

The Division of  
Administration  
and Finance

# ANNUAL REPORT

2019-2020



Diversity, Equity, &  
Inclusion Highlight

P.14

Paving the Road for  
Student Success

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# Contents

- 1** A Message from the Vice President
- 2** What We Do
- 3** Enhancing the Learning Environment
- 8** Managing Change
- 11** Working Together: COVID-19 Response
- 14** Learning Together: Diversity, Equity, & Inclusion
- 16** Who We Are
- 17** Looking Ahead



## About the Division

The Division of Administration & Finance (A&F) serves as the backbone of the CSUF community, managing a wide array of campus operations from cashiering to construction. 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 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 contributes to a positive student experience. The student experience at CSUF starts with us even before they step onto campus and ends as they sit in their seat at the commencement ceremony. To that end, Administration & Finance is committed to providing the best service and support to students and employees in order to pave the road for student success.

# A Message from the Vice President



It has been a tough year. The 2019 Academic year started with the loss of one of our own and ended with a pandemic. We prepared and braced for budget cuts for the first time since the Great Recession due to the economic impact of the pandemic. This ultimately resulted in layoffs which were very painful. There is no way to sugar coat 2019-2020 and its challenges. Every person has been stretched in ways like never before.

In March 2020, the transition to virtual occurred overnight, forcing a tremendous change to our campus community and operations. While most moved to a virtual environment, many of our departments never left. The work in maintaining the campus had to continue. Environmental Health & Safety led the charge in developing and implementing safety protocols, at the same time, the University Police Department continued their critical work to maintain the security of people and property. Behind the scenes, Student Business Services received a massive amount of inquiries on student fees and deadlines. They played a vital role in responding to students during the transition, extending fee deadlines to alleviate financial constraints for many. With students no longer using parking permits, Parking &

Transportation responded to the thousands of refund requests.

The quick and agile response of A&F's departments to ensure safety for all while maintaining operations was a testament to the strength of our staff.

In preparation for students' return, capital projects, maintenance, and beautification continue. Strategic plans also remain in focus, including the Diversity, Equity, and Inclusion initiative.

This Annual Report is a window into the work of our many departments and is a result of many people working together behind the scenes: A&F staff, students, and campus partners.

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

## STATISTICS

## WHAT WE MANAGE

**\$77,955,932** 2019-20 Division Operating Budget



**241**

total acreage



**117**

campus buildings  
spread over 5.6 million  
square feet



**731**

classrooms



**29,472**

MWh Trigen campus-  
generated energy



**11,892**

parking spaces  
in 2019



**372**

teaching &  
research labs



**17**

dining  
establishments



**40,019**

student financial  
accounts



**6,343**

MWh Solar campus-  
generated energy



**12,612**

parking spaces  
in 2020

# What We Do

*The Division of Administration & Finance consists of hundreds of staff, including 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 (ASC)

- Campus Dining Services
- OC Choice Express (Catering)
- Property Management
- Sponsored Programs (Post-Awards)
- Titan Shops



## Capital Programs & Facilities Management (CPFM)

- Construction Management
- CPFM Business & Administrative Services
- Custodial Services
- Environmental Health & Safety (EH&S)
- Facilities Operations
- Landscape Services
- Planning & Design
- Plant Operations
- CPFM Sustainability



## Contracts & Procurement

- Asset Management
- Facilities Use



## Financial Services & Administrative Systems

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



## Office of the Vice President for Administration & Finance

- Division HR
- Internal Audit
- Strategic Initiatives



## Parking & Transportation Services

- Event Support



## Resource Planning & Budget



## University Police

- Emergency Preparedness





# Enhancing the Learning Environment

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

## **ENVIRONMENTAL HEALTH & SAFETY (EH&S)**

### **Scaling Safety Practices to Meet Campus Needs**

The College of Natural Sciences & Mathematics has had a successful safety program for many years. EH&S decided to take their safety model and apply it to the College of Engineering and the College of the Arts. Both of these colleges had courses that required personal protective equipment and safety training. All colleges now have routine safety meetings where concerns are discussed and solutions are found. Find out more about EH&S at [ehs.fullerton.edu](https://ehs.fullerton.edu).

## **CAMPUS DINING**

### **Leading the Way in Addressing Food Insecurity**

ASC's Campus Dining instituted the Electronic Benefits Transfer/Restaurant Meals Program (RMP). The planning process to implement the program was time intensive with many months of working with various agencies including the Supplemental Nutritional Assistance Program (SNAP). Social Services Agency of Orange County approved ASC Campus Dining Operations to accept the RMP Program,

and CSUF is the first campus in the CSU system to be approved for this benefit. Students experiencing food insecurity who are registered with SNAP will be able to receive meals at no cost while on campus. Initially intended to launch Spring 2020, the program will be activated once campus returns to normal operations after the COVID-19 pandemic. Learn more at [csuffood.com](https://csuffood.com).

## CAPITAL PROGRAMS & FACILITIES MANAGEMENT (CPFM)

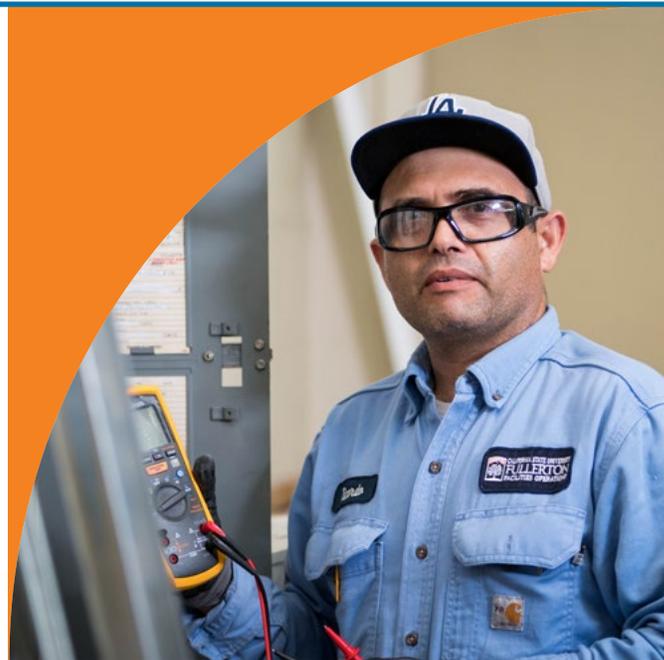
### Maintaining Infrastructure and Modernizing Spaces

Ongoing plans to replace failing elevators has allowed for safer and more accessible means for students to get to classrooms: elevator replacements were completed in Langsdorf Hall, Gordon Hall, and McCarthy Hall.

Three classrooms were converted into high tech computer labs. Converting a classroom space is no easy task as the campus is required to have a set number of classrooms, labs, and offices. Ensuring that the campus maintains the mandated space ratios while also meeting student and faculty needs can be a complex endeavour. The Planning and Design team, Facilities Operations, and Construction, work hand-in-hand to design improvements, ensure compliance, and coordinate with all parties to complete construction.

Testing and repairs of high-voltage electrical infrastructure was completed. High voltage electrical is the backbone of campus power. Replacing and repairing known failure points keeps the power running and classes functioning.

Painting and deep cleaning was completed in several areas for preventative maintenance, safety, and maintaining the longevity of campus facilities. These activities included painting 50 restrooms or hallways as well as 70 offices. Deep cleaning was done for flooring in 50 spaces, and during the summer season, over 300 restrooms, classrooms, and office spaces were cleaned and sanitized.



Facilities Management made upgrades to the Central Plant by replacing old inefficient chillers with new variable speed chillers and upgraded the Central Plant electrical service to provide more efficient cooling for the campus.

Landscape Services completed the landscaping of the Promenade/Quad space, providing outdoor seating and furniture for open air learning and engagement. The southern campus entry point by Langsdorf Hall was re-landscaped to provide both an aesthetically pleasing and environmentally conscious open landscape concept.

Landscape Services also completed the Campus Garden. Pathways have been created into the garden and a hose spigot added for watering. The Campus Garden will be used to support food insecurity programs for students.

Designs for the Baseball/Softball Facilities Improvement Project are complete and construction has begun renovating locker rooms, showers, coach's offices, and other spaces for greater accessibility. Go to [facilities.fullerton.edu](https://facilities.fullerton.edu) to learn more.



### Achievements and Awards

Facilities Management is part of the California Public Utilities Commission's Self-Generation Incentive Program and was awarded \$1.8M for a project to install an advanced battery energy storage system adjacent to the new Eastside North Parking Structure. The battery is sized to store 3,000 kWh for discharge over a 4-hour period and is a key component of our resiliency strategy to develop a campus microgrid capable of operating disconnected from the utility power grid.

## PARKING & TRANSPORTATION SERVICES (P&TS)

### Creative Solutions and Creating Access

Construction of the Eastside North Parking Structure was completed on-time in summer 2020. This structure features almost 1900 spaces on campus for students and serves to decrease parking congestion.

P&TS completed significant parking lot improvements by adding van-accessible disabled stalls in Lots D, H, I, Titan Hall, and Visitor West. Accessible paths of travel

were constructed in Lots H and Visitor West. Park and Pay stalls and dispensers were also added to Titan Hall Lot. These improvements were added to comply with the CSU Biennial Accessible Parking Audit Report. P&TS is required to assess accessible parking stalls and submit the report to the Chancellor's Office every other year. Visit P&TS at [parking.fullerton.edu](http://parking.fullerton.edu).

## STUDENT BUSINESS SERVICES (SBS)

### Customer Service Improvements



Through a combination of utilizing customer feedback from the Division's Customer Satisfaction Survey, consultation from student groups, and best practices, Student Business Services has consistently listened to customers to make impactful improvements. Here's how:

- Extended hours to better support students who work primarily during the day and attend class in the evenings
- Increased cross training of staff to resolve student inquiries without requiring students to talk to multiple people
- Increased online chat hours, providing real-time support with quick answers to help students make informed decisions on regarding their student account
- Implemented new software to have call center activities facilitated through different types of devices, allowing staff to respond to student inquiries

Learn more about SBS at [sbs.fullerton.edu](http://sbs.fullerton.edu).

### Achievements and Awards

Student Business Services (SBS) hosted the annual CSU Student Financial Officers Association in November 2019, and was invited to present best practices in using a Student Financial Agreement. SBS' efforts to build processes and tools like the Student Financial Agreement is just one example of their innovative strategies in setting students up for success.

## UNIVERSITY POLICE

### Increasing Safety through Notification Systems

In light of the incidents that occurred on campus in fall 2019 and after collecting feedback, the UPD assessed the emergency notification system, in partnership with campus IT, and committed to updating the system and vendor. UPD felt the new robust platform would serve the community better in the event of an emergency. Many hours were committed on training, testing, and developing messaging to better inform and update the public.



The many improvements and changes our 30+ departments accomplished could not fit in these few pages. Read more about how A&F staff support student success [here](#).

**2020 CUSTOMER SERVICE HALL OF FAME**

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



**Accounting Services & Financial Reporting**

Justin Chan  
Haile Dawit  
Lynn Ganac  
Jenny Huynh  
Tony Lee  
Winnie Lin  
Estrella Mangahas  
Betty Neri  
EJ Tito

**Accounts Payable**

Kathleen Cariaga  
Mary Ellen Castillo  
Susan Garofalo  
Debbie Hagman  
Gabe Ibarra  
Cassandra Lozano  
Zarita Moore  
Huong Nguyen  
Rachel Permejo  
Mary Ann Torres  
Khoa Tran

**AFIT**

Jewel Cachola  
Kevin Cao  
Nathan Cho  
Briana Fulfer  
Timothy Jasko  
Rachel Lasser  
Pauline Laverde  
Janet Le  
Hamid Marandi  
Jessica Miller  
Noel Runcie  
Barbara Scarpa  
Eugene Sim

**ASC**

Catherine Anders  
Sydney Dawes  
Michelle Dean  
Judy Goberdhan  
Iris Miranda  
Allison Nguyen  
Olga Riveron  
Joshua Shepard  
Ingrid Thompson

**Campus Dining**

Dania Barajas  
Rene Borromeo  
Lexus David  
Maria Diaz  
Brianna Fabila  
Steven Giallo  
Jocelynn Hill  
Matthew Leung  
Tony Lynch  
Christina Martinez  
Bryant Martinez  
Christina Medina  
Kimberly Morales  
Navya Nanjundaiah  
Crystal Newman  
Chris Norgaard  
Sophia Pereira

Valerie Ramirez  
Jesus Ramos  
Priscilla Rodriguez  
Brandon Sayphraraj  
Kaitlyn Storms  
Madhura Surayawanshi  
Jose Tello  
Brittany Thomas  
Briana Torres  
Yadira Uribe  
Faith Walker  
Ronnie Wasserman  
Jenny Yang  
Norbella Zalarar

**Contracts & Procurement**

Charles Almanza  
Alex Arias  
Matthew Beltran  
Adilene Godines  
Hector Muniz  
Nelson Nagai  
Richard Nelson  
Suor Ngin  
Marycruz Perez  
Laura Restad  
Sergio Rodriguez  
Yvette Shenefield

**Custodial Services**

Anthony Anderson  
Samuel Blanche  
Gerald Caldwell  
Edito Corales  
Abraham Cruz  
John Edwards  
Brian Epps  
Armand Esquivel  
Lyle Fenimore  
Veronica Gonzalez  
Richard Gonzalez  
Maria Graham

Jose Guerrero  
Isaias Chai Hernandez  
Dennis Hernandez  
Alfred Lozada  
John Marino  
Jorge Martinez  
Maria McCray  
Maria Nunez  
Dean Olsen  
John Razo  
Michael Roberts  
Andrew Roskos  
Joel Soto  
Martin Valle  
Juan Villanueva

**Environmental Health & Safety**

Marcus Andronic  
Justine Baldacci  
Pearl Boelter  
Frank Chavoya  
Rob Denman  
Gabby Goymerac  
Leo Lopez  
Nancy Nguyen  
Jared Padiernos  
Cheryl Parker  
Michael Wilcox

**Facilities Maintenance**

Lisa Bickmore  
Ana Camacho  
Enrique Chavez  
Hugo Contreras  
Marilyn Delacruz  
Joseph Fitzgerald  
Mark Fitzgerald  
Rick Hale  
Kelly Hayes  
Armando Hernandez  
Addison Jones  
Kaitlyn King  
Valentin Lagunes



A&F's 4th Annual Customer Satisfaction Survey was conducted during spring 2020. Like years past, results are posted online, feedback is reviewed, and areas of improvements are identified and implemented. To see the results, go to [adminfin.fullerton.edu/survey](http://adminfin.fullerton.edu/survey).

Corey Le  
Pam Newton  
Rory Prevo  
Gianni Ramani  
Ken Sanchez  
Tatiana Zavala

**Landscape Services**

Ramon Alamillo  
Nori Arakawa  
Isaac Arciniega  
Aquilio Bentacourt  
Harvey Berrospe  
Victor Davila  
Jim Kaiser  
Jason Kalar  
Paul Leon  
Hans Mickleson  
Eric Ismael Tellez

**Planning, Design,  
& Construction**

Alessandra Angeles  
Randall Clark  
Helen Davenport  
David Hess  
Ted Nakasuji  
Laura Riegler  
Sarabdayal Singh  
John Spencer  
Emil Zordilla

**Parking &  
Transportation  
Services**

Andrea Aguilera  
Sasha Azoqa  
Jonathan Benitez  
Debi Brundage  
Monica Chavez  
Marisela Delgadillo  
Michael Delo  
Brenda Flores  
Anna Gomez  
Krystela Gomez

Kristen Jasko  
Erin Keller  
Andrea Mora  
Loan Nguyen  
Jeimmy Orellana  
Quezada  
Liz Rodriguez  
Jennifer Sanchez  
Jennifer Solorzano  
Gabriela Soto  
De Acosta  
Elissa Thomas  
Trevi Tran  
Reggie Turnbow  
Juan Vazquez  
Candi Watkins

**Resource Planning  
& Budget**

Jennifer Chung  
Raymond Juanico  
Joe Lipnisky

**Student Business  
Services**

Ossiris Acevedo  
Joyce Cross  
Lashon Dumas-Jackson  
Anthony Feng  
Sabella Haile  
Rondee Kelly  
Marianna Lopez  
Marcella Panuco  
Scott Petersen  
Frances Petrella  
Christine Quach  
Hoang Rivera  
Michelle Samadi  
Devlin Shelby  
Albert Sim  
Tracy Wang

**SBS Cashier's Office**

Kaylee Castillo  
Aundrea Hyde

Diana Janzen  
Joyce Jones  
Karla Palma  
Daniela Perez

**Sustainability**

Stephanie Del Rosario  
Danny Miranda  
Janet Purchase

**Titan Shops**

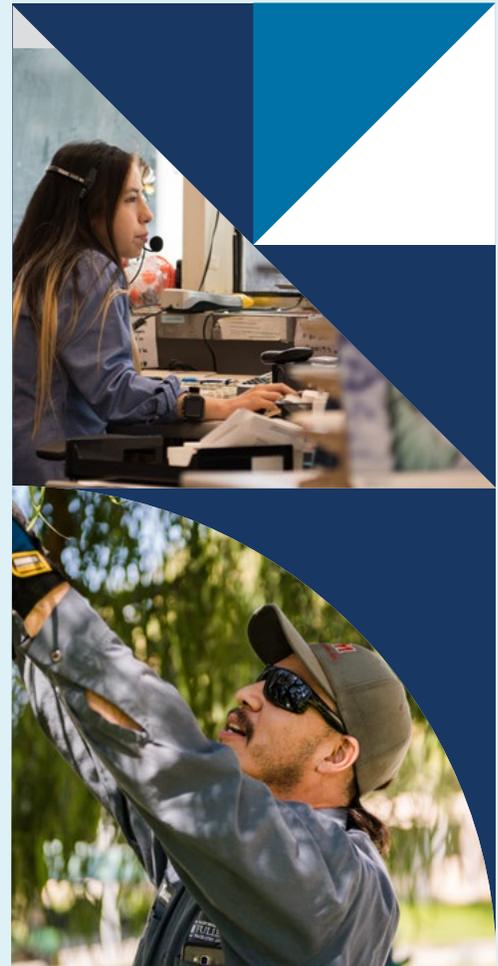
Abigail Amaya  
Kim Ball  
Claude Damsa  
Danielle DaSilveria  
Aleah Diaz  
Mike Dickerson  
Gabby Garcia  
Alex Gellatly  
Rickey Glenn  
Aaron Jimenez  
Claire Kaneko  
Celeste Lemus  
Daisy Medina  
Greg Medina  
Ariana Pacheco  
Adrienne Pedroza  
Crissy Rangel  
Aidan Salazar  
Daniel Salinas  
Andrea Sanchez  
Justin Sturdivant  
Marissa Suarez  
Gianni Tacadena  
April Tran  
Bryan Volpe  
Hailey Wilson

**University Police**

Raymund Aguirre  
Renee Bell  
Nicole Barnagian  
Jesse Blanpied  
Roy Burk

Rhonda Cleggett  
Gwen Dack  
Sue Fisher  
Marissa Garza  
Autumn Hollyfield  
Rachel Junn  
Adam Kashe  
Kassandra Llama  
James Martinez  
Kyle Millard  
Thomas Perez  
Miles Persons  
Jose Rosales

Tiffany Trang  
Karina Villa  
Scot Willey  
Tong Kou Xiong  
Glock (K9)





# Managing Change

*Adapting and Innovating with the Student Experience in Mind*

## **CONTRACTS & PROCUREMENT**

### **Improving Customer Service with Increased Access and Information**

C&P carried out a multi-pronged approach to creating new ways to connect with customers and improving service. A new C&P website was completed and extensive outreach was conducted with the Colleges of Education, Nursing, Natural Sciences & Mathematics, Information Technology, and Academic Affairs, through quarterly meetings and providing dashboards of procurement metrics.

The Third Annual Vendor Expo was held in February 2020 which brought even more vendors and campus participants than the previous years. The Expo allows for the campus to directly engage with local and regional vendors to better understand the products and services available to the campus. To connect with Contracts & Procurement, visit [adminfin.fullerton.edu/cp](http://adminfin.fullerton.edu/cp).

## **CAPITAL PROGRAMS & FACILITIES MANAGEMENT (CPFM)**

### **Changing How Work is Done for the Better**

CPFM Sustainability started the Food Waste Diversion Program to reduce campus waste sent to landfills. Also, in compliance with SB1383, on-going improvements were made in the campus waste diversion rate. Learn about Sustainability at [fullerton.edu/sustainability/](http://fullerton.edu/sustainability/).

Landscape Services created additional work zones to improve the maintenance process. This increase helps with a higher level of detail with landscaped areas leading

to a cleaner looking campus. There is a larger sense of pride among the zone workers which helps them operate on a more preventative maintenance level versus a deferred one. Within Landscape Services, each zone worker receives equipment and skills training as well as a quarterly site visit to go over issues, solutions, and any ideas to help improve the processes of the department. This helps provide transparency on any issues and create insight into providing the best possible outdoor environment possible.

## STUDENT BUSINESS SERVICES (SBS)

### Removing Barriers Inside and Out

Student Business Services changed their name from Student Financial Services to better define the type of support provided to students. Similar to companies that re-brand, Student Business Services aims to expand students' understanding of the services available for their student accounts and cashiering needs.



Along with a new name, SBS also modified their space in College Park 100 and 200 to promote an open environment and increased communication between sub-departments, breaking down physical silos and leading to faster problem-solving. SBS also added consultation rooms for students and parents to provide greater privacy to discuss confidential information.

### SBS has provided continued improvements in support of campus partners' needs:

- Expansion of Extended Ed programs into PeopleSoft to offer consistency and ease for students was critical to merge both departments' policies and tools.
- SBS assumed responsibility for the Emergency Loan Program which allows students quicker access to emergency funds without requiring involvement from multiple departments.
- Due to the complexities associated with setting up fees in PeopleSoft for the wide variety of courses offered on our campus, SBS has built up their knowledge and support capabilities to support Academic Affairs' growing fee structures including cohort pricing, expansion of distance education, and class fees. The outcome has led to greater clarity for colleges and students as well as streamlined activities within SBS.
- SBS set up auto-enrollment for freshmen and expanded Study Agreements for specific populations to offer departments more ability to market certain programs with cohort pricing and allow for maximum flexibility as to when student fees are due.

## ADMINISTRATIVE SYSTEMS (AFIT)

### Prioritizing through Tools and Technology

AFIT implemented several strategies to help staff prioritize and track work. Smartsheet, a work management system, was implemented to streamline request processes and standardize projects. AFIT also developed tools to empower team members to self-prioritize, including priority definitions for internal and customer reference and project questionnaires. Find out more about AFIT's services at [afit.fullerton.edu](http://afit.fullerton.edu).



### Achievements and Awards

CPFM Sustainability won the Club Car grant competition for a \$10,000 electric service vehicle. Club Car thought so highly of the request to integrate the service vehicle with CPFM Sustainability's Food Waste Diversion program that they designed a custom vehicle valued at well above the \$10K budget.



### ADMINISTRATIVE SYSTEMS (AFIT)

#### Supporting Customer Success Through Process Improvement

In collaboration with Financial Services, AFIT started work to convert 17 forms to an electronic format in order to enhance a department's ability to accept electronic documents and implement workflow.

AFIT developed a queueing system in-house for Student Business Services' Cashier's Office. The software allows for more efficiency in moving lines and provides data of peak times for better staffing.

### PARKING & TRANSPORTATION SERVICES (P&TS)

#### Creating More Waze to Get to Campus

P&TS implemented Waze Carpool and established a carpooling community of over 1,000 participants; increased the number of carpools by 357% since fall 2019. Increasing participation and awareness of the carpool program directly impacts a reduction in parking and traffic congestion on campus.

P&TS also partnered with Zipcar to give students and employees who did not purchase a parking permit access to hourly car rentals to commute around the area.

A total of 211 members were part of the Zipcar program at its peak in March 2020 with a utilization rate of 50%.

Due to the construction of the Eastside North Parking Structure, P&TS successfully mitigated the temporary but significant loss of 550 student parking spaces through alternative transportation programs, assisted parking, and off-site parking location. Doing so required creativity, resourcefulness, and frequent communications from the department.

### UNIVERSITY POLICE (UPD)

#### Using Technology to Return Property

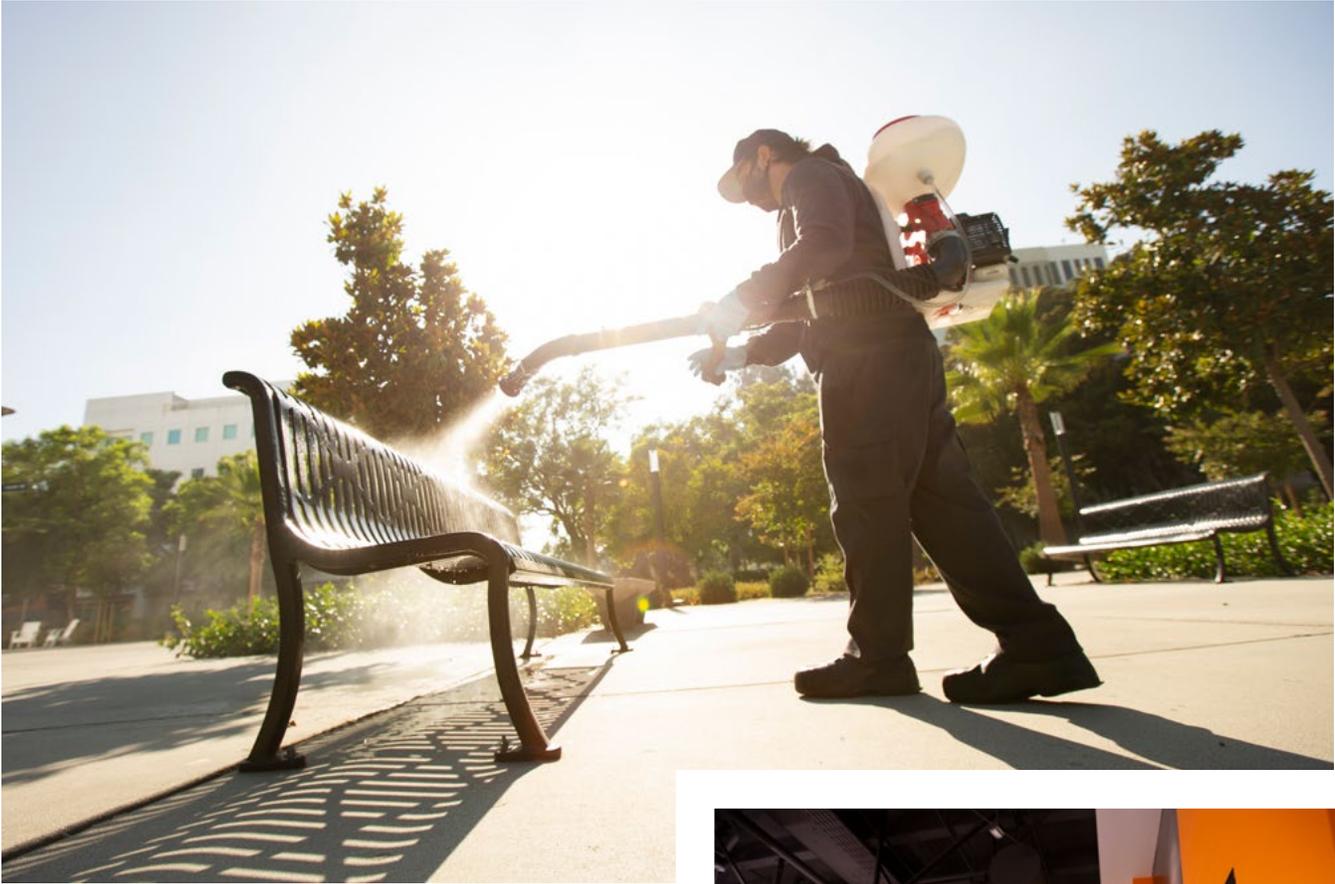
During Spring 2020, UPD implemented a software to track lost and found inventory. As the central location for all campus lost and found property, UPD's goal was to increase the property return rate to owners by providing a visual inventory for individuals to identify their item.



#### Achievements and Awards

Accounting Services & Financial Reporting (ASFR) ranked 5th overall in the CSU system for financial reporting excellence for fiscal year that ended on June 30, 2019. This is recognition that the campus as a whole met the CSU and State financial reporting guidelines at an extremely high level and speaks to the diligence and technical skill of the ASFR department.

# Working Together: COVID-19 Response

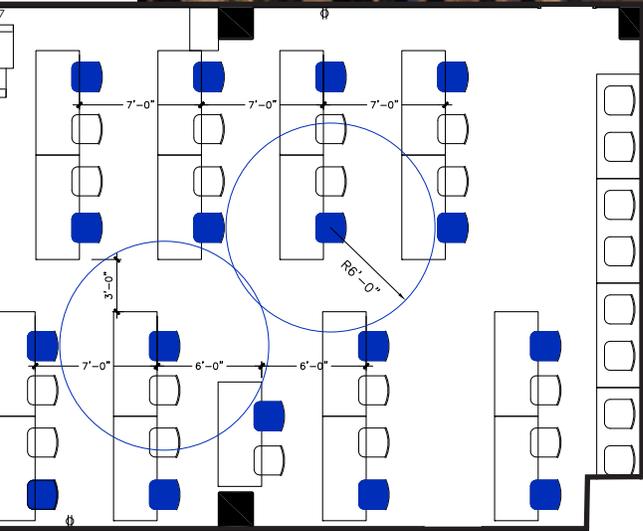


**A**s the COVID-19 pandemic made its way across the entire globe, our campus responded promptly to move students and personnel to a virtual environment in March 2020. At the same time, ensuring our essential personnel remaining on campus were safe and provided with protective equipment was a top priority for our division. With the leadership of Environmental Health & Safety, our division's COVID-19 response involved implementing safety protocols, providing resources and tools for a safe on-campus presence, and responding to campus partners' various business needs due to changes caused in the pandemic.



EH&S developed, in collaboration with third party Certified Industrial Hygienists, safe work and campus practices and training that can be found at [ehs.fullerton.edu/programs/covid19safety](https://ehs.fullerton.edu/programs/covid19safety).

EH&S managed the purchase and inventory of industry approved masks, sanitizers, and disinfectants. In a system-wide coordinated effort, Contracts & Procurement pro-



EH&S conducted safety walks for every used space and Planning & Design created COVID-19 layouts for classrooms to verify capacity with the recommended 6' distancing.

cured COVID-19 related purchase orders (valued at over \$4.2M) and more than 763 P-card transactions (valued at over \$488K) which were critical for maintaining safety protocols.

Fifteen PPE supply distribution centers were set up throughout campus and EH&S tracked inventory through an online system created by AFIT allowing for EH&S to restock locations as necessary.

To assist with COVID-19 safety protocols, an approval process to come to campus was instituted by the Infectious Diseases Workgroup. EH&S originally issued single use passes for campus constituents. AFIT eventually automated the process through the Single Day Access Form. From June to September 2020, campus employees used the form about 4,500 times with an average of 50 requests/weekday. With the form's creation, approximately 40 hours/month can instead go toward higher priority safety needs.

Titan Shops transitioned its operation to 100% on-line sales, processed 11,500 online orders over a 14-week period, procured 2,500 devices for Division of IT, and supported graduation needs.

Accounting Services & Financial Reporting, Accounts Payable, and Student Business Services all played a critical role in processing the timely disbursement of 9,000 plus checks for CARES Act Student Refunds. Resource, Planning, & Budget secured the Department of Education CARES Act grants for over \$44 million.

Resource, Planning, & Budget was proactive in setting up a special class code for all COVID-19 expenses. Doing so has made for better organization of information and tracking. This directly impacts the campus' application to receive federal aid.

AFIT supported various Re-entry Workgroups in developing several Smartsheet dashboards and forms, including the PPE Inventory Dashboard, Single Day Access Form, Campus Re-entry Planning Dashboard, People on Campus Dashboard, and Events Request Form. These tools streamlined and automated business processes to allow for better tracking of information to support COVID-19 exposure response protocols and reporting of campus data to various stakeholders.

Facilities Operations installed PPE hand sanitizer dispensers in 100+ locations and plexiglass in various cus-

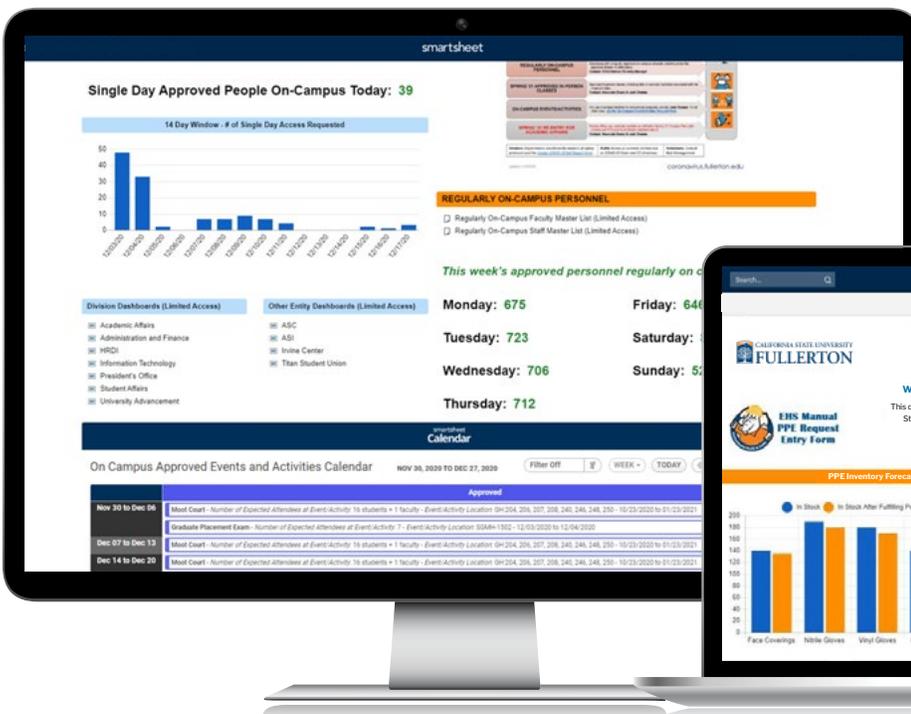


tomers facing areas. Procedures to routinely sanitize/disinfect high touch areas and conduct deep sanitization and disinfection of areas identified with positive COVID-19 employees and students were implemented and an essential list to sanitize and disinfect occupied spaces has been used routinely by Custodial staff.

While the campus remained mainly virtual, a small percentage of classes were deemed essential. EH&S, Planning & Design, and Facilities Operations provided attention and care to ensure that preparation for these in-person classes followed all safety measures as man-

dated by state and local officials. Planning & Design developed COVID-19 capacity and classroom layouts for academic planning, EH&S provided safety walks and PPE, and Facilities Operations installed safety signage, upgraded HVAC filters to MERV-13 filters, and disinfected over 300 restrooms and 300 office spaces.

All this occurred while at the same time our University Police Department and Parking & Transportation Officers monitored campus grounds to ensure the campus was protected from unwanted visitors and to maintain the safety of those who were still on campus.



The Office of the Vice President and AFIT developed dashboards, forms, and other work management tools for the campus' COVID-19 and Re-entry activities.





LOOKING BACK AT SPRING 2020

## Learning Together: Diversity, Equity, and Inclusion

### *Striving for Justice, Equity, and Inclusion Together*

As the COVID-19 pandemic created chaos across the globe, protests emerged to put voice to the racial injustice experienced by our many black and brown neighbors. While we know that the work of racial justice does not happen overnight, our division has prioritized justice and equity efforts through proactive and intentional engagement at department and division level. Following the guidance of CSUF’s Diversity and Inclusion Programs, our Division developed a Diversity, Equity, and Inclusion Strategic Plan to align with the Titans Together: Striving for Justice, Equity and Inclusion initiative.

The A&F DEI Strategic Plan is a multi-year anti-racism/anti-bias initiative that will leverage the power of those voices along with all of CSUF’s DEI efforts to improve the campus’ climate with accountability and transparency. This strategic plan can be found on the Administration & Finance website: [adminfin.fullerton.edu/dei](http://adminfin.fullerton.edu/dei).

DEI goals are integrated into the division’s annual strategic plan. Goals include DEI training and workshops that are part of performance evaluations. In May 2020, Division Managers participated in an Emotional Intelligence in Cross Cultural Interactions workshop, facilitated by HRDI. Soon after, more than 140 managers and staff participated in book clubs and discussions on *The Book of Unknown Americans*. Our Division’s DEI activities stretch across the entire division to ensure this effort to confront racism does not end with a completed checklist but leads to transformation across all levels of the organization.





## FORMATION OF THE CHIEF'S ADVISORY BOARD

As people across the country called for police reform, our University Police Department engaged in conversations at the system and campus levels to listen and explore ways to balance their responsibilities. In a proactive effort toward authentic and meaningful change, Chief Raymund Aguirre instituted a Chief's Advisory Board (CAB) composed of partners from across the campus. The CAB is a valuable resource for the Chief, providing input on formation of strategies, development of community policing concepts, and furthering engagement and transparency efforts. Topics to be addressed by the CAB include use of force, mental health response, community outreach efforts, and more. CSUF's UPD has consistently been a model campus police department in its law enforcement response as well as its engagement practices. The CAB and campus DEI efforts are valuable connections with the community to further deepen UPD's engagement practices and bring about any effective reform.



# Who We Are *Staff Diversity, Achievements, and Impact*

Behind every accomplishment in this report are the people who made it happen. The people that make up the Division of Administration & Finance have backgrounds that stretch across generations, races, countries, occupations, and experiences. Dozens have served in the armed forces and have faced combat like UPD's Marissa Garza. Many take up mentoring and teaching even outside of their day to day jobs like Landscape Services' Jason Kalar who is a martial arts instructor. The list goes on with our different stories and diverse histories, yet what ties us together is the singular purpose of supporting our students to succeed.

## THE STUDENT ASSISTANT EXPERIENCE

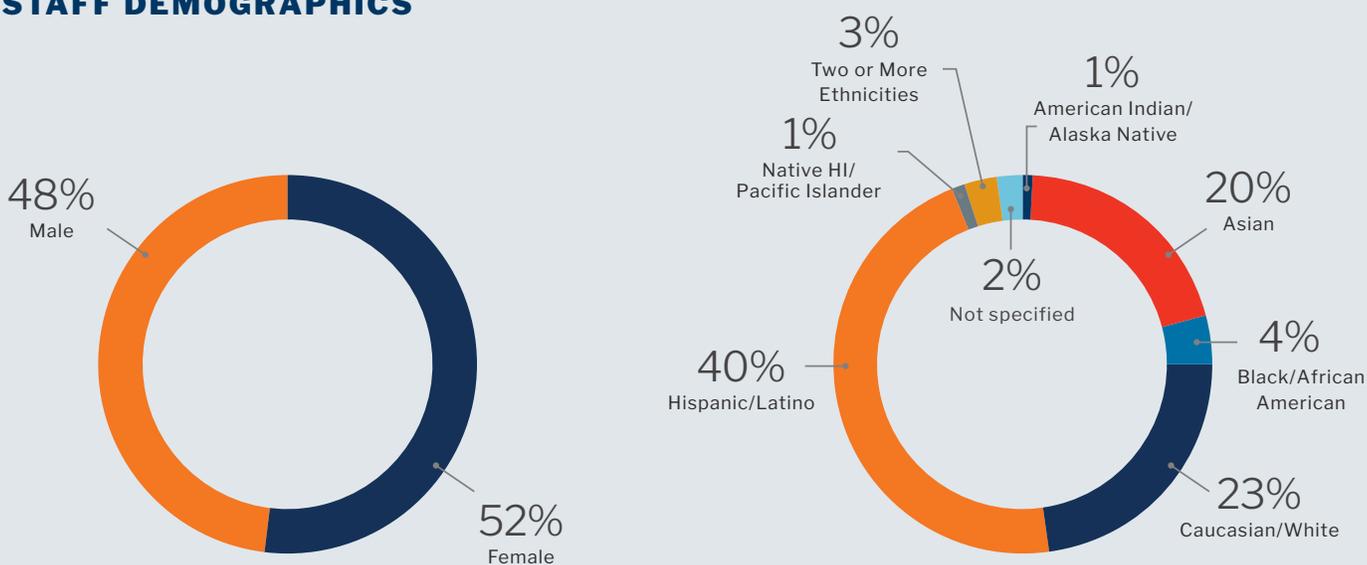
Our department encourages student assistants to prioritize leadership and skill development trainings to help improve work ethic so we may better serve the campus community.

- JOCELYN APONTE (STUDENT ASSISTANT, AFIT)

Working as a public affairs assistant really built up my professional confidence. My time with UPD allowed me to work daily alongside so many great professionals that equipped me with the experience and skills to confidently take on any future positions.

- ALEGRIA JIMENEZ (FORMER UPD INTERN, CURRENTLY ADMINISTRATIVE CREATIVE ASSISTANT FOR A YOUTUBE INFLUENCER)

## STAFF DEMOGRAPHICS



\*as of June 2020



*Every year, several A&F staff reach a major milestone of completing their degrees while working full-time. Congratulations, graduates!*

#### **Bachelor's Degree**

Marisela Delgadillo (Parking Coordinator, P&TS)

Adeline Godines (Buyer I, Contracts & Procurement)

Jenny Huynh (Accounting Assistant, ASFR)

#### **Master's Degree**

Pauline Laverde (Business Analyst, AFIT)

Christine Muriel (Director, Office of the Vice President)

Scott Petersen (Director, Student Business Services)

#### **Setting A&F Student Assistants Up for Success**

Andrea Aguilera (P&TS) is now the Transportation Support Analyst.

Kevin Cao (AFIT) has joined the AFIT team full-time since graduating.

Colbert Chu (AFIT) secured a position with Panasonic.

Krystela Gomez (P&TS) now serves as an Administration Analyst.

Mitchell Lam (SBS) now has a position in the technology industry.

Noah Maldonado (UPD) was hired by the Orange County Sheriff's Department.

Anna Martinez (UPD) graduated from the L.A. County Sheriff's Academy in February 2020.

Austin Monteilh (UPD) graduated from the police academy in December 2019 and is now working for the Redondo Police Department.

Brittany Wolfe (UPD) graduated from the police academy in December 2019 and is now working for the San Diego Sheriff's Department.

## Looking Ahead

*Ongoing capital projects continue (with funds committed several years ago), moving the campus forward in preparation for the future to ensure that CSUF is well-positioned for post-pandemic activities.*

### 2021

#### **McCarthy Hall Renovations**

Construction has begun on much needed renovations and upgrades to complete code requirements. Student collaboration areas and learning spaces will be added in the process.

### 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 started in 2020 with an estimated completion in 2022.

### 2023

#### **Visual Arts**

Designs are underway to update the Visual Arts 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 project updates, visit [facilities.fullerton.edu](https://facilities.fullerton.edu)



Paving the Road for  
Student Success

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