

The background of the slide features a repeating pattern of light-colored circuit lines and nodes on a dark maroon background.

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

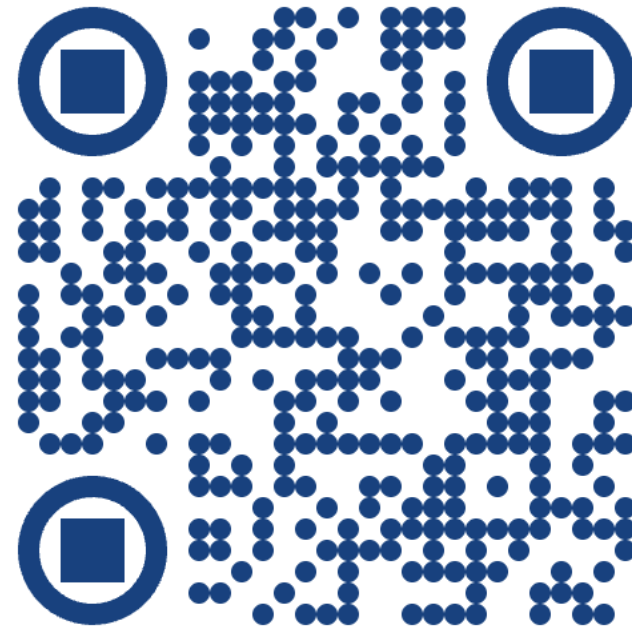
Mark McNees, Ph.D.

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.**



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**?

The logo features the word "RISE" in large, white, sans-serif capital letters. Below it, the year "2030" is written in a smaller, white, sans-serif font. To the left of the text is a stylized sun with radiating lines. The entire logo is set against a dark maroon background with a complex circuit board pattern in gold and white lines. Various geometric shapes and symbols, including rectangles, circles, and arrows, are scattered throughout the circuit pattern.

RISE

2030

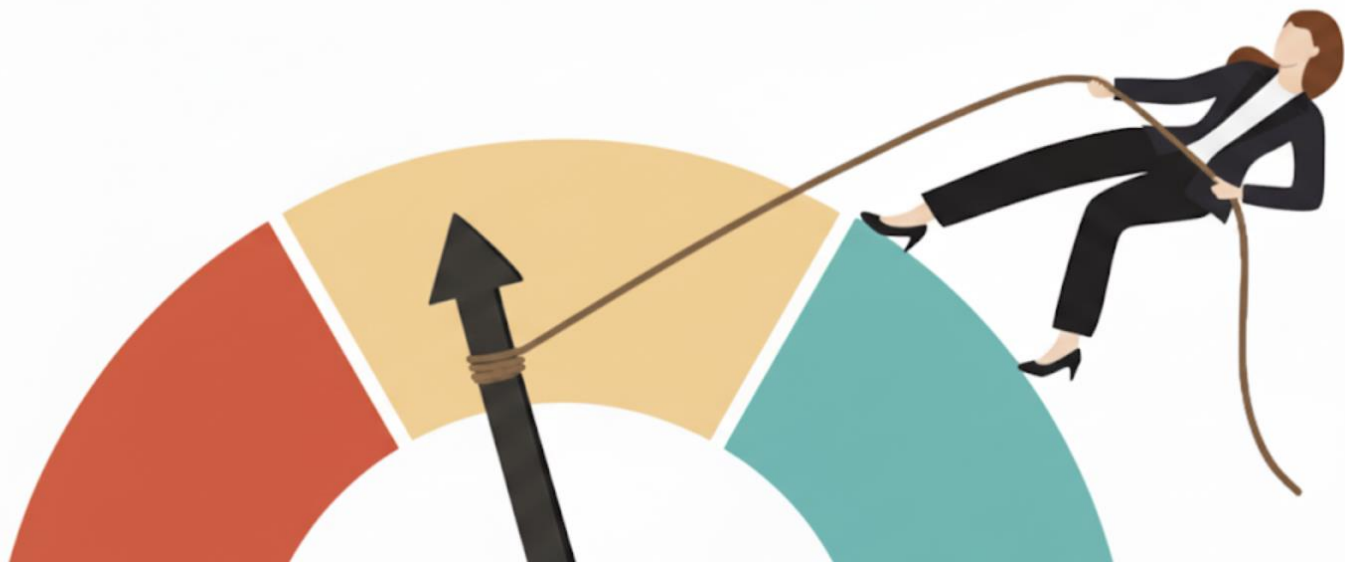
RESEARCH & INSTRUCTION

INNOVATION & MODERNIZATION

SECURITY & COMPLIANCE

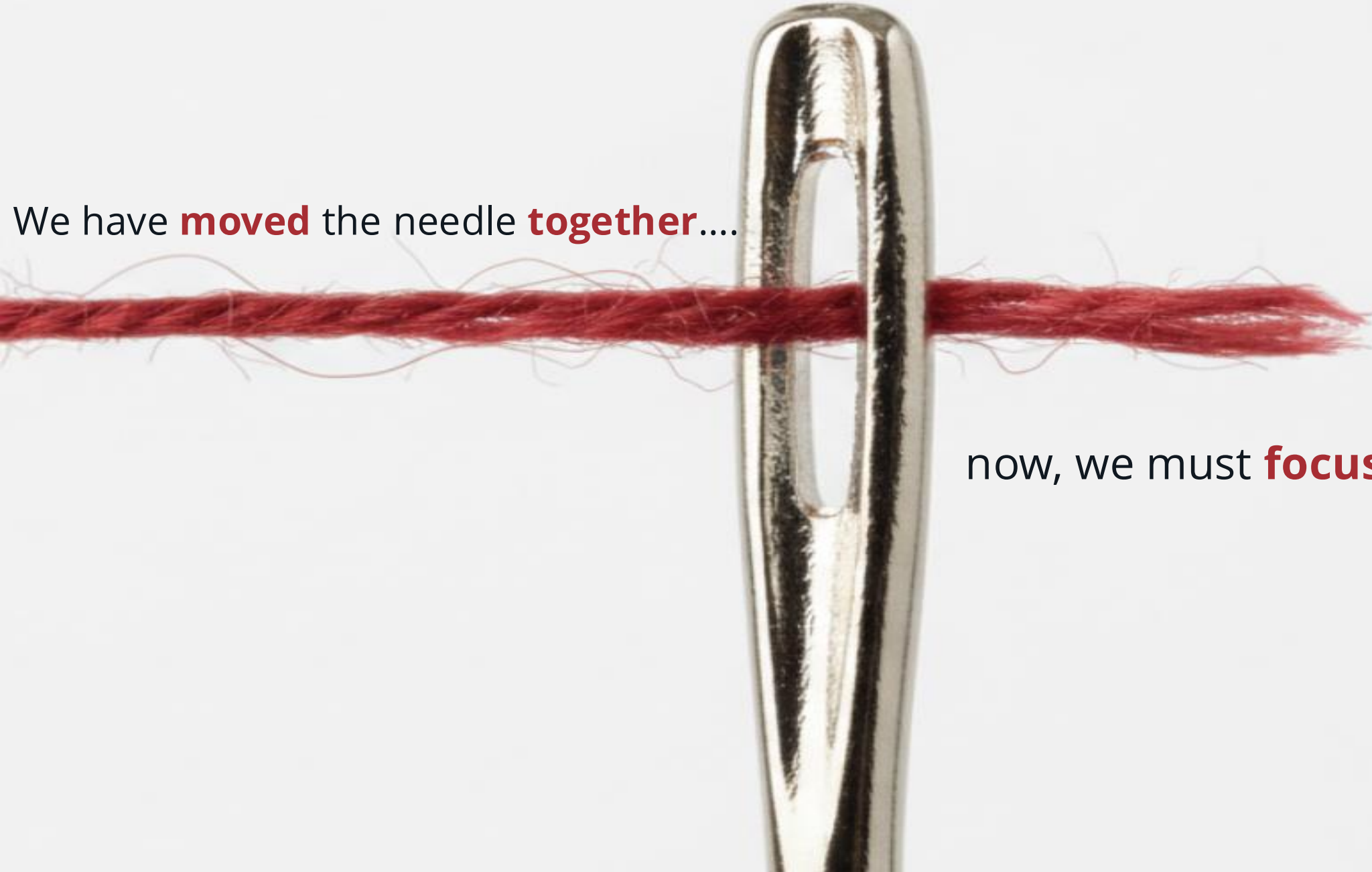
ENGAGEMENT & STUDENT SUCCESS

MOVE
THE
NEEDLE





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

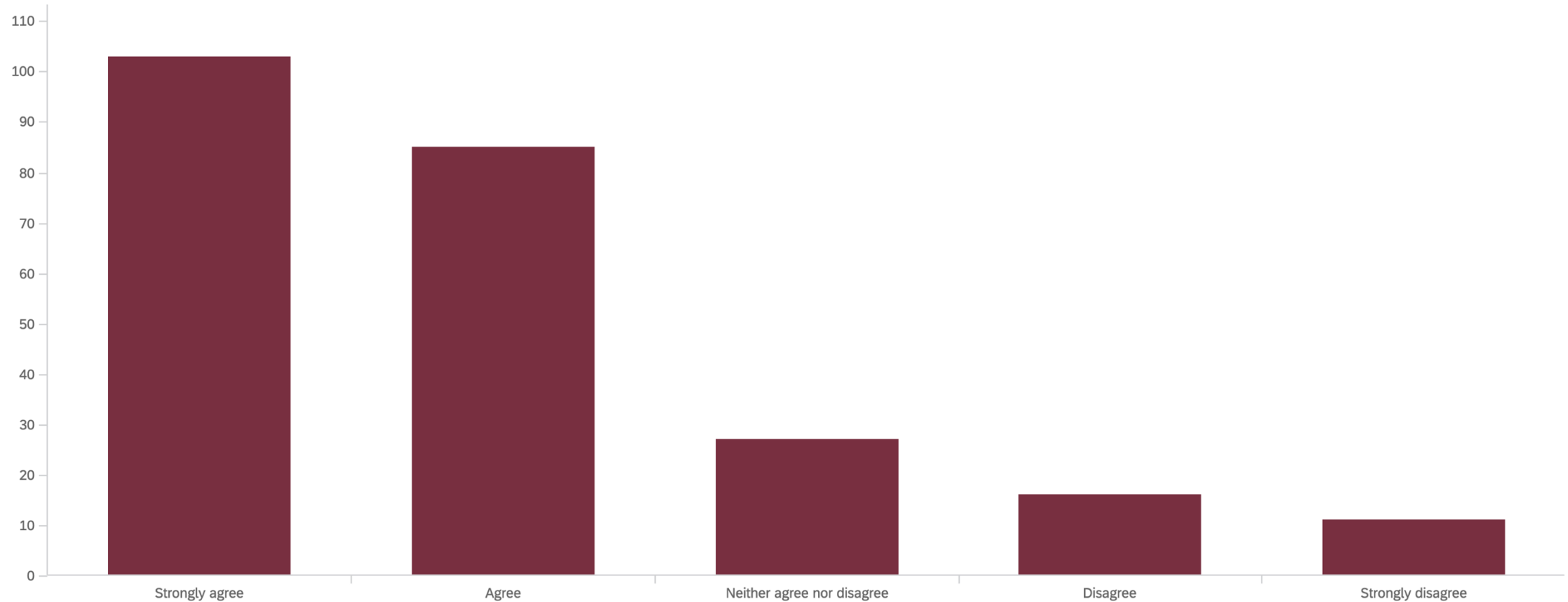


now, we must **focus** and **thread it**.

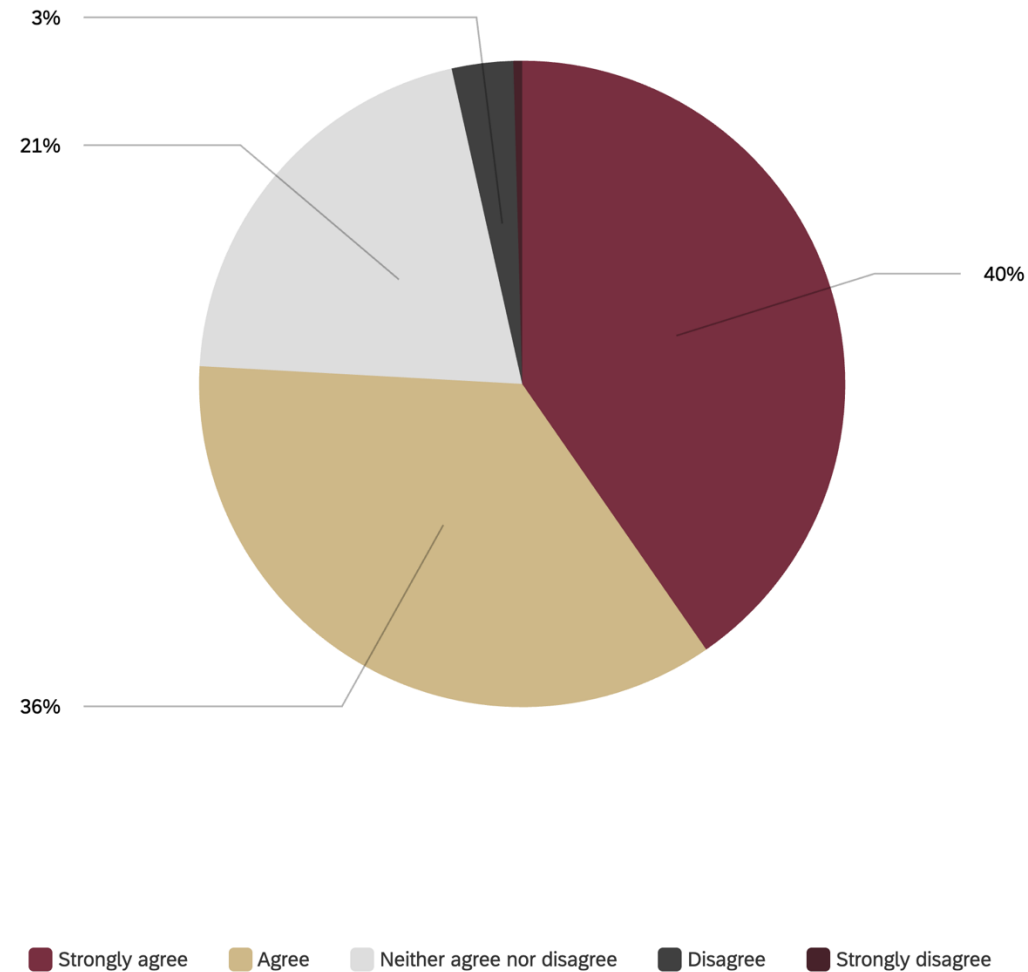


PULSE POINT SURVEY RESULTS

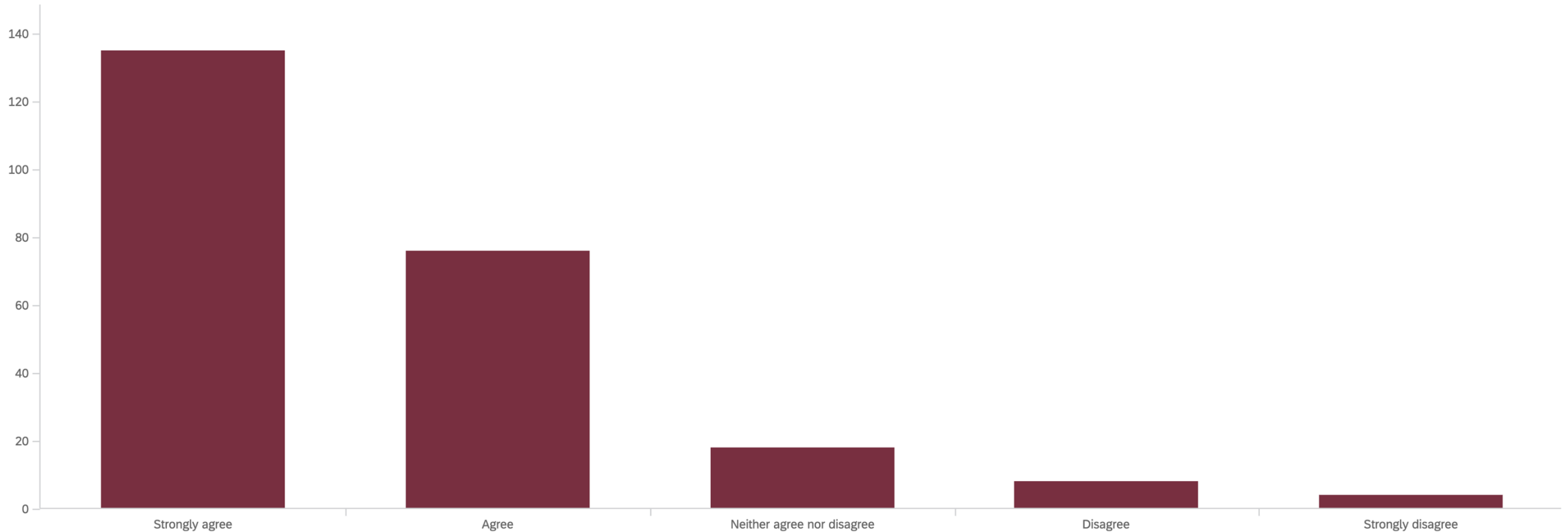
I am proud to be part of Information Technology Services throughout the last 6 months.



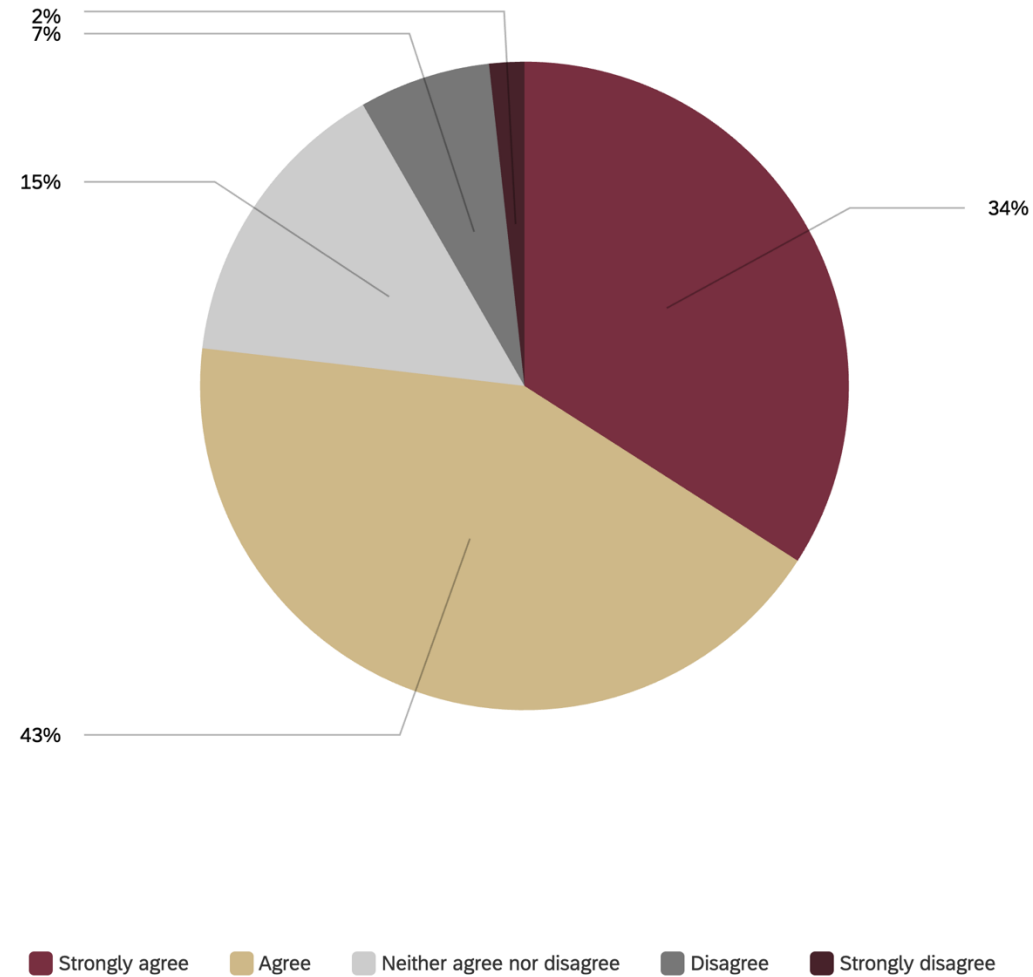
The IT Alignment is positively impacting Florida State University.



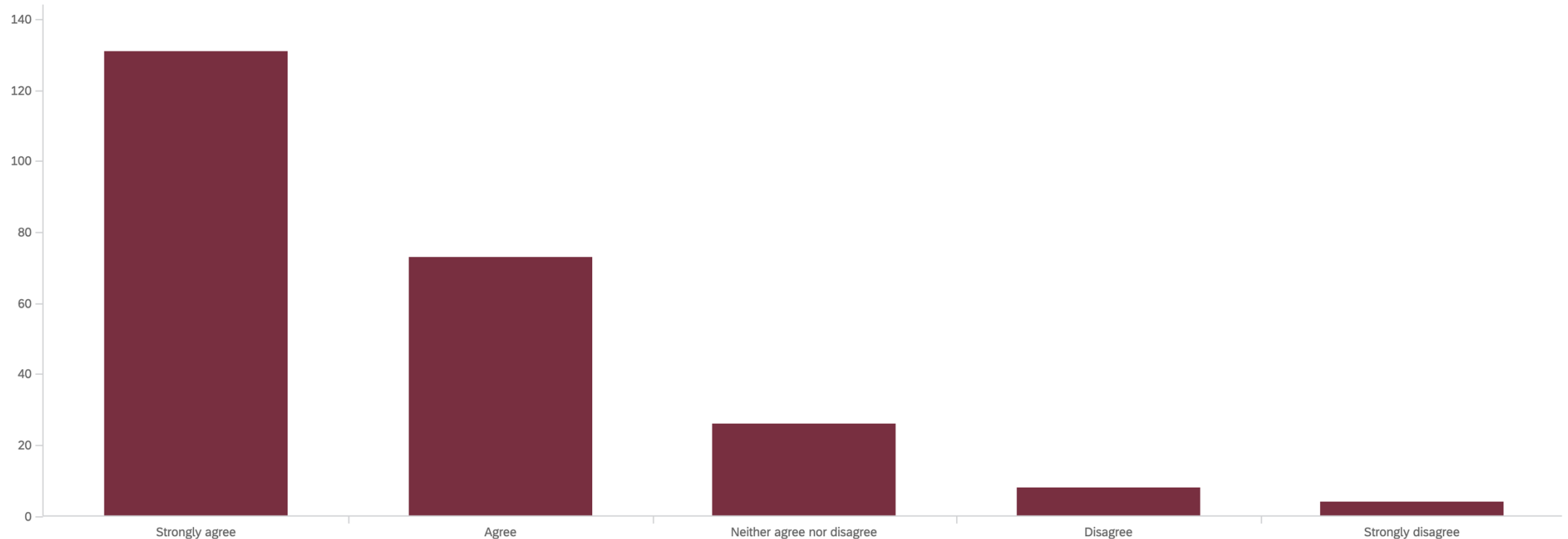
My manager gives me opportunities to grow and develop.



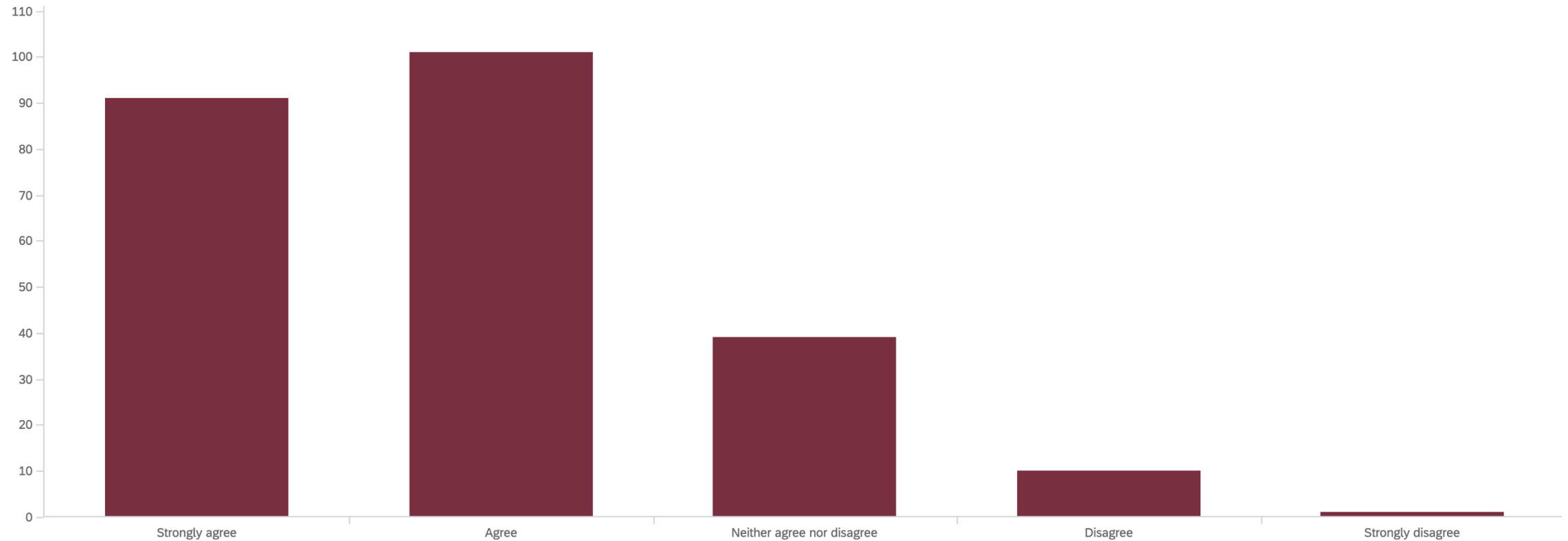
Our communications keep me informed.



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

FSU UPDATES



NEW WOMEN'S LACROSSE CENTER



- 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



- 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



- 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



- 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.

READ MORE



"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





01 CIO LETTER

02 RESEARCH & INSTRUCTION

03 INNOVATION & MODERNIZATION

04 SECURITY & COMPLIANCE

05 ENGAGEMENT & STUDENT SUCCESS

06 YEAR AHEAD

07 RECOGNITIONS



FY2025 Annual Report

AI.FSU.EDU WEBSITE

○ 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.

The screenshot displays the AI.FSU.EDU website. At the top, the navigation bar includes 'FSU | FLORIDA STATE UNIVERSITY' and 'ARTIFICIAL INTELLIGENCE'. Below this, a secondary navigation bar lists 'HOME', 'STUDENTS', 'FACULTY', 'STAFF', 'NEWS & EVENTS', and 'ABOUT'. The main content area is titled 'Data Protection & Privacy'. Below this, there are several sections: 'Guidelines' (with a paragraph about the AIEAC's purpose), 'AI Literacy' (with a paragraph about foundational knowledge), 'Data Protection & Privacy' (with a paragraph about ensuring compliance), 'Academic Integrity' (with a paragraph about upholding integrity), 'Access to Tools & Applications' (with a paragraph about considering disparities), and 'Teaching & Learning' (with a paragraph about determining when AI tools may or may not be used). Each section has a 'Read More' link. To the right of the 'Guidelines' section, there is a sidebar with a QR code and a 'READ MORE' link. Below the 'Guidelines' section, there are two more sections: 'Data Security Standard' and 'Acceptable Technology Use', each with a 'Read More' link. At the bottom of the page, there is a section titled 'Report Information Security Incidents' with a paragraph about AI use and a link to the university's Information Security Policy and Incident Response Standard.

Guidelines

The guidelines below were developed by the FSU Artificial Intelligence in Education Advisory Committee (AIEAC) to support faculty navigating the use of AI technologies in the higher education environment. The AIEAC was established with the purpose of evaluating the impact of artificial intelligence (AI) on practices in teaching, assessing AI's effect on learning and student engagement, and developing guidelines that support effective use of the technology.

AI Literacy

Develop a foundational knowledge of AI technology's capabilities, limitations, and consequences before using it in various academic and professional contexts. Ethical use should be a primary consideration when making decisions about implementing AI.

[Read More](#)

Data Protection & Privacy

Ensure your use of AI complies with data privacy laws and institutional policies, safeguarding personal, academic, and research data.

[Read More](#)

Academic Integrity

Uphold academic integrity by setting expectations and clearly defining acceptable AI use in your course syllabus and materials to foster transparency and accountability. Be sure to follow the FSU Academic Honor Policy process when alleged academic misconduct occurs.

[Read More](#)

Access to Tools & Applications

Consider disparities in resources such as cost and accessibility when selecting AI tools for courses. While you may use AI tools not directly licensed by the university, make sure they are approved through appropriate university channels.

[Read More](#)

Teaching & Learning

Determine when AI tools may or may not be used in your courses and clearly communicate your decision to students. AI tools should be used in ways that support student learning outcomes and promote transparency and accountability between instructors and students.

[Read More](#)

Data Security Standard

FSU's Data Security Standard classifies data by risk level (see [examples](#)) and can help instructors determine what can be shared using AI technologies, particularly those not managed by FSU.

[Read More](#)

Acceptable Technology Use

FSU's Acceptable Use of Technology Policy prohibits use of third-party tools not approved by Procurement Services, Office of the General Counsel, and the Information Security & Privacy Office.

[Read More](#)

Data Retention Laws & AI-Generated Content

Be aware that data retention laws apply to AI-generated content. For example, AI-generated meeting transcripts and recordings may be subject to a public records request or formal legal proceeding. In addition, many AI tools store prompts, making those prompts subject to data retention laws. [Microsoft Copilot for the Web](#), which is licensed and managed by the university, does not store prompts.

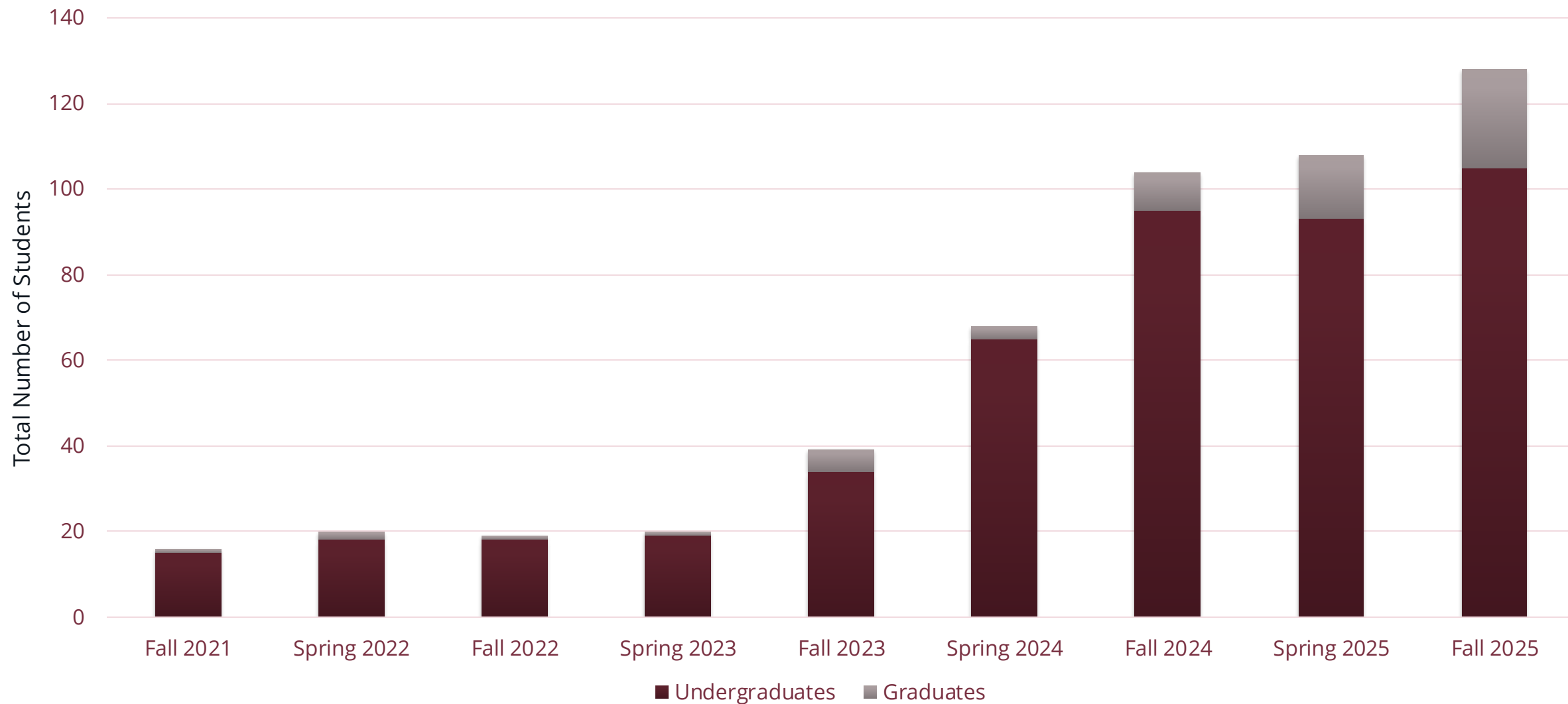
Report Information Security Incidents

AI use must safeguard data, respect intellectual property, and comply with institutional privacy policies. Report suspected information security incidents as outlined in the university's Information Security Policy and Incident Response Standard.

READ MORE



ITS INTERNSHIP PROGRAM (PER SEMESTER)



IT ALIGNMENT CURRENT STATUS (AS OF OCTOBER 2025)

READ MORE



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



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.

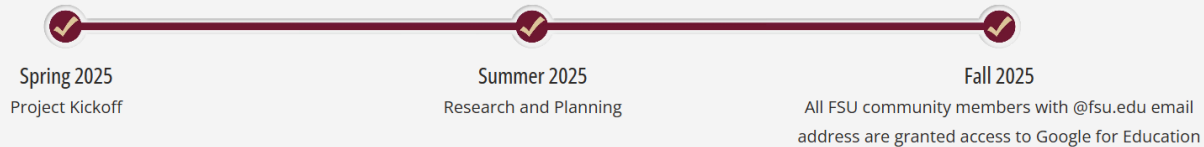




\$1B GOOGLE INVESTMENT IN HIGHER ED + FSU

- 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



Google Day 2025

Sponsored By:

FSU | ITS with Google Gemini

Wednesday, September 24



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



WHAT DOES THAT MEAN?

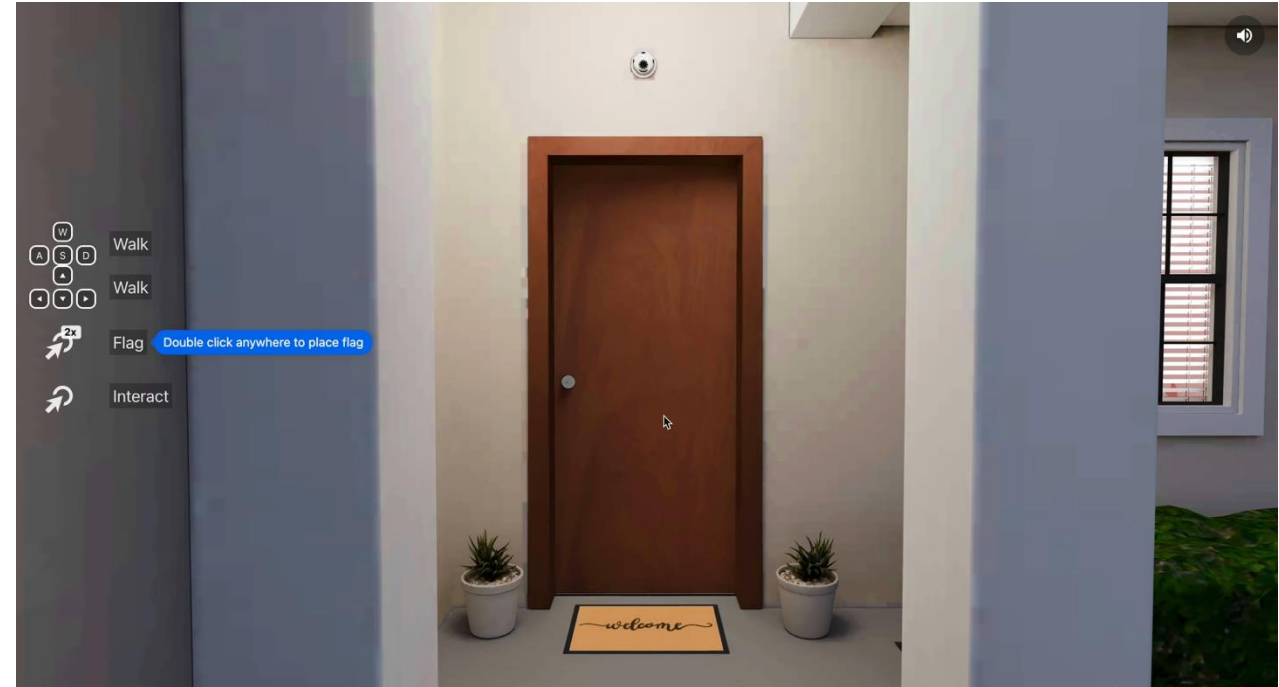


VIRTUAL CLASSES + AI ENABLEMENT

READ MORE



- 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

ROUTE 1A
SEMINOLE

FSU
ITS

FLORIDA STATE

MINUTES
MINUTES
MINUTES
MINUTES

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



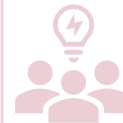
People First, Processes Last

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.

The background of the entire slide is a dark red color with a subtle, light-colored circuit board pattern. The pattern consists of various lines, right angles, and small circles, resembling a printed circuit board (PCB) layout.

THANK YOU!

SPRING ITS 2026 TOWNHALL

APRIL 7, 2026

TALLAHASSEE, FL