



Division of Administration and Finance

2025-2026
Annual Report



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



Dear Division Colleagues,

As I reflect on my first year at Fresno State, I am incredibly grateful to be part of such a dedicated, talented, and mission-driven team. Every day, I have the privilege of working alongside individuals who are committed to serving our students, faculty, staff, and the broader campus community with professionalism, innovation, and care. While I have not yet had the opportunity to meet everyone across our division, one of my goals for the coming year is to connect with more of you and gain a greater understanding of the important work you each do to make Fresno State a place where our students and campus community can thrive.

I am proud of what we have accomplished together this past year. The achievements highlighted throughout this report reflect not only the dedication of individual departments, but also the power of collaboration across our division. Whether modernizing systems, enhancing campus facilities, strengthening compliance, improving public safety, or strengthening services for our students, your work has had a meaningful impact on the University.

These accomplishments represent far more than completed projects or successful implementations. They reflect your dedication, expertise, and unwavering commitment to excellence. Every achievement highlighted in this report contributes to a more efficient, stronger, safer, and more welcoming campus.

Thank you for your excellent work, your collaboration, and your commitment. I look forward to continuing this journey together and celebrating even greater accomplishments in the year ahead.

Go Dogs!

A handwritten signature in black ink, consisting of a stylized 'M' followed by a horizontal line.

Matt Hawkins

Vice President and Chief Financial Officer

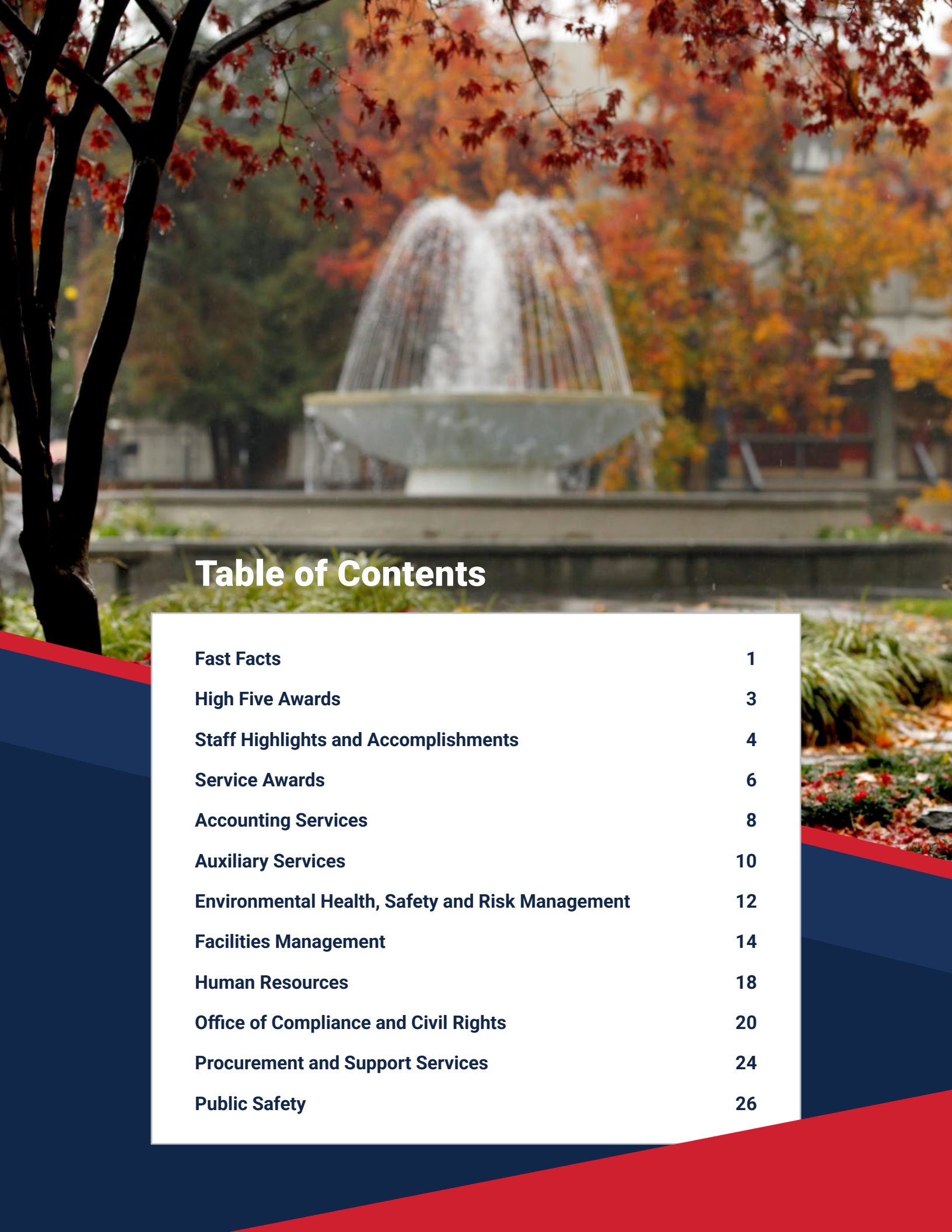
A background image featuring a large, ornate fountain with multiple water jets, set against a backdrop of trees with vibrant autumn foliage in shades of red, orange, and yellow. The scene is captured in a slightly blurred, artistic style. The fountain is the central focus, with its water spraying upwards and outwards. The surrounding area includes a low stone wall and some greenery in the foreground.

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837

EH&S and RM driving
authorizations
completed



40,405

calls for service
and officer initiated
activity by PD and
Traffic Operations



775

safety escorts
provided by
Public Safety



4.87

tons of metal recycled
by University Property
and Warehouse



436

event support
requests fulfilled
by Facilities
Management



44,952

Fetch
mobile orders
processed



47,264

payroll checks
processed



29,799

vendor payments
processed by
Accounting Services



149

new employees
hired by
Human Resources



1,579

events catered by
University Catering



1.4 MILLION

square feet of
space cleaned
daily by Facilities
Management



281,668

pieces of mail
processed by
Mail Services



\$8 MILLION

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



8,025

purchase requisitions
processed by the
procurement team



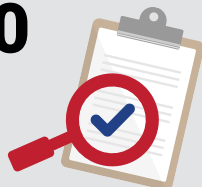
29,062

packages received
by University
Warehouse



Over 400

concerns
responded to
by OCCR team



263

public record
requests
processed



2,863

Organizational
Development
workshops offered



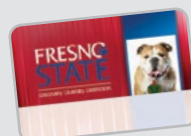
6,993

work orders
completed
by Facilities
Management



12,201

Bulldog ID
Cards printed by
Accounting
Services



28,155

student inquiries
responded to by
Accounting Services





High Fives

Goes Above and Beyond

Ricky Alvarado
Monique Bustamante
Tiffany Burmeister
Elaine Champion
Linda Christian
Esmeralda Cruz

Esther Gomez
Kelly Maravilla
Gillermina Nunez
Lori Pardi (2)
Jerry Robertson
Christian Rodriguez

Gregory Saldate
Raymond Sandoval
Lanny Vandever
Darren Williams

Models Principles of Community

Lisa Chavez
Jennifer Olsen

Ruben Perez
Leticia Renaud

Shyla Salmon
Sue Shaw

Provides Excellent Customer Service

Brian Alley
Colby Armstrong
Valerie Barba
Meredith Boeey-Sandrik
Antoinette Castanon (3)
Esmeralda Cruz

Joseph Forestiere
Jim Lopez
Ray Lopez
Becky Martinez
Doug Morazan
Denise Percy

Santos Pena
Kimberly Secrist
Chris Tift
Ashley Yu
Mehran Zarrinehteram

Saved My Bacon

Richard Jones
Christina Martinez
Matt Montez

Leticia Renaud
Rueben Silva
Cherie Weber

Ashley Yu



Department High Fives

Goes Above and Beyond

Environmental Health, Safety
and Risk Management
Facilities Management (2)
University Dining Services
Auxiliary Services

Models Principles of Community

Procurement and Support Services

Provides Excellent Customer Service

Facilities Management (4)
Starbucks
University Dining Services
Warehouse and Property Services

Saved My Bacon

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.

Blake Avant: Certified Measurement and Verification Professional (CMVP) Certification and Energy Manager Certification

Jose Alcaraz: CO Law and Design and Construction Course

Marc Cardenas: Beacon Athletics Turf Field Maintenance Certification

Jose Cazares Cervantes: Fresno State Principles of Supervision Program

Juan Cisneros: Lead Certification, EPA Lead Renovator Initial Certification, and EPA RRP Lead Certification

Stephanie Cota: Bachelor of Science, Business Administration degree

Mike Daly: Spyder Optimizer Certification

Brenda De La Cruz: ATIXA Intake Specialist Certification

Mike Dority: Lead Certification and EPA Lead Renovator Initial Certification

Daniel Garcia: Beacon Athletics Turf Field Maintenance Certification

Lieutenant Carlos Frausto: California Peace Officers and Standards Training Management Course

Anne Githae: ATIXA Title IX Coordinator Level I and II Certification

Dillon Griffith: Campus Deputy Building Official Certification, Cal Office of Emergency Services Inspector Certification, Chancellor's Office Law and Design and Construction Course

Maxwell Hill: ATIXA Title IX Coordinator Level I and II Certification, ATIXA Civil Rights Investigator Certification, ATIXA Hearing Decision-Maker Certification

Jaime Horio: Certified Safety Professional Certification

Paul Johnson: Water Distribution, Water Treatment, and Backflow Preventer Certification

Bruno Junilla: Honeywell Optimizer Certification

Maria Lucar: Chancellor's Office Law and Design and Construction Course

Samantha McNeil: Pregnancy or Related Conditions Training

Lieutenant Ruben Madrigal: California Peace Officers and Standards Training Management Course

Leo Mancinas: Lead Certification, EPA Lead Renovator Initial Certification and Asbestos Certification

Ramiro Palomares: Lead Certification, EPA Lead Renovator Initial Certification, and EPA RRP Lead Certification

Shane Peal: Asbestos Certification

Jeff Prickett: Cal Office of Emergency Services Inspector Certification, Chancellor's Office Law and Design and Construction Course

Leticia Renaud: Website Accessibility training

Latoya Rodrick: Question, Persuade, Refer Gatekeeper Training Certificate, Title IX Advisors Training

Mark Sine: Chancellor's Office Law and Design and Construction Course

Abe Tellez: Lead Certification, EPA Lead Renovator Initial Certification, and EPA RRP Lead Certification

Louie Trujillo: Water Distribution, Water Treatment, and Backflow Preventer Certification

Christy Velasquez: Chancellor's Office Law and Design and Construction Course

Brian Visher: Fire Inspection I Certification

Victoria Walter: Master of Public Administration degree

Joaquin Yopez: Lead Certification, EPA Lead Renovator Initial Certification, and EPA RRP Lead Certification

Fresno State Administrative Academy Program:

Lisa Garcia

Kimberly Secrist

Pat Lee

Arien Pauls

Fresno State MPP 101 Program:

Nestor Muñoz Bello

Maxwell Hill

Anthony Martinez

Meredith Booe-Sandrik

Linda Brase

Julie Irwin

Georgianna Negron-Long

Mark Sine

Scott Fetterhoff

Cathy Legarretta

Latoya Rodrick

Eduardo Zenteno

Fresno State Principles of Supervision Program:

Jose Cazares

Rick Reyes

Pete Serrato

Sunny Gill

Wesley Rodriguez

Christopher Tift

Victor Ramos

Jesus Sanchez

Theodore Woods



Service Awards

5 Years

Blake Avant	Facilities Management
Sabrina Vidrio	Accounting Services

10 Years

Anna Andalon	Accounting Services
Antoinette Castanon	Procurement and Support Services
Joshua Esqueda	Facilities Management
Carlos Frausto	Public Safety
Robert Gomez	Facilities Management
Robert Handy Jr	Facilities Management
Yesenia Hernandez	Public Safety
Robert Hinojoza	Facilities Management
Cathy Legarretta	Human Resources
Ryan Lowry	Procurement and Support Services
Charles Messenger Jr	Facilities Management
Mary Owens	Procurement and Support Services
Alfonzo Pasillas	Facilities Management
Robert Rodriguez	Human Resources
Maria Sandoval	Facilities Management
Terry Schneider	Public Safety
Rueben Silva	Facilities Management
Anibal Tellez	Facilities Management
Justin Thomson	Facilities Management
Louie Trujillo Jr	Facilities Management
Lanny Vandever	Facilities Management
Brian Visher	Facilities Management
Rosmy Vue	Public Safety
Towisha Yancy	Facilities Management

Service Awards

15 Years

Ron Gaxiola	Public Safety
Maria Gonzalez	Facilities Management
Georgianna Negron-Long	Human Resources
Jerry Robertson	Facilities Management
Joseph Ruiz	Facilities Management

20 Years

Robert Bergman III	Public Safety
Jeremy Chavez	Facilities Management
John Hung	EHS and Risk Management
Ruben Madrigal	Public Safety
Virginia Mathew	Facilities Management
Ruben Perez	Facilities Management
Domingo Reyes	Facilities Management

25 Years

Trisha Brown	Human Resources
Sean Cha	Procurement and Support Services
Vicky Vongdara	Accounting Services
Mehran Zarrinehteram	Facilities Management

30 Years

Rachel Atwood	Facilities Management
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Retirees

Lori Alamano	Public Safety
Charlene Cornell	Public Safety
Daniel Olvera	Facilities Management
Robert Rothschild	Facilities Management
Randy Villalobos	Facilities Management

Accounting Services

Accounting Services includes:

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



Department Milestones and Accomplishments

CSUBUY

The Accounts Payable, Accounts Receivable, and Travel Unit completed its second full fiscal year in the CSUBUY Procure-to-Pay system. We continue to work with the project team at the Chancellor's Office to troubleshoot processes and suggest enhancements now that all 23 campuses and the Chancellor's Office are using the platform. One of the enhancements we are testing is an AI solution for invoice voucher entry.

Concur Optimize Implementation

We completed our transition to the Chancellor's Office single instance of Concur Optimize for travel, procurement card processing, and employee reimbursements. The system provides more efficient processing of all three types of transactions and reduces system and processing costs over the long term.

Cashiering Windows Remodel

We completed a remodel of the Cashiering windows, adding an accessible customer service window, new signage, and fire-rated windows.

Streamlining of Fund Codes

More than 130 fund codes were closed or inactivated, improving oversight of funding sources through the consolidation and elimination of unnecessary codes. This effort also identified inactive and underutilized fund codes, resulting in a more streamlined and efficient fund structure.

Annual Legal Close and GAAP Submissions

Fiscal year 2024 annual legal close and GAAP submissions to the Chancellor's Office were completed on time. During the GAAP audit, which began in mid-July 2025 and continued through September, General Accounting prepared more than 80 GAAP journal entries, 88 Prepared by Client (PBC) audit schedules, and over 100 financial statement schedules. These schedules supported the consolidation of campus financial data into the California State University systemwide financial statements.

Annual Audit Findings

In fall 2025, we received confirmation that during the FY2024–25 audit cycle, the campus received no audit findings related to the GAAP audit or the Single Audit (Uniform Guidance), reflecting strong financial reporting, compliance, and internal controls.

Accounting Services

Staff Recognition

- **Sukhpreet Kaur:** Promoted to Student Accounts supervisor
- **Eva Owens:** Promoted to Accounts Payable supervisor
- **Victoria Walter:** Master of Public Administration degree



Department Goals for Upcoming Year

1. Implement Dynamic billing for students.
2. Expand the use of automated reconciliation tools in General Accounting.
3. Revamp the student collections process to gain greater efficiencies and collections results.

Highlights

- Processed 29,799 vouchers; 23,191 in CSUBUY and 6,608 vouchers in the legacy system
- Responded to over 28,155 student inquiries
- Processed 33,507 1098-T student tax forms
- Printed 12,201 Bulldog ID cards
- Billed 3,125 invoices to Auxiliaries and outside entities
- Processed 65,596 eRefunds for a total of \$126,652,296



Auxiliary Services

Auxiliary Services includes:

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



Department Milestones and Accomplishments

Dining Services

In October, Dining Services opened the first Dunkin' Donuts in the Fresno and Clovis area. Located in the University Center, this addition expanded access to coffee and convenient breakfast options for the campus community.

As part of our retail dining portfolio, we launched a new boba tea program at Toss-N-Chop. The program includes customizable drinks such as brown sugar milk tea, Thai tea, fruit teas, lemonades, refreshers, energy drinks, and other specialty beverages. It's been a great addition!

We expanded inclusive food categories, such as halal chicken that is exclusively served in Toss-N-Chop. We also expanded halal offerings in the Dining Hall to include deli meat and other proteins.

Implementation of new Enterprise Resource Planning System

We successfully implemented a new software platform, JD Edwards EnterpriseOne (E1), which was a project years in the making. E1 is an enterprise resource planning system that supports the day-to-day operations of the Auxiliary organizations. Through the collaboration and dedication of Auxiliary IT, Auxiliary Accounting, Auxiliary HR/Payroll, Foundation Financial Services, and Post Award, E1 now serves five Auxiliary organizations, integrating accounting and finance, human resources, payroll, and post-award administration into a unified platform that improves business processes, data integrity, and organizational effectiveness.

Student Housing

Student Housing successfully accommodated a record number of residents while upholding rigorous academic standards. Through targeted incentives and leadership programming, residents achieved an average 3.1 GPA, with 74% of the student population maintaining a 3.0 GPA or higher.

Comprehensive restroom and flooring renovations in Cedar and Sequoia Halls were completed in addition to aesthetic and functional upgrades in all residential facilities.

Kennel Bookstore

We continued to grow the Immediate Access (IA) E-books Program with positive results. Immediate Access sales increased to \$5.05 million (compared to the previous year's total of \$4.47 million). Student savings for both semesters totaled over \$6.7 million compared to physical books and over \$1.37 million compared to digital books. Students saved anywhere from 20% to 60% off the traditional price of a new textbook.

Staff Recognition

- **Pat Lee:** completed the Fresno State Administrative Academy Program

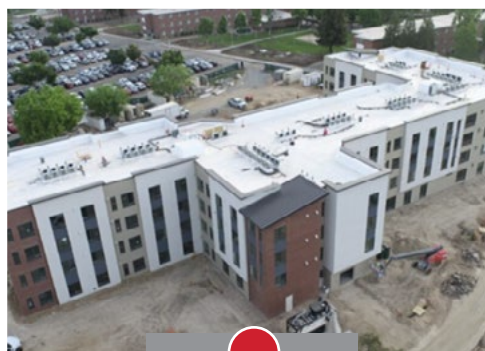
Auxiliary Services

Department Goals for Upcoming Year

1. Implement a JD Edwards EnterpriseOne (E1) Employee Self-Service portal. This will enable employees to securely access and update personal information, view payroll and tax documents, manage direct deposit information, and complete routine employment transactions through a self-service portal.
2. Expand the fresh food vending program by installing four additional Smart Fridge units in Student Housing. This will increase access to fresh, convenient meal options beyond standard dining hours.
3. In Dining Services, expand marketing and student engagement efforts to increase awareness of dining programs, promotions, and new offerings across campus.
4. Work to identify a new naming-rights partner for the event center currently known as the Save Mart Center.
5. Establish a new pouring rights partnership that enhances collaboration, provides meaningful support to campus, and generates sustainable financial support while delivering value to both parties.
6. Ensure a successful opening of the new Student Housing apartment-style building, focusing on establishing a vibrant, inclusive, and supportive community for its first cohort of residents.

Highlights

- Fulfilled over 44,952 Fetch orders. Fetch is our mobile ordering platform deployed across all retail dining operations, contributing to reduced lines and improved service times
- Processed 31,550 payroll checks and over 53,842 AP checks
- In fall 2025, the FY2024/25 data was finalized - we provided post-award administration for \$42M in federal grants, \$20.9M in state grants, and \$3.9M in other grants. This was an \$11M (or 21%) increase from the prior year
- 1,579 events catered by University Catering



Environmental Health, Safety, and Risk Management

Environmental Health, Safety, and Risk Management includes:

- Environmental Management
- Safety
- Risk Management



Department Milestones and Accomplishments

Hazard Mitigation

Moving toward more proactive hazard mitigation, we were able to evaluate and mitigate dozens of trip/fall hazards at the Vintage Days location before the event.

Cross-Training

We completed additional cross-training on various aspects of responsibility in our department, allowing multiple staff members to respond to requests.

Audit

We completed an external audit of our Youth Protection programming. We will use the audit report findings and recommendations to strengthen our existing programs.

Staff Recognition

Jaime Horio: Obtained the Certified Safety Professional designation

Leticia Renaud: Completed training on website accessibility and has led efforts to update department documents to meet compliance requirements

Department Goals for Upcoming Year

1. Review forms to increase automation and integrate them with the updated Concur system, including the driving authorization form and off-campus event notification form.
2. Roll out training for the upgraded QualiReady platform used for continuity planning. We will work with departments to update their continuity plans.



Environmental Health, Safety, and Risk Management

Highlights

- 837 driving authorizations completed
- 78 fume hoods tested
- 1349 fire extinguishers checked monthly. 16,188 fire extinguishers checked in the last 12 months
- 142 eye wash stations checked monthly. 1,704 eye wash stations checked in the last 12 months
- 140 safety showers checked monthly. 1,680 safety showers checked in the last 12 months
- 61 employees were authorized to use respiratory protection (each requires: respirator fit test, training, and medical clearance)
- 33 foreign travel insurance requests reviewed and processed
- 374 Learning Site Risk Assessments processed
- 87 trip/fall hazards mitigated



Facilities Management

Facilities Management includes:

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



Department Milestones and Accomplishments

McLane Annex Modular Removals

Removing these units allowed the university to refocus resources on academic and administrative buildings that are part of the permanent physical campus.

McLane Hall 242 and 247 Lab Remodel

Modernized these two critical high-impact lab spaces that are essential to curriculum and graduation.

Peters Business Fountain

The Facilities Grounds team worked directly with volunteer student groups to restore and beautify the Peters fountain and its adjacent landscape.

Joyal Cashier's Window Renovation

This project helped elevate the provision of services offered by this essential customer service counter.

MDF-A UPS Replacement

Modernized infrastructure that serves as the foundation for vital Technology Services equipment.

Science 1 Second Floor West

This project continued to upgrade the utilities in the Science 1 building, where important research and instruction take place.

McLane Hall Courtyard

The courtyard immediately south of McLane Hall D Wing was upgraded with new landscaping and seating.

Meats Freezer

The freezer used for the Jordan College of Agricultural Sciences and Technology animal programs was upgraded, supporting an important part of Fresno State's agricultural programs.

Facilities Management Roof Restoration

This project added years of life, insulation, and HVAC efficiency to the aging Facilities Management building.

Chiller Replacements

The installation of new chillers in the Viticulture and Enology Research Center and the Jordan Agricultural Research Center provided up-to-date cooling capabilities and added years of life to both facilities. Both buildings offer unique academic instruction and research activities that are critical to achieving degrees.

Facilities Management

Maple Circle Bus Stop

The addition of long-awaited benches and a bus stop shelter at Maple Circle provided a shaded, comfortable spot for passengers to sit as they wait for transportation.

South Gym 109 floor

The floor was resurfaced to provide a safe and beautiful environment for many students to enjoy during their fitness and recreation activities in this space.

Robotic Vacuums

Deployed two autonomous robotic vacuums at the Library, which helped with workload, allowing for additional cleaning to be done in the short amount of time after the Library closes.

Grant Funding

We received a \$200,056 CalRecycle Grant to install Bottle Fill Stations.

Energy Efficiency Promotion

To ensure the efficiency of our building energy systems, to enhance safety and security, and to support effective pest management across campus facilities, we installed window clings in buildings across campus to serve as a reminder to keep windows closed.



Facilities Management

Staff Recognition

Blake Avant: Certified Measurement and Verification Professional (CMVP) Certification and Certified Energy Manager status

Marc Cardenas: Promoted to Athletics Grounds Lead

Dillon Griffith: Campus Deputy Building Official Certification

Mike Daly: Spyder Optimizer Certification

Bruno Junilla: Honeywell Optimizer Certification

Jesus Verduzco: Promoted to Lead Custodian

Brian Visher: Fire Inspection I Certification

Dillon Griffith, Jeff Prickett: Cal Office of Emergency Services Inspector Certification (SAP)

Dillon Griffith, Jeff Prickett, Mark Sine, Maria Lucar, Christy Velasquez, Jose Alcaraz: Law and Design and Construction

Nestor Muñoz Bello, Meredith Sandrik, Mark Sine, Eduardo Zenteno: completed the Fresno State MPP 101 Program

Juan Cisneros, Mike Dority, Leo Mancinas, Ramiro Palomares, Joaquin Yopez, Abe Tellez: Lead Certification and EPA Lead Renovator Initial Certification

Paul Johnson, Louie Trujillo: Water Distribution, Water Treatment, and Backflow Preventer Certification

Leo Mancinas, Shane Peal: Asbestos Certification

Victor Ramos, Jose Cazares Cervantes, Pete Serrato, Chris Tift, Theodore Woods, Wesley Rodrigues: completed the Fresno State Principles of Supervision Program

Abe Tellez, Juan Cisneros, Joaquin Yopez, Ramiro Palomares: EPA RRP Lead Certification

Marc Cardenas, Daniel Garcia: Beacon Athletics Turf Field Maintenance Certification

The team's ability to adjust to leadership changes, shift priorities, strategize through challenging resource levels, and embody the stewardship and responsibility of the Campus Strategic Plan is evident in every level in our department. We're proud of each individual and every team in Facilities.

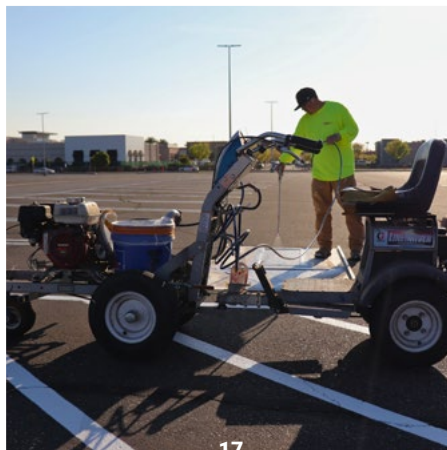
Department Goals for Upcoming Year

1. **Implement Events Request:** The separate request in the Facilities Link platform will provide more specific data fields so we can better support events on campus.
2. **Donald E. Gumz Enology Renovation:** The modernization of this building is nearing completion and should be ready for occupancy by the end of summer. These improvements will enhance the learning space for Fresno State's nationally acclaimed enology curriculum.
3. **Completion of ADA Assessment Phase II:** We are in the process of having the campus assessed for its ADA compliance. We hope to conclude Phase II by the end of June.
4. **LED emergency lighting upgrades:** The functionality of emergency lighting is critical in a building emergency. Upgrading these fixtures to LED will take place over the next few years.
5. **Affordable Student Housing:** This project adds 228 beds to our campus Residence Housing facilities, and will have special accommodations for student families. It should be ready for occupants by fall of 2026.
6. **Implement custodial quality control software "Smart Inspect":** This software will help our custodial services team ensure quality control as they clean the 1.4 million square feet every week.

Facilities Management

Highlights

- 6,993 work orders completed
- 39 bottle fill stations installed
- 6 trees planted
- 3,866 items received in support of maintenance and projects
- 48 special events permitted and processed
- 7 professional development programs utilized for staff development
- 436 event support requests fulfilled



Human Resources

Human Resources includes:

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



Department Milestones and Accomplishments

Benefits

Successfully transitioned employees from paper and AdobeSign Fee Waiver submissions to the CSU Optimize platform, which streamlines workflow and improves efficiency by standardizing the process, offers enhanced ease of use, and is more cost-effective.

Implemented new communication templates and tracking logs for more accurate and efficient implementation and tracking of leaves of absence, workplace accommodations, and interactive processes.

Operations

Ongoing implementation of the Common Human Resources System (CHRS), in preparation for a May 2027 Go-Live.

Payroll

Successfully implemented macro usage within the Payroll Information Management System, which provides a shared automated tool that reduces duplicate keying, streamlines payroll processes, and improves overall operational efficiency and the timely processing of payments. This has reduced the need for manual data entry, ultimately improving service levels for our campus.

Organizational Development

Developed and implemented Fresno State's inaugural nomination and review process for the CSU Trustee Wenda Fong & Mr. Daniel Fetterly Staff Awards. The campus received 16 nominations recognizing exceptional staff contributions and advanced finalists in multiple award categories, resulting in a Fresno State staff member being selected as the CSU recipient of the Fostering an Inclusive and Equitable Learning Environment award.

Staff Recognition

Linda Brase: completed the Fresno State MPP 101 Program

Scott Fetterhoff: completed the Fresno State MPP 101 Program

Julie Irwin: completed the Fresno State MPP 101 Program

Cathy Legaretta: completed the Fresno State MPP 101 Program

Georgianna Negron-Long: completed the Fresno State MPP 101 Program

Human Resources

Department Goals for Upcoming Year

1. Human Resources will partner with Technology Services and leaders across campus to launch CHRS in May 2027. CHRS will replace current Human Resources platforms across the CSU. With a modern interface and mobile-friendly design, CHRS will provide improved navigation, enhanced self-service capabilities, and consistent HR processes for all campuses.
2. Finalize campus recruitment and selection needs analysis, and provide a roadmap for strategic process improvements.
3. Fully staff the labor & employee relations functions according to campus needs.
4. Develop role-based career development pathways and guidance for staff, managers, and aspiring leaders that connect learning and professional development opportunities to onboarding, retention, succession-planning, and career growth.

Highlights

- 149 new employees hired
- 500 fee waivers processed
- 76 staff salary adjustment requests and 35 classification requests were reviewed and processed
- 63 ergonomic assessments completed and 88 pieces of equipment purchased
- 1,109 (unique) employees attended Organizational Development workshops
- 2,863 Organizational Development professional development workshops offered
- 2,196 Organizational Development operational training experiences offered
- 47,264 payroll payments processed
- 11,456 payroll transactions processed



Office of Compliance and Civil Rights

Office of Compliance and Civil Rights includes:

- Title IX
- Discrimination, Harassment, and Retaliation



Department Milestones and Accomplishments

Prevention Strategy Launch

Developed and launched the Office of Compliance and Civil Rights (OCCR) first comprehensive prevention strategy focused on Title IX, discrimination, harassment prevention, civil rights education, and campus engagement. Established a coordinated framework for prevention programming, outreach, communications, partnerships, and student engagement.

Organizational Growth and Operational Improvements

Implemented a revised organizational structure to improve efficiency, accountability, and service delivery. Hired Shannon Schipper as Deputy Administrator for Investigations and hired Samantha McNeil as Supportive Measures Coordinator. We streamlined intake and supportive measures processes to improve responsiveness, consistency, and service delivery.

Process Advisor Program

Implemented a Process Advisor program to provide additional support and guidance to individuals participating in OCCR processes. Improved access to information and support for students and employees navigating OCCR procedures.

Prevention, Outreach, and Education

Hosted OCCR's first Lunch and Learn program in partnership with the Anti-Defamation League.

Expanded prevention education and outreach efforts across campus and secured funding for the Peer Educator Prevention Ambassador Program to support future student-led prevention initiatives.

Title IX Athletics Compliance

Established Fresno State's first Title IX Athletics Compliance Committee to strengthen collaboration between OCCR and Athletics and support ongoing compliance with Title IX requirements. Developed a formal structure to review Title IX athletics obligations, identify areas for continuous improvement, and promote accountability and equity in athletic programs.

Marketing and Communications

Completed a fall 2025 social media awareness campaign focused on Title IX, discrimination, harassment prevention, and civil rights resources. Generated more than 144,000 impressions, 711 engagements, and 26,659 video views. Increased awareness of OCCR resources, services, and reporting options.

Professional Development and Capacity Building

Invested in staff development through nationally recognized training and Certification programs.

Staff earned multiple Association of Title IX Administrators (ATIXA) Certifications in Title IX administration, intake, investigations, and adjudication. Staff participated in professional development opportunities, including the UC Merced Campus Safety Conference.

Office of Compliance and Civil Rights

Strategic Roadmap Progress

Successfully completed the majority of objectives identified in the 2025 Strategic Roadmap, including:

- Campus-wide prevention strategy
- Marketing and communications strategy
- Website and social media enhancements
- Office staffing and workflow restructuring
- Accountability and oversight improvements
- Process Advisor implementation
- Staff and leadership development
- Visual policy flowcharts

Additional professional certifications and training completed by OCCR staff enhanced departmental capacity in prevention, investigations, supportive measures, compliance, and civil rights response.

Staff Recognition

Brenda De La Cruz: Earned ATIXA Intake Specialist Certification

Anne Githae: Earned ATIXA Title IX Coordinator (TIXC) Level I and II Certification

Maxwell Hill: Earned ATIXA Title IX Coordinator (TIXC) Level I and II Certification, ATIXA Civil Rights Investigator Certification, ATIXA Hearing Decision-Maker Certification, and participated in the UC Merced Campus Safety Conference, Fresno State MPP 101 Program

Arien Pauls: Completed the Fresno State Administrative Academy Program

Samantha McNeil: Completed Pregnancy or Related Conditions Training

Latoya Rodrick: Completed Question, Persuade, Refer (QPR) Gatekeeper Training Certificate, Title IX Advisors Training, and participated in the UC Merced Campus Safety Conference, Fresno State MPP 101 Program

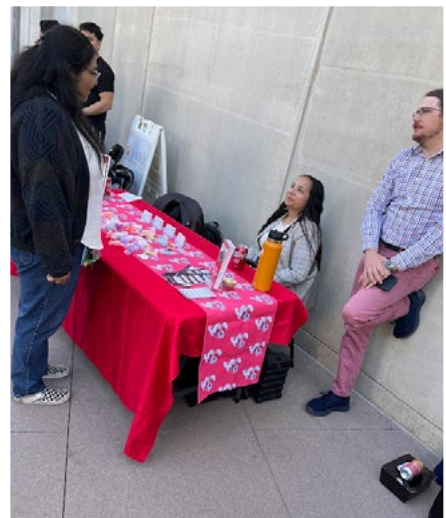
Department Goals for Upcoming Year

1. Launch and operationalize the Peer Educator Prevention Ambassador Program.
2. Launch the Culture & Belonging Prevention Team to strengthen campus partnerships, promote belonging initiatives, and expand prevention-focused engagement.
3. Expand and assess OCCR's prevention strategy through enhanced programming, outreach, campus partnerships, and student engagement initiatives.
4. Continue improving intake, supportive measures, and case management processes to enhance efficiency, accessibility, consistency, and service delivery.
5. Increase awareness and accessibility of OCCR resources through communications, outreach campaigns, educational programming, and resource development.

Office of Compliance and Civil Rights

Highlights

- Generated 144,420 social media impressions through awareness campaigns
- Generated 711 social media engagements on educational content
- Generated 26,659 video views through prevention and awareness messaging
- Published 13 educational social media posts focused on Title IX and civil rights awareness
- Received/processed over 140 pregnancy modification requests (~50% increase from prior year)
- Received/processed over 400 online concern submissions (~30% increase from prior year)
- Successfully implemented OCCR's first prevention strategy
- Expanded prevention, outreach, and education programming
- Improved intake and supportive measures processes
- Implemented the Process Advisor program
- Established Fresno State's first Title IX Athletics Compliance Committee
- Secured funding for the Peer Educator Prevention Ambassador Program
- Initiated more Investigations under the Policy than in any year since 2020
- Improved internal case data and outcome tracking
- Opened ~25% more case files than the previous year, while also doubling the rates for intake and supportive measure implementation





Procurement and Support Services

Procurement and Support Services includes:

- Procurement
- Mail Services
- Print Services
- Warehouse



Department Milestones and Accomplishments

Campus Initiative Support

Successfully supported the completion of several high-impact campus initiatives, including Affordable Student Housing, the Campus Master Plan, and the Central Utility Plant Replacement project. Through proactive stakeholder engagement, effective project management, and strategic coordination, we achieved critical planning and approval milestones, positioning the campus for future growth, improved student support, and long-term facilities and infrastructure development.

Campus Cost Savings

Fresno State's procurement benefits, which are cost savings, cost avoidance, and generated revenue regarding negotiation and contracting, resulted in a total of \$928,890.

University Property and Warehouse

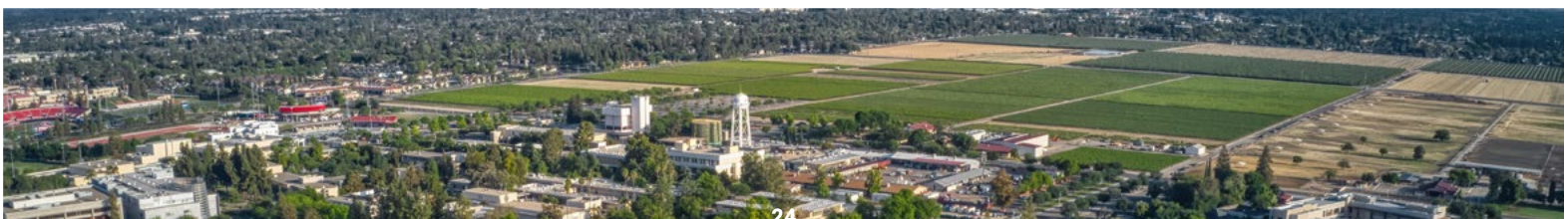
University Property has been helping to clean up the campus by surplus end-of-life equipment through recycling and public auctions.

Audit Completion

Completed the Chancellor's Office Purchase and Payments audit in June 2026.

Department Goals for Upcoming Year

1. Develop and implement a multi-campus public works shared services model that leverages collective resources, expertise, and best practices to improve operational efficiency, reduce costs, standardize service delivery, and enhance collaboration across campuses while maintaining high-quality support for facilities, infrastructure, and sustainability initiatives.
2. University Property will be assisting the campus in reducing its vehicle fleet.
3. Improve the Print Shop online work order experience.
4. Enhance the Print Services Stores to include the standard promotional items.
5. Continue enhancing and training employees on using CSUBUY P2P.
6. Implement recommendations from the Chancellor's Office from the Purchase and Payments audit.



Procurement and Support Services

Highlights

- 8,025 purchase orders processed
- 281,668 pieces of mail processed by Mail Services
- 29,062 packages received and delivered by the University Warehouse
- 34,408 lbs of E-Waste recycled by University Property
- 4.87 tons of metal recycled by University Property
- 1,738,464 pieces printed by Print Services



Public Safety

Public Safety includes:

- Police (Patrol Operations)
- Traffic Operations



Department Milestones and Accomplishments

Dispatch Center Remodel

A significant undertaking for the Fresno State Police Department (FSPD) this year was the complete remodel and upgrade of our Dispatch Center. This remodel included fireproofing the area and the purchase of new dispatching equipment and furniture. The project took a year to complete, and during that time, our dispatchers were relocated and accommodated in the department's briefing room, never missing a day of service to our campus.

Virtual Parking Permits

Phase One of the virtual parking permitting and enforcement system was implemented this year, converting all student parking permits from physical hangtags to an online virtual system. This transition moved more than 13,000 student permits per semester to the new platform, which is now monitored using the department's License Plate Recognition-enabled vehicle.

Holiday Toy Drive

The team collaborated with donors and supporters to hold its first-ever FSPD Holiday Toy Drive. Donors provided toys, clothing, and food for children from Stone Soup. Also, FSPD officers and Santa surprised guests shopping at Campus Pointe with gifts and treats.

Security

FSPD provided site and proximity details to multiple campus guests, including Chancellor Mildred Garcia, Shakira, and the Governor of California candidates during their on-campus debate. This involved deploying additional personnel to protection details, site inspections, and using canines for explosive sweeps. All visits to our campus took place without major incident.

Pink Patch Project

FSPD again participated in the Pink Patch Project, a nationwide campaign where law enforcement agencies wear a pink version of their shoulder patches during Breast Cancer Awareness Month. This year, the department was proud to release its own Pink Challenge Coin. Anyone wishing to support cancer research can stop by the department and purchase either a pink patch or a challenge coin.

Community Service

FSPD helped with a touching reception of Max Carrasco to the Monster Jam event at the Save Mart Center. Max is the son of late Selma PD Ofc. Gonzalo Carrasco, who was tragically shot and killed on duty in 2023. With the help of members of the Save Mart Center and Monster Jam promoters, Max and his family were treated to a wonderful day, which included all-access at the event and a meet-and-greet with the drivers.

Social Media

The Department's Facebook and Instagram social media presence has continued to grow and has reached 1,100 followers. FSPD uses these sites to communicate both safety tips and any current issues that may arise.

Active Shooter Training

This year, the department took its active shooter training to the next level by incorporating tactics into their live-fire range training. Under strict range master supervision, all officers conducted drills such as multi-officer building entrances and person rescues during their firearms qualifications.

Public Safety

Personnel

The department continued working toward its goal of hiring personnel to fill all positions for dispatcher and police officer vacancies. New members to our team this year were Dispatchers Mylene Gurrola, Stephanie Cota Rubio, and Gabrielle Goodman; along with Officers Cipriano Pineda and Sampson Lee.

Staff Recognition

Lieutenant Carlos Frausto: completed the California Peace Officers and Standards Training Management School

Lisa Garcia: completed the Fresno State Administrative Academy Program

Joel Heintz: promoted to Department Events Analyst

Lieutenant Ruben Madrigal: completed the California Peace Officers and Standards Training Management School

Chief Anthony T. Martinez: completed the Fresno State MPP 101 Program

Rick Reyes: completed the Fresno State Principles of Supervision Program

Detective Joseph Pulido: promoted to Sergeant

Stephanie Cota Rubio: Bachelor of Science, Business Administration degree

Department Goals for Upcoming Year

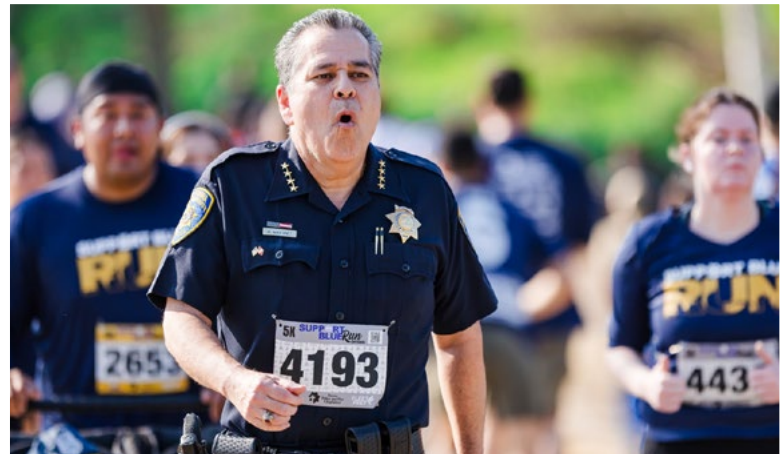
1. Complete the progression of one of our Public Safety Assistants to Police Officer. FSPD is proud to sponsor one of its own in the current Fresno City College Police Academy. Our candidate began as a student Public Safety Assistant, was promoted to Community Service Specialist, and is currently a Police Recruit in the academy, and upon graduation, will be sworn in as an FSPD Police Officer.
2. Phase Two of the parking systems upgrade will transition approximately 2,800 university employees to the virtual system. It will also move invited university guests away from the antiquated coupon code model to the LPR-based off-street guest parking platform.
3. Complete the police radio upgrade and expansion of coverage areas. The new equipment will ensure communication between dispatch and officers to the furthest points of our campus.
4. Traffic Safety Team members will be completing the CSU-required Transportation Demand Management study this year. The study examines commuting patterns to identify ways to reduce single-occupancy vehicle use and lower emissions, while also supporting more cost-effective alternatives to building additional parking, such as carpooling, transit, and biking.
5. Complete the Axon equipment upgrade and installation. FSPD is in the process of adding in-car video cameras to the entire fleet of patrol vehicles and transitioning to the use of virtual reality equipment for simulation training for all officers.



Public Safety

Highlights

- 40,405 calls for service and officer-initiated activity for both police officers and traffic operations personnel
- 818 police reports written
- Provided 775 safety escorts
- Completed 2,704 SCOUT transports for people with disabilities
- Our Community Service Specialists opened and secured 25 campus buildings and approximately 250 classrooms each day



FRESNO STATE®

Administration and Finance