

# 2021-2022 **ANNUAL REPORT**

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



Dear Fellow Colleagues,

I am once again truly proud of what you have helped make happen this year. Our Division continued to navigate the constantly changing COVID protocols and helped to provide important guidance, services and resources to keep our campus community safe. We continued to strive to provide an outstanding level of service and we implemented improvements and efficiencies to many processes and procedures.

In addition to the extensive list of Fast Facts on page one, I wanted to highlight several additional key accomplishments. These include utilizing DocuSign and AdobeSign to streamline paper processes and approvals; implementing an online photo submission for Bulldog ID Cards; University Dining Services and Student Housing welcoming our student residents back to campus; developing a new streamlined online COVID reporting process; launching construction of the Central Utility Plant Replacement project; implementing PageUp Recruiting software; helping to implement a Pilot Telecommuting Program; launching as a pilot campus CSUBuy Marketplace and implementing a more efficient online parking permit purchasing process.

We had several opportunities to “build community” together and many of you were recognized for the great work happening in our various areas. We were able to celebrate together at our August breakfast, the December Holiday Decorating Competition and most recently at our June Summer Celebration. It is so heartwarming for me to see everyone enjoying the company of their fellow colleagues and having the opportunity to network and get to know each other better.

I would also like to congratulate all of our Service Award recipients this year, in particular we had seven employees who received an award for more than 20 years of service to the campus. That is true dedication and commitment. In addition, 82 of our staff received a High Five award this year. Way to go!

As we move into the next academic year, we will continue to strengthen our sense of community and grow together. I recognize that due to the stresses caused by the pandemic and with the lack of having as many in-person meetings and events, we need to continue to be purposeful in taking the opportunity to check-in on each other and support each other as we know how to do. Our important work continues...there are major initiatives and projects impacting each area and I appreciate what each of you are doing to support our campus mission, vision and values. I know as a Division we will rise to the challenge with energy and enthusiasm.

I appreciate each of you...Go Dogs!

A handwritten signature in black ink that reads "Debbie".

**Deborah S. Adishian-Astone**

Vice President for Administration and Chief Financial Officer

# TABLE OF CONTENTS

2021-2022 Division Fast Facts	1
High Five Awards	2
Staff Highlights and Accomplishments	3
Service Awards	4
Accounting Services	6
Auxiliary Services	8
Environmental Health and Safety/Risk Management	10
Facilities Management	12
Human Resources and Payroll	15
Procurement and Support Services	18
Public Safety	20
Title IX and Clery Compliance	22



**5,171**

cases of COVID-19 exposures investigated by Environmental Health, Safety and Risk Management



**1,073**

fire extinguishers checked on a monthly basis



**5,035**

safety escorts provided by Public Safety



**3.79**

tons of metal recycled by University Property and Warehouse



**197**

Title IX reports responded to



**6,740**

service calls fielded by Facilities Management



**51,106**

payroll checks processed



**23,819**

vouchers processed by Accounting Services



**22,000**

pounds of hazardous waste removed and disposed of by Environmental Health, Safety and Risk Management



**4,208**

light bulbs replaced by Facilities Management



**1.4 MILLION**

square feet of space cleaned daily by Facilities Management



**184,351**

pieces of mail processed by Mail Services



**\$2.4 MILLION**

in textbook cost savings for students through Kennel Bookstore's Immediate Access e-books



**3,101**

purchase requisitions processed using DocuSign by the procurement team



**30,971**

packages received by University Warehouse



**225**

acres of lawn mowed every week by Facilities Management



**182**

public record requests processed



**350**

COVID-related leaves processed in 2021 by Human Resources



**8,938**

work orders completed by Facilities Management



**8,671**

Bulldog ID Cards printed by Accounting Services



**97,862**

student refunds processed by Accounting Services



# HIGH FIVES

## Goes Above and Beyond

Juanita Aguilar (2)  
Tiffany Burmeister (2)  
Trisha Brown  
Jorge Casillas  
Marissa Castillo  
Sarah Confer  
Marie Cuningham (2)  
Robert Curtis  
Rachael Freeman (2)  
Mike Frick  
Jose Gomez  
Celia Gonzalez  
Cynthia Hanks

Julie Kamana  
Christina Martinez  
Michael Martinez  
Tinnah Medina  
Stephanie Moua  
Kelly Nelson  
Eva Owens  
Meredith Sandrik  
Megan Sarantos  
Kaerney Sidhu  
Gina Tamez  
Linda Vivian

## Models the Principles of Community

Christine Paredes  
Brittany Verdugo

## Provides Excellent Customer Services

CJ Aldridge  
Gary Barragan  
Trisha Brown (2)  
Tiffany Burmeister  
Sara Confer  
Marie Cuningham (2)  
Joseph Forestiere  
Cynthia Hanks (2)  
Cassandra Hanlin  
Hope Hardwick  
Jeremiah Howard  
Cathy Legaretta  
Crystal Maldonado (2)  
Christina Martinez (3)

Miguel Martinez  
Brandon McFarland  
Kelly Nelson  
Jennifer Olsen  
Evangelina Owens  
Lori Pardi  
Denise Percy (2)  
Dustin Reeves  
Ryan Sepulveda (2)  
PJ Soligian  
Eloisa Valdivia  
Victoria Walter  
Joshua Webster (2)

## Saved My Bacon

Marissa Castillo  
Esther Gonzalez  
Hope Hardwick  
Joel Heintz  
Brandon McFarland  
Denise Percy  
Rico Lozano  
Ryan Sepulveda

Rueben Silva  
Patty Terry  
Gabe Valencia  
Ted Vetter  
Victoria Walter  
Mike White



# DEPARTMENT HIGH FIVES

## Goes Above and Beyond

Facilities Management  
Environmental Health and Safety/  
Risk Management

## Provides Excellent Customer Service

Traffic Operations  
Facilities Management  
University Catering

## Goes Above and Beyond

Facilities Management - Custodial  
Warehouse and Property Services  
Facilities Management



# 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

**Brian Alley:** Bachelor of Science Business Administration degree - Accountancy Option (Summa Cum Laude)

**Detective Abigayle Egger:** completed Institute for Criminal Investigations (ICI) training.

**Joseph Evans:** completed the Police Academy and sworn in as a Police Officer.

**Cynthia Hanks:** completed the President's Leadership Academy

**Officer Yessenia Hernandez:** completed Traffic Investigation training.

**Chief James Watson** completed the Executive Certificate from Peace Officers Standards in Training (POST)

## Licenses, Certifications

**Marc Cardenas:** Qualified Applicators Certificate

**Marissa Castillo:** Asbestos Building Inspector certification.

**Oleg Chern:** Arc Flash Safety Certification

**Mike Daly:** Energy Services- Building Operator Certification and Arc Flash Safety Certification

**Simon Dias:** Arc Flash Safety Certification

**Jaime Horio:** Asbestos Building Inspector and Management Planner certifications.

**Julie Irwin:** Certified Office Ergonomic Evaluator (COEE)

**Paul Johnson:** Cross Connection Control Specialist

**Rico Lozano:** Arc Flash Safety Certification

**Shane Peal:** Asbestos Certification

**Jerry Robertson:** Asbestos Certification

**Casey Schramm:** Arc Flash Safety Certification

**Rueben Silva:** Arc Flash Safety Certification

**Chris Tift:** Arc Flash Safety Certification

**Louie Trujillo:** Water Distribution Operator

**Gabe Valencia:** Arc Flash Safety Certification

**Brian Visher:** Project Inspector Recertification and Welding Inspector Certification

**Mike White:** Arc Flash Safety Certification

## Recognitions

**CJ Aldridge:** awarded the honor of the Starbucks Licensed Store Leader for our area

**Marissa Castillo:** was the President of the Central Chapter for the California Environmental Health Association (CEHA) and the chair for the CEHA 2022 Annual Education Symposium.

**Celia Gonzalez:** received 2021 CSU Procurement Professional of the Year award

**Lisa Kao:** voted in as Vice Chair of the California State University Risk Management Authority (CSURMA) Executive Committee for 2 more years (2022 - 2024).

**Eva Owens:** elected Treasurer of the Chicano/Latino Faculty and Staff Association

**Mary Owens:** received the 2020 CSU Procurement Professional of the Year award

# SERVICE AWARDS

## 5 Years

Jesus Arvizu III	Facilities Management
Kyle Breckheimer	Public Safety
Chris Brown	Facilities Management
Zachary Calkins	Facilities Management
Michael Couto	Public Safety
Michael Daly	Facilities Management
Racheal Freeman	Facilities Management
Louie Galvez	Facilities Management
Guadalupe Gutierrez Garcia	Facilities Management
Alma Hernandez	Public Safety
Kim Lopez I	Facilities Management
Crystal Maldonado	Facilities Management
Ricardo Marroquin	Facilities Management
Loren McKenney	Procurement and Support Services
Antonio Moreno	Facilities Management
Kelly Nelson	Facilities Management
Jennifer Olsen	Payroll Services
Christine Paredes	Human Resources
Carter Pittman	Public Safety
Davaughn Traylor	Facilities Management
Fong Xiong	Facilities Management
Ryan Young	Facilities Management

## 10 Years

Fortunato Garcia	Facilities Management
Dillon Griffith	Facilities Management
Rico Lozano	Facilities Management
Brittany Verdugo	Human Resources
Theodore Vetter	Facilities Managemen

## 15 Years

Janette Cee-Sumner	Public Safety
Chinda Dor	Public Safety
Joseph Evans III	Public Safety
Celia Gonzalez	Procurement and Support Services
Amy Luna	Public Safety
Gillermina Nunez	Public Safety
Jeff Prickett	Facilities Management
Jesus Sanchez	Public Safety
Theodore Woods	Facilities Management

# SERVICE AWARDS

## 20 Years

Christopher Tift	Facilities Management
------------------	-----------------------

## 25 Years

Joe Contreras	Facilities Management
Michael Frick	Facilities Management
Jose Gomez Jr	Accounting Services
Larry Jones	Facilities Management
Miguel Ortega	Public Safety
Noel Ramirez	Public Safety

## Retirees

Janet Booth	Office of VP Administration and Finance
George Deegan	Facilities Management
Tracey Garza	Human Resources
Ted Guerrero	Public Safety
Steve Johnson	Facilities Management
Ezquiél Lopez	Facilities Management
Angel Melendez	Facilities Management
Doug Moritz	Facilities Management
Anthony Robertson	Facilities Management
Wes Scheibly	Human Resources
Alfred Vartanian	Facilities Management
Melissa Waite	Accounting Services
Tommy Wells	Facilities Management
Chee Yang	Facilities Management



# ACCOUNTING SERVICES



## John Fugatt

Assistant Vice President for  
Financial Services

### Accounting Services includes:

- Accounts Payable
- Accounts Receivable
- Bulldog Card and Imaging
- General Accounting and Financial Reporting
- Perkins and 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.



## HIGHLIGHTS

- **2,302** invoices processed
- **23,819** vouchers processed
- **97,862** student refunds processed
- **8,671** Bulldog ID Cards printed
- **34,389** 1098T's processed
- **52,210** tuition charges posted totalling \$141,776,230
- **68,445** eBook charges posted to student accounts totalling \$3,319,447
- **11,202** Student Housing charges posted to student accounts totalling \$2,056,811

# ACCOUNTING SERVICES

---

## Major Department Milestones and Accomplishments

- Implemented an online photo submission process for Bulldog ID Cards.
- Implemented electronic form submission for student refund requests.
- Housing charges were added to the student account portal.
- The campus received a 2021 Achieving Campus Efficiency Award for having over 90 percent of students receiving disbursements electronically instead of paper checks.

## Staff Recognition

- Brian Alley: received Bachelor of Science Business Administration Degree (Accountancy Option) Summa Cum Laude
- Cynthia Hanks: completed the President’s Leadership Academy
- Eva Owens: elected Treasurer of the Chicano/Latino Faculty and Staff Association
- Gina Tamez: appointed to the Staff Assembly Committee
- Alex Velasquez: promoted from Accounting Technician II to Accounting Technician III

## Major Challenges

- Our greatest challenge this year was staffing. Thankfully we have been able to fill all of the open positions and expect a full staff by August. We are thankful for the wonderful new hires and our veteran team for their training and assimilation of our new staff. We are very proud of our team.

## Department Goals for Upcoming Year

- Implement Dynamic Billing so students can view their bills in real time, instead of static information.
- Implement Procure to Pay, automating campus purchasing, receiving, and invoicing.
- Add Student Health and Counseling Center charges to the student account portal.
- Increase the number of departments with eMarkets to improve efficiency in receiving payments.
- Automate the daily CashNet report to be recorded on the General Ledger.

## Reflections/Efficiencies Learned from the Pandemic

As in many areas around campus, our team adopted DocuSign and now Adobe Sign to receive documents and provide signatures which allowed us to work with the many staff around campus who were working remotely.



# AUXILIARY SERVICES



## 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, Fresno Association, Inc.; Fresno State Programs for Children, Inc.; the Athletic Corporation, and the Fresno State Foundation.



## HIGHLIGHTS

- Coming out of the pandemic resulted in significant hiring for all employee populations:
  - **1,535** new hires were processed across six auxiliary units that included full time, part time and student employees.
  - Provided individual onboarding/orientation sessions for **101** full time/benefited employees.
- Processed **27,450** payroll checks and **30,558** accounts payable checks.
- Student Housing adapted their academic success efforts while continuing to meet with all students who fell below target GPAs. Offered incentives for positive academic achievements, and provided leadership development opportunities and residential life programs to our students. Through this effort, they maintained their GPA at 3.1 (with 74 percent of our students maintaining a 3.0 GPA or better).
- Implemented a traditional Starbucks POS system at the Library location. This allows for full functionality of the Starbucks app, including the mobile order feature which has been well received by campus.
- The Kennel Marketplace hosted its first successful book-signing event for a campus faculty member that was standing room only.
- Secured PPP loan forgiveness totalling \$2,851,800.
- Provided a **\$450** credit to each Student Housing resident given the delayed start in in-person classes for the Spring semester.

# AUXILIARY SERVICES

---

## Major Department Milestones and Accomplishments

- Student Housing on-boarded a new software system (StarRez) and transitioned payments to PeopleSoft. This created a better workflow and student experience and allowed students to see all University charges within their respective student account.
- University Dining Services and Student Housing worked tirelessly over the last year to not only navigate in a world with ever changing Covid protocols, but also welcoming back residents, reopening the respective operations and repopulating and training new team members.
- The Immediate Access (IA) program continued to grow. IA sales increased to \$3.3 million for the academic year. For academic year 2021-22, the program provided student savings in excess of \$2.4 million as students saved anywhere from 20 percent - 60 percent off the traditional price of a new textbook.
- In partnership with Follett, the Kennel Marketplace opened at Campus Pointe in September 2021. Since opening, the Kennel Marketplace has become a retail location to better connect the community with the campus. The Kennel Marketplace also collaborated with the Alumni Association, launching Victor E's line of clothing to help support the mascot program.
- Foundation Financial Services, in partnership with the Division of Research and Graduate Studies, provided post-award administration for \$35 million of grant and contract activity.

## Staff Recognition

- Casey (CJ) Aldridge was awarded the Starbucks Licensed Store Leader for our area, which includes 21 locations across the valley. CJ provided tremendous leadership in the reopening of the Library Starbucks and the grand opening of the new Campus Pointe location. It is great to see that her hard work was recognized by Starbucks.
- Blake Greenwood and Catherine Aceves (Foundation Financial Services) were both promoted to Post Award Analyst. Blake and Catherine, along with the entire Post Award team, serve an important role in supporting the research activities that occur on our campus.
- Marisa Rodarate Rivas (Dining Services) was promoted to Assistant Manager. Marisa has been with Dining Services since 2008 and we are excited for her in this new role.
- Sara Skardoutos was promoted from HR Coordinator to Auxiliary Human Resources Manager. Sara has been with Auxiliary Services since 2016 and over the last six years she has been a proven asset to the Auxiliary Human Resources unit and Auxiliary Services.

## Major Challenges

- The biggest challenge was trying to reopen and restaff in a really tough labor market due to the pandemic.

## Department Goals for Upcoming Year

- Experience a seamless transition back to the Vital Source Immediate Access platform starting with the 2022 summer semester.
- Continue the design and build of three new retail dining concepts in the new Resnick Student Union and a successful opening by Spring 2023.

# ENVIRONMENTAL HEALTH AND SAFETY/RISK MANAGEMENT



## 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 (EHandS/RM) helps to ensure the health and safety of the campus community. 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).



## HIGHLIGHTS

- Processed **5,171** COVID case report submissions
- **125** employee respirator fit tests completed
- **157** fume hoods inspected
- Removed and disposed of over **22,000 lb** of hazardous waste.
- **295** Driving Authorizations completed
- **1,073** Fire Extinguishers checked on a monthly basis.  
**12,876** Fire Extinguishers checked in the last year/12 months.
- **159** Eye Wash Stations checked on a monthly basis.  
**1,908** Eye Wash Stations checked in the last year/12 months.
- **141** Safety Showers checked on a monthly basis.  
**1,692** Safety Showers checked in the last year/12 months

# ENVIRONMENTAL HEALTH AND SAFETY/RISK MANAGEMENT

---

## Major Department Milestones and Accomplishments

- Developed and implemented a new online Qualtrics COVID-19 reporting process that provided automated specific guidance for the campus community.
- Launched a new on campus event alcohol approval process.
- Launched a new driving authorization process.
- Initiated efforts to form an Emergency Evacuation subcommittee from the Department Safety Coordinators.
- Completed the preliminary development of an online student off-campus event approval process.
- Developed and implemented an online process to identify workplace hazards for a number of trades in Facilities Management.

## Staff Recognition

- Marissa Castillo completed the Asbestos Building Inspector certification.
- Marissa Castillo was the President of the Central Chapter for the California Environmental Health Association (CEHA) and the chair for the CEHA 2022 Annual Education Symposium.
- Jaime Horio completed the Asbestos Building Inspector and Management Planner certifications.
- Lisa Kao was voted in as Vice Chair of the California State University Risk Management Authority (CSURMA) Executive Committee for two more years (2022 - 2024).

## Major Challenges

- Staffing issues throughout the year impacted the department's ability to fully implement various initiatives.
- The global 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, community member reassurance and assistance, and the development of reopening plan initiatives. This work was complicated by fluid regulatory and public health guidelines and requirements.

## Department Goals for Upcoming Year

- Finalize and launch the student off-campus event approval process.
- Continue our work in making Fresno State a safe place to learn and work.
- Ensure that special campus assets are identified and properly insured.
- Work to implement the new CSU youth protection guidelines.

## Reflections/Efficiencies learned from the Pandemic

- EHS/RM, as was the case for many campus departments, learned to adapt to the challenges in the work environment. We mastered the use of technology platforms to increase efficiency.
- EHS/RM used all of the new skill sets to significantly assist with efforts to ensure the campus community was kept safe and to ensure the campus was in compliance with the continuous changes from Cal-OSHA.
- Learned that the EHS/RM team could effectively work remotely as needed despite the additional workload from COVID efforts.

# FACILITIES MANAGEMENT



## Tinnah Medina

Associate Vice President for  
Facilities Management

### Facilities Management includes:

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



## HIGHLIGHTS

- **8,938** work orders completed
- **6,740** service calls fielded
- **2,200** air filters received and installed
- **273** backflows inspected and maintained
- **504** locks installed or serviced
- **331** leaks repaired
- **200** gallons of paint used (80,000 sq ft of surface painted.)
- **3300** material transactions processed
- **4,208** light bulbs replaced
- **84** new soap dispensers installed in restrooms
- **1.4 million** square feet of space cleaned daily
- **225** acres of lawn mowed every week
- **3** street sweepers leased
- Rekeyed Speech Arts to a new secure keying system
- Installed **45** electronic keycard locks across campus
- **Seven** water bottle-filling stations installed
- Added **six** fire hydrants across the campus, bringing our total count to **74**.
- Upgraded the North Gym elevator
- Purchased five electric vehicles to replace older vehicles of **55** vehicle fleet as part of a yearly effort to make our fleet green

# FACILITIES MANAGEMENT

---

## Major Department Milestones and Accomplishments

- Central Utility Replacement Plant project) began the initial Construction Phase. This project will provide a new Central Plant for generation of cooling and heating, will include new hot and cold water distribution piping (approximately 32 miles), a campuswide Energy Management System, \$20m of Energy Conservation Measures that includes new controls in 10 buildings, LED lighting upgrades in 27 buildings and solar photovoltaic panels in lots P5 and P6.
- Projects completed:
  - Domestic Water Upgrades and Well #7
  - EE-204 Faculty Office Infill
  - Library Controls Upgrades
  - PB 132 and 192 EMBA Class Mod
  - Sewer Replacement Project
  - PDC: Planroom Retrofit
  - Viticulture Greenhouse
  - Lynda and Stewart Resnick Student Union (RSU)
  - North and South Gym Fire Life Safety Upgrades
- Began a multi-year effort to heighten security by transitioning to a new key request system that captures individual key inventory and updated key systems.
- Began surveying and capturing existing floor plans to CAD, including walls, windows, doors, and other fixed floor details such as partitions, stairs and casework, beginning with the Library and Speech Arts buildings.
- Began surveying, inventorying, photographing, classifying and tagging major equipment assets using mobile computing, cameras and printers.
- Shared Facilities Link read access with deans, division leaders, and departmental partners to promote transparency and collaboration on information pertaining to space, work orders, and capital projects.
- Facilities Link Work Order System was implemented as a tool for work distribution and workload.
- Implemented a complete digital inventory of almost 6,000 campus trees to provide diligent care to our campus arboretum.
- Redesigned website to include updated capital project information, ongoing CUPR updates, and an interactive map.
- Executed an interactive map that captures the richness and beauty of the Fresno State campus with easy-to-access information.
- Ecovox database launched that identifies sustainability objectives for the campus.
- Launched SCADA (Supervisory Control and Data Acquisition) system that alerts Facilities Management to any issues with water systems on campus.
- To enhance our professional presence in our campus community and increase safety for our staff, we are implementing uniforms for our Operations and Services units, specifically for Electrical, HVAC, Metal and Grounds.

## Staff Recognition

### Planning Design and Construction

- Francisco Hernandez hired as Design Analyst
- Jose Alcaraz temporarily reassigned as a Project Engineer
- Brian Visher: Project Inspector Recertification and Welding Inspector Certification

### Facilities Operations

- Paul Johnson: Cross Connection Control Specialist Certification
- Christopher Newton hired as Locksmith
- Francisco Pena Leyva hired as Plumber
- Leo Mancinas and Lorenzo Medina hired as Carpenters
- Shane Peal and Jerry Robertson: Asbestos Certification
- Casey Schramm, Chris Tift, Gabe Valencia: Arc Flash Safety Certification
- Louie Trujillo: Water Distribution Operator Certification

# FACILITIES MANAGEMENT

---

## Staff Recognition *continued*

### Facilities Services

- Marc Caredenas promoted to Gardening Specialist
- Marc Cardenas: Qualified Applicators Certificate
- Rolando Coria promoted to Light Equipment Operator
- Raymond Garcia, Teresa Tillema, Jimmy Ramirez and Tyler Conley hired as Groundswokers
- Joe Garcia promoted to Gardening Specialist
- Rosa Armenta, Johnathan Ramos, Nongkrane Somsanuk Grace Prado, Joe Savala, Bernardo Ochoa, Michael Rodriguez, Manuel Hernandez, Courtney Arledge, Lamont Hall, Jesus Verduzco, Ricky Alvarado, Luis Sanchez hired as new custodians
- Miguel Martinez promoted to Lead Custodian
- Paul Rivas promoted to Light Automotive Equipment Operator
- Froilan Rodriguez promoted to Groundswoker

### Energy and Utility Management

- Blake Avant hired as energy analyst
- Mike Daly: Energy Services- Building Operator Certification
- Oleg Chern, Mike Daly, Simon Dias, Rico Lozano, Rueben Silva, Mike White received Arc Flash Safety Certification
- Ted Vetter promoted to Supervising Building Service Engineer

## Major Challenges

- 2021 meant a return to campus for many students, staff and faculty. After two years of virtual instruction, the campus embraced hybrid solutions, and then promoted a majority return to physical presence. This resulted in Facilities Management adjusting to the increased population with flexibility despite our low staff numbers.

## Department Goals for Upcoming Year

- Fully implement new Facilities Link key request by making it available to our campus community.
- Continue the campus-wide rekeying effort to upgrade security.
- Collect campus standards from Facilities Operations groups to create electronic documents to be used as a Basis of Design for consultants and contractors, using the new Lynda and Stewart Resnick Student Union as a basis.
- Fully integrate Concept 3D in coordination with campus colleagues and share with the campus community.

## Reflections/Efficiencies Learned from the Pandemic

As the campus community returned, we embraced our teamwork and cohesion and met the challenge with resilience as we learned to rely on each other and serve our campus community with more fortitude than ever before.

- We responded to the call for health and safety by adjusting our buildings to incorporate the maximum amount of outside air.
- We have continued a consistent filter replacement initiative for all air handlers and ventilation systems on campus.
- Custodial Services has prioritized cleaning and sanitizing each campus restroom twice a day.
- We have capitalized on our virtual takeaways in sharing information systems (Facilities Link) with our campus stakeholders as we converge on our goals for our physical campus.
- We have standardized our communications on project impacts and other shared information by using templated notifications, Campus News, and our website.

# HUMAN RESOURCES AND PAYROLL



## Marylou Mendoza-Miller

Associate Vice President, Human Resources

### Human Resources includes:

- Benefits
- Compliance and Regulatory Programs
- Employee and Labor Relations
- HRIS Operation/Classification and Compensation
- Organizational Excellence
- Payroll Services
- Workers Compensation

Human Resources (HR) supports the campus community by attracting, retaining, and supporting a quality workforce. Services provided include Benefits, Classification and Compensation, Employee Assistance Program, Labor and Employee Relations, Payroll, Recruitment, Workers' Compensation, and Compliance and Regulatory Programs, and for this year, Organizational Excellence.



## HIGHLIGHTS

- **350** COVID-related leaves processed
- **305** Medical and Personal leaves supported
- **301** Benefits Open Enrollment Transactions
- **581** Fee Waivers provided to employees and dependents
- **51,106** payroll checks processed
- **132** In Range Progressions processed
- **29** Reclassifications processed
- **135** ADA accommodations approved
- **25** Sit to Stand Desks installed
- **197** positions filled via recruitments
- **43** ergonomic evaluations completed

# HUMAN RESOURCES AND PAYROLL

---

## Major Department Milestones and Accomplishments

- Human Resources and Payroll Services departments continued to provide caring and professional customer service and support to our campus community. The offices remained open throughout the pandemic in order to support in-person needs for employees. Like the rest of the campus, we adapted our service delivery methods to provide hybrid meeting options to employees. Despite the numerous challenges our campus faced, we are very proud of the teamwork, dedication, perseverance, and the way our team rallied together to ensure essential human resources, benefits, and payroll services were maintained.
- PageUp Recruiting was fully implemented to help us attract, hire and onboard talented staff and managers more efficiently and effectively. Fresno State moved to a new software solution called CHRS Recruiting, built in PageUp. It is the first piece of the Common Human Resources System (CHRS) that is being implemented across the CSU in an effort to streamline HR processes and reporting.
- Repopulation of our staff in Fall 2021 was carried out in a way that met the operational needs of our campus and students while maintaining a safe and healthy workplace. As part of this repopulation, there was a significant increase in the number of requests for ADA accommodations, both COVID and non-COVID related. Over 180 requests were made by faculty and staff to continue telecommuting due to child care, COVID related health concerns and/or an employee's specific medical condition. With the appropriate medical documentation and interaction with both the employee and their manager, approximately 135 ADA accommodations were made during the last fiscal year; with most requests made for either a change in modality of teaching or telecommuting due their specific medical condition. Additionally, with the assistance of the procurement and facilities management teams, approximately 25 medically necessary sit to stand desks were installed in faculty and staff offices.
- The Telecommuting Pilot Program was launched in Spring 2022. Our office processed over 240 telecommuting requests. A survey was conducted in May 2022 and results will be shared with campus community in August. Overall, most employees in the program appreciated the opportunity to telecommute at least once a week.

## Staff Recognition

- Julie Irwin: Certified Office Ergonomic Evaluator (COEE)

## Major Challenges

- The Great Resignation impacted our campus as it did other higher education institutions. When the hiring chill lifted at the start of this fiscal year, recruitment activity spiked up and the HR team has since been actively managing more than 80 recruitments at any given time throughout the year. Meanwhile, we have also managed an unprecedented number of APM 320 searches for key senior leadership positions in one year. (Provost, VP for Technology Services/CIO, Dean of COSS, Dean of JCAST, and VP for Student Affairs and Enrollment Management).

During this time, the HR team was internally short staffed and it was a challenge to meet the campus' demand to fill positions as quickly as possible. We received funding to add an additional HR Consultant position to the team. Nonetheless, with leaves of absences and illnesses, we were not fully staffed this fiscal year.

### • In terms of internal operations, we experienced the following challenges:

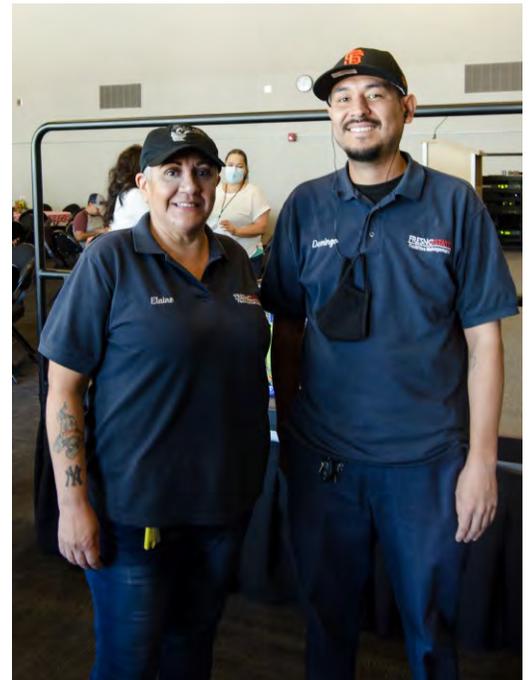
- **Payroll:** Processed and audited multiple retroactive faculty pay increases. The challenge was addressed with multiple daily and weekly internal staff meetings, as needed. Extensive team interaction on unusual payments and steps needed for resolution.
- **Benefits:** Requests for Substitution of Unpaid Sick Leave increased and this process has now been streamlined by automating requests and reviews using Adobe Sign. All other benefits forms were required to be converted from DocuSign to AdobeSign.
- **ADA:** Many staff and faculty requested full-time telecommuting for COVID and non COVID related reasons. This challenge was addressed by working with campus colleagues to identify what ADA accommodations, including partial and full-time telecommuting would be reasonable. In partnership with the Provost and the Academic Affairs, a request and approval process was identified to ensure that courses continued to be delivered in the appropriate modalities, while still meeting individual ADA accommodation needs. Continuous improvement changes have been made in the way we administer ADA accommodations. We have also streamlined the process to provide medically necessary sit-to-stand desks for our employees.
- **Workers Compensation:** We have now established a scheduled Claims Review with campus and the Sedgwick adjusters every six months to discuss challenging claims and how all parties involved can expedite moving towards closure.

# HUMAN RESOURCES AND PAYROLL

---

## Department Goals for Upcoming year

- Pilot Telecommuting Program to be further refined to meet the operational needs of our campus and ensure student success is at the forefront, while enhancing job satisfaction and work-life balance initiatives for our employees.
- Cultivate an enhanced HR strategic partnership and collaborative effort between HR Consultants, the departmental leaders whom they support, and Organizational Excellence in order to more effectively apply the training tools that are learned to support team needs
- Bolster our recruitment and retention efforts of talented managers and staff. In the midst of what is nationally known as “The Great Resignation” it is critical to review and understand meaningful data from job satisfaction surveys, exit interviews, and other feedback to meet the changing needs of our employees. This includes additional compensation reviews of a series of positions.
- Enhance communication from the Human Resources Department via Campus News, targeted manager communications, and our website. This includes website updates to provide greater clarity of information and processes for our campus community to navigate issues related to ADA (Americans with Disabilities) accommodations, DHR (Discrimination, Harassment, and Retaliation) concerns and Employee Relations matters.
- DHR program administration, resources, and organizational structure to be assessed to ensure proactive efforts and support is provided when there are issues arise related to discrimination, harassment, and retaliation.
- Leverage the CSU Internal audit recommendations to assess any areas of vulnerability in order to ensure our team is well equipped, informed, and trained to carry out their respective job responsibilities.



# PROCUREMENT AND SUPPORT SERVICES



## 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.



## HIGHLIGHTS

- **3,101** Purchase Requisitions processed
- **2,659** Work Orders completed by Printing Services
- **184,351** pieces of mail processed by Mail Services
- **30,971** packages received and delivered by the Warehouse
- **3.79** tons of metal recycled by Property Services
- **3,080,000** pieces printed by Printing Services and **32,101.26** sqft of sign material printed. Also processed **338,546** promotional items
- **\$28,746.51** volume discounts to the campus provided by Printing Services

# PROCUREMENT AND SUPPORT SERVICES

---

## Major Department Milestones and Accomplishments

- Successfully launched the CSUBUY Marketplace for the campus for a more streamlined ordering process from select campus vendors.
- Printing Services decaled four Fresno State Police cars, three Search and Rescue vehicles, and one Fresno County Sheriff's boat.
- The Procurement and Warehouse team played a major role in ordering, managing and distributing the campus COVID supplies to help keep the campus safe.

## Staff Recognition

- Celia Gonzalez received the 2021 CSU Procurement Professional of the Year.
- Mary Owens received the 2020 CSU Procurement Professional of the Year (in June 2022).

## Department Goals for Upcoming Year

- Design and implement CSUBUY Procure to Pay (P2P) for a more efficient campus buying experience.
- Implement new real-time package tracking software to include deliveries from the Warehouse and Mail Services.
- Convert all Procurement and Support Services forms to online.
- Transition to a new customer service model to better serve the campus community.
- Printing Services will replace all campus banners on exterior streets and interior corridors.



# PUBLIC SAFETY



**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).



## HIGHLIGHTS

- **38,348** doors opened
- **876** police reports written
- **5,035** safety escorts

# PUBLIC SAFETY

---

## Major Department Milestones and Accomplishments

- Developed and implemented a more efficient online parking permit purchasing process.
- Collaborated with Accounting Services to improve the process of parking refunds.
- Implemented the Racial and Identity Profiling Act (RIPA) for law enforcement. The purpose of this Act is to eliminate racial and identity profiling and improve diversity and racial identity sensitivity in law enforcement.
- All sworn personnel completed training for deescalation and responding to individuals in crisis.

## Staff Recognition

- Joseph Evans was sponsored through the police academy and sworn in as a police officer.
- Detective Abigayle Egger completed Institute for Criminal Investigations (ICI) training.
- Officer Yessenia Hernandez completed Traffic Investigation training.
- Chief James Watson completed the Executive Certificate from Peace Officers Standards in Training (POST).
- Isaac Martinez and Todd Williams promoted to Sergeant
- Robert Bergman, Charlene Cornell, Michael Couto, Carter Pittman and Joe Pulido promoted to Corporal
- Cynthia Gomez promoted to Lead Dispatcher
- Jose Saldana promoted to CSS II (Lead)

## Major Challenges

- At times staffing levels were impacted as well as support from partner law enforcement agencies. Even with these challenges, staff were always willing to step up to assist.

## Department Goals for Upcoming Year

- Implementation of the Video Management System for security cameras.
- Implementation of National Incident-Based Reporting System (NIBRS) and California. Incident-Based Reporting System (CIBRS).
- Upgrade existing Electric Vehicle (EV) charging stations.
- Work on parking lot maintenance, including seal coating on lots P1 and P2.



# TITLE IX AND CLERY COMPLIANCE



**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.

## HIGHLIGHTS

- **197** reports responded to this year
- **33** pregnant students were provided assistance with accommodations
- **100** percent completion rate of the Student Athlete Title IX training as required by NCAA
- **28,022** students were assigned the Title IX online training program

# TITLE IX AND CLERY COMPLIANCE

---

## Major Department Milestones and Accomplishments

- Updated website to be more user friendly and accessible.

## Staff Recognition

- Restructured and filled the Confidential Administrative Support position.

## Major Challenges

- A significant number of Public Record Act requests were submitted, requiring a lot of time to respond.
- Time commitment needed to assist with media and Title IX investigation/task force.
- Increased number of formal complaints resulted in the need to outsource investigations.

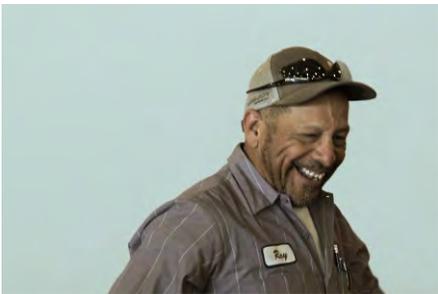
## Department Goals for Upcoming Year

- Revise the Concern and Action Guide for ease of use.
- Onboard new Deputy Title IX Coordinator.
- Expand training opportunities for students, faculty and staff.

## List of any Reflections/Efficiencies that you learned from the Pandemic

- Updated database of law enforcement agencies with email addresses for more efficient Clery Geography data collection.
- Increased utilization of Zoom for meetings and Hearings.





**FRESNO STATE**<sup>®</sup>  
Administration and Finance