

Valdosta State University
**Division of
Information
Technology**

FY 2025-2026 Annual Report

Delivering Innovative and
Transformative Solutions



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Who We Are

[Read Our Strategic Plan](#)

Driving the Mission Through Strategic Governance



DIVISION of
INFORMATION
TECHNOLOGY
VALDOSTA STATE UNIVERSITY

www.valdosta.edu/administration/it/about-it.php

The IT Value Stack: FY 2025-2026 Achievements

Outline



The Academic Mission

- Supporting Student Success (Clinical Placements)

The Daily Interface

- Enhancing Digital Services (Website, Forms, Blaze AI, MyVSU)

The Invisible Foundation

- Modernizing Infrastructure & Security (Network, Darktrace, Teams)

SUMMARY

Valdosta State University's Division of Information Technology concluded FY 2026 with significant progress across its strategic priorities, delivering a balanced portfolio of innovative initiatives, operationally essential improvements, and future-oriented investments. These efforts strengthened the University's technological foundation, enhanced institutional security, and advanced the digital experience for students, faculty, and staff.



Layer 1: The Invisible Foundation

Modernizing Infrastructure and Security to
Keep VSU Connected and Protected

**Network Wireless Transformation Project. Darktrace Cybersecurity
Enhancement Project. Microsoft Teams Phone and Collaboration.**

These initiatives expanded campus connectivity, strengthened cybersecurity monitoring and threat response, modernized communications systems, and improved collaboration, customer service, and emergency communications across the University.

Eduroam: A World-Class Wireless Footprint

Seamless, single-login connectivity extending from the VSU campus to 100+ global territories.

VSU WIRELESS NETWORK PROJECT

Always Connected

eduroam is now the main Wi-Fi network for active Blazers. Set up once and automatically connect on VSU campuses, at all USG institutions, and at participating eduroam institutions [globally](#). Users from other universities can connect to VSU's eduroam network using their home credentials.

Easy Access

AccessVSUWireless is a new one-stop network portal. It guides users to appropriate internet access options: students and employees can initiate eduroam onboarding and Internet of Things (IoT) device registration; and all visitors can register and connect to AccessVSUWireless for limited access.

Outdoor Coverage Boost & a Faster, Stronger Network

121 new access points added in favorite hangouts:

Front lawn, PE complex, Palms Quad, and Ped Mall. More to be added at courtyards, bus stops, Oak St paths, and parking decks.

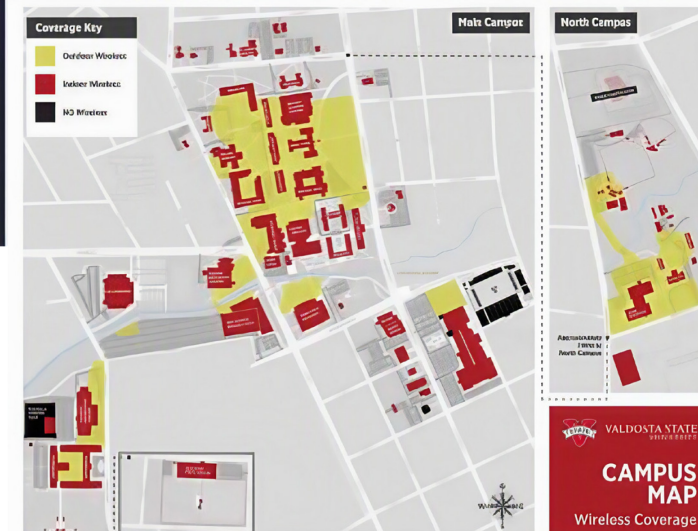
Major core switch upgrades completed, and ongoing building-level upgrades keep classrooms and study spaces connected.

2.5 Million Connections

6,212 Peak Daily Devices

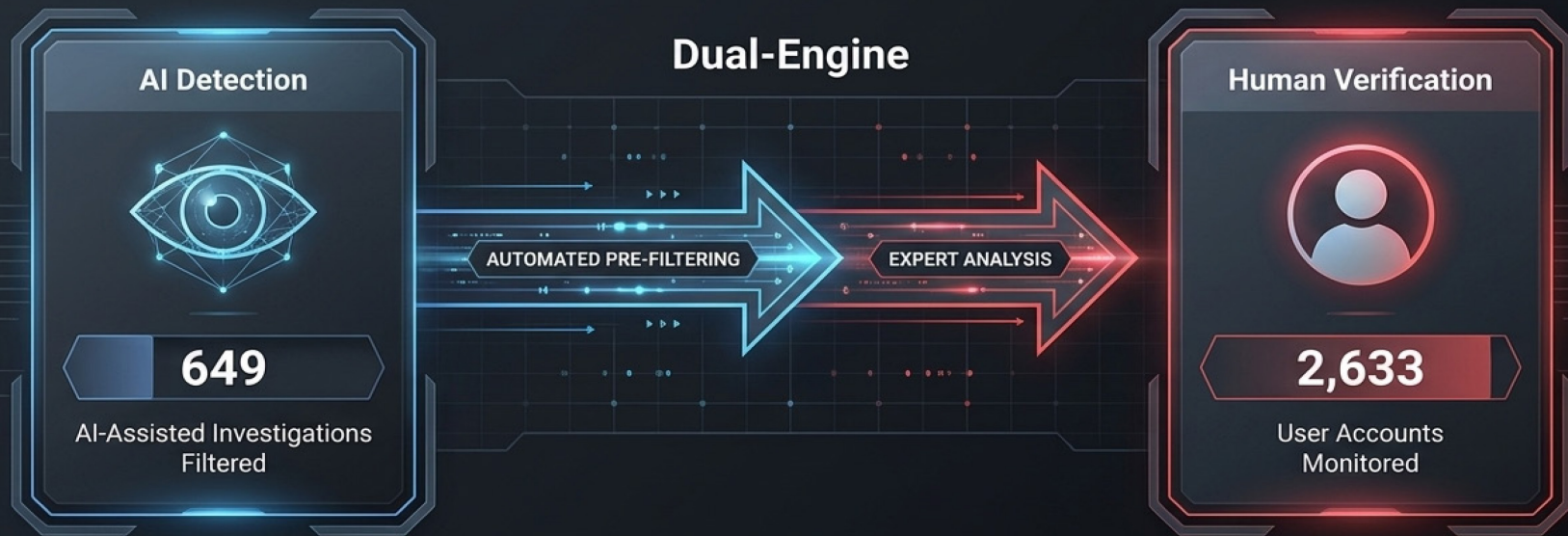
262 Mbps Max Bandwidth

Spring 2026 Data Points



Darktrace: AI-Powered Threat Detection

Securing 5,768 devices across 308 campus networks through intelligent automation and expert analysis.



CYBERSECURITY ENHANCEMENT PROJECT



Valdosta State uses a mix of **Artificial Intelligence-powered tools (AI: Darktrace)** and **expert security analysts** to keep the digital campus safe. Around the clock, the team monitors everything from classroom computers to servers that run your favorite campus services.



AI helps the security team spot unusual activity quickly. This year, it assisted with **649 investigations**, making it easier to find real threats and ignore false alarms; while human experts double-check and respond when needed.



Security staff also keep an eye on **2,633 user accounts** to catch things like suspicious logins or unauthorized access attempts. This helps protect your personal info, your coursework, and the systems you rely on every day.

This enhanced monitoring using human expertise and AI-assisted detection means VSU can spot issues earlier, respond faster, and keep campus technology running smoothly. It's part of the university's commitment to protecting students, employees, and the digital tools used in support of the university's mission.

MICROSOFT TEAMS PHONE

What Changed

- VSU transitioned from legacy Cisco desk phones to **Microsoft Teams Phone**, a modern cloud-based communication platform that brings **calling, meetings, chat, and collaboration** together in one secure application.

Why It Matters

- The same Microsoft Teams app used for classes, meetings, and collaboration now serves as VSU's primary phone system, creating a more connected campus experience.

Better Service, Anywhere

- Campus offices can answer calls and respond to inquiries while working on campus, remotely, or on the go—providing more flexible and responsive support.

Clearer, More Reliable Connections

- Improved call quality and enhanced reliability help reduce dropped calls and communication disruptions.

A Truly Campus-Wide Solution

- From academic colleges and student services to housing, athletics, and administrative offices, Teams Phone connects the entire university through a single communication platform.

1,672

LINES

Migrated Phone
Numbers

987

PHONES

Devices delivered and
configured

**Campus
Communication
Made Simple**

64

HEADSETS

Headsets deployed

18

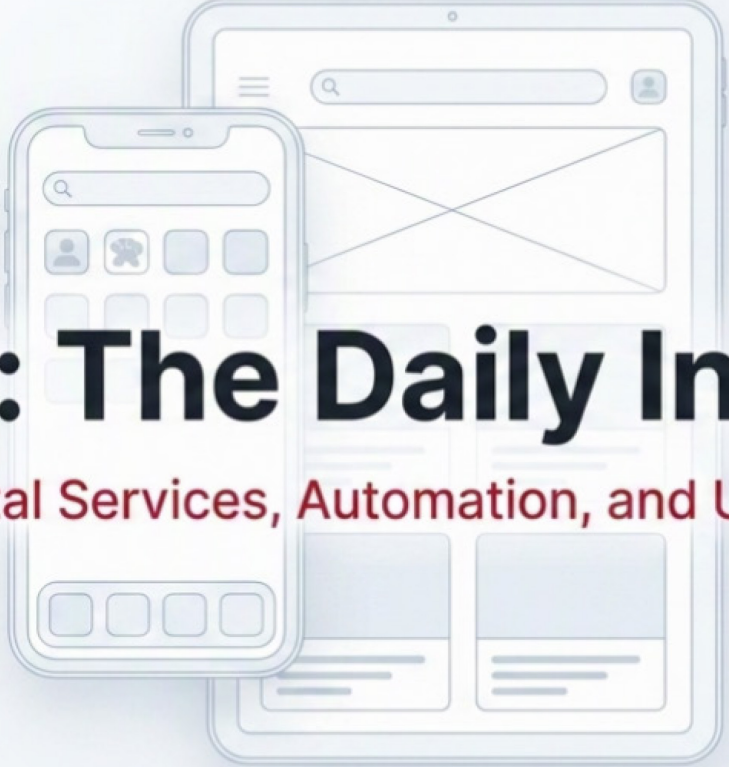
DIVISIONS

Organizational units
participating

1,100

LOCATIONS

Campus locations
supported



Layer 2: The Daily Interface

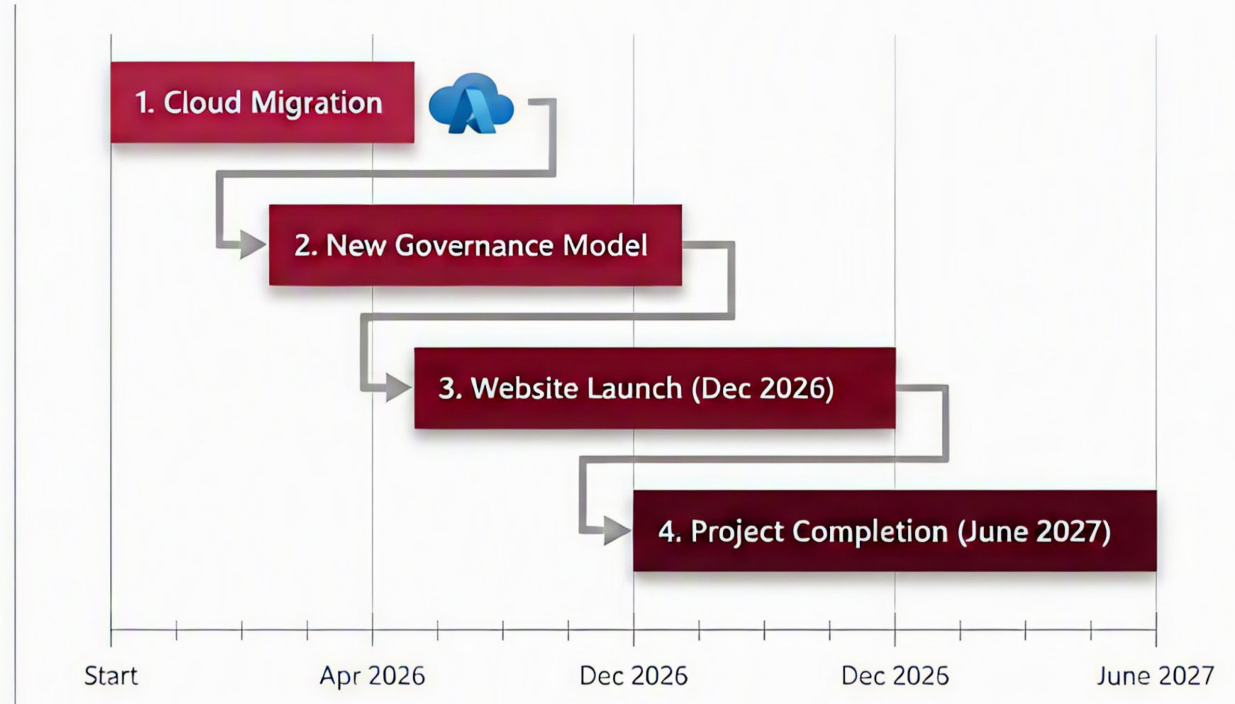
Enhancing Digital Services, Automation, and User Experience

**Website Redesign. Decisions Forms Project.
Druid AI Assistant (Blaze). MyVSU 3.0.**

Initiatives that contributed to a more connected and responsive digital environment by modernizing administrative workflows, expanding access to information, improving self-service resources, and delivering more personalized online experiences for students, faculty, and staff.

Rebuilding VSU's Digital Front Door

A faster, reliable, and user-friendly website that reflects the university's mission, culture, and opportunities.



A Future-Ready Modern Experience for Everyone

Valdosta State is redesigning its website to improve navigation, accessibility, and consistency across all devices—helping prospective students, current students, faculty, staff, alumni, and community partners find what they need more easily.

Fresh. Relevant. Content.

A new governance model ensures the website stays accurate and up to date. This includes redesigned page templates, a dedicated Web Hub support team, and regular content reviews.

Stronger Technology Behind the Scenes

The redesign isn't just about looks. VSU moved its content system to the cloud and is transitioning hosting to Microsoft Azure, which means better reliability, stronger security, and room to grow.

From Paper to Digital

By using Decisions Forms, VSU has modernized campus processes by replacing paper forms with a centralized digital workflow system, making it easier to submit and faster to manage requests online from anywhere. Decisions Forms can be used for various services such as human resources, finance and procurement, and more.

Simply a Better Experience

- Employees can submit forms electronically without the need for in-person signatures
- Requests are automatically routed to the appropriate reviewers
- Users can track progress in real-time
- Built-in validations reduce errors and improve accuracy of records

Greater Efficiency and Transparency

- Automated notifications and approvals
- Centralized documentation for improved accountability and compliance
- Reduced processing time and fewer administrative delays

Decisions Forms: Automating Administrative Workflows

Replacing manual paper routing with a centralized, transparent digital system.

The Past (Manual)	The Present (Digital)
 Manual routing and physical signatures	 Automated routing and approvals
 Hidden progress and delays	 Real-time tracking notifications
 Decentralized records	 Centralized compliance documentation

The new workflow system makes campus processes faster, more transparent, and more convenient for everyone.

Long-Term Impact

This initiative establishes the foundation for expanding digital workflows across campus, streamlining operations, reducing administrative burden, and improving service delivery university-wide.

Better Answers, Better Support

Blaze, VSU's Druid AI-powered virtual assistant, has been significantly enhanced to provide faster, more accurate answers for students. **Its knowledge base now includes 7,098 pages across 27 campus departments, covering topics such as registration, financial aid, student accounts, academic services, campus resources, and university policies.**

Built on Trust and Transparency

Blaze always identifies itself as an artificial intelligent assistant and provides information that is reviewed, organized, and continuously updated to help ensure accuracy and reliability.

What's Next

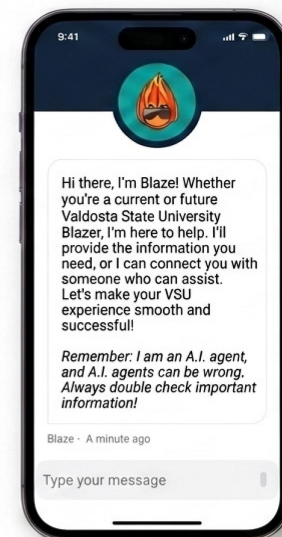
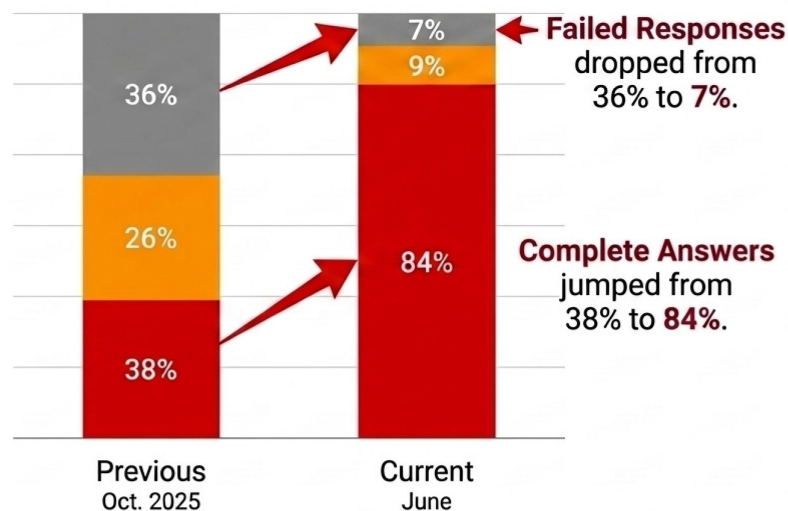
Future enhancements will enable Blaze to deliver personalized support through secure access to:

- Class schedules
- Account balances
- Registration holds
- Advisor information
- Other student-specific resources

By handling routine questions instantly, Blaze allows staff to focus on more complex student needs while improving the overall student experience.

Blaze AI: Smarter, Faster Virtual Assistance

Instant, 24/7 support with an upgraded campus knowledge base.



Improved Accuracy and Reliability

Blaze now delivers more complete and helpful responses than ever before:

- Complete answers increased from 38% to 84%
- Failed responses decreased from 36% to 7%

These improvements help students get the information they need quickly while providing a seamless transition to live support when additional assistance is required.

Bottom Line

Blaze is evolving into a powerful, personalized support tool that helps students succeed, enhances service delivery, and reinforces VSU's commitment to innovation and student-centered support.

MyVSU 3.0: The Personalized Campus Hub

Consolidating academic tools, resources, and schedules into a single mobile-friendly dashboard.



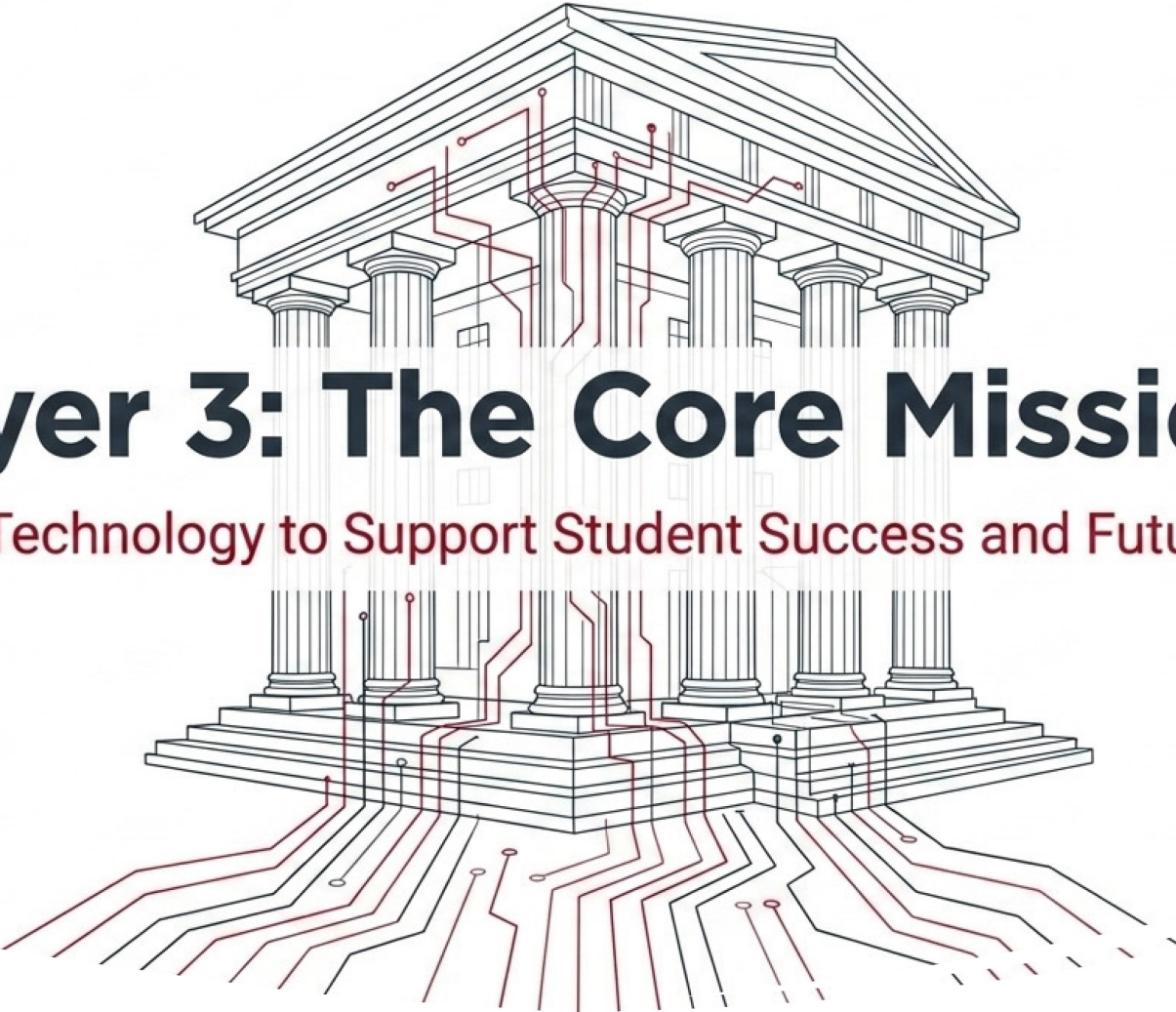
 **78.51%**
High-Intent Usage



Everything
You Need, All
in One Place.

The redesigned, highly-engaging MyVSU app is mobile-friendly, customizable, and designed to help students and employees quickly find what they need. **Features include personalized dashboards, enterprise search, interactive campus maps, custom quick links, notifications, and more.** Upcoming enhancements include more personalized services and expanded event integration, deeper system connectivity and continuous improvements driven by user feedback.

MyVSU 3.0 is more than a redesign—it's a foundation for long-term digital transformation by strengthening communication, boosting engagement, and making everyday tasks easier for all Blazers.



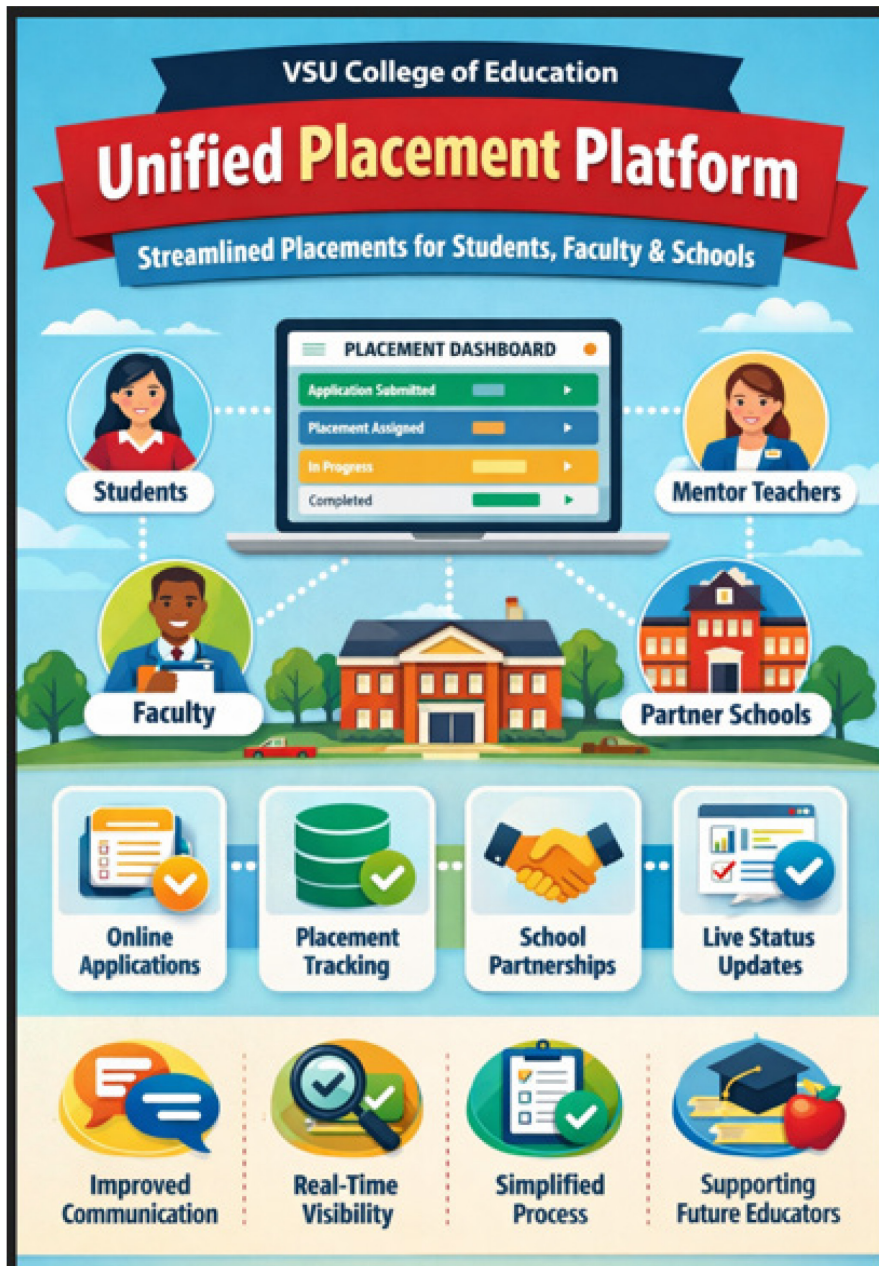
Layer 3: The Core Mission

Leveraging Technology to Support Student Success and Future Growth

College of Education Practicum and Clinical Placement System.

By replacing manual, disconnected processes with a centralized digital workflow, the system improved communication, reporting, accountability, and visibility throughout the placement lifecycle while creating a stronger foundation for future growth and continued support of educator preparation programs.

Modernizing Practicum and Clinical Placements



Launched April 2025

A Streamlined Placement Process

VSU's College of Education now uses a **new Practicum & Clinical Placement System built in monday.com** to replace the spreadsheet-and-email process. Making the experience smoother for students, faculty, mentor teachers, and partner schools, all placement information is now organized in **one digital platform that includes:**

- A unified placement database

- A searchable mentor teacher directory

- Management of school partnerships

- Communication workflows

- Real-time dashboards showing placement progress

- Automated National Center for Education Statistics reporting for state and federal compliance

Simple Online Application

Students complete an **online placement application** that goes straight into the system—no more paper forms or missing information.

Program coordinators can instantly see where each student is in the placement process.

Better Communication & Transparency

Everyone benefits from clearer communication and real-time visibility. Everyone knows what's happening, when it's happening, and what's needed next.

Supporting Future Educators

The system now supports undergraduate and graduate educator preparation programs. By replacing manual processes with coordinated digital workflows, VSU has created a **more efficient, accurate, and meaningful placement experience** that helps prepare the next generation of teachers.

Built for the Future of Valdosta State



Resilient Infrastructure Secured



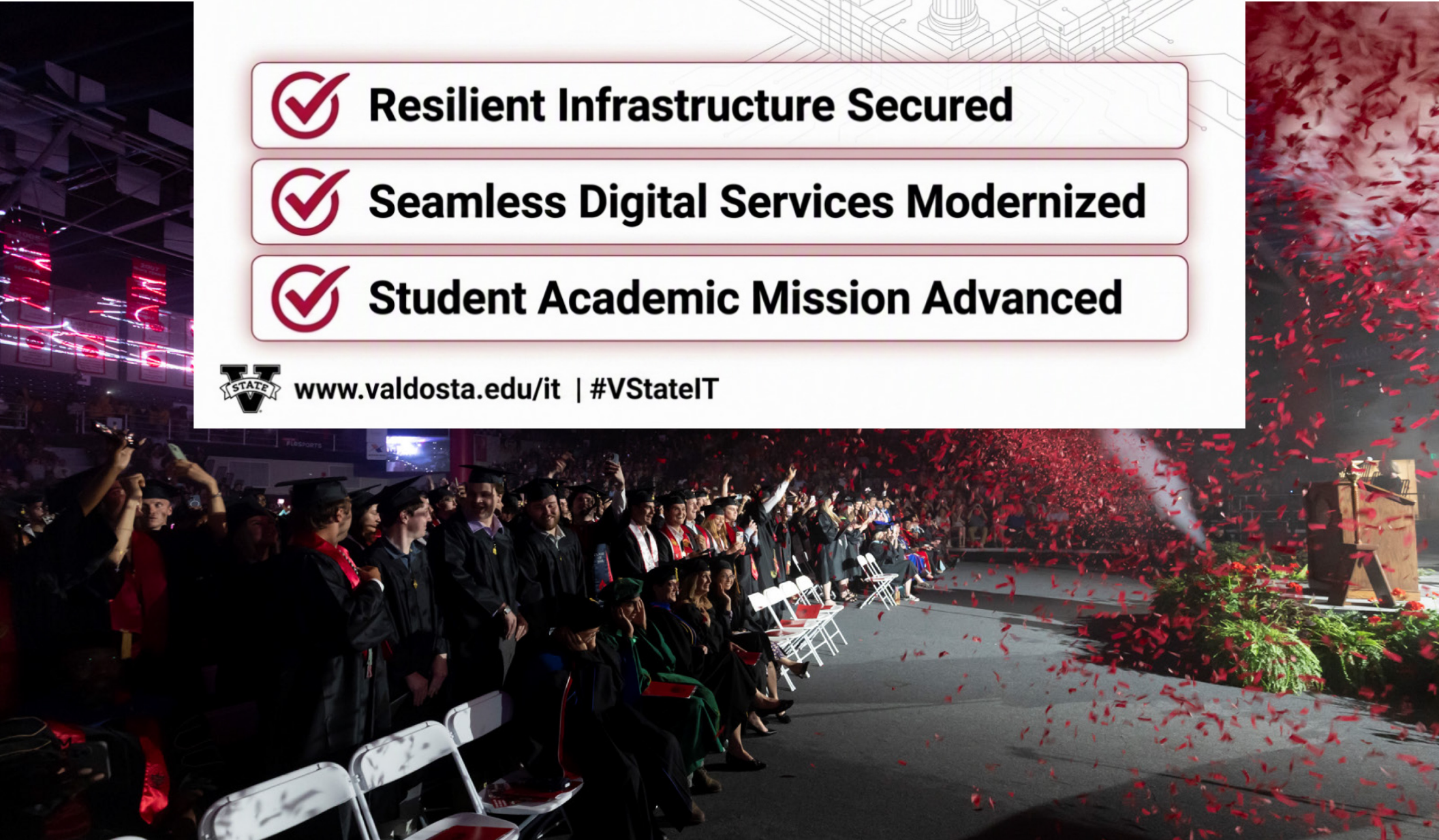
Seamless Digital Services Modernized



Student Academic Mission Advanced



www.valdosta.edu/it | [#VStateIT](https://twitter.com/VStateIT)



Appendix

Valdosta State University
Information Technology
Strategic Plan

STRATEGIC PLAN

Mission

To shape future-ready graduates through forward-thinking technology and exceptional support.

Vision

To uphold a culture of resilience, holistic student support, and long-term institutional distinction.

Strategic Tactics

- Anticipate and understand customer needs to ensure consistent fulfillment.
- Foster comprehensive, organization wide communication, and collaboration.
- Maintain a reliable, resilient, and high-performing IT environment.
- Continuously evaluate and challenge IT practices to drive improvement and innovation.
- Proactively monitor and mitigate emerging cybersecurity threats.
- Establish and uphold sustainable controls, policies, processes, and procedures.
- Strengthen and expand strategic partnerships to enhance service delivery.
- Cultivate customer trust and confidence in all IT services.
- Invest in ongoing training, development, and advancement of IT staff.
- Exercise responsible stewardship of the IT budget to maximize organizational value.



STRATEGIC PLAN

Governance Pillars

IT Baseline: A stable, scalable, and resilient technology foundation supporting all strategic pillars. (*Infrastructure Services; IT Purchasing, Asset Management & Telecommunications*)

Customer Focus: Technology solutions that empower students, faculty, and staff to advance the University's mission. (*Technical Support Services; Enterprise Applications*)

Information Security: A secure, compliant, and resilient security posture that protects institutional assets and supports strategic goals. (*Information Security & Networking*)

Project Management: A disciplined methodology ensuring effective prioritization, governance, and execution of IT initiatives. (*Enterprise Applications & Project Management*)

Innovation: Forward-looking IT and cybersecurity solutions that enhance institutional effectiveness and student success. (*All Units*)

Risk Governance: A proactive approach to identifying, assessing, and managing risks that may impact student success. (*All Units*)

IT Budget Stewardship: Responsible development, management, and strategic allocation of IT financial resources to meet institutional needs. (*All Units*)

Guiding Principles

- **Student-centered Decision Making:** Technology investments prioritize student success and institutional mission.
- **Transparency & Accountability:** Governance processes are clear, consistent, and grounded in shared responsibility.
- **Sustainability:** Decisions emphasize long-term value, efficiency, and resilience.
- **Collaboration:** Success requires active engagement across academic, administrative, and technical units.
- **Continuous Improvement:** Governance evolves to meet emerging needs, risks, and opportunities.



Written, prepared and edited by IT Executive Leadership Team, Project Management Office, and IT Communications and Support

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VState logos by VSU Design Services

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