

FY 22-23



# ANNUAL REPORT

CAL POLY POMONA

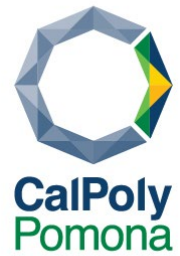
Division of Administrative Affairs

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# Message from Vice President Trinidad



Dear Colleagues,

The Division of Administrative Affairs provides administrative support and financial management for the University. While we primarily focus on the administrative functions of the University, our collective mission of student success drives our policy and financial decision-making. We are pleased to provide this annual report, highlighting some of our FY 22-23 accomplishments in support of our mission and vision.

In FY22-23 our divisional units included:

- Budget Planning & Analysis
- Cal Poly Pomona Enterprises
- Employee and Organizational Development & Advancement
- Environmental Health & Safety/Risk Management
- Facilities Planning & Management
- Financial Services
- Internal Audit
- University Police Department

Our [Divisional Strategy Map](#) provides a collective vision for our diverse administrative functions. Continuous improvement is a primary focus for our division as noted in our strategy map.

Many of the activities noted in this report reflect our priority to more effectively and efficiently provide support to our campus partners.

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

Sincerely,

Ysabel Trinidad  
Vice President for Administration and Finance and CFO



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*Division of Administrative Affairs  
Mission:*

We facilitate institutional success through organizational transformation of administrative processes for the effective delivery of quality services.

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# Budget Planning & Analysis



Utilized the Smartsheet request tool to optimize processing and automate customer updates for a variety of transactions, including budget transfers, payroll adjustments, grants, and training



Successfully created the all-funds institutional budget process



Continued implementation of Questica position management software, providing regular updates to campus stakeholders



Partnered with FPM to develop a comprehensive funding model and timeline for Classroom of the Future renovations



Enhanced MPP training through participation in the campus-wide Management Training Program (MTP)

## Metrics

- 729 budget transfers
- 1,854 payroll adjustments
- 538 position updates/creations
- Reduced budget transfers by 15.92% and payroll adjustments by 13.45% through the adoption of guidelines specifying requirements for personnel accounts and operating accounts

# Cal Poly Pomona Enterprises



Donated 144 meal passes to the Poly Pantry in support of individuals experiencing food insecurity around the holidays



Helped to support over 200 graduating students facing financial barriers participate in commencement by providing no-cost caps, gowns, tassels, and sashes



Received the following San Gabriel Valley Readers' Choice Awards:

- Best College Extension Program: CPGE
- Best Farmer's Market: The Farm Store
- Best Gastropub: Innovation Brew Works
- Best Hotel: Kellogg West



Streamlined card processing and issuance at the Bronco One Card Office, reducing turnaround times to 24 hours

## Metrics

- Bronco Bookstore's Instant Access program achieved 80% of total course material revenue, surpassing \$10M during the year
- CPPE employed 1,500 students, earning \$6M in wages
- CPPE received approximately \$35M in externally funded projects, with federal grants comprising 82% of sponsored activity
- The Pumpkin Festival attracted 80,000 guests and achieved it's most successful year in 2022
- Dining Services increased farm-to-table produce utilization to 55%, expanding use to locations like Fresh Escapes, Innovation Brew Works, and Kellogg West
- The College of Professional & Global Education's (CPGE) Global Education Institute established 13 new international partnerships and hosted 16 international visiting scholars and professionals

# Employee and Organizational Development and Advancement



Revamped the departmental communications strategy and newsletter to strengthen EODA communications with campus partners



Successfully implemented a document digitization process



Collaborated with CSUF to identify best Human Resources practices for implementation at CPP



Increased efficiency by transitioning several processes from email to Smartsheet, including MPP temporary and permanent salary increases

## Metrics

- 100% of work injuries were reported in a timely manner by management
- 121 recruitments were supported by the Affirmative Action & Equal Employment Opportunity Specialist
- 300 total hires were completed by the Talent Acquisition Team
- 335 leave requests were processed by our Leaves Coordinator
- 599 job description reviews were completed by the Classification and Compensation Team
- 378 health enrollments were processed by the Benefits Team
- Received 2,626 attendees at trainings and special sessions facilitated by the Strategic Learning Team
- Received 1,665 participants for Management Training Program sessions
- Held 176 interactive process meetings for employee reasonable accommodation requests
- Had 6,323 total interactions with the HR Customer Service Team
- 390 employee and dependent fee waivers were processed by the Fee Waiver Coordinator
- 44,065 total paychecks were processed by the Payroll Services Team

# Environmental Health & Safety/ Risk Management



Developed a standard operating procedure for the campus Chemical Safety Program



Developed an online application process for Driver Authorization approval to better protect data and streamline the overall process



Implemented the Academic Laboratory and Technical Area Safety Program



Worked with campus partners to develop and refine the following critical program areas:

- University Driver Authorization
- Volunteer Registration
- Youth Protection



Instituted Smartsheet online processes to better receive, track, and fulfill service requests, including:

- Campus Injuries
- Waste Management
- Vector & Pest Management

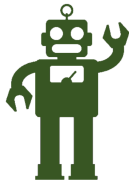


Certified a new BSL-2 Laboratory for a new Biological Science faculty member

## Metrics

- 22 Fit Tests conducted
- 61 Medical Exams conducted
- 52 Ergo Evaluations conducted
- 127 Foreign Travel Insurance Requests processed and provided
- 1,012 drivers authorized to drive on campus
- California Department of Public Health's inspection of the campus Medical Waste Management Plan observed 0 waste violations
- Inspections were conducted on 155 Laboratory/Technical Area Spaces across 7 Departments

# Facilities Planning & Management



Introduced the Tiny Mobile Robot that reduces the labor cost of measuring, laying out, and painting soccer fields by 90%



Successfully navigated one of the most challenging and wet winters on record due to the unit's emphasis on preventative maintenance



Awarded a \$299,000 Active Transportation Program Cycle 6 grant by the CA Transportation Commission to prepare a campus wide active transportation plan



Initiated a 4-year Clean Energy Optimization Pilot Program in partnership with UC, CSU, and SCE to incentivize energy efficiency on university campuses



Completed a Library Renovation feasibility study to address fire/ life safety and seismic concerns



Collaborated with Foothill Transit and campus stakeholders to create a Silver Streak Rapid Bus Service stop on campus, providing the campus community with direct access to Downtown LA.

## Metrics

- 7,365 base service work orders were generated in FY 22/23
  - 6,352 completed (86.2% completion rate in the same fiscal year)
- 4,455 premium service work orders were completed in FY 22/23
- Reverse Osmosis Water Treatment Plant produced over 95.74M gallons of drinking water for campus consumption
- Central Chilled Water Plant produced over 8,962,190 ton-hours of chilled water that was used to air condition over 2,364,170 gsf of spaces in 28 major buildings across campus

# Financial Services



Reimbursed campus departments for COVID related expenditures in the amount of \$4.4M



Procurement improved operational efficiency by implementing a new requisition process



Implemented an E-Market for the Bronco Bookstore that enables students to pay their debt online, 24/7



Implemented on-demand SACS statements, saving students and internal staff 10-15 minutes per statement by eliminating the need to manually create individual statements



Collection Agency selection resulted in a reduced collection rate, from 20% to 14.5%



Successfully implemented a standard workflow for billing requests leveraging online interface via Smartsheet

## Metrics

- Expended all remaining HEERF Institutional and MSI funding for a total disbursement of \$47.7M
- Procurement Services issued 2,041 purchase orders (including change orders for existing POs)
- Distribution Services handled and delivered 357,636 packages (includes mail deliveries)
- Asset Management generated \$80,782 in revenue from CPP surveyed equipment
- Total number of new assets: 1,471
- Total number of retired assets: 1,635
- Student Accounting and Cashiering Services processed over \$116M in refunds
- Instant Access collected \$4.5M on behalf of the Bronco Bookstore
- 100% of financial reports and tax filings were submitted on time
- Total number of travel payments processed: 3,379
- Total number of payments disbursed: 40,635

# Internal Audit



Coordinated and assisted with 2 Chancellor's Office audits and 2 advisory reviews across 4 divisions



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



Assisted campus units in developing plans to address audit issues and closed 21 audit findings within the Chancellor's Office timeline



Conducted follow-up performance reviews for 13 prior audits to ensure we have fully addressed the audit issues and that current practices are in compliance with CSU and campus policies and procedures



# University Police Department



Launched the following online request forms to provide better incident tracking and facilitate service provision:

- Citizen's Complaint Form
- Bike Registration Form
- Police Event Services Form



Streamlined procedures for issuing timely warnings & emergency alerts



Established new Emergency Operations Center (EOC) Team with alternates



Finished and implemented a 5-year Emergency Management Training Plan



Implemented a parking space count system to guide drivers to open spaces

## Metrics

- Reviewed 18 Business Continuity (BC) Plans
- Conducted BC workshops with attendance of over 90 participants
- Conducted 7 in depth EOC trainings for various EOC units
- Conducted 12 Active Shooter Training sessions with an average of 20 attendees per session

# Administrative Affairs Leadership



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## 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
<b>Values:</b> 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