



ANNUAL REPORT

CAL POLY POMONA

Division of Administrative Affairs

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Message from Interim Vice President Cardona

The Division of Administrative Affairs plays a vital role in supporting Cal Poly Pomona through comprehensive administrative services and sound financial stewardship. While our primary focus is on 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 2024–2025 Annual Report, highlighting key accomplishments that reflect our dedication to advancing the mission of Cal Poly Pomona. These achievements are made possible by the extraordinary commitment and professionalism of the Administrative Affairs team, whose steadfast dedication ensures that our services remain responsive, innovative, and student-centered.

In FY24-25, 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

We extend our sincere appreciation to both our campus partners and our division team for their ongoing collaboration and shared commitment to excellence. As we look ahead, we remain focused on continuously enhancing our services in support of student success and the broader mission of Cal Poly Pomona.

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 CPP's Youth Protection Program, registering 53 programs.



Development and implementation of the chemical inventory plan.



Establishment of the Shops Safety Committee and Drone Committee.



Implemented Smartsheet across various administrative processes to increase efficiency and customer service.



Implementation and annual review of the Workplace Violence Prevention Program.



Completed the identification, notification and training of Campus Security Authorities as part of the campus Clery Program.

Metrics

- Processed 116 Foreign Travel Insurance requests, 21 subpoena requests and 100 risk assessments.
- Completed 2,616 equipment pick-ups and e-waste transactions.
- Recorded 691 new assets in the system and retired 2,286 assets from campus inventory.
- Performed and certified 50 Laboratory and Technical Area Hazard Assessments.
- Completed annual fume hood inspections and certifications of 144 fume hoods.
- Completed 75 medical evaluations and 55 respirator fit tests for CPP employees based on Cal/OSHA requirements.
- Generated \$68,725 in revenue from the sale of surveyed equipment through Public Surplus.
- Processed 49,226 incoming packages and 3,852 outgoing packages.
- Processed 1,905 requisition dispatches.
- Processed 1,207 25Live requests for special events and off-campus field trips.
- Reduced P-Card reconciliation errors by 30%.
- Graphics Communications Services completed 600 design orders for campus partners.
- 1,212 incidents reviewed for Clery reportability.
- 586 employees assigned online Clery/CSA training.
- 172 employees trained in-person on Clery/CSA Responsibilities (UHS/CPPE Student Leaders + UPD Officers and Staff).

Budget Planning and Analysis



Continued implementation of Qwestica. Completed the first year uploading operating budgets with division budget templates.



All budgeted transfer requests and position budget adjustments processed in Qwestica. 32 new users added to Qwestica.



OpenBook added to the Financial Transparency website.



Completed pre-implementation and began Pass A of Wave 4 CHRS.



Streamlined recording of cost recovery revenue and reconciliation.

Metrics

- 429 budget transfers representing 44% decrease to previous FY.
- 1,605 payroll adjustments representing 23% decrease to previous FY.
- 106 position budget adjustments.
- 419 IFTs processed.
- 1,255 position updates/creations representing 53% increase to previous FY.

Cal Poly Pomona Enterprises



Acquired a modern student housing complex, The Current, adding 636 beds just 1.5 miles from campus. This directly benefits students by expanding access to quality housing, residential life programming, and support services.



Centerpointe hosted 26 pop-up events, many in collaboration with the Centers for Transformation, Retention, Equity & Empowerment, supporting campus life and fostering community engagement.



Schools First Federal Credit Union celebrated its on-campus grand opening, broadening financial services for employees and providing financial literacy education to students.



CPP Dining Services introduced Takorean, a new fusion food concept, enriching culinary diversity.

In collaboration with Restaurant Property Development (HRT 3950), students developed a new food brand concept resulting in the creation of “Seoul Krispy” a Korean Fried Chicken Sandwich as a menu item at Centerpointe.



Innovation Brew Works, the nation’s first educational brewery, celebrated its 10th anniversary, continuing to serve as a model for experiential learning and industry partnership.



Academic Integrations & Enhancements: leveraging CPPE operations, partnered with the College of Business to offer micro-internships, enabling students to conduct a study on employee health and wellbeing.

Metrics

- Grad Fair 2025 Success: The Annual Bronco Bookstore Grad Fair saw a 7% year-over-year increase, resulting in 1,500 graduation-related purchases.
- Employed 1,115 students in entry-level and lead positions throughout all divisions of the company.
- Took the #1 spot in CSU for course materials savings per FTE. Achieved an 11% increase in student participation and a 13% rise in course materials distributed, serving over 26,800 students and improving academic resource accessibility.

Continuous Improvement



Spearheading the CSU/Buy Procure-to-Pay implementation for our campus, launching a dedicated P2P website to support the transition.



Provided project management support for both divisional and campus-wide special projects, offering structure, coordination, and oversight to ensure initiatives were delivered effectively and on time. Special projects included: Avande Sublicense Agreement, Welcome Center Phase 1, and the new Ombuds Office Space.



Provided guidance and technical support to departments in creating and updating key operational details, strengthening Division-wide consistency and efficiency. This work ensured that operational details were accurate, accessible, and aligned with best practices.



Launched the Division's Lean Six Sigma (LSS) program, a major milestone in advancing a culture of process improvement across the Division. The program is designed to equip staff with the skills and tools needed to lead meaningful changes and drive greater efficiency. 12 participants were trained, and the Division now has a total of 9 certified Green Belts to support improvement initiatives.

Metrics

- Three Smartsheet tools created: Capital Projects (FPM D&C), DOA request management (UAS), and Signature Request (VP Admin).
- 30 Operational details completed as of June 2025.
- 22 special projects supported across the Division: Reports & Analyses (3), Reviews/Policies (5), Strategic Planning (4), Recruitment (3), Campus Projects & Space (7).

Facilities Planning and Management



Collaborated across multiple units to complete the Martin Luther King Jr. plaque and monument restoration/installation project.



Completed major construction projects during the year, including the renovation of the Lyle Center, development of the UAV Lab and started the demolition of the Greys.



Presented a tree replacement plan to the Chapman Forestry Foundation, securing a donation of \$8,500 which paid for 39 trees for the campus.



Implemented automated key request and service request systems to replace the outdated processes. These improvements resulted in faster processing times and a reduced administrative workload. Users now benefit from increased transparency, receiving automatic confirmations, and real-time status updates.

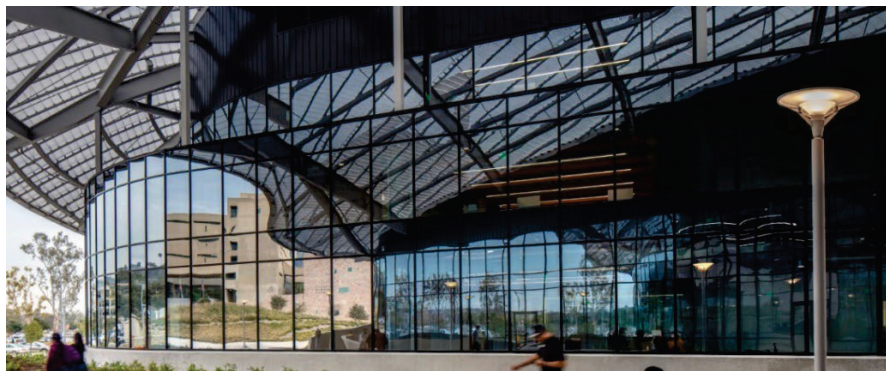


Launched the Campus Cleanup Initiative to promote efficient use of campus spaces and waste minimization. Reclaimed over 90% of surplus furniture/items. The project collected over 16.78 tons of trash, 4.5 tons of metal scrap, and 14.5 tons of paper shredding.

Metrics:

- Chargeback Work Orders Created: 3,287/Chargeback Work Orders Closed: 2,586
- Service Calls Created: 9,096/Service Calls Closed: 6,811/ Total Requests Closed: 11,374
- Ton hours of chilled water produced for campus cooling: 7,200,000
- Gallons of water provided by the Water Treatment Plant for campus: 85,000,000
- Acres of landscape maintained including horse pastures: 550
- Keys issued: 1,861
- Reported 1,324 space updates to the CSU and earned recognition from the Chancellor's Office.
- Upgraded 19 Niagara JACE controllers across campus and replaced obsolete Johnson Controls systems in 3 buildings.

Financial Services



Achieved recognition as the #1 campus for Generally Accepted Accounting Principles (GAAP) compliance and ranked #3 for Legal and GAAP financial reporting during the FY23/24 reporting period.



In partnership with EODA, launched a comprehensive Travel Card e-learning module that standardized training and reduced administrative burden.



Developed and implemented an eMarket platform for ASI to provide student clubs with a compliant online payment solution that enhances transparency, accountability, and operational efficiency.



In collaboration with the Registrar's Office and Student Success, implemented a new payment model that promotes timely student payments at registration, reduces accounts receivable, and provides the Registrar's Office with clearer insight into course demand for improved academic planning.



Launched a formal Travel and Concur training program, providing over 100 participants with guidance on updated CSU travel policies, demonstrations of new Concur features, and real-time Q&A for improved campus readiness and system adoption.

Metrics:

- UAS: 100% of financial reports and tax filings submitted on time.
- Accounts Payable processed 39,677 total payments, totaling \$199,386,280.
- Accounting processed 1,695 journal entries through our Smartsheet submission portal, with an average processing time of 1.6 days.
- SACS billed and processed 1,922 Third Party Contracts.
- SACS processed 80,040 student refunds:
 - 21,285 (27%) refunds were paper checks, and 58,755 (73%) refunds were done through direct deposit. The number of direct deposit users increased by 7% from the prior year.
- SACS responded to 8,118 ServiceNow tickets. ServiceNow comprises of phone calls received by the staff from students and their families.

Internal Audit



Provided comprehensive assistance and support in the preparation for and response to three Chancellor's Office audits, two advisory reviews, and three auxiliary operation reviews.



Reviewed business processes for auxiliary operations, evaluated self-assessment activities completed by auxiliaries, and assessed supplemental compensation for two colleges, as well as travel activities for the President and Vice Presidents.



Assisted in investigation of one incident for possible fraud or fiscal improprieties under CSU EO 1104.



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

Managed two complaints according to State Auditor Office guidelines and CSU CO 1115 and closed them on time.



Assisted several campus departments in developing strategies to address audit issues and successfully worked toward the timely closure of nine audit findings within the Chancellor's Office approved timelines. Continued collaboration with departments by supporting the implementation of corrective actions on two recommendations from advisory reviews.

University Police Department



Developed and executed a full-scale mass violence scenario exercise with CO, CSUDH, CSULA, LA County, FBI, and CalOES in September 2024.



Increased public safety, visibility, and accessibility in crowded areas and near buildings through expanded bike patrols.



Collaborated with outside agencies to enhance training. Conducted active shooter training with LA School Police and special response training with Pomona police department.



Formation of new Community Engagement Team to further strengthen our relationships with the community, expand collaboration and training with internal and external groups.

- Attended 30 engagement events
- Engaged with approximately 2,000 community members.



Incorporated force option simulator (FOS) training for UPD and campus community to provide a safe, realistic environment for officers to improve decision-making and de-escalation skills, enhancing community relations by increasing transparency and understanding of police work.



Supported the creation and launch of the Emergency Procedures training, which is required for all new employees, and is reassigned every three years.

Developed and provided training to our Policy Group and conducted a Table Top Exercise (TTX).

Metrics

- Field Training Officers (FTOs) patrolled 4,050 hours at University Housing and 1,697 hours at the Library.
- Conducted 4 Evacuation Drills and 5 Tests of the Safety Alert System.
- Completed 58 Business Continuity Plan (BCP) Offerings (Workshops/Lab Hours/Office Hours).
- 267 Livescan Criminal History checks completed.
- Provided 217,019 rides to students for FREE on Foothill Transit.
- Provided 120,125 rides to students on Bronco Express.
- Supported 236 special events with parking services.
- Transported 3,174 students on the DRC Mobility Access Cart.

Deferred Maintenance



Critical Emergency Repairs:

Amount \$672,000

- Burst water pipes
- Broken sewer lines
- Stolen fire hydrant
- Broken water heater
- Broken air conditioning unit

Concrete Replacement Projects:

Amount \$310,000

- Bldg. 086/043/Activity Field (walkway replacement)
- Bldg. 035/042 (walkway and truncated dome replacement)
- Bldg. 001/University Drive (sidewalk replacement)
- Bldg. 008/University Drive (landscape infill to remove trip hazard)
- Bldg. 094/University Drive (sidewalk replacement)
- Bldg. 097/East Side (walkway replacement)
- Bldg. 009/Olive Lane (raised pedestrian walkway)

Institutional Priorities Projects:

Amount \$126,000

- 34 new faculty office refresh and renewals were completed prior to the start of the Fall '25 semester.

Roofing Replacement & Renovations Projects:

Amount \$3,000,000

During FY24/25, four buildings received roof renovations to address leak issues, while one building underwent fall protection upgrades.

- Bldg. 001 – Building ONE
- Bldg. 017 – Engineering Laboratories
- Bldg. 094 – University Office Building
- Bldg. 098 – CLA
- Bldg. 006 – College of Education & Integrated Studies (rooftop fall protection)

Administrative Affairs Leadership



Michelle Cardona
Interim Vice President for
Administrative Affairs & CFO



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



Jon Saclolo
Director of Strategy Management



Linh Dinh
Chief of Police



Jared Ceja
CEO of Cal Poly Pomona
Enterprises



Matthew Whinery
Senior Associate Vice President of
Facilities Planning & Management



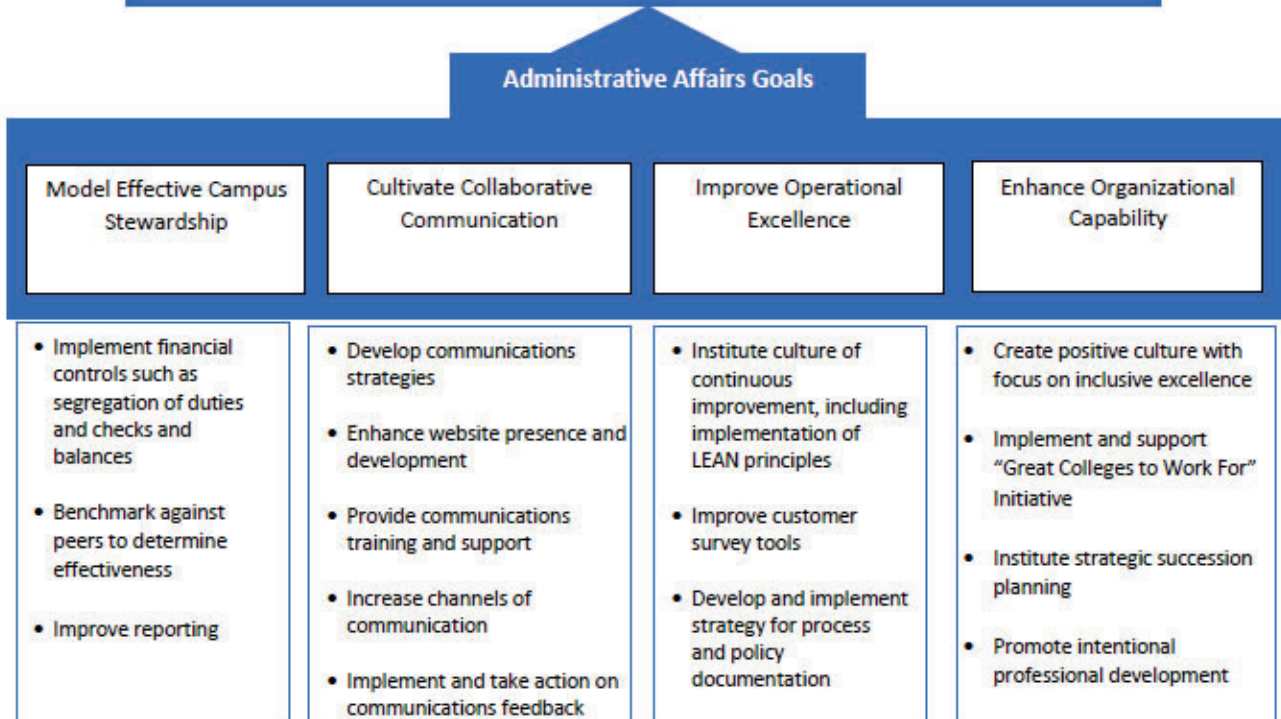
Carol Lee
Assistant Vice President for Budget,
Planning and Analysis

Cal Poly Pomona 2017-2027 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 - 2027

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	



Sept. 2025