

Division of Administration and Finance

2022-2023 Annual Report



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



Dear Fellow Colleagues,

I am so very proud of the important, and at times, challenging work our Division accomplished this past year. You did it with heart and a dedicated spirit. It was another productive year as you will see in the following pages. The Fast Facts listed on page 1 are a wonderful quick glance of just some of the impactful ways our Division supports our entire campus community. The support each of you provide to our students and fellow employees does not go unnoticed. Our annual report is reflective of your collective and collaborative work and the positive contributions in support of our University's mission, and soon to be completed, new five-year Strategic Plan.

Some of the highlights in this year's report include the work our Procurement and Accounts Payable teams completed to implement CSUBUY Procure-to-Pay (P2P) and their continued efforts as one of two CSU campuses going live in September. The Kennel Bookstore's Immediate Access E-book program saved students over \$7 million dollars and University Dining Services catered over 1,997 campus events. The Facilities Management team worked to keep our campus clean and safe, implemented landscape improvements, oversaw many capital renewal projects and transitioned to a new online key request system. The Human Resources team conducted over 116 searches for staff and manager positions. The Police Department completed the assessment for International Association of Campus Law Enforcement Administrators (IACLEA) Accreditation, and are accredited for another four years. The Environmental Health and Safety/Risk Management team continued to provide COVID-19 guidance to employees and students and enhanced training for forklift certifications and Youth Protection. The Title IX and Clery Compliance team moved into a new centralized location in the University Student Union and provided essential guidance and support to our campus community.

Congratulations to our staff who received a Service Award this year and to those who were recognized with a High Five award from their fellow colleagues. I would like to spotlight Megan Gorrell for receiving the Principles of Community Staff Award and Denise Percy who received over nine (9) High Five Awards!

I am excited about the new academic year and appreciate the daily challenges as well as the many opportunities ahead for our Division. I know together we will continue to make important strides to ensure excellence in everything we do while promoting an environment of mutual respect and collaboration.

A handwritten signature in black ink that reads "Debbie". The signature is stylized and cursive.

Deborah S. Adishian-Astone

Vice President for Administration and Chief Financial Officer

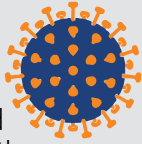
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1,341

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



1,259

fire extinguishers checked on a monthly basis



1,006

safety escorts provided by Public Safety



8.51

tons of metal recycled by University Property and Warehouse



222

Title IX reports responded to



7,995

service calls fielded by Facilities Management



56,005

payroll checks processed



27,256

vendor payments processed by Accounting Services



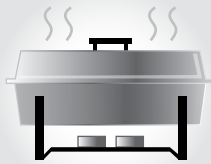
66,000

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



1,997

events catered by University Catering



1.4 MILLION

square feet of space cleaned daily by Facilities Management



224,826

pieces of mail processed by Mail Services



\$7 MILLION

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



2,859

purchase requisitions processed by the procurement team



30,299

packages received by University Warehouse



225

acres of lawn mowed every week by Facilities Management



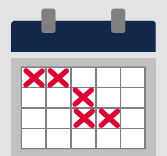
135

public record requests processed



511

COVID-related leaves processed by Human Resources



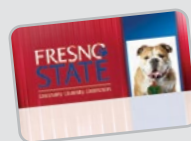
6,540

work orders completed by Facilities Management



9,407

Bulldog ID Cards printed by Accounting Services



12,962

student inquiries responded to by Accounting Services



High Fives

Goes Above and Beyond

Monica Acevedo	Cynthia Hanks
Anna Andalon	Kelley Kitzmiller
Margaret Arreguin-Zarate	Kelly Nelson
Derek Brantley	Christopher Newton
Tiffany Burmeister	Denise Percy (4)
Elaine Champion	Lauro Platas
Esmeralda Cruz	Rick Reyes
Racheal Freeman	Robert Rodriguez
Marcy Gatzman	Kevin Talozza
Esther Gonzalez	Patty Terry
Blake Greenwood	Brittany Verdugo
Dillon Griffith	Joe Zavala

Models the Principles of Community

Amy Luna
Robert Rodriguez

Provides Excellent Customer Services

Jean Aguayo	Amy Luna (2)
Reinalda Arreguin-Dominguez	Kelly Maravilla
Antoinette Castanon	Brittanie Mendoza
Andrew Corea	Denise Percy (5)
Marie Cunningham	Mark Plattner
Mike Daly	Leiah Reed
Racheal Freeman	Dusty Reeves
Mike Frick	Robert Rodriguez
Jeannie Garcia	Jerry Robertson
Celia Gonzalez (2)	Paul Soligian
Cynthia Hanks (2)	Mike Von Dohlen
Hope Hardwick	Joshua Webster (3)
Kelley Kitzmiller	Lorrie Westcott
Paola Linares	Stephanie Xiong

Saved My Bacon

Joseph Forestiere	Jennifer Olsen
Megan Gorrell	Eva Owens
Alexandra Jarrell	Ruben Perez
Amy Luna (2)	Sara Skardoutos
Christina Martinez	Cherie Weber
Brittanie Mendoza	Mehran Zarrinehteram
Delia Nino	



Department High Fives

Goes Above and Beyond

Accounting Services
Facilities Management
Facilities Management Custodial Services
Procurement Services
Traffic Operations

Provides Excellent Customer Service

Facilities Management
Facilities Management Custodial Services
Human Resources
Police Dispatch
Printing Services

Goes Above and Beyond

Dining Services
Traffic Operations



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

Esmeralda Cruz: Bachelor of Science degree in Business Administration / Human Resources Management

John Fugatt: completed the CSU Leadership Academy

Ashley LaCuesta: Bachelor of Science degree in Accounting

Tinnah Medina: completed the CSU Leadership Academy

Marylou Mendoza-Miller: Master of Science degree in Organizational Psychology

Jamie Pontius-Hogan: Doctorate in Education degree in Organizational Leadership

Leticia Renaud: Bachelor of Arts degree in Sociology

Licenses, Certifications

Blake Avant: Measurement and Verification Professional Certification

Corporal Robert Bergman: Less-Lethal Instructor training

Sergeant Charlie Frausto: Field Training Officer training

Julie Irwin: Certification in Office Ergonomics Evaluator (COEE)

Sgt. Isaac Martinez: Internal Affairs Investigation training

Teresa Tillema: Forklift Operator Certification

Sgt. Todd Williams: Internal Affairs Investigation training

Eddie Zenteno: Forklift Operator Certification

Recognitions

Brian Cotham: received the Fresno State Spirit of Service award for Outstanding Faculty/Staff

Service Awards

5 Years

Valerie Barba	Public Safety
Richard Best	Public Safety
Tiffany Burmeister	Procurement and Support Services
Francisco Ceballos	Public Safety
Sarah Confer	Human Resources
Cynthia Hanks	Accounting Services
Paola Linares	Accounting Services
Tinnah Medina	Facilities Management
Evangelina Owens	Accounting Services
Angelica Reyes	Office of VP for Administration
Froilan Rodriguez	Facilities Management
Jose Saldana	Public Safety
Christy Wilborn	Facilities Management
Todd Williams	Public Safety

10 Years

Carmen Abarca	Facilities Management
Lisa Chavez	Budget and Resource Planning
Oleg Chern	Facilities Management
Simon Dias	Facilities Management
Jess Fierros	Facilities Management
Ezequiel Garibay	Facilities Management
Kristy Lomeli	Facilities Management
Matthew Montez	Facilities Management

15 Years

Juanita Aguilar	Human Resources
Meredith Sandrick	Facilities Management
Andrew Corea	Facilities Management
Joel Heintz	Parking - Traffic Operations
Salvador Juarez	Facilities Management
Drew Scott	Facilities Management
Eloisa Valdivia	Organizational Excellence
Terry Wilson	Accounting Services

Service Awards

20 Years

Lisa Garcia	Parking - Traffic Operations
Lori Pardi	Facilities Management
Ricardo Reyes	Parking - Traffic Operations

25 Years

Linda Brase	Human Resources
Cece McAllister	Facilities Management
Suzanne Shaw	Office of VP for Administration

35 Years

Randy Villalobos	Facilities Management
Linda Vivian	Facilities Management
Amos Walton	Facilities Management
Eduardo Zenteno	Facilities Management

Retirees

Robert Velasquez	Facilities Management
David Dennis	Facilities Management
Charles Garcia	Facilities Management
Paula Clark	Human Resources
Wes Scheibly	Human Resources



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



Highlights

- **27,256** vendor payments processed by Accounts Payable
- **2,136** vouchers posted
- **1,224** Transfer of Payrolls processed
- **33,564** 1098-t forms processed
- **93,800** online payments received and 17,744 in person payments received totalling \$120,645,566.
- Responded to **12,962** student inquiries
- **6,530** manual student refunds processed totalling \$8,697,159
- **129,219** student invoices generated
- **1,715** students had their debt written off for Spring 2020 - Fall 2022 semesters using HEERF funding totalling \$2,078,090
- **9,407** Bulldog ID Cards printed

Accounting Services

Major Department Milestones and Accomplishments

- The Accounts Payable (AP) staff have been instrumental in configuring the AP portion of CSUBUY Procure to Pay (P2P). We are one of two pilot campuses and the AP team has been partnering with CSU Chico and our Procurement team to configure, test, and integrate this program that will go live in September.
- The AP team underwent an independent audit and the auditors concluded there was very little loss of funds as a result of having strong accounts payable processes in place.
- General Accounting implemented three new reporting requirements that impacted our financial statements per the Governmental Accounting Standards Board (GASB) which involved an extensive review of our campus agreements:
 - GASB 87 - Accounting for Leases which required an analysis of all agreements involving vehicles, heavy equipment, and buildings.
 - GASB 94 - Accounting for Public Private Partnerships which involved a review of transactions that involve acquiring the right to use another entity's capital asset.
 - GASB 96 - Accounting for Subscription Based IT Arrangements which required a review of all software agreements.

Staff Recognition

- Ashley LaCuesta: received Bachelor of Science degree in Accounting.
- Tom Chacon: Appointed as University Controller.

Department Goals for Upcoming Year

- Launch the Student Self Service Counter within the Cashiering Office lobby area. This will provide an easily accessible location for students to make payments and manage their online account.
- Implement *Dynamic Bill* to streamline the student payment experience.
- Implement Oracle Enterprise Performance Management Tool to streamline reconciliation processes.



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

In addition, the Association 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

- **1,997** events catered by University Catering
- Processed **30,038** payroll checks and **29,372** accounts payable checks
- Opened the Paws-N-Go Café inside the new Resnick Student Union, bringing healthy grab-n-go options and specialty coffee drinks to the campus community
- **Assisted the Gibson Farm Market** in the inaugural selling of speciality packaged commemorative commencement wine during the two-day graduation ceremonies at the Save Mart Center. This generated over \$24,000 in revenue for the Gibson Farm Market
- **Student Housing** continued their academic success efforts 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. Through this effort, we maintained our student GPA at 3.2 (with 74 % of our students maintaining a 3.0 GPA or better)
- **Kennel Bookstore's** Immediate Access E-books Program saved students **\$7 million** in textbook costs

Auxiliary Services

Major Department Milestones and Accomplishments

- Auxiliary IT assisted with the installation and configuration of digital signage in the Resnick Student Union. A total of ten (10) screens were installed throughout the building, including a video wall on the first floor.
- Auxiliary IT worked with Campus IT to transition from the Avaya phone system to Zoom Phone for all areas supported by Auxiliary IT.
- Kennel Bookstore continued to grow the Immediate Access (IA) E-books Program; sales increased to \$3.65 million compared to the previous year's total of \$3.3 million. Student savings for both the Fall 2022 and Spring 2023 semesters totaled over \$6 million compared to physical books, and over \$1 million compared to digital books. Students saved anywhere from 20% - 60% off the traditional price of a new textbook.
- During summer 2022, the Kennel Bookstore experienced a seamless transition back to the Verba digital book platform which provided a better experience for our students and faculty.
- University Dining Services successfully implemented new menu item labeling protocols in the University Dining Hall to identify common allergens and dietary restrictions.
- Student Housing provided alternative housing for 100 overflow students during the fall semester at an off-campus hotel and successfully transitioned them on to campus housing by the end of the fall semester.
- Student Housing completed a swimming pool renovation and continued upgrades throughout the halls to improve the living spaces for our residents, including new ADA compliant restrooms in Baker Hall.
- The campus received an Affordable Student Housing Grant which will add an additional 228 apartment style beds to the housing portfolio; projected to open in fall 2026.

Staff Recognition

- Linda Christian, Post Award Manager, worked through significant staffing transitions during most of the year. Linda worked tirelessly to mentor, train and make herself available to each new team member while also continuing to provide customer service and resources to our campus community. Thank you to Linda for her leadership through this challenging time.
- Kelly Maravilla (Foundation Financial Services) was promoted to Accounting Analyst.

Department Goals for Upcoming Year

- Save Mart Center migrating to a new point-of-sale system.
- Open three (3) retail dining concepts in the Resnick Student Union.
- Relocate the University Catering kitchen into the Resnick Student Union.
- Obtain a SNAP Retailer permit allowing us to accept CalFresh/EBT at authorized campus retail dining locations.
- Incorporate fresh food vending options in Student Housing and various campus locations to meet the need for late night and after hours dining.
- Continue to improve the academic success of our Student Housing residents. Our goal is to increase the average GPA to 3.25 and improve the retention rates of Student Housing residents.
- Continue with the design of the new Affordable Student Housing project (228 new bed spaces).

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 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

- Approximately **1,341** cases of confirmed, suspected or COVID-19 exposures investigated
- **137** fume hoods tested
- Trained and certified **24** employees to use forklifts
- Authorized more than **100** employees to use respiratory protection (respirator fit test, training and medical clearance)
- Removed and disposed of more than **66,000 lbs** of hazardous waste
- **612** driving authorizations completed
- **1,259** fire extinguishers checked on a monthly basis
15,108 fire extinguishers checked in the last 12 months
- **161** Eye Wash Stations checked on a monthly basis
1,908 eye wash stations checked in the last 12 months
- **141** safety showers checked on a monthly basis
1,692 safety showers checked in the last 12 months
- **63** foreign travel insurance requests processed

Environmental Health and Safety/Risk Management

Major Department Milestones and Accomplishments

- Developed Youth Protection Website and a program registration process.
- Streamlined the process for forklift certification and training.

Staff Recognition

- Leticia Renaud: received Bachelor of Arts degree in Sociology.
- Lisa Kao: Director of Environmental Health and Safety/Risk Management retired after more than 30 years of service at Fresno State.
- Jaime Horio appointed as Interim Director of Environmental Health and Safety/Risk Management.

Department Goals for Upcoming Year

- Onboarding of new staff.
- Strengthen campus compliance with standard Youth Protection guidelines, to include the development of a campus policy and training.
- John Hung: Obtain Associate in Risk Management certification.
- Jaime Horio: Obtain Associate Safety Professional certification.
- Create a Wheels Off webpage.



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



Highlights

- **6,540** work orders completed
- **7,995** service calls fielded
- **6,755** warehouse transactions processed
- Reduced electricity usage by **10.58%**
- Reduced natural gas usage by **11.23%**
- **445** leaks repaired
- **273** backflow inspected and maintained
- **22** programmed/installed ADA devices
- **132** irrigation controllers, **2,800** irrigation valves, and **33,600** sprinklers maintained
- **15** bottle-filling stations installed
- Added **7** fire hydrants across the campus, bringing our count up to **81** total.
- Installed **32** new restroom fixtures
- Fixed **1,922** sq. ft of potholes
- Replaced **4,855** sq. ft of concrete
- Installed **144** workstations
- Furnished **14** meeting/conference rooms
- **161** completed furniture requests

Facilities Management

Major Department Milestones and Accomplishments

- The Central Utility Plant Replacement (CUPR) project made steady progress with over 80% of the underground piping completed. This project will provide a new Central Plant for the generation of cooling and heating and 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 11 buildings, heating unit upgrades, LED lighting upgrades in 27 buildings and solar photovoltaic panels in parking lots P5 and P6. As part of the project, the Guest Lecture Academic Series were initiated in Spring 2023; ten (10) paid Fresno State Student Internships and four (4) \$2500 scholarships have been awarded since fall 2021.
- The Lynda and Stewart Resnick Student Union was completed. Other completed projects include the \$6m Domestic Water Upgrades and New Well #7; the Conley Art Canopies, Fire and Road Site Improvements and the McLane 225 Biology Lab renovation.
- The team helped to facilitate the move of various departments to either the University Student Union or the Thomas Building as a result of secondary effects of the Resnick Student Union. The offices included Career Development, Title IX and Clery Compliance, CAMP, Advancement Services, University Brand Strategy Marketing and Development.
- Transitioned to a new key request process that captures individual key inventory and clean, updated key systems.

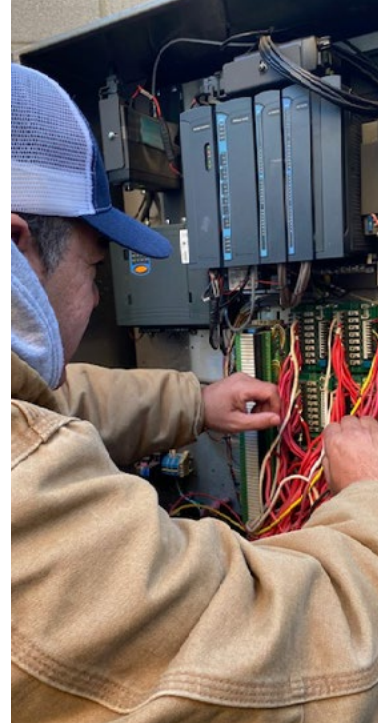
Staff Recognition

- Principles of Supervision course completed by Grace Borbe, Jake Bergen, Dillon Griffith, Meredith Sandrik, Andy Corea, Tim Breshears, Nestor Munoz.
- Blake Avant: Certified Measurement and Verification Professional.
- Teresa Tillema: Forklift Operator Certificate.
- Eddie Zenteno: Forklift Operator Certificate.
- **Promotions:**
 - Jeff Prickett: promoted to Director of Facilities Operations.
 - Chris Tift: promoted to Interim Lead Electrician.
 - Christy Velasquez: Master of Business Administration, and promoted to Capital Projects Operations Analyst.
- **New Employees:**
 - Painters: Joaquin Yopez and Juan Cisneros.
 - Electricians: James Lopez and Douglas Morazan.
 - Custodians: Efrain Albarran, Monique Bustamante, Xavier Dunn, Ulyssis Espana, Monica Gastelo, Erick Ibarra, Mark Guzman, Jesse James, Terry Lelea, Darnell McCoy, Griselda Rodriguez Trujillo, Francisco Suarez, Theresa Wright, Doua Yang.
 - Grounds Team: Michael Duran and Raymond Sanders; Victoria Marquez; Bob Tillema, Cheyene Torres Rivera.
 - Grounds Manager: Tim Breshears.
 - Associate Director of Energy Services: Mark Sine.

Facilities Management

Department Goals for Upcoming Year

- Continue the campus-wide rekeying effort to enhance physical assets.
- Update campus standards to be used as a Basis of Design for architects, engineers, and contractors.
- Implement the new Facilities Link warehouse module.
- Launch a permitting code compliance module.
- Complete the ADA Master Plan.



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
- Discrimination, Harassment and Retaliation



Highlights

- **56,005** payroll checks processed
- **13,273** payroll transactions processed into the State Controller's Office database
- **5,230** W-2's distributed in 2023
- **580** fee waivers processed
- **315** benefits open enrollment transactions processed
- **55** retirements were processed
- **97.99%** compliance rate with the Affordable Care Act requirements
- **293** leaves (all types) processed
- **511** COVID leaves processed
- **100** New Hire Welcome Baskets delivered
- **82** staff and 34 MPP searches conducted
- **222** staff/manager positions filled
- **163** requests for In Range Progression and salary increases processed
- **38** requests for reclassification and in-class progressions processed
- **156** stipend and bonus requests processed
- **87%** on time reporting for all Workers' Compensation claims
- **97%** closing ratio of Workers' Compensation claims
- **79** employees supported through a Workers Compensation claim process
- **154** ergonomic assessments conducted
- **71** employees were provided ADA accommodation support

Human Resources and Payroll

Major Department Milestones and Accomplishments

- The campus Telecommuting Program transitioned from a pilot phase into an institutionalized program.
- In collaboration with faculty and representatives of the Council on American-Islamic Relations, Dr. Hank Delcore led the Discrimination Harassment Retaliation Workgroup. This workgroup engaged with students in a series of listening sessions and a student survey. During Spring 2023, this workgroup developed an educational campaign to launch in the upcoming academic year to improve the way that our campus community is aware of discrimination, harassment, and retaliation and resources that are available to support people who have experienced these concerning behaviors.
- In an effort to support a broader understanding of collective bargaining agreement provisions the HR team launched a quarterly HR Newsletter and HR Forums for managers. This is part of an overarching goal of enhancing communication channels.
- New and improved process guides within the areas of payroll, student assistant employment, and onboarding were updated and distributed to campus stakeholders in an effort to provide greater clarity and to streamline processes.

Staff Recognition

- An extra big shout out to our HR Consultants Christine Paredes, Leah Reed, and Joshua Webster who served as strategic thought partners to key campus stakeholders across campus to facilitate and support multiple search committees to fill vital vacancies, including the positions of Vice Provost, Vice President for Student Affairs and Enrollment Management, University Diversity Officer, several dean positions, and staff and manager positions. Our dedicated and knowledgeable HR Consultants served as valuable resources and contributors for our campus community.
- Esmeralda Cruz: received Bachelor of Science degree in Business Administration / Human Resources Management
- Julie Irwin: received Certification in Office Ergonomics Evaluator (COEE)
- Marylou Mendoza-Miller: received Master of Science degree in Organizational Psychology
- **Promotions:**
 - Cathy Legarretta was promoted to Payroll Manager
 - Sarah Confer was promoted to Confidential Leave Coordinator
 - Cassandra Hanlin was promoted to Deputy Title IX Coordinator
 - Alexandria Jarrell was promoted to Confidential HR Analyst
 - Jessica Bravo-Mendoza was promoted to Confidential HR Analyst
 - Esmeralda Cruz was promoted to Administrative Support Assistant
 - Linda Brase was promoted to Director of HR Operations and Systems
- **New Hires:**
 - Shyla Salmon, HR Administrative Support Coordinator
 - Kelly Sabroe, Payroll Technician
 - Donna Lor, Lead Benefits Analyst
 - Paul Forte, Deputy DHR Administrator
 - Scott Fetterhoff, HR Manager for Labor and Employee Relations

Human Resources and Payroll

Department Goals for Upcoming Year

In an effort to better position our department to effectively meet the needs of our campus' new strategic plan, the HR department will undergo some reorganizational changes and strategic planning efforts with an intentional focus on the following goals:

- Transition the Discrimination, Harassment, Retaliation (DHR), Civil Rights, and Whistleblower compliance programs out of the HR Department and into a new compliance department within the Division of Administration and Finance under the leadership of a new Assistant Vice President.
- Rebuild organizational training and development programs by merging them into the HR Department portfolio of services. Under the leadership of a new HR Manager for Organizational Development, we will collaborate with campus stakeholders toward the overarching strategic goal of enhancing personal well-being and professional fulfillment for employees and also engagement with retirees.
- Reimagine the way that we proactively meet the needs of our campus, specifically within Employee Relations, Talent Management, and Workforce Planning, with an emphasis in accountability and a human-centered approach.
- Develop a new HR strategic plan with measurable outcomes that contribute to Fresno State's core values, mission, vision and strategic plan goals, specifically to enhance personal and professional fulfillment as follows:
 - a. Foster a work culture that supports participation.
 - b. Provide services for well-being and mental health.
 - c. Develop an overarching onboarding program for employees.
 - d. Identify factors that lead to employee turnover and devise and implement programs to increase retention.
 - a. Establish a compensation program that attracts and retains talented and diverse employees.
- Revitalize the Human Resources website in a way that demonstrates our commitment to supporting our valued employees with meaningful information and resources. This will be a collaborative effort with University Marketing and Communications.



Procurement and Support Services



Brian Cotham

Director, Procurement and Support Services

Procurement and Support Services includes:

- Procurement
- Mail Services
- Print Services
- Warehouse



Highlights

- **2,859** Purchase Requisitions processed
- **3,119** Print Services work orders processed
- **224,826** pieces of mail processed by Mail Services
- **30,299** packages received and delivered by the University Warehouse
- **8.51** tons of metal recycled by University Property
- **3,520,000** pieces printed and also 59,050 sq. ft of sign material produced by Print Services
- **\$39,911** volume discounts to the campus provided by Print Services

Procurement and Support Services

Major Department Milestones and Accomplishments

- As one of two CSU pilot campuses, the Procurement and AP teams helped to design and test the new CSUBUY Procure-to-Pay (P2P) system that will be implemented at Fresno and Chico campuses in September 2023.
- Fresno State's Procurement Benefits, which are cost savings, cost avoidance, and generated revenue, in regard to negotiation and contracting resulted in a total of \$1,557,393.

Department Goals for Upcoming Year

- Implement CSUBUY P2P system.
- Convert existing forms to be within the CSUBUY P2P system to reduce the number of external forms required.
- Print Services to produce more in-house promotional products.
- Print Services to provide a promotional products website for ease of product selection, quotes and ordering.
- Print Services to assume fabrication and installation of interior ADA signage projects.



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

- **107,000** FAX Rides recorded
- **1,006** safety escorts provided
- **8,173** doors opened
- **915** police reports written

Public Safety

Major Department Milestones and Accomplishments

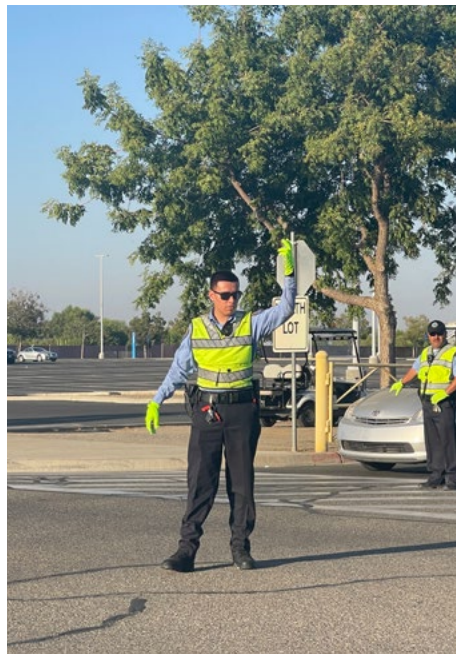
- The department completed the assessment for International Association of Campus Law Enforcement Administrators (IACLEA) Accreditation, and has been recommended to be reaccredited for another four years.
- Implemented the National Incident-Based Reporting System (NIBRS) and California Incident-Based Reporting System (CIBRS).
- Completed parking lot projects.
- Planned, developed, coordinated, and staffed overflow parking lot shuttle program.
- Developed a plan to transition from Bulldog Alert (campus emergency text alert system) to a new tool that will provide more stability and tools for campus emergency notifications.

Staff Recognition

- Christy Cee: promoted to Lead Dispatcher and completed Communications Training Officer Training.
- Marina Sanchez: promoted to Lead Dispatcher and completed Communications Training Officer Training.
- Corporal Robert Bergman: completed Less-Lethal Instructor training.
- Sergeant Charlie Frausto: completed Field Training Officer training.
- Sergeant Isaac Martinez: completed Internal Affairs Investigation training.
- Sergeant Todd Williams: completed Internal Affairs Investigation training.
- Chief James Watson retired after more than 13 years of distinguished service to Fresno State.

Department Goals for Upcoming Year

- Implement the Video Management System for new campus security cameras.
- Update the server that supports the patrol vehicle laptops.
- Update the Traffic Operations front office to better serve the public.
- Initiate an RFP for a Virtual Parking Permit Platform.



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

- Responded to **222** reports
- **75** pregnant students were provided assistance with accommodations
- **100%** completion of the Student-Athlete Title IX training
- **28,233** students were assigned the Title IX online training program
- More than **24** Title IX presentations were given to various departments on campus

Title IX and Clery Compliance

Major Department Milestones and Accomplishments

- Office moved to the University Student Union to be more accessible to the campus community.
- Provided additional outreach, created new media and attended student and employee events.
- Started Walk-in-Wednesdays to provide a space for students, staff and faculty to informally inquire about Title IX.
- Implemented a new process for transferring student athletes to receive NCAA Attestations, making it more efficient for departments and outside agencies to verify student records.

Staff Recognition

- Jamie Pontius-Hogan: received Doctorate in Education degree in Organizational Leadership.
- Cassandra Hanlin appointed as the Deputy Title IX Coordinator.

Department Goals for Upcoming Year

- Work with the Title IX Implementation Team to implement the Cozen O'Connor Campus Assessment.
- Increase visibility and presence on campus by providing additional in-person programs and trainings.





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