

FY 21-22



ANNUAL REPORT

CAL POLY POMONA

Division of Administrative Affairs

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Message from Vice President Trinidad



Dear Colleagues,

While the Division of Administrative Affairs primarily focuses on the administrative support and financial management of the institution, we are united in our passion to see our students succeed. In fact, student success infuses our daily conversations and guides our policy and financial decision-making. We may not interact with students as frequently as other areas, but we consider our students at every turn.

In FY21-22 our divisional units included:

- Budget Planning and Analysis
- Cal Poly Pomona Foundation
- Employee and Organizational Development and Advancement/HR Operations
- Facilities Planning and Management
- Financial Services
- Internal Audit
- University Police Department

Given the diversity of our units, we have developed a [Divisional Strategy Map](#) to provide a collective vision and guide in our support of the university. The strategy map may also be found at the end of this report.

Administrative Affairs will publish this report annually to highlight the work and accomplishments of our units during the fiscal year.

Thank you for your collaboration and partnership across our functional areas.

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.

Budget Planning and Analysis



Reviewed and updated request forms (Budget Transfer, New Position, Chartfield Request, Payroll Expenditure)



Managed the campus-wide budget process



Began implementation of the Questica position management software

Metrics

- 867 budget transfers
- 2,142 payroll adjustments
- 568 position updates/creations

Cal Poly Pomona Foundation



Farm Store exceeded \$2M in annual sales for first time in store history, generating additional resources for operations and program support



Provided 643 room nights at Kellogg West and nearly 1,000 meals, snacks and treats as part of student COVID-19 isolation program



Donated 260 holiday dinners to students, faculty and staff in need

Provided 300 lunch vouchers to students in need



Piloted a self-service checkout kiosk project with expansion to 4 locations (reduces labor costs, shortens lines, improves customer satisfaction)



Global Education Institute established 10 new, and renewed 2 existing, international institutional partnerships for CPP in China, Ecuador, Japan, Philippines, Taiwan, Thailand and Ukraine



Introduced Elements, Fitbites, Polly Trolley 2 and Savage Tacos to campus

Recognition

- Farm store voted “Best Famer’s Market” by San Gabriel New Group Reader’s Choice Awards (SNGRCA) 2022
- College of Professional and Global Education voted “Favorite College Extension Program” by SNGRCA
- National Assoc of College and University Food Services awarded Centerpointe Dining Commons a bronze medal for Innovative Residential Dining Facility
- IBW voted “Best Gastro Pub” and “Favorite Craft Microbrewery, Happy Hour and Pizza” by SNGRCA

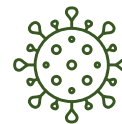
Employee and Organizational Development and Advancement



Increased campus communications, including a bi-weekly newsletter, monthly HR Briefings, bi-monthly Payroll Meetings



Cornerstone Implementation: Cornerstone is a Performance Management system that will help our campus digitize and dramatically improve the manual and antiquated evaluation process for the MPP group



Ensured campus remained compliant with all LACPH, OSHA and CSU guidelines and policies

Provided COVID-19 related resources to approximately 1,000 employees impacted directly/indirectly by COVID-19

Metrics

- 100% compliance with Conflict-of-Interest training and form 700 filing
- 36 DEI consultations for faculty and staff recruitments
- 11 consultations with Faculty Affairs and Faculty Equity Liaisons
- 262 positions filled (January 2022 – August 2022)
- 32 reclassifications (January 2022 – August 2022)
- 162 IRPs processed (July 2021 to June 2022)
- 158 stipends (July 2021 to June 2022)
- 63 reassignments (July 2021 to June 2022)
- 73 Temp Emergencies processed (July 2021 to June 2022)

Facilities Planning & Management



Supported safer return with filtration and ventilation upgrades in facilities



Brought CPP's building permit and code administration program into compliance



Created the Campus Planning & Space Working Group to develop and implement space initiatives, processes and procedures for managing campus space



Created 13 Operational Details to standardize, streamline, document and communicate FPM processes and procedures



Established a cross-divisional monthly Safety Walk to document safety concerns around campus

Metrics

- 4,885 base service work orders were generated in FY 21/22
 - 3,506 completed (71.7% completion rate in the same fiscal year)
- 3,407 premium service work orders were completed in FY 21/22
 - This reflects new FPM procedures to concentrate project requests in the annual budget process and to close out legacy multi-year projects from the pandemic years

Financial Services



Rolled out departmental Procurement 101 Sessions to enhance campus knowledge base of CSU Policy and Procedures



SACS now utilizes the “Ask Billy” chatbot to live chat with students and answer questions on demand



Completed the initial review of the campus annual cost allocation process, including methodology and rate assumptions for each area



Expanded student payment options with the implementation of eMarket for the Bookstore and the 529 payment option in CashNet/Transact



Ranked 2nd in systemwide legal close and 5th in GAAP close and financial statement submission



Processed purchase order cleanup, unencumbering over \$500,000 from 260 prior year purchase orders

Metrics

- Processed \$58.2 million in HEERF Student, Institutional, and MSI funding for FY21/22
- Procurement Metrics
 - 723 purchase orders issued (count includes change orders related to existing POs)
- Distribution Metrics
 - 22,625 packages handled and delivered to campus (includes mail deliveries)
- Asset Management Metrics
 - \$64,629 revenue generated from CPP surveyed equipment (sales conducted on “Public Surplus” – CSU Authorized Platform)
 - 1,350- number of new assets
 - 1,109- number of retired assets

Internal Audit



Coordinated and assisted with 3 Chancellor's Office audits and 3 advisory reviews



Provided consulting services to the campus community in reviewing business processes and offering best practices to enhance administrative procedures



Managed campus confidential whistleblower function



Assisted campus units in developing plans to address audit issues and closed 15 audit findings with the Chancellor's Office

University Police Department



Implemented Pay-By-Phone parking permit system



Reconfigured Lot C and University Dr. parking spaces to decrease traffic congestion and confusion



Introduced Community-Oriented Policing Model



Participated in and hosted 7 community engagement events



Participated in the Public Advisory Safety Committee (PASC)



Conducted 19 emergency management drills and exercises

Administrative Affairs Leadership



Ysabel Trinidad

Vice President for Administrative Affairs & CFO

Phone: 909 869 3018

Email: ydtrinidad@cpp.edu



Jason Rodriguez

Chief of Staff

Phone: 909 869 3017

Email: jmrodriguez@cpp.edu



Kim Allain

Senior Associate Vice President for Employee & Organizational Development & Advancement

Phone: 909 869 5152

Email: kgallain@cpp.edu



Joice Xiong

Director of Internal Audit

Phone: 909 869 3332

Email: yxiong@cpp.edu



Jared Ceja

Executive Director & CEO – Cal Poly Pomona Foundation Inc.

Phone: 909 869 4844

Email: jgceja@cpp.edu



Aaron Klemm

Senior Associate Vice President of Facilities Planning & Management

Phone: 909 869 3047

Email: amklemm@cpp.edu



Michelle Cardona

Interim Associate Vice President of Financial Services

Phone: 909 869 2154

Email: mdcardona@cpp.edu



Carol Lee

Assistant Vice President for Budget, Planning and Analysis

Phone: 909 869 2928

Email: cllee@cpp.edu



Linh Dinh

Chief of Police

Phone: 909 869 3332

Email: linhdinh@cpp.edu

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