

Administrative Affairs Newsletter



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Dear Colleagues,

I hope that your summer is going well and that you are finding ways of managing the heat in our area. Summer in a university setting is usually associated with vacation time and a much slower pace. For our administrative units, it is often the opposite. From closing out the previous fiscal year to budget planning for the next to facilities preparations for the Fall, the Summer is actually a very busy time for us. In the midst of this busy administrative season, I hope that you are finding time for rest, connection with family and friends and good amount of fun!

I have officially been at Cal Poly Pomona for a year now and have deeply enjoyed my time with all of you. The challenges we face as a campus and a division are many, but I have been continually impressed and thankful for the camaraderie, commitment and flexibility within our division.

As we head into the Fall, continuous improvement will be a major theme for our division. We will continue to review our processes and procedures to see how they can be simplified and streamlined. We will also continue our efforts to document our processes through our Operations Details. Documenting our processes is an opportunity to improve them and to clearly communicate them with our campus partners. We have already seen how this type of clear communication and documentation reduce questions and clear up confusion. Many of our departments have been working hard on this front. I deeply appreciate that effort and look forward to continued accomplishments in this area.

In this newsletter, we also spotlight our Customer Service Center within Facilities Planning and Management. As the primary point of contact for obtaining information related to service requests, this team is on the front lines of our service to the campus. I encourage you to read more about this important team and how they exemplify our commitment to excellence and customer service, and I would like to personally thank the Customer Service Center on behalf of the campus for the support they provide every day.

We are planning for our inaugural in-person All-Hands division meeting in early Fall. Of course, our ability to gather in person will be dependent on the trajectory of the pandemic. But, it is my sincere hope that we will be able to meet in person very soon.

Wishing you a safe and healthy remainder of summer.

Sincerely, Ysabel Trinidad
Vice President Administration & Finance/CFO

Welcome New Employees

University Police Department

Linh Dinh, Chief of Police

T'Dell Sparks, Public Safety Specialist

Vanessa Villagomez, Public Safety Specialist

Edwin Sanchez, Public Safety Specialist

Arlett Carmona, Emergency Management
Coordinator

Elizabeth Munguia, Business Continuity
Coordinator

University Account Services

Myra Pinas, Accounting Technician II

EODA/HR Operations

Joseph Kim, Instructional Designer

Thelma Fuentes, Payroll Technician II

Rachel Chavez, Payroll Technician II

Ingrid Ticas, Payroll Technician II

Angelina Diaz, Payroll Technician II

Maribel Nerio, Workers' Compensation
Coordinator

Mary Martinez, Employee/Labor Relations
Specialist – COVID-19 Compliance

Foundation

Pantaleona Miguel, Supervisor

Winn Huynh, Research Coordinator

Facilities Planning & Management

Ronald Pierce, Supervising Electrician

Jeffrey Beal, Lead Warehouse Person

Mauricio Hernandez Novoa, Custodial Services

Rosalina Ramirez, Custodial Services

Juan De Santiago, Heavy Equipment Operator

Ricardo Rodriguez, Maintenance Shop

Sirilo Garcia Rios, Landscape Services

Jose Medina, Landscape Services

Samantha Mowrer, Customer Service Center

Katelyn Wong, Customer Service Center

Cat Nu'uhiwa, Administrative Analyst

New Student Assistants in FP&M

Pearl Sungkamee, Office of Campus Planning, Transportation
& Sustainability

Syed Zia Hussain, Document Resource Center

Promotions

University Police Department

Brenda De La Torre – Promoted to Corporal

EODA/ HR Operations

Lindsay Roussopulos, *Manager, Payroll and Benefits Services*

Joanne Castillo, *Workforce Admin. Analyst, Payroll and Benefits Services*

Thank You

Our deepest thanks to Erik Munzenmaier and Alfonso Valadez for serving in interim leadership roles in UPD over the last several months.

Division News & Announcements

Educational Achievement Stipend (EAS) Unit 4

Unit 4 employees who received a master's or doctorate degree from an accredited institution between July 1, 2021, and June 30, 2022, and were employed at the CSU in a Unit 4 classification when they received the degree, are eligible for the EAS if they are on a payroll on August 1, 2022.

APPLICATION DEADLINE: August 5th, 2022

[Please submit your application here](#)

Open Enrollment

The 2022 Open Enrollment will take place September 19th, 2022 – October 14th, 2022. Changes made during the 2022 Open Enrollment will take effect January 1, 2022. This is your annual opportunity to review and update your current benefits for the upcoming year. During Open Enrollment eligible employees can enroll, change, or cancel CalPERS health, dental, vision, Flexcash, Health Care Reimbursement (HCRA), Dependent Care Reimbursement (DCRA) or voluntary benefits plans.

Additional details regarding Open Enrollment are coming soon!

Annual Performance Evaluations

The 2021-2022 annual performance evaluation rating period has closed effective June 30, 2022. Performance evaluations must be submitted to EODA/Human Resources Ops in finalized form by no later than September 1, 2022.

2022/2023 EODA/HR Learning Calendar

To register for a class or to see what is being offered click on the link below.

<https://www.cpp.edu/eoda/calendar.shtml>

Compliance

Great job Administrative Affairs Division!
The campus has reached 100% compliance for the annual MPP Conflict of Interest reporting period requirement.

Vendor Expo in the Planning Stage

Event to occur in late February – Early March 2023

Procurement 101 Sessions

Please reach out to Sergio Rodriguez, Director of Strategic Sourcing and Support Services at sergior1@cpp.edu to request a session.

Learning with a Leader Series

Please join us for the EODA/HR Operations Learning with a Leader series. The purpose of learning with a leader is to give staff an opportunity to get to know the leaders at Cal Poly Pomona. In addition, this series will help participants understand the leader's philosophy on leadership and experiences and positions along the way that got them into the position they are currently in. Please see the schedule below.

Dr. Jennifer Brown

August 17th, 1pm – 2pm

[Register via SumTotal](#)

Kimberly Allain

October 19th, 1pm – 2pm

[Register via SumTotal](#)

Dr. Jonathan Grady

January 11th, 1pm – 2pm

[Register via SumTotal](#)

Mike Yu

September 14th, 1pm – 2pm

[Register vis SumTotal](#)

Jared Ceja

November 1st, 1pm – 2pm

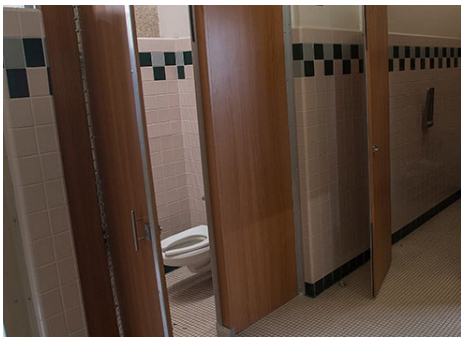
[Register via SumTotal](#)

Closure of Westbound Lane of University Drive to Help Accelerate Street Rehabilitation Project

With a narrow window before the anticipated return of all in-person classes in the fall, the westbound lane of University Drive is scheduled to close starting on June 20 to expedite the roadway rehabilitation project. The lane closure will allow contractor crews to widen the street, install a new layer of asphalt, construct new crosswalks and improve (Americans with Disabilities Act (ADA) accessibility. The westbound lane is expected to be closed through the end of July in the first phase of the project.



Dispensers for Menstrual Products to Be Installed in 23 Buildings



Menstrual product dispensers have been installed in 23 buildings in the first phase of a two-stage project. The dispensers, which are being installed in the first floor of all women's and gender-free restrooms in the targeted buildings, would adhere to provisions of AB-367 (Menstrual Equity for All Act of 2021) that was signed by Gov. Gavin Newsom in October 2021. The 23 buildings in the first phase of the project were prioritized based on number of occupants, facility usage and traffic volume. The dispensers will be stocked with tampons and feminine hygiene pads.

Cal Poly Pomona Issues 2021 Water Quality Report

Facilities Planning & Management has released its 2021 Water Quality Report. The in-depth report contains important information about the quality of the campus drinking water and the university's efforts to continue to provide the highest quality water. In 2021, Cal Poly Pomona's drinking water met or exceeded all drinking water health standards of the U.S. Environmental Protection Agency and the State of California.

Report Incidents of Illegal Dumping on Campus to UPD

Members of the campus community who witness illegal dumping on or near university property are urged to report incidents to the [University Police Department](#). The latest episode of illegal dumping occurred in mid-March on a dirt road off Temple Avenue that leads to the hills where cattle graze and to the back of the [John T. Lyle Center for Regenerative Studies](#). FP&M bears the cost of removing the waste from illegal dumping. The disposal often involves the rental of a dumpster, which can cost \$500 or more, with additional costs incurred by Landscape Services for labor by staff members and the use of heavy equipment that can amount to several hundred dollars.



FP&M Website Overhaul Completed

Facilities Planning & Management has finished an [overhaul of its website](#) that is centered on a user-friendly experience. Visitors to the website can find contact information, service request forms, department information and links to other services in easy-to-use drop-down menus. The website also includes FP&M's mission, vision and values along with the department's strategy map.

Division Recruitments

Student Accounting Services

- Accounting Technician I – Cashier
- Collections Representative II

University Accounting Services

- Accounts Payable Manager
- Accounting Technician II

Payroll

- Payroll Analyst
- Please visit [PageUp](#) for additional information.

Department Spotlight – FP&M Customer Service Center

When the campus community makes a call for help, one of the first places they'll contact is the Customer Service Center (CSC) at [Facilities Planning & Management](#) (FP&M).

An elevator has stopped functioning. A key broke off in a lock. A toilet clogged and flooded part of a restroom. Those are just a handful of the types of calls that staff members at the Customer Service Center receive and then dispatch crews from FP&M to resolve the problem.

The CSC is the hub of activities at Facilities Planning & Management, providing support services to Facilities Planning, Design & Construction and Facilities Management. The Customer Service Center is service-oriented and strives to meet the day-to-day operational needs of the university, and coordinates routine, non-routine, and emergency service requests from the campus community.

The [Customer Service Center](#) fields service calls, dispatches technicians, process [service requests](#) and generates work orders. On a given day, the CSC receives 50 to 80 calls and initiates 30 to 40 service requests. More than 12,000 service requests and nearly 2,300 key requests are processed annually.

The CSC, which is located in Building 81, consists of one lead business analyst and four customer service representatives. The lead oversees the daily customer service operations and is the system administrator of the department's computerized maintenance management system (CMMS, also known as Web TMA). This individual plays a critical role in overseeing the development, implementation and refinement of the CMMS program.

An effort to modernize the service request and dispatch process was initiated in 2018 when FP&M technicians were assigned iPads to use in the field to respond to service calls, update notes, and post labor and materials on work orders to improve efficiency. A year later, FP&M collaborated with frequent users of TMA to streamline the service request process and allow for easier status tracking of work orders submitted. This year, TMA migrated to WebTMA7, a mobile platform with enhanced features to support increased productivity. FP&M's Business Services department and CSC were early adopters and proponents of Administrative Affairs' quality initiatives, strategy map and lean process improvement.

Fielding calls from the campus community can run the gamut from routine requests to testy exchanges. Misunderstandings arise because of the perception that FP&M oversees every aspect of the buildings on campus.

"I thank the Customer Service Center for being professional when heated comments are directed at them and embracing FP&M's strategy map to create, communicate and follow procedures to ensure quality service for all," said Aaron Klemm, Senior Associate Vice President of Facilities Planning & Management. "One example was a rash of calls demanding custodians unlock classroom doors. The CSC reminded the callers that classroom access control is the responsibility of the individual or department. FP&M's custodians have no way of knowing if the requestor is authorized to access those spaces."

One of the CSC four team members is designated to FPM Key Desk. This individual works alongside the Lock Shop and assists with the maintenance of locks, lock hardware, issuance of keys, record keeping, coding and storing of keys and similar devices.

All estimate requests are received by the Customer Service Center and placed in a queue for review by the Project Intake Committee. The work order is either directed to the appropriate trades shop to perform the work or issued to the Planning or Project Services team.

The CSC is the primary point of contact for obtaining information related to service requests. The Customer Service Center responsibilities consist of, but are not limited to:

- Triage calls
- Dispatch technicians
- Issue campus-wide broadcasts regarding construction impacts, utility outages and emergency updates
- Create, monitor and close service requests
- Oversee estimate requests for facilities work
- Administer and process key requests

For the CSC team, it's all in a day's work.

Meet the Team



Vanessa Garcia
Customer Service Lead
(909) 869-3844
vanessalg@cpp.edu Specialty areas: Web TMA System administrator, Customer Service Lead

Sarah Aiken
Customer Service Representative
(909) 869-3336
scfroid@cpp.edu Specialty areas: Service Requests/Estimates, Newsbreaks

Alexcis Dennis
Customer Service Representative
(909) 869-6021
aidennis@cpp.edu Specialty areas: Service Requests/Estimates, Newsbreaks

Samantha Mowrer
Customer Service Representative
(909) 869-4259
smmowrer@cpp.edu Speciality areas: Key Desk, Key Requests

Katelyn Wong
Customer Service Representative
(909) 869-3925
kmwong@cpp.edu Specialty areas: Service Requests/Estimates, Newsbreaks

