

Administrative Affairs Newsletter



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I hope that your Fall semester is going well and that you are enjoying the recent change in weather. The Fall semester always bring a renewed energy and vibrancy as new students arrive and we start a new academic year, especially as we welcome increasing numbers of students back to campus. Thank you to all of our departments who worked so diligently over the summer and into the Fall to welcome our students back to campus. We may not interact directly with students on a regular basis, but the work that we do every day creates a welcoming, inclusive, safe environment for our students, staff and faculty.

Operational excellence and continuous improvement are important features of our [Divisional Strategy Map](#). To better inform how we can improve, we will be launching customer service surveys for each of departments. The surveys will invite all staff and faculty to provide feedback on the services provided by our departments to the campus. The first surveys will launch in the coming weeks and will include Internal Audit, EODA, Enterprise Foundation and Financial Services. Surveys for Budget Planning and Analysis, FPM and UPD will commence in Spring 2023. We have been working closely with the Associate Vice Presidents to finalize the survey questions and look forward to receiving feedback from our campus partners and customers. We will share a report of the survey data in the coming months.

We are also adding a new section in our newsletter: Spirit of CPP Employees. This section is an opportunity to highlight divisional staff or teams that provide exemplary customer service to our campus partners. Please feel free to send us any examples of excellence you encounter by our staff for us to include in future issues.

Wishing you a safe and healthy Fall.

Sincerely, Ysabel Trinidad
Vice President Administration & Finance/CFO



On October 4th, we held a swearing-in ceremony at Kellogg Ranch to welcome Chief Dinh and Officers Adrian Lopez and Daniel Paniagua to CPP. President Coley delivered opening remarks highlighting the important role UPD and our officers play in the safety of our campus and the success of our students.

Welcome New Employees

University Police Department

Adrian Lopez, Police Officer
Daniel Paniagua, Police Officer
Erik Meyers, Public Safety Specialist
Blake Almanza, Public Safety Specialist

Facilities Planning & Management

Laura Castaneda, Custodial Services
Yesenia Huereca, Custodial Services
Lauren Crua, Communications-Student Assistant

Financial Services

Janet Flores, Collection Representative II
Kimberly Cortez, Administrative Analyst Specialist I

Foundation

Emilio Nocelotl, Executive Chef
Christina Godoy, Coordinator
Andressa Antonini Bertolazzo, Research Coordinator
Quang Huynh, HVAC Technician
Darlene Luna, Office Assistant
Christina Gonzalez-Salgado, Program Coordinator

Budget Planning and Analysis

Carol Lee, AVP of Budget Planning & Analysis

Employee & Organizational Development and Advancement

Robert Sy, Payroll Technician II
Anahi Gamboa, Administrative Analyst Specialist
Victoria Santana, Human Resources Analyst

Promotions

Facilities Planning & Management

Kareem Lisbey, Promoted to Lead Building Service Engineer
Hui Chieng, Interim Director of EH&S

Financial Services

See Yang, Promoted to Administrative Analysis Specialist

Foundation

Brenda Verdugo, Promoted to Assistant Manager
Michele Ramirez, Interim Accounts Payable Manager
Drake Rubalcava, Promoted to Supervisor
Marissa Perez, Promoted to Supervisor
Monalia Suradiman, Promoted to Supervisor
Le'Yona Darden, Promoted to Supervisor

Employee & Organizational Development and Advancement

Kate Katsuhiko, Lead Talent Acquisition Specialist

Division News & Announcements

New Non-Student Billing Request Process

A new process to submit non-student accounts receivable billing requests has been finalized and rolled out to the campus to eliminate manual processes and improve workflow. The process utilizes Smartsheet, along with a newly created shared email address, uas-ar_nonstd@cpp.edu, to submit all billing requests. Once the request is submitted, UAS will issue an invoice to collect the funds from the other party. Requesters can access the new form on the [UAS – General Accounting webpage](#).

Updated CPP Hospitality Policy

An updated hospitality policy and resources have been posted to the [UAS Hospitality website](#). The updated policy is in alignment with the CSU systemwide hospitality policy and provides specific guidelines, an expenditure grid, and scenario-based FAQs as they relate to CPP. With the updated policy, a [Hospitality Authorization Form](#) be completed and approved prior to an event or any hospitality related expenditure being encumbered or incurred using state-side funds. The form should accompany any requisitions submitted to Procurement for hospitality related activity, as well as should be included in any non-PO payment request packages submitted to Accounts Payable. Questions regarding the policy can be sent to Accounts Payable at cpp-ap@cpp.edu.

Lawn Reduction Saves 2 Million Gallons of Water Amid Drought

Imagine 100 average-sized swimming pools strewn across the campus landscape. The estimated 2 million gallons of water needed to fill those pools is what Cal Poly Pomona will save annually by eliminating eight parcels of decorative lawns. Out of that overall savings in water, 550,000 gallons of valuable domestic drinking water would be conserved annually. Landscape Services achieved the water savings by replacing non-functional lawns totaling 64,000 square feet, which is larger than a football field. Those lawns stretch from Parking Lot B in the south of campus to a nearly 44,000-square-foot plot along University Drive near Camphor Lane. The lawn reduction project wrapped up as students returned for the fall semester and serves as a reminder of Cal Poly Pomona's long-running practice of sustainability and social responsibility. Nearly 97 percent of all landscape irrigation utilizes recycled water, a significant feat during California's unforgiving drought.



Division News & Announcements

Bicycle Racks Roll Into College of Environmental Design



Facilities Planning & Management is helping students who use bicycles to get to classes at the College of Environmental Design with place to park their foot-powered mode of transportation. Danny Wu, the executive director of the Office of Campus Planning, Transportation & Sustainability led a project to have four bicycle racks installed next to Neutra Plaza. Michael Quiroz from the Maintenance Shop did the heavy lifting by installing the racks into the concrete just in time for the arrival of students for the fall semester. “These bike racks are important for providing safe and convenient bike parking for our students, faculty and staff who bicycle on campus, and also help encourage use of more sustainable modes of transportation. Small initiatives like this help implement the Campus Master Plan’s vision for a more pedestrian-oriented, bike- and transit-friendly campus,” Danny said.

Truck Wash Station Opens at FP&M



If drivers are wondering what that tall structure is in the Facilities Planning & Management “boneyard” next to the road for the old Rose Float Lab, the answer would be the new truck wash station. Construction of the truck wash station started in December 2021. The project involved clearing that section of the boneyard, excavating the site and connecting to the sewer to dispose of water used for washing. The wash station has been in operation for several months.

Learning with a Leader: Jared Ceja November 1st – 1:00 – 2:00PM

The purpose of the Learning with a Leader series is to give participants an opportunity to learn more about our leaders on campus and their leadership philosophy.

In this session we will host one leader a month for six months and participants will have an opportunity to connect and learn more from our campus leadership.

[Register for Jared’s Learning with a Leader via CPP Learning.](#)

The session will be facilitated over zoom and will follow this format:

- Leadership journey
- Lessons learned along the way
- Leadership discussion
- Q&A

Division News & Announcements

Cross Campus Collaborations Sessions are still available

Spots are limited, check out the Courses via the [CPP Learning Calendar](#).

Payroll and Benefits Learning Sessions

Benefits Information Session (2 sessions)

- November 15th, 9:00 – 11:30 AM
[Register via CPP Learning](#)
- December 13th, 9:00 – 11:30 AM
[Register via CPP Learning](#)

Preserving Your Savings for Future Generations

- December 15th, 12:00 – 1:00 PM
[Register via Webex](#)

Walk and Talk Events

- **Rose Float Lab**

November 17th - 12:00 - 1:00 PM

Lace up your walking shoes and head on over for our November Walk and Talk with a Leader! This up close and personal experience will be hosted by Cary Khatab, Director of the Cal Poly Rose Float Lab. Learn about the collaboration between Cal Poly Pomona and Cal Poly San Luis Obispo as they connect with students to enter a float in the annual Pasadena Tournament of Roses, Rose Parade. If you love watching the Rose Parade, this is a unique opportunity to get a look into the creation process and a sneak peek at the theme of this year's Cal Poly Rose Float!

[Register for the Rose Float Lab Walk and Talk via CPP Learning.](#)

- **Makers Space**

December 7th – 12:00 – 1:00PM

Welcome to SILL, the Student Innovation Idea Labs, three separate spaces (Maker Studio, iLab, and Innovation Orchard) dedicated to creativity and creation where people gather to share ideas and to make a variety of products based on their interests. Faculty Director, Kenneth Lamb, and Administrative Coordinator, Jesus Brandon Bermudez Bautista, will showcase two spaces that SILL manages during our last Walk and Talk with a Leader of 2022. Learn all about the history and creation of the Maker Studio in the Library, and the iLab in Building 1. Since its opening in 2015, the Student Innovation Idea Labs have served as a vital resource to our Campus community. With access to 3D printers, sewing machines, and more, Broncos have an open space to gain new skills, build confidence in themselves, and destress as their ideas become reality.

[Register for the Makers Space Walk and Talk via CPP Learning.](#)

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Employee Spotlight

Pasture Technician, a CPP Alumnus, Thrives in a Land of Opportunity

Keith Kittridge, working under the scorching rays of the afternoon sun, is out standing in his field. Kittridge is the pasture technician who maintains the lush meadows that nourish Cal Poly Pomona’s legacy: The Arabian horses. Between the citrus crops that line the pastures and the W.K. Kellogg Arabian Horse Center, 40 acres of land dedicated to the beloved herd depend on Kittridge’s expertise and care. The pastures are far larger than the average front lawn. Maintaining Cal Poly Pomona’s pastures requires irrigation systems, pest control management, planning for the next season, and a time-sensitive horse grazing rotation. Summer is the busiest and most challenging season for Kittridge, requiring him to juggle duties while being vigilant about weather forecasts and pasture cycles. A Cal Poly Pomona alumnus, Kittridge ('18, plant science) gained experience as a student worker on the agronomy team then transitioned to being a full-time staff member after graduation. President Soraya M. Coley created the pasture technician position in 2018 in the wake of a much-needed land restoration stemming from the Kellogg Drive realignment project and the construction of the new freshman residence halls.



Department Spotlight – University Police Dispatch Center

The University Police Department Dispatch Center is staffed by five full-time professional dispatchers, working 10- and 12-hour shifts. The dispatch center never closes; there is someone to answer the phone 24 hours a day, 7 days a week. If you have a problem or emergency on Christmas Day, the dispatcher is there, ready to help. As dispatchers, we are the first people that our faculty, staff, and students talk to when asking for help. We are the initial point of contact for the first responder team.



The dispatchers at our center have to complete a 120-hour P.O.S.T. (Peace Officer Standards and Training) training course to become a police dispatcher. At our dispatch center, our dispatchers have over 20 years of Cal State experience and over 80 years of combined experience in law enforcement. With so many recent changes in our department, including a new Chief (Welcome Chief Dinh!) and new officers, it is reassuring to our officers to have a dispatch center with so much experience and institutional knowledge of our campus.

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Department Spotlight – University Police Dispatch Center

Our dispatch center receives an average of 80-100 calls for service a day, with our peak call volume occurring during the beginning of each semester. Fall semester is always the busiest time for us with our call volume increasing to almost 150 calls per day. Calls for service range from parking questions, campus directions, and room unlocks to theft reports, welfare checks, and traffic collisions. It is up to the dispatcher to gather pertinent information and send the appropriate resources to a call.

Some of the most challenging calls we receive are for medical emergencies. For a medical emergency on campus, our dispatchers automatically send an officer to the scene while simultaneously contacting the LA County Fire Department to respond. Once medical units are enroute, the dispatcher will summon parking officers, CSOs, and PSSs to escort the fire department to the location of the emergency, direct traffic, and assist with crowd management. The dispatcher must communicate with all these units on different radio frequencies while also monitoring LA County Fire's channel. For one medical call, the dispatcher can be communicating with and directing up to 8 units on 3 different frequencies. Talk about a stressful situation!

Our job as police dispatchers is extremely rewarding. We get to serve our campus community and help our fellow Broncos. When calls come in, the person on the line is often stressed and we must remain calm while also being empathetic. For many of our students, this is the first time they have ever had to contact the police. It is our job to prioritize and determine the needs and response for each caller and make our interaction a positive one, even when our callers are not having their best day. Our hope is that at the end of the call our dispatch center has done everything it could to make you feel safe and welcome here on our beautiful campus.

The University Police Department Dispatch Center is in Building 109, at the corner of Cypress Lane and Oak Lane. Our dispatchers can be reached by calling the non-emergency phone number (909) 869-3070, using an emergency blue phone, or dialing 911 from a campus phone. Please be aware that emergency calls from cell phones will initially route to CHP or Pomona PD before being transferred into our dispatch center.

When contacting the dispatch center to report an incident, the dispatcher will always seek five basic pieces of information:

- your name and contact number
- your location
- what it is you are calling to report
- the description of other parties that are involved
- the time frame for the incident

Our Dispatch Team Members

Natalie Dominguez
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Police Dispatcher
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