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Administration and Finance

2019-2020

ANNUAL REPORT

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

Colleagues,

The final quarter of this past academic year was certainly an extraordinary one. I am very proud of how all of you stepped up to the unforeseen challenges as a result of this COVID-19 pandemic. I appreciate the dedication, resiliency, and compassion that our Division, as a team, has modeled during this unprecedented time.

As you can see in the following pages, we have a lot to be proud of, despite the many challenges faced. Our division led the way in many areas during the pandemic from the Facilities team keeping the campus and our workspaces clean and safe to Human Resources supporting our employees navigating various leave options, to Environmental Health and Safety leading the way in establishing and managing campus guidelines for online reporting and contact tracing protocols. Our Financial Services team processed thousands of refunds and implemented several new streamlined business processes supporting our campus in a remote work environment. The team in Procurement and Support Services processed orders for task chairs and sanitizing supplies and online approvals and processes were quickly and efficiently developed and implemented. The Public Safety team was instrumental in the implementation of our Daily Health Screening check process and ensuring the safety of our campus as we transitioned to virtual instruction in spring. Online professional development and engagement opportunities were creatively provided by the Organizational Excellence team, enhancing the ability for our employees to stay connected and continue learning. The Auxiliary Services team processed student housing and meal plan refunds and the Dining Services team supported those working on campus all summer by preparing meals several times a week.

While this academic year will be faced with additional operational changes and budget uncertainty, I am confident that we will continue to navigate these uncharted waters together.

I am so grateful for the opportunity to work along side each and every one of you. Most importantly, thank you for modeling our Principles of Community by demonstrating respect and kindness, collaboration and accountability in everything that we do.

Kind Regards,

*Debbie*

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



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Division of Administration and Finance

# 2019-20 FAST FACTS

**29,765**  
COVID-19 related  
student refunds  
processed



**OVER 900**

COVID-19 related  
telecommuting requests  
processed by Human  
Resources



**1,323**

units checked monthly by EH&S/  
RM team (fire extinguishers, eye  
wash stations, safety showers)

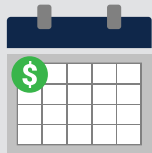
**8,600**

student ID cards  
issued by Bulldog  
Card office



**58,781**

payroll checks  
processed



**33,310**

vouchers  
processed  
by Accounting  
Services



**23,000**

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



**2.5 MILLION**

square feet of  
space maintained  
by Facilities  
Management



**3,360**

key requests filled  
by the Lockshop



**373,866**

pieces of mail  
processed by  
Mail Services



**\$1.8 MILLION**

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

**3,613**

purchase requisitions  
processed by the  
Procurement team



**27,591**

packages received  
by University  
Warehouse



**81,345**

Bulldog Express  
shuttle rides



**129**

Public Record  
requests  
processed



**908**

police reports  
processed  
by our Public  
Safety team

**27**

sworn  
police  
officers



**8,181**

work orders  
completed  
by Facilities  
Management



**490**

Professional Development  
Workshops offered by  
Organizational Excellence

**98,124**

transactions  
(online and in person)  
processed by  
Cashiering Services



# HIGH-FIVES



## GOES ABOVE & BEYOND

### JUANITA AGUILAR

Human Resources

### ANNA ANDALON

Accounting Services

### VALERIE BARBA

Facilities Management

### DEREK BRANTLEY

Traffic Operations

### TIFFANY BURMEISTER

Warehouse & Property Services

### ANDREW COREA

Facilities Management

### MEGAN DOERING

Foundation Financial Services

### ERNEST ESCALANTE

Facilities Management

### MIKAELA FIRMAN

Auxiliary Human Resources & Payroll

### RACHEAL FREEMAN

Facilities Management

### LISA GARCIA

Traffic Operations

### CELIA GONZALEZ

Procurement and Support Services

### DILLON GRIFFITH

Facilities Management

### TERESITA GUTHRIE

Human Resources

### BRITTANY ISOM

Human Resources

### NICOLE LANE

Auxiliary Services

### JEANNIE LEANOS

Traffic Operations

### KRISTY LOMELI

Facilities Management

### AMY LUNA

Public Safety

### CHRISTINA MARTINEZ

University Dining Services

### MATT MONTEZ

Facilities Management

### STEPHANIE MOUA

Accounting Services

### MIKE NOURIAN

Facilities Management

### MARY OWENS

Procurement & Support Services

### CHRISTINE PAREDES

Human Resources

### DENISE PEARCY

Printing Services

### SARA PENA

Auxiliary Human Resources & Payroll

### ANGELICA REYES

Office of Vice President for Administration & CFO

### JERRY ROBERTSON

Facilities Management

### ROBERT RODRIGUEZ

Human Resources

### KATHLEEN SCOTT

Office of Vice President for Administration & CFO

### SUZANNE SHAW

Office of Vice President for Administration & CFO

### KEVIN TALOZA

Procurement & Support Services

### GINA TAMEZ

Accounting Services

### ANSELMO TEJEDA

Facilities Management

### NATACHA THOMPSON

Human Resources

### ELOISA VALDIVA

Organizational Excellence

### KRIS WESTCOTT

Office of Vice President for Administration & CFO

### KATIE WILLIAMSON

Organizational Excellence

## PROVIDES EXCELLENT CUSTOMER SERVICE

### GRACE BORBE

Facilities Management

### ANTOINETTE CASTANON

Accounting Services

### BRIAN COTHAM

Procurement and Support Services

### KENT CRUZ

Auxiliary IT

### DAVID DENNIS

Facilities Management

### MIKE DORITY

Facilities Management

### ROBIN DUNN

University Dining Services

### JOHN FUGATT

Financial Services

### CELIA GONZALEZ

Procurement and Support Services

### JAMIE HATA

Foundation Financial Services

### KELLEY KITZMILLER

Foundation Financial Services

### LORA KUTKA

Accounting Services

### CATHY LEGARRETTA

Human Resources

### CHRISTINA MARTINEZ

University Dining Services

### TINNAH MEDINA

Facilities Management

### EVANGELINA MORRIS

Foundation Financial Services

### STEPHANIE MOUA

Accounting Services

### MIKE NOURIAN

Facilities Management

### MARY OWENS

Procurement and Support Services

### LORI PARDI

Facilities Management

### DENISE PEARCY

Printing Services

### CRYSTAL QUINTERO

Human Resources

### JIM RAY

Facilities Management

### KATHLEEN SCOTT

Office of Vice President for Administration & CFO

### ANASTASIA TOLMASOFF

Human Resources

### MONICA VALENCIA

Human Resources

### KRIS WESTCOTT

Office of Vice President for Administration & CFO

### KATIE WILLIAMSON

Organizational Excellence

### STEPHANIE XIONG

Accounting Services

### SIA YANG-VANG

Foundation Financial Services

## MODELS THE PRINCIPLES OF COMMUNITY

### CHINDA DOR

Traffic Operations

### ESTHER GONZALEZ

Office of Vice President for Administration & CEO

## SAVED MY BACON!

### RACHEL ATWOOD

Facilities Management

### PAULA CLARK

Payroll Services

### CELIA GONZALEZ

Procurement and Support Services

### KELLY MILLS

Auxiliary Accounting

### EVANGELINA MORRIS

Foundation Financial Services

### MIKE NOURIAN

Facilities Management

### MARY OWENS

Procurement and Support Services

### SUZANNE SHAW

Office of Vice President for Administration & CFO

### KEVIN TALOZA

Procurement and Support Services

### ELOISA VALDIVA

Organizational Excellence

### VICTORIA WALTER

Facilities Management

## ACCOUNTING SERVICES

### GOES ABOVE & BEYOND

Without their help, we would not be able to run a successful summer. So grateful for each and every one of the staff!

## FACILITIES MANAGEMENT - GROUNDS

### SAVED MY BACON!

A big thank you to our grounds team who helped make the Armenian Genocide monument look so beautiful in honor of Armenian Martyr's Day.

## FOUNDATION HUMAN RESOURCES

### GOES ABOVE & BEYOND

## DINING SERVICES

### GOES ABOVE & BEYOND

We are so appreciative of the great service they offer. It is highly appreciated by the employees who are on the front lines.

## PAYROLL SERVICES

### SAVED MY BACON!

## PUBLIC SAFETY

### GOES ABOVE & BEYOND

There is a core team that serves our campus 24/7... We appreciate you so VERY much!!

# 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

Blanca Camacho (Public Safety): Teaching Credential

Christy Cee (Public Safety): Masters in Business Administration degree (MBA)

Chris Catalano (Public Safety): Masters in Business Administration degree (MBA)

Lisa Wilber (Auxiliary Services): Certified Management Accountant (CMA) exam

## Licenses, Certifications

Michael Burgess (Environmental Health & Safety/RM): Safety Professional Certification renewed

John Gavel, Jared Struck, Ted Guerrero (Public Safety): Supervisors Leadership Institute for Sergeants

Paul Johnson (Facilities Management): Backflow Prevention Assembly Tester, Water Treatment Operator Certification renewed

Shane Peal (Facilities Management): Asbestos Accreditation certification renewed

Casey Schramm (Facilities Management): California Certified Electrician Certification renewed

Michael White (Facilities Management): Backflow Testing certification renewed

## Recognitions

Eva Owens (Accounting Services): Lifelong Learner 2019-20 Staff Award

Denise Munoz (Accounting Services), Dusty Guthier (Auxiliary Services), Jose Alcaraz (Facilities Management), Brittany Isom (Human Resources), Lt. Jennifer Curwick and Lt. Jared Struck (Public Safety), Diana Sewell (Office of VP Administration and CFO) and Denise Percy (Printing Services): Recognized for their contributions at the fall 2019 Division Meeting.

Abigayle Egger, Yesenia Hernandez, Alma Hernandez (Public Safety): Mothers Against Drunk Driving (MADD) Award

Keith Kompsi (Foundation Financial Services): Honorary member of Phi Kappa Phi.

Officer George Rascon (Public Safety): Recognized by Chancellor White in January for performing life saving measures off duty in May of 2018.

Fresno State Police Department: Spirit of Service Award, presented by the Jan and Bud Richter Center for Community Engagement and Service Learning.

## Administrative Academy Graduates

Dario Lemus (Auxiliary Services)

Paola Linares (Accounting Services)

Virginia Nevarez (Accounting Services)

Eva Owens (Accounting Services)

Maria Simental (Human Resources)

Christy Wilborn (Facilities Management)

## President's Leadership Academy 2020 Graduates

Jamie Pontius-Hogan (Title IX and Clery Compliance)

Jeff Prickett (Facilities Management)

Monica Tasier Lyon (Auxiliary Services)

Jim Watson (Public Safety)



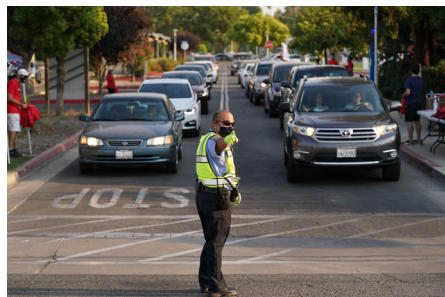
## Mentor Program Graduates

### Protegees:

Eva Owens (Accounting Services)  
Dillon Griffith (Facilities Management)  
Jake Bergen (Facilities Management)  
Jamie Horio (Environmental Health & Safety/RM)  
Jennifer Olsen (Payroll Services)  
Robert Tillema (Facilities Management)

### Mentors:

Erin Boele (Auxiliary Services)  
Brian Cotham (Procurement and Support Services)  
Marcy Gatzman (Public Safety)  
Amy Luna (Public Safety)  
Jamie Pontius-Hogan (Title IX and Clery Compliance)  
Kathleen Scott (Organizational Excellence)



# Service Awards

## 5 YEARS

Ashley Alba	Accounting Services
Amanda Chamberlain	Auxiliary Services
Kirsten Corey	Human Resources
Charles De La Cerda II	Auxiliary Services
Paul Diaz	Facilities Management
Michael Dority	Facilities Management
Robin Dunn	Auxiliary Services
Margaret Garcia	Auxiliary Services
Veronica Garcia	Auxiliary Services
Lorena Hernandez	Facilities Management
Alice Morrow	Facilities Management
Stephanie Moua	Accounting Services
Simon Nameesai	Auxiliary Services
Virginia Nevarez	Accounting Services
Frank Oseguera	Auxiliary Services
Debra Penner	Public Safety
Paul Rivas	Facilities Management
Ryan Sepulveda	Human Resources
Natacha Thompson	Human Resources
Salvador Vazquez	Facilities Management
Michael VonDohlen	Printing Services
Darren Williams	Facilities Management

## 10 YEARS

Michele Dunlap	Auxiliary Services
Juanita Gonzales	Auxiliary Services
Scott Guthrie	Auxiliary Services

## 15 YEARS

Michael Burgess	Environmental Health & Safety/RM
Charlene Cornell	Public Safety
Ernest Escalante	Facilities Management
Ella Hamilton	Facilities Management
Paul Johnson	Facilities Management
Keith Kompsi	Auxiliary Services
Jeannie Leanos	Public Safety
Madeline Lopez	Facilities Management
Marisol Martinez	Auxiliary Services
Mark Plattner	Auxiliary Services
Kimberlee Spencer	Auxiliary Services
Jared Struck	Public Safety

## 20 YEARS

Jean Aguayo	Budget and Resource Planning
Lori Alamano	Police
Javier Lucatero	Facilities Management
Robert Rothschild	Facilities Management



# Service Awards

## 25 YEARS

Jennifer Curwick  
Marcy Gatzman  
Lisa Kao  
Janice Loo

Public Safety  
Public Safety  
Environmental Health & Safety/RM  
Accounting Services

## 35 YEARS

Josie Almeida  
Pam Lewis

Accounting Services  
Budget and Resource Planning



# Accounting Services

## PRIDE POINTS

**29,765**

COVID-19 related  
student refunds  
processed

**521**

Online payment plans  
created

**\$157,256**

Electronic billing records  
processed

**98,124**

Transactions processed

**\$140 million**

Total of student refunds  
processed due to COVID-19

**8,600**

Student ID cards issued  
by Bulldog Card Office



**John Fugatt**

Assistant Vice President for  
Financial Services

### Accounting Services includes:

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

Accounting Services is dedicated to providing excellent customer service to our campus community including Students, Staff, Faculty, and Community Members. The department is continually looking to provide the most cost effective, and streamlined methods of delivering service through technology and improved processes and procedures. The department is responsible for charging, billing, collecting, processing, and posting the revenues and expenses for the University while observing all state and federal laws.

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

- Student Financial Services implemented online payment plans for students allowing them to spread their payments over three months. The team also upgraded the Western Union payment option for students expanding payment wallets and other payment options for International Students.
- The entire office learned how to use Zoom, Docusign, and printing to PDFs in a remote environment reducing the timeline for receiving and sending documents.
- Accounts Payable, Accounts Receivable, and Travel were able to convert most of their operations to paperless methods using Docusign.
- The Bulldog Card office added suicide prevention contact numbers to all new ID cards.

### **Staff Highlights/Accomplishments**

- The Accounting Office received four High Five awards for excellent service to our campus community. Six of our staff also received individual High Five awards (Anna Andalon, Stephanie Moua, Gina Tamez, Lora Kutka, Antoinette Castanon, Stephanie Xiong).

### **Major Challenges**

- Receiving payments and forms from students and staff and distributing payroll checks in a safe yet customer friendly environment during the COVID-19 pandemic.
- Developing, implementing and communicating new procedures to transmit data and forms to our campus community in a quickly changing environment caused by the pandemic.
- Adjusting quickly to changes in technology working remotely in a telecommuting environment.

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

- Student Financial Services will move to a single payment deadline for student tuition and fees payments fall 2020; automate the upload of Health Center and Library charges to allow students to see their charges on their student account and pay from home, and implement an Automated Call Distribution phone system to provide better and more efficient service to our students.
- The Bulldog Card Office will implement electronic submissions of photos for ID cards
- General Accounting is working to automate the upload of the daily cashing and student system feeds to the General Ledger, streamlining the process.
- The entire office will continue to look for ways to provide paperless options for submitting documents and other requests for processing.





# Auxiliary Services

## PRIDE POINTS

**7,448**

FETCH users

**\$1.8 Million**

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

**10,000**

FETCH orders per month

**\$1.2 Million**

Refunded to students  
in housing due to  
COVID-19

**74%**

Of resident students  
maintaining a 3.0  
GPA or better

**1,064**

Full and part-time  
new Auxiliary hires

**15,000**

Students purchased  
books through Immediate  
Access e-books

**\$32 million**

In grant and contract  
activity post award  
administration

**\$11 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

Auxiliary Services provides administrative support to six 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.; the Athletic Corporation, and the Fresno State Foundation.

### Major Department Milestones and Accomplishments

#### Administration/Accounting

- Provided financial analysis and information to the board and audit committee during response to the COVID-19 pandemic in an effort to minimize financial impact to the Association.
- Worked collaboratively with the leadership team to help navigate the pandemic impacts to each respective unit.
- Updated the Business Continuity Plan, ensuring the plan is up to date based with current business practices.
- Continued to administer the development and construction activities associated with Campus Pointe.
- Developed new partnership with Kennel Bookstore and Follett Higher Education Group to provide management and operational services to the Kennel Bookstore and Kennel Marketplace.

#### Auxiliary IT

- Started the transition from a three year computer lease rotation to a five year rotation, resulting in expense reduction.
- Upgraded the storage capacity of the Auxiliary File Server. This low cost solution extended the life of the file server by two years, delaying an expensive server replacement.
- Worked with two vendors to implement wireless point-of-sale tablets at the Save Mart Center, allowing for quicker ordering in the luxury suites and on the concourse.
- Updated the digital signage system and process used in the University Student Union. The new system allows for easier updates of content. We continue to use the no-cost solution RiseVision to manage the display hardware, and have added a no-cost Wordpress front-end for content updating.

#### Kennel Bookstore

- Successfully transitioned to a Follett Higher Education managed bookstore. We were able to bring in lower price point apparel items to meet the demand of ensuring budget friendly products for our students. As part of the Follett partnership, successfully transitioned all campus receivables accounts over to the Follett system to meet the needs of the campus community.
- Continued to grow the Immediate Access (IA) E-books Program with very positive results. Immediate Access sales revenues nearly doubled to \$2.1 million in total sales compared to the previous year, while providing course materials on the first day of instruction to over 15,000 students. Student savings for the academic year totaled over \$1.8 million. Students saved anywhere from 20%- 60% off the traditional price of a new textbook.

#### Student Housing

- Continued to strengthen the academic success of our students by meeting with all students who fell below target GPAs, offering incentives for positive academic achievements, and providing leadership development opportunities and residential life programs to our students. Through this effort, we increased participation in our residential life programs by 53% and maintained our GPA at 3.2 (with 74 % of our students maintaining a 3.0 GPA or better).
- Continued to develop and execute new marketing campaigns to better engage our students and their parents. Through this process, we significantly increased our online presence, increased students into the development of our video and recruitment efforts and engaged incoming student groups with overnight stays.
- Continued to improve facilities through the addition of new windows, replacement of bathroom floors, floating of walls and updating patio and student housing front desk.
- Successfully transitioned students off campus in a short period of time, provided safe residence for our students who needed to stay, and refunded over \$1.2 million to support our students through the COVID-19 pandemic.

#### Dining Services

- Successful implementation of NetNutrition in the Residence Dining Hall. Through this program, we have been able to provide nutritional information to students and further help meet the needs of those with dietary restrictions or preferences.
- Successful implementation of Late Night Dining at the Residence Dining Hall, Monday-Thursday until 9:00 p.m., allowing residents to still have access to meals if they should have classes or other late night obligations.
- With the unexpected closure of our retail dining operations due to COVID-19, many employees were shifted to the Residence Dining Hall to work. They were tasked with duties they were not familiar with, or had not done in a number of years. The team faced their new circumstances with a positive attitude and willingness to do whatever was needed.



#### Auxiliary HR

- Conducted 78 recruitments for benefited positions and processed 1,064 new hires (full time and part time).
- Coordinated and implemented a new 403(b) retirement plan for Fresno State Programs for Children, replacing the outgoing 401(k) plan.
- Successfully transitioned Fresno State Programs for Children to an automated time-keeping system, which will allow for online time-cards and a more efficient way to process payroll.

#### Staff Highlights/Accomplishments

- Eva Carmona (Kennel Bookstore) was promoted to Course Materials Manager.
- Jeremiah Howard joined the Auxiliary IT team in November 2019.
- Keith Kompsi (Foundation Financial Services) was named an honorary member of Phi Kappa Phi.
- Patty Terry (Kennel Bookstore) was promoted to Operations Supervisor.
- Lisa Wilber (Auxiliary Accounting) passed the Certified Management Accountant exam (CMA).
- Ryan Wilber (Kennel Bookstore) was promoted to Shipping and Receiving Lead.
- Brad Sorensen and Kent Cruz retired. We thank them for all the contributions they have made to Auxiliary Services and to the Campus, and wish them all the best in retirement.

#### Major Challenges

- The impact of COVID-19 was the largest challenge.
- Dining Services: Reinventing how we service the students, faculty and staff at Fresno State during these unprecedented times. Adjusting our offerings, facilities and procedures to accommodate new regulations, while providing the campus community with the confidence and piece-of-mind that their health and safety, and that of our employees, is most important.
- Student Housing: Students shared an increase in mental health concerns.

#### Department Goals for Upcoming Year

- Technology infrastructure planning for new dining location at Campus Pointe.
- Begin transition of Dining Services point-of-sale from Blackboard Transact to Quadpoint.
- Working within public health guidelines, provide housing to students who have a need for a safe place to stay.
- Redefine all programming, academic support, community building, etc. within new guidelines provided by State, Federal and Community policies and recommendations.
- Continue to improve the academic success of our Student Housing residents by working with the academic advising centers within the different colleges and the tutoring center. This will be evidenced by increasing the average GPA to 3.25 and improving the retention rates of residents.
- Continue to explore alternatives for late night dining for our resident students.
- Continue to evaluate food trends and identify any relevant changes that should be made to improve the culinary offerings within the campus community.
- Ensure the new Kennel Marketplace at Campus Pointe (including Starbucks) is fully operational and stable.
- Continue to grow the Immediate Access Program, with an anticipated number of courses growing to over 250. This would increase the number of students that participate to 17,000-18,000 (or 70% of the total student population); resulting in savings to our students of well over \$2,000,000.
- Continue to work with Follett to develop a strong marketing/advertising campaign to promote and engage with students, faculty, and staff.



# Environmental Health & Safety/ Risk Management

## PRIDE POINTS

**23,000**

Pounds of hazardous  
waste removed and  
disposed of

**122**

Fume hoods inspected  
and certified

**725**

Employees processed  
to be authorized to  
drive on state business

**296**

Food waiver requests  
processed

**76**

Respirator fit tests,  
training and medical  
clearances conducted

**78**

Pedestrian pathways  
repaired

**16,000**

Chemical containers  
inventoried

**25**

Forklift / Aerial Work  
Platform training  
certifications issued

**1,073**

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

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

- Completion of a Medical Monitoring Plan to consolidate compliance-related information that had been previously spread amongst individual safety programs.
- Migration of the Science Building chemicals inventory into the campus online chemical inventory system. This allows campus employees to easily update inventories, and to identify and implement the chemical-specific safety measures. Additionally, EH&S/RM is able to generate reports needed to support other campus initiatives, such as remodeling and construction project planning.
- Development and implementation of online safety hazard assessment tools for use in non-lab environments, which helps managers, department safety coordinators, faculty researchers and the EH&S/RM team's ability to identify issues to be prioritized for mitigation.

### Staff Highlights/Accomplishments

- Michael Burgess renewed his Certified Safety Professional certification and attended 40 Hour of Arts, Crafts & Theater Safety training and 7.5 Hours of Improving Airflow in Labs and Critical Workspaces training.
- Marissa Castillo, REHS joined the team in December 2019 as an Environmental Health and Safety Specialist.
- Jaime Horio participated in the 2019-20 Mentoring cohort and completed the Fresno County Department of Public Health Contact Tracing course.
- Lisa Kao served as a member of the CSURMA Executive Committee (EC) and EC Liaison to the CSURMA Athletics Injury Medical Expense Committee.
- Lisa Kao, Jaime Horio, John Hung, and Marissa Castillo completed the Johns Hopkins Contact Tracing course.

### Grants Received

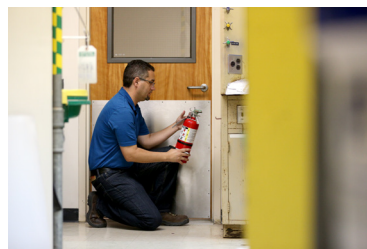
- We were involved in the development and submission of two system-wide EH&S/RM grant proposals which resulted in the award of two different CSURMA grants:
  - \$75,000 for lab spill mitigation training and safety culture improvement.
  - \$25,000 for additional inspection and standard operating procedure assets.

### Major Challenges

- Addressing system wide findings from health and safety audits by the State of California, CSU Board of Trustees and Cal-OSHA. We worked with our system-wide EH&S and local campus colleagues to identify and implement effective and feasible strategies and best practices to address the findings.
- The COVID-19 pandemic and its effect on campus operations have had a significant impact on the department as our efforts and focus turned to COVID-19 exposure risk mitigation, participating in the repopulation planning, COVID-19 reporting protocols, trainings and contact tracing reopening plan development initiatives.

### Department Goals for Upcoming Year

- Continue to review and update safety manuals as needed to reflect applicable changes in processes and procedures.
- Communicating the role of EH&S/RM and the importance of safety to the campus community.
- Improve Department Safety Coordinator engagement in support of overall campus Injury and Illness Prevention Program compliance.
- Strengthen campus compliance with standard youth protection guidelines, to include the development of a campus policy.
- Provide effective COVID-19 exposure mitigation investigations to meet Cal-OSHA requirements, and support Fresno County Department of Public Health Contact Tracing efforts.



# Facilities Management

## PRIDE POINTS

**2.5 Million**

Square feet of space  
maintained

**10,216**

Number of Service  
Calls received

**8,181**

Number of work  
orders completed

**7,499**

Number of Warehouse  
orders processed to  
support projects and  
maintenance operations

**46,373**

Plans and drawings  
scanned into a digital  
format

**125**

Exterior blue  
recycling bins placed  
across campus

**24%**

Reduction in water  
usage compared to  
2013

**\$45.5 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



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**

- Capital and infrastructure-related projects:
  - Central Utility Plant: Demolished the 47 year old wooden cooling tower. Issued a Request for Proposals, with (4) Private-Public Partnership competing development teams.
  - Lynda & Stewart Resnick Student Union: started construction for the new 84,000 square foot facility.
  - Completed:
    - North Gym Annex Locker room remodel
    - North Gym/South Gym remodel
    - Equestrian Locker Room
    - Sewer Replacement Project Phase 3
    - Program for Children Expansion (FFS & ED-10)
    - SSU ADA & Trash Upgrades
    - McL 277/277A Environmental Health Lab
- Campus Care Projects
  - 3,360 key requests filled and 54 electronic locks installed.
  - Installed two water bottle fill stations, increasing total count to 24 stations.
  - Over 14,702 sq. ft. of interior spaces modernized and improved:
    - UC 100, 100A & 100k Admissions and Recruitment
    - UC 100k: Veterans Center
    - IT 296/298
    - S1-182: Geography
    - JA-224 SSS
    - JA-256: ISSP
    - ED-420: CalState TEACH
    - HML 2201 & 3101 Retrofits
  - Bulldog Trail Exercise Equipment.
  - Bulldog Stadium & Warehouse Roof Projects.
- Campus-as-a-Living Lab Collaborations and Support
  - Ornamental Horticulture 1 Class, landscape projects at Kremen Education and McKee Fisk Buildings.
  - BOND Program student engagement.
  - Annual EDD STEM tours.
- New Initiatives
  - MetaBim Facilities Link, a new facilities information systems platform was fully implemented, providing easier access to facilities database information.
  - Electronic Plan Room: digitized and scanned 46,376 large-format drawings and plans which are now fully accessible online to facilities staff.
  - Online Service Request is now fully functional, allowing campus clients to review their submitted work orders and check statuses through a visual, easy-to-use module.
  - Launched the reporting process to the AASHE Sustainability Tracking, Assessment & Rating System (STARS) program.
  - Launched Recycle 2020, a major effort to improve campus wide diversion rates and reduce contamination for recyclable materials. Distributed 125 exterior blue recycling receptacles across campus.
  - Made several upgrades to the campus cooling and heating controls; much of this design, install and programming completed by our own Fresno State Central Plant team.



### Staff Highlights/Accomplishments

- Jake Bergen was promoted to the position of Associate Director of Construction
- Grace Borbe was hired as the Associate Director of Planning & Design
- Reinalda Dominguez was hired as a Service Center Associate
- Racheal Freeman was promoted to Supervising Locksmith
- Dillon Griffith was promoted to Building Trades Manager
- Meredith Sandrik was promoted to Facilities Information Systems and Service Center Manager
- Casey Schramm renewed his California Certified Electrician certification
- Robert Tillema was promoted to Grounds Manager
- Luis Toledo was hired as a Facilities Worker
- Victoria Walter was hired as a Service Center Associate
- Christy Wilborn was promoted to position of Capital Projects Budget Analyst

### Grants Received

- Planted 327 trees across campus in support of the Tree Fresno: CalFire grant.

### Major Challenges

- The department continued to rebuild as attrition through retirements left many areas short staffed.
- The impacts of COVID-19 left our department with modest staffing during a critical time. We strategized by building our efficiency and creativity as we completed much needed work and sanitization.
- In addition to extensive cleaning and sanitization of occupied spaces, our custodial team has sanitized and sealed many spaces and continues to push forward to make the campus safe, clean, and healthy.
- 121 hand dryers campus wide were disabled and 84 paper towel dispensers were installed to mitigate the spread of contaminants in restrooms across campus.
- We began the process of changing 3,000 air filters across campus to ensure clean and safe air quality.

### Department Goals for Upcoming Year

- Update and redesign our website to reflect the new department functional reorganization.
- Initiate a comprehensive survey to the campus to update digital CAD based plans.
- Evaluate and initiate an online custodial management tracking system and generate a Campus Cleaning Custodial Services Handbook.
- Initiate an online Capital Projects management tracking system.



# Human Resources & Payroll

## PRIDE POINTS

**1,047**

Facebook followers  
on Fresno State Jobs

**>900**

Telecommuting  
requests processed

**87**

Searches  
conducted

**516**

Fee waivers  
processed

**58,781**

Payroll checks  
processed

**56**

Ergonomic evaluations  
completed

**105**

Requests for  
In-Range  
Progression and  
Position Reviews

**100%**

On-time reporting  
Workers'  
Compensation claims

**60**

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

Human Resources (HR) 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**

- Communicated the impact of HR related COVID-19 information to the campus community regularly.
- Partnered with Organizational Excellence to provide regular HR Forums for Managers via Zoom to provide guidance and direction regarding the evolving changes.
- Centralized submission of benefit documents (health, voluntary benefits and fee waivers) through our new benefits email portal [Benefits@mail.fresnostate.edu](mailto:Benefits@mail.fresnostate.edu)
- Benefits orientations for new staff and MPPs are now conducted via Zoom.
- Benefits and ADA teams collaborated to conduct ADA/FML trainings for managers.
- Increased workers' compensation settlements by 40% over the last fiscal year.
- Implemented the new Academic Payroll Calendar, from a 4-6-2 to a 5-6-1 calendar, which streamlined faculty payroll and benefits processes.
- Cal Employee Connect is now available for employees to access earnings statements and W-2s online.
- Expanded outreach, customer service and information efforts through presentations to various departments and union membership meetings.
- Resolved over 100 labor relations issues, including staff concerns, meet and confers, and satisfied information requests.
- Streamlined the ADA interactive process, by coordinating the efforts of the Leave Coordinator and Benefits Manager with the ADA interactive process. With the Benefits area involved, a more cohesive process has been established to ensure that faculty and staff have their accommodation needs met.

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

- Our payroll team, Wes Scheibly (Payroll Manager), Paula Clark, Trisha Brown, Jennifer Olsen, and Kearny Sidhu are dedicated professionals who serve our campus community with consistency, accuracy, and care.

#### **Major Challenges**

- Ergonomics: The COVID-19 pandemic disrupted the ergonomic evaluation process on campus. We adapted to this change by finding useful tools for employees to refer to while working at home.
- Benefits: The pandemic added additional COVID-19-related leave programs and processes, additional workload, the learning of DocuSign, and the development of PeopleSoft tracking. This has been a fluid process in interpreting and implementing the various types of leaves. Communication continues to be key at all levels which begins at the Chancellor's Office.
- Payroll: The pandemic significantly altered our payroll operations and our staff had to adjust to the sudden and fluid changes. Our payroll team rose to the challenge and through the leadership of Wes Scheibly, Payroll Manager, the team's ingenuity flourished and their bold spirit overcame the challenges of increased transactions and different processes which required additional auditing and follow up to ensure employee pay remained accurate.
- Classification & Compensation: The COVID-19 pandemic has caused delays and challenges in reviewing requests for position reviews and in-range progressions when meeting with employees and management and responding to their concerns. We are continuing to conduct good faith reviews of requests as they are received; however, COVID-19 has caused limitations in our ability to approve such requests given the budget situation.
- Overall: Challenges will continue with COVID-19 evolution, as the pandemic subsides and employees and students transition back on campus. Human Resources and Payroll will need to continue working with campus leadership to identify best practices to support telecommuting employees and assist in developing strategies to support employees as they transition back on campus.

### Department Goals for Upcoming Year

- Provide timely communication, guidance, support and care to address the needs and morale of our campus community as we navigate tremendous change and budget reductions.
- Deliver virtual training programs including HR 101 training for new managers and staff, ADA/FML, Leaves, Collective Bargaining and Employee Relations training for managers.
- Continue the PageUp implementation, including the Onboarding Portal and process guides.
- Streamline payroll workflows by improving absence management processing and updating time-keeper training and resources.
- Track temporary telecommuting agreements in PeopleSoft to provide more efficient accounting and reporting of the remote workforce during the phased repopulation of our campus.
- Implement an electronic medical leave notification system.
- Provide an online reporting Workers Injury Form.
- Redesign the HR website.





# Organizational Excellence

## PRIDE POINTS

490

Number of  
workshops  
offered

312

Employees attended  
Wellness classes

1,100

Number of employees  
who attended  
workshops

23

Leadership courses  
offered

2

New staff recognition  
programs launched

200

Number of employees  
attended leadership  
workshops

2nd

Cohort graduated from  
the President's Leader-  
ship Academy

4

Year long programs  
launched to advance  
learning and commu-  
nity building

16

Online Toolkits  
launched to support  
virtual and asynchro-  
nous learning



**Kathleen Scott**

Director of Organizational Excellence  
and Administrative Operations

### Organizational Excellence Includes:

- Professional Development
- Organizational Development
- Leadership Development
- Employee Engagement, Recognition and Climate
- Continuous Improvement and Change Management



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**

- Maintained commitment to staff and faculty development
  - Continued to expand and grow a culture of learning by 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.
  - Offered 490 on campus learning opportunities for faculty and staff with 1,100 unduplicated employees attending at least one.
  - Offered an additional 252 wellness activity classes with 312 employees participating.
  - Completed 2nd Cohort of President's Leadership Academy with 24 emerging campus leaders.
  - Completed 5th Cohort of Administrative Academy with 33 participants.
  - Completed 8th cohort of Faculty Staff mentor program with 48 participants (17 staff proteges and 7 faculty proteges).
  - Hosted 23 leadership sessions including 10 Leadership Lunch and Learn gatherings with an average of 40 employees participating.
  - Offered robust leadership programming including Dare to Lead, Situational Leadership and Principles of Supervision workshops to 200 campus leaders.
  - Launched 16 online toolkits for employees. Focus areas included: tools for managers, difficult conversations, embracing the Principles of Community, Mindful Meeting Meditations and email/communication/grammar and writing.
- Focused on workplace quality, engagement and employee recognition
  - Supported the campus adoption of the Principles of Community through communications, onboarding, professional and organizational development and employee recognition programs.
  - Began development of employment brand. Completed eight focus groups to capture feedback from faculty, staff and managers on what makes working at Fresno State unique and special.
  - Created numerous opportunities to collaborate and innovate in order to encourage learning, facilitate engagement and build community.
  - Launched High Five employee recognition program. 541 High Fives were issued and celebrated between November and June.
  - Launched first annual staff awards recognizing four staff members for modeling above and beyond service and excellence.
- Advanced our Culture of Continuous Improvement, Innovation and Excellence
  - Conducted fourth Bold ideas Challenge. 96 ideas were submitted and six were selected as winners.
  - Facilitated fifth annual President's Showcase of Excellence which was presented virtually with 45 examples of innovation and best practices.
  - Certified two campus leaders in Lean and Continuous Improvement methodologies.

### **Staff Highlights/Accomplishments**

- Kathleen Scott was honored with the 2019 Leader of Change award presented by the California Higher Education Collaborative.
- Fresno State Organizational Excellence was invited to participate on a panel to discuss institutional values at the Network for Change and Continuous Innovation annual conference.
- Kathleen Scott was invited to serve on the Prosci Return to Work National Advisory board.

### **Major Challenges**

- Like everyone, we pivoted in March to a virtual environment ensuring our colleagues continue to have meaningful opportunities to learn, stay engaged and build community.

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

- Continue to offer rich and meaningful learning and engagement opportunities.
- Modify cohort based development programs to include asynchronous and synchronous learning and engagement experiences.
- Continue to support campus commitment to workplace quality, climate, engagement and building community for all faculty and staff.
- Advance the culture of continuous improvement and adapting to change.

# Procurement and Support Services

## PRIDE POINTS

2,939

Work orders completed  
by Printing Services

373,866

Pieces of mail  
processed by  
Mail Services

3,613

Purchase Requisitions processed, of  
which 2,971 were  
placed on a Purchase  
Order and 642 on the  
PCard.

27,591

Packages received  
and delivered by  
University Warehouse

20.37

Tons of metal recycled  
by University Property

571

Purchase  
Requisitions were  
rush orders.

\$49,606

Volume discounts to  
the campus provided  
by Printing Services.

2.2

Million pieces  
printed by Printing  
Services. They also  
printed 7,123 square  
feet of sign material.



**Brian Cotham**

Director, Procurement and  
Support Services

**Procurement and Support Services  
includes:**

- Procurement
- Mail Services
- Printing Services
- Warehouse

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:
  - received the 2019 National Achievement of Excellence in Procurement award for the third year in a row.
  - implemented a temporary electronic Purchase Requisition due to COVID-19.
  - 3,613 Purchase Requisitions processed for \$48,492,728, of which 2,971 were placed on a Purchase Order and 642 on the PCard. Bidding and Quoting saved the campus \$561,531.
  - 571 Purchase Requisitions were rush orders.
- Printing Services;
  - purchased and installed a new Flatbed printer and Computer Numerical Control cutter to reduce costs to the campus while processing more print jobs on campus.
  - 2,939 work orders completed.
  - 2,225,758 pieces printed and 7,123.96 sq ft of sign material printed.
  - \$49,606.58 volume discounts provided to the campus community.
- Warehouse and Property Services:
  - 20.37 tons of metal recycled.
  - 27,591 packages received and delivered.
- Mail Services
  - 373,866 pieces of mail processed.

### Staff Highlights/Accomplishments

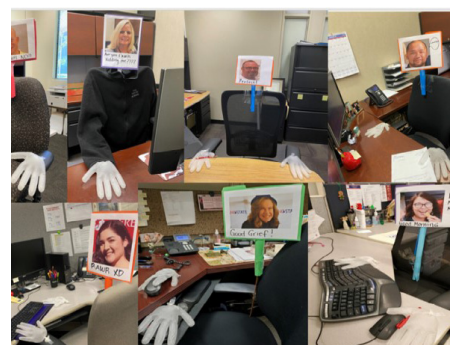
- High Five awards were given to Kevin Toloza, Mary Owens, Denise Percy, Tiffany Burmeister, Celia Gonzalez, Brian Cotham,
- Lenora Young retired after nearly 23 years of service

### Major Challenges

- A major challenge this year was finding online solutions for Procurement processes due to the COVID-19 pandemic. With the assistance of Technology Services, we were able to create a DocuSign process for both Purchase Requisitions and Alterations so that campus customers could process orders from home.

### Department Goals for Upcoming Year

- Implement CSUBUY, an online marketplace for a more efficient buying experience.
- Make a PCard available in each campus department to implement CSUBUY and also 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.
- Transition Procurement to a new customer service model to better serve the campus community.



# Public Safety

## PRIDE POINTS

908

Police Reports

50

Events Coordinated

7,854

Doors Opened

81,345

Bulldog Express rides  
for students

2,165

Clovis Roundup rides  
for students

138,135

FAX bus rides for  
students

27

Sworn Police Officers

Every Year

Annual Night Safety  
Walk with campus  
stakeholders

50

Safety presentations  
provided to campus  
community



**Jim Watson**  
Chief of Police

### Public Safety includes:

- Police (Patrol Operations)
- Traffic Operations

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**

- Upgraded department's 911 System.
- Made progress on the integration and automation of RiMS, the Fresno State Police Department's records management system, with the California Law Enforcement Telecommunication System.
- Maintained and updated time sensitive files in compliance with accreditation standards.
- Met the requirements for accreditation by the International Association of College Law Enforcement Administrators (IA-CLEA).
- A flagpole in front of the Police Department was installed and dedicated to Chief David Huerta.

### **Staff Highlights/Accomplishments**

- New Hires/Promotions: Officer Isaac Martinez, Officer Jorge Casillas, Dispatcher Kanda Navarro, Dispatcher Mayra Caldera, Jim Watson, Chief of Police
- Retirees: Christine Middlestead, Dispatcher 22 years, Mervin Roman, Community Service Specialist 23 years
- Education/Degrees: Blanca Camacho - Teaching Credential; Christy Cee - Masters in Business Administration; Chris Catalano - Masters in Business Administration;
- Supervisors Leadership Institute for Sergeants: John Gavel, Jared Struck, Ted Guerrero,
- Mothers Against Drunk Driving (MADD) Award : Abigayle Egger, Yesenia Hernandez, Alma Hernandez
- Spirit of Service Award: Fresno State Police Department
- Life Saving Medal: Officer George Rascon was recognized by Chancellor White in January for performing life saving measures off duty in May of 2018.

### **Grants Received**

- San Joaquin Valley Air Pollution Control District \$40,000 grant for two Hybrid Vehicles

### **Major Challenges**

- Our team quickly adjusted to the COVID-19 pandemic providing support for additional safety equipment and practices
- As civil unrest arises across the state and nation, our department is continually in the planning and preparation mode to keep our community safe.

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

- Implement Body Worn Cameras within patrol operations.
- Implement Crime Mapping to aid dispatch and patrol with a crime analysis component.
- Implement Citizen RiMs, to allow the public to view authorized crime data.
- Transform Public Safety's payroll process to a paperless system.
- Create an online campus safety training course to be made available through CSU Learn to the entire campus community.
- Implement a new platform for online parking permit sales.
- Restructure the process for parking permit refunds.





# Title IX and Clery Compliance

## PRIDE POINTS

**>25,900**

Number of students  
assigned Title IX online  
training

**100%**

Completion rate of Title  
IX training as required by  
NCAA

**97%**

Of undergraduates agree  
or strongly agree that they  
better understand sexual  
harassment

**90%**

Average post-test score  
of graduates and under-  
graduates that complet-  
ed the online training

**93%**

Of graduates better under-  
stand how to intervene in  
situations where sexual or  
other interpersonal violence  
might be or is occurring

**175**

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

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**

- **Community Collaboration**
  - **Victim Services Programs-** In collaboration with the Fresno State Police Department and Fresno State's Survivor Advocate, we are working to strengthen the connections within the local community to support students, faculty, and staff who are reporting crimes. In an effort to build relationships, we met with representatives from the California Victim Compensation Board and the Victims' Services Unit from the State of California Department of Justice to learn more about resources available to our campus and how to help survivors access those resources.
  - **Rape Counseling Services (RCS)-** As in previous years, we were invited to present at RCS' 40-hour Sexual Assault Counselor Training program. This provided the opportunity to share information about Fresno State's policies and procedures around reports of sexual assault/misconduct, to better support students, faculty, and staff who may utilize their services. The RCS Advocates work to provide crisis intervention, advocacy, and connect survivors with available resources in Fresno County.
- **Campus Collaboration**
  - Collaborating with campus partners remains a priority for the office. Working with Human Resources, Fresno State Police Department, Student Involvement, Cross Cultural and Gender Center, and Student Health and Counseling Services, we provided education and training for the campus on the prevention of harassment and discrimination based on gender and interpersonal violence, as well as providing bystander intervention strategies to help stop incidents in progress.
  - **Student Involvement-** Additional training was provided to student organizations related to the role student-leaders can play in violence prevention and bystander intervention. In support of education on the importance of consent and violence prevention for members of fraternities and sororities, three of the governing councils set a minimum completion requirement for their chapter members to complete relevant training assigned by the Title IX office. Associated Students (ASI) invited participation in their meetings, and the Director of Title IX and Clery Compliance spoke to the Senators and Executive Members about the policies and procedures following reports of sexual violence.
  - **LGBTQ+ Summit-** For the second consecutive year, we attended the Summit in hopes of building relationships and coordinating efforts to support inclusivity and equity on campus.
  - **Athletics-** Continuing education and training with student-athletes and athletics staff, and discussions about enacting the amendments to the NCAA Board of Governors Campus Sexual Violence Policy.
- **New Initiatives**
  - **Concern and Action Guide:** In collaboration with Faculty Affairs, Human Resources, and Student Affairs, our office created a guide to provide the name and contact information of whom to contact for a variety of concerns, including identifying relevant policies. The information was distributed widely across campus, and is hosted on the Title IX website. This guide streamlined the process of identifying helpful resources on campus and reduced the number of students being forwarded to another party or needing to share their story more than once.
  - **Clery website:** A new website was created to provide information on Fresno State's compliance with the Jeanne Clery Disclosure of Campus Security Police and Campus Crime Statistics Act. To ensure that accurate information about crime and safety programs is available to the public, we depend on Campus Security Authorities and others to provide timely information. Via the new website, information on what crimes must be reported, how to report, and assistance in identifying Clery geography is provided.
  - **Additional Support for Pregnant Students:** It is important that our students know they are supported during and after their pregnancy. We work with faculty regularly to determine ways for students to keep up with coursework and/or make alternative arrangements when necessary. If additional accommodations are needed, we connect the student with Services for Students with Disabilities.
  - **California Assembly Bill No. 809** was enacted this year, to bolster support for pregnant and parenting students on campus. Following consultation with the Division of Graduate Studies and Research and the Registrar's Office, information regarding these rights and protections were posted on the Title IX website and provided to expectant parents through the Student Health and Counseling Center.

- In collaboration with Parking Services, a pilot program was enacted this year to allow pregnant students to seek parking accommodations. Pregnant students were able to utilize staff parking spaces during pregnancy as needed, by obtaining a valid parking permit and providing appropriate medical documentation to Services for Students with Disabilities. In addition, two dedicated stalls were created for short term parking for pregnant students, with a valid parking permit.

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

- The Multi Disciplinary Team promotes a collaborative approach to preventing and addressing sexual misconduct. Membership includes campus colleagues and community members with connections to resources available to students, faculty, and staff. The team meets regularly to discuss ways to engage the campus community and remain current on issues related to sexual harassment, sexual misconduct, relationship violence, and stalking.
- The Clery Compliance Team (CCT) works to assure the campus is compliant in reporting and reviewing necessary materials for inclusion in the Annual Security Report. The CCT subcommittees meet regularly to update statistics and review reports for accuracy, as well as review applicable campus policies.
- With the addition of an Administrative Support Coordinator, we were able to move forward on various initiatives in a more timely fashion. The ability to better organize and coordinate the many projects the office is responsible for is also helpful to our campus partners.

#### **Major Challenges**

- Addendum to Executive Order 1096/1097: Following a recent court decision, the procedures that apply to concerns involving sexual misconduct were updated. The updated process changed how cases involving students were adjudicated, and added a formal hearing to the process. These changes created additional roles and responsibilities, including identifying an outside Hearing Officer to make a final decision on the matter.
- Concerns were raised regarding the formal hearing process, and whether or not this may be a hindrance to people bringing complaints forward. We have not been able to quantify these concerns, but it is something that we are aware of. With the recent release of the update to Title IX from the U.S. Department of Education, additional changes have been made with regard to the hearing process, which we anticipate will cause additional challenges for the upcoming year.
- To address the concerns about hearings, we are trying to make the process as transparent as possible. Additional information has already been added to the Title IX website, which details the processes and options for the involved parties. We have also identified additional Respondent Advisors to assist persons responding to complaints that were filed, and we plan to further these roles to help parties with questioning during hearings in the upcoming year.

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

- Identify online training opportunities for students, faculty, and staff while the majority of courses remain online.
- Update Clery and Title IX websites with new information and move to new format.
- Educate campus on updates to Executive Orders and Title IX- Create visual representations and handouts on the role of advisors and FAQs.

