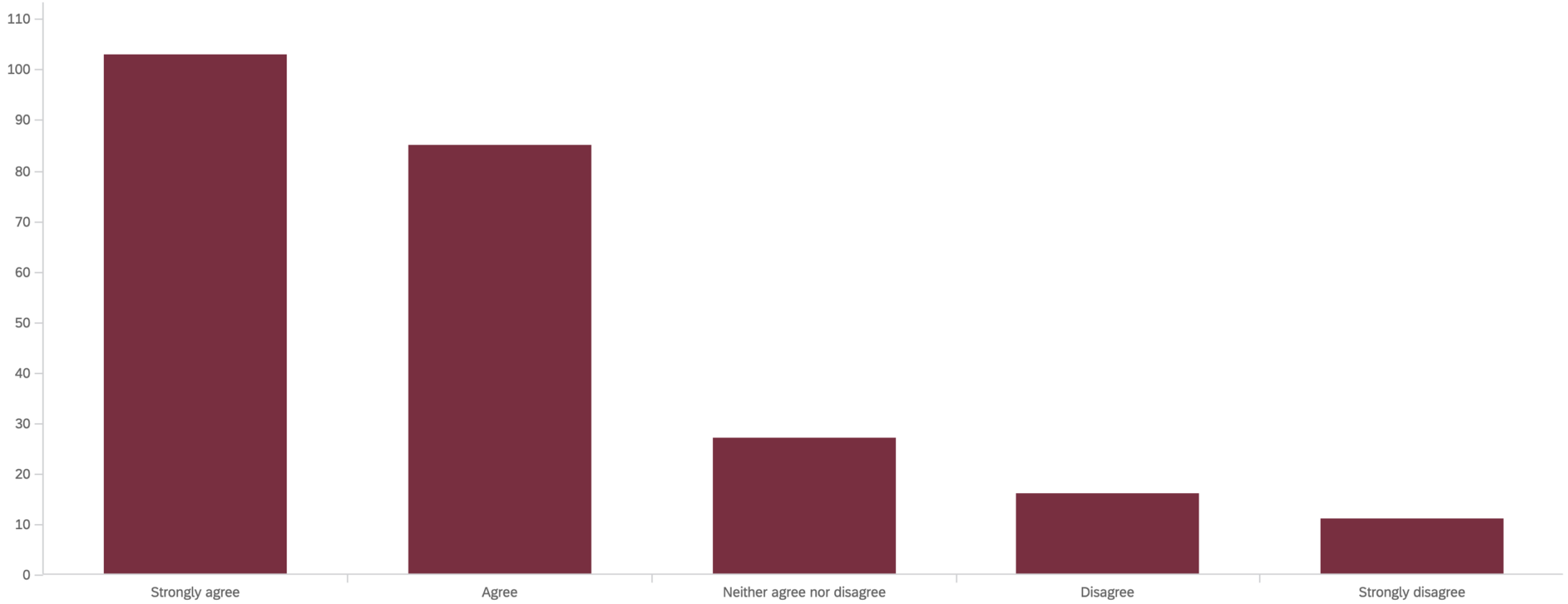
MPH
0
20
40
60
80
100
120
140
160
180
1295
123984E

We have **moved** the needle **together**....

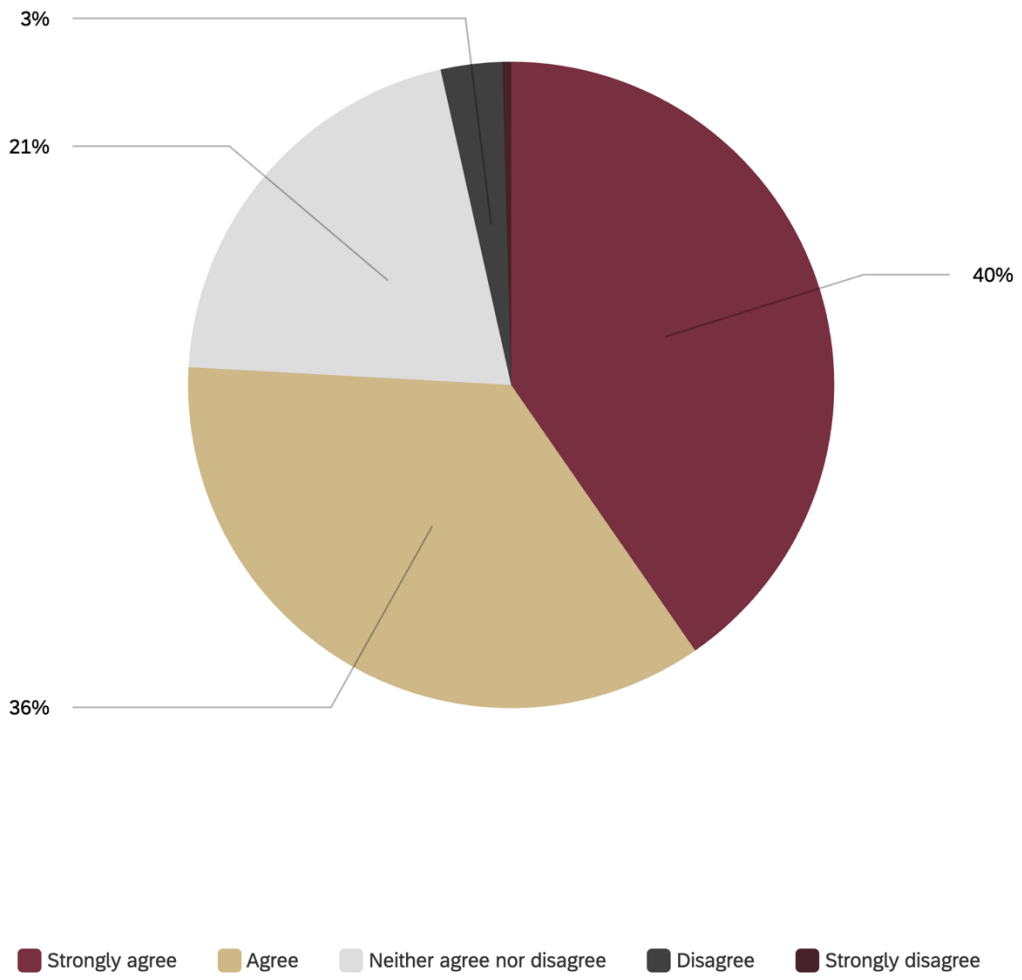
now, we must **focus** and **thread it**.

PULSE POINT SURVEY RESULTS

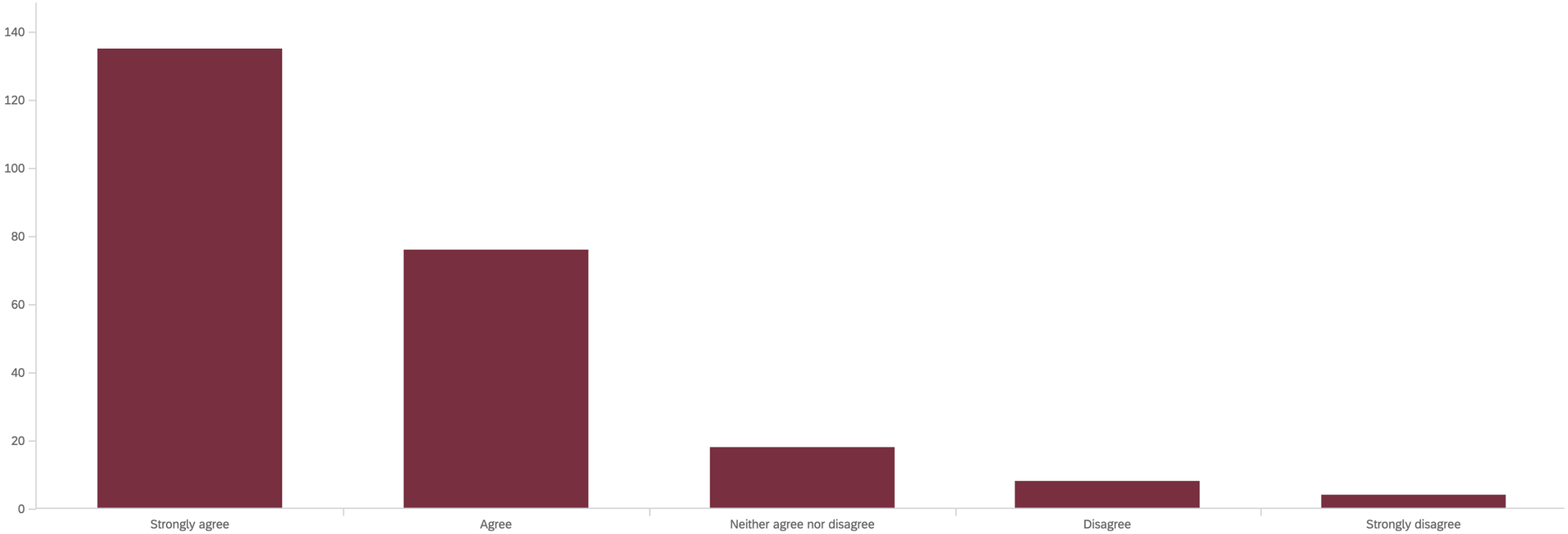
I am proud to be part of Information Technology Services throughout the last 6 months.



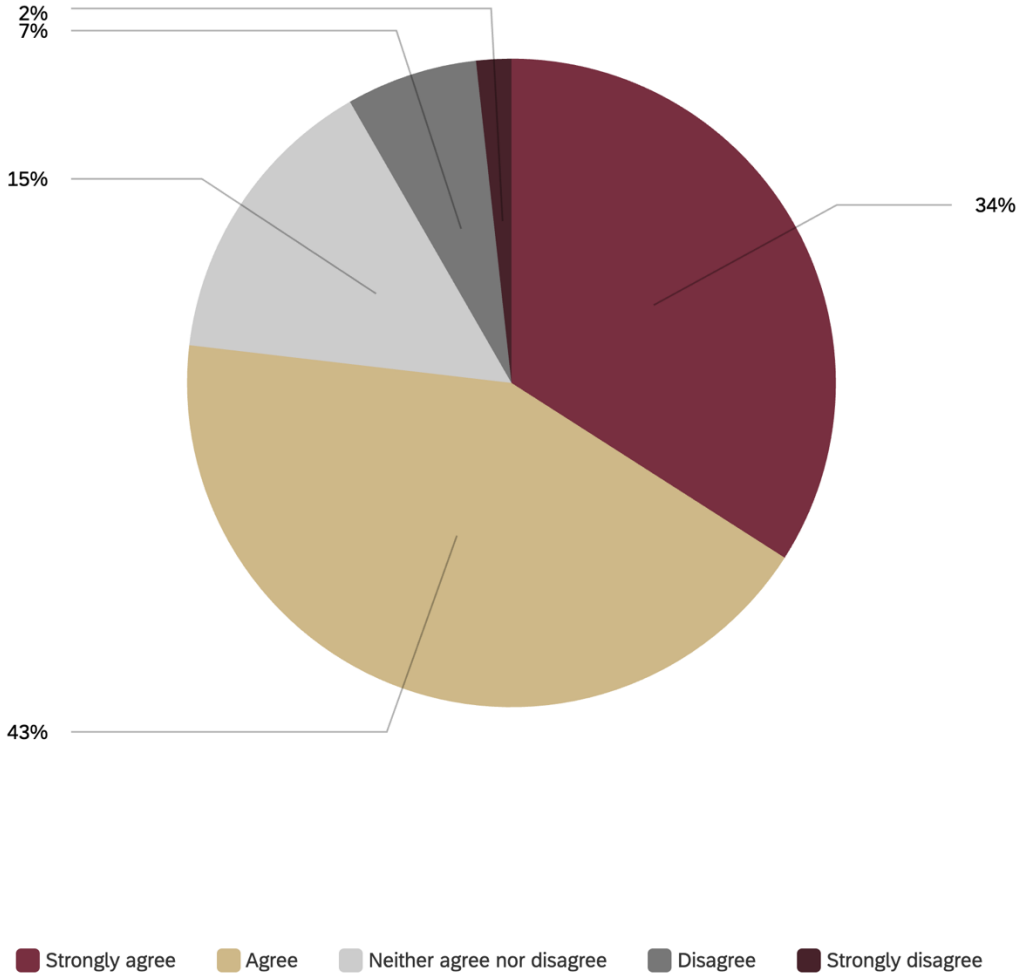
The IT Alignment is positively impacting Florida State University.



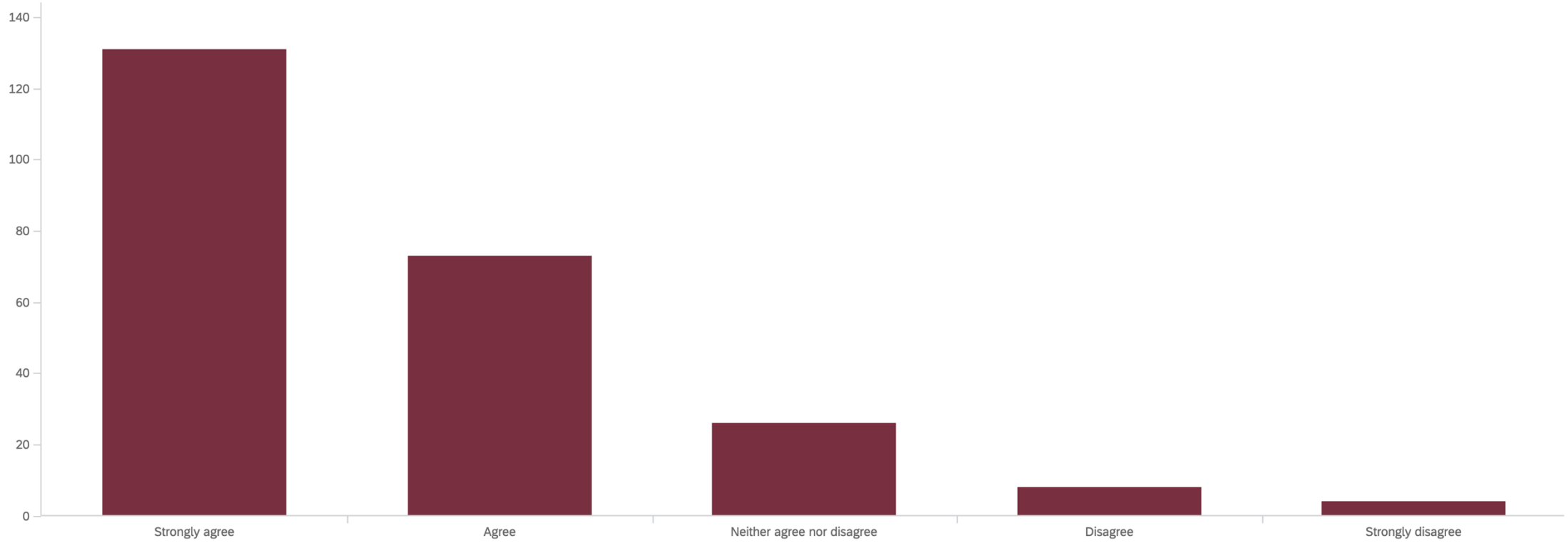
My manager gives me opportunities to grow and develop.



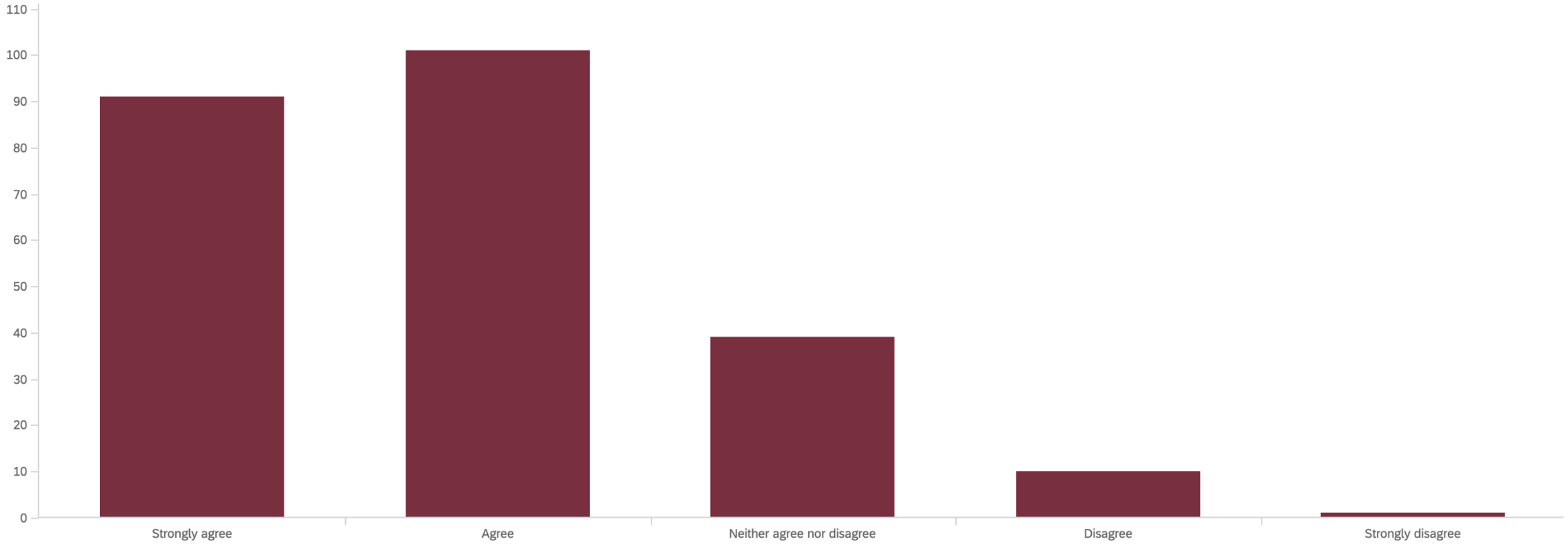
Our communications keep me informed.



The Information Technology Services leadership (managers, supervisors, etc.) treats me fairly, respectfully, and empathetically.



Other teams across Information Technology Services treat me fairly, respectfully, and empathetically.



CIO UPDATE

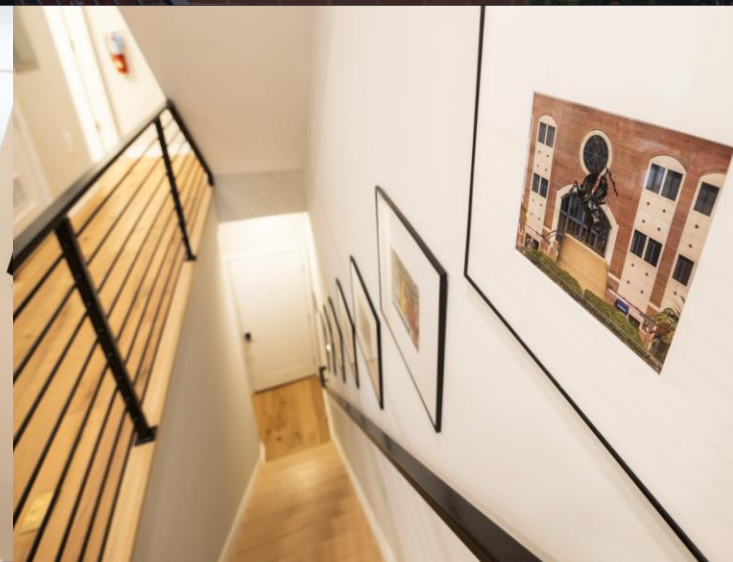
FSU UPDATES

NEW WOMEN'S LACROSSE CENTER

READ MORE

- Spring 2026 targeted opening
- Located in Innovation Park near FSU's golf facility and FAMU-FSU College of Engineering.
- $12 million complex will hold the team clubhouse and an over a thousand-seat stadium.
- Will be only the second women's lacrosse-only facility in the country, joining Clemson.

NEW FSU STUDENT HOUSING BUILDINGS IN DC



FSU WEST PALM BEACH COLLABORATION SPACE

READ MORE

- The Press building in West Palm Beach expands the university's presence in a key financial and innovation hub.
- Made possible through a transformative gift from alumnus Ben Macfarland.
- Will support academic programs, research partnerships, and industry engagement across South Florida.
- The College of Business will launch the first program — Executive Education in Alternative Investments — with in-person sessions this fall and full courses beginning in January 2026.

FSU HEALTH UPDATE

READ MORE

- FSU and Tallahassee Memorial HealthCare have approved a framework to establish a transformative academic health center, reshaping healthcare, research, and education in North Florida.
- Agreement transfers 75 acres, a 2M sq. ft. hospital, and related assets to FSU, which will lease them back to TMH under a 40-year agreement.
- TMH remains the licensed operator and retains its community mission, tax-exempt status, and workforce while rebranding as FSU Health.

MURAL BY SEMINOLE TRIBE ARTIST HONORING HERITAGE

READ MORE

- Mural by a Seminole Tribe artist, Erica Deitz, celebrates Seminole culture, history, and identity at FSU.
- The artwork is centrally displayed in the Union, making it a visible tribute at the heart of campus life.
- The piece reflects FSU's commitment to respect, partnership, and cultural visibility for the Seminole Tribe, providing an enduring, visual reminder of the living legacy and presence of the Seminole people within the FSU community.

"We survived a lot, and we are the only tribe that never signed a peace treaty. That is why we're called the unconquered Seminoles," Erica Deitz said. "We're proud of who we are, so students should, as they're coming here to school, feel that with them and come check out the Ah-Tah-Thi-Ki Museum at the Big Cypress Reservation and learn more about us. We're just not a mascot; we are the Seminole Tribe."

ITS UPDATES

INFORMATION TECHNOLOGY SERVICES

READ MORE

FY2025 Annual Report

AI.FSU.EDU WEBSITE

READ MORE

- Latest News

  Highlights of press releases, conference presentations, and news articles related to AI at FSU.

- Faculty Guidelines

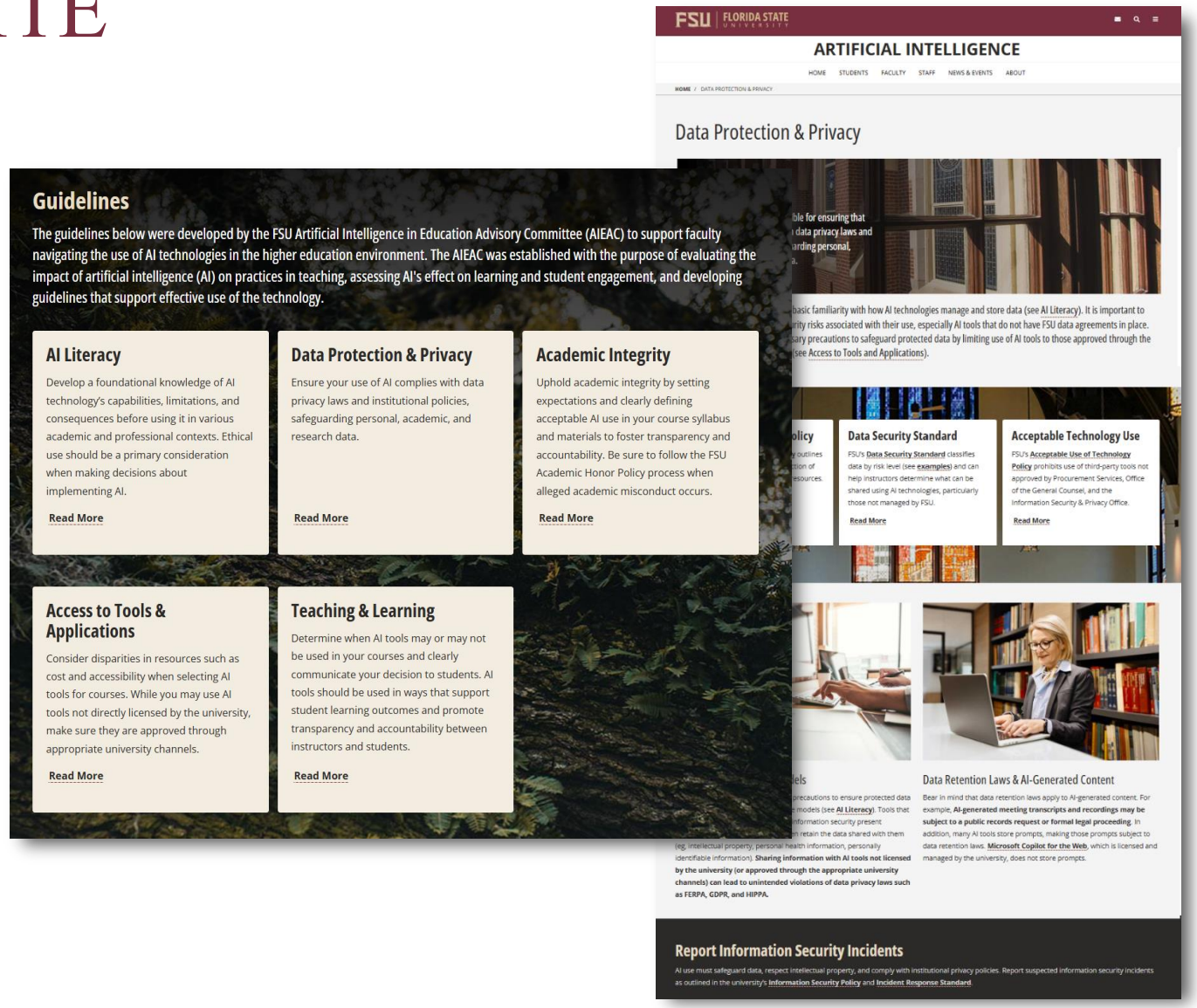
  AIEAC-developed guidelines for faculty were published in August 2025.

- Student Guidelines

  AIEAC-developed guidelines for students are in progress.

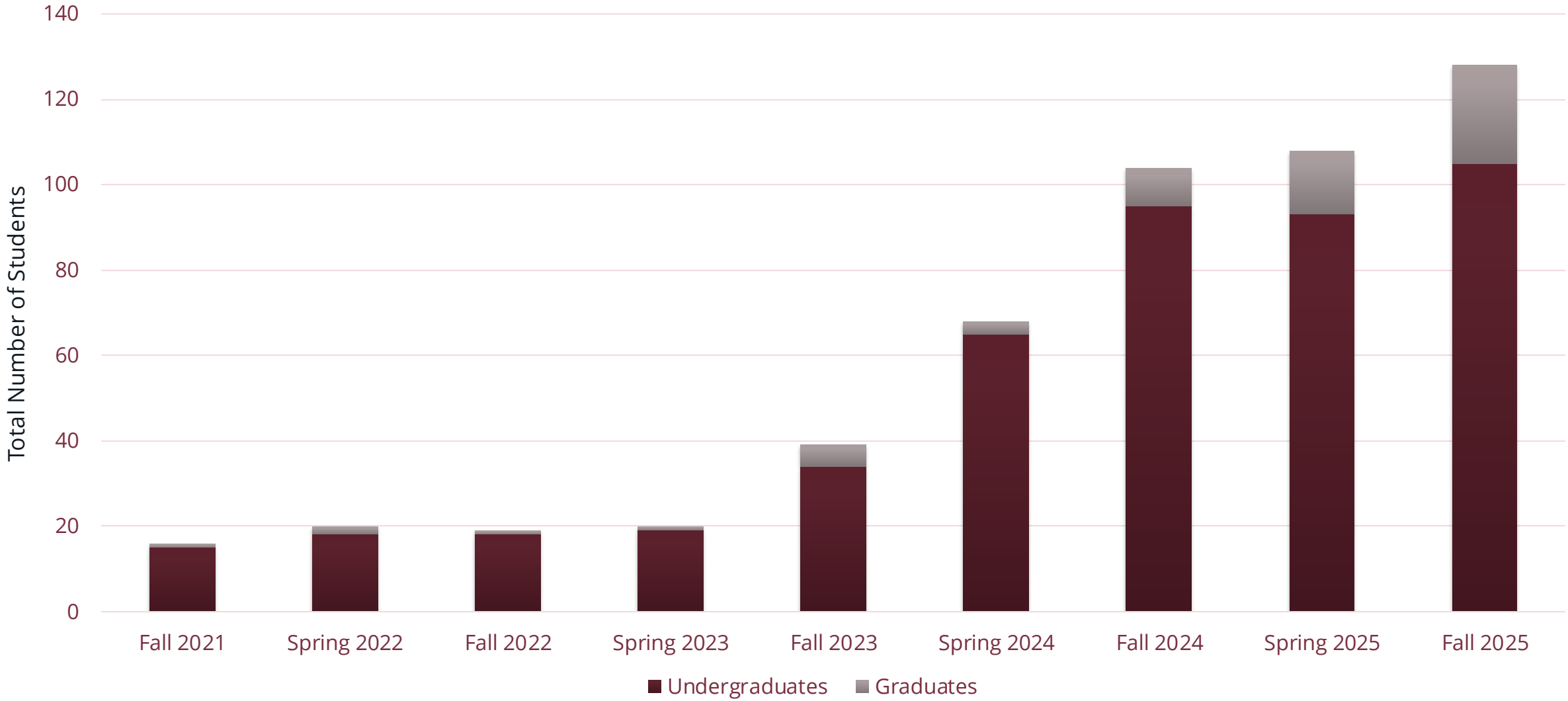
- Research Spotlight

  An AI in Research page will be developed to enhance the site and highlight faculty research.



ITS INTERNSHIP PROGRAM (PER SEMESTER)

READ MORE



READ MORE

IT ALIGNMENT CURRENT STATUS (AS OF OCTOBER 2025)

COHORT 0 – APR 5, 2024

- Office of Distance Learning

COHORT 1 – AUG 2, 2024

- University Libraries
- Office of Research
- College of Fine Arts
- College of Music
- College of Communication and Information
- College of Nursing
- ISPA

COHORT 2 – OCT 25, 2024

- College of Medicine
- Social Sciences and Public Policy
- CEHHS - FSUS

COHORT 3 – DEC 6, 2024

- Mag Lab
- Athletics

COHORT 4 – FEB 28, 2025

- Center for Prevention & Early Intervention Policy
- Foundation
- Criminology
- Student Affairs
  - University Health Services
  - Center for Global Engagement
  - Career Center
  - Housing
  - Campus Recreation

COHORT 5 – MAY 9, 2025

- Ringling
- Mag Lab

COHORT 6 – JUN 20, 2025

- Center for Transportation and Public Safety (TRACS)
- Center for Transportation and Public Safety (ELVIS)

COHORT 7 – OCT 2025

- Enrollment Management
- FCRR
- CAPD

COHORT 8 – DEC 2025

- Arts and Sciences

FINAL COHORTS – SPRING 2026

- Finance and Administration
- CIMES

Zoom Phones at FSU

READ MORE

OVERVIEW

- FSU is launching a new software-based phone system that enables calls to be made and received over the internet.
- This modern solution replaces outdated physical desk phones and expands communication flexibility across campus.

HOW IT WORKS

- Zoom Phone is fully integrated into the Zoom app, eliminating the need for traditional hardware.
- Includes seamless Zoom-to-Teams integration for Microsoft Teams users.
- The mobile app supports iOS and Android, allowing calls from virtually anywhere.

WHEN YOU'LL GET IT

- Phones will be migrated in groups over the coming months.
- You'll receive two notifications: one early in the month with your migration window, and another the day before your transition.
- Support teams will test and verify your line before it goes live to ensure a smooth experience.

$1B GOOGLE INVESTMENT IN HIGHER ED + FSU

READ MORE

- Expands our goal of offering **secure AI tools and access** for our FSU community
- Aligns with their **$1B investment** in higher education, furthering partnership opportunities

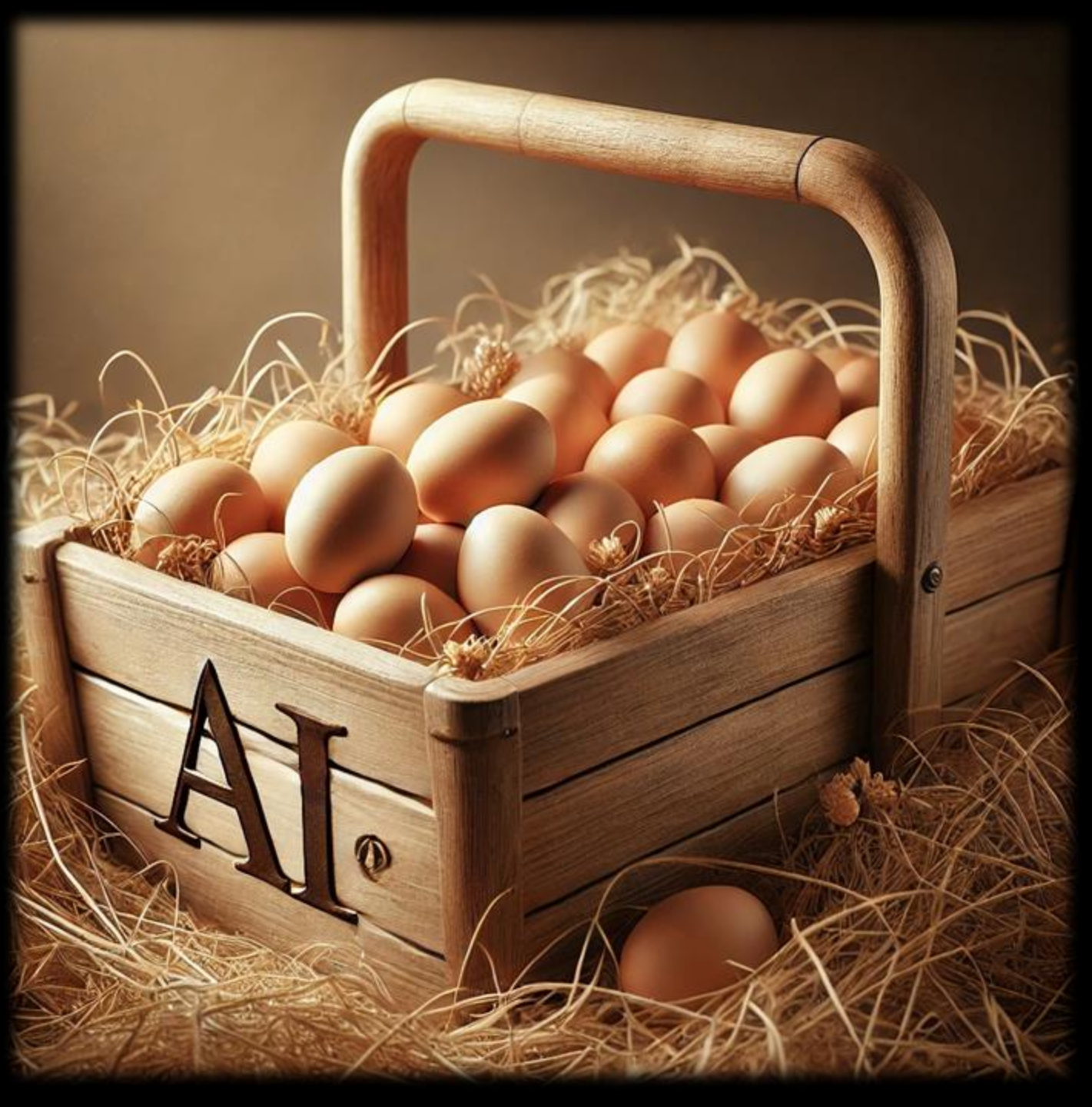
Timeline

Spring 2025
Project Kickoff

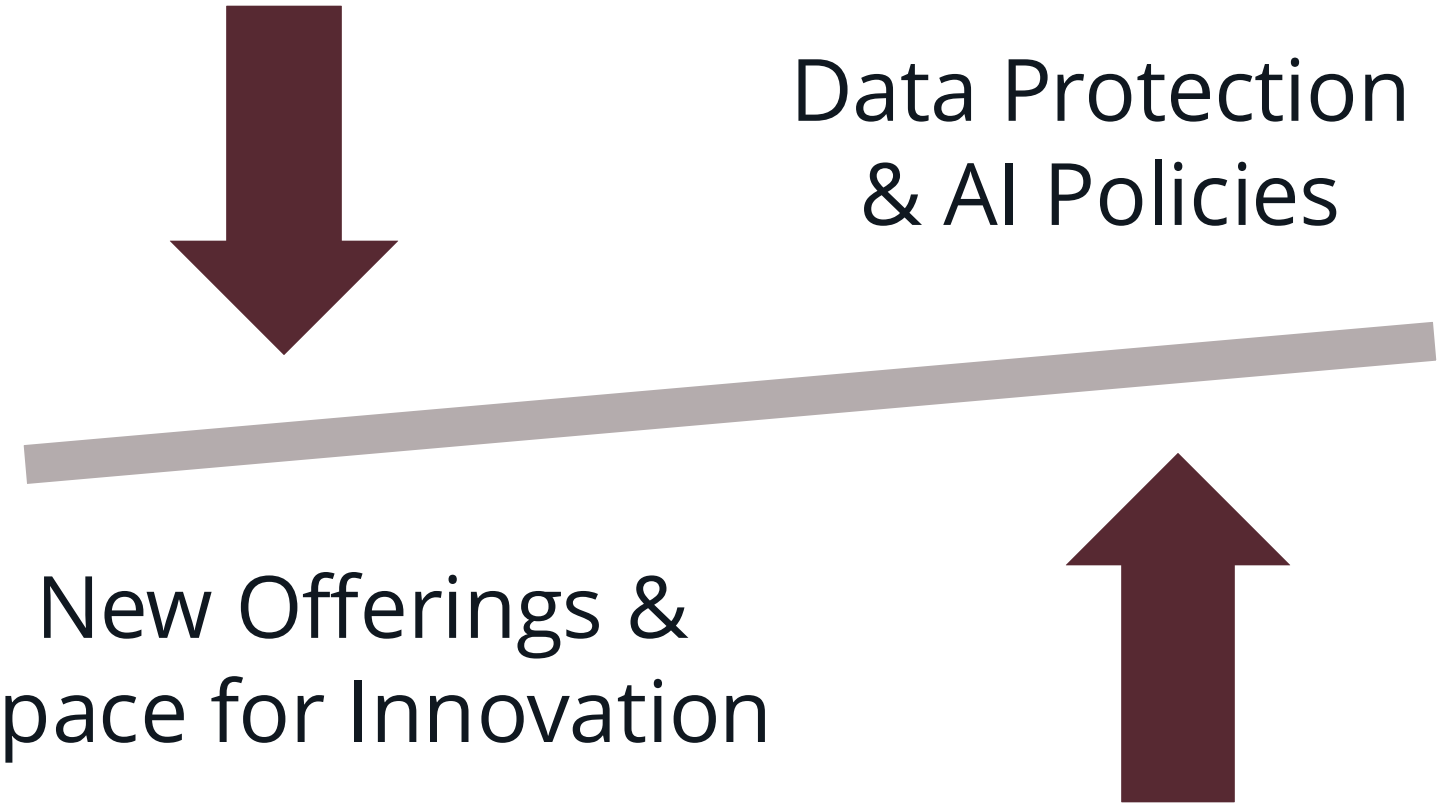
Summer 2025
Research and Planning

Fall 2025
All FSU community members with @fsu.edu email address are granted access to Google for Education

Our AI strategy is centered on delivering secure, reliable, and accessible solutions that empower every member of our campus community.



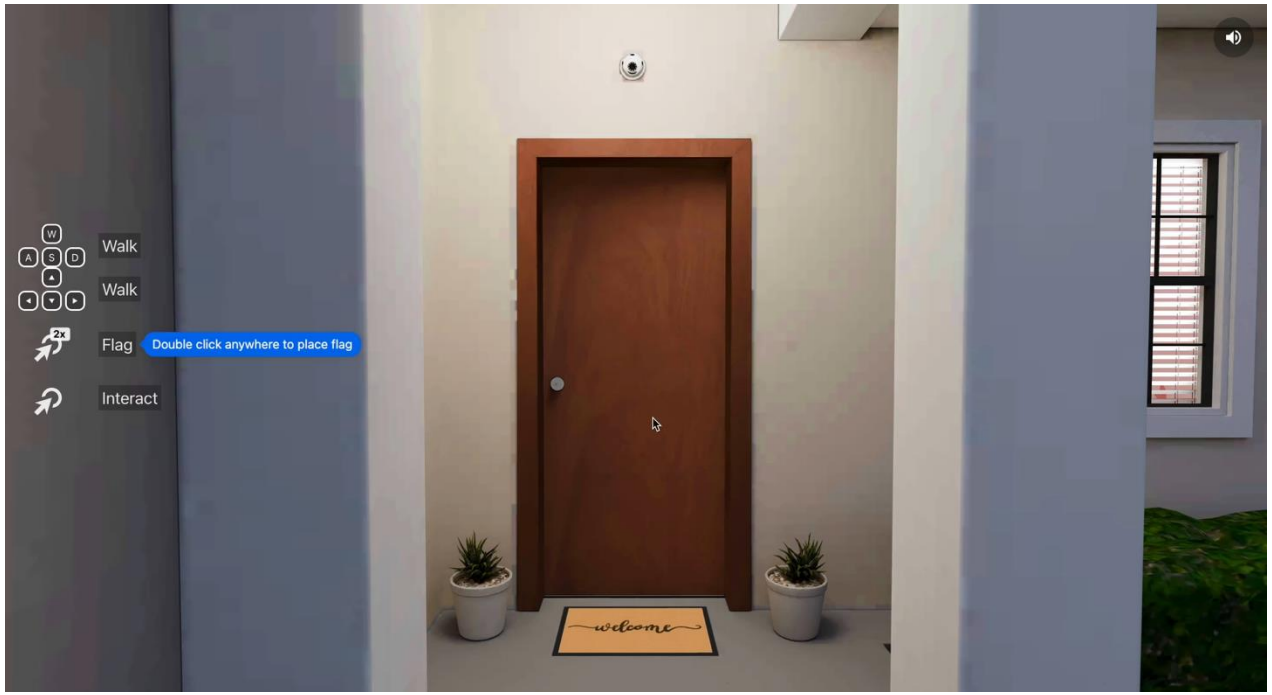
WHAT DOES THAT MEAN?



READ MORE

VIRTUAL CLASSES + AI ENABLEMENT

- College of Social Work & ITS launch AI-powered virtual training tool for child welfare education
- Immersive, VR-based scenarios build observation, interviewing, and decision-making skills in a safe environment
- Developed with child welfare experts, faculty, and lived-experience input to ensure realism and impact
- Enhances student preparedness, confidence, and professional readiness while setting a national model for AI in education



USING AI TO PREVENT PAYROLL FRAUD

- Teams identified an increase in payroll identity fraud incidents, even with multi-factor authentication in place.
- Developed an in-house AI solution that triangulates multiple data points to add an additional layer of protection.
- Within the first 30 days of rollout, the system successfully blocked bad actors and protected the paychecks of 27 FSU employees.

TWO BIG QUESTIONS:

What type of mindset and service attitude are you being **CONTAGIOUS** with across our teams, locations, and those we serve each day?

How do we get to the next level **TOGETHER**?

FSU
FSU
ITS

HELP DESK REQUEST

OUR FALL 2025 ITS MINDSETS

individual focus

Intentionally Start Each Day

Begin with purpose, not chaos. Set a 10-minute morning routine to review priorities, check service dashboards, and identify one way to improve the day's user experience.

Look in the Mirror

Audit one workflow, tool, process, ticket, email communication, or habit this week and ask: "Is this solving a problem or creating one?" Then propose one improvement, even a small one, to yourself, your supervisor, or team.

Recognize Positive Behaviors

Send at least one message of appreciation every week. Highlight specific examples of colleagues going above and beyond, and share them on the ITS Teams channel and meetings.

team focus

People First, Processes Last

Prioritize the user experience over rigid adherence to historic processes and internal politics. Review how we interact with our community and each other. Brainstorm how to improve service, even if it means rewriting "how we've always done it."

Unified, Not Siloed

Get involved in our communities of practice, IT roundtables, and professional development sessions. These spaces are where ideas are exchanged, skills are sharpened, and relationships are built. Join at least one this semester; contribute a question, share an idea, or simply listen and learn. Every voice matters.

Hyperfocus on AI & Audits

Leading means constantly exploring cutting-edge solutions, learning new things, reducing our risk profile, and exploring new ways to work. Every team plays a role as we act as one ITS focused on long-term success.

THANK YOU!

SPRING ITS 2026 TOWNHALL

APRIL 7, 2026

TALLAHASSEE, FL