

# FINANCE AND ADMINISTRATION

## 2005 ANNUAL REPORT



**CSUC** CALIFORNIA STATE UNIVERSITY  
CHANNEL ISLANDS

# Table of Contents

<b>Welcome to the Division of Finance and Administration</b>	<b>3</b>
<b>Division Administration Team</b>	<b>5</b>
<b>Accounting</b>	<b>6</b>
<b>Human Resources Programs</b>	<b>10</b>
<b>Information Technology</b>	<b>20</b>
<b>Operations, Planning &amp; Construction</b>	<b>27</b>
<b>Procurement &amp; Support Services</b>	<b>33</b>
<b>Public Safety</b>	<b>36</b>

# Welcome to the Division of Finance and Administration



August 2005

Dear Friends:

What a pleasure it is to share with you the 2005 Annual Report for the CSUCI Finance and Administration Division.

This division routinely deals with restrictions, whether they be physical, cultural or financial. Rather than dwell on such limitations, the Finance and Administration Division views opportunity. By meeting these challenges head on, we move beyond the ordinary, breaking new ground as we go. We are pleased to share with you some of our accomplishments.

We have continued our efforts to create a walkable, energy efficient, green campus that preserves the history of the campus and community while promoting the preservation of the surrounding environment. Careful landscaping and strategic use of existing architectural styles contributes to the beauty of the campus which we are eager for the community and visitors to enjoy.

Significant safety improvements were implemented throughout the University. Some of these include intensified security protocols by expanding campus surveillance and security staff support, developing a new keying system providing buildings with more security, and improvements in environmental safety and health training and procedures for campus employees as well as students.

Information Technology was the operative phrase in many areas of our division this past year. Additional PeopleSoft modules were implemented in the areas of human resources, student financials, financial aid and admissions. The new structure promises to streamline various processes and provide data to help us better manage our business. Web-based applications were launched, such as events calendar, directories and speaker's bureaus. The campus email system was upgraded and the campus web site has been redesigned.

Improved accounting, budgeting and financial reporting processes allowed for timely and accurate submission of reports to the CSU Chancellor's Office and State Controller's Office. Increased collaboration with campus auxiliary organizations served to improve the operations of these auxiliaries as they continued to grow and develop.

Numerous training opportunities were provided for staff and faculty and the mandatory New Employee Orientation Program has been enhanced to give a broad overview of campus procedures. The entire division participated in the development of the Finance and Administration Strategic Plan.

A property clerk position was created to develop and maintain an inventory of fixed assets, a campus-wide copier chargeback program was developed and the campus continued its green campus commitment by sourcing recycled and environmentally friendly products when cost effective.

In partnership with Ventura County Transportation Commission, the campus offered electric shuttle bus service throughout the main campus and the faculty/staff housing community of University Glen.

Campus police officers played a significant role in all campus events, provided safety and security information to residential students and advisors occupying the new student housing facility, and responded to campus emergencies and disturbances quickly and efficiently.

With this report, I hope you learn about our division and become as excited as we are about our contributions to campus life. Progress always generates increasing expectations, and over the past year, we responded vigorously. We have worked long and successfully to meet the varied and numerous obstacles that come with a growing university. The report describes just a few of the many ways the Finance and Administration Division is helping the campus break through boundaries to achieve distinction.

Sincerely,

Joanne Coville  
Vice President for Finance  
and Administration



# Division Administration Team

**JOANNE COVILLE**

Vice President for Finance and Administration

**John Burckert \***

Director, Information Management

**Emily Deakin**

Manager, General Accounting

**Art Flores**

Associate Vice President for Human Resources Programs

**Leah Kirklin**

Manager, Procurement & Support Services

**Missy Klep**

Manager, Budget and Internal/External Reporting

**Tara Peterson \***

Manager, Information Technology Services

**Deborah Wylie**

Associate Vice President for Operations, Planning & Construction

**Jeff Young**

Chief of Police/Director of Public Safety



**\* CIO Maureen McQuestion hired in the following fiscal year and now directly supervises these positions.**

# FINANCE AND ADMINISTRATION 2005 ANNUAL REPORT

## Accounting

### Purpose

The Accounting office is committed to providing high-quality and prompt customer service to our students, faculty and other staff who serve our students, and the community that supports our students and campus.



Fiscal 2004/05 has been a year of strengthening our understanding of the CSU complex accounting issues and improving our financial systems. The chart of accounts was revamped this year to incorporate a more direct link to the State Controller's Office nomenclature, improving account reconciliations and reporting processes. The campus also undertook a significant upgrade project of the general ledger, accounts payable and procurement modules in December 2004 and implemented the PeopleSoft Student Financial module during the last quarter of fiscal 2005. The office continues to make significant progress towards documenting processes and procedures, and providing training to the campus on their use. The size and structure of the accounting team continue to be evaluated in order to keep pace with the evolving and growing needs of our student population, our campus colleagues, and additional services being offered on campus.

The office is responsible for, but not limited to, the accounting services and financial reporting functions for the University and all its auxiliary organizations. Those auxiliary organizations currently consist of the CSU Channel Islands Foundation, the University Glen Corporation and the Associated Students. These responsibilities include:

- Ensuring the integrity of fiscal data through establishment of adequate internal controls to safeguard its assets.
- Identifying regulations and other fiscal compliance requirements that must be adhered to, and implementing policies and procedures to ensure campus compliance.
- Proper and timely processing of all cash receipts and disbursements.
- Initiation and payment of debt instruments to support the needs of the campus.
- Billing of students and all funding sources including the State of California, external grantors, third-party sponsors of students, and many others.
- Processing student fee payments to the University as well as financial aid receipts and disbursements back to our students.
- Financial and compliance reporting to numerous internal and external customers.
- Budget preparation, disbursements, and analyzing budget-to-actual variances.

- General support to the campus community in meeting their responsibilities in matters that have fiscal implications.

Various members of the accounting organization are members of several CSU systemwide committees, including:

- The Financial Officers Organization (FOA)
- The Financial Users Groups (FUG)
- The Financial Standards Advisory Council to the Chancellor's Office (FSAC)

### Significant Accomplishments

#### Student Cashiering

- A significant project, this year, was the implementation of the PeopleSoft Student Financials and Financial Aid modules, replacing the overburdened database systems used on campus since inception of admitting Channel Island's students. These modules now create a seamless transition of information from student registration, to creating student bills, applying financial aid awards to student accounts and generating checks to students when financial aid exceeds the relevant fees. The system allows for a much more efficient reporting tool that can be used for reporting fee activity and other statistical data to students, campus community members, the Chancellor's Office and other interested parties.



#### Accounts Payable

- The focus this year has been additional training for the accounts payable staff regarding appropriate uses for object codes and funds. This has allowed the staff to take a more proactive approach to auditing payment requests and asking better questions to assist the divisions in choosing account numbers and funding sources. Numerous forms have been posted to the public folders. There has been a positive response from the campus community regarding the ease of access to the forms and a process document required to support payments requests. The first campus travel policy has been drafted and the Travel Handbook is scheduled to be reviewed by various campus members during the first quarter of the new fiscal year. Once approved, a training program will be established each quarter.

#### General Accounting

- The general accounting responsibilities include monthly reconciliation's with the PeopleSoft Accounts Payable module, the Cashiering System, the State Controller's Office, the State Treasurer and an integration of data from the Chancellor's Office.



## Financial Reporting

- With the upgrade to the web version of PeopleSoft, Financial Reporting to internal departments changed slightly. Reports continue to be modified to accommodate the campus end users. We've worked hard to meet our internal deadlines and disseminate reports on the predetermined schedule.
- New 8.4 training sessions were offered to assist all individuals responsible for financial analysis for internal divisions/departments on the PeopleSoft General Ledger, Purchasing, and Accounts Payable modules and provide an understanding of the various nVision reports and functions. This included how to inquire on Purchase Orders, check the Accounts Payable module for payments on invoices, and drill down to detailed information from the monthly summarized reports.
- With the assistance of the Housing and Residential Life office, we reported monthly Housing Occupancy Data to the Chancellor's Office.
- Quarterly FIRMS (functional summarized reporting) reports were submitted to the Chancellor's Office.
- ESP (payroll projections) reports were submitted monthly to the Chancellor's Office.
- For the second year, we received an *Award for Achieving Excellence in Financial Reporting* from the California State Office of the Controller.
- The Chancellor's Office requested that each campus revise their year-end timelines to assist them in meeting the year-end deadlines from the State Controller's Office. Although this year was a trial run for all campuses to close by July 15<sup>th</sup>, next fiscal year we will be required to close by that date. We have implemented calendar deadline changes to assist in meeting this deadline.
- A new employee, Auxiliary & Sponsored Programs Analyst, was hired to assist with the Auxiliary Financial Reporting. This new analyst shares responsibilities between Auxiliary reporting and administering grants and contracts for the University.

## Budget

- The focus for the Budget office this year has been to monitor, at a high level, the performance of the University. This includes assisting the Vice President for Finance and Administration in projections and working closely with the budget committee to prepare the 2005/06 University Budget.
- During the fiscal year, we worked to complete a pooled Fringe Benefit rate and, while this is proving to be challenging, as we continue to grow this change should help divisions/departments to accurately project their financial positions and assist in moving labor costs from one area to another.



## Grants and Contracts

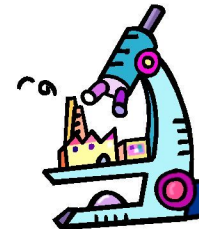
- During the 2004/05 Fiscal Year, the administration of External Grants and Contracts was moved and a new position created, Auxiliary & Sponsored



Programs Analyst. With this new position, the University puts itself in a better position to create a Federal Indirect Cost proposal and to accurately monitor each individual grant and contract for allowable expenditures, on-time reporting and billing, and closeout procedures.

## Audits

- In 1983, the California Legislature passed the Financial Integrity and State Manager's Accountability Act of 1983 (FISMA). The Office of the University Auditor of the California State University (CSU) is currently responsible for conducting bi-annual audits within the CSU. CSUCI received our first such audit in February 2004. We provided responses to the University Auditor's office in October 2004 and all audit findings were cleared by March 2005.
- CSUCI received our first Auxiliary audit in February 2005. The campus response has been submitted and anticipated final clearing of findings will be first of the year 2006.
- The University and its auxiliaries completed all aspects of the fiscal audit process as conducted by the independent financial audit firms of KPMG (University) and Vasin, Heyn, & Co. (the CSUCI Auxiliaries) for FY 2003/04. We were given unqualified audit opinions for all entities.



## Goals for 2005/06

- Continuing our effort to assist the auxiliaries with transactional analysis, we will roll out a view access option into Quickbooks, the accounting software used, for the staff members in the Foundation, University Glen and Associated Students.
- Accounting staff work collaboratively with staff from the University Glen Corp., CSU Chancellor's Office, Site Authority Board of Directors, CSUCI campus operations staff, and other external parties who have a part in the operations and continuing capital development of the campus housing facilities located on site. Accounting currently serves this effort by providing all general accounting functions and supports the capital development and financing process as needed.
- All Accounting staff members continue to be active participants in campus-wide committees and initiatives such as the Institutional Review Board Advisory Committee, Emergency Operations Committee, and CMS (PeopleSoft) Cross-functional Team. We are regular contributors at the monthly Finance and Administration Forum, which has proven to be an effective vehicle for communication between the entire Finance and Administration Division and the other members of the campus. All Accounting staff have also enjoyed the opportunity to participate on numerous hiring search committees in many divisions at all levels.

# Human Resources Programs

## Purpose

### Our Mission

The Human Resources Programs office is committed to creating a consistently cooperative work environment that supports the University's mission of enhancing student success. We will accomplish this by providing quality personalized guidance and support to our faculty and staff in benefit administration, staff compensation and classification issues, staff employment guidance, professional training and development, environmental health and safety, risk management, diversity, equity and amicable resolution of differences regarding employee relations issues.



The office is responsible for the following areas:

- Recruitment & Employment Processing
- Benefits Administration
- Employee Relations
- PeopleSoft Human Resources Information Systems
- Classification & Compensation
- Training and Development
- Payroll Services
- Equity & Diversity
- Environmental Health & Safety
- Risk Management

### Core Values & Goals

#### Core Values:

- We maintain the highest standards of ethics, in actions and words, to protect the confidentiality of employee data, issues and information.
- We use University HR policies, procedures and practices as our guide to providing advice and counsel to administrators, supervisors and employee alike.
- We are committed to using state-of-the-art technology.
- We work effectively as a team.
- We promote diversity and pluralism as a core value in our advice and counsel to administrators and staff and faculty when appropriate.
- We treat every CSUCI employee with respect and dignity.
- We are mindful of our commitment to support the effective stewardship of the University budget and other resources through our plans for work, decision-making and recommendations.

- We are committed to internal services and collaboration within HR Programs and with our Finance & Administration colleagues in order to support each others successes in achieving our overall division goals and objectives.
- We are committed to compliance with laws and regulations.
- We are committed to providing a safe and healthy environment for students, staff and visitors.
- We are open, honest, respectful, and direct in our various communications.

#### Goals:

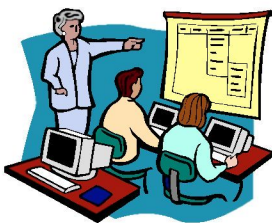
- Develop systems for each human resources program area
- Analyze staff responsibilities and workloads
- Document processes and procedures
- Increase CMS/technology involvement
- Assess University budget and its implications on the HR budget
- Assess knowledge/skills and abilities of HRP staff to determine organizational effectiveness
- Create and provide campus training on compliance/legal regulations and responsibilities
- Assess and develop best HR practices
- Assess campus needs as they relate to Risk Management, Environment, Health and Safety
- Assess and determine future HR needs for campus growth
- Determine and develop HR marketing and communications support/programs
- Provide support for WASC accreditation

### Significant Accomplishments

#### Organizational Development

During Fiscal Year 2004/05, the Associate Vice President, Human Resource Programs coordinated the development of the Finance & Administration's Division's Strategic Plan. This effort included a very interactive environmental scan involving approximately all division employees (approximately 125) and development of goals and objectives. The group met twice as a whole and then a sub-group was created to develop specific goals and objectives. Additionally, the Human Resources Programs office completed their strategic plan.

#### Training and Professional Development



During the last year, the campus has offered 15 opportunities for educational training and professional development for campus staff and faculty and the CSU at large. The campus sponsored a system-wide CSU training through The Source entitled "Managing within the Law". Several managers from other CSU campuses



joined our campus management. Additional educational opportunities included such topics as:

- Dealing with Holiday Stress
- Violence in the Workplace
- How to Apply for a Research Grant Using SPIN
- Dealing with Difficult People
- Dealing with Grief and Loss
- CalPERS Retirement Planning
- Various financial management and home purchasing workshops

Community experts in the field, faculty members and/or HRP personnel presented all workshops. Sexual Harassment Prevention was provided to the Student Affairs division at their annual retreat and the Finance and Administration division also received their sexual harassment prevention training as part of their annual training program. SAFE on Campus training (training on issues of sexual orientation sensitivity) continues to be popular, with an additional two sessions requested by staff, student and management personnel from across the campus. In all, approximately 20% of staff and faculty have attended this program.

### Benefits and Related Information

Human Resources Programs currently supports the needs of over 300 benefits eligible employees in areas ranging from Health and Life insurance to Tax Sheltered Annuities. Benefit plans differ by employee type requiring regular review and maintenance of all enrollments. Multiple leave programs, including Non-Industrial Disability, Industrial Disability, Maternity/ Paternity/Adoption, Bereavement, Catastrophic, and Organ Donor to name a few are offered in support of our commitment to a Family-Friendly work environment.

### New Employee Orientation

The new employee orientation program is designed to provide staff employees with a good overview of our campus: Our programs, our community, employee benefits. The required two, half-day sessions allow employees a chance to meet and greet other new people, learn about the University mission, and introduce employees to the people who will help them become familiar with their new surroundings.

Each speaker selected is an expert in their field and will open the door to understanding the University's diverse programs and how each "fits" into our Cal State Channel Islands community. Currently, new employee orientation is held twice annually, in July and January.

A very popular benefit with employees is the systemwide Fee Waiver program. We currently have our employees, dependents and other campus employees attending CSUCI and various other campuses of the Cal State system. Faculty, staff and managers have all



participated, with approximately 25 dependents using the program and 30 employees enrolled.

## Work/Life Programs

We were again selected as a family-friendly “Employer of Choice” for Ventura County. This coveted award was granted based on our continued pursuit of ensuring our University extended family receives the best information and support for their families. We have created a comfortable, private room on campus for lactation needs and future plans include another site close to student classrooms. In our quest towards creating a positive work environment where employees need never compromise their family for their job, we compiled a resource page on our web site that provides a one-stop shop for referencing all work life initiatives available to our campus family. At this site we centralized access to all family oriented benefits: training and educational opportunities for our employees and their family members in work/life topics; flexible work hours, return to work programs that support family responsibilities, time off to attend family events, and an employee assistance program encompassing various modes of referral and education are all provided. The campus conducted a Work/Life survey approximately two years ago. At that time, the conclusion was that the campus had too small a pool of employees and students with children to support a childcare center. As we grow, the need for childcare will increase, and the campus has decided to take a proactive approach and begin planning for tomorrow's needs today.



This year we created a Child Care Planning Council, incorporating the expertise of community childcare professionals from the county, state, private industry, and campus representatives from faculty, staff, and students. As many of the campus participants in this Council are unschooled in childcare regulations, we were awarded state funds to hire a consultant to educate the group on childcare fundamentals.

Our consultant provided us with basic education in childcare center development and introduced us to some of the formularies for implementing a successful childcare center. In September, the Council will meet for a final time to discuss her recommendations and proceed to the next step of the process: sourcing funding options; structure/site selections; and educating the campus community.

The Summer Hours program, in its second year, has a 31% participation rate of staff employees.

## Payroll Services

Human Resources Programs currently provides all payroll related services to 199 academic, 311 non-academic, 282 student employees and over 50 Special Consultants.



We continue to face challenges presented by maintaining the two separate databases necessary to accomplish this task, the ancient main frame system that the State uses for payroll processing and CMS for all human resource data and processes. The State is moving forward on its 21st Century Project to replace its payroll system, probably not until 2008. Progress continues to be made as campus-wide knowledge of the technology increases.

### Compensation & Classification

The office conducted forty one compensation and classification reviews for administrators and staff personnel, thirty nine of which were approved. No appeals were filed.

### Employee Relations

Over the last fiscal year, the Associate Vice President Human Resources Programs has been responsible for both Staff human resources and Faculty employee relations issues. In the last year we had one informal grievance filed by the California Faculty Association which was resolved; we had three staff grievances, one which was dropped and two which are at the Chancellor's Office level. We have had four meet and confers with unions regarding revised and new campus policies.

The campus had two significant organizational changes in the Information Technology area resulting in four members of the MPP Administrators resigning their positions. One other MPP also resigned in Operations, Planning & Construction.

A total of two represented individuals were rejected during probation this last fiscal year. Total staff turnover for the last fiscal year equated to 12%. Out of staff employees appointed for full time positions which are not temporary, a group of 188, 22 employees left the campus.

### Equal Employment Opportunity & Equity

One former lecturer filed a claim of discrimination with the State of California Department of Fair Employment & Housing alleging violations of the Americans with Disability Act; the complaint was closed this fiscal year. We investigated three issues including a complaint regarding non-selection of an internal candidate and two allegations of misuse of campus resources. All three allegations proved not to have any merit.

Two civil actions against the University were still pending during fiscal year 2004/05. One action was dismissed at Motion for Summary Judgment and has been appealed. A faculty grievance filled in 2003 on this same matter is still pending at the Office of the Chancellor. The other civil action was recently resolved in favor of the University.

For calendar year 2005, the statistical analysis for underutilization of under-represented groups and women indicates under-representation of 24 faculty members during the two semesters. Additionally, there is an under-representation of one Asian American in the service maintenance category. This information will be shared with the campus as informational items only.

### CMS/HRIS Implementation

During the last fiscal year, we implemented the Recruit Workforce module for faculty and began testing for staff employees. We will complete implementation of this module for staff employees this fiscal year. The campus continues involvement in assessing systemwide needs for HR self-service modules which will provide much needed self-service information and processing for employees and may allow HR and Payroll personnel to focus on other needs. Review of the Time and Labor module is set to begin in early 2006. Additionally, staff has been participating with HUG (CMS Human Resources Users Group) in the process of reviewing and approving modifications to the 8.9 upgrade with anticipated implementation in 2007.

### Environment, Health & Safety & Risk Management

#### Service and Consultation in Support of the Campus Mission

The Environment, Safety, Risk Management office dedicated a large amount of time in FY 2004/05 responding to requests for service and consultation, supporting various entities in their pursuit of the University mission.

During the year, four risk-based guidelines were developed. These guidelines were provided in response to University needs or requests for consultation. The office also responded to multiple safety concerns and took actions to best position the University in anticipation of scrutiny from external agencies. All these actions were not actions and activities designed to improve Environment, Safety and Risk Management programs; rather they were actions to help others achieve their part of the University mission.

#### Staffing

The office spearheaded an effort to establish a safety coordinator position within OPC. With the cooperation of OPC, safety coordinator responsibilities were formally recognized and a safety coordinator position was established and filled.

Similarly, science safety coordinator formalized in the Science program. Safety for Science were developed and written into Technician III position in collaboration with thus institutionalizing these important



responsibilities were coordinator responsibilities the Instructional Support Science staff and faculty, functions.

Finally, the office developed a job description, hired and began training a new Worker's Compensation Coordinator. The position is flexible and is evolving into a generalist coordinator of worker's compensation and risk management functions. The Worker's Compensation Program has improved in terms of customer service and in providing a more formal and consistent application of the Return-to-Work program.

### Communication

The office developed a method to continually provide risk/safety based input, to a wide audience, for development of a wide variety of University procedures and processes. The strategy was to first develop policy that mandated management support of safety/risk programs. This was accomplished first with the Health and Safety Policy in early 2004 followed by the Risk Management Policy in 2005. Given the policy mandate the next step was to develop risk/safety guidelines, in a timely way, on topics of importance to the University community. The office then produces a web page for each guideline and posts it on the University web site along with all forms and links required to implement the suggested procedures. These web based guidelines are publicized by a broadly disseminated e-mail to all University administrators (MPP), program chairs and decision makers. This provides value and useful information to a broad and appropriate audience, as issues come up, and thus allows administrators to make informed decisions regarding the way we will operate. The overall strategy including policy development, risk/safety guidelines development, web site production capability, and appropriate dissemination of timely and relevant information is a fundamental and forward looking process for safety and risk management communication. This process will be used as a primary method for communicating into the foreseeable future.

For example, following this model, risk based guidelines specifically developed for Academic Affairs were created and disseminated; these included guidelines on student travel accident insurance, international travel, academic field trips, and academic internships. In addition, this communication was supplemented with personal contact through meeting with program chairs, and selected training.

### Risk Management

The following accomplishments were realized in the last fiscal year in Risk Management:

A Campus Risk Management Policy was developed and approved by the President's Council.

New Guidelines were written in the following areas:

- Student Travel Accident Insurance
- International Travel
- Academic Field Trips
- Academic Internships



#### Risk consultation:

- Provided consultation on loss control and insurance for the University, the Auxiliary organizations, and other University-related entities.

#### Managed University insurance:

- The office obtains a variety of insurance policies including property, crime, liability, director's and officer's liability, vehicle, worker's compensation and special events coverage. These policies are reviewed and modified (to adapt to our rapidly changing facilities and operations) at least once a year for the University and all three University auxiliary organizations plus the Site Authority.



#### Claims management:

- Required notifications
- Manage small claims, including vehicle inventory and accidents

#### Workers Compensation:

- Hired worker's compensation coordinator
- Coordinator professional development begun including iVOS claims reporting system, worker's compensation certification program
- Weekly claims reviews have been started
- Return-to-Work program has been formalized and implemented
- Communication, both written and in-person, is improving between all parties involved in cases and with relevant entities at other CSU campuses

#### Safety

##### New Programs:

A formal Hazard Communication Program was written, implemented, and initial training provided to all OPC staff. These programs are among those that protect employees from potentially life threatening situations. These were high priority goals that were accomplished.

A formal Indoor Air Quality Program was written and initiated with a response to air quality complaints in the Professional Building. Training on the program was provided to OPC engineering staff. The process and response was very effective and very positive from academic staff and OPC management.

##### Audits/Assessments:

Audits and assessments are a fundamental tool for planning and prioritizing, and also for defining problems and initiating solutions. Audits and assessments are mandatory, the heart of regulatory compliance, and performance of them was a goal for last year. The

highest priority University program, OPC was audited for occupational safety and environmental compliance issues. The audit showed significant improvement (non-compliance findings were reduced by half) from the previous OPC audit, thus demonstrating our willingness to self-audit and make progress toward regulatory compliance.



In addition, an unplanned University-wide audit was performed for hazardous waste management issues. This was done in response to anticipated scrutiny by Federal EPA under their targeted program for University environmental compliance. This is an important issue for our campus. The audit revealed approximately 60 (sixty) findings of potential regulatory non-compliance in OPC, Science and Art. In a profoundly impressive effort, all sixty items, some of them quite substantial, were corrected in a timely way. The success of this audit/ correction process was a significant success for the University.

#### Maintenance of established programs:

- Respond to safety concerns
- Chair, staff and run quarterly University Safety Committee meetings
- Support emergency response through managing the Floor and Building Marshal program, participation in the Emergency Operations Center, and a revision and submission of a new Campus Chemical Emergency Plan
- Support for construction safety, abatement documents
- Ergonomic evaluations and training
- Prioritized and provided maintenance for a variety of (about twenty) other safety programs

#### Environment

##### Performed regulatory analyses as required:

- VCAPCD surface cleaning degreasing rule analysis – then required University compliance changes (new equipment and process for auto and paint shops cleaning operations)

##### Hazardous Waste Management:

- Over 50,000 pounds in CY 2004
- Hazardous Waste determination and consulting for construction and ongoing operations
- Manifesting
- Exception Reports
- Annual Generator Fee Return, Local Agency Fees, Taxes
- Universal Waste Management Program
- 90 day shipments of hazardous waste, facility-wide
- Developed new Chemical Emergency Response Plan; includes University hazardous materials inventory, maps, and emergency plan – disseminated to relevant entities.

Liaison to external agencies:

- Accompany inspectors and respond to inspections in hazardous waste, air quality compliance, above ground tanks and underground tanks

Manage above ground tanks:

- Audit tank management, testing and inspections conducted, staff trained re emergencies

Air quality:

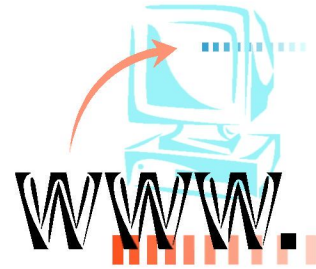
- Renew permits
- Obtained new Rule 23 air quality permit for emergency generators in advance of regulatory deadline – implemented permit requirements and trained relevant staff re permit requirements

# Information Technology

## *Information Management*

### Purpose

Information Management is comprised of CMS Applications Network Services (including telecomm) and Web Services. This has been a difficult year for this group because of significant staff turnover and increasing demand for new and improved services. Despite having limited resources, the group achieved major accomplishments in all aspects of our work: administrative applications, wireless networking, voice over internet protocol (VoIP) and the University web site.



### Significant Accomplishments

#### CMS Applications

The 2004/2005 fiscal year focused on rolling out new PeopleSoft modules and improving integration with non-PeopleSoft systems. The CMS Applications group added new positions and personnel to support our growing PeopleSoft system. Structures and processes were also put into place to manage the growing demands on staff time. Below is a partial list of the CMS Group's accomplishments.

- Established working documentation standards, including configuration guides, business process flows, and process guides.
- Established Student Administration Integration Team to resolve CMS system issues.
- Installed CMS PeopleSoft updates and fixes in a timely manner.
- Utilized Help Desk to track and resolve CMS issues and requests.
- Developed process and interface for users to request CMS system enhancements.
- Streamlined and documented PeopleSoft User Profiles Management process.
- Accomplishments by module:
  - **Admissions & Recruitment** – Re-designed Admissions module to streamline processing and store more accurate and timely data. Overhauled Admissions security to eliminate unnecessary access and provide meaningful roles and permissions. Delivered applicant reporting solutions for custom requests and application status totals. Launched Recruitment module for data collection, reporting, and analysis.
  - **Student Records** – Addressed data integrity issues. Began Transfer Credit Detail and Academic Advisement implementations. Installed document imaging and archiving capability. Provided reporting solutions and data extracts for CMS user community. Incorporated Extended



Education career into Academic Structure. Developed custom interface to BlackBoard system.

- o **Financial Aid** – Implemented module with consultant assistance on a rapid timeline – including database refreshes, troubleshooting, reporting, and security role development.
- o **Student Financials** – Implemented module with consultant assistance on a rapid timeline, including Extended Education financials processing – including database refreshes, troubleshooting, reporting, and security role development.
- o **Human Resources** – Implemented Recruit Workforce and Temporary Faculty modules.

## Network Services

The 2004/2005 fiscal year saw slower growth as budgetary issues affected the entire CSUCI campus. However, since CI is still a new campus, there was still a steady increase in both the planning and implementation of network equipment, design and configurations. Networking struggled to keep pace with the changes but managed to keep up in most areas. A focused effort will result in the network achieving the necessary levels required for network access and security. Below is a partial list of Networking's accomplishments.

- Rolled out test Wireless Network in selected areas of Campus.
- Completed new network connectivity and fiber installations in several campus buildings, including Student Housing/ Anacapa Village, SODEXHO Food Service, and the Hagerty Gym. Also added new or additional fiber to OPC 2nd floor, the OPC Warehouses, and several telecom closets in the Belltower.
- Upgraded all 4000/4500 Cisco switches.
- Installed and configured Cisco wireless control appliance and security server.
- Added one network staff.
- Began final completion of Data Center network infrastructure.
- Designed new Layer 3 network architecture based on Cisco Hierarchal Design scheme. Installed new server farm distribution/access switches.
- Implemented network port security to ensure quality VoIP service.
- Designed and implemented a new, separate Computer Science Network.
- Designed and implemented a new, separate Student Housing Network.
- Improved campus production network firewall security.
- Designed and implemented limited VPN capabilities.
- Began upgrade of Network Monitoring System.
- Implemented Audible Magic music download prevention appliances.



## Web Services

The 2004/2005 fiscal year was characterized by continued steady growth and large leaps forward in both planning and implementation of web content and web services. Web Services faced the challenge of accomplishing its goals during a fiscal year with little budget for expansion of services. Below is a partial list of Web Service's accomplishments.

- Developed new web applications, including Events Calendar, Campus Directory, faculty Directory, A-Z Index, and Speaker's Bureau.
- Upgraded existing web site infrastructure for enhanced security and reliability.
- Upgraded web CMS for increased reliability.
- Provided content management assistance for University community.
- Hosted personal web sites for CSUCI faculty and students.
- Developed new web sites for numerous academic and administrative programs.
- Provided extensive training in Collage, Dreamweaver, FTP and other web technologies to faculty and staff.
- Created instructional materials for students on technology use.
- Increased awareness of web and other IT technology through participation in staff and student orientation sessions.
- Provided leadership for web redesign process and implement a CSUCI web site redesign.
- Hired Web Developer position; created Web Designer internship position; created and hired student Web Designer position.



## Goals for 2005/06

### CMS Applications

- Finalize process for submitting, reviewing, and prioritizing CMS projects to ensure all projects support University goals with available resources.
- Finalize documentation standards for support systems to provide meaningful and accessible references for all system users.
- Finalize testing strategy for all delivered PeopleSoft updates, fixes, patches, and bundles to provide seamless augmentation of CMS functionality.
- Finalize database strategy to provide meaningful and consistent database usage standards.
- Streamline interfaces to all third-party systems to provide real-time data integrity among all systems.
- Overhaul PeopleSoft security roles and permissions to optimize PeopleSoft 8.0 security architecture and provide extensible security configurations.
- Overhaul PeopleSoft User Profiles Management process to provide a flexible solution for applicants, students, and faculty user ID creation and management.

- Implement CMS data warehousing solution to provide system users with a real-time reporting database for all data needs.
- Future accomplishments by module:
  - **Admissions & Recruitment** – Further streamline Admissions by providing technical solutions for routine business processes. Expand the Recruitment module to further store and analyze prospective student data. Extend self-service features to applicants and prospects.
  - **Student Records** – Perform business process re-design to document and streamline all current processes. Finish Academic Advisement and Transfer Credit implementations, including data conversions and self-service features. Complete Resource25 and Schedule25 installation and optimization for full campus scheduling needs. Provide reporting solutions for routine report requests. Assist in Chancellor’s Office reporting requirements.
  - **Financial Aid** – Document and streamline 2007 aid year processing. Provide flexible reporting solutions to end users. Identify and implement any system enhancements to reduce manual effort. Assist in Chancellor’s Office and Federal reporting requirements.
  - **Student Financials** – Implement web payment solution.
  - **Human Resources** – Implement Position Management, Workflow, and Time & Labor modules. Continue to streamline and support current business process.
  - **Financials** – Continue to streamline and support current business process.

### Network Services

- Improve reliability and security of network infrastructure.
- Upgrade VoIP System.
- Complete wireless network. Improve access and use of the CSUCI wireless networks.
- Design and implement new construction projects, including the John Spoor Library, 34 Ventura St., and the Science Annex – Phase II.
- Implement Cisco security protection.
- Design security for port-level authentication.
- Complete Secondary CENIC Connection.
- Define policies, guidelines and standards for all CSUCI Network Users.
- Complete Data Center network infrastructure.
- Fully implement Layer 3 designs throughout network including fiber connection redundancy.
- Complete Staff/Faculty VPN for general use.



### Web Services

- Improve security of web site infrastructure.
- Improve access to web site infrastructure.



- Enable students, faculty and staff to easily edit web content.
- Focus service goals on students and faculty.
- Enhance awareness of available web technology on campus.
- Define policies, guidelines and standards as necessary to facilitate awareness and communication.

## *Information Technology Services*

### Purpose



Information Technology Services prides itself by providing the highest quality customer service to students, faculty and staff. Information Technology Services is comprised of Data Center Operations, Desktop Support and the Help Desk.

During the year, IT Services continued to play an important role in the success of the student experience regarding technology on campus. We have worked closely with the Library, Associate Dean of Faculty and the faculty led Technology Advisory Committee to ensure that our goals are in line with the University's Mission.

### Significant Accomplishments

#### Data Center Operations

The Data Center Operations group has worked diligently to stabilize the mission critical services it provides to CSUCI. Below is a partial list of the Data Center's accomplishments.

- Migration and implementation of a new Storage Area Network. This SAN improves network drive capacity for home directory and department shares.
- Upgraded the entire server farm, 47 servers, to Windows Server 2003 – Service Pack 1.
- Deployed Microsoft Operations Manager (MOM) to all servers. MOM allows proactive monitoring of each server allowing staff to identify and solve issues before users are affected.
- Established a non-production lab environment for testing deployments of new applications, patches, and upgrades. This lab allows Information Technology staff to test technologies for quality assurance before deploying to the campus community.
- Improved Apple OS X integration with the campus Directory. Apple users are now able to login into the Campus Directory and reach their home directories and department shares.
- Clustered file server. Clustering the file server creates higher availability so if one server encounters a problem, the other server will pick up the load.



## Desktop Support Services

The Desktop Support Services area continued to provide excellent customer service to our users. This year IT Services promoted two of our student assistants to student technicians. Below is a partial list of Desktop Support's accomplishments.

- Implemented KeyServer to track software compliance across campus. KeyServer will also allow access to the application resources available to the CSUCI users cutting down on unnecessary purchases of duplicate software.
- Completed the upgrade of four classrooms and labs. The classrooms include new hardware, software and permanent projection.
- Standardized supported hardware and software across campus to allow efficient management of computers.-
- Upgraded all Windows workstations to Windows XP and Microsoft Office 2003.
- Implemented PaperCut in the open labs enabling the University to save on paper and toner while enhancing the University's designation as a green campus.
- Implemented Pharos UniPrint/Off-The-Glass to manage printing and copy costs.
- Developed an Information Technology Services handbook for staff orientations.
- Implemented an improved receiving process for Information Technology.
- Implemented Tech Support Services Guidelines.



## Help Desk

The Help Desk continued to improve the quality of services provided to the campus community. Below is a partial list of the Help Desk's accomplishments.

- Formed a partnership with New Horizons Training Center to offer discounted computer training courses on campus.
- Upgraded eleven (11) classrooms with permanent projection. Installed touch panels in each classroom to enhance ease of use of the audio visual equipment. Touch panels also allow the faculty a direct connection to the Help Desk. Via the touch panel, Faculty can contact the Help Desk for immediate assistance.
- Installed RoomView software to allow the Help Desk staff to monitor classroom projectors and light bulb life expectancy.
- Attended staff and student orientations to communicate the resources offered by IT Services.
- Upgraded Information Technology's work order application, Track It, to latest version. The new version of Track It allows the Help Desk staff new communication tools to keep the user informed about their work orders.
- Deployed an online Help Desk. Users are able to open new work orders, view work order status and amend open work orders while on campus in an effort to continually improve communication with the CSUCI community. Conducted training classes for staff on the use of the new program.

## Goals for 2005/06

### Data Center Operations

- Complete deployment of Microsoft Systems Management Server (SMS). SMS will provide the server group with a solution for change and configuration management for the Microsoft platform to include patch management, application deployment and asset management.
- Continue with Apple OS X Server training to improve authentication for our Macintosh community.
- Host brown bag sessions to include topics of security and email best practices.

### Desktop Support Services

- Continue to improve response times for our users.
- Strengthen technician skill sets with Apple OS X.
- Upgrade Windows workstations to Windows XP Service Pack 2.
- Rename all print queues.
- Host brown bag sessions to include topics of computing best practices and introduction to user's CSUCI computer.
- Deploy Symantec AntiVirus 10.0.

### Help Desk

- Attend faculty orientation to communicate services.
- Host brown bag sessions to include topics of services offered and update of upcoming projects.
- Help Desk handbook for IT staff.



# Operations, Planning & Construction

## Purpose

Operations, Planning & Construction (OPC) is responsible for campus maintenance and repairs, utilities and waste management, motor pool, warehouse, shipping and receiving, mail services, relocation of people and furniture, special events, janitorial services, special repairs, capital outlay planning, major and minor construction projects, environmental compliance, facilities planning and campus master planning.



Fiscal Year 2004/05 continued the heavy work load for OPC, including completion and occupancy of Student Housing Phase I (Anacapa Village), construction and occupancy of Islands Café, installation of numerous Smart Classrooms, continued project management for the Broome Library (now Design/Build delivery), and planning for numerous future projects.

The day-to-day maintenance and operations of the existing infrastructure and facilities are challenging. OPC responded to repeated electrical failures, working to maintain campus operations; the flooding disaster in January 2005; and the 12” Camrosa water main break in February. OPC response and dedication maintained campus operations during these emergencies. Both Engineering staff and Building & Grounds staff take great pride in their work, which is reflected in the appearance and operations of the campus.

Increasing enrollment, and multi-year projections are a continuing challenge for the University. OPC is working to renovate existing spaces, plan for a balanced program of new program and support space; student life and housing spaces; and to insure campus infrastructure is in place for the new demands. CSUCI received Delegation of Authority for Construction of Capital Projects in early 2005 from the Chancellor’s Office (CO).

## Significant Accomplishments and Goals for 2005/06

### Current Projects

- Library: The John S. Broome Library was re-structured for Design-Build. Successful proposals were received in January for \$44 million in construction; and project budget was approved by the Trustees in March; and subsequently financed by Systemwide Revenue Bonds.





The successful proposer was PCL Construction in partnership with Gruen Associates. The project contract of 1,000 days began on May 6, 2005. The team is completing project documents now, actual on-site demolition will begin this fall, and construction will begin spring 2006.

- Student Housing Phase 2: As soon as Anacapa Village was occupied last fall, OPC began planning Student Housing Phase 2 with Student Affairs. The project will be located in the southwest corner of the south quad, include approx. 445 beds in 128,000 sq. ft. of construction and renovation. of existing buildings will be improve the efficiency of the construction. This will be a build project, with details to the campus established during a bridging documents phase. The design will be consistent with campus architecture. The only alterations on the south quad will be revised windows and doors. The project is scheduled for occupancy fall 2007. CSUCI received approval for Residential Prevailing Wage for this project.
- Science Annex: The ‘January Lab’ is being refurbished for use by Science faculty for research. The project is almost complete.
- Playfields: A parcel west of Anacapa Village was surveyed and rough-graded by the Navy construction Battalion, completing in July 2005. OPC is continuing work on this project to extend the water main, irrigate the field, hydro-seed the fields, and provide ADA access from Anacapa Village to the fields. The additional work and turf establishment will take a few months.
- 34 Ventura: OPC is working with local architect, John Serrato, to renovate approximately 5,000 sq. ft. for use spring 2006. The project includes (3) 40-seat classrooms, 4 faculty offices and associated abatement, ADA access, and fire and life safety upgrades. This project is partially funded.
- Locks: OPC initiated a re-keying of most spaces in use by CSUCI. This project has been delayed until next year due to problems with the manufacturer.



combined new  
A few selected wings  
demolished to  
project and expedite  
modified design/-  
and elements critical

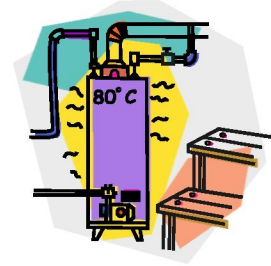
### Completed Projects

- President’s Courtyard: This courtyard was completed under the guidance of the Landscape courtyard Committee and the leadership of Steve Blois. There were numerous in-kind donations, some cash donations, as well as labor and materials by OPC. The Courtyard was finished in time for the President’s breakfast at commencement.
- Islands Cafe: OPC worked with Sodexho to renovate the space for Islands Café and install kitchen equipment. The Café was fully operational spring 2005, with excellent food. OPC is working to reduce kitchen equipment noise and improve acoustics in the space. We plan to improve ADA access to this area as funding is available.
- Library Reading Room: This addition to the temporary library was completed for spring 2005.



## Land and Infrastructure

- Land Acquisition: OPC worked with the Chancellor's Office to legislation to permit sale of the Lemon Orchard property that would enable purchase of the 154 acre parcel adjacent to the campus.
- Campus Infrastructure project: The Feasibility Study was updated to include a new central plant for chilled and hot water, infrastructure distribution. The infrastructure distribution includes all services: 4 pipe hot- and chilled- water; electrical; telecomm; natural gas; potable water; reclaimed water; sanitary sewer; and storm water. The new study considered 4 funding levels and associated project scope. The project currently carried on the CSU 06/07 Capital Outlay list is \$25 million. The scope includes a basic backbone (not a loop) of infrastructure distribution, with the assumption that the backbone will be 'supplied' by others (SCE providing 66 kv power via the OLS substation, and 3rd party construction of a hot/chilled water plant with CI purchasing the output).
- Reclaimed Water: OPC worked with Camrosa to install a new water main from Camrosa to the CSUCI reservoir to provide for distribution of reclaimed water for irrigation to both East Campus and the main campus. This line should begin supplying East Campus with reclaimed water in August 2005. Overall, use of reclaimed water should reduce the cost to purchase water, and reduce sewer charges.
- Meters: On receipt of unexpected Minor Capital Outlay funding in February, the campus bid and installed water meters to measure water usage in a number of locations, including reclaimed water, isolating east campus and student housing water usage. These meters will be operational as soon as the reclaimed water is flowing, and will isolate state and non-state water usage. Electric meters and gas meters were installed at Anacapa Village by OPC after completion of construction for accurate measurement of these utilities.
- Camrosa Sewer Expansion: The Camrosa plant is planning to expand capacity by 1 million gallons per day, estimating that one-third of this need results from campus and east campus outflow. We have worked with Camrosa on the expected costs (incremental, as new technologies may minimize overall cost) and determined that the CSUCI added load is attributed to East Campus construction. University Glen and the Site Authority are working on the payment plan to cover these costs.
- OLS Electrical Negotiations: OPC worked throughout the year to renew the contract for Electrical and Thermal energy purchased from OLS, the operator of the Co-Gen plant. Much of this has been handled by DGS, with enormous assistance from CPDC and CO General Counsel offices. This is not complete, but moving forward.
- SCE Electrical Negotiations: CSCUI is currently limited to a maximum 1.5 megawatt (mw) purchase of electrical power from the OLS Co-Gen plant. This represents the 1st bottleneck in the CI electrical system. OPC negotiated with SCE throughout this last year, to reach consensus on campus purchase of power



(in excess of the 1.5 mw purchased from OLS) from SCE at 66 kv (transmission level and rate structure), but delivered, for the time being, through the OLS substation and metering located on-site. While this is not finalized, tremendous progress was made, again with assistance from CPDC and General Counsel at the chancellor's Office. Additionally, in April 2005, SCE removed the 66kv overhead power line encroaching on University Glen Phase 1C.

- **Switchgear Replacement:** CSUCI is expecting approximately \$940k in FY 05/06 for capital renewal. This is 'short window' funding and engineering design will begin immediately on receipt of the allocation order. This project removes the second bottleneck in the CSUCI electrical highway. The current limit of 2.5 mw throughput at the switchgear will be increased to approximately 4 mw.
- **Flooding:** Campus roadways, especially portions of Lewis Road suffered significant damage in the January 2005 flooding in Ventura County, with the roads being below water for over 24 hours. The county was declared a state- and federal-disaster area. OPC hired engineering consultants to assess the damage and applied for FEMA reimbursement funding for road repairs. The initial request was approved at a very low funding level, and CSUCI appealed in June 2005, requesting close to \$600k. The first cursory view of the appeal yielded positive comments from the OES office managing this disaster recovery.

## Planning

- **Physical Master Plan (PMP) Committee:** The committee is working to improve the process of reviewing new campus initiatives for space and programs. PMP introduced a 'Project Request Form' to insure all requests are presented consistently and address campus wide concerns. Recommendations from PMP are forwarded to UPACC (Univ. Planning and Coordinating Council). PMP has proposed sub-committees to draft campus policy and/or procedures for review and acceptance of interior and exterior art; and landscape donations. In fall 2005, the PMP will schedule open forums to gather input from University stakeholders, and determine the additional detail needed to implement the broad concepts established by the 2004 Master Plan update. This should provide a 'road map' for new campus buildings and construction.



- **SFDB:** OPC verified all the assumptions and input data that feed into CPDC forms to establish campus space needs and deficiencies. Several discrepancies were noted, and OPC worked diligently to correct these.
- **North Quad Classroom/Office project:** In light of space deficiencies noted above, OPC is studying a renovation project (immediately north of current administration spaces) to add classroom space, faculty offices and administrative space. The study will craft a project to maximize program space, with a project cost under \$15 million.
- **Town Center:** OPC has prepared initial studies for possible lease space in the Town Center to be used by Extended Education and the Health Center. This

- identified some basic issues with the available space, and OPC is waiting for additional information from the Town Center project, in order to proceed.
- Bookstore: The areas being vacated by the bookstore, when they are able to move to the completed Town Center, have been approved by PMP and UPACC for academic use. These spaces will be designed, scoped, budgeted (and funded) once Town Center completion is more certain. It is likely that the Writing Center may swap space with the new academic space to allow the largest open-span spaces to be used for classrooms.
  - BISC (Boating Safety and Instruction Center): OPC became aware of the Channel Islands Harbor BISC in late spring. OPC has been working with administration and Student Affairs, as well as the Harbor District, CA Boating and Waterways, and DGS to provide design improvements to best facilitate efficient program and maintenance operations during the building's life.

### Personnel Changes and New Hires

- Gary Corlett has joined Facilities Planning as Project Manager in July, and Dave Chakraborty will assume the position of Director of Facilities Planning in early September 2005.

### Other Activities

- OPC was successful in implementing the chargeback system to recover costs for projects and services outside basic campus repair, maintenance, and operations, and recover labor and material expenses extended to non-state entities.
- OPC prepared a detailed description of scope of custodial services and was successful in moving perishable trash to areas receiving daily service.
- OPC was successful in negotiating with Ford Motor Company to regain the use of five Ford Ranger Electric pick-up trucks. This assists CSUCI in maintaining a proportionally 'green fleet'.
- Additional green measures include: purchase of an additional mulching mower to reduce green waste, and a steam-powered weed killer to nearly eliminate pesticide use on campus.

### Challenges Ahead

Lack of adequate, timely funding will continue as the biggest challenge for OPC. The lead time on a Major Capital project from funding to construction completion is four years, and up to two years for smaller projects. These timeframes are added to time required for the planning processes. It has been extremely difficult to secure sufficient funding adequately in advance of the program and enrollment deadlines for these spaces and projects. OPC is striving to better forecast, program, and plan for these projects in an effort to partner with the administration to better secure early and adequate funding.





Another challenge OPC faces in the coming year is limited funding and planning personnel to complete critical feasibility studies. These studies are crucial in establishing CSUCI's specific academic program needs in light of the multi-year enrollment projections. OPC will continue work smaller renovation projects, such as 34 Ventura and the

Bookstore backfill, to provide incremental academic space. Continued pursuit of state funding for major projects will be a central focus.

OPC is working to implement CSU standardized procedures for procurement and construction management. This will be critical in managing the \$44M Library as the first CSUCI delegated project. Another area of focus during the past and coming year is improving the scope, schedule and budget process for small renovation projects, to better inform stakeholders about timing and options for their projects.



## Procurement & Support Services

### Purpose



Procurement is responsible for the purchase of goods and services, and the execution of contracts, agreements and purchase orders for the University and its three auxiliaries, the CSUCI Foundation, Associated Students, Inc. and University Glen Corporation. During most of 2004/2005, the staff remained comprised of a manager, two buyers and a procurement analyst. During the last quarter of the fiscal year, a property clerk was added to our roster. The support services function now includes responsibility for property

and the copier management system in addition to the administration of University-wide credit card programs.

Procurement and Support Services' clear goal is to achieve the greatest cost savings when purchasing commodities and services for the campus without forsaking the quality necessary to further the mission of the University. We make every effort to issue University purchase orders rapidly, buy locally, buy recycled and buy from certified small and disabled veteran business enterprises as much as possible. In doing so, we strive to constantly ensure accuracy and compliance with federal, state and CSU procurement and contracting requirements.

### Recent Achievements:

We successfully began formally bidding all public works projects over the past two years. This occurred by our Contract Specialist (Buyer III) working closely with and assisting Operations, Planning and Construction (OPC) management in the planning of bid processes and the execution of contract documents.

A property survey board was created and their first two meetings were held in the last quarter of the fiscal year.

The copier program committee has worked diligently to troubleshoot and resolve issues surrounding the University-wide implementation of a "click per copy" program. We finally see the light at the end of the tunnel as Information Technology staff work tirelessly to bring up the remaining copiers onto the program during the month of August 2005.

The University's Procurement Policy, which includes the approved Procurement Card policy, has been approved by the President's Cabinet.

The Procurement and Support Services web page was added to the CSUCI web site.

The Procurement Operations Manual of purchasing procedures was completed and posted to Outlook for campus reference.

We completed our first year of a pilot project with the CSU endorsed e-Procurement solution Planet Bids. A vendor registration page and link to future bid opportunities are now located on our web page for ease of use by our vendors. The majority of our vendors have now registered with us electronically.

Our Buyer II worked with vendors to create zero dollar agreements for emergency purchases. Contracts for emergency supplies and services are now in place. A list of these agreements has been provided to the Emergency Operations Committee (EOC).

We met our deadlines for recycled content and small/disabled veteran business enterprise reporting again this year.

Our Buyer II was voted Vice Chair of the Gold Coast local chapter of the California Association of Public Purchasing Officers (CAPPO) for 2005 as well as CSUCI's CSUEU President.

The Procurement manager continues to represent CSUCI with the CSU Procurement and Support Services Officers Association (PSSOA).

We serve on a variety of campus-wide committees such as the WASC Committee, Disability Accommodation Services Committee, Marketing Committee, Staff Activities Committee, and Emergency Operations Committee.

Procurement remains an institutional member in good standing with the National Association for Education Buyers (NAEB), the Institute for Supply Management (ISM) and CAPPO.

### Goals for 2005/06

Continually advance communication and develop workflow tools to perfect public works contract administration.

With a Property Clerk position budgeted for fiscal year 2005/06, we will further develop the property function to be responsible for adopting CSU property policy for the campus, recommending related campus policies, developing procedures for monitoring and tagging assets, including an inventory of vehicles and computer systems, and investigating and implementing an asset tagging system.



Finalize the deployment of the Pharos copier management system that was begun in the spring semester of 2005. Timing, accounting, system limitations and the creation of new business processes and forms continue to be resolved by the hard work of

the committee with the goal to complete the implementation successfully for the beginning of the fall 2005 semester.

Work with the Accounting office to roll out a “Procurement Cycle” training program across campus. The program will include how to purchase on campus, what to do to ensure timely payment to vendors, and all the steps in between.

Our web page will be expanded to include an overview of the services we provide, the Procurement Operations Manual and all other necessary Procurement-related contracts and forms links.

We have drafted a Procurement Card handbook and have revised the forms necessary to communicate and streamline responsible Procurement Card use. These drafts will be reviewed, approved and finalized as soon as possible.

Successfully launch the on-line ordering system with the newly awarded CSU office supply vendor, OfficeMax, in September 2005.

We intend to diligently source campus requests for goods and services *under* the formal bid threshold to further our goal of achieving cost savings by posting requests for informal bids and requests for quotes using the Planet Bids e-procurement tool. Of course, we will also bring up the system to post formal bids as well this year.

Work closely with city Chambers of Commerce to further our goal of buying locally as often as possible. The use of the e-procurement tool just above should help us to realize broader reach for our bids in addition to the required advertising that we currently place in local and trade publications.

Finalize two remaining zero dollar agreements for emergency services.

Research and communicate to the campus community a variety of recycled product options that are equal or lower in cost than their non-recycled counterparts.



And finally, continue to educate the campus community on purchasing requirements and at the same time be educated by them to understand their unique and changing needs.



## Public Safety



### Purpose

Public Safety was one of the first functional areas set up when the campus was established. This reflects the high priority that the administration of CSUCI places on public safety. The Public Safety office is comprised of the Police Department and Transportation and Parking Services.

The Police Department is staffed with 14 sworn police officers, including supervisors and the Chief of Police, five police dispatchers, two “on-call” police dispatchers and one support staff member. The department operates 24 hours a day, seven day a week. The usual staffing level is two officers and one dispatcher per shift, with at least one of the officers being an EMT. The CSUCI Police Department provides comprehensive law enforcement and safety services intended to support and sustain the learning environment of our beautiful campus.

Transportation and Parking Services (TPS) is staffed with one manager, one Business Services Analyst, two Community Services Specialists, one Parking Officer Supervisor, two part-time parking officers, and three “on-call” parking officers. TPS operates 14 hours per day. Besides providing basic parking services and conducting parking enforcement, TPS plays an active role in supporting student activities and the numerous special events that occur. TPS also coordinates the bus shuttle service.

During this year, both offices within Public Safety continued to play a significant role in all campus events. We have worked closely with Student Affairs and Academic Affairs throughout the year. The number of special events has grown significantly so these effective partnerships help to insure the success of our academic and co-curricular programs.



The campus continues to enjoy a low crime and accident rate. The increases in student and staff population, along with the rise in the number of campus and community activities, have created a commensurate rise in enforcement and service activities of Public Safety. The activity logs of the Police Department for fiscal year 2004/2005 reflect a 32% increase in officer activity. The department continues to experience increases in the number of reports taken and calls for service.

These increased activity levels and calls for service are to be expected with the increased student population and occupation by residents of University Glen. These increases are related to increases in service calls, such as assisting motorists, opening/securing classrooms, medical emergencies, disturbances and escorts for students and staff.



## Significant Accomplishments

### Police Department

2004/05 has been a productive year for the CSUCI Police Department. The most significant accomplishments include:

- Implementation of Resident Advisor Training Program. Police Department staff provided training on a variety of topics, including First Aid/CPR, handling emergencies and the use of fire extinguishers.
- Expanded use of the LiveScan program to provide state-of-the-art fingerprinting services to our Teacher Credential students and the general public. A 43% increase in revenue was realized this year.
- The Police Department continued to conduct Campus-wide training for the Emergency Preparedness Program. This included more robust practical exercises.
- The Dispatch Center was able to upgrade its 911 telephone system (VESTA) with a \$50,000 911 grant from the State of California. The \$8,000 in matching funds were provided through the use of Live Scan revenues.
- The Police Department continues to provide First Aid/CPR and Rape Aggression Defense (R.A.D.) classes to the campus community.
- The Police Department established a Student Housing Liaison program. Officers “adopted” specific buildings and established special relationships with the residents of their buildings.
- Operation ID was established to assist residential students in marking their personal property in order to deter theft.
- The Police Department purchased specialized equipment to improve homeland security and enhance our state of readiness in handling critical incidents. These improvements were funded by OES grants.




### Transportation and Parking Services (TPS)




TPS has continued to improve the quality of the valuable services that it provides to the campus community. Our most noteworthy accomplishments include:

- TPS continued the successful shuttles/escort services to students attending evening classes. Students with mobility problems and females are priority passengers. On average, 610 students are transported on a monthly basis. This represents an 8% increase over FY 2003/04.
- TPS increased the quality of service by creative scheduling that puts an emphasis on customer service, assisting walk-in traffic, and rideshare coordination.
- TPS participated in an electric shuttle bus demonstration funded by transportation grants. The information gained will be helpful when the campus eventually establishes a permanent campus shuttle bus in future years.

- The TPS Director chaired the Events and Facilities Committee for the development and approval of the administrative policy on the use of facilities.
- The TPS Director has been appointed Chair of the newly created Events and Facilities Committee. Significant changes and improvements to the policies and procedures that govern the use of campus facilities are pending. This has improved coordination of special events and academic programs.
- TPS has provided their support events and all construction projects working to minimize the impact vehicle movement and the  and expertise on all major during the past year. We are that construction has on availability of parking.
- TPS coordinated with all divisions and programs to conduct substantial maintenance to all parking lots that did not have any adverse impacts on on-going operations, such as student orientations.
- TPS merged its student permit services with the cashier's office to provide more efficient customer services and improve accountability.
- TPS experienced a 15% increase in revenues during the 2004/2005 fiscal year.

## Goals for 2005/06

### Police Department

- Improve and expand the Resident Advisor Training Program.
- Adding Safety and Security presentations for residential students
  - Student Emergency Training (Fire Safety/Evacuation)
  - DUI prevention
  - Bicycle Licensing and Safety
- Increasing RAD instructors and classes by one per semester.
- Improve liaison programs with University Glen and Student Housing.
- Extend 911 for Kids Program to one additional school and UG Residents. 
- Establish a new Emergency Operations Center (EOC) in the Administration Training Room.
- Enhance communications interoperability with other agencies.
- Train all staff on conversion from SEMS to NIMS for emergency operations.
- Participate in a major emergency operations drill with allied agencies.

### Transportation and Parking Services

- Under the auspices of the Events and Facilities Committee
  - Implement a new service for external individuals or entities
  - Coordinate and process requests for use of facilities
  - Logistical support for campus community
  - Create and maintain an Events and Facilities Use Calendar

- Begin programming for on-line services
  - Citation Appeals (& possible implementation)
  - Guest Pass Request (& possible implementation)
  - Purchase permits
  - Pay for citations
- Increase number of CSOs for escort program and office support
- Installation of additional permit dispenser
- Rideshare
  - Publish basic rideshare information on-line (i.e. links to Metrolink and Cal Trans/Amtrak)
  - Begin to get databases prepared for student and staff ride matches
  - Establish incentives for riders

