



ANNUAL REPORT

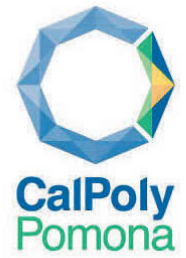
CAL POLY POMONA

Division of Administrative Affairs

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Message from Vice President Trinidad



Here is language for the VP message:

The Division of Administrative Affairs provides administrative support and financial management for Cal Poly Pomona. While we primarily lead and support the administrative functions of the University, the success of our students drives divisional decision-making and collaborative efforts with our campus partners.

We are pleased to provide the annual report for FY23-24 and to share some of the accomplishments in support of the mission of the University.

In FY23-24, the Division of Administrative Affairs included:

- Administrative Services
- Budget Planning and Analysis
- Cal Poly Pomona Enterprises
- Facilities Planning and Management
- Financial Services
- Internal Audit
- Organizational Excellence
- University Police Department

One of our most significant FY23-24 accomplishments has been the establishment of an Organizational Excellence (OE) unit. Our OE team supports divisional efforts towards continuous improvement and provides expertise in LEAN/Six Sigma to support our divisional units in analyzing and enhancing the administrative processes that serve the campus community. We look forward to showcasing our process improvement projects in the next fiscal year.

We would like to thank our campus partners for the continued collaboration and we look forward to continuously improving our services in support of student success.

Sincerely,

Ysabel Trinidad
Vice President for Administration and Finance and CFO



*Division of Administrative Affairs
Mission:*

We facilitate institutional success through organizational transformation of administrative processes for the effective delivery of quality services.

Administrative Services



Developed and implemented the CPP Youth Protection Program.



Established a formal fume hood certification program managed by EH&S.



Established the campus safety committee, CHC and Drone/UAV Committee.



Completed a comprehensive peer review of the EHS program, including representatives from the Chancellor's office and 3 CSU campuses.



Led the development and implementation of the CPP Workplace Violence Prevention Program (WVPP).



Implemented a new electronic procurement system that reduced processing times by 20%, allowing for faster and more accurate purchase order generation and vendor payments.



Successfully met and exceeded the CSU small business enterprise (SBE) and disabled veteran business enterprise (DVBE) participation requirements.

Metrics

- Processed 151 requests for foreign travel insurance.
- Managed the collection, storage and disposal of over 3,000 chemical waste bottles (0.5L average volume).
- 1,104 new assets
- 1,652 retired assets
- \$39,254 of revenue from surveyed equipment and e-waste
- 51,095 packages delivered by distribution

Budget Planning and Analysis



Collaborated with Accounting and IT to implement additional filters based on designations and attributes, enhancing consistency in financial reporting.



Partnered with IT to develop a Tableau position budget dashboard, providing staff with visibility into position budgets as posted in Qwestica for improved budget planning.



Completed the Intercultural Development Inventory (IDI) assessment for the department.



Developed a comprehensive internal Qwestica handbook comprising over 110 pages of processes, procedures, and Qwestica position management training materials.



Created two dynamic view dashboards in Smartsheet. Dashboards reflect pending and completed submissions, such as budget transfers, payroll adjustments, project code requests, etc. Submitter receives automatic email status changes within Smartsheet.

Metrics

- 768 budget transfers
- 2,079 payroll adjustments
- 65 position budget adjustments
- 411 IFTs Processed
- 821 position updates/creations representing 53% increase to previous FY
- Continued implementation of Qwestica position management software, including deploying budget templates & launching a pilot program

Cal Poly Pomona Enterprises



Created Cal Poly Pomona-branded ice cream in partnership with the Huntley College of Agriculture, Coney Island Creamery, and CPP student employees. Received a Platinum MarCom Award for the CPP Farms Ice Cream product launch and a Gold Award for the CPP Farms Ice Cream packaging.



Introduced the Bronco One Card Virtual ID, which enables students and staff to conveniently make purchases at campus retailers without carrying their physical Bronco ID Card.



Established an all-new employee discount program in Fall 2023.



Helped support 101 graduating students facing financial barriers by providing no-cost caps, gowns, tassels, and sashes for their commencement.



Launched Instant Access Complete, a new campus-wide program designed to provide students with convenient, affordable access to all required course material at one flat rate.

Metrics

- San Gabriel Valley Readers' Choice Awards:
 - Best Outdoor Dining: Innovation Brew Works
 - Best Craft Microbrewery: Innovation Brew Works
 - Best Hotel: Kellogg West
 - Best Weekend Getaway: Kellogg West
 - Best Apartment Community: University Village
- CPPE hired 225 students at the 2023 job fair.
- More than 350 volunteers from CPPE, ASI, and the university gave away over 12,000 hot dogs, 5,000 beverages, 2,000 bags of chips, and 1,500 popsicles during the Hot Dog Caper event.
- Bronco Bookstore set a record with \$112K in profit during the BroncoBound Open House.

Facilities Planning & Management



Completed 74 Office Refreshes in Summer of 2023 for tenure track faculty.



Completed two irrigation upgrade projects that will lead to more accurate water usage reports and allow for improved water savings.



Completion of the removal of the CLA Tower and Registration Buildings and restoration of the site with a new open park setting, including spaces for students, faculty and staff.



Awarded a STARS “Silver” designation by ASHEE and became the third CSU campus to be designated as a Fair Trade College/ University.



Successfully Navigated Large rain events including a hurricane (170% normal rainfall for the year) with preventative maintenance and storm planning.



Collaborated with Academic Resources and the Center for the Advancement of Faculty Excellence to complete the “Classrooms of the Future” study which established guidelines for modern, flexible, and technology-enhanced learning environments to support active learning. Five classrooms and two labs have been selected for renovation beginning Fall 2024.

Metrics

- Base Services: 9,939 work orders generated
 - 9,298 completed (94% completion rate)
- Premium Services: 3,706 work orders generated
 - 3,177 completed (86% completion rate)
- Reduced CO2 emissions from energy use by 9.5% from previous year.
- 93.62 million gallons of drinking water for campus consumption.
- 8.8 million ton-hours of chilled water used for air conditioning. Over 3.49 million gsf of campus building spaces are air conditioned.

Financial Services



Recognized as one of the top 10 campuses within the CSU system for excellence in financial reporting for FY22/23, featured on the cover of the CSU system financial statements.



In collaboration with IT, successfully implemented a standard request and workflow process using ServiceNow for all CFS user access requests.



Implemented new supplier control procedures, which led to the successful inactivation of over 14,000 vendors with no activity greater than two years.



Developed a new workflow for identifying and capturing student foreign nationals for tax purposes, reducing the risk of tax noncompliance.



Rolled out a new marketing campaign in SACS, with a focused goal of a 'Financial Road to Success'.

Metrics

- Total number of new student signups for 1098T Electronic Consent: 9,528 (new and continuing students)
- SACS processed and distributed 33,087 1098T's for the 2023 tax year.
- As a result of SACS collection efforts, the university saw a 79% decrease in the number of students with a past due balance.
- SACS collected \$9.1M on behalf of the bookstore for the Instant Access Program, a 53% increase compared to PY.
- 100% of financial reports and tax filings submitted on time.
- 42,593 payments, totaling \$148M, processed by Accounts Payable.
- With 264 students enrolled to date, implemented Gradguard Tuition Insurance to help students and families avoid financial loss when a student can't complete an academic term.

Internal Audit



Provided assistance and support in preparation and responding to 6 audits/reviews.



Assist campus units in developing strategies to address audit issues and timely close the following audit findings within the Chancellor's Office approved timelines.



Assisted in investigations on three incidents for possible fraud or fiscal improprieties under CSU EO 1104.



Maintain the campus confidential whistleblower function and work with the State Auditor Office and the Chancellor's Office on any reviews or investigations as needed.



Review business processes for auxiliary operations, University Pcard program, additional employments or additional compensations/fringe benefits for staff, student scholarship awards, travels for President and VPs, delegations, etc..

Organizational Effectiveness



Launched a new website, providing information and tools for support in special projects, continuous improvement, and policy/process documentation.



Developed and implemented a project management tool for special projects.



Provided project management support for priority projects such as the AHC Vision Plan, Surge Space, Annual Fund Move, Avanade Project, and IPoly Operating Agreement.



In-house Lean Six Sigma training materials were created, including Champion, Green Belt, and Yellow Belt trainings.



A corps of LSS Greenbelts was assembled, with 5 Greenbelts currently in the division.

Metrics

- Year-to-date savings from ongoing process improvement projects total approximately \$156,000.

University Police Department



Relaunched the drone and bicycle patrol programs.



Relocated the SSB drop off zone to Voorhies Circle to reduce traffic congestion and increase pedestrian safety.



Added a crosswalk with signage and traffic calming measures on Red Gum Lane.



Expanded engagement/outreach activities for campus groups including colleges/departments, Provost Council, New Faculty Orientation, and New Employee Welcome.

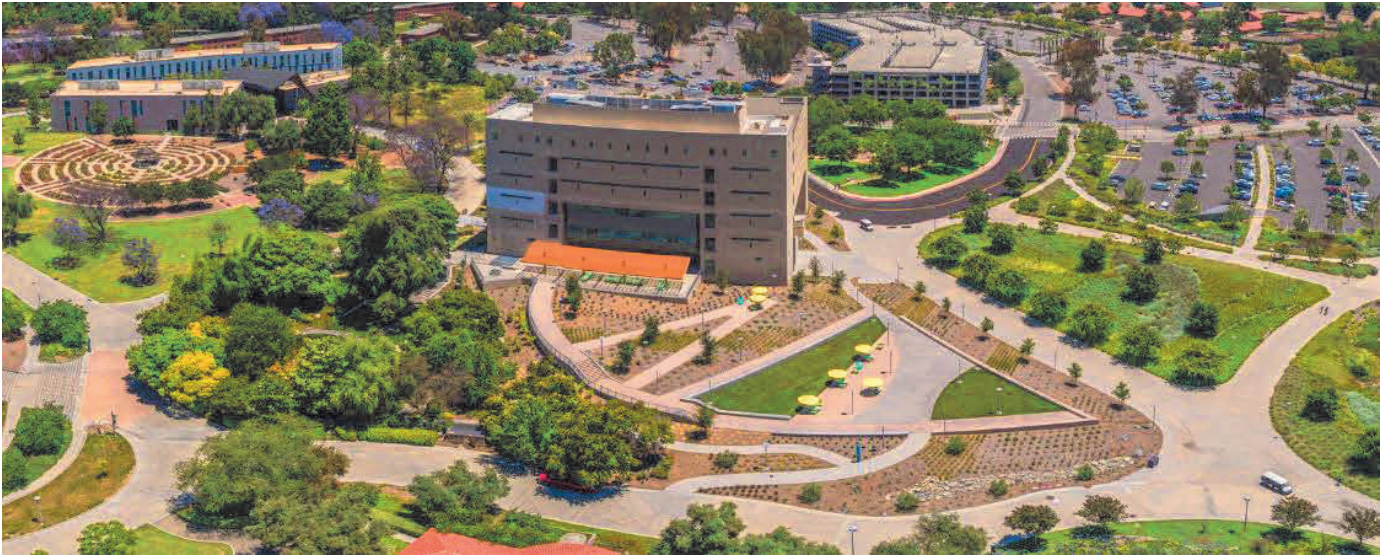


Restructured the Public Safety Specialist Program to increase the uniformed presence on campus to deter criminal activity.

Metrics

- Repaved 2 parking lots.
- Facilitated 4 evacuation drills.
- Held 6 Active Shooter Response trainings in partnership with police officers.
- Conducted 14 Business Continuity workshops.
 - \$39,254 of revenue from surveyed equipment and e-waste
 - 51,095 packages delivered by distribution

Deferred Maintenance



Critical Emergency Repairs



- Burst water pipes
- Elevator failures
- Fire Hydrant replacements

Amount:
\$750,000

ADA Improvement Projects



Building entrance ways will be upgraded to ADA compliant entrances. To be completed by November 2024.

- Buildings 13 Engineering/Art
- Building 24, Music/English
- Building 25, Theater.

Amount:
\$115,000

Institutional Priority Projects



50 New Faculty Office refresh and renewals completed prior to the start of Fall '24 semester.

Amount:
\$186,800



Prior to the start of 2024 raining season, roof repairs/replacement will be completed for a total of six buildings.

- Administration (1)
- Science (4)
- Engineering (17)
- Kellogg West (77)
- Faculty Offices (94)
- Classroom/Lab (98)

Amount:
\$8,449,998

Administrative Affairs Leadership



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Cal Poly Pomona 2017-2025 Strategic Initiatives

1. Deliver quality programs that promote integrative learning, discovery, and creativity
2. Enhance student learning, development, and success
3. Prepare our students for the future of work, human, and civic engagement
4. Strengthen our economic vitality and impact
5. Advance organization development and employee excellence

Administrative Affairs Strategy Map 2021 - 2025

Vision	Mission
Administrative Affairs enables student success to achieve an inclusive polytechnic vision, by providing high quality services with a focus on continuous improvement	We facilitate institutional success through organizational transformation of administrative processes for the effective delivery of quality services
Values: Integrity * Excellence * Collaboration * Inclusivity * Commitment * Solution Oriented * Joy	

Value to Our Customers

Provide safe, welcoming, and accessible environments that enable student success

Deliver best in class services and innovative solutions to the university

Ensure reliable services that are timely, responsive, and solutions-oriented

Administrative Affairs Goals

Model Effective Campus Stewardship

- Implement financial controls such as segregation of duties and checks and balances
- Benchmark against peers to determine effectiveness
- Improve reporting

Cultivate Collaborative Communication

- Develop communications strategies
- Enhance website presence and development
- Provide communications training and support
- Increase channels of communication
- Implement and take action on communications feedback

Improve Operational Excellence

- Institute culture of continuous improvement, including implementation of LEAN principles
- Improve customer survey tools
- Develop and implement strategy for process and policy documentation

Enhance Organizational Capability

- Create positive culture with focus on inclusive excellence
- Implement and support "Great Colleges to Work For" Initiative
- Institute strategic succession planning
- Promote intentional professional development