



# 2018-19

ANNUAL REPORT

## The Division of Administration & Finance

*Paving the Road for Student Success*



CALIFORNIA STATE UNIVERSITY  
**FULLERTON**



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## About the Division

The Division of Administration & Finance (A&F) manages a wide array of campus operations from custodial services to financial reporting. A&F staff are often behind the scenes: the campus dining crew preps food each day for the student rush; the grounds crew arrives before dawn to keep the campus looking its best.

A&F's departments affect every area of CSUF life, and this annual report highlights how the work of our staff contributed to campus life and a positive student experience in 2018-2019. The student experience at CSUF starts with us the moment they step onto campus and ends as they sit in their seat at the commencement ceremony. To that end, the division is committed to providing the best service and support to students and employees in order to pave the road for student success.

**John Edwards & Veronica Gonzalez, Custodial Services**  
**Norimichi Arakawa, Landscape Services**  
**Pauline Laverde, Administrative Systems (AFIT)**



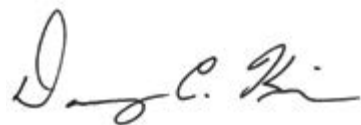
# A Message from the Vice President

Every year, Cal State Fullerton welcomes thousands of new and returning students to a campus constantly evolving to better their experience. Under President Framroze Virjee, the Cabinet, and many other leaders, our campus has made vast improvements and continue to work towards meeting the needs of the campus community.



As a division, our emphasis continues to be on driving student success by working in line with the University Strategic Plan and to pursue continuous improvement. We have made significant strides in the areas of safety, campus beautification, and customer service. Moreover, by using data collected from our annual Customer Satisfaction Survey, we continue to improve customer service and processes thanks to the feedback provided by students, staff, and faculty. Student Financial Services, for instance, implemented solutions resulting in faster resolution times for students, and Environmental Health & Safety reduced response times with their chemical inventory barcoding initiative. Additionally, Landscape Services are consistently beautifying the campus while managing water use.

I am proud of the work our team does every day to keep this campus at its best by overcoming challenges with teamwork, tenacity, and resiliency. We have much to look forward to this coming year: a new parking structure, a completed Campus Master Plan, a new Quad, an updated Pollak Library (4th and 5th floors), and even more improvements. For now, I hope you enjoy reading about the positive changes that occurred in the last year as they are the building blocks for greater student success.



Danny C. Kim  
Vice President for Administration  
& Finance/Chief Financial Officer

## WHAT WE MANAGE BY THE NUMBERS

# \$76,740,998

2018-19 Division Operating Budget



# 240.6

total  
acreage



# 112

campus  
buildings



# 731

classrooms



# 271

restrooms



# 2,531

office &  
conference  
spaces



# 11,802

parking  
spaces



# 39,774

student financial  
accounts

## CAMPUS GENERATED ENERGY



# 31,120

MWh Trigen



# 5,990

MWh Solar



# What We Do

The Division of Administration & Finance consists of hundreds of staff and student assistants that make up eight administrative areas and over 30 departments. Each of these departments support student success through the effective running of campus finance, administrative, and business operations.



## AUXILIARY SERVICES CORPORATION

- Campus Dining Services
- OC Choice Express (Catering)
- Property Development
- Sponsored Programs
- Titan Shops



## CONTRACTS & PROCUREMENT

- Asset Management
- Facilities Use



## OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION & FINANCE



## RESOURCE PLANNING & BUDGET



## UNIVERSITY POLICE



## CAPITAL PROGRAMS & FACILITIES MANAGEMENT

- Construction Management
- Custodial Services
- Environmental Health & Safety (EH&S)
- Facilities Administrative Services
- Landscape Services
- Physical Plant
- Planning & Design



## FINANCIAL SERVICES & ADMINISTRATIVE SYSTEMS

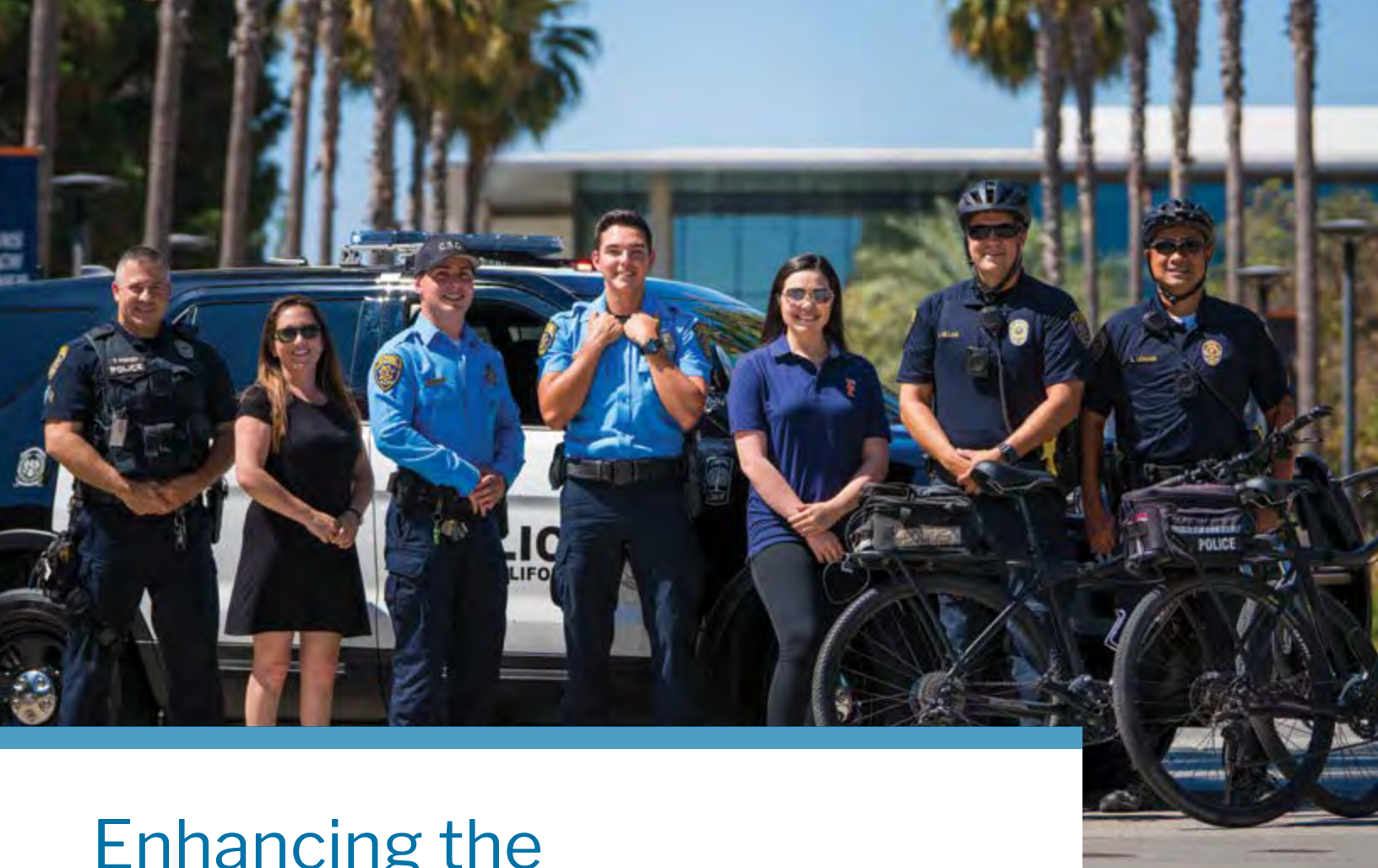
- Accounting Services & Financial Reporting (ASFR)
- Accounts Payable & Travel (AP)
- Administrative Systems (AFIT)
- Controller's Office
- Student Financial Services (SFS)



## PARKING & TRANSPORTATION SERVICES







# Enhancing the Learning Environment

Improvements made to ensure safety and promote a positive learning experience for students

Corporal Thomas Perez,  
Marissa Garza, CSO  
Daniel Chevallier,  
CSO Noah Maldonado,  
Alexa Cardenas, Officer  
Kyle Millard, & Corporal  
Hoang Lequang,  
University Police

## PRIORITIZING HEALTH & SAFETY

### University Police (UPD)

In 2018, UPD began publishing useful safety information through various social media platforms that highlight services provided, how and where to access them, and to tout its designation as a “Safe Exchange Location”. UPD also provides updates on traffic laws and emergency preparedness.

Among UPD’s numerous outreach programs is the Pedestrian Safety Campaign held during the first few weeks of the semester to promote campus safety related to walking on or around campus. Over the course of two months, the UPD engaged in online and in-person outreach to raise awareness.

UPD’s investigations unit successfully solved a case resulting in the first ever Gun Violence Restraining Order filed in Orange County, which deterred future criminal behavior and enhanced the protection of the victim and public.

Active shooter trainings and simulations increased this past year to ensure the topic be covered in 37 staff trainings or student orientations. Officers also underwent updated weapons tactics training to support fast and accurate responses in an emergency situation.

*\*UPD is proud to maintain the standards of the Commission on Accreditation for Law Enforcement Agencies (CALEA). For more information, visit [police.fullerton.edu](http://police.fullerton.edu).*





## Environmental Health & Safety (EH&S)

EH&S along with Fresh Air Advocates, a student-led program, collects data related to smoking on campus to support smoke-free initiatives. Faculty also use the data to support their research. Most recently, Dr. Joshua Yang, associate professor of Public Health, was awarded \$540,733 from The Regents of the University of California, Office of The President for his project, "A 'digital' mixed-methods evaluation of university tobacco-free policies." Dr. Yang's project utilized data collected by EH&S. Congratulations, Dr. Yang!



## Parking & Transportation (P&TS)

More than 100 signs were replaced or newly installed after a comprehensive review of posted wayfinding, traffic, and parking signs. This is an on-going project with more signs to be updated or installed.

## IMPROVING SERVICES, PROCESSES, & SPACE

### Capital Programs & Facilities Management (CPFM)

Forty-eight classrooms received new paint, whiteboards, technology enhancements, and updated furniture. The upgrades create a fresh and inviting environment conducive to different learning and teaching styles.

Four collaborative spaces were installed in open areas around Pollak Library with seating and tables, offering outdoor classroom and learning space.

Renovations to the 1st floor of Pollak Library were completed, including creative

spaces for the Diversity Initiatives & Resource Centers, University Honors Center, Center for Scholars, and generous open spaces, furnished to maximize functionality for students to gather and study.

Grass was added to areas east of the library and in front of Club 57 providing the campus community additional green space to congregate. Landscape Services uses the latest research in lawn care to maintain aesthetics while using less water and supporting the campus' sustainability efforts.



Jason Kalar, Landscape Services



### Parking & Transportation Services (P&TS)

Consistent tracking of parking mitigation efforts and transportation demand management strategies has led to more effective programs, such as: assisted parking, off-site parking with shuttle transport, carpooling, van-pooling, and three hour parking.

The University Bus Pass Program began in 2003 to encourage students to take public transit. This year, P&TS increased the duration of the pass from one semester to one year, and also reduced the cost from \$23 to \$20 a month.





### During Spring Semester 2019

33,636	Shuttle trips were utilized by students to and from the off-site lot
150	vehicles parked at the off-site lot freeing up more parking spaces on campus and reducing congestion on campus (daily average)
6,310	students and employees utilized assisted parking services (a valet-type service) reducing commuter stress in needing to find a parking space

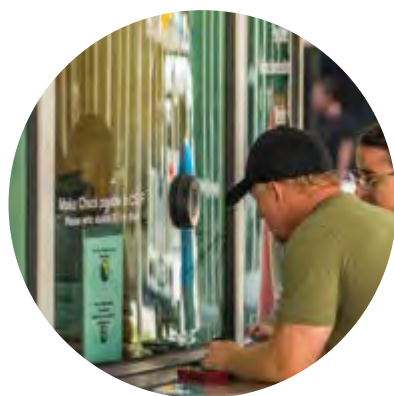


Photo right: Sabella Haile, Student Financial Services



### Student Financial Services (SFS)

An online chat tool was launched Spring semester 2019 to offer students and parents a convenient way to inquire about student accounts. The result reduced time students spent on in-person visits. The online chat supplements the call center (opened in 2017), which receives approximately 14,000 calls a semester. The effectiveness of these improvements are reflected in SFS' annual Customer Satisfaction Survey results which indicate improved customer service and accessibility.

A wireless headphone system was installed at the Cashier's Office windows in order to improve privacy for students and mobility for staff.

### Office of the Vice President

Updated banners reflecting the campus' current activities were refreshed or added to buildings, parking structures, and walkways. The banners serve to generate school spirit and to promote campus initiatives.



### Platinum Rating for EcoSure "Food Safety" Award

Carl's Jr. received a Platinum Rating for EcoSure "Food Safety". The EcoSure Food Safety Program is designed to help food service providers promote a culture of safety.

### Campus Dining

College Park's Nutwood Café was converted into a modern, automated convenience store (Avanti Markets) and now offers expanded hours and access to more food options while being more cost effective for the university.

Two new restaurants were launched in the Titan Student Union addressing student requests for more variety: Pieology and Hibachi-San. Pieology CEO Gregg Imamoto attended the ribbon-cutting ceremony in February 2019 to recognize CSUF as the first to bring Pieology to a campus setting.



President Virjee with Pieology CEO Gregg Imamoto and campus representatives.



## SUPPORTING STUDENT SUCCESS

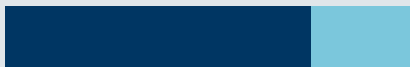
The Division of Administration & Finance employs an average of 600 students every year. Student employees play a vital role in supporting campus operations while receiving skills training and professional experience. Here are a few examples of how the division directly impacts student success:

### Understanding the Impact

The Office of the VP for Administration & Finance received an Assessment Inquiry Grant which was used to collect data and identify solutions on the student assistant experience within the division. This is what we learned:

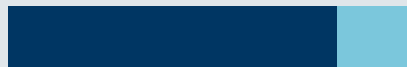
The skills I have learned as a student assistant make me a stronger candidate in the job market:

**75%** agree or strongly agree



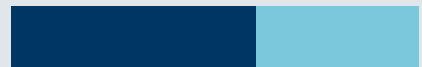
Being a student assistant has increased my self-confidence:

**82%** agree or strongly agree



Being a student assistant has increased my Titan Pride:

**65%** agree or strongly agree



### Launching Students into the Workforce

These are just a handful of our student employees who have recently graduated and are taking the next steps to pursue their careers.



Without a doubt, I would not have gone this far without EH&S' guidance. The lessons and values I learned at EH&S continue to inspire me as I work towards becoming a full-fledged professional in this field.

– **LAUREN MARUYA AREA SAFETY MANAGER AT ACCO ENGINEERED SYSTEMS (SPRING '19, EH&S)**

- Cory Bush has transitioned to Astrophysics, Inc. as a Mechanical Engineer (Spring '19, CPM Shipping & Receiving).
- Community Service Officer (CSO) Giulia Giorgi was hired at the Huntington Beach Police Department (Fall '18, UPD).
- CSO Supervisor Abigail Fox was recruited by the La Habra Police Department and graduated from the Police Academy in March 2019. (Spring '18, UPD).
- Christina Mu conducted research for EH&S which will now support her as she pursues a Ph.D at the University of South Florida (Spring '19, EH&S).
- Anna Fink is now an analyst for Pepsi Co. (Spring '19, SFS)
- Sydney Pagador is now working at Ernst & Young (Spring '19, AP Travel)
- Calin Popvici is pursuing his CPA (Spring '19, Accounting Services & Financial Reporting).
- Jonathan Saucedo is now an analyst at UC Irvine's budget department (Spring '19, VP's Office).
- Jesus Tapia secured a position with Cintas as a Regional Accounting Representative (Spring '19, Contracts & Procurement).
- Eric Tu is now an Occupational Health Intern at the International Alliance of Theatrical Stage Employees (Spring '19, EH&S).





# Managing Change

Advancements made with students  
in mind through adaptability and innovation

Karen Prame, Michael Lotito, &  
Michael Grace, CPM Sustainability

## RESPONDING TO CHANGE & CUSTOMER NEEDS

### SumTotal, Concur, & More (AFIT)

SumTotal, a CSU system wide initiative, was rolled out in January 2019, converting the Employee Training Center system into a more user-friendly platform that also supports training in professional and leadership development. Due to AFIT's efforts and expertise, the campus experienced no disruption, experiencing a seamless conversion.

The Concur technical team created a new call center to provide a central location for customer inquiries. Launched in November 2018, nearly 500 callers have been assisted as of June 2019. Campus users expressed appreciation for the increased efficiency and accessibility. Average resolution times have decreased by an average of 3 hours.

To ensure the security of campus credit card transactions, adherence to Payment Card Industry Security Standards (PCI) is required. AFIT's management received certification as both an Internal Security Assessor and PCI Professional. This is a great accomplishment and helps the campus progress in maintaining a secure cardholder data environment.

### New Ways to Ride (P&TS)

Six drop-off/pick-up points were established to accommodate and encourage students' use of ride-sharing apps like Lyft and Uber.

New Payroll Deduction Parking Permits were issued to faculty and staff to ensure better control and reduce risk of misuse. P&TS held a "Permit Pickup Fest", distributing 2,259 permits, coffee, and donuts, which created opportunity for P&TS staff to engage with the campus community.



## Vendor Expo & Streamlining Processes (C&P)

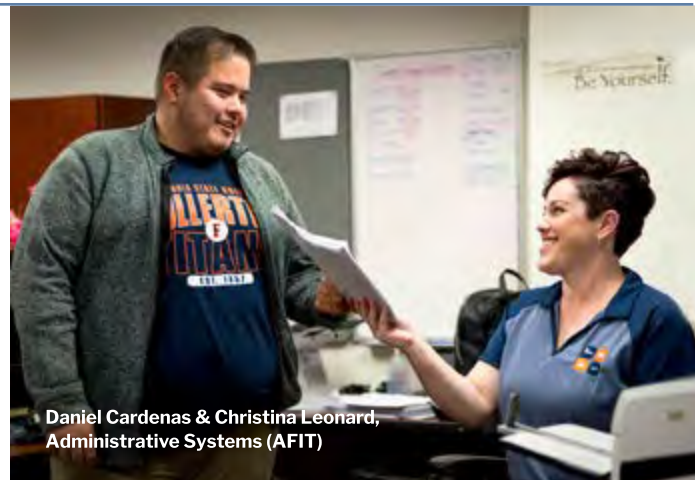
Contracts & Procurement hosted the 2nd Annual Vendor Expo in February 2019, giving the campus community an opportunity to meet over 40 local and regional vendors. The Expo introduced staff to products and services tailored to suit today's campus needs.

Contractual templates were created to minimize processing times for nursing agreements with Health Services, Internship, and Student Placement opportunities. These programs are essential for the School of Nursing to place students in clinical environments to acquire valuable work experience. Processing times reduced by 50% due to the new templates.

## DRIVING CHANGE & INNOVATION

### Project Processes Improved (AFIT)

Lean Six Sigma practices were utilized to evaluate and improve the department's project process. A new Project Request Process was implemented to streamline requests and allow AFIT project managers to have a better understanding of customer needs. Non-value added activities reduced by 30% and adherence to project procedures increased by 57%, ultimately improving delivery of services.



Daniel Cardenas & Christina Leonard,  
Administrative Systems (AFIT)



Campus members participating in  
the Campus Master Plan Open House

### Planning for the Future & a Culture of Service (CPFM)

Activities to develop a Campus Master Plan began in 2017 and continue on with significant progress. This year, two open houses and many stakeholder meetings were conducted to gather and act on feedback given. The process to develop the Plan is facilitated by CPFM but also includes representation from all areas of campus.

CPFM launched a Customer Service Initiative to align its functions under a new service philosophy and to update service standards. Teams were established to focus on communication, training and education, measurement, recognition, and service obstacles to foster a culture of customer service, offer opportunities for professional development, and assist in identifying barriers.



### Best Practice Award

CPFM received the 2018 Best Practice Award in Physical Plant Operations from the CSU for their work on the Shelter in Place lock replacement initiative.

### Position Planning & Budgeting (RPB)

Resource Planning & Budget successfully completed roll-out of the Position Planning & Budgeting System (PBPS) in Fall 2018. PBPS is a custom developed solution, integrating campus human resource data with our existing financial reporting portal to provide campus users

a broad portfolio of ready-made reports and tools to make powerful ad-hoc queries. It analyzes existing and planned position commitments to provide campus leaders with forecasts of labor cost. This model has attracted positive interest and drawn inquiries from other universities.

### Tracking Made Easier (SFS)

A uniform submission process was created for departments across campus to submit SFS help desk tickets for issues related to PeopleSoft and departmental fee requests. This allowed SFS to track requests, provide timely resolution, and monitor problem areas.

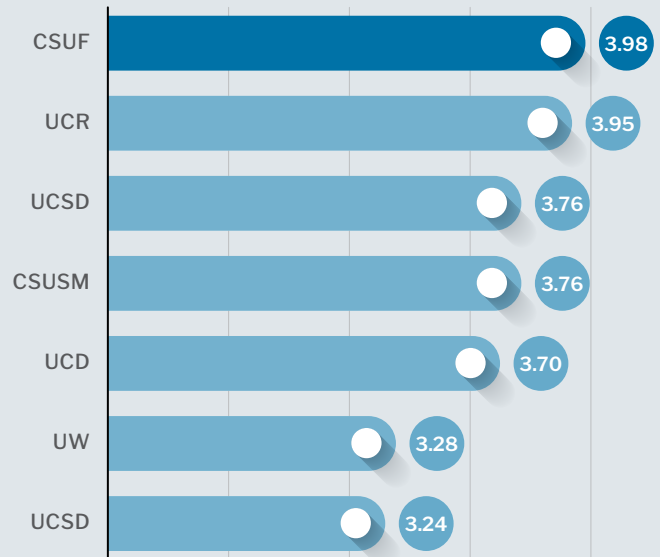


### Measuring Customer Satisfaction & Enhancing the Web Experience (VP's Office)

The Division's 3rd Annual Customer Satisfaction Survey was conducted March 2019. All students, faculty, and staff were invited to offer feedback which is used to support departments in prioritizing improvements and enhancing customer service. This year, nearly 20% of the campus responded, an increase of 6%. A benchmark report is also provided in the results to show scores from other universities participating in the same survey. Nine universities, including several CSUs, were included in the benchmarking. From the report, each department's services are measured alongside other campuses. Use of the benchmark results promote transparency, collaboration, and learning.

A major revamp of nearly all division websites began in 2018 and was completed Spring semester 2019. New websites are mobile-friendly and updated to meet current accessibility standards. The Division's main site, Contracts & Procurement, Financial Services, Environmental Health & Safety, University Police, and Parking & Transportation, were redesigned offering a fresh, new look and improved content. Visit [adminfin.fullerton.edu](http://adminfin.fullerton.edu).

### 2019 SURVEY BENCHMARK RESULTS FOR CAMPUS DINING



\*Results are posted annually at [adminfin.fullerton.edu/survey](http://adminfin.fullerton.edu/survey)



#### Certificate of Excellence Award

Accounting Services & Financial Reporting was acknowledged by the Chancellor's Office with a Certificate of Excellence in Financial Reporting for fiscal year 2017-2018 and the Most Improved in GAAP Reporting for the period June 2015 – June 2018

### DATA TO ACTION TO OUTCOMES

**STUDENT FINANCIAL SERVICES:** Extended call center hours, added online chat features, upgraded microphones at the Cashier's Office, and increased outreach leading to reduced resolution times.

**ENVIRONMENTAL HEALTH & SAFETY:** Chemical inventory barcoding, extended hours, partnership with colleges, and efficiency improvements in hazardous waste pick-up have led to processing times reduced from days to minutes and greater awareness of services.

**CAMPUS DINING:** Promotion of Tapingo (now GrubHub) and added menu items have contributed to faster food service and more variety for students.

**PARKING & TRANSPORTATION SERVICES:** Student wait times for parking has reduced due to shuttle services, carpool, stacked parking, and Uber/Lyft/Waze solutions.

**ACCOUNTING SERVICES & FINANCIAL REPORTING (ASFR):** Increased education of forms and processes have supported more efficient year-end reporting activities.

### Automation & Training (RPB)

Resource Planning & Budget automated the Budget Transfer Request (BTR) work flow and increased trainings in policy and strategy to support Divisional Budget Officers.

### Modernizing Systems (Titan Shops)

The implementation of a new Oracle-NetSuite Enterprise Resource Planning (ERP), point-of-sale (POS), and eCommerce System have changed all aspects of Titan Shops operations for the better. The new system allows for increased communication with customers and improved tools for managers to make better operating decisions.



#### Excellence in Supply Product Management Award

Titan Shops received the Excellence in Supply Product Management award from the Independent College Bookstore Association in 2019, which is awarded to one campus out of 89 for positive year-over-year improvements.

### Easy Permit Purchasing (P&TS)

Online purchasing of permits became easier starting Fall 2018. With over 22,000 parking permits delivered each semester, moving the majority of permit sales to an online platform has reduced processing times significantly. Students can now purchase semester permits online and visitors can purchase daily permits before arriving to campus. The ability to buy Payroll Deduction Permits for employees was also integrated online.

### Text-to-911 (UPD)

CSUF's police department along with all the other 911 centers in Orange County went live with the text-to-911 system in February 2019. This new system allows individuals to use text to talk to a police dispatcher from any mobile device. In addition, work is underway to link UPD's dispatch unit radio communications with Orange County Sheriff's Communications to facilitate better coordination with local law enforcement.

## PURSUING SUSTAINABILITY

### Reducing Energy Dependence, Waste, and Water Use (CPFM)

The campus' dependence on energy from Southern California Edison (SCE) was reduced by nearly 25 percent. Our engineering team continuously evaluates energy data and updates the Trigen operating sequence to optimize energy production. At the same time, CSUF's solar generation increased by 8.23 percent.

Dual waste receptacles, which provide a separate bin for recyclables, helped divert

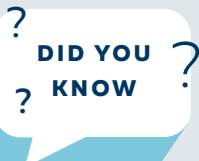
60 percent of the campus waste from local landfills. Bigbelly solar compactors, a public surplus program and a food-waste diversion program are on tap for next year, helping the campus meet its waste-reduction goals.

To conserve water, 327 high efficiency water faucets replaced aging faucets and 10 additional water bottle filling stations were added to campus grounds.



#### STARS Silver Rating Award

Through CPFM's Sustainability team's hard work in implementing programs and initiatives, CSUF earned a STARS silver rating in recognition for sustainability achievements from AASHE.



The campus' main electricity sources come from campus generated energy through Trigen and solar.\*

31,120 MWh

Trigen energy generation

5,990 MWh

Solar energy generation

8.23%

Increased solar generation

24.90%

Reduced purchased energy from SCE

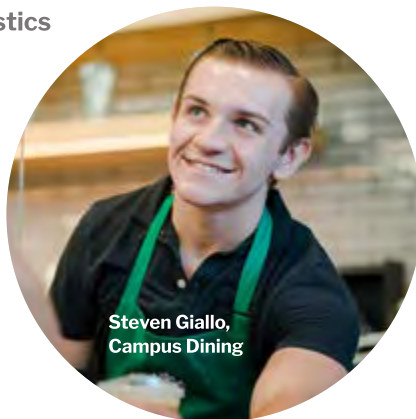
\$212,343

Reduced annual cost of purchased energy by 23.99%

\*2018-2019 data

### Reducing Single-Use Plastics (Campus Dining/C&P)

Use of disposable plastic straws and plastic bags were eliminated by Campus Dining establishments as of January 2019. Contracts and Procurement also plays an important role in ensuring that procurement activities are in compliance with CSU's sustainability standards. Removing plastic straws from campus is one step in a larger plan to eliminate single-use plastics in the CSU system by 2023 (CSU Policy 5236).



### Eliminating Carbon Dioxide Emissions (P&TS)

Sixty-five 120-Volt electric outlets were added on the surface of Lot A and the top level of the Eastside Parking Structure. EV drivers are able to plug-in and park throughout the day without paying an additional fee.

Parking & Transportation Services conducts the annual South Coast Air Quality Management District (AQMD) survey to calculate the campus' average vehicle ridership and continuously promotes incentive programs to encourage alternative transportation methods. These programs help the campus affect a reduction of 6 million vehicle miles travelled and eliminate 2500 metric tons of carbon dioxide emissions from transportation on average each year.





Nancy Nguyen & Joseph Tonetti,  
Environmental Health & Safety

# Partnering Together

## Effective collaboration with campus and community partners

### Increasing Lab Safety

Environmental Health & Safety partnered with the College of Engineering & Computer Science (ECS) to address hazards in laboratories through online and in-person training. EHS' new partnership with ECS will ensure that safety is integral in the education of engineering students and researchers.

### Creating Club 57

Club 57's faculty and staff lounge was opened in August 2018. President Virjee's vision to build greater connection and collaboration on campus prompted the creation of this exclusive dining and gathering space for campus employees. Campus Dining, OC Choice Catering, Titan Shops, and CPMF, came together to make Club 57 a reality.





### Expanding Access to Digital Content

Working with the Division of IT, Titan Shops expanded the Titan Direct Access Program to include access codes giving students the ability to download digital course materials. Titan Direct Access offers students reduced prices and free content during the first two weeks of the semester.



### Sharing Source Code with CSUs

In 2015, AFIT developed a program called Classification/Compensation Action Request (CCAR) which is used by the Division of Human Resources, Diversity, and Inclusion. CCAR generated interest in the CSU system leading to AFIT offering source code and consultation to CSU Long Beach. CSULB launched CCAR in 2019.



### Building Financial Capabilities

Student Financial Services (SFS) expanded CashNet E-Commerce in order to support the University Strategic Plan's entrepreneurship goals. Over two dozen new sites were added, including several colleges, Extension and International Programs, the Career Center, and Housing.

**Left: Hailey Wilson, Titan Shops, Middle: Eugene Sim, Administrative Systems (AFIT), Right: Alicia Barajas-Ritchie, Student Financial Services**



### 2019 Outstanding Campus Partner Award

"Your assistance with a student who was in dire financial need and how you all went above and beyond to take care of him as well as several other examples of how stellar your team has been to work with, led VRC's committee to award our Outstanding Campus Partner to Student Financial Services."

—Cameron Cook, Director of the Veterans Resource Center

### Teaming Up for Bike Safety

Parking and Transportation Services (P&TS) and University Police (UPD) teamed up to host a monthly free bike registration and bike safety check event. Registration increases the chance a bike will be returned to its owner if stolen. Not only does the event offer important services but builds stronger connections between the campus, PT&S, and UPD.





## Fighting Crime Together

University Police led and coordinated an investigation with Tustin and Anaheim PD which led to the arrest of a criminal ring of people who were stealing truck tailgates throughout Orange County. Administrative Services (AFIT) also contributed countless hours in recovering crucial audio testimony to bring resolution to the case.

## Showing Up with Coffee

University Police partnered monthly with the College of Humanities and Social Sciences to host Coffee with a Cop, an opportunity for the campus community to engage with officers. The event has proven to be very popular, and students have expressed feeling more comfortable in approaching officers.



Student with Captain Carl Jones & Officer Autumn Hollyfield, University Police

## Automating for Student Learning

Contracts & Procurement partnered with the Center for Internships & Community Engagement to automate the Student Learning Agreements process. C&P completed an average of 450 agreements per semester, improving process times and directly impacting the student learning experience.

## Developing Internal Controls

Internal Audit supported various departments including Sponsored Programs (ASC), C&P, EH&S, and various colleges to update and implement internal controls. For example, work is currently being done with EH&S and C&P to develop policies and procedures surrounding the procurement of hazardous materials. These efforts increase campus safety.



## Changing the Game

University Police partnered with the Criminal Justice Students' Association, Fullerton Police Department, and Placentia Police Department for a Game Changer event in May. The event included a mediated dialogue between community members and law enforcement agencies to address issues, potential conflicts, and to develop solutions together.



## Cannes Lions Film Festival Winners

A short film promoting Donate Life's organ donation campaign won Gold at the Cannes Lions International Festival of Creativity. University Police worked with Donate Life to coordinate production which included members of CSUF's PD, Fullerton PD, and Placentia PD. To watch, search for: "CSUF Donate Life Initiative" on YouTube.

# Who We Are

## Staff Diversity, Achievements, and Impact



Wendy Le, Pam Newton, Deirdre O'Dell Minogue,  
Elizabeth Rodriguez, CPM Service Management

### WHY OUR WORK MATTERS

#### In the words of our customers:

Richard Gonzales (custodian) demonstrates outstanding work quality and ethic, technical expertise, and a positive attitude. He was the first to notice a leak in the Dean's Suite and immediately managed the issue to prevent damage. The Dean's Suite is grateful for Richard and his outstanding service to our college."

- GAIL HENKHAUS, (MIHAYLO COLLEGE OF BUSINESS AND ECONOMICS)

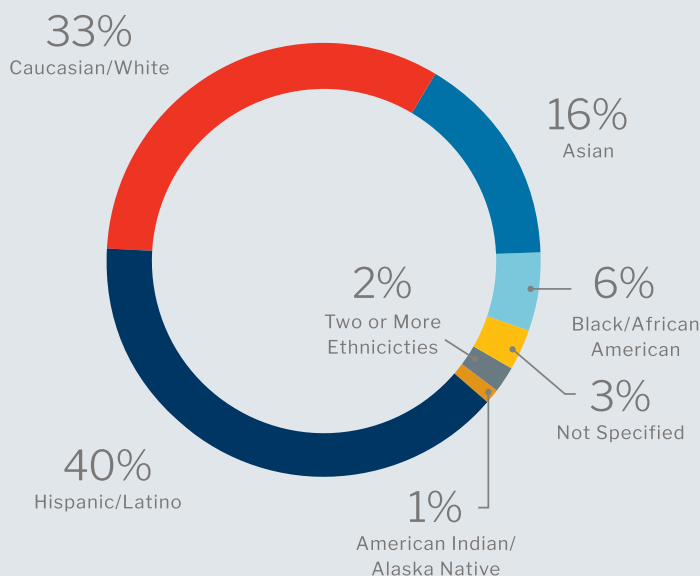
Being on a pretty campus makes me want to spend time there. In doing so I spend more time on school work, and bettering my education.

- STUDENT (ANONYMOUS VIA CUSTOMER SATISFACTION SURVEY)

I just received a call from an extremely happy and grateful mother of last night's bike victim. She appreciated your efforts and couldn't believe how quickly it was recovered. Her son is on the spectrum with high functioning autism so the recovery meant so much to his well being and mental health. Excellent work!

- CAPTAIN SCOT WILLEY TO UPD OFFICERS

### STAFF DEMOGRAPHICS



\*as of June 2019



### Achievements and Awards

*Division Partnership Awards: Staff members were recognized for exceptional teamwork and going above and beyond to support another department's needs*

- Nathan Cho, Administrative Systems (AFIT)
- Noel Runcie, Administrative Systems (AFIT)
- Parking & Transportation Services



Captain Carl Jones (UPD) was recognized by CSUF Student Life & Leadership for his years of dedication and exceptional service in

both the military and the police force. Best wishes to Captain Jones on his retirement!



## CONTINUOUS LEARNING

**Congratulations to full-time staff who completed an advanced degree this past year!**

**Monica Chavez, Parking Ticket Analyst**

Master's in Public Administration (CSUF)

Pi Alpha Alpha Honor's Society

**Kristen Jasko, Director of Parking and Transportation Services**

Master's in Organizational Leadership

(California Baptist)



In 2007, I was given the opportunity to work on campus as a student assistant. I graduated in 2010 while pregnant with my third child. In 2016, I went back to school for my masters. Additionally, I love to mentor student assistants and strive to be a positive role model in not only my children's lives but the lives of the students at CSUF.

**- MONICA CHAVEZ (P&TS)**

## 2019 CUSTOMER SERVICE HALL OF FAME

Through the annual Customer Satisfaction Survey, the following individuals were nominated for exceptional customer service by campus partners.

Abraham Cruz	Debbie Hagman	Jared Padiernos	Lynn Ganac	Renee Bell
Adilene Godines	Deborah Enriquez	Jason Miller	Marcella Panuco	Richard Gonzales
Adrienne Pedroza	Diana Janzen	Jennifer McCormick	Maria Nunez	Rickey Glenn
Albert Sim	Edison Lim	Jesse Blanpied	Marisela Delgadillo	Roy Burk
Alexander Martinez	Eduardo Dizon	Jessica Miller	Marissa Garza	Sabella Haile
Alfred Lozada	Elissa Thomas	Jessica Torres	Mark Courtis	Sanjay Mishra
Alfredo Nieto	Elizabeth Rodriguez	Joe Lipnisky	Mary Ellen Castillo	Sarabdayal Singh
Amanda McCarthy	Ellie Silvas	John Brockie	Martin Valle	Sasha Azoqa
Andrea Sanchez	Emil Zordilla	John Marino	Mary Ann Torres	Scot Willey
Angela North	Erin Lance	Jorge Martinez	Matt Bauer	Scott Petersen
Anthony Renteria	Estrella Mangahas	Jose Rosales	May Wong	Sean Kenney
Anthony Vasquez	Eugene Sim	Joseph Fitzgerald	Michael Di Tommaso	Sergio Rodriguez
Aundrea Hyde	Evajoy Tito	Joyce Cross	Michael Dickerson	Susan Fisher
Autumn Hollyfield	Frank Chavoya	Juan Lopez	Michael Lara	Susan Garofalo
Barbara Scarpa	Gabe Ibarra	Juan Vazquez	Michelle Samadi	Suvath Chea
Briana Fulfer	Gabriela Soto De Acosta	Justin Chan	Michael Colapietro	Sydney Dawes
Bryan Volpe	Gerard Caldwell	Justin Sturdivant	Mike Dickerson	Tannis Vines
Candi Watkins	Gianni Ramani	Justine Baldacci	Mike Pruitt	Thomas Perez
Carl Jones	Glock	Katie Cappuccio	Miles Persons	Timothy Jasko
Chef Dean Weitz	Gwen Dack	Kayla Fernandez	Nancy Clausen	Tony Feng
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Christine Muriel	Hector Muniz	Kimberly Ball	Olga Riveron	Tony Lynch
Christine Quach	Helen Davenport	Kristen Jasko	Pam Newton	Trang Do
Colleen Wilkins	Hoang Rivera	Larry McGee	Patrick Launi	Valerie Ramirez
Cristina Rangel	Hugo Contreras	Laurent Patricio	Pauline Laverde	Veronica Gonzalez
Crystal Gomez	Ingrid Thompson	Leonardo Lopez	Pearl Boelter	Winnie Lin
Crystal Newman	Iris Miranda	Linda Tran	Rachel Lasser	Zoila Carriaga
Danny Kim	Isaac Leon	Lisa Bickmore	Randall Clark	
Danny Miranda Jr.	Isaias Hernandez	Lizzette Rodriguez	Raymund Aguirre	
Dawit Haile	Janet Le	Lupe Brisenio	Raymond Juanico	

# Looking Ahead

A sneak peak at a few major projects already in the works

2020



## Campus Master Plan

CSUF's blueprint for providing a safe and dynamic learning environment that supports student success, will be finalized in 2020 after continued collection of campus feedback and review. Visit [masterplan.fullerton.edu](https://masterplan.fullerton.edu).

2021



## Parking Structure

To accommodate demand and remove commuting hurdles for students, construction for a new 1900 stall parking structure began June 2019. The new Eastside North Parking Structure will be completed in 2020.



## McCarthy Hall

Planning has begun on a \$40 million upgrade to one of Cal State Fullerton's oldest buildings. With construction expected to begin in summer 2020, the project will include fire-life-safety improvements plus a full renovation of the second floor to modernize learning spaces. Completion is expected in late 2021.

2022



## Housing

Outdated student housing will be replaced with a new 600 bed facility, graduate apartments, as well as recreational space to support an improved student life. Construction starts in 2020 with an estimated completion in 2022.

2023



## Visual Arts

Designs are underway to update the Visual Art Complex, a cluster of six buildings constructed in 1969. The renovations will create modern, functional space to support programs for another 50 years. Construction begins summer of 2021 with an estimated completion by early 2023.



For updates visit  
[facilities.fullerton.edu](https://facilities.fullerton.edu/projects)  
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