

# Administrative Affairs Newsletter



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It is somehow already mid-November and the holiday season is already approaching! I hope that your Fall semester is going well. Improving operational excellence remains a key goal for our division as outlined in our [Divisional Strategy Map](#) and our departments continue to make great strides in documenting our administrative processes. Operations Details are our primary vehicle for documenting and communicating our processes, both internally for our teams and externally for our campus partners. We have been able to document several key processes across the division, providing clarity about our role and how we can most effectively support the campus community. Thank you to all those across our division that have been involved in creating new Operations Details to better serve our campus partners.

This edition features our Student Accounting and Cashiering Services (SACS) team. Each of our departments supports student success and the educational mission of the university, though we may not often have direct contact with students. SACS is one of our administrative units with front-facing, direct student support and contact. As you might imagine, our students often have important, and urgent, questions regarding their student financial account. It is critical that SACS not only ensure the integrity of all financial transactions, but also display exemplary customer service for students who might be anxious over their financial obligations. We are deeply grateful for the service that SACS provides to our campus community and I hope that you will take the time to learn more about this department.

I also invite you to join for us for our divisional gathering scheduled for Wednesday, December 13<sup>th</sup>. We will be sharing more information regarding the event soon, but it will be an important time for us to connect across the division, hear divisional updates, celebrate our work and plan for the coming year. I hope to see you there.

Wishing you a wonderful remainder of the Fall semester and upcoming holiday season.

Sincerely,  
Ysabel Trinidad  
Vice President Administration & Finance/CFO



# New Employees

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Administrative Affairs welcomes our new employees!

## Financial Services

**Janice Lam-Nguyen**, Procurement Services - P-Card Coordinator  
**Jennifer Hernandez**, Procurement Services - Buyer I  
**Amanda Leyva**, Procurement Services - Procurement Coordinator  
**Kelly Warren**, SACS - Accounting Technician I  
**Debra 'Debbie' Chavez**, BP&A - Systems & Reporting Analyst

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## Facilities Planning & Management

**Rosalinda Cervantes Rios**, Custodial Services - Custodian  
**Brian Fuertes**, Landscape Services - Gardener  
**Martin Cartagena**, Electrical Shop - Supervising Electrician  
**Nader Nagib**, Business Services - Human Resources Payroll Analyst  
**Loren Mac**, Design & Construction - Capital Accountant  
**Stacy Tran**, Office of Campus Planning, Transportation & Sustainability - Senior Campus Planner  
**Art Cueto**, Interim Space Planning Project Manager

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## University Police Department

**Robert Brockenbrough**, Lieutenant  
**Rosalina Perez**, Training and Operations Coordinator  
**Heriberto Arangue**, Police Officer  
**Sergio Salas**, Police Officer  
**Tristen Gonzalez-Verdugo**, Dispatcher

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## Risk Management

**Joe Encarnacion**, Risk Manager

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## Environmental Health & Safety

**Erick Guandique**, EHS Director

## Foundation

**Giselle Tarango**, Upward Bound - Academic Advisor  
**Joseph Flores**, Facilities - General Maintenance  
**Ramon Gomez**, Financial Services - Business Systems Analyst  
**Jessica Alva**, Project CAMINOS - Outreach Advisor  
**Rebecca Smith**, AGRIsapes - Manager - Petting Farm  
**Flor Chavez**, Kellogg West - Supervisor  
**Jose Quintana**, Upward Bound - Academic Advisor  
**Jullian Lievanos-Braunm**, Dining Services - Supervisor  
**Angela Cameron**, Employment Services - Manager - Human Resources  
**Samuel Nieto**, Office of Student Success - Program Coordinator  
**Jesus Preciado**, STARS - Postdoctoral Associate  
**Carlo Arceo**, Dining Services - Food Inventory Manager  
**Viridiana Gonzalez**, Facilities - Facilities Coordinator  
**Tian Gong**, CPGE - Program Manager  
**Mariana Sanchez**, Financial Services - Grants Specialist  
**Flavia de Souza**, CPGE - Administrative Assistant  
**Jennette Ramirez**, STARS - Assistant Coordinator  
**Zoe Marr**, STARS - Postdoctoral Research Associate  
**Ernest Diaz**, Administration - Executive Assistant  
**Sarah Cornejo**, University Village - Housing Coordinator  
**Heidy Chavez**, Dining Services - Supervisor  
**Ralph Bautista**, Dining Services - Supervisor  
**Katelyn Porter**, RAMP - Advisor  
**Saadia Amir**, Dining Services - Supervisor  
**Lizette Villar**, Financial Services - Grant Specialist  
**Erika Huerta Noriega**, Dining Services - Supervisor  
**Marcela Pena**, Dining Services - Supervisor  
**Rhonda Robinson**, Kellogg West - General Manager  
**Roy Lee**, Dining Services - Cook  
**Danielle Murillo**, ARCHES - Learning Specialist/Advisor  
**Debbie Tanaka**, Academic Innovation - CPSS Coordinator  
**James Anderson**, Dining Services - Sous Chef



# Promotions

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Congratulations to our divisional colleagues on their recent promotions!

## Financial Services

**Brittany McCormick**, Procurement Services - Buyer I

**Lynn Tran**, Graphics Communication - Reprographics Specialist III Lead

**Daniel Bustillos**, SACS - Collection Representative II

**Doanvy Nguyen**, SACS - Administrative Analyst Specialist I

**Joselyn Archilla-Tello**, SACS - Accounting Technician III

**Natalie Yan**, UAS - Accounts Payable Coordinator

## Facilities Planning & Management

**Elsa Vitela**, Custodial Services - Lead Custodial

**Sarah Aiken**, Customer Service Center - Business Analyst/Customer Service Lead

**Jared Orozco**, Electrical Shop - Interim Lead Electrician

**Curtis Larsen**, Electrical Shop - Mechanic

**Irvin Sanchez-Lara**, HVAC Shop - Mechanic

**Jaime Garcia Luna**, Landscape Services - Lead Irrigation Specialist

**Salvador Guzman**, Plumbing Shop – Plumber

## Foundation

**America Magana**, Upward Bound - Academic Advisor

**Dyan Zhou**, Financial Services - Accounting Analyst

**Lynn Zhou**, Dining Services - Manager

**Le'Yona Darden**, Dining Services                      Manager

**Allessandro Yanez**, Dining Services - Supervisor

**Tanaporn Khongtham**, CPGE - Program Coordinator

## University Police Department

**Jose Fonseca** – Sergeant



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# Division News & Announcements

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## University Earns Another High Rating From Premier Organization for Sustainability

Cal Poly Pomona’s continuous efforts to integrate sustainability into university operations and campus life have been rewarded with another high rating from the premier organization that assesses colleges and universities. The [Association for the Advancement of Sustainability in Higher Education \(AASHE\)](#) conferred a silver rating to the university for its STARS (Sustainability Tracking, Assessment & Rating System) report that measured sustainability in every aspect of Cal Poly Pomona. The [Office of Sustainability](#) in Facilities Planning & Management (FP&M) painstakingly compiled the 251-page report that took nearly a year to complete and took everything from student research to greenhouse gas emissions to water use into account. Minutiae in the report included identifying which classes from several academic years were focused on sustainability and related topics. (Read the [CPP STARS report](#).)



# Division News & Announcements

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## Facilities Planning & Management to Roll Out New Service Request Process on Oct. 2



In continuous efforts to improve user experience and streamline operations, Facilities Planning & Management (FP&M) will launch a new automated online process for the submission of service requests. Effective Oct. 2, all service requests can be conveniently sent through this user-friendly online submission process. The system upgrade aims to provide a seamless and efficient method for the campus community to submit requests for services. The automated form is accessible through the [FP&M](#) website under the “I want to” tab. When users choose the option “[Submit a service request](#),”

the corresponding form will be displayed for completion. This is the first of several request forms that will be added to the website. Other forms that will be rolled out include key request, event request, vehicle maintenance request and document request. If any difficulties or questions about the new process arise, the FP&M customer support team is readily available to assist at (909) 869-3030.

## FP&M Completes Construction of Graduate Resource Center in University Library

Student success is one of the pillars of Cal Poly Pomona’s commitment to student success. Facilities Planning & Management (FP&M) is playing a role in the career success of Bronco graduate students. The newly christened Graduate Resource Center, whose construction was overseen by FP&M, is open for business. Situated on the second floor of the University Library, the resource center offers a variety of services to graduate students in any field of study. The nearly 1,300-square-foot center contains computer spaces, a projector and big-screen television, meeting areas, outlets for electronic devices, and a conference room. Obsolete and outdated office furniture in the previous space was removed and replaced with new tables, chairs, paint and carpeting. Academic Affairs secured a federal grant of nearly \$200,000 for the 10-month renovation. FP&M Project Manager Jaime Landman oversaw the project from inception to completion. A ribbon-cutting ceremony for the center was held on Sept. 21.



# Division News & Announcements

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## Landscape Services Crews Enhance Efforts to Lessen Threats From Wildfires



Torrential rain from winter storms may have dampened the fears of summer wildfires, but [Landscape Services](#) wasn't getting lulled into a false sense of security. Volunteer overtime crews of up to 16 staff members worked five weekends during the spring and summer and used chainsaws, hedge trimmers, string trimmers and hand tools to dispose of dry vegetation and clear fire breaks stretching from Cal Poly Pomona's boundary with the city of Walnut to the historic [Kellogg House](#) to the hilltop water tower to the heart of the campus. The wildfire

mitigation work started just days after Commencement ceremonies ended. Those efforts are helping to protect the university's infrastructure from wildfire threats and ensure the safety of students, faculty and staff as the first heatwave of the season pushed temperatures into the triple-digit range at the start of the fall semester. The threat of wildfires across Southern California underscores the dangers lurking in the hillsides that surround Cal Poly Pomona. The incidents also provide stark reminders that wildfires are a constant threat in the region. "By getting the work done earlier in the summer, we make the situation safer on campus," said Brian Lake, the manager of [Landscape Services](#). "It's a lot of work so we have to be strategic in what we can do around campus assets."

## ENV Alumnus Serves as CPP's Facilities Document Keeper

Much of what Eddie Montoya III does on the job mirrors what he did as a student assistant. That's mainly because Montoya ('19, [urban and regional planning](#)) is working in the same place he was as an undergraduate — the university's Document Resource Center. The center serves as a repository of sorts for the blueprints, hard copy and digital, for every building on campus and is housed in Building 81, the home base for [Facilities Planning and Management](#). Montoya worked as a student assistant for a year, fulfilling the project managers' requests for documents, helping the department with the [campus master plan](#) and digitizing blueprints, among other duties. When he graduated, the department offered him a permanent position at the center. "I was open to the possibility of continuing the job here," he said. "We're one of 23 CSUs. The work we do here is not just work for us but part of a bigger system that supports student learning." As the center's CAD technician and space analyst, Montoya works closely with the campus planner to ensure that specifications for classrooms and office spaces are up to date. He also uses his architectural drafting skills to amend documents.



# Division News & Announcements

## New Park at 98 Provides Green Space and Event Space for Campus Community



An outdoor movie venue on a grassy knoll under the stars. A picnic area where students can mingle with friends and campus clubs can gather. An open-air classroom where professors can discuss anything under the sun. A living laboratory for students studying landscape architecture. These are just several of myriad possibilities for The Park at 98, the new campus green space where the iconic [CLA Tower](#) once stood. The park includes multi-level terraces, a canopy for shade and an overlook boasting views of the sunset. The Park at 98 contains three levels of terraces and seating walls, along with tables and chairs situated on the varying levels. Stairs and pathways zig-zag along the slope of the green space. Trees and native flora have been planted in the green space, and an overlook on the Paseo level of Building 98C will be shielded from the sun by a canopy. Aside from being a shaded area, the overlook offers a postcard-like vantage point for sunsets while another overlook will peer

down on the Aratani Japanese Garden. Tables and chairs have been set up along the overlook. In a nod to the legacy of the tower, the seating wall at the lowest point of the greenspace has been constructed along the same footing of the original building and forms the shape of the letter V. In addition, four steel beams from the original registration building are being used to support the canopy. Combined, the green space and the covered overlook give the campus community nearly 8,600 square feet of additional gathering space. Senior Project Manager Bruyn Bevans in Design & Construction oversaw the renovation of the former tower site.

## Aratani, Rose Gardens Profiled in Landscape Architect Magazine

The historic and iconic Aratani Japanese Garden and the Kellogg Rose Garden were featured in the June edition of [Landscape Architect and Specifier News Magazine](#). The six-page spread highlighted the history and myriad of features in the gardens, including the cornucopia of plants that thrive in the ecosystems. Crews from Landscape Services maintain and nurture the gardens. The Aratani Japanese Garden is 1.3 acres and contains bonsai pine, sculptured rock, sasa bamboo, zoysia grass, and other traditional Asian flora. The Kellogg Rose Garden covers roughly 2.5 acres, of which 1 acre consists of roses. Designed in a wheel shape, the Rose Garden was a popular tourist attraction during its early days and praised for its beauty and bounty of rose varieties. Gardener specialist John Hiatt, who has cared for the Rose Garden for the last 20 years, was cited in the magazine for his expertise and his knowledge about the roses. An excerpt from the magazine: “The Rose Garden has been one of my favorite places to work,” Hiatt said. “It is a beautiful location that is both an inspiration and challenge. When I work in the garden I mingle with many students and staff that appreciate the work that goes into maintaining it. I feel a sense of achievement and pride that I can give so much joy to so many people.”



Cal Poly Pomona Aratani and Rose Gardens by Samantha Gonzalez, Cal Poly Pomona

**George and Sakuyo Aratani Japanese Garden** (center and right) at the corner of the Cal Poly Pomona campus. The Kellogg Rose Garden (left) is a wheel-shaped garden that was once the main focus and residence of noted landscape architect John Hiatt. The Rose Garden was designed by the late landscape architect and professor emeritus John Hiatt, the 5-acre garden features two formal gardens, a central rose garden, a sasa bamboo grove, and other traditional Asian flora. The Kellogg Rose Garden is a wheel-shaped garden that was once the main focus and residence of noted landscape architect John Hiatt. The Rose Garden was designed by the late landscape architect and professor emeritus John Hiatt, the 5-acre garden features two formal gardens, a central rose garden, a sasa bamboo grove, and other traditional Asian flora.

# Division News & Announcements

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## New and Improved BPA Website

Budget Planning & Analysis has a new and improved [website](#). A great new feature is the ability to submit BP&A forms via SmartSheet and then check the status of your submission.

Visit the [Forms page](#) of the Budget Planning & Analysis website for more details on these new features.



## Task Order Contract Agreement



Procurement Services has awarded a Task Order Contract Agreement (TOCA) valued at \$26M. This is the first time this type of contract has been awarded at CPP. A TOCA is a contracting method used and supported by Capital Planning, Design and Construction from the CSU Chancellor's Office. The term of the contract issued is for three (3) years and encompasses multiple projects. CPPs current TOCA is predominately focused on roofing projects on campus, which vary in scope and cost, but is also able to be used to cover a limited number of other campus projects.

## Campus Requisitions



Procurement Services will be implementing Smartsheet as a submission portal for university state-side requisitions. The implementation is expected for November 2023. The use of Smartsheet is anticipated to benefit the university with a dynamic, powerful, and highly customizable project management and work collaboration tool. Immediate benefits will be increased transparency, better accountability, and identification of process delays and bottlenecks before they become a problem. Smartsheet will enable the CPP Procurement Services team to be a more productive and value added strategic campus partner.

## Recognition Workgroup

The Divisional Recognition Workgroup has fulfilled its charge to research best practices regarding recognition programs and to provide recommendations and strategies to the divisional leadership team for a divisional recognition program. A permanent recognition committee has been established to support the implementation of the recommendations. Thank you to each of the Workgroup members. We are grateful for your work and support of this important initiative!

### Divisional Recognition Workgroup Members

- Andrea (Andy) Handy, Learning & Development Consultant
- Daniel Hinojosa, Executive Assistant – Administrative Affairs
  - Brian Lake, Manager – Landscape Services
- Joel Santamaria, Administrative Analyst/Specialist
  - Naysia Caldwell, Senior Budget Analyst
  - Maria Nino, Grants Specialist, Finance

## **Cal Poly Pomona Service Awards Ceremony**

Cal Poly Pomona's Years of Service Recognition Awards Ceremony was held on August 22, 2023. CPP President Soraya M. Coley led the ceremony and was on hand to award service pins to the honorees. The annual ceremony, which is held during Fall Convocation, is part of a tradition of recognition and gratitude for dedicated employees whose accomplishments and outstanding work contribute to the success of students, faculty, staff, and alumni of Cal Poly Pomona. Administrative Affairs had 29 employees recognized for their years of services to Cal Poly Pomona. Thank you to each of these individuals for their long-standing service to our students and campus community!

**Yvonne Cordura**, Lanterman-Police, **25 years of service**  
**Laura Elliott**, Foundation-Kellogg West, **25 years of service**  
**Anne-Marie Larrabure**, Budget Planning & Analysis, **25 years of service**

**Bruyn Bevans**, Project Management, **20 years of service**  
**Doyle Vest**, Landscape Services, **20 years of service**  
**John Hiatt**, Landscape Services, **20 years of service**  
**Monika Kamboures**, Sustainability, **20 years of service**  
**Robert Rice**, Projects Services, **20 years of service**  
**Frede Gutierrez**, Custodial Services, **20 years of service**  
**David Hughes**, Parking Services, **20 years of service**  
**Stephanie Samuels**, Public Safety, **20 years of service**  
**Donald Nyeholt**, Public Safety, **20 years of service**

**Michael Miller**, Landscape Services, **15 years of service**  
**Nick Schief**, Plumbing Shop, **15 years of service**  
**Meihua Koo**, Accounting, **15 years of service**  
**Nancy Fan**, Accounting, **15 years of service**  
**Carol Lee**, Budget Planning & Analysis, **15 years of service**  
**Randy Wallace**, Foundation - Real Estate, **15 years of service**  
**Natalie Dominguez**, Public Safety, **15 years of service**  
**Dawn Taccone**, Foundation-College of Agriculture, **15 years of service**

**Jared Orozco**, Electrical Shop, **10 years of service**  
**Jorge Lima**, Custodial Services, **10 years of service**  
**Nickolas Vasquez**, Landscape Services, **10 years of service**  
**Rosalina Perez**, University Police Department, **10 years of service**  
**SoYun Im**, Accounting, **10 years of service**  
**Wasantha KetagodageDon**, Foundation-College of Environmental Design, **10 years of service**  
**Erika Barajas**, Foundation-Kellogg West, **10 years of service**  
**Geovanna Rojas**, Foundation-University Village, **10 years of service**  
**Mayra Cervantes**, Parking Services, **10 years of service**





# Customer Service Recognition

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Procurement Services continues to strive and provide excellent service to the CPP Campus Community and within the local Socioeconomic Marketplace. Procurement Services awarded 2033 University Purchase Orders and conducted 5 Public Works Construction Bids in support of Campus Operations and initiatives. The Asset Management Team generated \$99K dollars in FY 22-23 from the sales of surveyed equipment to further support the educational mission of CPP and are on track to exceed this dollar amount in FY 23-24.

Distribution Services continues to strive to provide excellent services. Distribution Services assisted the Kellogg Art Gallery in unloading and setting up large art installations as part of their Anthony James exhibit, saving the campus from having to rent a forklift.

Academic Colleges have expressed an appreciation for Naysia Caldwell, Sr Budget Analyst, because she is patient and takes the time to explain budgetary policy and procedures. Thank you Naysia for all you do!

## Department Spotlight

### Student Accounting and Cashiering Services (SACS)

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The primary mission of Student Accounting and Cashiering Services (SACS) is to provide excellent customer service to our students, faculty and staff. We are focused on providing efficient and reliable financial services to students and the university community at large. SACS plays a crucial role in ensuring the accuracy and transparency of all financial transactions on campus. SACS consists of several areas, all dedicated to serving the campus community:

- Cashiers
- Collections
- Student Accounting
- Third Party/Customer Service
- SACS technical support and disbursement of payroll and refunds

All staff are responsible for providing excellent customer service by offering assistance to students and faculty in person as well as via chatbot, service-now and over the phone. Our dedicated team is readily available to answer questions and provide guidance on various financial matters. In the past year, we have successfully responded to over 25,000 inquiries from students, parents, and other stakeholders.

In addition to managing inquiries, our department also processes a substantial number of payment transactions. On an annual basis, we have processed over 119,000 payment transactions, ensuring that all financial transactions from students are accurately recorded and processed. Furthermore, we process approximately 136,000 financial aid payment transactions, helping students receive the necessary funds to support their education. Our student accounting team reconciles over \$400,000,000 per year.



One of the key responsibilities of SACS is managing refunds. This year alone, we have processed over 105,000 refunds, totaling \$145,966,722. These refunds are crucial in providing financial relief to students and ensuring that any excess payments are returned promptly.

As part of our efforts to maintain and keep student accounts current, we email thousands of reminders with payment options and due dates. Our Collection team sent 42,037 collection letters on a monthly/annual basis and works closely with external collection agencies and the State Franchise Tax Board.

Student Accounting is at the core of our operations. We strive to maintain accurate and comprehensive student financial records, ensuring the integrity of all financial transactions. By upholding strict accounting standards and practices, we provide students and the campus with a clear understanding of their financial obligations, accounts receivables, financial reporting and empower them to make informed decisions regarding their finances.

In today's rapidly advancing technological era, it may appear somewhat "old fashioned," but SACS is unwavering in its dedication to customer service. As a testament to this commitment, we continue to answer phones, addressing any questions or concerns that students may have. We firmly believe that maintaining direct communication channels with our students is of paramount importance. While we strive to keep up with the ever-evolving technology landscape, SACS recognizes the significance of diverse communication platforms. To cater to the needs of our tech-savvy students, we have implemented ServiceNow—an advanced system that enables students to contact us effortlessly. With ServiceNow, students can reach out to us at their convenience, ensuring prompt responses to their inquiries. We have incorporated a chatbot feature into our communication strategy.

This cutting-edge tool allows students to engage in live chat sessions with our support staff, ensuring they receive immediate assistance. We understand that in today's fast-paced world, students require quick and accurate responses to their inquiries, and our chatbot facilitates precisely that. At SACS, we firmly believe that both students and their parents should have access to all available means of contacting us. We recognize that everyone has their preferred mode of communication, and it is our responsibility to accommodate their choices, by offering multiple avenues for interaction, such as phone calls, ServiceNow, and live chat.



In summary, our mission at Student Accounting and Cashiering Services encompasses a commitment to excellence in Cashiering, Collection, Disbursement, and Student Accounting. We strive to provide exceptional customer service, simplify the payment process, and maintain accurate financial records. By doing so, we aim to contribute to the overall success and satisfaction of our students and the university community.

# Meet the SACS Team



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## Student Accounting & Cashiering Services

- Patty Higuchi, Director
- See Yang, Administrative Analyst/Specialist

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## Customer Service, Cashiers, Collections, Third Party, Parking

- MyVan Hua, Manager
- Brenda Flores, Accounting Technician III
- Daisy Ratonel, Accounting Technician III
- Maricella Armendariz, Accounting Technician III
- Rachel Reyna-Reynolds, Collection Representative II
- Daniel Bustillos, Collection Representative II
- Kelly Warren, Accounting Technician I

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## Student Accounting

- Amy Cher, Administrative Analyst/Specialist III
- Victor Lam, Accountant II
- Omar Qadamani, Accountant II
- Marina Kelleher, Accountant I

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## Technical Support & Refunds & Disbursement of Payroll

- Joel Santamaria, Administrative Analyst/Specialist III
- Doanvy Nguyen, Administrative Analyst/Specialist
- Joselyn Archila-Tello – Accounting Technician III

