MESSAGE FROM THE PRESIDENT

I have always felt that a great university needs a great campus and great people, and I am proud that Administration & Business Affairs is making terrific contributions on all of those counts. Sacramento State has become a true destination campus for students and the community, and every unit within ABA has played a crucial role in this transformation.

I see – and hear about – the division’s successes all the time. Students, parents, visitors and community members frequently tell me how much they enjoy our campus. Whether it is the renewed focus on helping customers, attractions that wow campus visitors or physical changes that improve learning and student services, ABA is at the forefront of our work to “Redefine the Possible” at Sacramento State.

I also appreciate ABA’s efforts to collaborate with its campus partners, because our most meaningful accomplishments always result from everyone working together.

I want to express my most sincere gratitude to everyone in ABA for their outstanding work. The years ahead will pose new challenges and opportunities for Sacramento State, and I look forward to everything ABA can achieve.

Alexander Gonzalez
President

MESSAGE FROM THE VICE PRESIDENT/CFO

I am proud to share the Administration & Business Affairs 2011-12 Report of Accomplishments highlighting the year’s noteworthy achievements and programs for staff, students, University partners and the community. In addition, inspired by the “Made at Sac State” campaign, we spotlight ABA’s more than 60 staff professionals who have the distinction of earning degrees from the campus.

Although economic challenges continued to impact the campus this year, ABA staff professionals discovered innovative ways to make improvements at minimal cost. In this way, our endeavors are allied with the University’s new “Redefine the Possible” initiative. ABA’s strategic goals draw upon the collective talents and competencies of ABA’s professionals to support the University in new and inventive ways.

ABA stands ready to play a central role in some of the University’s most important undertakings over the next few years. The campus master plan, targeted for renewal every ten years, is beginning to take shape, as task force members representing University constituents – across the campus and in the community – kick-off preliminary discussions. It is exciting to have an opportunity, with so much change on the horizon, to be a part of a project with such exciting prospects for the University.

I hope you will enjoy reading about ABA’s notable accomplishments this year, and learning more about ABA’s great staff whose contributions make it all possible.

Ming-Tung “Mike” Lee
Vice President/CFO

2011 - 2012 ANNUAL REPORT
Administration & Business Affairs (ABA) is Sacramento State’s largest administrative division, serving the University and its communities through the provision of business, financial, safety, facilities and logistical services. ABA’s responsibility for facilities and grounds includes oversight for development and implementation of the campus master plan through the University’s capital planning, design and construction program. ABA staff professionals have a strong commitment to service, stewardship and operational excellence to ensure delivery of a quality experience and the protection of University resources.

**Departments and Units**

**VICE PRESIDENT/CFO**
- Executive administrative services
- External relations for the VP/CFO
- Instructionally-Related Activities (IRA) Advisory Committee
- University Policies and Procedures
- University Records Management
- Special projects

**AUDITING SERVICES**
- Internal audits
- Operational and financial audits
- Investigative reviews and special audits
- External audit management
- Tax compliance
- Reporting of fiscal improprieties/fraudulent activities

**BUDGET PLANNING & ADMINISTRATION**
- Budget planning, development and allocation
- Budget maintenance and reporting
- Campus fund compliance
- Capital construction project finance
- Human Resource system data processing and analysis
- University Budget Advisory Committee

**BUSINESS & ADMINISTRATIVE SERVICES**
- Reprographics and Mail
- Resource Management
- Strategic Planning & Quality Improvement
- University Transportation & Parking Services

**FACILITIES SERVICES**
- Administrative Services
- Facility Operations
- Facilities Planning, Design & Construction
- Sustainability and Plant Operations
- Housing Facilities & Grounds

**FINANCIAL SERVICES**
- Accounting
- Procurement & Contracts
- Student Financial Services Center
- ASI Finance & Administration

**PUBLIC SAFETY**
- Administration
- Budget, Personnel & Administration
- Police Operations
- Investigations & Training
- Community Relations & Dispatch

**RISK MANAGEMENT SERVICES**
- Business Continuity
- Environmental Health & Safety
- Risk Management
- Space Management
- Workers’ Compensation

**INTRODUCTION TO ABA**

Administration and Business Affairs (ABA) serves as a senior advisory body to the vice president/CEO and includes representatives from all ABA departments and key division units.

**NEW THIS YEAR**

**Administrative changes**

Kaye Milburn, Sacramento State’s new director of Auditing Services, was appointed in July 2012 following the retirement of long-time director, Kathi McCoy. Milburn comes from SureWest Communications, where she served as senior internal auditor, performing operational audits for the company. Previously, she worked for the City of San Antonio Auditor’s Office, performing and leading financial, operational and compliance audits for all city functions and programs. Prior to that, she worked for Health Net as senior internal auditor, performing and leading financial, operational, compliance and information technology audits. Milburn holds a degree in Business Administration from CSU, San Bernardino.

Auditing Services is an independent, objective assurance and consulting activity with responsibility for coordination of all campus audits, both internal and external, including operational, compliance, financial, and investigative. Auditing Services also has responsibility for compliance with specified tax directives. Audits ensure the safeguarding of University resources and assets, the efficient use of resources, accurate and reliable financial information, and assurance that the University is in compliance with policies, laws, and regulations.

Chief Mark M. Iwasa joined the Sacramento State Police Department in January 2012 after 27 years with the Sacramento Sheriff’s Department. At the Sheriff’s Department, Iwasa served in a variety of positions including: main jail commander, northeast patrol commander, internal affairs commander and undersheriff of Sacramento County. Iwasa is a graduate of Sacramento State in the field of Economics, with a minor in Criminal Justice, and also received a Master’s Degree in Public Policy and Administration.

Sacramento State’s chief of police is the University’s senior law enforcement officer, responsible for oversight of the Public Safety/Police Department, a fully sworn and POST-certified police agency. The chief administers a comprehensive law enforcement program that includes the prevention of crime and disorder; criminal investigation; traffic management and pedestrian safety; facility access, control and security; Live Scan and lost and found services; consultation and coverage for special projects and events; dignitary protection; and oversight of ancillary safety services, such as emergency services and fire control. Chief Iwasa replaced retired Police Chief Dan Davis and retired Police Chief Kenneth Barnett, who served as interim chief most recently.

Workers’ Compensation Manager Adell Seibles, appointed in March 2012, comes to Sac State Risk Management Services (RMS) from CSU, Channel Islands, where she managed all university-related work injuries. Prior to that, she served as a claims examiner for the State Compensation Insurance Fund and performed related work in quality improvement for a medical facility. Seibles graduated from CSU, Northridge with a Bachelor of Arts degree in Liberal Studies.

The Workers’ Compensation unit, transferred to RMS from Human Resources in 2011/12, has primary responsibility for the administration of workers’ compensation, disability and leave of absence, as well as loss control programs for the University.

**KAYE MILBURN**
Director, Auditing Services

**MARK M. IWASA**
Chief of Police

**KATHI MCCOY**
Retired Director, Auditing Services

**ADELL SIEBLES**
Manager, Workers’ Compensation
ABA’s strategic planning process guides the work of the entire division toward the achievement of agreed-upon outcomes, and capitalizes on feedback from an experienced and knowledgeable staff. ABA’s newly revised strategic plan lays out four simple yet powerful goals that collectively promote a culture of continuous improvement and strengthen ABA’s capacity to support the University at the highest levels.

1. Sustain continuous high-performing operations
2. Boost process efficiency
3. Strengthen customer service
4. Promote teamwork and pride in ABA

Aligned with the University’s “Redefine the Possible” initiative, ABA’s plan targets five distinct areas where innovative change can make the most difference. Goals and action plans are in the development phase for 2012/13 at the department and unit levels and division-wide strategic initiatives will kick-off early in the year.

1. Safety
2. Campus Environment (Master Plan)
3. Facility Utilization
4. Transportation and Traffic Flow
5. Alternative Funding

PLANNING THE 21ST CENTURY CAMPUS

The campus master plan is among the University’s most important strategic projects, as it will become the blueprint for all physical aspects of the campus over the next ten years. With oversight of the University’s physical plant, ABA plays a key role in developing the plan, working with a broadly representative task force to recommend physical features and functions that characterize a modern, state-of-the-art campus physical plant.

Exciting elements of the plan include development of the south campus. Highly visible from Highway 50, the area affords great opportunities for growth, improved access and traffic flow, and the generation of a more prominent community presence. Preliminary concepts include a new campus entrance, student housing, restaurants, shops and an events center. Initial plans also include a science complex to serve as the new home for classrooms and labs that host key courses vital to science, technology and engineering.
Made at Sac State: ABA’s Staff Grads

ABA is proud to count over 60 staff members with Sacramento State degrees, ranging from bachelors and masters degrees to doctorates. In fact, four of the division’s senior administrators are Sac State grads. Each has a unique story, but the common bond they share is the critical role they play in the everyday work with. “Everyone is so wonderful to work with.”

Points of Pride

ABAs Staff Grads

BUDGET PLANNING & ADMINISTRATION

Stacy Hayama, BS Business Admin (Finance), minor Economics

BUSINESS & ADMINISTRATIVE SERVICES

Cacee Belton, MA Bilingual & Multicultural Ed, BS Criminal Justice
Tiffani Clark, BA Photography
Rich Felson, BS Criminal Justice
Laura Lockett, BS Graphic Design
Tony Lucas, MA Education, Educational Leadership and Policy
Nathan McQueen, BA English
Michael Tavers, MS Counselor Ed/BS Crim. Justice/BA Journalism
Andrew Stifter, BA Communication Studies (Public Relations)
Ronald White, BS Criminal Justice
Sarah Whyte, BA Journalism, minor Art

FACILITIES SERVICES

Steve Andrade, BA Art
Linda Deegan, BA Environmental Studies
Edna Flores, BS Criminal Justice
Linda Hafar, MBA
Joel Lumenid, BA Liberal Arts
Nat Martin, BS Mechanical Engineering
Jorey Martinez, BA English
Todd McComb, BS Mechanical Engineering
T.J. Moon, BA Interior Design
Greg Paul, BA English
Rakesh Ravi, MS Computer Engineering
Olga Rosander, BA Vocational Education
Paul Serafimidis, MBA
Don Stirewalt, BS Physical Education
Amanda Star, BS Criminal Justice
Jessica Survant, BA Apparel Marketing and Design

FINANCIAL SERVICES (continued)

Gina Curry, MBA, BS Business Administration
Michael Gill, BA French, minor Portuguese
Jana Hansen, BS Business Administration (Finance)
Justine Heartt, MBA, BS Business Administration, (Accountancy/Bus Ed)
Anastasia Herrera, BS Criminal Justice
Stephanie Huns, BS Business Admin. (Accountancy)
Elena Larson, MA Education, BA Liberal Studies
Hair T. Ly, BS Business Admin. (MIS)
Nancy McCarthy, BS Business Admin, minor Home Economics
Mark Montalvo, BS Business Admin. (MIS), minor Accountancy
Theo Povondra, BA Business Admin. (Accountancy)
Karen Robinson, BS, Biological Conservation
Stephen Scalley, BS Business Admin. (Accountancy)
Laveme Simmons-Bennett, BS Business Admin. (Accountancy)
Suzanne Swartz, BS Business Admin. (Management)
Amy Trimmer, MA Educational Leadership & Policy Studies
Chris Wessendorf, MA Government, BA Government

FINANCIAL SERVICES

Kendal Chaney-Buttleman, BS Business Admin. (Accountancy)
Darnell Cooper, BS Business Admin. (Human Resources)

Made at Sac State is the University’s latest campaign to communicate the value of its graduates and their contributions to stakeholders.

What better example than Sac State’s alums who give back on a daily basis as employees of the University?

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Stephen Scalley

GAAP Accounting Coordinator, BS Business Administration (Accountancy) 1999, Summa cum laude

Stephen puts his degree to work as the University’s GAAP coordinator, supervising all University financial reporting – some 144 schedules in all. Experienced in the full range of accounting functions, he reviews all financial transactions, prepares a variety of reports for the campus, and acts as the point person for financial auditors and CSU GAAP Manual planning. “It is very rewarding to apply my knowledge and experience to the entity that provided me with the education to reach my current status – I just love it!”

Janie Xiong

Risk Management Analyst, BS Health Science (OH&S) 2010

When she was a student, a professor asked Janie’s class – “Who is the campus risk manager?” “I never thought I would get to meet him,” she said. But she met the entire RMS staff when she was hired as an intern. And she felt she had found her calling. Now, as an employee, she can truly appreciate what it takes to run a university. Her job involves risk assessment, insurance, claims and much more. What influenced her to stay on after graduation was the environment. “Everyone is so wonderful to work with.”

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Points of Pride

Jason Johnston, Detective
BS Business Administration (Management) 2005
Sac State prepared Jason to analyze and resolve even the most seemingly insurmountable issues. “It’s a matter of understanding, perspective, cooperation and determination.” What better groundwork for investigating crime, Johnston’s primary role as campus police detective. He feels a strong sense of community with the campus, and is inspired by the idea that anyone can come here, obtain an education and improve their lives. Safeguarding the environment for this to happen makes work especially meaningful.

Gregory Thompson, Detective, BA Social Work 1995
Never in his wildest dreams did Greg think he would work at Sac State after completing his degree. Thompson worked for three law enforcement agencies before returning as a police officer. As a detective, he conducts investigations of campus criminal activity and much more. His student experience helped him understand and learn to communicate with people of diverse backgrounds. Greg feels “blessed to serve the campus from which three generations of my family (going on four) obtained degrees. It’s an honor!”

Linda Deegan, Gardening Specialist, BA Environmental Studies, minor Biology 2001
After earning a Horticulture certificate from American River College, Linda took the opportunity to finish her degree at Sacramento State, while employed by the campus. As a gardening specialist, Deegan continues to benefit from her education, especially in areas of biology, entomology and toxicology. Having been a student, she relates well to the needs and perspectives of the students we serve. “Working at Sac State as a former grad gives you a vested interest. It’s your school, it’s your job. You take great pride in what you do.”

Ronald White, Parking Enforcement Field Supervisor
BS Criminal Justice 2008
A famous quote by Dr. Martin Luther King, Jr. inspired a young Ronald “to keep moving forward.” And he has done just that, completing a degree while advancing in a career – all at Sac State. Being both a student and employee helped him cultivate leadership skills and grow professionally. His current job includes parking enforcement, traffic management and trend and flow assessment. But, “the greater part of my work involves customer service.” It’s about “making encounters with us more pleasant and convenient.”

Leadership awards are recommended by ABA managers through an annual nomination process. The program is an opportunity to recognize outstanding support from staff, teams, and the work of colleagues.

Staff in the Spotlight: 2011/12 Recognition Awards

LEADERSHIP AWARDS – VALUED STAFF

LEADERSHIP AWARDS - MANAGEMENT PEER

Pictured top left, l-r, Cacee Belton, Elena Compo, Kimberly Schofield, Christina Day, Katerina Donato, Veronica Liew, Vic Vinson and Janie Xiong

Pictured l-r, John Guion, Michael Kalsiein, Gina Lombardo, Daryn Ockey, Sarah Whyte (Not pictured – Gina Curry).
LEADERSHIP AWARDS – TEAM

Points of Pride

LEADERSHIP AWARDS – TEAM

Points of Pride

Staff members nominate their peers through the Staff Peer Award Program, for support during the year and for demonstrating values that are important to ABA – Customer Service, Positive Attitude, Problem Solving, Professionalism, Innovation and Teamwork.

STAFF PEER AWARDS

Students on the Job: Promoting Safety and Learning

When student learning and campus safety come together, it’s a win-win for Sac State. Public Safety’s Community Service Officer (CSO) Program sets the stage, extending opportunities for students to gain practical on-the-job experience while enhancing campus safety through their presence.

The 42-member CSO patrol, comprised entirely of students, augments a police force of 18 sworn officers, responsible for a 300-acre campus and a community population of over 30,000. On the job, students learn the concepts of public service, while practicing communication and leadership skills. Interactions and partnerships with the community are a key factor in the prevention of crime and the creation of a safe environment, and the CSOs are an important link, acting as the “eyes and ears” of the department.

With the CSO Program fully implemented in 2011, escort requests dropped by 84 percent and crime in the parking structures and bike compounds fell by 63 and 88 percent, respectively.

“As a CSO, I always looked forward to working with and learning from the police officers on my shift.”

Says Officer Matthew Light

“Those earliest experiences at the University Police Department helped prepare me for a career in law enforcement in ways that other internship programs could not.”

Assigned a variety of tasks, a student officer may patrol the campus on foot or bike, or man strategic posts throughout the campus. CSOs provide directions, assist with vehicle lock-outs, support officers on call, direct traffic, and act as information resources for the campus community. They may also perform escorts, staff special events, engrave student valuables, license bicycles and register students for the campus Emergency Notification System (ENS). In the residence halls, CSOs convey crime prevention and security tips to resident students. Trained in First Aid, CPR and AED, they also respond to medical calls and were recently involved in the search and rescue of two individuals who had fallen into the water treatment tanks adjacent to campus property. Student officers often spot campus security violations and hazards while on patrol and, in specific instances, officers have been the primary witnesses to criminal activity which subsequently resulted in arrest.

According to Police Chief Mark M. Iwasa, “The CSOs are very effective at reducing crime on campus. In addition, the program helps them to develop as student leaders. It is a double benefit to the University.”

While CSOs are paid student assistants, the real reward is the paraprofessional experience they gain. The program gives them an advantage, and many graduate to acquire positions with allied law enforcement agencies. In fact, former CSO Matt Light is now a sworn police officer for Sac State. The CSO program has become an integral part of the department, providing a valuable service to the campus as well as learning experiences and career opportunities for students. Sergeant Vic Vinson, the program supervisor, says, “The CSOs represent what I consider to be the best of Sac State’s students. Their dedication and concern for the campus community demonstrates a foundation for excellent law enforcement professionals in the future.”
Points of Pride

Customers in Focus: Communication and Service

ABA’s focus on the customer has never been stronger. With new and long-standing programs that emphasize communication and attention to customer needs, ABA is continually refreshing its approach to service delivery.

BUSINESS PARTNERS ROUND TABLE (BPRT)

With over six years under its belt, BPRT continues to successfully address the needs of campus staff with responsibility for business functions. Boasting over 400 members, the BPRT takes the form of quarterly meetings and an informative online library (Business Matters at Sac State or BMSS) on topics ranging from audit and insurance to travel and budget. BPRT and BMSS provide the most current information to help campus business partners succeed in their jobs and support the University’s compliance requirements.

ZONE MANAGEMENT PROGRAM

With over 30,000 work orders a year, it’s not easy to give personal attention to Facilities Services’ nearly 700 campus customers. The Zone Management Program, launched this year, has been an effective solution, strengthening customer relationships by delegating managers with broad knowledge of operations to defined campus zones. Each manager can now focus full attention on his/her segment of customers and work orders, providing follow-up assistance and advocacy.

Already, the program has shown tremendous success. Zone managers analyzed and revised custodial schedules to improve restroom cleanliness; and surveyed over 300 classrooms assigned to their zones, improving 180 by directing the painting, cleaning and repair of doors, walls, flooring and windows coverings in classrooms. Compared to last year, work orders were completed almost 50 percent faster, with concomitant increases in response time and levels of quality control. Zone managers are pleased with their new central location on campus where they are more accessible to customers. And, more importantly, customer feedback has been exceptionally positive!

Meetings provide a venue where members can ask questions, raise concerns, and make suggestions, while staying abreast of policy and regulatory changes. Presentations help business partners make sound decisions and practice good stewardship. And customer feedback has resulted in any number of improved processes, simplified business transactions, or even elimination of unnecessary services. In a complex structure such as the University’s, BPRT and BMSS continue to foster communication and understanding that helps to create mutually satisfying working partnerships.

ATHLETICS BUSINESS MANAGER ROSE WELCH SAYS SHE HAS NEVER BEEN AS WELL INFORMED AS SHE IS AS A RESULT OF THE ROUND TABLE.

“It’s a wonderful opportunity to get information first-hand from the departments.”

ZONE MANAGEMENT PROGRAM

“The focus the Zone Management Program has placed on cleaning up and rehabbing the classrooms has made a huge difference,”

Commented a BPRT survey respondent.

Since Implementation of the Program, Dean Jill Trainer has noticed a culture change.

“Facilities Services has always been supportive and responsive. What’s different is that now they see projects as part of a bigger picture. It has given us a shared sense of purpose.”

Community Connections: Support for Local Youth

Civic engagement is an important aspect of University life and ABA is committed to goals that lead to creative partnerships for the benefit of both the University and the community. Whether building relationships through everyday business contacts or involvement in public service activities, ABA professionals are connected to the local community.

Vice-President/CFO Ming-Tung “Mike” Lee is at the forefront, as a member and sponsor of local associations that champion Sacramento’s wonderfully diverse population. This year, these connections led to exciting new opportunities for local youth from some of the city’s most challenged communities.

KEM GRAVENBERG, WHO COORDINATED THE PLACEMENTS, SEES THE STUDENT INTERNS AS “committed in their efforts to grow beyond their life experiences. They have worked hard and proven themselves by completing Jumpstart training and internships with local employers like Sacramento State.”

Through affiliations with the Sacramento Asian Pacific Chamber of Commerce (SACC), ABA provided job internships for youth enrolled in SACC Foundation’s Jumpstart 21 Emancipating Foster Youth Program. Designed to equip those who have aged out of the foster system with twenty-first century life and work skills, Jumpstart 21 trains youth and connects them with Sacramento area businesses. Sac State was a good match for eight students in the 12-week internship program, with placements in administrative and operational environments across the division. ABA managers and supervisors served as mentors, sharing advice on workplace etiquette and providing hands-on training. Job experience in a dynamic workplace and new skills help prepare these young adults for the workforce. It’s a competitive advantage for the former foster youth, many of whom have limited support systems to help them gain a foothold in the job market. Briana Anderson, one of ABA’s Jumpstart 21 interns is grateful for the opportunity.

“If you’ve never had a job before, the program gives you a head start. It puts your foot in the door. One of the reasons I got my current job is because I had this on my resume.”

As for Briana’s assessment of her internship at Sac State, “It was a great experience! You meet really amazing people. And technically, you are with your peers – all the students on campus – which makes it even more exciting.”

ABA managers, inspired by the resilience of students who have experienced significant challenges in their young lives and who are thankful for the opportunity to work and learn, have continued to sponsor students for successive terms. Facilities Services, Financial Services, Public Safety, Risk Management, and Property and Central Receiving have all benefited from student efforts and the satisfaction that comes from helping.

Senior Administrative Officer Kem Gravenberg said, “Working with Vice President Mike Lee to place these students in the very capable hands of our managers is a wonderful thing. I am pleased to be part of something that invests time and resources to help our youth be successful in joining the future workforce of Sacramento.”

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Administrative Operations / Office of the Vice President/CFO

**INTERNSHIPS**
Coordinated support for the Sacramento Asian Pacific Chamber of Commerce Foundation’s JumpStart 21 Empowering Foster Youth Program, through employment of student interns across the division, where they gained work experience and skills.

**SPONSORSHIP**
Sponsored a variety of community events and activities, including those for the Sacramento Asian Chamber of Commerce, the Sacramento Hispanic Chamber of Commerce, and the Sacramento Black Chamber of Commerce, on behalf of the vice president and the University.

**SPEAKER**
Brought alum Dale Carlson, CEO of Sleep Train Mattress Centers, to campus to share his experiences, as part of the ABA Speaker Series.

Auditing Services

**EXTERNAL AUDITS**
Coordinated nine external audits, among them IT Disaster Recovery, Financial Aid, Cost Allocation, and the American River Courtyard Construction project.

**INTERNAL AUDITS/PROJECTS**
Conducted eight internal audits, among them campus fees, campus cash funds, NCAA compliance - Intercollegiate Athletics, Unrelated Business Income Tax (UBIT) and All University Expense funds.

Budget Planning & Administration

**SYSTEM UPGRADES**
Completed the Human Resources HCM 9.0 software upgrade and tested and implemented the Common Financial System (CFS) Financials MP 4.2.

**PROCESS IMPROVEMENTS**
Streamlined to improve efficiencies, including the release time and revenue budget processes, the FRMS annual budget submission, and the Annual Report for Budget, Expenditures & Financial Information and President’s reports; automated Labor Cost Distribution.

**TRAINING**
Completed cross-training of staff to mitigate staffing losses, and trained staff in utilization of the CSU system-wide data warehouse.

**DATA MANAGEMENT**
Worked with division personnel to verify positional reporting relationships for implementation of the Human Resources’ Absence Management module.

Business & Administrative Services

**HYBRID VEHICLES**
Negotiated an agreement with Sacramento Municipal Utility District (SMUD) to utilize General Motors, plug-in hybrid electrical vehicles (Chevy Volts) and install two charging stations on campus, as part of a Department of Energy grant. The partnership provides the campus with high efficiency vehicles, and an opportunity for SMUD to collect data on electrical grid impacts, usage patterns and drivers’ experience.

**ZIPCAR PROGRAM**
Partnered with ZipCar to bring convenient and sustainable transportation options to students. Zipcars promote alternative transportation by allowing students to leave their cars at home.

**SERVICE IMPROVEMENTS**
Improved efficiencies and enhanced customer services in UTAPS through reorganization and cross-training of counter staff, express services, automation, updated functionality of existing systems, streamlined processes and outreach.

**WEBSITE UPGRADES**
Launched a comprehensive ABA web site project to update and convert ABA sites to the University’s new template and migrate to the campus web content management system. Improved the organization of site information for consistency, ease of use, and showcasing of division activities and staff accomplishments.

Facilities Services

**SMART GRID**
Begun construction of the Smart Grid Project - Energy Management & Control System (EMCS) Phases A, B and C (electric grid reliability and remotely readable electric meters); developed design documents for electric vehicle charging stations; developed the “request for proposal” (RFP) for automated utility metering and billing system software.

**SUSTAINABILITY**
Committed and combined resources to strengthen the University’s Sustainability Program, through realignment of management and staff and a new hire. Led by the senior director of Sustainability & Plant Operations, the team includes a new sustainability coordinator, the energy conservation coordinator and the recycling coordinator.

**CUSTOMER SERVICE**
Implemented a system to improve the quality of services. The new Zone Management Program assigns managers to the field to work as customer advocates, resolving problems, and ensuring completion of work orders and customer satisfaction.

Clean-Air Partnerships: Sponsored the Breathe California Clean Air Awards Luncheon at Sac State, as a community partner, promoting clean air and transportation in Sacramento County.
DEPARTMENT HIGHLIGHTS

CAPITAL OUTLAY

- Athletic Center Remodel
- Dining Commons Renovation
- South Gym Floor Replacement
- Tennis Court Resurfacing and Wall Replacement
- Baseball Stadium Walkway Project
- Parking Lot and Hardscape Improvements
- Walkway Lighting Project
- Smart Classroom Project, Phase II
- Tahoe MBA Suite Remodel

Financial Services

UNIVERSITY HOSPITALITY GUIDELINES

Committed significant resources to the update and implementation of policy and procedures governing the use of funds for hospitality expenditures. The effort included a comprehensive communication campaign to promote knowledge and understanding of the new policy among campus constituents who have fiscal responsibility for ensuring that expenditures are business-related, made appropriately and comply with policy.

CMS STUDENT FINANCIALS 9.0

Played a major role in the upgrade of CMS Student Financials, which was required to retain vendor support and meet state and federal compliance regulations, particularly in the area of Financial Aid. The new version provides the campus with many enhancements, including improved database so property can be quickly located and found services is being brought into a central database so property can be quickly located and returned no matter where it resides on campus.

CSU BUSINESS CONFERENCE

Hosted the successful 2012 CSU Business Conference, Capitalizing on Collaboration, focused on partnerships among the CSU campuses. Led planning activities and event coordination for over 300 registrants and more than 70 vendors and presenters, at the first joint conference for the Financial Officers’ Association (FOA) and the Procurement and Support Services Officers Association (PSSOA).

PROPERTY INVENTORY

Property Management completed a project to inventory 100 percent of the University’s equipment, employing property management software. The office conducts physical inventories to account for all University assets every three years.

Public Safety

ACCESS TO INFORMATION

Through the use of Facebook, Twitter and the Police Department website, information on all aspects of police activity is now provided to the campus community. Posts include campus arrests, crime trends, crime prevention tips, department activities, traffic hazards, missing persons, and even detailed suspect bulletins. Numerous criminal cases have been resolved through tips from students and staff, as a result.

THEFT DETERRENCE

Crime prevention presentations, combined with bike registration outreach, have helped reduce bike thefts and other larceny on campus. The department has also begun development of a new bike registration application that will create registrations and recoveries fast and simple.

SERVICE IMPROVEMENTS

Created more accessible services by integrating Live Scan fingerprinting and Lost and Found at the University Union Service Center, a centrally located and convenient site for students. Moreover, Lost and Found Services is being brought into a central database so property can be quickly located and returned no matter where it resides on campus.

ENHANCED SECURITY

Posted Community Service Officer (CSO) Program officers in each of the parking structures, the bicycle compound, the Library and Residence Halls during critical times, and in the ARC computer labs around the clock, to enhance security.

Risk Management Services

COMPLIANCE REPORTING

Introduced an automated email distribution process for reporting monthly compliance training completion rates to Facilities Services managers. The new automated process ensures that supervisors receive up-to-date information so that they can follow-up to ensure regulatory training compliance. Also migrated the distribution of reports from the CSLINK report system to the InfoView Crystal report server.

FACILITIES SCHEDULING

Saw a 5 percent increase in event scheduling activity over the prior year. Scheduled over 3,000 unique events, which translates to over 28,000 event facilities transactions. Purchased Astra Schedule VII software and launched upgrade implementation project, which will support improved facilities utilization for the campus.

CRISIS COMMUNICATION

Upgraded the campus emergency notification system, with information now disseminated to the campus community using a variety of vehicles, such as text, email, phone message, Facebook, Twitter, sign boards and the public address systems.

Enforcement Services

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ADMINISTRATION AND GOVERNANCE

ABA Administrative Council

Mike Christensen
Nancy Fox
Kem Gravenberg
Stacy Hayano
Justine Heartt
Mark Iwasa
Ali Izadian
Ming-Tung "Mike" Lee
Kaye Milburn
Abbi Stone
Sarah Whyte

ABA Management Council

Robert L. Anchor
Bena Arao
Ken Barnett
Kevin Brisco
Kendal Chaney-Buttleman
Mike Christensen
Gina Curry
Nancy Fox
Kem Gravenberg
John Guzon
Linda Hafar
Stacy Hayano
David Heaphy
Justine Heartt
Ali Izadian
Susan Johnson
Michael Kalstein
Elena Lanson
Mike Lee
Mark Leisz
Christina Lofthouse
Gina Lombardo
Tony Lucas
Todd McComb
Kathi McCoy
Eric McWilliams
Richard Allen Mikeworth
Mark Montalvo
Antonio Nucal
Daryn Oskey
Alfredo Orezo
Douglas Power
David Rhodes
Olga Rosander
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THIS REPORT IS PUBLISHED BY:

California State University, Sacramento
Administration & Business Affairs
Office of Strategic Planning & Quality Improvement

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