



ANNUAL REPORT

CAL POLY POMONA

Division of Administrative Affairs

Table of Contents



Message from Interim Vice President Michelle Cardona	2
Administrative Services	3
Budget Planning and Analysis	4
Cal Poly Pomona Enterprises	5
Continuous Improvement	6
Facilities Planning and Management	7
Financial Services	8
Internal Audit	9
University Police Department	10
Deferred Maintenance	11
Administrative Affairs Leadership	12

Message from Interim Vice President Cardona

The Division of Administrative Affairs plays a vital role in supporting Cal Poly Pomona through comprehensive administrative services, sound financial stewardship, and effective management of our physical campus. While our primary focus is leading and enhancing the University's administrative operations, our commitment to student success remains at the heart of every decision we make and every partnership we foster across campus.

We are proud to present the Fiscal Year 2025–2026 Annual Report, which highlights the many accomplishments and contributions of the Administrative Affairs division. These achievements reflect the collaborative efforts of our talented employees and campus partners, all working together to support the University's mission and enhance student experience.

In FY 2025–2026, the Division of Administrative Affairs included:

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

In FY2026-2027 we will continue to identify opportunities to build upon our strong foundation, strengthen partnerships across campus, and improve the services that support our students, faculty, staff, and community. We will remain steadfast in supporting the institution through leadership changes while continuing to advance key initiatives and essential services. We will continue to commit to operational excellence, responsible stewardship, and fostering an environment where Cal Poly Pomona can thrive.

We extend our sincere appreciation to our campus partners and the dedicated members of the Administrative Affairs division for their ongoing collaboration, adaptability, and commitment to excellence. Together, we will continue advancing the University's mission and supporting student success.

Sincerely,

Michelle Cardona
Interim 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



Launched the campus-wide Volunteer Program under Risk Management allowing CPP to consistently track volunteer activities for a better response and maintain compliance.



Development of student activities review and approval process.



Implemented a centralized EH&S Purchase Approval process for P-Card purchase of regulated hazardous materials and specialized equipment, ensuring safety requirements are reviewed before campus acquisition.



Co-led the campuswide implementation of the CSU Procure-To-Pay (P2P) system while maintaining uninterrupted procurement operations across both the legacy and P2P platforms.



Developed and delivered comprehensive campuswide training, user guides, office hours, and ongoing support for both the P2P system and the CSU Concur Procurement Card Program.



Completed a full review and update of Clery geography to ensure our current geography classifications are accurate and compliant with the law.

Metrics

- Processed 44 subpoenas for records
- Processed 91 contract, event, and operational risk assessments
- 58 Laboratory Hazard assessments
- 35 Safety Inspections
- 19 Hot Work permits
- 95 Occupational health medical examinations coordinated
- 75 Respirator fit tests conducted
- 20 Workplace Violence Prevention site assessments completed/re-evaluated
- Completed annual fume hood inspections and certifications for 161 fume hoods and installation of 5 portable eyewashes
- Completed annual safety shower/eyewash inspections for 127 stations
- Completed annual recertification of 39 Biosafety Cabinets as part of the equipment maintenance program
- Achieved \$585,000 in documented procurement cost avoidance and institutional savings
- Processed 2,846 purchase orders totaling approximately \$48.7 million
- Reduced average purchase order processing time from 29 days under the legacy process to 12 days in Procure-To-Pay, an improvement of approximately 59%
- Completed 3,156 equipment pickups and e-waste transactions
- Processed 125,800 inbound letters, 44,669 inbound packages, 94,007 outbound letters and 3,272 outbound packages
- Graphics Communications completed 809 design, print, and related service orders for campus partners
- 516 incidents reviewed for Clery reportability
- 145 employees trained in-person on Clery/Campus Security Authority (CSA) Responsibilities
- Performed Risk Assessments for 3 off-campus properties operated by the University, supporting departments in risk mitigation plans

Budget Planning and Analysis



Completed campus implementation of Qwestica. Divisions worked directly in the budgeting software to submit position and operating budgets.



All budget transfer and position budget adjustment requests were submitted directly in Qwestica. Eliminated the Smartsheet option for budget transfer requests.



Completed implementation of Common Human Resource System (CHRS).



Successfully eliminated the manual Program Code entry within the campus Chartfield string in all financial transactions.

Metrics

- 30 new users were added to Qwestica.
- 452 budget transfers submitted and processed in Qwestica.
- 1,325 payroll adjustments completed which represents a 17% decrease from the previous FY.
- 128 position budget adjustments.
- 397 IFTs processed.
- 7,632 position updates/creating which represent a 500% increase from previous FY, reflecting a one-time increase in volume due to HR related implementations.

Cal Poly Pomona Enterprises



Provided housing for nearly 1,900 students across University Village and The Current. Strong occupancy and continued demand reflected the ongoing need for quality student housing and residential support services.



Hosted the annual Hot Dog Caper, welcoming more than 5,000 students, faculty, and staff with the support of more than 350 campus and auxiliary volunteers. The event also received the 2025 Gold MarCom Award for Special Event Marketing.



Hired 841 employees during FY 2025–26 to support Enterprise operations while continuing recruitment, onboarding, and employee development across the organization.



Collaborated with Student Innovation Idea Lab's Bronco Startup Challenge to launch student-developed CP&J (Chocolate Peanut Butter & Jelly) Ice Cream.

Redesigned Kellogg West's culinary program by transitioning to seasonal menus, scratch-made recipes, and standardized culinary practices.



Centerpointe hosted 45 engagement activations, including 11 events, 14 takeovers, and 20 pop ups, in collaboration with more than 40 campus partners and vendors.

Improved the Centerpointe burger based on student feedback, resulting in higher student satisfaction and engagement.



Completed the Enterprise IT Shared Services Consolidation initiative, integrating Enterprise technology services with the university's enterprise identity management platform to streamline technology administration.

Metrics

- Generated more than \$10.1 million in student savings through Instant Access Complete, achieving a 91% opt-in rate and serving 24,382 students.
- Supported a workforce of 2,164 employees, including 1,248 student employees.
- Bronco Bookstore Grad Fair experienced a 43% year-over-year increase in sales and a 25% increase in graduation-related units sold.
- 123 film productions at Lanterman.
- Completed more than 3,300 IT support requests during FY 2025–26.
- Completed approximately 6,900 facility work orders across Foundation-owned properties.
- Supported technology operations across approximately 50 virtual servers.

Continuous Improvement



Co-led two major enterprise implementations: the CSUBuy Procure-to-Pay (P2P) system and the CSU Single Instance Concur Travel & Expense platform. Directed cross-functional project planning, communications, training, and change management efforts, partnering with campus and Chancellor's Office stakeholders to improve efficiency, drive adoption, and standardize key business processes.



Strengthened the Division's culture of improvement by expanding its Lean Six Sigma program and leading strategic process initiatives. Certified two additional Green Belts.



Advanced the Division's Operational Detail program by documenting and standardizing critical business processes. Drafted six new Operational Details, finalized 13, and expanded the Division's total to 54 active documents. These efforts improved operational consistency, strengthened business continuity, enhanced compliance, and reduced the risk of institutional knowledge loss.



Provided project management, business analysis, and continuous improvement support for key divisional and campus initiatives. Led development of the CPPE Agreement Catalogue, coordinated website modernization efforts, and managed updates to the University's Delegation of Authority documentation, improving efficiency.

Metrics

- 2 enterprise-wide CSU implementation projects completed.
- 11 Lean Six Sigma Green Belts supporting continuous improvement initiatives.
- 54 documented operational processes supporting business continuity.
- 5 enterprise automation solutions deployed.
- 3 websites modernized.
- 4 governance and operational improvement initiatives completed.

Facilities Planning and Management



College of Agriculture – Vertical Farming Container Project is the first vertical farming facility on campus. The Perimeter Fence Renovation Project enhances livestock protection from coyotes, upgrades enclosures and animal handling areas, and improves overall safety, security, and herd management.



Classrooms of the Future completed in Bldg 02-217, Bldg 05-262, 9-503, 17-1631, 43-109. Flexible furniture with technology upgrades, glass boards, and finishes.



Continued and substantive progress and/or completion of key capital projects of institutional importance, including Arabian Horse Center (AHC) covered arena, AHC horse wash station, Housing Suites balconies, and campus-wide elevator renovations.



Secured BOT approval of the Campus Master Plan update and certification of the Master Plan EIR, culminating a 5+ year effort involving stakeholder engagement, plan development, and environmental review.



Kicked-off new efforts to develop a Campuswide Wayfinding and Signage Master Plan and Campuswide Active Transportation Plan.



Enhanced system capabilities by implementing Mobile TMA, providing technicians with a more user-friendly platform on iPads to manage work orders in the field.

Metrics:

- Total Space updates: 1,557
- Managed a combined 16,393 work orders across base and premium services by the Customer Support Team.
- Completed 12,866 work orders during the fiscal year by the Customer Support Team.
- 444 key requests processed with 1,661 keys issued.
- 9,040+ regular operating work orders completed, over 2,142 charge back work orders completed by all trades shops.
- Office Refresh: 32 office spaces refreshed by the Maintenance/Paint shops
- Plumbing Shop replaced 20 feet of 8-inch reclaimed water piping at Ag Valley
- Water Treatment Plant treated over 155 (ac-ft) 50.5 million gallons of potable water.
- Completed CSSA Program work orders, including sink replacement, Ram board installation, key control processing.

Financial Services



Enhanced the MyCPP Student Center to provide students with a clear, term-specific view of account balances, anticipated financial aid, remaining balances, anticipated funds, and payment due dates.



Implemented a new tuition assessment process that posts tuition and mandatory fees at the time of registration while deferring revenue recognition in accordance with accounting standards, providing students with earlier visibility into their financial obligations, supporting payment planning, and improving the registration experience.



Implemented the Third-Party Sponsor Payment Module (Sponsor Pay), modernizing the administration of sponsored student accounts and improving the efficiency and accuracy of third-party billing and payment processing.



Implemented the Delegation of Fiscal Authority (DOA) Structure, strengthening internal controls while enhancing accountability. Working collaboratively with division and departments across the university, University Accounting Services (UAS) coordinated the collection, review, and processing of over 250 delegation forms.



In partnership with Procurement, UAS successfully launched the CSUBUY Procure-to-Pay (P2P) System, improving financial visibility and operational efficiency while providing the campus with a more integrated user-friendly procurement and payment experience.



UAS implemented CSU Concur Single Instance, standardizing travel and expense processes while improving reporting capabilities, reducing manual reconciliation efforts and supporting a more efficient and consistent financial management environment across the university.

Metrics

- 3,575 students made payments toward Fall 2026 charges before July 1, resulting in more than \$11 M in earlier payments toward tuition and fees.
- 347 more students enrolled in payment plans before July 1 compared to the previous year.
- Reduced the University's bad debt expense by approximately \$1 M over the previous year through enhanced collection and payment strategies.
- Responded to 10,836 ServiceNow inquiries from students and families.
- Processed 78,461 student refunds, including 62,432 (80%) by direct deposit and 16,029 (20%) by paper check. Direct deposit utilization increased by 7% over the previous year.
- 100% of financial reports and tax filings submitted on time.
- 33,565 total voucher payments, totaling \$155M, processed by Accounts Payable.
- 500 billing requests processed, reducing processing timeframe by 23% (from 3.8 to 2.9 days).
- 1,370 journal entries processed through the Smartsheet Journal Entry submission portal, resulting in an average processing time of less than one day.

Internal Audit



Served as the primary liaison for three Chancellor's Office audits, coordinating campus-wide preparation, information requests, and audit activities to ensure an efficient review process. Also supported two advisory reviews by collaborating with departments to implement recommendations and strengthen internal controls.



Completed annual reviews of ASI, CPPE, and CPPPF, including evaluations of Auxiliary Control Self-Assessments, operating agreements, governance practices, and compliance with CSU requirements. Worked collaboratively with auxiliary leadership to identify opportunities for improvement, strengthen oversight, and support effective governance and internal controls.



Strengthened campus governance and internal controls by monitoring corrective actions, providing advisory services, supporting investigations, and assisting departments with Chancellor's Office audit recommendations. Conducted supplemental compensation reviews, procurement card monitoring, and other risk-based assessments to enhance compliance, accountability, and risk management.



Managed the campus's confidential Whistleblower Program, ensuring compliance with CSU Executive Orders and California State Auditor requirements. Coordinated with the California State Auditor's Office and the CSU Chancellor's Office on whistleblower reviews and investigations and ensured all required annual whistleblower notifications and postings were completed on time.



In partnership with California State University, Los Angeles (CSULA) and California State University, San Bernardino (CSUSB), successfully planned and completed NCAA-required Agreed-Upon Procedures reviews of partner institutions' NCAA financial reporting and compliance submissions. Collaborated with peer institutions to execute required procedures, ensure compliance with NCAA reporting requirements, and complete reviews accurately and on schedule.

University Police Department



Strengthened campus emergency preparedness by coordinating CPP's largest-ever evacuation drill, involving campus and enterprise partners. Launched the CPP Safe App to expand emergency notifications.



Expanded emergency preparedness outreach through 45+ community events, strengthening campus partnerships and safety awareness. Increased Emergency Management engagement through campaigns such as Dollar Tree Go Kits and Watch Out Wednesdays, promoting affordable preparedness and hazard awareness.



Improved parking and transportation services by digitizing 30-day parking permits for smartphone purchase and flexible monthly payments. Expanded mobile access to alternative transportation, increasing participation in the university's free transit pass program by 15% and reducing transportation barriers.



Expanded internal training capacity by establishing in-house Firearms/Range, First Aid, and Arrest & Control instructor programs, reducing vendor reliance.



Strengthening campus safety through the Gate Arm and Campus Roadway Sign projects, improving traffic control, reducing unauthorized access, and enhancing safety communications.

Metrics

- 8 key personnel hired, promoted, or onboarded
- 38 Emergency Management training courses delivered
- 12 new EOC training modules developed
- 19 fire alarms activated during CPP's largest evacuation drill, 5 campuswide Safety Alert System tests
- 79 additional Collins College security checks
- 2 new drone pilots certified
- 2 new software platforms implemented
- 2 new cost-recovery MOUs executed
- 32 Business Continuity workshops conducted
- 14 tabletop exercises were hosted to strengthen campus preparedness and continuity planning
- 3 in-house instructor programs established

Deferred Maintenance



Emergency Repairs

Amount \$ 200,000

- Various minor roofing repairs
- Various main water line breaks
- Building 4 – 10-gallon heater replacement
- Building 98 Fire sprinkler system repairs

Capital Improvement Projects:

Amount \$3,835,000

- Animal Units Fencing Renovation
- Building 45 Instructional Space Renovation

Safety Improvements:

Amount \$350,000

- Theater Fire Curtain Replacement
- Traffic Safety at SSB

Administrative Affairs Leadership



Michelle Cardona
Interim Vice President for
Administrative Affairs & CFO



Jason Rodriguez
Chief of Staff & Associate Vice
President for Administrative
Services



Barbara Queen
Senior Associate Vice President
of Facilities Planning &
Management



Linh Dinh
Chief of Police



Thomas Sekayan
CEO of Cal Poly Pomona
Enterprises



Carol Lee
Assistant Vice President for
Budget, Planning and Analysis



Jon Saclolo
Executive Director, Continuous
Improvement & Audits