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**California State University, Chico**

**2016 Strategic Plan**

Throughout this year’s annual report, you will find gray callout boxes like this one that detail how our divisional efforts support the 2016 Strategic Plan. As a division, Business and Finance will continue to utilize the Strategic Plan’s framework to prioritize and measure our progress toward fulfilling the campus mission.
A Message from the Interim CFO

Our momentum as a campus has never been greater.

In this year’s annual report, we celebrate the many achievements in the division of Business and Finance.

We also renew our commitment to continue operating with a high level of service in all our departments. By providing students, staff, faculty and the Chico community superior-quality administrative services, we enhance the mission of the University and continue on our path toward achieving the next level of excellence.

Business and Finance is a diverse, talented group whose impact is felt across campus each day.

As you read the following pages, I invite you to join me in thanking the many individuals in our division for their ongoing contributions.

We have much to be proud of and much to look forward to.

Sincerely,

Jeni Kitchell

2017-18 BUSINESS & FINANCE
BY THE NUMBERS

$223,054,000 Campus Operating Budget

$27,200,000 Division Operating Budget

265 Employees

11 Departments

60 Buildings

40+ Average age of buildings

119 Campus acres

SUPPORTING

17,700 Students

990 Faculty

1,050 Staff
Logical Access

Objective: Review and assess the effectiveness and oversight of the administration for granting logical access to the PeopleSoft human resources and student system and data warehouse and the access related to the corresponding test environments. Additionally, this audit assessed controls for authorized access to data, segregation of system privileges, safeguarding of level 1 data, and compliance of governing policies & procedures.

Report Date: October 24, 2017
Findings: 3
CLOSED: March 12, 2018

FMS

Objective: To ascertain the effectiveness of administrative, operational and financial controls related to facilities operations and to ensure compliance with relevant governmental regulations; Trustee policy; Office of the Chancellor (CO) directives; and campus procedures.

Report Date: January 11, 2018
Findings: 7
CLOSED: July 9, 2018

Academic Program Fiscal Review

Objective: To ascertain the effectiveness of college and academic department operational, administrative, and financial controls; to evaluate adherence to the Integrated California State University Administrative Manual (ICSUAM) financial policies; and to ensure compliance with relevant governmental regulations, Trustee policy, Office of the Chancellor directives, and campus procedures.

Report Date: June 11, 2018
Findings: 9
ESTIMATED COMPLETION: December 15, 2018

University Budget Office

Implementation of Budget Strategy

Working with various managers, units, and committees, the Budget Office provides the groundwork for the execution of the university's budget strategy.

Analyzing financial activities
Preparing accurate reports & projections
Delivering transparent & understandable budget information

Student Fee Administration

The Budget Office is responsible for accurate and timely reporting of student fees to the Chancellor's Office and Campus Fee Advisory Committee. During the 2017-18 fee adjustment process, the accuracy and clarity of financial information was critical in illustrating the financial position of the University's fee funded programs.
University Budget Summary

<table>
<thead>
<tr>
<th>Category</th>
<th>Type</th>
<th>2016-17</th>
<th>2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tuition Fees</td>
<td>$ 89,664,000</td>
<td>$ 93,884,750</td>
</tr>
<tr>
<td></td>
<td>Other Fees &amp; Revenue</td>
<td>$ 13,171,235</td>
<td>$ 13,343,092</td>
</tr>
<tr>
<td></td>
<td>Total Budgeted Revenues</td>
<td>$211,334,467</td>
<td>$223,054,074</td>
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Student Fee Reporting

Tuition & Fees

<table>
<thead>
<tr>
<th>Category</th>
<th>Type</th>
<th>2016-17</th>
<th>2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>System-wide Mandatory</td>
<td>$96,497,928</td>
<td>$101,202,397</td>
</tr>
<tr>
<td>II</td>
<td>Campus Mandatory</td>
<td>$26,696,791</td>
<td>$27,571,850</td>
</tr>
<tr>
<td>III</td>
<td>Miscellaneous Course</td>
<td>$ 130,466</td>
<td>$ 148,946</td>
</tr>
<tr>
<td>IV</td>
<td>Administrative</td>
<td>$ 1,422,150</td>
<td>$ 1,506,064</td>
</tr>
<tr>
<td>V</td>
<td>Self-Support</td>
<td>$29,277,531</td>
<td>$29,495,213</td>
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</tbody>
</table>

OpenGov

5-year Expenditure Trend - CSU Operating Fund by Division

[https://csuchicoca.opengov.com](https://csuchicoca.opengov.com)
2-Step Verification with DUO

Common Financial System (CFS) users have been upgraded to DUO multi-factor authentication that adds a secondary layer of security measure to keep all CSU, Chico accounts secure even if a password is compromised.

In January 2018, the Information Security Office, Business Information Technology Services, and Human Resources Information Systems offices began the “Going Numeric” project. The project was a prerequisite for DUO authentication for all systems with secure data, moving all administrative access in PeopleSoft-HR to the existing numeric self-service account that utilized single sign-on (SSO). Users will now provide their campus credentials to access administrative accounts in the PeopleSoft-HR application.

Passwords can be easily reset using the Account Center. The project is expected to be completed in the upcoming 18/19 fiscal year.

2018 PEOPLESOFT–HR PROJECT TIMELINE
Going Numeric for administrative accounts

Team DYNAMIX

In March 2018, BITS implemented Team Dynamix as the standard method for requesting technology service for all Business and Finance areas. This initiative has had several positive impacts in our division and has improved communication and visibility between end users and BITS support staff.

TICKETS ASSIGNED TO BITS

93% TOTAL RESOLUTION
Mail Services and Shipping

Mail Services relocated to the FMS yard during the 2017-2018 fiscal year in preparation for the construction of Siskiyou II, the new Science Replacement Building. The move was completed in one day to minimize any potential disruption in service.

Property Management

The Property Management office is responsible for maintaining an inventory of all state, Research Foundation and University Foundation equipment. In addition, the Property Management office is responsible for tagging and retiring assets. Auctions and donations serve to repurpose state property and to keep items from reaching the local landfill.

Bus Reservations

Bus Reservations provides field trip and shuttle services for University students.
Facilities Management and Services

Siskiyou II Science Replacement Building

- **$101,137,000** total project budget
- **4** stories tall
- **110,000** square feet
- **2020** Fall semester—scheduled open

Wildcat Statue

- **700** Installation hours
  - Masons
  - Electricians
  - Grounds
- **1,500** pounds
- **3rd Thursday in April**
- **Wildcat Spirit Day**

Campus Greenhouses

- **5,846** square foot addition
- **20,000** ton thermal energy storage
- **2** new **33** Mbtu boilers
- **1** new **1800** ton chiller
- **2** new greenhouses
- **2,900** square feet
- **3,000** plant species

Inaugural FMS VETERANS DAY 2017

- **186** Registrants
- **$4,845** Dollars raised
- **4** Scholarships awarded
Procurement and Accounts Payable (AP) partnered to implement the Procurement Card (PCard) module in the Common Financial System (CFS). The PCard module enabled a data load from US Bank to CFS eliminating the need for departments to track transaction details manually in different systems, and AP to manually enter transaction data. This added feature has significantly improved efficiencies in recording, tracking and reconciling transactions for department cardholders, Procurement and AP.

**Diversity in Spending**

- **Small Businesses**
  - Actual: 24%
  - Goal: 25%
- **Disabled Veteran Business Enterprise**
  - Actual: 7%
  - Goal: 3%

**Student Financial Services**

- 31,190 Student Disbursements Processed
  - 38% Paper Checks
  - 62% Direct Deposits

**Short-term Student Loans**

- 1,278 processed
- for a total of $671,606

**$149,957,511**
Student Tuition/Fees Collected

**99.7%**
Collection Rate

**$96,583,165**
Student Federal Aid Administered

**Accounts Payable**

- Accounts Payable Payments
  - 12% Direct Deposits
  - 88% Paper Checks

**Employee Travel Requests Approved**

- 3,012
Recruitment

The development of recruitment pools (ASA I, ASA II, and Custodial) has expedited filling vacancies allowing the department to more efficiently screen applications and on-board new employees.

FEE WAIVERS

<table>
<thead>
<tr>
<th></th>
<th>2016-17</th>
<th>2017-18</th>
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<tbody>
<tr>
<td>Processed</td>
<td>489</td>
<td>529</td>
</tr>
<tr>
<td>Dependents &amp; Others</td>
<td>350</td>
<td>382</td>
</tr>
<tr>
<td>Self</td>
<td>139</td>
<td>147</td>
</tr>
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</table>

Campus Investment in Employee Fee Waiver Program

31% Increase

$358,055 Value of Fee Waivers

New Hire Training

The re-design of our on-boarding process allows HRSC staff the opportunity to assist new hires with compliance training on their first day of employment, improving employee’s understanding of important policies.

IN-RANGE PROGRESSIONS

The development of a new In-Range Progression (IRP) form streamlined and clarified the process and also helped the classification/compensation team to more efficiently complete the request.

<table>
<thead>
<tr>
<th></th>
<th>Completed</th>
<th>Recommended</th>
<th>Average Days to Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>72%</td>
<td>46</td>
<td></td>
</tr>
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</table>

CLASSIFICATION REVIEWS

396 Campus training sessions

96% Recommended

50 Completed

4.6 out of 5 Average satisfaction score

75.4 Average Days to Complete

Other Workshop Attendance

<table>
<thead>
<tr>
<th></th>
<th>2016-17</th>
<th>2017-18</th>
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</thead>
<tbody>
<tr>
<td>3,326</td>
<td>2,505</td>
<td></td>
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</tbody>
</table>

New Employee Orientation Attendance

<table>
<thead>
<tr>
<th></th>
<th>2016-17</th>
<th>2017-18</th>
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</thead>
<tbody>
<tr>
<td>143</td>
<td>117</td>
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Student Club Liability Insurance Program

The Office of Risk Management implemented a Student Club Liability Insurance Program, which provides coverage for all officially recognized student organizations and their members at no cost. The campus has approximately 180 officially recognized student organizations and this program extends coverage to these clubs when they host events and activities on and off-campus.

ACADEMIC RELATED FIELD TRIPS

HELPED 80 DEPARTMENTS ATTEND 600 FIELD TRIPS WITH 9,000 STUDENTS

STUDY ABROAD

HELPED 350 STUDENTS TRAVEL TO 45 COUNTRIES

Environmental Health and Safety

2017 Calendar Year
All campus employees including students (not including first aid)

- 37 Number of injuries
- 1.88 Injuries per 100 employees
- 41 Number of days without injury
- 1779 Lost workdays

95.17% Percentage of management and employee training completed

79.89% Percentage of student training completed
Campus Security Improvements

- Fully released an online dashboard displaying department information and public records. Transparency is integral to positive community relationships. The use of Citizen RIMS, a product integrated with the department’s Computer Aided Dispatch and Report Management Systems makes selected crime data readily available to the campus community online.
- Installed a state of the art Voice over Internet Protocol (VoIP) dispatch console in its Communication Center. Emergency response personnel depend on reliable command and control communications to stay informed, make the right decisions and ensure safety.
- The rank of Sergeant is the first supervisory rank in the department. Staffing minimums were adjusted to ensure a Police Sergeant be on-duty around-the-clock.

COMMUNITY BASED ACTIVITY
- Conducted two (2) comprehensive physical defense workshops for students. Rape Aggression Defense, or RAD, combines an extensive program of risk reduction and awareness techniques, with basic physical defense techniques, making it one of the most comprehensive workshops of its kind.
- Attended Ally Training offered by the Dream Center to support Chico community members who are undocumented or come from mixed-status families.
- Sponsored the October Koffee and Kudos gathering.

PARTNERSHIPS
- Partnered with the Associated Students to support their mission of enriching student life on campus with educational events:
  - Cats in the Community
  - Coffee with the Cops
  - The Cannabis Forum
- Partnered with the Institute for Male Achievement and Success in the Division of Student Affairs, a group that focuses on empowering men of color at Chico State, to sponsor the Men of Chico event.

PERCENTAGES
- Violent Crimes reported:
  - 2017: 11
  - 2018: 13

- Property Crimes reported:
  - 2017: 216
  - 2018: 177

- Petty theft & vandalism declined:
  - -22% since previous fiscal year

- Bicycle theft increased:
  - +24% since previous fiscal year

Hate crimes reported: 0
Incidents involving use-of-force by a police officer: 0
Racial profiling complaints made against the department’s police officers: 0
Non-criminal complaint against a police officer was investigated: 1
47th Annual Staff Council Awards

This year 134 Staff members were honored for years of service ranging from ten to forty-five years.

![Bar chart showing years of service and number of staff members for each category: 53 for 10 years, 33 for 15 years, 30 for 20 years, 8 for 25 years, 8 for 30 years, 1 for 35 years, 1 for 45 years.]

Staff Excellence Award Nominees & Winners

718 Staff and 10 Retirees attended this year’s staff luncheon. Go Wildcats!

![Image of nominees: David Turri - Customer Service Award, Ricardo Carrillo - Staff Employee of the Year, Jason Halley - Wildcat Spirit Award.]

Accomplishments

Staff Awards Luncheon
To accommodate the growing number of faculty and staff attending the employee appreciation luncheon, the program was moved to Laxson Auditorium followed by lunch on Kendall Lawn.

University Needy Children’s Program
Over the past 25 years, employees have raised nearly $100,000 in grocery gift cards and served almost 5,000 children.

Nominees for the 2017 Customer Service Award

Nominees for the 2016 Wildcat Spirit Award

Nominees for the 2017 Outstanding Staff Employee of the Year