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Administration and Finance

2018-2019

ANNUAL REPORT

## Message from Deborah S. Adishian-Astone, Vice President for Administration and Chief Financial Officer

Colleagues,

The Division of Administration and Finance has a lot to be proud of. Student success is central to what we do every day and while many of us may not directly interact with students, the work we do is making a positive impact on their college experience. Our Division is composed of nine departments, 309 state employees, 506 Association (auxiliary) employees and 90 student assistants. The contributions our staff make to serve our students do not go unnoticed.

As you will see in the following pages, our Division has accomplished a lot this past year. I am so proud and thankful to work with such a dedicated group of individuals.

As a Division, we have a number of ongoing priorities – providing outstanding customer service, focusing on continuous improvement, enhancing workplace quality and embracing our Principles of Community. We are committed to bringing the highest level of service and professionalism to each and every interaction with our campus community. Our Division continues to seek opportunities to provide more efficient processes and minimize administrative burden. Our managers are focused on the feedback we have received from the Workplace Quality Survey and are addressing “soft spots” identified by the survey findings. We are embracing and operationalizing the Principles of Community to foster an inclusive work environment of respect, kindness, collaboration and accountability where every individual can thrive.

As we look back on 2018-19, and embark on a new academic year, I am excited about the future and what we will be able to accomplish together.

*Debbie*

Deborah S. Adishian-Astone  
Vice President for Administration and Chief Financial Officer



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## Division of Administration and Finance

# 2018-19 FAST FACTS

**309** stateside employees in the division

**506** association employees in the division

**37,963** vouchers processed by Accounting Services



**7,800** student ID cards issued by Bulldog Card office

**172** staff and MPP searches conducted by Human Resources



**25,000**

pounds of hazardous waste removed and disposed of by EH&S/RM

**714**

hazardous waste inspections conducted by EH&S/RM

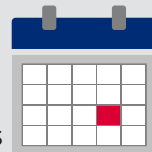
**2.5** MILLION square feet of space maintained by Facilities Management



**1,296** key requests filled by the lockshop



**100%** on time reporting for all workers' compensation claims



**\$1.2** MILLION Kennel Bookstore reduced cost of books for students by using Immediate Access e-books

**3,599** purchase requisitions processed by the Procurement team



**19,444** packages received by University Warehouse



**111,770** Bulldog Express shuttle rides



**114** public record requests processed



**1,114** police reports processed by our Public Safety team

**27** sworn police officers



**2,493** employees participated in process to develop Principles of Community

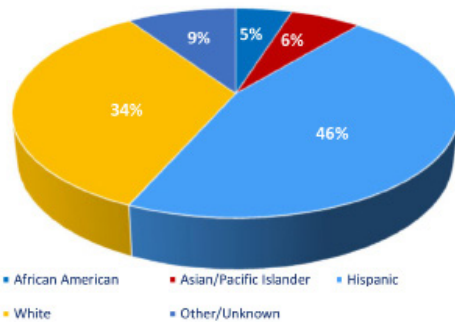
**1,394** employees participated in professional development programs

# Administration and Finance Employee Demographics

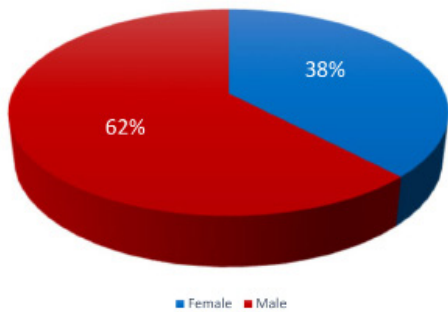
## Stateside

309 employees

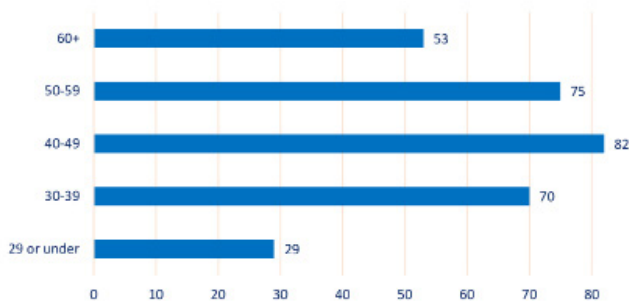
Ethnicity



Gender



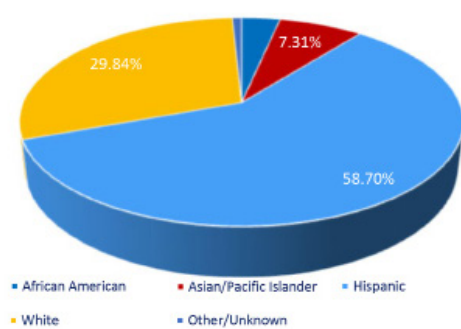
Age



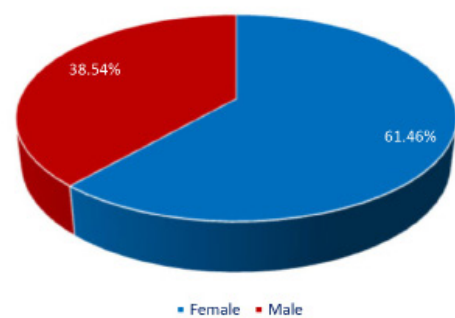
## Auxiliary Services

506 employees

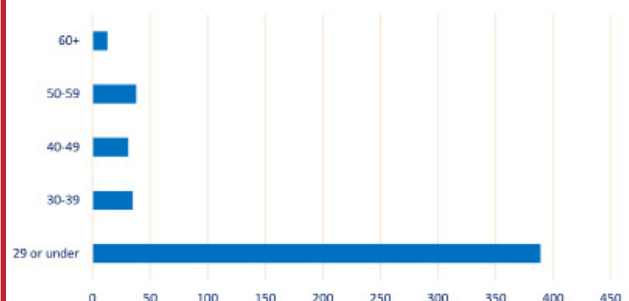
Ethnicity



Gender



Age



# 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 and continuing to be BOLD.

## Education

Nicole Lane (Auxiliary Services): Master of Business Administration degree (MBA)

Jennifer Olsen (Payroll): Bachelor's degree in Business Administration

Monica Tasier Lyon (Student Housing): Master of Business Administration degree (MBA)

Zafar Sumler (Mail Services): Master of Science in Counseling Degree (Marriage, Family and Child Counseling)

## Licenses and Certifications

Michael Burgess (Environmental Health & Safety/RM): Certified Industrial Hygiene certification

Dillon Griffith (Facilities Management): AHERA Asbestos Abatement training and certification

Paul Johnson (Facilities Management): Water Treatment Grade 4 License

Lori Pardi (Facilities Management): Certification in Office Ergonomics

Shane Peal (Facilities Management): AHERA Asbestos Abatement training and certification

Dusty Reeves (Facilities Management): Electrical Arc-Flash certification

Kathleen Scott (Organizational Excellence): Brene Brown Dare to Lead Facilitation and Ken Blanchard Situational Leadership Trainer certifications

Casey Shramm (Facilities Management): Electrical Arc-Flash certification

Chris Tift (Facilities Management): Electrical Arc-Flash certification

Gabe Valencia (Facilities Management): Electrical Arc-Flash certification

Katie Williamson (Organizational Excellence): Gallup Strengths Trainer certification

Michael White (Facilities Management): Backflow Testing certification

## Other:

Ryan Preston (Environmental Health & Safety/RM): completed UC EHS Professional training

Louis Trujillo (Facilities Management): obtained Water Treatment Grade 2 License

## Prosci Change Management Certification

Andy Corea (Facilities Management)

Cynthia Hanks (Accounting Services)

Sara Mitchel (Facilities Management)

Jeff Prickett (Facilities Management)

Meredith Sandrick (Facilities Management)

Suzanne Shaw (Office of VP Administration and CFO)

## Administrative Academy Graduates

Whitney Cambric (Accounting Services)

Anastasia Tolmasoff (Human Resources)

Stephanie Moua (Accounting Services)

Virginia Nevarez (Accounting Services)

Evangelina Owens (Accounting Services)

Debra Penner (Public Safety)

Crystal Quintero (Human Resources)

Angelica Reyes (Office of VP Administration and CFO)

Peter Serrato (Facilities Management)

Crystal Torres (Environmental Health & Safety/RM)



## President's Leadership Academy 2019 Graduates

Marylou Mendoza-Miller (Human Resources)  
Sara Mitchel (Facilities Management)  
Meredith Sandrick (Facilities Management)  
Suzanne Shaw (Office of VP Administration and CFO)

## Mentor Program Graduates

Justin Garcia (Facilities Management)  
Cynthia Hanks (Accounting Services)  
Tinnah Medina (Facilities Management)

## CAIFE Participants

Katie Williamson (Organizational Excellence)  
Erin Boele (Student Housing)

## Recognitions

Cherie Weber (Accounting Services), George Rascon, (Public Safety), Ann Paley (Facilities Management), Simon Nameesai (Auxiliary Services), Juanita Aguilar (Human Resources), Michael Burgess (Environmental Health & Safety/RM), Esther Gonzalez (Office of VP Administration and CFO) were recognized for their contributions at our fall 2018 Division Meeting.

Officer George Rascon (Public Safety) received the lifesaving medal for performing life saving measures while off duty.

Cynthia Hanks (Accounting Services) won the campus Homecoming Door Decorating Contest.



# STAR Day Service Awards

## 5 YEARS

Casey Aldridge	University Dining Services
Joseph Ambrecht Jr.	Grounds Maintenance Services
Elaine Champion	Custodial Services
Rolando Coria	Custodial Services
Joshua Cross	Custodial Services
Jeffery Downs	Grounds Maintenance Services
Justin Garcia	Grounds Maintenance Services
Esperanza Hardwick	Building Maintenance Services
Larry Lucio	Custodial Services
Michael Martinez	Custodial Services
Nestor Munoz Bello	Custodial Services
Shane Peal	Building Maintenance Services
Denise Percy	Printing Services
Victor Ramos	Custodial Services
Dustin Reeves	Building Maintenance Services
Noe Rodriguez	Grounds Maintenance Services
Gregory Saldade	Custodial Services
Casey Schramm	Building Maintenance Services
Kevin Gonzales Taloza	Procurement & Support Services
Monica Tasier Lyon	Student Housing
Jessica Torres	Custodial Services
Robert Velasquez	Custodial Services
Ger Vue	Custodial Services
Michael White	Building Maintenance Services

## 10 YEARS

Brian Cotham	Procurement & Support Services
John Gavel	Public Safety
Rosalie Gomez	Custodial Services
Matthew Gunn	Public Safety
Addison Lee	Public Safety
Iris Levesque	Auxiliary Services
Itzel Martinez	University Dining Services
Corrina Molina	University Dining Services
Joseph Pulido	Public Safety
Peter Serrato Jr.	Building Maintenance Services
Cherie Weber	Accounting Services

## 15 YEARS

Erin Boele	Student Housing
Derek Brantley	Parking - Traffic Ops
Tatevos Manucharyan	Public Safety
Augustine Perez	Public Safety
Alfred Vartanian	Custodial Services
Chee Yang	Custodial Services

## 20 YEARS

Esther Gonzalez	Office of VP Administration & CFO
Marina Sanchez	Public Safety
Diana Sewell	Office of VP Administration & CFO
Gina Tamez	Accounting Services



## 25 YEARS

Kathy Reynaga

Auxiliary Services

## 30 YEARS

Deborah Adishian-Astone

VP for Administration & Finance

Michael Mosinski

Facilities Services

Amalia Olvera

Building Maintenance Services

Ann Paley

Facilities Planning

## 35 YEARS

Steve Johnson

Custodial Services

## 40 YEARS

Jacqueline Kelsey

Public Safety



# Accounting Services

## PRIDE POINTS

**37,963**

Vouchers processed  
for payment

**3,740**

Billing invoices  
processed

**\$8,500**

Grant awarded for staff  
training and professional  
development

**3,472**

Student visits to  
Student Accounts

**\$123 million**

Financial aid awards  
refunded to students after  
tuition and charges  
were paid

**7,800**

Student ID cards issued  
by Bulldog Card Office



**Ben Hylton**  
University Controller

### Accounting Services includes:

- Accounts Payable
- Accounts Receivable
- Bulldog Card & Imaging
- General Accounting & Financial Reporting
- Perkins & Nursing loans

Staff: 24

Managers: 5

Accounting Services is dedicated to facilitating the primary mission of the University by seeking the most cost-effective methods of delivering service while continuing to implement improvement of services to students, employees and other customers. Accounting Services is responsible for the maintenance of records in accordance with the requirements of each funding source, reporting on resources used and providing evidence of compliance with legal provisions.

#### Major Department Milestones and Accomplishments

- Accounts Payable and Procurement and Support Services implemented an online Payee Data Record Form 204.
- General Accounting collaborated with campus stakeholders to complete the Chancellor's Office mandated elimination of CSU funds 543 and 544.
- Cashiering Services provided departments the ability to run their own CashNet Reports, allowing immediate access and eliminating the wait time for reports. The team also installed new credit card chip readers and improved the cash sheet process.
- Student Accounts, in coordination with Continuing and Global Education, Financial Aid and other departments, participated in the Provost Initiative Grant implementation. The team also activated a Student Financial listserv to improve communications with students. This listserv is being heavily utilized by students to communicate with Student Accounts.
- The Perkins Loan Cohort is at 10%, which is well below the 25% ceiling required by the Department of Education. The total number of loans for all loan programs being serviced is 614 and 166 new loans have been issued.
- The Bulldog Card and Imaging team, with the help of their colleagues, designed and implemented a mobile cart to issue student ID cards at various locations on campus and at the Visalia campus. They also implemented a student verification process for group student ID issue sessions.
- Accounting Services was awarded \$8,500 in supplemental funding by the Chancellor's Office to be used for training and professional development of campus staff involved with the administration of student financial aid programs and student accounts, essential equipment replacements, and information security enhancements.

#### Staff Highlights/Accomplishments

- Cashiering Services was recognized during the 2018-19 Chicano/Latino Ceremony for working closely with coordinators in assisting students with payments.

#### Major Challenges

- Maintaining the timely flow of Cashiering Services transactions when the volume of student traffic is high. This has been mitigated by utilizing student assistants to perform back office work and cashier duties during peak times.
- The Student Accounts Fit Gap project. We are working to fill two staff positions to help meet this challenge.

#### Department Goals for Upcoming Year

- Decrease the time it takes to process transactions and improve efficiency by mapping current business processes and eliminating non-value added steps and working collaboratively with our stakeholders.
- Continue to reduce the number of satellite cashiers by having departments utilize e-market and having checks mailed directly to Cashiering Services.
- Complete the Student Accounts Fit Gap Project.
- Fill vacant positions and cross-train staff.
- Provide professional development opportunities for staff.



# Auxiliary Services

## PRIDE POINTS

**4,000**

Events catered by  
Dining Services

**\$1.2 Million**

Kennel Bookstore  
reduced cost of books  
for students by using  
Immediate Access  
e-books

**200,000**

Resident student meals  
served in Dining Hall

**9,000**

Textbooks rented from  
Kennel Bookstore  
(savings of nearly  
\$400,000)

**74%**

Of resident students  
maintaining a 3.0  
GPA or better

**1,322**

Full and part-time  
new Auxiliary hires

**984**

Students residing in  
campus housing  
Spring 2019

**\$34 million**

In grant and contract  
activity post award  
administration

**\$9 Million**

Foundation support  
provided to university  
through scholarships,  
program support and  
special projects



**Nicole Lane**

Associate Executive Director  
and Director of  
Auxiliary Human Resources

### Auxiliary Services includes:

- Kennel Bookstore
- Student Housing
- University Dining Services
- Auxiliary Human Resources
- Auxiliary Information Technology



## Staff: 80 full-time and 408 part-time Managers: 18

Auxiliary Services provides administrative support to five University auxiliary organizations including: The Agricultural Foundation of California State University, Fresno; Associated Students, Inc.; California State University, Association, Inc.; Fresno State Programs for Children, Inc.; and the Fresno State Foundation.

### Major Department Milestones and Accomplishments

- Partnered with AT&T and Campus Technology Services to install WiFi in the Save Mart Center, providing coverage for events and arena guests.
- Kennel Bookstore continued to grow the Immediate Access (IA) e-books Program with very positive results. For the spring 2019 semester, over 13,000 students were served through Immediate Access. Student savings for the year totaled over \$1.2 million. Students saved anywhere from 20%- 60% off the traditional price of a new textbook.
- Kennel Bookstore offered over 1,200 different titles to rent and rented over 9,000 textbooks with a savings of nearly \$400,000.
- Auxiliary Human Resources coordinated and implemented a 403(b) retirement plan for The Bulldog Foundation, including working with multiple vendors to ensure a positive implementation and roll out to employees.
- The Student Housing team continued to strengthen the academic success of our students, increasing participation in our residential life programs by 53% and maintaining an a GPA of 3.2 (74 % of our students maintained a 3.0 GPA or better).

### Staff Highlights/Accomplishments

- Monica Tasier Lyon (Coordinator of Student Housing Operations) and Nicole Lane (Director of Human Resources) earned their Master of Business Admission (MBA) degree.

### Major Challenges

- The increasing cost of benefits and minimum wages.
- Employee retention.

### Department Goals for Upcoming Year

- Complete the feasibility study and financial feasibility analysis for expansion of student housing.
- Continue to improve the academic success of our Student Housing residents by working with the academic advising centers in the different colleges/schools and the tutoring center. This will be evidenced by increasing the average GPA to 3.25 and improving the retention rates of residents.
- Implement a new mobile food app, with an anticipated launch in fall 2019. Estimated annual savings will be \$11,000.
- In partnership with Follett Higher Education Group, work to open a second Kennel Bookstore location (Kennel Marketplace) at Campus Pointe by fall 2019, and partner with University Dining Services to operate a coffee/convenience store concept at the new Campus Pointe location.
- Continue to grow the Immediate Access Program to 185-200 courses. This would increase the number of students that participate to 15,000-16,000; resulting in savings to our students of well over \$1.5 million.



# Environmental Health & Safety/ Risk Management

## PRIDE POINTS

**25,000**

Pounds of hazardous waste removed and disposed of

**188**

Fume hoods inspected and certified

**2,000**

Employees processed to be authorized to drive on state business

**560**

Food waiver requests processed

**132**

Respirator fit tests, training and medical clearances conducted

**307**

Foreign travel insurance requests processed

**714**

Hazardous Waste inspections conducted

**23**

Forklift / Aerial Work Platform training certifications issued

**1,055**

Fire Extinguishers inspected monthly



**Lisa Kao**

Environmental Health and Safety  
Director/Risk Manager

Environmental Health and Safety/  
Risk Management includes:

- Environmental Management
- Safety
- Risk Management



Staff: 5

Managers: 1

Environmental Health and Safety/Risk Management (EH&S/RM) aims to support the overall academic mission, and ensure the protection of the health and safety of the campus community through the effective mitigation of University risk hazards. Our services include Environmental Management (air and water quality management, hazardous waste disposal, protection of public health), Safety (implementation and evaluation of systems and programs applied to the working or learning environment), and Risk Management (services and consultation designed to recognize, assess and minimize risk to campus community health or assets).

#### Major Department Milestones and Accomplishments

- Implemented an assessment tool to give lab Principal Investigators a standardized way to determine what Personal Protective Equipment or other precautions are needed to protect workers. Information was shared during the President's Showcase of Excellence.
- Implemented a procedures tool to provide a method to comply with requirements of Cal-OSHA's lockout/tagout rule.
- Implemented a Fall Protection Authorized User Training for employees from Facilities Management, Theater Arts, Agricultural Operations and Athletics. This new initiative raises awareness of those exposed to fall hazards.
- Hosted a Lean Safety workshop for Fresno State, CSU Bakersfield and CSU Stanislaus employees. Workshop involved Custodial Services employees and managers reviewing work practices for lean process and employee safety improvement opportunities.

#### Staff Highlights/Accomplishments

- Michael Burgess obtained his Certified Industrial Hygiene certification.
- Ryan Preston completed UC EHS Professional training.
- Crystal Torres completed the campus Administrative Academy.
- Lisa Kao was selected to serve on the Executive Committee of the California State University Risk Management Authority (CSURMA).

#### Major Challenges

- Addressing systemwide findings from health and safety audits by the State of California, CSU Board of Trustees and Cal-OSHA.
- Transitioning from Skillsoft to CSU Learn for safety training delivery and documentation. Launching the new system continues to involve a significant amount of staff time and effort. We are working with the Chancellor's Office and our systemwide EHS colleagues to identify methods to improve training compliance that will work within the current system capabilities.

#### Department Goals for Upcoming Year

- Engage management and administration in the open discussion of fall protection needs for campus employees so we can begin to reduce hazards associated with employees working at heights.
- Update and improve the laboratory safety self-inspection checklist to be as user friendly as possible, while still being effective.
- Submit an annual report that effectively meets the requirements of the proposed revisions to EO 1039.
- Identify an effective method to address risks associated with student travel (not course-related).
- Improve the documentation of complaint processing and responses.
- Expand collaborations with academic departments to improve workplace safety.



# Facilities Management

## PRIDE POINTS

**2.5 Million**

Square feet of space  
maintained

**12,000**

Number of Service  
Calls received

**5,915**

Number of work  
orders completed

**6,042**

Number of Warehouse  
orders processed to  
support projects and  
maintenance operations

**4,350**

Lineal feet of sewer  
and sanitary piping  
replaced

**18,000**

Square feet of  
concrete sidewalk  
replaced.

**30,000**

Approximate square  
footage of asphalt  
paving replaced

**1,296**

Key requests filled by  
the Lockshop

**\$25.9 Million**

Invested in capital  
and infrastructure  
projects



**Tinnah Medina**

Associate Vice President for  
Facilities Management

### Facilities Management includes:

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

## Staff: 154

## Managers: 7

Facilities Management provides the campus community with a wide range of services to ensure the campus' physical environment meets the university's learning, research and public service goals by developing and maintaining campus facilities, grounds and infrastructure.

### Major Department Milestones and Accomplishments

- Central Utility Plant: Completed phase 1 of the installation of the cooling towers as a backup to the existing 47 year old equipment. Issued a Request for Qualifications and successfully shortlisted four Private-Public Partnership development teams. Received concept approval (the first in the CSU system). The cost of this project is \$130 million.
- \$25.9 million in capital and infrastructure-related projects completed.
- Campus Care Projects:
  - 1,296 key requests filled and 52 electronic locks installed.
  - 35 fire hydrants replaced, and tested. Repaired over 300 backflow devices to prevent water cross-contamination.
  - Over 18,000 sq. ft. of interior spaces modernized and improved.
  - Installation of 8,500 lb. replacement kiln.
  - Safety improvements at Wright Theater including rebuilding all line sets; adding new safety constraints, cable guides and safety platforms; replacing the fire curtain and upgrading the safety mechanisms; removal of the light bridge and adding an electric line set to safely mount lighting.
  - Added new LED lighting across campus walking path and parking lots for improved safety at night.
  - LED lighting upgrades to the Student Health Center.
  - Installed six water bottle fill stations, increasing total count to 22 stations.
  - Poured over 69 cubic yards of concrete, this is equivalent to 5,520 square feet of concrete sidewalk.
  - The team managed and replaced numerous priority roof repairs across campus equivalent to approximately 14,000 sq. ft.
- Campus-as-a-Living Lab Collaborations and Support:
  - Ornamental Horticulture 1 Class landscape projects at Kremen Education Building and McKee Fisk Building.
  - BOND Program student engagement.
  - Annual EDD STEM tours including photo-voltaic installation.
- New Initiatives:
  - MetaBim Facilities Link: A new facilities information systems platform that will provide easier access to facilities database information, promoting collaboration both within the department as well as across divisions.
  - Space Facilities Databases (SFDB) uploaded into a user friendly interface to share campus space data in a clean and easy to read format. Walked over 760,000 square feet for annual Space Audit.
  - Digital Plan Room: Facilities Management has started to digitize and scan all large format drawings. All plan sets will be electronically physically separated, cataloged and searchable. Over 10,200 sheets scanned to date; anticipate completion by the end of 2019.
  - Minimize and migrate paper processes to digital with the full utility of Docusign and Bluebeam. This will allow digital signatures, review and approval of large format construction drawings.
  - To improve services, Custodial Services added Swing Shift II to shift workload from Graveyard; Grounds Services reorganized operations to shift to a team approach.
  - Started a Sustainable Hydration Program, which will reduce the cost of providing water to our trades employees by 21% and provide a projected savings of 15,000 plastic water bottles a year.
  - Launched Recycle 2020, a major effort to improve the campus-wide waste diversion rate and reduce contamination for recyclable materials.
  - Support of Tree Fresno: CalFire grant by planting 250 trees across campus.

### Staff Highlights/Accomplishments

- Louis Trujillo received his Water Treatment Grade 2 License.
- Paul Johnson elevated his expertise to Water Treatment Grade 4 License.
- Michael White received his Backflow Testing certification.
- Four electricians (Gabe Valencia, Dusty Reeves, Casey Shramm, and Chris Tift) received Electrical Arc-Flash Certification.
- Shane Peal and Dillon Griffith received AHERA Asbestos Abatement training and certification.
- Lori Pardi received Certification in Office Ergonomics.
- Sara Mitchel and Meredith Sandrik successfully completed the first cohort of President's Leadership Academy.

### Major Challenges

- The department is rebuilding after significant leadership changes. Attrition through retirements continues to leave many areas shorthanded. The opportunity of change is embraced and many find ways to increase efficiency in order to maintain our level of service to the campus.

### Department Goals for Upcoming Year

- Implement access to the Electronic Plan Room. Rollout a multiple year digital mobility to provide on-site document access for Facilities staff and the operations team.
- Complete the Central Utility Plant Request For Proposal phase and select and award to a Private Public Partnership team.
- Evaluate and initiate an online Facilities Management Project Tracking system.
- Increase and initiate an improved Service Center process to support better communications to the campus community.
- Fully implement the Recycle 2020 program to increase waste diversion rate.
- Complete the reporting process to the Sustainability Tracking, Assessment & Rating System (STARS) program.
- Update and redesign the Facilities Management website content to reflect the new department functional re-organization.





# Human Resources & Payroll

## PRIDE POINTS

868

Facebook followers  
on Fresno State Jobs

172

Searches  
conducted

99.6%

Compliance rate with  
the Affordable Care  
Act requirements

517

Fee waivers  
processed

44,637

Payroll checks  
processed

71

Ergonomic evaluations  
completed

115

Requests for  
In-Range  
Progression and  
Position Reviews

100%

On-time reporting  
Workers  
Compensation claims

90

New hire welcome  
baskets delivered



**Marylou Mendoza-Miller**

Associate Vice President,  
Human Resources

### Human Resources includes:

- Benefits
- Classification & Compensation
- Compliance & Regulatory Programs
- Employee Assistance Program
- Labor & Employee Relations
- Payroll

Staff: 15

Managers: 8

Human Resources enhances the campus community by attracting, retaining, and supporting a quality workforce. Services provided include Benefits, Classification & Compensation, Employee Assistance Program, Labor & Employee Relations, Payroll, Recruitment, Workers' Compensation and Compliance and Regulatory Programs.

#### Major Department Milestones and Accomplishments

- Created a "Checklist for Search Committee Chairs" and "Checklist for Hiring Managers" to provide a timeline and overview of essential steps in the search process to help search committees successfully recruit a talented and diverse workforce.
- To help campus managers provide an effective onboarding experience for new hires, we created a New Employee Welcome Guide that is full of essential resources for every stage of the new hire process.
- Human Resources partnered with Organizational Excellence and Auxiliary Human Resources to launch Fresno State 101, a semi-annual workshop to enhance the new employee onboarding experience.
- Two lactation stations were added to support employee and student nursing mothers to access additional safe and private location to express milk while continuing to work and/or attend classes. We now offer a total of eight lactation stations throughout campus.

#### Staff Highlights/Accomplishments

- Jennifer Olsen (Payroll) earned her Bachelor's degree in Business Administration.
- Juanita Aguilar (Benefits) was recognized at our fall 2018 Division meeting for her dedication in administering a robust benefits program while providing extraordinary service.

#### Major Challenges

- DHR administration: Staff support was needed to ensure timely completion of cases. A DHR Analyst was hired in spring 2019 to assist with DHR case management and to provide additional support to the AVP for Human Resources.

#### Department Goals for Upcoming Year

- Implement a new faculty payroll calendar.
- Implement PageUp – part of the CSU Common Human Resource System's new process for recruiting and onboarding employees.
- Performance Evaluation Form - rollout via OnBase with support from Technology Services.
- Exit Interview workflow and reporting.
- Training programs including: HR 101 for new managers and staff; ADA/FML; HR Nuts & Bolts for Managers.
- Other initiatives in progress that will be implemented:
  - HR website content redesign
  - Electronic medical leave notification system
  - Workers Injury Form online reporting





# Organizational Excellence

## PRIDE POINTS

226

Number of  
workshops  
offered

624

Number of  
Wellness activity  
classes offered

1,394

Number of employees  
who attended  
workshops

195

Employees participated  
in development  
programs

105

Posters presented at  
President's Showcase  
of Excellence

165

Managers received  
Principles of  
Supervision training

1st

Cohort of 24 employees  
graduated from the  
President's Leadership  
Academy

1,012

Employees attended  
STAR day

63

Participants involved  
in CAIFE projects



**Kathleen Scott**

Director of Organizational Excellence  
and Administrative Operations

### Organizational Excellence Includes:

- Professional Development
- Organization Development
- Leadership Development
- Employee Engagement, Recognition and Climate
- Continuous Improvement

Staff: 2

Managers: 1

Organizational Excellence offers organizational and professional development programs designed to nurture a culture of change and innovation and build organizational and individual capacities in the Fresno State community.

#### Major Department Milestones and Accomplishments

- Strengthened the culture of leadership and increased managerial competencies.
  - Completed the first cohort of the President's Leadership Academy graduating a diverse cohort of faculty, staff and administrators. The program has just welcomed the second cohort of 25 campus leaders.
  - Coordinated sixth cohort of faculty/staff mentor program with 25 staff pairings and 9 faculty pairings.
  - 165 campus managers and leads participated in Principles of Supervision, a 2-day interactive workshop focused on building supervision and management skills.
  - Hosted 10 Leadership Lunch and Learn sessions with 135 participants attending. Topics included Woke Leadership, Detecting Deception, Spirituality & Leadership, A Discussion on "Wait, What? And Life's Other Essential Questions," An Introduction to Lean Thinking and Making Great First Impressions, Becoming A Person of Influence.
  - Welcomed the fourth cohort of the Administrative Academy, a nine-month cohort based learning community for administrative support professionals. Over the past four years, 203 staff from across the University have participated in the Administrative Academy.
- Enhanced innovation, continuous improvement and change management competencies.
  - Completed the third cycle of CAIFE (Creativity And Innovation for Effectiveness) with 63 participants (14 faculty, 25 staff, 13 managers and 11 students) and ten CAIFE teams.
  - Conducted five Lean and Continuous Improvement workshops throughout the year, some open to all on campus, others focused on specific departments.
  - Hosted Prosci Change Management three-day practitioner certification program on campus. Twenty Fresno State employees are currently certified as Prosci Change Management practitioners and supporting various change initiatives across campus.
- Improved the new employee welcome experience.
  - Introduced Fresno State 101 a half-day workshop for new employees focusing on campus operations, policies and traditions. This event was co-sponsored with University and Auxiliary Human Resources and complements other onboarding initiatives including welcome baskets, day-one fundamentals, a benefits orientation and the annual welcome breakfast for new faculty and staff.
- Continued supporting culture of learning.
  - Continued to expand and grow Fresno State's culture of learning offering a diverse selection of professional development opportunities in the following tracks: Navigating Fresno State, Developing a Healthy U, Enhancing Technical Skills and Supervision and Management skills.
  - Partnered with Center for Faculty Excellence to enhance, grow and coordinate learning opportunities and tracking for all faculty and staff.
  - Hosted the ninth annual STAR (Staff Training and Recognition) Day, with record attendance. 1,012 employees attended the 53rd annual service awards luncheon, where 189 employees were recognized for their years of service to Fresno State. Eighteen workshops were held throughout the day, most focused on reinforcing themes connected to our Principles of Community. The keynote speaker, Shola Richards, spoke on the power of positivity.
- Continued focus on Workplace Quality and Employee Engagement.
  - Continued work on action plans created following the 2017 Workplace Quality Survey.
  - Engaged campus in process to create "Principles of Community: How We Treat Each Other" document.
  - Conducted 2nd Workplace Quality Survey in March 2019.
  - Worked with departments across campus, focusing on team building, communication, working together, and celebrating one another's strengths.
  - Offered Strengths training.
  - Facilitated dozens of team discussions on Principles of Community.

- New Initiatives.
  - Engaged campus in process to create Principles of Community document. Currently working on operationalizing the behaviors through numerous efforts including recruiting, onboarding, training, workshops, communications and employee recognition.
  - In February 2019, Fresno State launched the new CSU-wide learning portal, CSU Learn. CSU Learn streamlines online and in person course registration, and enhances record keeping for all courses offered.
  - Strengths training for employees was expanded in October 2018 and is used to equip departments and teams with a greater understanding of one another, as well as how to work more effectively as a team.

#### **Staff Highlights/Accomplishments**

- Katie Williamson was certified as a Gallup Strength Coach.
- Kathleen Scott earned the Ken Blanchard Situational Leadership Trainer Certification and was certified as a Dare To Lead™ Facilitator.
- Kathleen Scott serves on the Board for the Network for Change and Continuous Innovation (NCCI) and is currently the Marketing and Communications Chair.

#### **Department Goals for Upcoming Year**

- Operationalize the Principles of Community and continue offering trainings and facilitating discussions in workgroups to improve the campus culture.
- Focus on enhancing leadership and management development.
- Introduce Dare to Lead and Situational Leadership workshops.
- Develop and track actionable items to respond to Workplace Quality Survey feedback.
- Offer Strengths training to all departments across campus over the next three years.
- Implement new employee recognition programs.
- Continue to strengthen and grow employee development programs and individual learning opportunities.



# Procurement and Support Services

## PRIDE POINTS

**3,611**

Work orders completed  
by Printing Services

**395,744**

Pieces of mail  
processed by  
Mail Services

**3,599**

Purchase Requisitions processed, of  
which 3,187 were  
placed on a Purchase  
Order and 412 on the  
PCard.

**19,444**

Packages received by  
University Warehouse;  
delivered 14,267  
packages.

**22.81**

Tons of metal recycled  
by University Property

**2,520**

Cases of White bond  
paper sold.

**519**

Purchase  
Requisitions were  
rush orders.

**\$95,000**

Volume discounts to  
the campus provided  
by Printing Services.

**8 Million**

Pieces printed by  
Printing Services.  
They also printed  
14,023 square feet of  
sign material.



**Brian Cotham**

Director, Procurement and  
Support Services

**Procurement and Support Services  
includes:**

- Procurement
- Mail Services
- Printing Services
- Warehouse



Staff: 15

Managers: 4

Procurement and Support Services is responsible for providing goods and services and a variety of support functions related to material and service acquisitions, printing services, warehouse and property services and mail services.

#### Major Department Milestones and Accomplishments

- Procurement implemented DocuSign for electronic signatures and Amazon Business for campus PCard holders to make processes more efficient.
- Procurement was awarded the 2018 National Achievement of Excellence in Procurement award for the second year in a row.
- Procurement implemented a new electronic Vendor 204 Payee Data Record form which electronically goes to the vendor to be filled out and then is electronically returned to Procurement.
- Print Shop has reduced outsourcing of print jobs and is currently producing some campus signage in-house.

#### Staff Highlights/Accomplishments

- Zafar Sumler in Mail Services obtained his Master's degree in Family and Child Counseling.

#### Department Goals for Upcoming Year

- Implement Electronic Purchase Requisition form.
- Make a PCard available in each campus department to implement an electronic procurement marketplace for a more efficient buying experience and reduce the number of AP Direct Pay forms.
- Convert all Procurement and Support Services forms to online.
- Implement new real time package tracking software to include deliveries from both the Warehouse and Mail Services.
- Add new equipment to Printing Services to allow for better print products and services, and to be able to fabricate interior ADA compliant signage for our buildings.
- Transitioning to customer service model to better serve campus community.



# Public Safety

## PRIDE POINTS

**1,114**

Police Reports

**87**

Events Coordinated

**9,468**

Doors Opened

**120,000**

Bulldog Express rides  
for students

**4,000**

Clovis Roundup rides  
for students

**191,000**

FAX bus rides for  
students

**27**

Sworn Police Officers

**Every Year**

Annual Night Safety  
Walk with campus  
stakeholders

**1st**

Year applied and  
successfully completed  
process for IACLEA  
Accreditation



**David Huerta**  
Chief of Police



**Jim Watson**  
Acting Chief of Police



Staff: 51

Managers: 6

The Fresno State Police Department is committed to providing a safe and secure environment that fosters collaborative partnerships and trusting relationships. Our 27 sworn officers have full peace officer powers in the State of California.

Public Safety is comprised of two operational areas: Patrol Operations (responsible for the department's law enforcement functions) and Traffic Operations (responsible for the department's parking and traffic management functions).

#### **Major Department Milestones and Accomplishments**

- The department completed the assessment for International Association of Campus Law Enforcement Administrators (IACLEA) Accreditation in April 2019, and has been recommended to be accredited.
- The Police Locker Room and Evidence Room were remodeled.
- A new flag pole was recently installed, along with new landscaping.
- Permanent parking lot lights were installed in Lot P1 to provide a well-lit and safe environment.
- ADA & Roadway upgrades were made to the Barstow Avenue and Satellite Student Union (SSU) loading dock.

#### **Staff Highlights/Accomplishments**

- Officer George Rascon received the lifesaving medal for performing life saving measures while off duty.
- Community Service Specialists assigned to parking enforcement were able to continue to protect ADA parking spaces by confiscating 52 misused placards between January through June 2019.

#### **Major Challenges**

- IACLEA Accreditation was a two and a half year process that required policy implementation, upgrades to locker rooms and a new evidence processing and storage facility. Through the preparation for the accreditation process, the department has set clear standards for the organization, which unifies the vision of the department and sets expectations for employees. This took all members of the department to support and comply with over 200 standards.

#### **Department Goals for Upcoming Year**

- Upgrade the department 911 System.
- Integrate and automate Rims, the Fresno State Police Department's records management system, with the California Law Enforcement Telecommunication System.
- Streamline alternative transportation programs to ensure long term sustainability and efficient operations.
- Maintain and update time sensitive files in compliance with accreditation standards.
- Implement a crime prevention program that supports the Scanning, Analysis, Response and Assessment (SARA) model.



# Title IX and Clery Compliance

## PRIDE POINTS

**>28,000**

Number of students  
assigned Title IX online  
training

**100%**

Completion rate of online  
training by students  
returning for spring  
semester

**24%**

Percentage increase of  
undergraduate student  
knowledge after training

**21%**

Percentage increase of  
graduate student  
knowledge after training

**30**

Over 30 trainings provided  
to distinct groups

**144**

Number of reports staff  
responded to this year



**Jamie Pontius-Hogan**

Director of Title IX and  
Clery Compliance

Title IX and Clery Compliance  
includes:

- Title IX
- Clery Compliance
- Gender equity in athletics

## Managers: 1.25

The office of Title IX and Clery Compliance monitors and oversees the overall implementation of Title IX compliance, as well as the Annual Security Report. This includes the coordination of training, education, communications, and administration of grievance procedures for faculty, staff, students and other members of the campus community regarding Title IX related issues. The office also oversees gender equity in athletics, including training and education programs and responding to concerns. We also coordinate compliance with the Clery Act, to disclose campus security policies and crime statistics.

### Major Department Milestones and Accomplishments

- Responded to 144 reports this academic year. Majority of reports were sexual harassment, followed by sexual misconduct.
- Utilized a new provider for online student training. This new system eliminated preemptive holds on students, allowing students time to complete the training. It also provided an automatic notification process, eliminating the need for multiple/mass emails to be sent from this office.
- Webpage was updated.

### Staff Highlights/Accomplishments

- Implemented the Clery Compliance Team (CCT), in compliance with Executive Order 1107. The purpose of the team is to assist in the collection of information and required crime statistics, including reviewing and ensuring the accuracy of the Annual Security Report (ASR) and campus policies required to be included in the ASR.

### Major Challenges

- While the number of reports received has remained fairly steady in the last few years, the ways in which complainants elect to proceed has changed. Significantly more time was required this year. In addition, the number of full investigations increased, including complex issues involving multiple faculty and staff members.
- The extensive amount of data required to identify all non-campus Clery geographies is very time consuming and required significant assistance and collaboration from multiple departments.

### Department Goals for Upcoming Year

- Schedule regular meetings with the CCT.
- Engage the CCT to identify and own individual contributions for drafting the Annual Security Report.
- Update the online sexual violence prevention training program for returning students, to include new material.

