



ADMINISTRATION & BUSINESS AFFAIRS

Report of Accomplishments

2019 – 2020



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Message from President Nelsen



Last year, I commended the division of Administration & Business Affairs for your role in our successes at Sacramento State. I said without you, there are no classrooms for students, and without you, our faculty cannot transform the lives of our students.

At that time, we had no idea that a global pandemic was coming our way, and that we would have to rethink how we teach classes and conduct business at the University. We did not know we would have to transition to virtual learning and remote work with merely a few days' notice. We did not know that we would need to establish safety protocols to protect the campus community from a deadly virus. We did not know that we would face a budget crisis, offer an Early Exit Program, and create and execute a plan to disperse millions of dollars in relief funds.

Last year, I said the work of Administration & Business Affairs keeps our campus running smoothly and safely. In the past several months, you have more than proven my point. I commend you for your ability to overcome adversity and for all you do to keep our campus running virtually, smoothly, and especially, safely.

On behalf of the entire Hornet Family, thank you, and congratulations on your successes. I encourage everyone to read this report to learn all that the division does to support Sacramento State's faculty, staff, and students.

Robert S. Nelsen
President
California State University, Sacramento

Message from Vice President/CFO



I begin this message with a continued and instilled sense of pride about the division of Administration & Business Affairs (ABA) at Sacramento State. As I reflect on this past year – a period of profound change – it is truly remarkable how much ABA has accomplished. These accomplishments are the result of perseverance, resilience, and the utmost commitment to our mission.

As you read through this report, you'll recognize there is a lot worth acknowledging and celebrating. From managing CARES Act disbursements to the progress of the Sacramento State Placer Center, this year has reinforced how important ABA's work is and how much of a daily impact we have not only at Sac State, but on our community as well.

Publishing the Annual Report of Accomplishments is an embedded tradition for ABA. We have been writing, curating, and publishing this report for over fifteen years. The report serves as a pathway for recognition while also archiving our experiences and accomplishments. While this year's report will tell a story of how ABA responded to a global pandemic, it will also highlight the many other successes we achieved in 2019 – 2020.

I will close with a sincere thank you to ABA. Although each ABA family represents different facets of the University, together we made tremendous progress. Your continued commitment to Sac State is sincerely appreciated.

Jonathan Bowman
Vice President for Administration/CFO
California State University, Sacramento



Who we are...

Administration & Business Affairs (ABA) is Sacramento State's largest administrative division and one of the University's chief support divisions. We provide integrated and comprehensive administrative, business, financial, operational, and logistical support services to students, faculty, and staff. In addition, ABA encompasses planning, operation, and maintenance services for the campus facilities and environment, which includes major responsibility for capital construction projects, as well as police and safety services for the campus community. ABA staff professionals have a strong commitment to service, stewardship, and operational excellence to ensure delivery of a quality product and the protection of University resources. ABA supports Sac State's "Finish in Four" with ever-increasing improvements, all through a staff dedicated to continuous improvement, innovation, and collaboration, with a focus on student success at our core.

Hornet Honor Code

As proud members and representatives of the Sacramento State Hornet community, we commit ourselves to actively promoting honesty, integrity, respect, and care for every person, ensuring a welcoming campus environment, and striving to help every member of our Hornet Family feel a strong sense of belonging.

Our Families

- Auditing & Consulting Services**
- Human Resources**
- Budget Planning & Administration**
- Office of the Vice President for Administration/CFO**
- Business & Administrative Services**
- Risk Management Services**
- Facilities Management**
- Sacramento State Police Department**
- Financial Services**

An Open Letter to ABA Staff of the year 2050

By Steven Teeters



Steven Teeters

Greetings from 2020! It's Steven Teeters here, an analyst in the division with a story to share about life on campus in 2019-2020. You could come visit me in my retirement home to get the straight scoop, but I'm sure you are too busy charging the University's zero gravity Herky Shuttle and updating the virtual-reality classroom flux capacitors. So, I'll just share with you in writing a bit of how ABA life was impacted by a global pandemic during a year that undoubtedly changed ABA's practices well into the future. A year that was one of the most monumental years in modern history.

Picture it: early 2020, just like any other start to the Spring semester. Little did we know that it soon would delve into a tale of two worlds. A typically successful, creative and service-oriented start, followed by a global pandemic that hit the United States, and whose impact ultimately found our campus community.

Imagine hearing about the pandemic spreading across the globe and wondering, "what is going to happen to us?" Just like that, staff, faculty, and students received a message on March 14, 2020 from President Robert Nelsen. Sacramento State was shifting to primarily online instruction and virtual operations due to the rapid and unprecedented spread of COVID-19. Naively, I think many of us assumed that this would last for a few weeks. We grabbed a few office essentials, made makeshift workstations at our kitchen tables, and settled in for some substandard home Wi-Fi.

It was during this time that we discovered how capable our division was during an emergency. We really established a comfort with new technology that you will undoubtedly still be using today, including remote access to computer files, web conferencing with Zoom, digital signatures, and learning the value of taking care of ourselves, both physically and mentally, during times of stress.

Well, a few months passed, and we started to realize that our new work environment and assignments were going to stay this way for more than a few weeks or months. On August 22, 2020, President Nelsen notified the campus community that those who could, would continue teleworking through the end of the calendar year. This decision, although difficult, was meant to keep us, our families, and our communities safe.

Nonetheless, ABA was responsible for critical services and had a significant number of essential personnel who stayed on campus. Teams such as our Police Department who patrolled 24-hours a day, 365 days a year, our custodians who ensured high touch point areas were sanitized, our electrical power plant team who kept our campus running around the clock, our Risk Management and Environmental Health & Safety team who deployed signage and protection kits – they all worked diligently to ensure our campus was safe and sustainable for the future.

I was confident that we could maintain our commitment to the campus community through operational excellence while also prioritizing safety for the Hornet Family. One such example of excellence was a collaborative effort from multiple families across ABA. The impact of COVID-19 on the campus mandated a signage campaign that was rolled out with great urgency. The campaign, Protect the Hive, was a cross-functional effort with University Communications, our Return to Campus work teams, and University Print & Mail (UPM). Collectively, they led the way to facilitate the design and implementation of hundreds of signs, from entrance and exit door signs to red A-frames, strategically placed around campus spreading important safety messages.

While ABA was doing its part to help facilitate the campus community returning to campus safely, staff who normally reported to campus were required to follow a variety of guidelines including staying off campus except for essential reasons, and whenever on campus, wearing a face covering. It was unlike any other time we can remember.

There was also an effort to provide a clear expectation that all managers continue to communicate with staff; transparent and consistent communication have been critical as we navigated the past year.

Here's a fascinating bit of historical information about the year that changed us forever: Can you believe that even during the global unrest of 2020, our campus maintained the same relative enrollment of students in virtual curriculum in fall 2020 as we did when we offered in-person classes? It is likely that the #madeatsacstate staff that are assuredly amongst the ABA ranks in 2050 were once the students who relied upon the fast action, dedication, and commitment to the University's mission put on display by ABA in 2020.

ABA's resilience and persistence through those uncertain times is undoubtable. Please continue to take care of yourself, each other, our campus, and stay safe into the future. You never know, you may have your own story of perseverance to tell the next generation, just as we did in 2020.



Administrative Changes

Retirements

David Davis
Facilities Controller Specialist, Facilities Management, Engineering Services

Kenneth Davis
Electrician, Facilities Management, Building Trades

John Guion
Administrator, Financial Services, Procurement and Contract Services

Donovan Hillman
Administrator, Facilities Management, Construction, Design and Planning

Carl Kimble
Facilities Maintenance Mechanic, Facilities Management, Building Trades

Dale Knorr
Heavy Equipment Operator, Facilities Management, Grounds Maintenance

Mark Leisz
Administrator, Facilities Management, Customer Service Center

John Linke
Sergeant, Sacramento State Police Department

Gertrudes Lofing
Custodian, Facilities Management, Custodial Services

Joseph Lueders
Police Officer, Sacramento State Police Department

Tony Mesa
Laborer, Facilities Management, Customer Service Center

Michael Nausin
Administrator, Facilities Management, Building Maintenance Trades

Larry Rich
Grounds Worker, Facilities Management, Grounds Maintenance

Cynthia Rognlien
Administrative Support Coordinator, Human Resources, Benefits Office

Nay Saechao
Custodian, Facilities Management, Custodial Services

Pantaleon Sanchez
Facilities Worker, Facilities Management, Building Trades

Paul Serafimidis
Administrator, Facilities Management

Jeffrey Solomon
Corporal, Sacramento State Police Department

Management Council

Nicole R. Lack
CPIM, Senior Director and Chief Procurement Officer
Financial Services, Procurement & Contract Services
Appointed in September 2020, Nicole is responsible for procurement, contracting, accounts payable, travel, property management, and central receiving services for the campus.

Nicole holds a Bachelor of Science degree in Business Management from Kent State University; a Contract Management Certificate from Sacramento State; and earned the CPIM level certification from the Association for Supply Chain Management (ACSM, formerly APICS).

Mike Mene
Building Trades Manager, Building Maintenance Trades (interim)

Frances Palu
Administrative Manager, Sacramento State Police Department
Appointed in June 2020, Frances oversees human resources, budget and finance, media relations and other managerial duties.

Frances holds an associate degree in Social Science from American River College, a Bachelor of Arts in Sociology from Sacramento State, and is currently in her last semester of a master's program for International Relations.

Elvin Saldivar
Custodial Supervisor, Custodial Services

Erik Skall
Manager, Grounds Maintenance

Mellonie Richardson
Director of Talent Acquisition, Human Resources, Employment Services
Appointed in February 2020, Mellonie Richardson is responsible for management of the Human Resources Employment Services unit, which encompasses staff and MPP recruitment and student employment. The department provides services to external applicants, candidates, community partners, campus clients, and departments.

Mellonie has worked in higher education for fourteen years and holds a Bachelor of Arts degree in Communication Studies (Media Communication) from Sacramento State and a Master of Arts degree in Human Resources and Organization Development from the University of San Francisco.

Mehdi H. Tazi
Senior Director, Financial Services, Accounting Services
Appointed in April 2019, Mehdi Tazi is responsible for the management and the accuracy of the University and the University Foundation at Sacramento State's financial records, financial audits, and preparation for its financial reports.

Prior to joining Sacramento State, Mehdi worked at UC Davis as the Accounting Supervisor in the office of Accounting and Financial Reporting, and Gifts and Endowments Reporting.

Mehdi has over ten years of experience in higher education accounting and financial reporting. In addition, Mehdi held positions at Franklin Templeton Investments and KPMG performing audits. Mehdi holds a Bachelor of Science degree in Accounting and Finance from Institut des Hautes Etudes de Management in Casablanca, Morocco.



Organizational Changes

Clery Director and Report

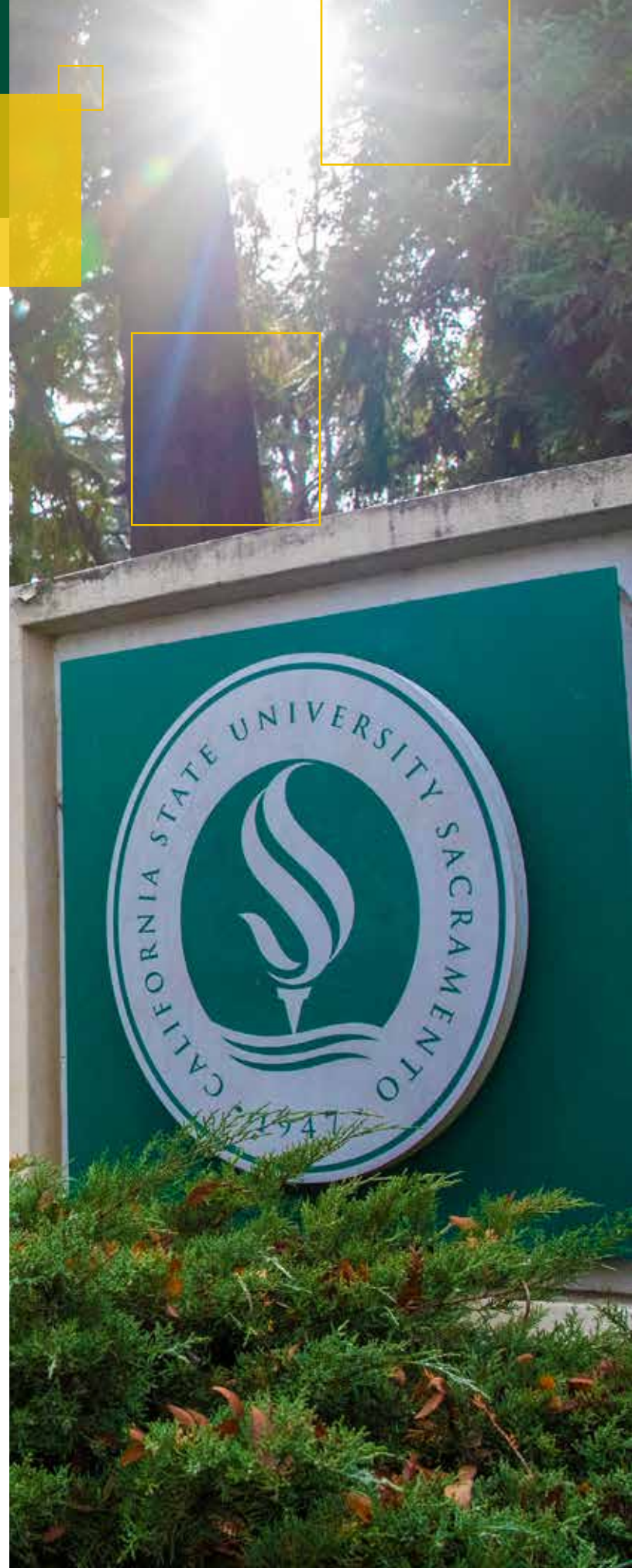
In accordance with Executive Order 1107, our campus Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (the Clery Act) Director will now report to the Vice President of Administration/CFO to provide a reporting structure detached from the Police Department. Since 1998 Sacramento State has been providing timely warnings to the campus community, through the Clery Report, of crimes considered to be a threat to students and employees and will continue to do so under the new reporting structure.

Labor Relations for Faculty now part of Human Resources Family

In February 2020, Faculty and Labor Relations functions shifted from Academic Affairs, to Human Resources. This alignment will enable a more cohesive response to campus labor and employee relationships, as well as supports a clear chain of command and decision-making.

Facilities Management Re-alignment

In 2019, in partnership with Human Resources, Office of the Vice President of Administration/CFO and Organizational Development, Facilities Management conducted an internal review of their organization's structure. As a result, the following reporting structures were realigned. Leadership of Facilities Operations was consolidated under Senior Director, Daryn Ockey; Grounds and Custodial Services units were aligned together under the leadership of Associate Director, Kevin Brisco; the distinction of Engineering Services and Building Trades, together, reporting to Director of Facility Operations; Customer Service moving from Operations to Administration, under the leadership of Director, Susan McGuire. This realignment allows Facilities Management to better meet the evolving needs of a complex university, while striving for efficiency and effective strategic direction.





Laura O'Neill, Kristin Weigle-Roberts, and Mashariki Lawson-Cook

Meet the Auditing & Consulting Team

By Kristin Weigle-Roberts and Steven Teeters

An Ounce of Prevention

"You are being audited."

"We'd like a record of all of your project emails."

Yikes! Those words can be pretty scary to anyone not familiar with the process of responding to audits and public record requests.

Fortunately, ABA has some of the most professional auditing and consulting partners in the business working right here at Sacramento State. The Annual Report staff had an opportunity to meet with the Director of Auditing & Consulting Services, Kristin Weigle-Roberts, to learn more about the services her team currently provides, and their forthcoming plans.

What is an audit, exactly?

Most people think of the financial audits performed by Certified Public Accountants or the Internal Revenue Service when they hear the word, but financial audits are just one of many different types of audits. In reality, an audit can be any comparison of how things should be done to how they are actually being done. Under official auditing standards, specific, strict requirements need to be met to call a project an audit, so sometimes you will hear audit-type activities referred to by other names, such as review, consulting engagement, or advisory project. Responding to an audit can be resource-intensive, but universities come out stronger and better in the end; they tell organizations what they need to do to get where they need to be, usually in the form of a formal audit report containing recommendations.

What is your team's core business/responsibilities? The team has several!

To be more specific about Auditing & Consulting Services functions, they include: conduct annual reviews of student fees and cashing activities, provide in-depth coordination and support to campus departments for programmatic external audits, advisory services, and related activities, such as Chancellor's Office of Audit and Advisory Services and the California State Auditor inquiries.

In addition, Auditing & Consulting Services helps the University stay in compliance with Executive Order 1104 (Campus Reporting of Fiscal Improprieties), which means they respond to any reports of actual or suspected fiscal improprieties.

Finally, the team receives and processes all requests for records made under the California Public Records Act (PRA), as well as certain requests for records under other records access authorities like the California Information Practices Act (IPA), the federal Family Educational Rights and Privacy Act (FERPA), and the Solomon Amendment.

How does the team support ABA's mission, vision and values?

Auditing & Consulting Services likes to support the University by supporting the various offices across campus who are working more directly with mission, vision, and value efforts. When an office on campus is involved in an audit or receives a records request, Auditing & Consulting Services can save them time by educating them about the relevant processes and doing some of the work for them. We hope this will enable the team to worry about one less thing and focus instead on meaningful work that furthers our mission, vision, values, and of course student success. Their oversight functions also help ensure compliance and efficient operations in the areas ABA works in, protecting the University from reputational harm, and legal or financial penalties.

Meet the team

The Auditing & Consulting Services team is made up of Director Kristin-Weigle Roberts, Public Records Coordinator Mashariki Lawson-Cook, and Staff Internal Auditor/Consultant Laura O'Neill

Kristin Weigle-Roberts

As Director of Auditing & Consulting Services, Kristin manages a staff of two, overseeing internal auditing and consulting activities as well as coordination of external audits, E.O. 1104 fiscal impropriety reports, public records requests, subpoenas, and legal holds. Prior to her current position, which she has held since November 2017, Kristin served as the campus's Compliance and Public Records Coordinator in the Office of University Counsel for one year and as a consultant and external auditor with Sjoberg Evashenk Consulting for over four years. Kristin is an active member of the State Bar of California and holds a Juris Doctor from University of the Pacific, McGeorge School of Law as well as bachelor's degree in International Studies and French from Colby College. In her free time, she enjoys reading, traveling, and spending time outside with her husband and two little dogs.

Mashariki Lawson-Cook

Mashariki joined Auditing & Consulting Services as Public Records Coordinator in August 2018. In this role, she facilitates the identification, collection, review, and disclosure of University records in response to California Public Records Act (PRA) requests, subpoenas, and signed authorizations for student or employment records. Prior to her current position, Mashariki served as a consultant and external auditor with Sjoberg Evashenk Consulting for over ten years. She is proudly Made at Sac State, having obtained a bachelor's degree in Economics from Sacramento State in 2008. In her free time, she enjoys watching a good horror movie, playing recreational volleyball, and volunteering with local community organizations.

Laura O'Neill

Laura joined Auditing & Consulting Services as Staff Internal Auditor/Consultant in October 2019. In this role, she assists in a variety of ways with both internal and external audits. One of her primary goals is to help auditees feel comfortable and supported while educating them on a process that can sometimes feel stressful and confusing. Prior to her current position, Laura had been serving Sacramento State for more than ten years, including on the academic side in the College of Engineering and Computer Science. Her career with the CSU began before that, however, at the East Bay campus, where she was part of the Business and Finance team. In her free time, Laura enjoys volunteering with animal rescue organizations, wildlife photography, painting, and outdoor adventuring. An animal lover, she has three dogs and two cats.

How do you see your industry evolving?

The auditing industry is moving toward performing more forward-looking, collaborative consulting-type activities in lieu of traditional retrospective, formal, rigid audits. There is also a big trend of incorporating analytics and information technology considerations and procedures into audit activities.

Auditing & Consulting Services has also been working to educate colleagues across campus about the PRA, related records access authorities, and to encourage approaching our work as public employees with an open records mindset.

Any projects of general interest?

One project we are proud of is the implementation of the public records software, NextRequest. As the number and complexity of public records requests increased, even a full-time staff member was not enough to keep up with the workload generated by these requests using the historical manual oversight and tracking process, which relied heavily on spreadsheets and shared drive files. NextRequest was identified as an alternative to hiring additional staff, and it was procured and implemented in the first half of Fiscal Year 2019/2020. The system has resulted in a more streamlined, transparent process for our team, campus users, and record requesters.

Auditing & Consulting Services is a small but mighty team providing vital assistance to the staff and the University. Welcome them into your circle of trust; with their laser-focus of protecting the interests of ABA and the University, and being subject matter experts, they will be great to have in your corner if you receive an audit or records request.



Placer Ranch Playing the Long Game

By Steven Teeters

In 2006, a generous donation was endowed to Sacramento State in the form of 301 acres in Placer County with the stipulation that it would become a future extension of the University. The property is located outside of the city of Roseville, approximately one mile west of the State Route 65 and Sunset Boulevard Interchange, in between the cities of Rocklin and Lincoln.

While the greater Placer Ranch Project includes a large 8,000 acre community, the crown jewel is the vision of a future Sacramento State campus, imagined to one day accommodate up to 25,000 students. The addition of any institution of higher education to a community guarantees an abundance of educational opportunities, cultural exchanges, jobs, and a locally developed workforce. The potential for this expansion is exhilarating and an example of our how our Anchor University initiative is coming to realization.

While this project has been ongoing for many years and spanning decades, annual updates of Facilities Management's involvement and the Master Plan have not always been featured in the Annual Report; in the last 12 months exciting progress has been made. Early plans for development suggest that there will be campus partners funding the first buildings within the confines of a cohesive Master Plan. The Master Plan is developed to ensure that as buildout takes place, there is a sense of cohesion and campus life, from the first building to the last. Furthermore, expect to see a state-of-the-art campus in the middle of a planned smart growth community with an eye on high residential densities, affordable housing, community centers, along with easy and safe walking zones.

Going back in time, a bit of context is required to explain why this portion of the Sacramento State Master Plan, adopted in 2010, is just now taking off. Something seemingly as simple as accepting a gift of real estate property is not as simple as it might first appear. Since 2006 there have been wild fluctuations in residential development demand tied to the property which have impacted overall development in the area. In addition, before acceptance of the property by the Chancellor's Office, there were several hurdles to overcome including approvals from the Department of Fish and Game, Army Corps of Engineers, Department of Conservation, Water Quality Certifications and many others. With Sac State degree offerings of Construction Management, Engineering, Environmental Studies, Finance, Accounting, Political Science, and countless others, one can only wonder how many internal and external Made at Sac State alumni have had their hands on this project.

Our very own Tania Nunez, Project Manager, and Victor Takahashi, Director of Planning, Design & Construction, have over 10 years of involvement in this project and with the combined leadership of the Associate Vice President for Facilities Management, Justin Reginato, and staff, expect to see great things for the future of Sac State and our surrounding community in the coming years.

Points of Pride Made at Sac State

Meyssee Vang, Risk Management Services

Auditing & Consulting Services

Mashariki Lawson-Cook, BA Economics

Business & Administrative Services

Melissa Ardelean, BA Psychology, BA Sociology

Rocke Bauhofer, BA Communication Studies

Julin Chum, BA Communication Studies

Laura Lockett, BS Graphic Design

Tony Lucas, MA Education

James Madsen, BS Sociology

Deneilia Pappas, BS Business Administration

Emily Parmelee, BA Anthropology

Edelsa Corpuz Reyes, BS Health Science

Camellia Sahm, MA Education

Justin Smith, BS Criminal Justice

Michael Tavares, BS Criminal Justice, BA Journalism, MS Counselor Ed

Ryan Todd, BA Environmental Studies

Budget Planning & Administration

Ademidun Adejobi, BA English

Facilities Management

Steve Andrade, BA Art

Edna Flores, BS Criminal Justice

Marie Mann, BS Kinesiology

Jose Martinez II, BA English

Todd McComb, BS Mechanical Engineering

Begaim "Becky" Mirzaeva, BS Accountancy

Thomas Moon, BA Interior Design

Greg Paul, BA English

Sarah Raczkowski, BS Business Administration

Alena Rybachuk, BA Geography

Grant Watkins, BA Interior Design

Financial Services

Michelle Adams, BA Liberal Studies

Stephanie Avery, BS Business Administration

Tyler Carpadus, BA Anthropology

Nicole Chacon, BA Business Administration

Gina Curry, BS Business Administration, MBA

Michael Gill, BA French

Anastasia Herrera, BS Criminal Justice

Melissa Kepler, BA Liberal Studies

Elena Larson, BA Liberal Studies, MA Education

Hai T. Ly, BS Business Administration

Elias Misker, BS Business Administration

Mark Montalvo, BS Business Administration

Robyn Pitts, BS Business Administration

Katie Ragle, BA Photography

Karla E. Rodriguez, BS Business Administration

Meuy Saechao, BA Communications

Nai Saeteurn, BA Social Science

LaVerne Simmons-Barnett, BS Business Administration

Suzanne Swartz, BS Business Administration

Tiffany Tsang, MA Business Administration

Lan Khanh Tuong Pham, BS Electrical & Electronic Engineering

Chris Wessendorf, BA Government, MA Government

Ivan Zarate, BS Criminal Justice

Human Resources

Elisa Chohan, MA Education

Sherrell Cline-Richmond, BA Psychology

Michelle Dungca, BS Business Administration

Jack Gonzalez, BS Business Administration

Galina Grigoryan, BS Business Administration

Christine Hall, MA Educational Leadership

Dante Jadavi, BA Social Science

La Torria Jones, BS Business Administration

Kevin Mackey, BA Economics, BA Humanities

Machelle Martin, BA Communication Studies

Mackenzie Martin, BA Communication Studies

Scott Oleinik, BS Business Administration

Danessa Quintos, BA Communication Studies

Mellonie Richardson, BA Communication Studies

Office of the Vice President of Administration/CFO

Sagan Bachtold, BA Psychology

Margaret Hwang, BS Human Resources, MBA Business Administration

Nikki Khamsouksay, MBA Business Administration

Risk Management Services

Nayeli Gonzalez, BS Criminal Justice

Janie Mutchler, BS Health Science

Meyssee Vang, BS Health Sciences

Sacramento State Police Department

Sydne Adams-Mason, BS Criminal Justice

Scott Christian, BA Humanities

John Hamrick, BA Criminal Justice

Peter Ho, BS Criminal Justice

Mark M. Iwasa, MA Public Policy and Administration

Jason Johnston, BS Business Administration

Charles King, BS in Criminal Justice

Matthew Light, BS Criminal Justice

Priscilla Llamas-Mckaughan, BA Communication Studies

Brenda Louie, BA Sociology

Andrew Miller, BS Government

Brent Moffatt, BS Criminal Justice

Frances Palu, BS Sociology

Nathan Rice, BS Criminal Justice

Natalya Sysa, BA Liberal Studies

Harvey Woo, BS Criminal Justice

2020 ABA Recognition Program

"I was pleased to see that ABA recognized the need to find a way to celebrate our staff and managers, even with the challenges of a pandemic. I was part of a team of ABA employees, it was just Business Affairs back then, who created our quality improvement programs, speaker series, newsletter, and our employee Recognition Program in 1995. Wow, that was 25 years ago! The recognition program has been tweaked, improved, automated, and expanded over the years. But one thing that never happened- it was never scrapped as unnecessary. Peer recognition is the backbone of the ABA program. Recognition from a manager is great but is nothing like receiving recognition from a peer! I hope that this program, in any form, continues for another 25 years."

— Gina Curry, Associate Vice President of Financial Services



Gina Curry

The greatest resource of any organization is its people. In ABA, a division of over 400 individuals, establishing a sense of community is essential. ABA is proud of its employees and is committed to recognizing those who excel in their position and exhibit leadership, service, and professionalism. The ABA Recognition Program is one of the ways in which we recognize high performance and noteworthy achievements within the division. This year, that recognition included those who performed vital work on campus during a time in which access was restricted, as well as those who have made a personal sacrifice to continue their high level of service from their own home offices.

Dating back to 1995, our Recognition Program was one of the University's first staff recognition efforts. In 2006, ABA launched the Staff Peer to Peer Awards Program to compliment the Leadership and Valued Staff Award Program, with criteria recommended by ABA staff professionals. ABA managers and staff are continually making changes to improve the way we acknowledge the good work of employees, including shifting to a "virtual" awards ceremony in 2020. Another milestone to the program in 2020 was the use of our very own University Print as the designer and manufacturer of the striking trophies presented to our winners.

Find a curated selection of each awardee's anonymous nomination here, as well as some of their personal reflections.

Staff Peer to Peer Award Recipients

Staff members nominate their peers through the Staff Peer to Peer Award Program, highlighting their coworker's efforts throughout the year in the areas of Creativity, Customer Engagement, Positive Attitude, Subject Matter Expert, and Team Player.

Creativity

WINNER! Janie Mutchler, Risk Management Services

"Janie is always there to train us on life saving First-Aid/CPR and AED usage and is an excellent resource for all things Environmental Health & Safety related. Even if not her function, she will find out how to help you! You cannot "stump" Janie with a crazy question."

"Be kind and treat others as you would like to be treated." —Words that have inspired Janie Mutchler

Customer Engagement

WINNER! Brittini Collins, Financial Services, Bursar's Office

"Brittini always displays great customer service skills, and is responsive towards customers' needs, inquiries, and complaints, and she does it in a timely manner. Due to her kind demeanor and helpfulness, Brittini is seen as a caring individual who earns the trust of her customers."

WINNER! Chris Ponder, University Print and Mail

"Chris Ponder exemplifies the spirit of customer engagement. He navigates a detailed mail route each day with a friendly smile on his face. Chris consistently goes out of his way to be of assistance to not just the units on his route but to the larger campus community. Chris is an amazing, customer-focused UPM employee."

Positive Attitude

WINNER! Christine Hall, Learning and Development

"Christine demonstrates a positive attitude every day. Whether taking on a new task or adapting to sudden program changes, Christine meets every opportunity with enthusiasm and a smile. Her excitement and upbeat mindset can be seen in every aspect of her work."

Subject Matter Expert

WINNER! Sarah Laird, Human Resources

“Sarah demonstrates knowledge of her field of work and is a reliable resource for all. Student Employment would not be what is now without Sarah’s dedication to continue to work through all the ins and outs of processing student employments.”

“Serving the student’s at Sacramento State goes beyond just the basic ins and outs of the job, I truly believe this position fulfills an integral role in helping our students maximize their college experience while providing them with basic tools that will allow them to be successful after graduation. The Student Employment Office strives to provide the green and gold level of customer service to our students and staff. I am very proud to be part of helping our students achieve their goals as well as being a member of the ABA Hornet Family.”—words from Sarah

WINNER! Suzanne Rivera, Financial Services, Bursar’s Office



Suzanne Rivera

“Suzanne is the Lead Cashier of the Bursar’s Office and the one who prepares all the checks for disbursement. Suzanne is organized, neat, and dedicated. Every one of us in the office turns to her for assistance, and when she’s not here, we all feel a little bit lost.”

Team Player

WINNER! Michael Hendren, University Staff Assembly President/Facilities Management

“Mike is a team player as the University Staff Assembly President! He works with representatives of the University’s staff in order to show appreciation for all through events such as the USA Picnic and the Staff Appreciation Luncheon.”

WINNER! Danessa Quintos, Human Resources

“Danessa has been instrumental in the helping to streamline the Student Employment Office. She provides exceptional customer service, is truly an exceptional employee, wonderful colleague and the definition of a team player.”

“Sac State is special to me because working here has given me the opportunity to meet and work with wonderful people outside of my department.”—Danessa Quintos

Manager Peer to Peer Awards

WINNER! Darlene Edelman, Human Resources

“Darlene is our campus’s constant. She is dependable, reliable, and a subject matter expert. She leads with kindness, both with her team and with her customers. There has never been a moment in which Darlene hasn’t met a challenge without a smile and helpful hand.”

“The mind is everything. What you think, you become.’ I have a great team that also contributes to my success!”—Inspiration words of Buddha that have inspired Darlene

WINNER! Adell Seibles, Risk Management Services

“During our period of mass telecommuting, Adell took the lead in providing a needed service to the campus community. Besides providing safety training to many of our campus staff and faculty, she also demonstrated that our University cares about its people at a time when everyone was working with a lot of fear and stress.”

WINNER! Daryn Ockey, Facilities Management

“Leaders are defined in periods of crisis and Daryn has certainly exemplified leadership during the University’s response to the COVID-19 challenge. When the news of shelter-in-place hit, Daryn kept Facilities Management Operations running above its capacity, doubling down on cleaning, in an effort to keep faculty and staff safe.”

WINNER! Nicole Rogers, Financial Services, Bursar’s Office

“Nicole has made it her mission to make sure the Bursar’s Office is a beacon of hope and helpfulness to our students. In one such example, she discovered that students were posting questions and comments on social media sites, Reddit and Wildfire. In response, she operationalized regular posts of guidance, answers questions, and corrects misunderstandings – all to the surprise and appreciation of students.”



Nicole Rogers

“I would like to thank my dad - he truly is my hero. He raised me on his own most of my life and instilled in me how important education was to be successful. He only has a 7th grade education and wanted to make sure I had an easier life than he did. His encouragement pushed me to be a first-generation college graduate, which has given me the perspective and experience to help our students to be successful academically, while learning life skills that will be with them forever.”—Nicole Rogers

WINNER! Ray Keck, Facilities Management

“Ray really demonstrates the spirit of ABA by fighting for the end user. When project budgets are challenging, Ray finds a way to find savings without cutting vital elements that are important to end users. When schedules are impossibly short, Ray finds a way to get projects done. Ray has earned deep admiration across the University.”

Valued Staff

WINNER! Mark Perry, Facilities Management

"Mark is a no-nonsense employee who takes pride in his work. He works quietly behind the scenes and under the radar, but knowledge, hard work, accuracy, and attention to details allows him to manage numerous projects, worth millions of dollars, to completion. His impact on the campus is quiet, yet powerful."

WINNER! Mackenzie Martin, Human Resources

"Mackenzie consistently goes above and beyond for her clients and her team. Mack exemplifies what it is to be a public servant and a steward of the CSU. She was #madeatsacstate and is just the type of coworker everyone wishes they had."

"Under the current pandemic environment, I am embracing a new philosophy with the wonderful support of my team, Chela Cholula, Linda Robles, and Patrick Murphy. Change is inevitable, yet it commands respect, growth, and personal challenges on part of the individual. Therefore, I am committed to always doing my best work no matter what I encounter." —Mackenzie Martin

WINNER! Sarah Raczkowski, Facilities Management

"Sarah is the heart and soul of Facilities Management. Sarah can be counted on to handle challenging issues in Facilities Management in support of our 200 staff, including our AVP, directors and managers, and always does so with a positive and competent attitude."

WINNER! Katie Ragle, Financial Services, Hornet Ticket Office

"Katie is a behind-the-scenes hero. Katie is also an error sleuth, finding what needs to be fixed when no one else notices. She is smart and creative in her suggestions, and always thoughtful of the impacts."

"Sacramento State has been my home for 18 years, longer than anywhere I've ever "lived," and I'm increasingly grateful to have found a place to work that is more than a job, but an ever-growing community working towards equity and inclusion. I'm proud to be Made at Sac State." —Katie Ragle

WINNER! Mike Kramer, Facilities Plumbing Shop

"Mike is unbelievably reliable and productive. He has been a driving force in making the Plumbing Shop one of the most productive teams, and he is vigilant about tackling the University's deferred maintenance backlog."

"Good things come to those who hustle." —Mike Kramer

WINNER! Scott Christian, Sacramento State Police Department

"Appointed as a special emergency manager within the Police Department, Scott independently got himself up to speed on emergency management requirements and best practices and overhauled the campus's emergency management program."



Scott Christian

WINNER! Scott "Jumpy" Gephart, Financial Services, Hornet Ticket Office



Scott Gephart

"Scott was instrumental in the timely refunds of ticket purchases when events were cancelled. It might be easy to overlook because everything went smoothly, but if it hadn't been for his response, we would have had many unhappy patrons."

"I followed in the footsteps of my grandfather who was the ticket manager for the Golden State Warriors when I was growing up. I always loved going into the office with him when I could and that started my wanting to get into ticketing like he did." —Scott "Jumpy" Gephart





Winners of Team Awards

Accounting Services Team

Stephanie Avery
Jennifer Barrett
Nicole Chacon
Michael Gill
Kristin Hillman
Hannah Keeshan

Kristy Lee
Hai Ly
Elias Misker
Sherry Moore
Denise Morgan
Pang Xiong-Moua

Robyn Pitts
Nicole Sharkey
LaVerne Simmons-Barnett
Mehdi Tazi

“Collaboration was and still is a huge success in Accounting Services, as staff share knowledge, help each other, and learn new tasks. During the pandemic, staff have been adapting to many challenges every day, and still doing their best to complete their assignments on time and with accuracy.”

The ABA Welcome Center

Jeff Dierking
Maggie Hansen – Student Affairs
Tony Lucas
Bill Macriss – Student Affairs
Tania Nunez

Freddy Orozco
Kevin Reddell – Information, Resources and Technology
Camellia Sahn
Victor Takahashi

“The Welcome Center team planned, coordinated and implemented a beautiful building project which culminated in a customer friendly, welcoming building at the entrance to the University. The Welcome Center Project combined a newly constructed parking structure with a planned plaza and Welcome Center building to create an excellent impression for students, faculty, staff, prospective students, and parents, as well as visitors to Sacramento State.”

Facilities Management Re-Alignment Team

Amy Baquera
Denisse Garcia
Dorthea Johnson
Lolita Lueras

Mackenzie Martin
Frances Palu
Sarah Raczkowski

“Facilities Management’s re-alignment in 2019 led to a dramatically different reporting structure for a majority of our 220 employees. This team proved that complex and meaningful organizational change is possible in ABA and we greatly appreciate their efforts in helping Facilities Management become better organized to meet the needs of Sac State.”

Frontline Response Team Acknowledgment

In unison with Vice President Jonathan Bowman and other leaders across campus, ABA acknowledges the teams who have responded to the COVID-19 pandemic. Specifically, the following hard-working teams who were at the frontline of that response:

Human Resources
Facilities Management, Customer Service Teams
Financial Services, Customer Service Teams
Risk Management Services
Sacramento State Police Department, Community Service Officers

ABA Department Highlights, the Six Imperatives 2019-2020

"Let's do everything we can to understand each other. Let's be stronger today than we were yesterday. Let's be Hornets and let the Hornet Nation be a beacon of light for the region, for our students, for our community."

—Sacramento State President Robert S. Nelsen, 2016-2017 Fall Address "Transforming Lives and the Sacramento Region, One Student at a Time" and the formal introduction of imperatives.

ABA families heed the call every day, in everything we do. Since 2017, ABA families began documenting their progress in supporting the President's imperatives and how our work exemplifies our campus effort of transforming lives and the Sacramento Region, one student at a time.

By aligning to the campus imperatives and student success, ABA can better assess how well it has met the President's calls for action. The imperatives are defined below, including ABA's own focus on Employee Engagement, and are followed by the best examples in this year's department highlights.

1ST IMPERATIVE: REDUCING TIME TO DEGREE

2ND IMPERATIVE: DIVERSITY, INCLUSION, AND EQUITY

3RD IMPERATIVE: PHILANTHROPIC GIVING

4TH IMPERATIVE: COMMUNITY INVOLVEMENT AND COLLABORATION

5TH IMPERATIVE: CAMPUS SAFETY AND SECURITY

6TH IMPERATIVE (ABA SPECIFIC): EMPLOYEE ENGAGEMENT

Auditing & Consulting Services

5th Imperative: Auditing & Consulting Services worked with campus departments, including Risk Management Services and the Sacramento State Police Department, on the implementation of safety-related recommendations from the California State Auditor's Health and Safety Compliance Audit, Chancellor's Office of Audit and Advisory Services Health and Safety Audit, and Chancellor's Office of Audit and Advisory Services Emergency Management Audit. This multi-department coalition continues to work toward providing a safe and secure campus.

Budget Planning & Administration

1st Imperative: Budget Planning & Administration (BPA) worked with Student Affairs leadership to create a new fund for one-time student success funds to guarantee continued access to these monies over multiple fiscal years.

1st Imperative: BPA supported the University Budget Advisory Committee and the President to prepare for the annual budget call process, during a particularly challenging time for budget projections.

4th Imperative: BPA worked collaboratively to complete a Memorandum of Understanding with Capital Public Radio.

Business & Administrative Services

1st Imperative: By programming all Tschannen Science Complex (TSC) instructional lab and classroom spaces in PeopleSoft and Astra Schedule to ensure that classes could be held beginning the Fall 2019 semester, Space Management closed a multiple-year, multiple-department, \$90 million project. Space Management collaborated with Academic Affairs units to determine which classes were approved to be scheduled in TSC instructional space and carried out all scheduling functions. In conjunction with Facilities Management and IRT, Space Management ensured that TSC classrooms were outfitted appropriately with instructional furniture and technology in preparation for live instruction.

1st Imperative: The Sacramento State Sustainability team worked with Professor Kenichiro Chinen from the College of Business to incorporate campus sustainability practices and information into his curricula. The course now includes student projects inclusive of pertinent campus sustainability needs, giving students real-world hands-on projects and assisting the Sustainability team with various projects.

1st Imperative: The Sacramento State Sustainability team worked with Professor Ajay Singh's Environmental Studies course, to incorporate student projects into waste reduction initiatives on campus. Students present waste reduction project ideas and the ABA Sustainability team choose the winning projects to implement.

2nd Imperative: Tony Lucas, AVP for Business and Administrative Services, was nominated to the University Diversity Council, serving as Chair of Diversity Council Policy Subgroup developing the mission and process for employee affinity groups, on behalf of all of ABA.

4th Imperative: Space Management staff collaborated with campus partners and community groups to successfully plan and schedule several high-profile events. The list included: Sac Republic Football Club Academy Training, the Western Band Association Marching Band Competition, PRES Walk4Literacy Festival, the Shrine Bowl All-Star Game, and the annual Run to Feed the Hungry event.

4th Imperative: UTAPS provided review of the Public Art Project for the Welcome Center's neighboring Parking Structure 5 Plaza project and worked with faculty and students to incorporate wayfinding elements into Parking Structure 2, furthering the welcoming environment and ease of movement on campus for all of our guests.

5th Imperative: Resource Management oversaw an annual update of user access permissions to proactively ensure the safety and security of data and money for the entire division.

5th Imperative: Space Management staff, in response to COVID-19 and at the direction of President Nelsen, were responsible for administering the cancellation of hundreds of events. Although these were unfortunate circumstances, with professionalism and class, Space Management communicated with customers to inform them of cancellations. Behind the scenes they collaborated with multiple campus service departments to reduce event related charges and processed revised invoices.

6th Imperative: The Resource Management group built a 2020-2021 ABA budget based on 5 years of analysis to ensure future department budgets were from a zero-base going forward, allowing speedier and more accurate budget projections for the betterment of the division's financial resources.

Facilities Management

2nd Imperative: Todd McComb, Facilities Planning Project Manager, sat as an ex-officio member of the University Committee for Persons with Disabilities to ensure continued support of the President's and VP/CFO's call to action on diversity, inclusion, and equity.

6th Imperative: Due to the combined efforts of Facilities Management, in collaboration with Sacramento State Sustainability, the campus received an Innovation and Efficiency award at the 2019 California Higher Education Collaborative Conference for their Leveraging Student Research to Reduce Water Project.

6th Imperative: The Union Expansion Project was awarded the Best Higher Education/Research Project for Northern California by Engineering News Record.

6th Imperative: Facilities Management departments earned numerous Master Planning recognitions, including Ernest E. Tschannen Science Complex receiving LEED Gold Certification, and two CHESC (California Higher Education Sustainability Conference) awards (Tschannen Science Complex – Overall Sustainable Design and Parking Structure 5 – Sustainable Transportation). Sac State was recognized as the first university to receive a U.S. Resiliency Council four-star rating.

Financial Services

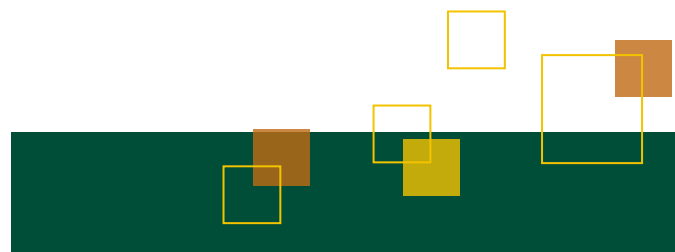
1st Imperative: The hardworking staff of the Bursar's Office completed disbursement of CARES emergency grants to over 30,000 students, undoubtedly ensuring thousands of students' pursuit of higher education will not lose momentum.

4th Imperative: As part of the University's Housing Move-in Day (2019), Accounting Services staff volunteered to welcome new students and their respective families to Sac State.

4th Imperative: Financial Services represented Sac State at the California Higher Education Collaborative (CHEC) Conference. The conference brings together the three California higher education systems (Community Colleges, CSU, and UC) to share knowledge and processes to better serve our state.

4th Imperative: Financial Services continued with its long-standing support of CSU Small Business and Disabled Veteran Business Enterprises and received a prestigious Department of General Services Certificate of Notable Achievement for their sustained efforts.

5th Imperative: In a shift to continue the University's supreme service, even during times of a pandemic, the Bursar's Office staff provided social distanced, in-person, payroll disbursement in the north gym.



Human Resources

2nd Imperative: Organizational & Learning Development facilitated several True Colors and Clifton Strengths workshops to build team unity and understanding.

2nd Imperative: Organizational & Learning Development attended the administrator session of campus guest speaker Dr. Shakti; Chaired the EDI Trainer search committee; and coordinated and hosted a monthly ABA Women's Leadership luncheon for ABA female managers and leads with the goal of creating community around a shared experience of being female leaders.

2nd Imperative: Human Resources worked as a team to identify staff (within ABA and external divisions) who have done exceptional work. Human Resources acknowledged them and informed their leadership of the employee's exemplary performance.

4th Imperative: Human Resources participated in the annual Out of the Darkness Walk to support the American Foundation for Suicide Prevention and exceeded their fundraising goal.

6th Imperative: The Benefits Office began administration of the various new Paid Administrative Leave Programs, significantly increasing the workload for staff during an unprecedented period of remote employee work. The Benefits Office took on the additional work while still maintaining their existing level of excellent service for ongoing day-to-day work. The Payroll Office also saw workload increases during this time and showed great dedication to their job and their customers.

Office of the Vice President of Administration/CFO

2nd Imperative: The VP/CFO Office pledged and began action on improving diversity, inclusion, and equity in alignment with the President's message (May 30, 2020) and in partnership with other campus departments.

4th Imperative: The VP/CFO Office continues to support and take a leadership role for the California Mobility Center (CMC). The CMC is a groundbreaking joint initiative of Sacramento's most influential energy, higher education, and nonprofit organizations. CMC is geared to promote industry standards for electric vehicles, alternative powered vehicles, shared mobility, connected vehicles, and autonomous vehicles (collectively "Smart Mobility"). As an Anchor University supporting division, the VP/CFO Office is promoting job growth, talent development, and companies in the Smart Mobility industry.

4th Imperative: On March 24, 2020 the CSU Board of Trustees approved the creation of the Sacramento State Placer Center, to be built within the Placer Ranch community in Roseville, CA. This collaborative partnership between public and private entities will not only provide educational opportunities for students but will also have a significant economic impact on our region.

6th Imperative (ABA specific): ABA, with the support of the VP/CFO Office, sponsored Team Happy Feet for the Sac State 5K Fun Run. Due to the pandemic, the twelfth year of this event transitioned to an online event with staff sharing their accomplishments and pictures to great applause from their peers.

Risk Management Services

1st Imperative: Risk Management created campus signs to promote walking only and wheel free zones which improved safety by directing students to walk their bikes, skateboards, and scooters within designated areas.

4th Imperative: Risk Management leadership spoke at the Western Regional Conference (2019) to share with the community their "Emergency Planning and Response – Removing the Silos Between Risk Management and Safety" program.

5th Imperative: Risk Management staff worked with Sacramento State Planetarium management to establish a disclaimer for minors and guests regarding the inherent risks (dizziness or motion sickness) which could affect a small number of patrons.

5th Imperative: Risk Management implemented a Chemical Procurement Safety Procedure Plan, which ensured a safe and healthful working environment for the campus; and that usage, storage, and disposal requirements were followed.



5th Imperative: Risk Management reduced on-campus staffing to critical needs during the campus closure, however, staff still attended to urgent matters of health, safety, and maintenance of regulatory compliance. Issues requiring on-campus presence included: hazardous and biohazardous waste shipments, completion of hazard assessments for Facilities Management employees, contractor safety meetings, and inspection of safety equipment.

Sacramento State Police Department

3rd Imperative: The Police Department completed another successful community service effort in support of the Causeway Classic (2019), a longtime Sacramento tradition.

4th Imperative: Officers Miller, Rice, and Martinez received medals and ribbons in recognition of their response and assistance during the Paradise Fire (November 2019).

4th Imperative: The Police Department collaborated with other police organizations in support of the nationally monitored DeAngelo Trial, hosted on campus during a time when the campus was at its height of pandemic related safety protocols.

5th Imperative: Multiple new blue light security kiosks were added around the campus for safety, including some dedicated to protecting the property (bike compounds) of our valued students and staff. In addition, all blue light security kiosks had been upgraded to long lasting and energy efficient LED lights.

5th Imperative: Emergency Operations Centers (EOC) were activated early on in response to COVID-19 in addition to all the normal safety services already being provided by the Police Department.

Administration & Business Affairs Efficiencies

In response to the pandemic and the need to rapidly shift to remote operations, ABA experienced the unexpected outcome of increased efficiencies. Efficiencies that would have otherwise taken years to adopt or prioritize were implemented within weeks, and as a result ABA will come out of the pandemic a stronger, faster, and more technologically advanced workforce.

“Sometimes when you innovate, you make mistakes. It is best to admit them quickly, and get on with improving your other innovations.”

—Steve Jobs

Communication

Avaya Soft Phone technology enhancements allowed staff to make phone calls from remote locations, just as if they were in their office on campus. Communication could continue with ease while eliminating any feelings of obligation to use personal phones for work business. In addition, outgoing phone calls from office phones were eliminated as staff use other alternatives, with phone cost savings of about \$70 per month, per office.

The widespread use and adoption of **Zoom** technology brought staff together in small and large groups without having to physically be in the same space. This allowed ABA to continue business as usual for meetings, staff and supervisor one-on-ones, team meetings, new employee orientation, and numerous trainings including MPP 101 and Sac State 101.

Microsoft Teams is becoming more widely adopted by departments for messaging, document storage and sharing, and phone and video communication. Although the adoption of new software can be difficult, the acceptance of the Microsoft Teams tool has grown at an accelerated rate in response to remote work obligations, for the overall betterment of ABA.

Direct Reductions and Cost Savings

On-campus purchasing and distribution of **personal protective equipment (PPE)** allowed for the acquisition of scarce resources through bulk purchasing power, eliminating the need for all departments to individually spend their time and resources identifying PPE and disinfectant for their teams. Everything needed for campus is purchased by Environmental Health & Safety (EH&S) through Procurement and Contract Service’s large vendor program. This ensures that prices remain competitive and departments can get what they need in a timely manner through an EH&S order form.

Human Resources Payroll Services was able to **eliminate pay warrant stubs** (for direct deposit) which resulted in greatly reduced staff time and effort, thus diverting their time to other services. Furthermore, more faculty, staff, and students signed up for **direct deposit** in the last six months, reducing live payroll check distribution almost in half.

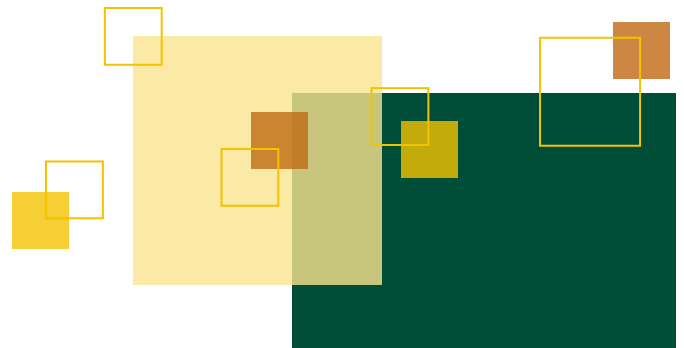
Loomis (Armored Vehicles) pick up was reduced from five days a week to one day a week resulting in a **cost reduction of \$1,000 per month**.

Electronic Signatures and Documentation

Campus adopted the use of certified signature for high dollar contracts and agreements which has sped up cycle times for numerous departments in ABA. **Certified signature** is a legally binding option that should streamline the way ABA does business going forward, even after we return to on-campus, in-person operations.

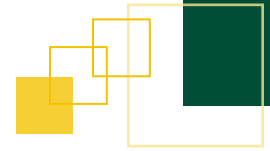
Audit & Consulting Services transitioned to **e-subpoenas**, which saved countless staffing hours needed for in-person acceptance of subpoenas, a requirement prior to COVID-19.

Adobe Sign has been widely incorporated into ABA workflows to remove the requirement of wet signatures and paper document routing. It is the acceptance of new technologies like this that will shape the way document routing and acceptance occurs well into the future.



California Mobility Center – Vision is Clear

By Elisa Chohan and Tony Lucas



Tony Lucas



Elisa Chohan

The saying ‘it takes a village’ is especially poignant to Administration & Business Affairs’ most under-the-radar project of 2019-2020 - the California Mobility Center.

Originating many years ago, the concept of a start-up research center and prototype development lab, sparked the interest of Sacramento Municipal Utility District (SMUD) executives. SMUD, nationally recognized as a frontrunner in clean energy and transportation initiatives, saw something special occurring in Germany at PEM Motion, an engineering consulting firm. PEM Motion had created a case-study worthy of replication, by partnering with private and public organizations to rapidly expand innovation in the German mobile transportation field. Former SMUD CEO, Arlen Orchard, who had spent the greater part of his 30-year career supporting the convergence of economic development, sustainability, education, and the electrification of transportation, jumped in to provide strategic direction and fiscal support of the idea. Paul Lau, a Sacramento State alumnus, in his previous role as SMUD’s Chief Grid Strategy & Operations Officer, led the executive development of the CMC. As SMUD’s current CEO, Paul continues to build on the forward momentum the CMC has experienced over the last year.



As an Anchor University, it was clear early on that Sacramento State should be involved. Involved we are, as a Founding Partner in this innovative development lab. In a strong partnership with SMUD, the City of Sacramento, and PEM Motion, as well as other private and public institutions, such as UC Davis and the Los Rios Community College District, the vision is clear: build a research center and lab that can lead the global transformation to electric mobile transportation technology, thus cementing Sacramento’s place as an innovation hub.

Sac State’s Vice President for Administration/CFO, Jonathan Bowman, is serving as the CMC Board Secretary and Treasurer in a volunteer capacity. He is taking a role in supporting the financial start-up aspects of the CMC. He has been involved with activities such as guiding the selection of a financial institution for the organization, to collaborating with representatives from Academic Affairs to create the Office of Clean Energy and Mobility Technologies. The goal is to leverage the many talents of Sacramento State’s faculty as well as create paid internship opportunities for Sac State students, enhancing our stake in the community.

It makes sense. Sacramento State sits only 10 miles down the street from some of the biggest players of policy, regulation, and decision

making. With vested interest in the success of the CMC, and together with the California Air Resources Board, the Department of Transportation, the California Department of Motor Vehicles, and the California Energy Commission, Sacramento State is poised to make a huge impact.

The connection to Administration & Business Affairs goes even further. In spring 2019, University Transportation and Parking (UTAPS) hosted Olli, the autonomous shuttle. The opportunity to bring Olli to our campus was achieved through a partnership between Sacramento State, the Sacramento Area Council of Governments (SACOG), with support from SMUD, and the City of Sacramento. In doing so, the demonstration project engaged transportation engineering classes, led by Professor Ghazan Khan, where Sac State students were able

to receive hands-on, practical experience in autonomous vehicle technology. Additionally, like many of our energy-efficient projects, Sacramento State’s Sustainability team, under Business and Administrative Services (BAS), has a strong connection to the outcomes of the CMC. To fulfill commitments made by our campus in the Sacramento State 2018 Climate Action Plan, including a commitment to carbon neutrality by 2040, the work and outcomes of incubated ideas from CMC will prove dividends to our campus.

The technology and innovation intended to grow and thrive from the success of CMC will only help drive greater technology advancements for mobility and as a result, help us meet our climate goals.

With CMC founders’ agreements in place and customers already lining up to bring their innovative ideas to fruition, CMC and Sac State will soon open its innovation lab or Ramp Up Factory at Depot Park in early 2021. The Ramp Up Factory location at Depot Park is temporary, but is convenient and accessible, while allowing Sacramento State and CMC time to strategize, plan, and build a permanent home for the Ramp Up Factory at Sacramento State’s Ramona Avenue property. The Ramp Up Factory will be staffed through the efforts of the recently established Sacramento State Office. This office will facilitate the engagement of faculty and students with real world clean energy and mobility innovation, as well as grant opportunities.

The CMC and Sacramento State partnership is a true Anchor University initiative. Community engagement and collaborations of this nature will provide impactful service learning, research, and internship opportunities to Sac State students while bringing creative and innovative clean energy and mobility solutions to the state and region.

ABA takes the lead on the CARES Act to save the day for many students and campus programs

By Gina Curry and Steven Teeters

The Coronavirus Aid, Relief, and Economic Security (CARES) Act and ABA's Financial Services came to the rescue for thousands of Sacramento State students in 2020. CARES is a federal economic relief package signed into law by President Donald Trump, and administered by the U.S. Department of Education, to provide economic assistance throughout the country during the COVID-19 pandemic. The law appropriated about \$14 billion for higher education, with about \$12.5 billion to be split between emergency grants to students and money for schools' needs amid the COVID-19. Thirty-eight million of those dollars came to Sac State in 3 parts: CARES I – for student emergency grants totaling \$17.8 million; CARES II – Institutional Support totaling \$17.8 million; and CARES III – Minority Serving Institution totaling \$2.6 million. However, only U.S. resident students who were not fully online, were eligible for CARES money. Our campus made the decision to reallocate general fund monies to our undocumented, fully online, and/or international students, so that they would not be left behind.

But what does all that mean? For ABA it was of the utmost importance that we maintain our steadfast commitment to student success and President Nelsen's imperatives. His call to action and ABA's rapid response, meant the difference for many students who were losing momentum in their pursuit of higher education or having difficulties getting the financial support to get "Through in Two" or to "Finish in Four."

So, with a decision by President Nelsen and his cabinet to disburse CARES I grant money to every student enrolled in the Spring 2020 semester, within five days in May, Financial Services staff distributed \$16.7 million to 30,099 students in the form of checks and ACH deposits. Additionally, \$1.8 million was held back for supplemental funding for these students, using an application administered by Student Affairs, which was disbursed over the next several weeks and months. The initial "automatic" grant disbursement was tiered based on part-time or full-time status and financial aid information. Many of our students received the highest amount of \$850 per student. The lowest amount granted to a single student was \$100.

Financial Services, specifically the Bursar's Office and Accounting Services teams, with technical support from Information Resources & Technology, were poised to provide their continued high level of service during a time when students were relying on the administrative side of the University the most. Financial Services team members were simultaneously adjusting to a new work environment themselves, including social distancing, reduced campus accessibility, and the needs of their own families as the pandemic impacted all of us in different ways.

"It was great to see the staff come together and address the unique challenges that this disbursement created, and find ways to get the funding out in the right amounts, to the right people, and most importantly in a timely manner. It was a real sense of accomplishment to be able to help so many at a time of great distress for all." —Elena Larson

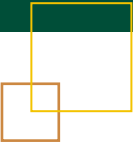
It is hard to estimate how many students' pursuit of higher education was saved by the quick disbursement of emergency money, but with Fall 2020 semester enrollment tracking aligned with pre-pandemic enrollment, it is safe to say that Financial Services contributed in a significant way.

An element of the ABA spirit that can often go unrecognized: high touch services to the campus, that are the results of some of the hardest working and committed administrative staff on campus working behind the scenes.

After the herculean effort to distribute the CARES I monies to students, our campus community shifted focus to the other funding sources allocated by the federal government (CARES II and CARES III). Under the direction of Vice President Jonathan Bowman, and in consultation with President Nelsen and his cabinet, the remaining non-student CARES monies were and will be distributed to different campus division and departments in four phases based on an application process. These monies are to help the campus recover from the loss of income, debt service coverage, getting the campus "online" education ready, and for safety. It can also be used to provide students additional support.

This process is just under way and is strongly supported by the efforts of Accounting Services and Sagan Bachtold from the VP/CFO Office. Accounting Services has the difficult task of accounting for the monies so strictly as to withstand a federal audit. Many funds and accounts had to be, and will need to be, established to properly account for the money and show that it is spent according to the intent of the CARES Act. That effort will continue through this fiscal year and perhaps beyond, leaving a legacy of the hard work and dedication our ABA Financial Services team contributed to during the pandemic.





University Transportation & Parking Services: Moving Forward

By Jeff Dierking

As with any major university, parking at Sacramento State is always a hot topic. Starting in mid-March 2020, with the first effects of the COVID-19 manifesting across the nation and the Sacramento region, it was no surprise that parking issues jumped to the forefront of problems to solve. University Transportation & Parking Services (UTAPS) soon started planning for possible outcomes and how the department would manage the “new normal,” and what that is going to look like. Within weeks of the onset, campus leadership made the necessary decision to shift campus operations with classes going online for the remainder of the Spring 2020 semester. In response, UTAPS scrambled to create a large-scale return process and expedited refund procedures for students, staff, and faculty. The UTAPS team also rushed to implement express permit drop offs to minimize person-to-person contact, consistent with social distancing requirements set by the state of California. Within two months, UTAPS processed over 10,000 refunds.

With classes online and only essential staff on campus, the available parking is tremendous, and the traffic is gone. Under normal circumstances, available parking and no traffic would be great news, right? Not so fast. Now, in what seems like the ultimate 180-degree shift, Sacramento State must deal with a new and unexpected problem - no cars.

Unfortunately, fewer cars do not mean fewer expenses. Parking lots and garages must still be maintained, loans still must be paid, and UTAPS team members employed. With classes going virtual through the spring 2021 semester, trying to cover debt service became a growing concern and the need to reduce costs has become even more essential.

In the face of these challenges, UTAPS pivoted and took the nasty lemons of COVID-19 and somehow made lemonade with a twist of innovation. As campus operations evolved, the need for reliable Wi-Fi for students became apparent. In response, UTAPS, in partnership with IRT, transitioned parking spaces into mobile hotspots for distance learning by adding Wi-Fi coverage to Parking Structure 5. UTAPS also implemented new online options to allow students, faculty, and staff to request commuter sleeves – deepening the campus commitment to alternative transportation solutions. To meet the demand for information, UTAPS updated its website and adjusted the New Student Orientation presentation to provide content virtually to students. With reduced office operations UTAPS was able to move into the state-of-the-art Welcome Center without a disruption in service. Against the odds, UTAPS was successful in implementing the approved COVID-19 reopening plan over the summer. However, one of the



most innovative pivots UTAPS is taking might be the transition to License Plate Recognition technology (LPR). LPR will allow UTAPS to reduce physical contact, increase efficiency, and allow for greater operational flexibility going forward. If not for the drastic reduction of campus traffic and operations, this cost-saving technology might have been years from implementation, rather than months.

As the timeline for students to return is dependent on so many different variables, UTAPS continues to adjust their services to meet the needs of campus. Facilitating and providing drive-through access for book and class equipment pickup/drop off, Multiple Point of Distribution vaccine clinic model testing, retirement parties, and small department celebrations, are just a few ways UTAPS team members are now supporting the campus community. In addition, UTAPS temporarily converted paid parking spaces to free pickup and drop off zones to facilitate direct access to essential areas. Working with campus partners, UTAPS created and implemented a socially distant residence hall move-in plan and began repurposing facilities to meet campus needs. Stop by Parking Structures 1 or 3 and you might stumble upon socially distant classes being held or campus business operations being administered. While it might seem difficult to remember our world before March 2020, it is not difficult to recall the persistent complaints our campus faced with parking. “I can’t find a parking space” or “the buses are late,” being the chief among them. While stressful, hearing those kinds of complaints again just might be the best sign of a return to normal in the world of parking and transportation.

Whatever happens in the future, one thing is certain - the demand for mobility options will change in the years to come and the flexibility and creativity of UTAPS will be ready to meet the demand.



Welcome to University Housing Services Facilities

By Kevin Wagner, with introduction by Steven Teeters





“ABA staff take great pride in our beautiful campus and we are proud it is one of our own teams who maintains it. It is easy to forget that this campus is home, in the truest sense of the word, for thousands of our students. The walk path is their commute, the vast park-like setting is their backyard, the residential housing buildings are where they make lifelong friendships. Take a tour with your guide, Kevin Wagner, one of ABA’s Building Service Engineers, as he introduces us to the people and professions that make up University Housing Services Facilities.” —by Steven Teeters

With over 2100 students and staff who are proud to call Sacramento State home, we at University Housing Services Facilities take huge pride in making sure that we provide safe and comfortable working and living environments to each and every member of our Hornet Family. I like to think of the members of the Housing Services Department as Walt Disney World’s “Imagineers.” While you might see us around campus exchanging a friendly wave or a smile, there are a lot of things happening behind the scenes ensuring that our department runs like a fine Swiss watch. I’d like to introduce each of the departments that make working and living on campus the positive experience we hope people will remember for the rest of their lives.

Grounds

Each time I walk through the gardens in the quad commons or look at the beautiful forest of evergreen trees surrounding the University Housing pools, I stop and wonder, who makes all of this possible? Is it just a coincidence? No, not at all. The Housing Services Grounds



Kevin Wagner

Department, our horticultural specialists, are behind each trimmed tree and mowed lawn. They manage the planting, watering, and maintenance of the thousands of plants that make our campus one of the most beautiful and botanically diverse in the CSU system. Lawn mowing and weeding, tree trimming, and programming watering

schedules are just the tip of the iceberg of how much the Grounds Department contributes to the ambience and overall beauty of our environment here at Sac State.

Our grounds workers are passionate about what they do and are experts in the selection, propagation, and upkeep of each of the plant species found on our campus. Their expert knowledge to install, repair, and maintain the miles of irrigation pipework, actuators, and controllers connecting the sprinkler systems campus-wide makes it clear how important the grounds staff is to Sacramento State. Simple things like leaf blowing, cutting dry brush, or insect control can be easily overlooked yet, these tasks serve to mitigate fire danger and promote a safe and healthy environment for students and staff who live and work here.

Custodial

Providing arguably one of the most essential functions on campus in this moment, our experienced staff of custodians focus their efforts on maintaining health and safety standards of the highest caliber for our resident students, staff, and visitors. No department has made more sacrifices in the face of COVID-19 than our custodians. They have modified their schedules to provide seven-

day a week coverage to prevent infection-spread on campus. They have also implemented new safety measures by scheduling bathroom cleanings around student shower times to assure the area is clean for the next student to use. Sanitizing surfaces, disinfecting common areas, and cleaning student and study rooms is only a small part of what this team does daily to ensure that everyone on campus stays healthy. These men and women are our first line of defense in fighting surface-borne pathogens and controlling the spread of viruses including COVID-19 and the seasonal flu. So, the next time you use the restroom, and the floors are spotless, the sinks are squeaky clean, and it’s well supplied, you’ll know who to thank.

Facilities Maintenance

Simply put, this department handles the nuts and bolts of it all. With seven residence halls and the dining center, our highly qualified staff of facilities maintenance workers tirelessly apply their various trade skills required to keep Sacramento State housing facilities running safely and efficiently year after year. Each time we flip on a light switch, or key fob into an automatic door, we have these folks to thank for making sure everything works. They have a lot of responsibilities taking care of all our buildings’ electrical, plumbing, hot and cold water, lighting, access controls, locks, painting, and fire life and safety systems, as well as responding to daily work orders for student room and staff office repairs.

Can you imagine the panic if a toilet stopped flushing? Or if you tried to plug something in and the outlet was dead? Thankfully, these things will likely never happen, but if they do, we can count on the hard work of these talented tradespeople to come to the rescue. Their department has responded to the COVID-19 threat by installing touchless toilets, touchless faucets, motion-activated lighting, bottle filling stations, and automatic door openers to reduce the risk of spreading the virus. This team was asked “what can we do?” and they got busy and “got’er done!”

Building Services Engineers

Big buildings mean big equipment, and that equipment needs love. That's where the Building Service Engineers (BSEs) come in. With over 50% of total building power being consumed by centrifugal chillers, cooling towers, hydronic boilers, and air handlers, it's easy to see why it is so important to keep these systems running as efficiently as possible. In addition to conducting frequent preventative maintenance on this equipment, the BSEs also respond to work orders related to heating and cooling systems in residence halls and staff offices. We - yes, I am a BSE, also maintain the refrigeration and high-pressure steam systems needed for the Dining Commons Facility and Courtyard Market. We also test and track the swimming pool water chemistry and pump equipment to ensure they stay crystal clear and safe for swimmers year-round. Having properly trained staff in-house to repair and maintain these systems is critical to avoid delays in service, equipment down time, and costly repair bills from outside contractors.



Storekeeper

Where do we get all the parts and tools we need to keep housing facilities running? No, not Santa Claus. That would be from our Storekeeper, Mike Regalia. There is no one better at sourcing, ordering, and scheduling delivery of all the things which our department needs than Mike. He takes great pride in researching the most cost-effective parts, negotiating expedited shipping when needed, and he's also in charge of our work order management system, scheduling work orders to be performed on a daily basis. He has also implemented safe workplace practices geared toward social distancing standards required for our campus to be successful in keeping everyone safe post-pandemic. I would like to personally thank him for supplying our staff with cutting edge disinfection and sterilization agents, hand sanitizers, face masks, and PPE which have helped us perform our jobs safer, faster, and better than ever.



Facilities Management

Every great team needs strong leadership. And there is no group stronger than the University Housing Management Team. I like to think of them as "hero-support," because they provide support service and guidance to each and every member of our staff. Financial planning and budget analysis allows the Housing Department to operate independently from main campus, supported 100% by student funding. It is this department who makes our work possible and the fact that they care so much about their work is just the icing on the cake. Their job is to make sure that safe workplace practices become standard operating procedure.



Closing Statements

Not everyone realizes that University Housing is a 24-hour a day, 7-day a week, operation. Even during a "normal" school year, during summer break when students go home, we continue to provide excellent customer service to summer conferencing groups such as Boys State, computer camps, and sports teams who utilize our residence halls and provide supplemental income to the University. With all of the work that needs to be done, no one could ask for a better or more professional group of people to work with. At the end of the day, we are a diverse group of multi-skilled and talented colleagues working together today to build a better tomorrow.

Stingers up!





ABA Departments and Units

Auditing & Consulting Services

- Internal audits
- Investigative reviews and special audits
- External audit management
- Reporting of fiscal improprieties/fraudulent activities

Business & Administrative Services

- Resource Management
- Space Management
- Sustainability
- University Print & Mail
- University Transportation & Parking Services

Budget Planning & Administration

- Budget maintenance and reporting
- Budget planning, development, and allocation
- Campus fund compliance
- Capital construction project finance
- Human Resources system data processing and analysis
- University Budget Advisory Committee (UBAC)

Facilities Management

- Administration
- Customer Service
- Facility Operations
- Planning, Design & Construction
- Plant Operations

Financial Services

- Accounting Services
- Accounts Payable & Travel
- Bursar's Office
- Central Receiving & Property Management
- Hornet Ticket Office
- Procurement & Contract Services
- OneCard Services
- ASI Finance & Administration
- University Foundation

Human Resources

- Benefits
- Classification and Compensation
- Employment Services
- Employee and Labor Relations
- Organizational & Learning Development
- Payroll

Office of the Vice President for Administration/CFO

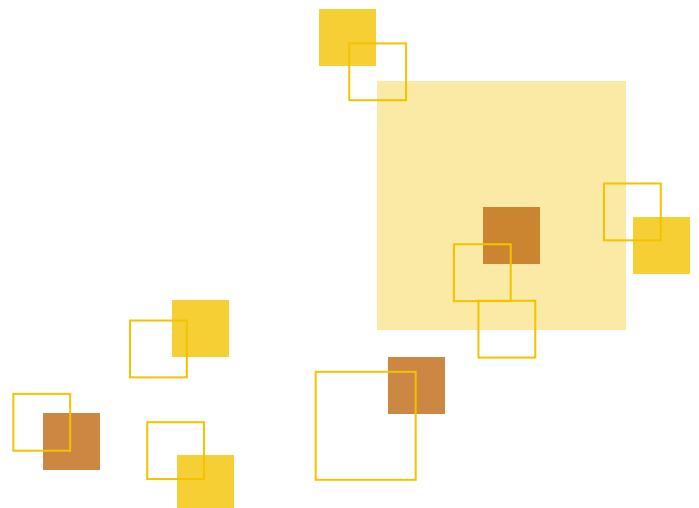
- Campus communications
- Clery Report
- Executive administrative services
- External relations for VP/CFO
- Instructionally Related Activities (IRA) Advisory Committee

Risk Management Services

- Business Continuity
- Environmental Health & Safety
- Risk Management
- Workers' Compensation

Sacramento State Police Department

- Budget, personnel, and administration
- Police operations
- Investigations and training
- Community relations and dispatch



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Elena Larson

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Laura Lockett

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Tony Lucas

Machelle Martin

Rose McAuliffe

Todd McComb

Susan McGuire

Michael Mene

Richard Allen Mikeworth

Mark Montalvo

Michael Nausin (retired December 2019)

Antonio Nugal

Tania Nunez

Daryn Ockey

Scott Oleinik

Frances Palu

Greg Paul

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Mellonie Richardson

Gary Rosenblum

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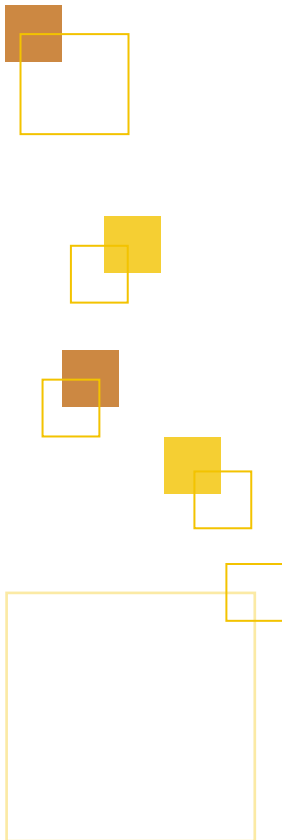
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