

Division of Administration and Finance

2024-2025 Annual Report



Message from Matt Hawkins, Vice President for Administration and Chief Financial Officer



Dear Division Colleagues,

As I reviewed this year's report, I was truly impressed by the many outstanding accomplishments that reflect the dedication and hard work each of you has demonstrated. As a new member of the team, I am eager to get to know you and to witness firsthand the valuable contributions you make in support of our students, faculty, and staff.

Our division played a key role in collaboratively supporting numerous campus initiatives that were launched or successfully completed in 2024-25. Auxiliary Services oversaw the development of the new affordable student housing project, renovations to the University Dining Hall, and the Kennel Bookstore experienced an increase in Immediate Access E-book savings. Accounting Services implemented E-Refund services to provide more timely and efficient student refunds. Risk Management worked to improve the efficiency of Study Abroad Insurance requirements. Facilities Management completed the renovation of locker rooms in the Music Building for music and theatre students, a newly renovated East Engineering Gallery student lounge, the installation of ten water refill stations throughout campus, and a McLane Hall HIP lab renovation. Human Resources completed a significant digitization project and broadened Organizational Development course offerings. The Office of Compliance and Civil Rights (OCCR) team implemented strategic coordination and campus response initiatives. Procurement and Support Services continued to experience an increase in CSUBUY P2P usage, offered Public Works training, and, in collaboration with Athletics and other departments, updated signage throughout campus. Public Safety designated their first-ever Problem-Oriented Policing spokesperson to build and strengthen relationships between law enforcement and the community, and lastly, the Traffic Operations team implemented virtual student parking permits - 10,700 were issued in spring 2025. All of these initiatives contributed to improving the experience at Fresno State for students, faculty, and employees.

The 2024-25 academic year was a period of transition for all of us, and your continued dedication to student success was clearly reflected in the work you accomplished. In the short time that I have been on campus, I am deeply grateful for the warm welcome and support I have received.

Go Dogs!

A handwritten signature in black ink, appearing to be 'MH' followed by a long horizontal stroke.

Matt Hawkins

Vice President and Chief Financial Officer



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High Fives

Goes Above and Beyond

Brian Alley
Anna Andalon
Antoinette Castanon (3)
Elaine Champion (4)
Brian Cotham
Paul Forte
Esther Gomez
Cynthia Hanks
Melody Hughes

Sukhpreet Kaur
Keith Kountz
Cathy Legarretta
Becky Martinez
Christina Martinez
Miguel Martinez
Brittanie Mendoza
Matt Montez
Gardenia Morales

Eva Owens
Crystal Perez
Paul Rivas
Casey Schramm
Pete Serrato
Joshua Webster
Mike White

Models Principles of Community

Vanessa Santos

Provides Excellent Customer Services

Brian Alley (2)
Anna Andalon
Trisha Brown
Tiffany Burmeister
Antoinette Castanon (3)
Elaine Champion
Brian Cotham
Esmeralda Cruz (2)

Chinda Dor
Racheal Freeman
Juanita Gonzales
Pat Lee
Jacob Locke (2)
Eva Owens
Denise Pearcy (2)
Debra Penner

Shyla Salmon
Meredith Sandrik
Georgette Shuman
Gina Tamez
Mike White
Joaquin Yopez
Nathan Zanoni

Saved My Bacon

Sarah Confer
Esmeralda Cruz
Marie Cuningham (2)

Barbara Dean
Racheal Freeman
Christina Martinez

Kathy Reynaga
Alexis Staton



Department High Fives

Goes Above and Beyond

Accounting Services (2)
Facilities Management (3)
Traffic Operations
Human Resources Organizational Development
Warehouse and Property Services (3)

Provides Excellent Customer Service

Facilities Management
Printing Services
Starbucks

Saved My Bacon

Facilities Management
Printing Services



Staff Highlights and Accomplishments

Congratulations to all employees listed below, as well as those we may have missed. We appreciate your commitment to ongoing professional development.

Reinalda Arreguin-Dominguez: Administrative Academy

Juan Cisneros: EPA Lead Renovator Initial

Dillon Griffith: CAL OES Safety Assessment Program; CSU Emergency Procedures; Role of the Campus Deputy Building Official

Oscar Hernandez: accepted into the Disney Culinary Program at Walt Disney World in Orlando, FL

Jaime Horio: Associate Safety Professional (ASP)

James Lopez: National Fire Protection Association 70E training; State Electrical Certification

Leo Mancinas: Asbestos Certification

Sergeant Isaac Martinez: graduated from the Sherman Block Supervisory Leadership Institute, Class 541

Doug Morazan: National Fire Protection Association 70E training; State Electrical Certification

Ramiro Palomares: EPA Lead Renovator Initial

Shane Peal: Asbestos Certification

Jeff Prickett: CAL OES Safety Assessment Program; CSU Emergency Procedures; Role of the Campus Deputy Building Official

Leticia Renaud: Risk Management Practitioner Professional (RMP)

Jerry Robertson: Asbestos Certification

Shyla Salmon: Master of Business Administration degree

Casey Schramm: National Fire Protection Association 70E training; State Electrical Certification

Abe Tellez: EPA Lead Renovator Initial

Chris Tift: National Fire Protection Association 70E training

Joaquin Yopez: EPA Lead Renovator Initial

Facilities 101:

Jeff Prickett

Dillon Griffith

Meredith Sandrik

Dusty Reeves

Shane Peal

Mehran Zarrinehteram

Jose Alcaraz

Gus Perez

Lori Pardi

Christy Velasquez

Mark Sine

Brian Visser

Lead Training:

Juan Cisneros

Michael Dority

Paul Johnson

Francisco Pena Leyva

Ramiro Palomares

Jerry Robertson

Robert Rothschild

Abe Tellez

Joaquin Yopez



Service Awards

5 Years

Reinalda Arreguin-Dominguez	Facilities Management
Mayra Caldera	Public Safety
Jose Cazares Cervantes	Facilities Management
John Fugatt	Financial Services
Alex Jarrel	Human Resources
Miguel Martinez	Facilities Management
Deborah Reba	Public Safety
Frank Romo	Facilities Management
Victoria Walter	Facilities Management

10 Years

Michael Dority	Facilities Management
Margaret Garcia	Auxiliary Services
Alice Morrow	Facilities Management
Virginia Nevarez	Accounting Services
Shane Peal	Facilities Management
Debra Penner	Human Resources
Paul Rivas	Facilities Management
Salvador Vazquez	Facilities Management
Michael Von Dohlen	Procurement and Support Services
Darren Williams	Facilities Management

20 Years

Derek Brantley	Public Safety
Charlene Cornell	Public Safety
Ernest Escalante	Facilities Management
Jeannie Garcia	Public Safety
Paul Johnson	Facilities Management
Keith Kompsi	Auxiliary Services
Mark Plattner	Auxiliary Services
Jared Struck	Public Safety

Service Awards

25 Years

Jean Aguayo	Budget and Resource Planning
Lori Alamano	Public Safety
Robert Rothschild	Facilities Management

30 Years

Marcy Gatzman	Public Safety
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40 Years

Josie Almeida	Accounting Services
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Retirees

Debbie Adishian-Astone	Office of VP for Administration and CFO
Josie Almeida	Accounting Services
Janette Cee-Sumner	Public Safety
Jennifer Curwick	Public Safety
Michael Frick	Facilities Management
Robin Green	Facilities Management
Kelley Kitzmiller	Auxiliary Services
Keith Kompsi	Auxiliary Services
Iris Levesque	Auxiliary Services
Pamela Lewis	Budget and Resource Planning
Madeline Lopez	Facilities Management
Tatevos Manucharyan	Public Safety
Karin Patterson	Auxiliary Services
Amador Toscano	Facilities Management
Amos Walton	Facilities Management

Accounting Services

Accounting Services includes:

- Accounts Payable
- Accounts Receivable
- Bulldog Card and Imaging
- General Accounting and Financial Reporting
- Perkins and Nursing loans
- Student Financial Services



Department Milestones and Accomplishments

Implemented eRefund Services

Launched the eRefund platform to enable students to receive refunds more efficiently, securely, and at a reduced cost. This initiative has enhanced the overall student financial experience by streamlining the disbursement process.

Introduced Recovery Select Pre-Collections Services

Deployed Recovery Select software to proactively manage past-due student accounts. This early intervention strategy has contributed to improved recovery rates and supported student retention by assisting individuals in staying financially on track to complete their education.

Standardized Travel Reimbursements with GSA Per Diem Policy

The travel team completed the first year of the new Meals & Incidentals Per Diem policy. This update standardized reimbursement practices across employee, non-employee, and supplier travel, resulting in more consistent and accurate expense reporting.

By the Numbers

The Accounting Services team:

- Responded to 26,178 student inquiries by phone and email
- Processed 32,809 1098T forms
- Processed 22,220 non-financial aid manual refunds totalling \$17,481,728
- Printed 11,719 Bulldog ID Cards
- Billed 2,884 invoices
- Processed 31,298 Accounts Payable Vouchers

Department Goals for Upcoming Year

1. Implement Mobile Credential for Students to replace physical Bulldog ID cards with a cell phone application.
2. Complete the Cashiering Front Office remodel.
3. Implement Dynamic Billing.
4. Move to a single instance of Concur for travel and processing ProCards to standardize processes and efficiencies.
5. Expand the use of automated reconciliation tools.



Auxiliary Services

Auxiliary Services includes:

- Student Housing
- University Dining Services
- Campus Stores
- Auxiliary Information Technology
- Foundation Financial Services



Department Milestones and Accomplishments

Student Housing

Record-Breaking Occupancy and Student Support

Student Housing welcomed a record 1,320 residents for the academic year, delivering on its promise to create a supportive and inclusive “home away from home.” The Housing team provided personalized support to 875 students on a range of topics, including mental health, roommate dynamics, and alcohol and drug-related concerns. Through partnerships with campus departments, they connected students to essential support services. For 24 residents facing difficulty accessing counseling services, Housing staff offered continued, personalized support, including biweekly check-ins, to help them remain engaged and enrolled at Fresno State.

Financial Assistance and Accommodation Processes

Housing staff met with 175 students to help navigate financial options beyond traditional aid and payment plans, and supported 44 students through various housing-related accommodation processes.

New On-Campus Housing Project

In December 2024, Fresno State celebrated the groundbreaking of its first new on-campus student housing project in over 60 years. The 80,000 square foot, four-story apartment-style building will include one to four-bedroom units as well as apartments for students with children. Each unit will include a full kitchen with a dishwasher, and shared amenities such as community rooms, educational workspaces, laundry, and more. The \$53.7 million project is funded by a \$33.7 million Affordable Student Housing Grant and \$20 million in CSU systemwide revenue bonds, which will be repaid by the California State University, Fresno Association, Inc. This collaborative project involves Auxiliary Services, Facilities Management, SVA (architect), and Quiring (general contractor).

Dining Services

University Dining Hall Renovation

The summer 2024 refresh of the University Dining Hall brought a bright, modern update to this space. The project included new warm-toned plank flooring, modern subway tile, fresh paint, energy-efficient lighting, and updated furniture. Bulldog-themed artwork added to the welcoming environment. To kick off the fall semester, the dining team hosted a celebratory welcome meal for residents and their families, complete with festive décor.

Campus Stores

Expansion of the Immediate Access (IA) E-Books Program

Kennel Bookstore continued to grow the Immediate Access program, with sales increasing to \$4.47 million for this academic year, up from \$3.92 million the previous year. The program saved students over \$6.7 million compared to physical textbooks and over \$1.37 million compared to standard digital prices, offering discounts of 20 to 60% off traditional textbook pricing.

Auxiliary Services

Community Engagement and Inclusive Retail Highlights

The Kennel Marketplace ran the "Round Up the Change" campaign to benefit the Amendola Family Student Cupboard and Victor E. It also served as a holiday drop-off site for Toys for Tots and hosted a Kids Holiday Hangout with Victor E. The store featured curated collections for Hispanic Heritage Month, Black History Month, Pride, and the Operation Hat Trick initiative for Veterans Day, Memorial Day, and Independence Day, with proceeds supporting related causes. Additional events included a customer scavenger hunt, move-in weekend coupons, alumni grad boxes, and a KFSR pledge drive partnership.

Auxiliary IT

Successful Implementation of EnterpriseOne (E1) System

After 18 months of intensive planning and cross-department collaboration, Auxiliary IT successfully transitioned from its legacy Accounting, Finance, HR, and Payroll system to E1. This milestone project, led by Auxiliary IT Director Mark Plattner, impacted multiple auxiliary organizations with diverse operational needs. The transition has already led to increased efficiency, improved reporting capabilities, and the long-awaited retirement of greenbar paper reports.

Foundation Financial Services (including Post Award Administration)

Support for University Programs and Research

Foundation Financial Services provided \$24.7 million in financial support to the University through scholarships, program initiatives, and special projects. Despite ongoing uncertainties in the sponsored programs landscape, the Post Award Administration team remained steadfast in supporting faculty and Principal Investigators, managing \$50.2 million in direct grant and contract activity. Their dedication ensured the continued success of Fresno State's research and academic mission.

Staff Recognition

Oscar Hernandez (University Dining Services): was accepted into the Disney Culinary Program at Walt Disney World in Orlando, FL. This is a very competitive program and we are so proud that Oscar earned a spot in this program.

Elizabeth Sinor: promoted to Director of Finance, Foundation Financial Services (April 2025).

Keith Kompsi (Foundation Financial Services) retired in spring 2025. Over the last 20 years, Keith made many significant contributions and formed valuable relationships in his ongoing effort to support the Foundation and the campus community. Keith's counsel, guidance, and dad jokes will be missed, but we wish him all the best as he enters this next life chapter.

Department Goals for Upcoming Year

1. Continue the construction of our new student housing building and planning for the opening in fall 2026 to welcome 228 residents into the first new housing building on campus in over 60 years.
2. Introduce a Boba Tea program at Toss-N-Chop in the Resnick Student Union, which will add a new line of beverages not available at any of our other campus dining operations.
3. Add Dunkin Donuts to our dining concepts in fall 2025.



Environmental Health and Safety/Risk Management

Environmental Health and Safety/ Risk Management includes:

- Environmental Management
- Safety
- Risk Management



Department Milestones and Accomplishments

Implementation of the Workplace Violence Prevention Plan

In response to evolving state regulations, the department partnered with Organizational Development to launch training in CSU Learn for the newly mandated Workplace Violence Prevention Plan. We also made key updates to our existing procedures as further clarification on the regulation emerged.

Transition from COVID-19 Regulations

With the formal sunset of Cal/OSHA's COVID-19 regulations, the department shifted its focus to providing guidance aligned with the CDC's broader respiratory virus recommendations, while continuing to offer COVID-specific information where applicable.

Hazardous Waste Handling Improvements

In collaboration with Facilities Management, we streamlined hazardous waste handling processes. Improvements included implementing more efficient methods for moving large items and equipment, such as proactively utilizing forklifts to reduce delays.

Enhanced Safety Communication with Facilities Teams

Our Environmental Health & Safety Specialist has strengthened collaboration with Facilities Management by integrating regular safety tailgate talks. These efforts have fostered greater engagement and shared ownership of workplace safety.

Streamlining Foreign Travel Insurance

Our Risk Analyst worked closely with Continuing and Global Education and the Foundation to improve communication and coordination for the Foreign Travel Insurance Program. This effort has helped ensure timely and accurate insurance coverage for international travel.

Driving Authorization Program Improvements

As an active participant in the CSU systemwide Driving Authorization Workgroup, our department developed a centralized authorized driver list and updated internal driving authorization guidelines. We also partnered with individual departments to tailor workflow solutions to their specific driving needs.

Enhanced Claims Management and Recovery

The department increased its focus on claim resolution by improving follow-up processes with individuals filing claims and placing greater emphasis on recovering damages from third parties responsible for harm to state property.

Safety Concern Response and Resolution

Our team continued to promptly address safety concerns raised by both campus departments and members of the public. Each concern was thoroughly investigated, with collaborative solutions implemented in partnership with the appropriate departments.

Environmental Health and Safety/Risk Management

Staff Recognition

Al Champion: completed a Certified Hazardous Materials Manager (CHMM) prep course.

Jaime Horio: Associate Safety Professional (ASP).

Leticia Renaud: Risk Management Professional (RMP).

Department Goals for Upcoming Year

1. We will continue to emphasize timely responses to department requests. As a part of this, we will be developing additional tools and resources for people who are requesting Certificates of Insurance, Foreign Travel Insurance, or making notification of an off-campus event or a program on campus designed for minors.
2. We will work with affected departments to roll out and emphasize important tools like Crisis24 for Foreign Travel. We want our travelers to know what resources are available to them and how to access them prior to traveling.
3. A major focus will be on events on campus, and how they are handled as it relates to the Time, Place, and Manner policy. We will collaborate with several other departments to ensure functional procedures are in place to review events and provide the information needed for safe and successful events on campus.
4. With anticipated updates to several Environmental Health and Safety programs, we will monitor communications from various regulatory agencies and make updates to our programs as appropriate.



Facilities Management

Facilities Management includes:

- Energy and Utility Management
- Facilities Operations
- Facilities Services
- Planning, Design and Construction
- Service Center and Facilities Information Systems



Department Milestones and Accomplishments

Music Building Locker Room Renovation

A previously offline locker room in the Music Building was fully renovated and returned to service. Upgrades included the installation of modern showerheads and the installation of electronic swipe card access for Rooms 120 and 122, enhancing safety and security for Theatre and Dance performers.

Elevator Modernization Across Campus

Four outdated elevators located in the Agricultural Science Building, Joyal Administration, Peters Business Building, and University Center were fully modernized. These improvements addressed frequent emergency service issues, significantly enhancing reliability and safety for campus users.

Concert Hall Enhancements

A series of upgrades were completed in the Concert Hall, improving the space for students, faculty, and community patrons. Enhancements included the installation of energy-efficient LED lighting for improved thermal comfort and visibility, new carpet for a refreshed and cleaner appearance, and overall sustainability improvements that will benefit future performances.

East Engineering Student Gallery Addition

A new student gallery space was added to the south side of East Engineering, creating a collaborative, modern environment for engineering students. The space features an open layout, contemporary furniture, multiple screens for group work, and a large south-facing window wall providing natural light. This project also included an exterior building paint refresh.

Expansion of Bottle Refill Stations

Ten new bottle refill stations were installed at various locations across campus, increasing access to clean, sustainable water sources and supporting efforts to reduce single-use plastic waste.

Roofing Improvements

A new roof was installed on the west section of the original Music Building. Facilities Management buildings also received roof restoration to improve thermal regulation, occupant comfort, and sustainable energy use.

Dairy Unit Silage Pad Construction

Facilities Management coordinated the construction of a new silage pad at the Dairy Unit, providing a cost-effective solution for forage storage to support the needs of the university's farm animals.

Facilities Management

Library Fire Life Safety System Upgrade

The fire life safety systems in the Library were fully upgraded, ensuring enhanced protection for students, employees, and visitors.

Richter Center Relocation and Remodel

The Richter Center was successfully relocated to a newly renovated office space on the third floor of the University Student Union. The remodel was designed to better support the Center's mission and meet growing service needs.

McLane Hall HIP Lab – Phase II Completion

A new High Impact Practices (HIP) Lab was completed in McLane Hall as part of Phase II improvements. The modernized lab supports engaging, hands-on instruction aligned with the academic goals of the College of Science and Mathematics.

Catering Kitchen Enhancements – Resnick Student Union

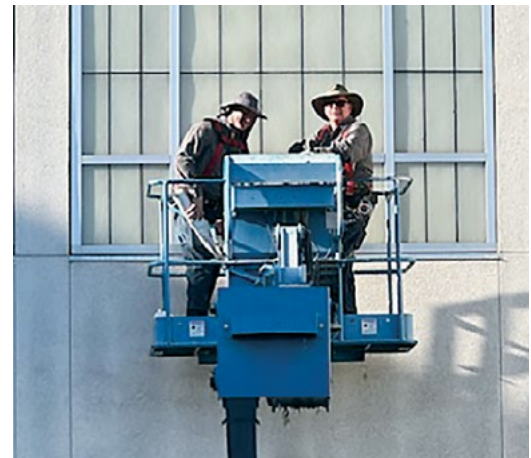
Modifications were made to the cooking space in the Resnick Student Union catering kitchen to accommodate expanded food services for students, faculty, and staff.

Conley Art Canopy and Site Improvements

The Conley Art area received significant upgrades, including the addition of a new canopy, a designated area for ceramic kiln activities, and a new fire lane. These improvements support student learning and safety in Art & Design programs.

Campus Energy Reduction

As of June 1, 2025, Fresno State achieved a ~27% reduction in electricity consumption and a ~14% reduction in natural gas usage (as measured by PG&E's primary campus meters) compared to fiscal year 2023-24. These reductions are attributed to the successful implementation of the Central Utility Plant Replacement Project and its associated energy-saving benefits.



Facilities Management

Staff Recognition

Reinalda Arreguin-Dominguez: Administrative Academy

Juan Cisneros: EPA Lead Renovator Initial

Dillon Griffith: CAL OES Safety Assessment Program; CSU Emergency Procedures; Role of the Campus Deputy Building Official

James Lopez: National Fire Protection Association 70E training; State Electrical Certification

Leo Mancinas: Asbestos Certification

Doug Morazan: National Fire Protection Association 70E training; State Electrical Certification

Ramiro Palomares: EPA Lead Renovator Initial

Shane Peal: Asbestos Certification

Jeff Prickett: CAL OES Safety Assessment Program; CSU Emergency Procedures; Role of the Campus Deputy Building Official

Jerry Robertson: Asbestos Certification

Casey Schramm: National Fire Protection Association 70E training; State Electrical Certification

Abe Tellez: EPA Lead Renovator Initial

Chris Tift: National Fire Protection Association 70E training

Joaquin Yopez: EPA Lead Renovator Initial

Eddie Zenteno: hired as the Interim Grounds Manager

FACILITIES 101 - Jeff Prickett, Dillon Griffith, Meredith Sandrik, Dusty Reeves, Shane Peal, Mehran Zarrinehteram, Jose Alcaraz, Gus Perez, Lori Pardi, Christy Velasquez, Mark Sine, Brian Visser

LEAD TRAINING - Juan Cisneros, Michael Dority, Paul Johnson, Francisco Pena Leyva, Ramiro Palomares, Jerry Robertson, Robert Rothschild, Abe Tellez, Joaquin Yopez

Department Goals for Upcoming Year

1. Complete McLane Hall STEM Courtyard.
2. Complete Jordan College of Agricultural Sciences and Technology Meat Lab Freezer.
3. Complete HIP Lab Phase III to support a multi-mode lab environment for the College of Science and Mathematics.
4. Install keyless entry systems on exterior doors campuswide.
5. Replace the lighting in the Library with LED light fixtures for improved energy savings.
6. Install an additional Corporation Yard emergency 911 generator.
7. Install 45 new bottle refill stations campuswide.





Human Resources

Human Resources includes:

- Benefits Health and Wellness
- Labor and Employee Relations
- HRIS Operation/Classification and Compensation
- Organizational Development
- Payroll Services
- Workers Compensation and Ergonomics



Department Milestones and Accomplishments

Launched Principles of Supervision and MPP 101 Trainings

The Organizational Development team launched the Principles of Supervision and MPP 101 training programs in Summer 2024 and offered workshops throughout the year. These professional development offerings are tailored for supervisors and cover critical topics such as communication, motivation, performance management, leadership in a unionized environment, implicit bias awareness, and building strong team cultures.

Human Resources Website Redesign

In collaboration with the Human Resources (HR) leadership team, Organizational Development Manager Georgianna Negron-Long led the first major redesign of our website in several years. The new site provides a more user-friendly experience, offering improved navigation, a more welcoming visual layout, and comprehensive access to HR resources.

Digitization of Human Resources Paper Files

Under the leadership of Linda Brase, Director of Human Resources Operations & Systems, the team completed a significant digitization initiative, converting paper-based HR files into a digital format. This transition improved operational efficiency, reduced physical storage needs, and lowered costs related to supplies such as paper, toner, and ink and helped us achieve a more sustainable workspace.

Annual Fall Benefits & Wellness Expo

Benefits Manager Sarah Confer and her team successfully hosted the fall 2024 Benefits & Wellness Expo, an in-person event that connected employees with a wide range of health, financial, and wellness resources. The expo encouraged direct engagement, strengthened campus community ties, and reinforced a workplace culture that values the holistic well-being of faculty and staff. The event's continued popularity, drawing retirees back year after year, underscores its lasting impact.

CalPERS and Social Security Workshops

The Benefits team facilitated a series of in-person and virtual CalPERS Retirement and Social Security workshops, with most sessions reaching workshop capacity. Offering both formats increased accessibility for employees and their families, demonstrating Fresno State's commitment to inclusion and supporting employees in planning for their futures. The strong turnout reflects staff interest in resources that support personal and professional well-being.

Staff Recognition

Shyla Salmon: Master's in Business Administration Degree.

Human Resources

Department Goals for Upcoming Year

1. Expand Retirement Planning and Financial Wellness Workshops/Resources.

In addition to the already comprehensive retirement planning workshops we provide through CalPERS & Social Security, introduce new workshops from Fidelity & Savings Plus for financial counseling. Additional workshops will provide knowledge and tools to help faculty, staff, and managers prepare for retirement and financial planning at all career stages.

2. Prepare Human Resources systems and documentation for the systemwide implementation of the Common Human Resource System (CHRS).

Preparation will include project implementation requirements, with a focus on system readiness, data integrity, and the elimination or conversion of Fresno State specific modifications.

3. Launch Payroll Services' engagement in New Hire Orientations.

The objective is for the Payroll team to serve as a direct campus contact by providing introductions to the employee's personal payroll technician and payroll manager. Putting a face to the name and offering early guidance to help new employees feel informed, supported, and connected will help build a strong Bulldog connection from day one.

4. Increase awareness and participation in professional development and well-being programs.

This will be done through integrated campaigns across Campus News, HR Quarterly, department newsletters, and the newly designed HR homepage to strengthen engagement and build a culture of participation. This improved communication with managers and staff will help normalize participation, build connections between employees and campus services, and clarify and encourage the use of HR services and tools.

5. Introduce campus procedures related to Other Conduct of Concern.

The primary objective for this goal is to more effectively align and hone the case management efforts of the offices of Human Resources, Faculty Affairs, and the Office of Compliance & Civil Rights in ways that minimize or eliminate delays in issue resolution that contribute to affected parties being negatively impacted.



Office of Compliance and Civil Rights

Office of Compliance and Civil Rights includes:

- Title IX
- Discrimination, Harassment, and Retaliation



Department Milestones and Accomplishments

Over the past year, the Office of Compliance and Civil Rights (OCCR) department achieved several transformative milestones aligned with Fresno State's 2023–2029 Strategic Plan, with significant contributions to Goal 2: Enhancing Student Success and Wellness and Goal 4: Promoting Organizational Effectiveness and a Culture of Innovation.

Strategic Coordination and Campus Response

To improve institutional alignment and strengthen campus safety and responsiveness, the department successfully designed and launched the Campus Coordinated Response Teams (CCRT) model. This initiative brought together key campus units, including Title IX, Discrimination, Harassment, and Retaliation (DHR), University Police, Housing, the CARE Team, and Student Affairs into a unified, cross-functional response system.

Multi-Disciplinary Team and OCCR Support Hub

The introduction of weekly "Title IX Tuesday" Coordinator meetings, functioning as a Multi-Disciplinary Team (MDT), fostered timely, cross-functional communication and decision-making. These meetings enabled timely communication, collaborative decision-making, and a shift from reactive case handling to proactive, coordinated engagement. This model has significantly strengthened trust and accountability across departments. Additionally, the department established a formal MDT structure aligned with the Behavioral Intervention Team (BIT), enabling comprehensive institutional responses to complex or high-risk student cases. These efforts were further supported by the launch of the OCCR Support Hub, a centralized platform that increased transparency and accessibility for all teams working in collaboration with OCCR.

Case Management Innovation and Systemwide Recognition

One of the year's most impactful accomplishments was the launch of Fresno State's first-ever case management meeting and triage log system. This new framework improved intake, routing, and coordination of cases, eliminating a significant backlog despite staffing limitations. The streamlined approach was recognized by the Chancellor's Office as a potential model for replication across the CSU system.

Enhanced Impact and Organizational Efficiency

To support institutional transparency and accountability, the department launched its inaugural Annual Civil Rights Survey Report. This publicly accessible report provides stakeholders with a comprehensive view of departmental efforts, performance metrics, and strategic priorities.

The Annual Report has played a key role in increasing the department's visibility, clarifying the scope of available services, and improving stakeholder engagement. It has also reduced information silos, enhanced transparency, and supported the development of a stronger culture of trust across campus, core elements of Strategic Goal 5: Deepening Community Engagement and Trust.

Collectively, these initiatives reflect meaningful progress toward modernizing internal operations, reducing procedural barriers, and enhancing institutional responsiveness to the evolving needs of Fresno State students, faculty, and staff.

Office of Compliance and Civil Rights

Staff Recognition

Maxwell Hill: commended by two independent law firms for his exceptional performance as a hearing coordinator, being recognized as the best in the CSU system for this role.

Paul Forté, Jr.: received a Richter Center President's Faculty and Staff Service award, recognizing his unwavering dedication to service.

Department Goals for Upcoming Year

1. Launch a Trained Support Advisor Pool

Recruit, onboard, and train a dedicated group of trauma-informed support advisors to guide both complainants and respondents through the resolution process. The initiative will include clear performance metrics, supervision protocols, and accountability mechanisms.

2. Build and Deploy a Campus-Wide Prevention Strategy

Develop and implement a university-wide prevention framework integrating educational outreach, climate assessment data, and stakeholder feedback. The strategy will align with the Sexual Assault Response Team (SART), the Culture & Belonging Team, and student services to ensure campus-wide participation and engagement..

3. Execute a Targeted Marketing & Communications Strategy

4. Craft and roll out a comprehensive communications plan to elevate awareness of OCCR services, reporting options, training programs, and support pathways. This strategy will use digital, print, and peer-to-peer outreach methods to ensure inclusivity and broad reach.



Procurement and Support Services

Procurement and Support Services includes:

- Procurement
- Mail Services
- Print Services
- Warehouse



Department Milestones and Accomplishments

Affordable Student Housing Project Support

The Procurement team played a pivotal role in supporting the Affordable Student Housing Project by managing the backend procurement processes, which culminated in the project's final approval by the CSU Board of Trustees. The final agreement with Quiring General was successfully executed, and groundbreaking occurred in December 2024.

Procurement Cost Efficiencies

Fresno State's procurement efforts resulted in approximately \$1.6 million in combined cost savings, cost avoidance, and generated revenue through strategic negotiations and contracting.

Growth in CSUBUY P2P Utilization

Effective management of the CSUBUY Procure-to-Pay (P2P) system led to a significant increase in usage, with the number of purchase orders rising from 5,230 in FY 2023–24 to 7,381 in FY 2024–25.

Public Works Training Initiatives

New Public Works training sessions were successfully implemented in collaboration with the Procurement and Facilities Management Leadership teams, enhancing cross-departmental knowledge and compliance.

Fleet Sustainability Enhancements

Two new electric vans were acquired by the Warehouse and integrated into the University Fleet, supporting the university's ongoing sustainability initiatives.

Printing Services Improvements

Printing Services completed several key projects, including updated signage for the football, baseball, softball, and aquatics stadiums; the launch of a campus pole banner replacement and maintenance program; and the upgrade of envelope printing technology to inkjet, ensuring cost stabilization.

Property Services Process Optimization

Property Services implemented a streamlined process for the efficient removal of surplus vehicles and continued advancing sustainability by recycling electronics and metal products.



Procurement and Support Services

Department Goals for Upcoming Year

1. Improve Procurement's customer service model to increase communication and customer service for the campus community.
2. Continue CSUBUY P2P management and upgrades.
3. Electrical upgrade and new equipment installation in the Print Shop to provide higher-quality services and products at a lower cost for the campus community.
4. Printing Services will work closely with the Athletic Corporation on rebranding for PAC-12 and stadium signage replacements.
5. Printing Services will become the campus contact for all campus building tinting. They will also establish tinting standards for consistency within campus buildings.



Public Safety

Public Safety includes:

- Police (Patrol Operations)
- Traffic Operations



Department Milestones and Accomplishments

The past year marked a period of significant transformation for the Fresno State Police Department (FSPD), with a deepened focus on community-based policing and an expanded presence both on and off campus. FSPD personnel continued to demonstrate unwavering commitment to their mission, protecting and connecting with the Fresno State community through compassionate, proactive service.

First Problem-Oriented Policing (POP) Officer Appointed

Officer Melody Hughes made history as FSPD's first designated Problem-Oriented Policing (POP) Officer. Widely known as "Mel," she has led efforts to strengthen relationships between law enforcement and the broader community. Her outreach included collaborating with local church groups, engaging with residents at Campus Pointe, and facilitating safety training across various campus departments. Officer Hughes's work has been a key driver in building trust and promoting a sense of safety and belonging across campus.

Life-Saving Heroism Recognized

Three officers were honored for their heroic response during a critical incident involving a distressed campus visitor. Their swift and compassionate actions underscored the essential role law enforcement plays in crisis intervention and campus well-being.

Participation in the Pink Patch Project

FSPD proudly took part in the nationwide Pink Patch Project during Breast Cancer Awareness Month. Officers wore special pink shoulder patches to raise awareness, and the patches were also made available to the public for purchase in support of the cause.

Launch of Virtual Parking Permit System

In a major step toward modernization, the Traffic Operations team launched a virtual parking permit system in spring 2025. The new platform allowed students to purchase and manage permits entirely online, eliminating the need for physical tags and enhancing convenience. More than 10,700 virtual permits were issued this first semester.

Community Engagement and Giving Back

FSPD partnered with Upward Bound for its annual holiday toy drive, collecting over 350 toys and bicycles for local children. Officers, staff, and student assistants also participated in campus events like Vintage Days and represented FSPD at outreach efforts such as the Madera High School career fair, demonstrating the department's dedication to community engagement beyond traditional policing roles.

Campus Safety and Emergency Preparedness

Officers participated in multiple Active Shooter response trainings, reinforcing their readiness to respond to emergency situations. FSPD also partnered with various campus departments to provide emergency preparedness and safety training, ensuring campus teams are informed and equipped to act in crisis scenarios.

Public Safety

Daily Operations and Service

Behind the scenes, FSPD maintained robust support for the campus community. In the past year, the department responded to 28,313 service calls, filed 828 police reports, conducted 573 safety escorts, and completed 2,689 SCOUT transports for individuals with disabilities. Community Service Specialists secured 25 buildings and approximately 250 classrooms daily, playing a vital role in campus operations.

From innovative outreach and emergency training to critical incident response and operational excellence, the Fresno State Police Department continued to evolve and lead with purpose, committed to ensuring a safe, inclusive, and supportive environment for all.

Staff Recognition

Sergeant Isaac Martinez: graduated from the Sherman Block Supervisory Leadership Institute, Class 541.

Department Goals for Upcoming Year

1. Enhance Infrastructure and Safety

Complete the full fireproofing remodel of the Dispatch Center to ensure resilience, operational continuity, and the safety of our communications personnel.

Upgrade dispatch systems and infrastructure to meet modern safety standards and improve emergency response efficiency.

2. Advance Digital Services

Fully implement and optimize a paperless parking permit system, making the process more efficient, accessible, and environmentally sustainable for students, staff, and faculty.

3. Strengthen Interagency Collaboration

Continue to build strong partnerships by participating in joint emergency response training exercises with allied local, state, and federal agencies, enhancing regional preparedness and coordination.

4. Improve Community Engagement

Expand our social media presence to strengthen communication with our campus and surrounding communities, share safety updates, highlight department initiatives, and foster transparency.

5. Achieve Full Staffing

Work toward being fully staffed in both patrol and dispatch roles to ensure optimal service delivery, improve officer wellness, and allow for greater focus on proactive community policing efforts.



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