



2019–2020 ANNUAL REPORT

Division of Business and Finance

CALIFORNIA STATE UNIVERSITY, CHICO

IT WAS THE BEST OF TIMES, IT WAS THE WORST OF TIMES,

it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of light, it was the season of darkness, it was the spring of hope, it was the winter of despair.

— CHARLES DICKENS

Charles Dickens wrote *A Tale of Two Cities* over 160 years ago—in 1859—but his words ring perfectly appropriate for 2020. This year, we had to relearn how to accomplish our work and navigate our lives because of changes brought on by the worst pandemic seen in our lifetimes thus far. We are guided by smart and capable doctors and public servants, but foolish behavior continues. Many believe rumors and misinformed social media posts but have lost faith in journalism and our government, further diminishing the morale of this tumultuous year. Finally, we reached the holiday season—a season of light amid the darkness of winter. Despite all the despair that we have seen in 2020, we look forward to 2021 with nothing but hope.

Throughout these months of unprecedented change, I am so proud of how our Division of Business and Finance teams have remained committed to our mission and purpose. The safety and security of our campus property, resources, and community remain protected and preserved by the daily actions of our essential employees in the University Police Department, Grounds Crew, Custodial Services, the Boiler-Chiller Plant, our skilled trades professionals, Financial Services, Human Resources, BITS, Environmental Health and Safety, Capital Planning and Design, Risk Management, Mail, Shipping and Receiving, Labor Relations/Title IX, Procurement, Clery, the Budget Office, Audit & Continuous Improvement, and all our leadership teams. Every group has found ways to reorganize their work processes, save money, reprioritize in response to the endless COVID-19 procedural demands, and yet remain dedicated to keeping the campus operations effective and efficient, in service to our campus and community stakeholders.

The pages that follow provide highlights of the metrics we track throughout the year, but I am most proud of the commitment that Business and Finance has shown to supporting the campus in service to our students, their families, and our campus community members during these difficult days. I hope you will join me in applauding their tireless efforts.

Thank you,



Ann M. Sherman
Vice President for Business and Finance



Division of Business and Finance
2019-20 Annual Report Summary



\$248,617,000

Campus Operating Budget

\$31.7M

Division
Operating Budget

301

Employees in
the Division

11

Number of
Departments

60

Number of
Buildings

47

Average Age
of Buildings
(in years)

132

Number of
Campus Acres

17,019

Supporting Number
of Students

1,007

Supporting Number
of Faculty

962

Supporting Number
of Staff

Division of Business and Finance
Audit Services

Housing and Residential Services

Report date	October 15, 2019
Findings	11
Repeat findings	5
Completed	October 15, 2020

California State Auditor–Student Mandatory Fees

Report date	May 14, 2018
Findings	0

Biennial Parking Audit

Report date	December 13, 2019
Findings	0



Division of Business and Finance
Budget and Operations

UNIVERSITY BUDGET SUMMARY

General Operating Fund	2017-18	2018-19	2019-20	2020-21
State Support Allocation	\$115,826,232	\$126,690,932	\$140,015,432	\$131,838,000
Tuition Fees	\$93,884,750	\$94,725,000	\$91,500,000	\$83,158,000
Misc. Fee Revenue	\$13,343,092	\$17,079,994	\$17,101,629	\$16,398,462
Other Revenue & Adjustments	N/A	N/A	N/A	\$6,939,000*
Total Budgeted Revenues	\$223,054,074	\$238,495,926	\$248,617,061	\$238,333,462

*Prior to 2020-21, the campus budget plans did not include cost recovery or retirement adjustment amounts

GENERAL OPERATING FUND EXPENDITURES | <https://csuchicoca.opengov.com>

	2017-18	2018-19	2019-20
Academic Affairs	\$138,801,037	\$141,075,404	\$142,616,874
Business and Finance	\$32,036,157	\$33,291,353	\$32,196,888
Student Affairs	\$20,010,023	\$19,172,200	\$21,362,238
University Advancement	\$6,479,175	\$7,009,805	\$6,943,309
President	\$1,157,571	\$1,418,335	\$1,616,047
Total	\$198,483,963	\$201,967,097	\$204,735,356

Held Data Warehouse Trainings and Created Process Guide

Data Warehouse reports allow CSU, Chico staff to create, filter, organize, and view revenue and expense transactions posted to their department. Reports are useful for analyzing historical data as well as tracking, maintaining, reconciling, and reporting budgets. Over the past 12 months, to assist campus users in customizing CFS Data Warehouse reports to fit their specific needs, the University Budget Office (UBO) facilitated the following:

- 8 group trainings for AA/S and ASCs
- Approx. 10 individual Data Warehouse trainings
- Approx. 10 individual Budget Tool trainings that introduced Data Warehouse
- 4 Zoom trainings since telecommuting work began
- 1 CFS Data Warehouse training PowerPoint

In addition, UBO continues to deliver budget tool training, which introduces the benefits of the CFS Data Warehouse.

Student Fee Documentation

Student Fees consist of a systemwide State Tuition Fee and various campus mandatory fees that students must pay to enroll in the University. All student fees must have some form of documentation which is dependent on when the fee was established or changed. Our office has worked to organize these documents in a way that gives a clear view of how our campus has established the authority to charge these fees.

- Digitized 20 years of student fee documentation
- 6 detailed timelines outlining the progression of all our mandatory CAT II fees
- Tracked revenue and expenditures for our approx. 120 campus fees
- Posted a Student Fee Index listing all 120 fees on our website

Budget Oversight Meetings

In accordance with ICSUAM 2002.00, Budget Oversight meetings were established during the 2017-18 fiscal year. The chief financial officer continues to meet quarterly with each division. Twenty meetings took place in 2019-20.

Division of Business and Finance
Business Information Technology Services

Service Tickets	2017-18	2018-19	2019-20
# of tickets	381 ¹	694	696
# of tickets resolved	354	707	675
% of tickets resolved	93%	101% ²	97%

Service Tickets during COVID-19³	2019-20
# of tickets	139
# of tickets resolved	149
% of tickets resolved	107% ⁴

¹ Service ticket tracking began mid-year

² Carry over from the previous year

³ Between March 24-June 30, 2020. Initial contacts for support were primarily by phone. TDx tickets were not opened

⁴ Over 100 percent due to tickets opened prior to the COVID-19 pandemic and resolved during

2018-19 Computer Refresh Summary

- 54 desktop PCs
- 1 Microsoft Surface Pro tablet
- 70 monitors
- 5 laptops (3 traditional laptops, 2 Microsoft Surface laptops)
- 25 Visio 2019 licenses
- Wide variety of peripherals replacements (power strips, cables, speakers)

Business Information Technology Services Achievements

B & F–Hyland Project Progress

- Risk Management: paper to electronic form utilization, development for field trips and health permits
- HR Scan and Store: paper document capture and store in Perceptive Technologies
 - Paper recruitment files 100 percent scanned and stored—all available electronically now
 - Payroll files 50 percent scanned and stored (completion targeted for the end of March 2021)—ongoing Payroll processed paperwork is being scanned, linked, and is now available for access electronically

HR Performance Evaluations–System and Data

- System: maintaining data in PeopleSoft rather than Access database. HRSC upgraded the Performance Evaluation System and tracking from its current home in Microsoft Access to PeopleSoft-HR. BITS and HRIS provided support and data auditing throughout this migration. New table and fields to local data warehouse (RDS and New environment for Cognos).
- Reporting: developed evaluation reports that allowed better visibility of performance evaluation data—for internal (PDEV) and HR partners utilization

University Police Department Body-Worn Cameras–Axon

- BITS provided set up, configuration, and support throughout the project in partnership with the chief and commander

Division of Business and Finance

Business Services

Bus Reservations	2016-17	2017-18	2018-19	2019-20
Field trips completed	486	348	658	551
Miles traveled	31,403	37,639	30,186	24,866
Passengers transported	21,193	56,418	42,842	64,691

Mail Services	2016-17	2017-18	2018-19	2019-20
# of mail pieces inbound received	286,350	253,350	242,400	207,550
# of mail pieces outbound sent	170,892	173,922	144,958	113,678
# of intercampus pieces delivered	*	77,951	55,420	34,600
# of mail delivery locations	*	*	183	147
Total miles driven during fiscal year	3,361	3,475	3,531	3,504
Miles driven-gas powered	2,083	2,073	2,045	2,202
Miles driven-electric powered	1,278	1,402	1,486	1,302
Miles driven-gas %	62%	60%	58%	63%
Miles driven-electric %	38%	40%	42%	37%

Shipping/Receiving	2016-17	2017-18	2018-19	2019-20
Packages inbound received	46,175	45,278	41,531	31,927
Packages outbound sent	3,770	3,883	4,102	3,964
Shipping delivery locations	*	*	289	289
Total miles driven during fiscal year	3,261	3,131	3,338	2,450
Miles driven-gas powered	1,650	2,051	2,234	1,721
Miles driven-electric powered	1,611	1,080	1,104	729
Miles driven-gas %	51%	65%	67%	70%
Miles driven-electric %	49%	35%	33%	30%

Property Management	2016-17	2017-18	2018-19	2019-20
# of state assets tagged	1,362	1,073	1,131	1,095
State assets tagged overall value	\$3M	\$2.7M	\$2.6M	\$2.4M
# of state assets retired	3,904	842	1,030	1,057
State assets retired overall value	\$5M	\$2.9M	\$3.1M	\$2M
# of items inventoried	2,152	3,199	2,380	1,747
# of items sold	*	*	250	169

*Not tracked this fiscal year

Division of Business and Finance
Environmental Health and Safety

Injuries	2017-18	2018-19	2019-20
Injury rate	1.88	2.0	1.29
Lost time due to injury (days)	1,779	1,006	256
# of days without injury	41	43	52
# of injuries (not including first aid)	37	43	51
Total EHS Training Courses			
# of training courses			76
# of attendees			7,760
COVID-19 EHS training courses ¹			
# of attendees			1,181

¹Breakdown from the total



Division of Business and Finance
Facilities Management and Services

Design and Construction	2017-18	2018-19	2019-20
Projects in Planning/Programming Phase	*	18	15
Projects in Design Phase	*	10	13
Projects completed or in construction	*	27	27
Value of projects completed or in construction	*	\$104.31M	\$107.91M
Total Projects Assigned		55	55

Deferred Maintenance	2017-18	2018-19	2019-20
Outstanding deferred maintenance	\$350M	\$348M	\$350M

% PM Compliance	*	73%	63%
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Service Requests	Work Orders	Completed	Completion
2019-20 service requests	1,223	1,047	86%

2019-20 Work Orders

Work Order Analysis by Type	Issue Qty	Completed	% Completed	Avg Duration to Complete
Corrective	5,147	4,538	88%	21 days
Deferred maintenance	199	136	68%	39 days
Event	396	396	100%	42 days
Routine repair	51	49	96%	22 days
Preventative maintenance	4,849	3,976	82%	52 days
Service request	1,223	1,047	86%	27 days
Total Projects Assigned	11,855	10,142		

2018-19 Work Orders

Work Order Analysis by Type	Issue Qty	Completed	% Completed	Avg Duration to Complete
Corrective	6,355	5,544	87%	20 days
Deferred maintenance	82	49	60%	59 days
Event	733	668	91%	27 days
Routine repair	54	39	72%	21 days
Preventative maintenance	4,542	3,634	80%	47 days
Service request	1,693	1,402	83%	25 days
Total Projects Assigned	13,459	11,336		

*Not tracked this fiscal year

Division of Business and Finance
Facilities Management and Services

2019-20 Customer Satisfaction Survey

Customer Satisfaction

Average Response 20%	Communication	Quality	Timeliness	Overall
4-Very Satisfied	76%	88%	79%	82%
3-Satisfied	15%	4%	11%	12%
2-Dissatisfied	4%	2%	6%	2%
1-Extremely dissatisfied	5%	3%	4%	3%
0-No response	0%	2%	0%	2%

2018-19 Customer Satisfaction Survey

Customer Satisfaction

Average Response 20%	Communication	Quality	Timeliness	Overall
4-Very Satisfied	67%	84%	76%	75%
3-Satisfied	18%	7%	12%	15%
2-Dissatisfied	4%	0%	6%	5%
1-Extremely dissatisfied	10%	3%	5%	2%
0-No response	4%	5%	3%	5%

COVID-19 Response

FMS played a vital role in the preparation of staff, faculty, and students to return to campus after the COVID-19 closure. FMS sanitized high traffic areas (entrances, hallways, elevators, lobbies, etc.), provided hand sanitizer in prominent locations, installed plexiglas barriers, ensured restrooms stayed operational and stocked, cleaned classrooms, offices, and workspaces once per day following CDC guidelines, hand airdryers in bathrooms were rendered inoperable, and signage was placed throughout campus. In addition, FMS provided increased outside airflow in buildings where possible and upgraded air filters on campus to a minimum MERV 13 rating per COVID-19 recommendations. Every department in FMS was involved in preparing for the campus to re-open.



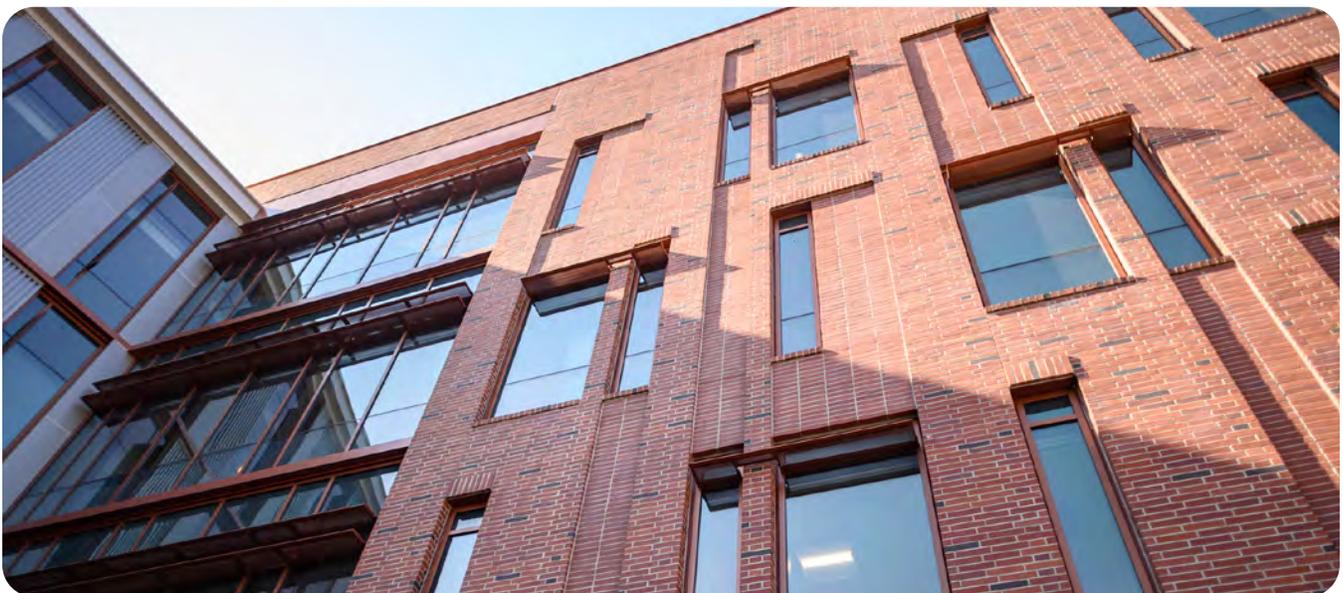
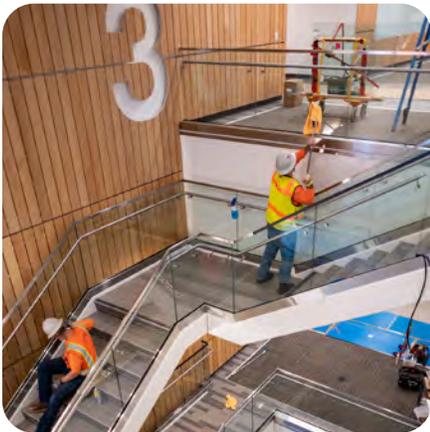
Facilities Management and Services Achievements Capital Projects

Wildcat Switchgear Building (WSB) Update

What is the WSB? This \$7.7 million project is the heart of campus, housing equipment that distributes power to the campus core. The old equipment was outdated, and its replacement was vital to ensuring campus power needs are met.

New Science Building

The science building project site has been very active throughout this last year. The exterior windows and brick work have been finished and the metal panels are nearing completion. The exterior hardscapes and final landscaping are taking shape. Contractors are hard at work completing the interior finishes, finalizing casework, and setting up lab tables. The electrical and mechanical testing has begun. Building move-in began in the middle of November in preparation for the spring 2021 semester.



Whitney Hall Main Electrical Gear | April 29, 2019–September 1, 2020

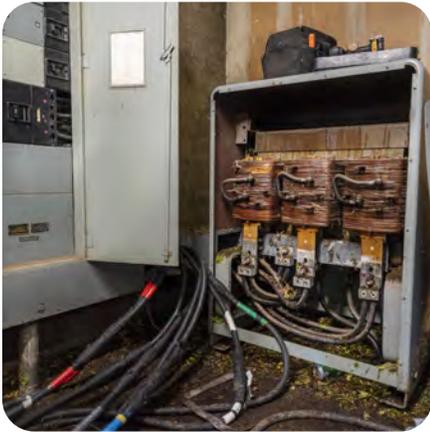
Current Project Cost: \$2.3 million—replacement of select electrical equipment that was compromised on April 2, 2019, due to flooding in the basement of Whitney Hall.

In June 2019, we began design services with the intent of developing a replacement design that provides a code-compliant installation and higher level of resiliency against future flood events. Construction began in April 2020, starting with preparations for new electrical gear through the installation of underground raceway and exterior equipment pads. Equipment installation, testing, and inspections successfully completed in time for the move in late 2020.

Whitney Hall Basement Flood Project | May 20, 2019–September 27, 2019

Project Cost: \$1 million—complete restoration of the flood-damaged basement and first floor of Whitney Hall.

Once abatement was completed the following items were replaced or repaired: walls, bathrooms, cabinetry, flooring, doors, electrical and telecom, drywall including new texture and paint.



Wildcat Recreation Center (WREC) Basketball Courts | Completion: August 29, 2019

Project Cost: \$600,000—replacement of the entire WREC basketball court flooring after severe rain damage occurred on April 2, 2019.

In collaboration with the AS, WREC, Rec Sports, and FMS Design, the entire basketball court flooring was replaced. With some of the flooring that could be salvaged, FMS Trades made 200 corn hole boards that were used in CSU, Chico’s attempt to break the world record of the most people playing corn hole simultaneously on October 25, 2019.

Master Plan Update

As the University completed the physical Master Plan, the next step was the Environmental Impact Report (EIR) to comply with the California Environmental Quality Act (CEQA). This has involved working with Dudek, an environmental planning firm, to analyze the environmental impacts of the build out of the Master Plan over the next decade and beyond and identify ways to avoid or reduce the impacts.

Staff Spotlight

Facilities Management and Services Boiler-Chiller Plant Operators

Operating engineers at the Boiler-Chiller Plant ensure that the campus has cost-effective heating and cooling 24 hours a day throughout most of the year. Examples of how they accomplish this are **1)** turning unoccupied buildings off at the end of the day, **2)** charging the thermal energy storage tanks at night when electricity is significantly less expensive, and **3)** utilizing outside air when the temperatures are mild. Their duties require creative problem solving to determine the best approach to changing weather patterns and evolving academic needs. Electricity rates continue to rise and operator efficiency becomes more important each year.

During the first nine months of FY 2019-20, prior to COVID-19, the operators successfully reduced energy consumption for a \$96k savings and reduced demand for a \$51k savings compared to consumption the previous year using the identical rates. Once the COVID-19 shutdown occurred, our team showed significant savings due to campus closure with approximately \$440k. While reducing consumption requires a campuswide commitment, either due to closure or efficient use of buildings, the operators also deserve much of the credit for balancing the electrical load and ensuring buildings are run efficiently. Aside from the financial impacts, the combined efforts and circumstances used 3,599,574 kWh less energy than the previous fiscal year, a reduction of 16.7 percent. This also supports our strategic goals by reducing our greenhouse gas carbon emissions by an estimated 470 metric tons of carbon dioxide equivalent.

Special thanks to all Boiler-Chiller Plant operators:

Michael Ariza, Eric Fleming, Jose Martinez, Joseph Turri



Division of Business and Finance

Financial Services

Procurement and Contract Services	2017-18	2018-19	2019-20
Campus Marketplace transactions	1,880	2,386	2,031
Campus Marketplace dollars	\$609K	\$957K	\$959K
Amazon Business transactions ¹	*	*	489
Amazon Business dollars	*	*	\$156K
Goal vs. Actual % small business purchases	25% 24%	25% 15.5%	25% 19%
Goal vs. Actual % DVBE ² purchases	3% 7%	3% 7%	3% 8%
Goals vs. Actual procurement savings	*	*	\$550K \$1.12M

¹ Amazon Business program began FY 2019-20

² Disabled Veteran Business Enterprises

*Not tracked the previous years

Accounts Payable	2017-18	2018-19	2019-20
Electronic payments	12%	13%	15%
Employee travel requests approved	3,012	2,787	2,314

Student Financial Services	2017-18	2018-19	2019-20
Total federal aid drawdown	\$96.5M	\$94.4M	\$98.7M
Short-term loans processed	1,278/\$671K	1,387/\$701K	973/\$493K
Student refund direct deposits	62%	72%	81%
Student fees collected	\$150M	\$149M	\$145M
Student fees collection rate	99.7%	99.7%	99.8%

Financial Services Achievements

Finance Data Warehouse Project Update

A highly technical and complex project being led by Michelle Korte in collaboration with IRES to convert two financial databases into a comprehensive and improved local data warehouse. At the end of this fiscal year, the project is around 60 percent complete. The project also includes Cognos report development for new campus user reports and training to all users. Report development is in the very beginning stages, and some reports were developed and used for fiscal year-end close reconciliations.

Concur Project Update

The campus began the process of implementing the Concur Travel and Expense software in fall 2018. Our campus was integral in the process of implementing this shared instance of Concur and now involved in the onboarding process for additional CSU campuses.

During the 2019-20 fiscal year,

- all employee travel (2,145 active employees) was migrated to this online platform and student/guest travel is on the horizon to be integrated into this electronic environment in 2020-21
- 67 training sessions were hosted for campus participants

By the time travel resumes, we should be ready to leave the paper travel process behind us!

Concur Travel Card Activity	2018-19	2019-20
Individual campus travel cards	\$160,354	\$267,978
Travel management company	\$41,279	\$47,595
Total	\$201,633	\$315,573

A 57 percent increase between the years, even with reduced travel due to COVID-19 at the end of the 2019-20 year.

Student Financial Services

Student Success Initiative–implemented a tool that allows SFIN to text students who are at risk for being dropped for non-payment. This has been an effective way to reach students and the response rate has been great.

Procurement Update–P2P Teams, CSU Buy, and Campus Savings

The CSU, Chico procurement specialists have been settling in with their assigned colleges and units and are working to get in step with their unique needs and timelines. Some of the highlights of systems and efficiencies are as follows:

- Implemented Amazon Business for Chico, which provides contracted pricing and free two-day shipping for all users. This eliminates the need for Amazon Prime accounts. Additionally, as part of this rollout system users designate a charity, The University Foundation at California State University Chico, which automatically receives a donation from Amazon as a percentage of spend for eligible items
- The CSU systemwide savings/benefit goal for the FY 2019-20 was \$20 million. CSU, Chico’s portion of that was \$550,000. We are pleased to report that Chico’s saving/benefit achieved came in at \$1,122,086. A whopping 104 percent over target! On the systemwide front, the CSU procurement savings/benefit goal for FY 2019-20 was \$20 million. As a system, Procurement was able to achieve \$47million in benefit! Procurement professionals in the CSU System are making a difference for our students, faculty, and staff
- Implemented the systemwide CSUBuy online ordering system, replacing the Campus Marketplace

COVID-19 Financial Services Responses

In responsiveness to COVID-19 and working virtually, the following procedural changes benefited the campus and our internal department staff (FAR/AP, PURC, SFIN):

FAR/AP

- MOVE it–an implemented systemwide tool to securely submit forms to AP in an electronic manner for (1) Direct Deposit form and (2) supplier/vendor forms
- Charge Auth Forms (CAF’s)–fillable forms that are completed and sent in an electronic manner
- Journal Entries–all supporting documentation kept electronically and attached in CFS (no more walls of binders)
- AP Invoices using Box–created a workflow of folders in Box for campus departments to pass approved invoices to AP
- GAAP Audit Process–converted a very paper-based process to completely virtual where all journals, workpapers, and review work is done electronically

PURC

- Staples Home Office Purchasing–implemented as a tool for working virtually
- Implemented Adobe Sign for e-signatures for PO’s and contracts with auto storage to either Box or Perceptive Content
- Implemented Perceptive Content for electronic storage of purchase orders

SFIN

Implemented a change that automates the end of day jobs of our payment processor, Cashnet. This was a manual process before and had to be done during business days and hours. With the efforts of SFIN, BITS, and FAR, the new automated process saves staff time in SFIN and allows for student payments to process to student accounts later into the day and on weekends. This change maximizes cash flow and allows for more timely hold resolutions for students.

Staff Spotlight

Accounts Payable Travel



Melissa Taylor, Interim Director, Financial Accounting and Reporting

CSU, Chico became involved in the systemwide project to implement the Concur Travel and Expense (CTE) online platform back in January 2017, and Financial Accounting and Reporting Interim Director Melissa Taylor has been leading the project from the beginning. Working in unison with seven campuses, she's played an integral part in the design, testing, and workflow, as well as onboarding of employees and training for the campus.

On campus, Taylor began migrating users to the new CTE software in fall 2018, and due to the COVID-19 pandemic and related travel restrictions, she and her Accounts Payable team have now migrated all campus divisions to the online platform. To date, 2,145 active state employees are provisioned into CTE, with the next phase being to incorporate student and guest travel, which is an important need for campus departments.

CTE has brought countless efficiencies to our campus through its online processes. With over 3000 travel claims per year now paperless, the online format allows faster processing of travel forms, approvals, mobile accessibility, email reminders, and 24-hour online booking and reporting. It was Taylor's leadership, functional and technical expertise, and constant strive for process improvements and efficiencies that made CTE a reality, not only for Chico State, but for all the CSU campuses.

Employees from other CSU campuses share their thoughts on Melissa Taylor and the CTE project.

"Melissa has been an integral part of the Concur project since day one. When the main IT support person from another campus was moved off the program, Melissa stepped in to ensure that the project kept moving forward, and without her, the project would not have been such a success! She is especially talented at getting a diverse group to come to a consensus. Not only is she so good technically, she works harder than anyone I've ever known."

–Becky Lappin, CSU, Bakersfield

"Melissa's unique perspective from many years with CSU and understanding the need to move towards electronic processing of employee travel claims contributes to selflessly giving of her time to spearhead the Concur implementation project. She continues to incorporate the needs of each campus to ensure all desires are met. Her ability to articulate the end-to-end process is indescribable. Also, it is much appreciated by those of us who do not have the luxury of having many years of CSU experience."

–Ann Avery, CSU, Office of the Chancellor

"I met Melissa almost 12 years ago! From the very beginning I was impressed with her knowledge and drive. Even though we're at different campuses, she remains an excellent resource not only to me, but to the entire CSU. She consistently shows dedication to learning new developments and is an expert in existing processes. She takes on lead roles for the betterment of her campus and the system. Without Melissa's involvement with the Concur project, we would not have made the strides we have to date. Melissa is an asset to the Concur project because of her combined institutional knowledge and ability to work collaboratively with other campuses and Chancellor's Office."

–Tawny J. Fleming, Humboldt State University

Division of Business and Finance
Human Resources Service Center

Recruitment Data

Staff Recruitment	2017-18	2018-19	2019-20
Total number of new hires	160	171	182
Applicants	4,162	3,859	3,113
Promotions	60	53	82
Positions filled with current staff	*	31%	45%
Temporary to probationary/permanent conversions	*	*	47

*Not tracked the previous years

Recruitment Pool Diversity

Ethnicity	2018-19	2019-20
American Indian or Alaska Native	26 (0.7%)	21 (0.67%)
Asian ¹	276 (7.2%)	194 (6.23%)
Black or African American	164 (4.2%)	110 (3.53%)
Native Hawaiian or other Pacific Islander	13 (0.3%)	15 (0.48%)
White	2284 (59.2%)	1795 (57.66%)
Hispanic or Latino	705 (18.3%)	689 (22.13%)
Identified ethnicity as two or more	197 (5.1%)	123 (3.95%)
Unreported	194 (5.0%)	166 (5.33%)

¹ Includes Chinese, Filipino, Japanese, Korean, Laotian, Cambodian, Vietnamese, and unspecified Asian ethnicities

Professional Development

Training Programs and Counseling Sessions	2017-18	2018-19	2019-20
Campus workshops—overall attendance	2,622	1,752	1,697
Campus workshops—total offerings	396	192 ¹	272
Camp Fire counseling sessions offered	*	20	6
COVID-19 departmental counseling sessions offered ²	*	*	17
COVID-19 departmental counseling participants	*	*	279

¹ Transitioned to a new CSU learning management system, CSU Learn

² Virtual sessions

*Not tracked the previous years

Fee Waivers	2017-18	2018-19	2019-20
Fee Waiver processed total	529	499	493
CSU employees # (%)	147 (28%)	146 (29%)	126 (26%)
Dependents # (%)	382 (72%)	353 (71%)	367 (74%)
Fee Waiver value total	\$358,055	\$377,580	\$309,232

Classification and Compensation

IRP/Classification reviews	2017-18	2018-19	2019-20
In-range progressions completed	44	44	59
In-range progressions recommended	72%	76%	83%
In-range progressions average days to complete	46	47	61.6
Classification reviews completed	50	37	38
Classification reviews approved	96%	97%	87% ¹
Classification reviews average days to complete	75.4	89.4	92.6

¹13.2% converted to IRP

Benefits

Enrollments/Dis-enrollments–Total Covered Lives (TCL)

Health plan	3,790
Dental plan	3,940
Vision plan	4,137
Life	1,618
LTD	1,074
HCRA/DCRA	102/24
FERP vision enrollments	63
FlexCash	72

COBRA

Initial COBRA notices	197
COBRA notifications	273

Employee Retirements Processed

Retirements processed	96
Retirement meetings	136
Retiree dental enrollments	106
Retiree COBRA notifications	106

Other

Customer service interactions ¹	2,200
Benefits orientations/onboarding	47 (112 employees attended)
Benefits meetings	75
Open Enrollment workshops	10 (200+ employees attended)

¹ Includes TSA, retirement, benefits questions, meeting with candidates, phone calls, etc.

Special Projects

Retirement seminars	2
Employees attended the fall retirement seminar workshops	46
Spring retirement seminar workshop cancelled due to COVID-19	0
Coordinated CalPERS one-on-one appointments	12 (109 employees attended)
Open Enrollment workshops	10 (202 employees attended)
Monthly Fidelity and Savings Plus Program one-on-one appointments	15

Total Number of Active Employee Enrollments

Health	1,534 (not including dependents)
Dental	1,559 (not including dependents)
Vision	1,770 (not including dependents)

Leave of Absences

CSU, Family Medical Leave (FML)

Notices of Eligibility	113
FML Designation	88 approved/4 denied

Catastrophic Leave Program

Employees in need of donations	17
Number of donors	82
Number of hours donated	2,317

Workers' Compensation

Workers' Compensation injuries/illnesses	51
Record-only reports	12
Number of days without injury (longest)	38

Staff Action Forms Processed

Created in HR	491
Reviewed and processed in HR	897

Human Resources Service Center Achievements

1. Transition from LiveScan to Accurate Background Project.

The system used to conduct background checks for student employees and volunteers was transitioned from LiveScan to Accurate Background. In addition, an electronic ticketing system was developed to streamline the background check request process. Benefits of this transition include a) a decreased turnaround time for background check results which in turn shortened the time to hire, b) the elimination of the barriers to conducting background checks for out of state students/volunteers, and c) decreased costs to departments and to the campus as a whole. Estimated annual savings to campus \$15,000-\$20,000.

Completed and communicated to campus in July 2020.

2. Performance Evaluation Data transitioned to PeopleSoft.

Absent a performance evaluation tracking system, an Access database was developed many years ago in HRSC to track evaluation due dates and completion dates. While the database was useful, campus managers had no ability to access reports and the data within the system was riddled with problems. The purpose of this project was to transition employee performance evaluation data into PeopleSoft, correct erroneous data, and to develop a reporting tools for managers. This project was broken down into three phases.

- **Phase 1:** Data Transition and Ensuring Data Integrity. **Completed in October 2019**
- **Phase 2:** Internal Reports Development, Reports for HRSC and HR partners are now available in Insight. **Completed in February 2020**
- **Phase 3:** Manager/Lead Access to Evaluation Data via Cognos, to be complete in collaboration with IRES and BITS. **Pending Cognos reporting availability**

Currently, PDEV and Labor Relations units can run reports, as well as each division HR partner. Campus departments can work through their HR partner or PDEV to request reports. Reports now include division and departmental information directly from PeopleSoft. Finally, the process time to run a report for distribution is minutes, rather than hours or days.

3. Position Description Library (My Job) launched.

The position description library provides managers access to view and download staff position descriptions. The library contains the current position description for active staff and management employees and is updated on a regular basis. The library is located at myjob.csuchico.edu.

Completed and communicated to campus in April 2020.

4. Transition from JobElephant to Careers in Government.

HRSC recently transitioned our external advertising vendor from JobElephant to Careers in Government. Not only was this change seamless to our users, it has allowed us to cast a wider net in our advertising to help broaden our applicant pool, foster search strategies that support diversity and inclusion, and it has resulted in a significant savings to campus (approximately \$11,000 annually). JobElephant and Careers in Government specialize in recruitment (job posting) advertising. Using automated technology, both organizations download Chico State job postings directly from our PeopleAdmin site and post them to contracted online job boards. Careers in Government, however, also affords us the opportunity to showcase our campus through a customized landing page for job seekers including the ability to add a video inviting applicants to come work for us. Please visit the Careers in Government California State University, Chico site to view our current landing page, which is a work in progress.

- **Phase 1:** Launch the new site. **Completed in July 2020**

- **Phase 2:** In collaboration with Creative Media and Technology, University Communications, the Office of Academic Personnel, and the Office of Diversity and Inclusion a video highlighting Chico State as a premier employer will be developed. **This phase is on hold during the COVID-19 pandemic**

5. Professional Development Center Project.

The project was initially stalled due to staff efforts being diverted to the learning software system transition to CSU Learn. Shortly after the installation and validation of the CSU Learn system, COVID-19 impacted campus operations. Our goal is to launch this project once again upon our return to campus.

- **Phase 1:** Feasibility. In this initial phase we conducted an informal survey from a small group of stakeholders to gather their ideas. Input was received from: AAS/SME group, Provost Academic Council (PAC), Student Affairs Leadership Team (SALT), Union Representatives in CSUEU, APC, and Teamsters, University Development (Pam Hollis and Evelyn Buchanan), University Staff Development Programs (USDP) Advisory Committee, and the Vice President for Business and Finance Cabinet. **Completed**

- **Phase 2:** Campus Consultation—a survey was drafted but not sent to campus for input. **Incomplete**

- **Phase 3:** Action Plan and Implementation. **Incomplete**

6. Management Training Program—Lead6.

Under the leadership of Vice President Ann Sherman, all campus managers (MPP) were invited to find out more about leadership expectations and guidance. During each session, more than 90-100 campus leaders attended. Each session focused on one of six leadership duties. Training sessions included special speakers and interactive activities. Bev Gentry, professional development, served a vital role in this new MPP program.

7. Transition to CSU Learn.

Supported transition to CSU Learn for compliance coursework, assignments, and professional development tracking. **Completed in January 2020.**

8. Cal Employee Connect (CEC).

CEC is a tool provided by the State Controller's Office that allows current and former state employees 24/7, safe and secure access to view their earnings statement (including direct deposit advices and W-2). Becky Cagle and the HRSC payroll department recognized the value and volunteered to pilot the program. Once adopted systemwide, HRSC payroll began a campuswide initiative in November 2019 to encourage participation. Aside from the Chancellor's office, Chico State has the highest adoption rate in the CSU system (47.55 percent in June 2020).

9. HRSC COVID-19 Pandemic Response.

All members of the HRSC team were instrumental in transition from face-to-face customer service to remote service. Below is a list of some of our accomplishments.

- Service on the Emergency Operations Team (HR/Personnel Section Chief)
- Created and implemented online COVID-19 Leave Request process (faculty and staff)
- Testing, development, documentation, and communication of Absence Management tool for COVID-19 leaves
- Virtual EAP offering to assist with mental health struggles because of COVID-19
- Townhall meetings, Monthly Manager/Chair Q&As sessions, COVID-19 Leave Information Sessions
- Development of HRSC COVID-19 website and FAQs
- Developed COVID-19 Manager Training program
- Development of virtual onboarding for new hires (staff, faculty, students)
- Scheduled condensed Labor/Management Committee meetings every other week to ensure regular communication with unions regarding COVID-19-related matters
- Managed increase in unemployment applications
- Transitioned to Zoom retirement information sessions
- Improved PS-HR security authorization form process-moved to completely electronic process
- Continuation of on-campus HRSC front desk assistance



Staff Spotlight

Human Resources Information Systems



Dana Shepherd, HRIS Technician

The campus strategic priorities of Resilient and Sustainable Systems where Dana Shepherd's efforts have been focused over the last year. She consistently strives to improve the operations of Human Resources so that we improve the way we serve the campus community. Two specific examples are **1)** how she led a team to streamline and improve the offboarding process, and **2)** how she partnered with BITS and Payroll to improve the efficiency of specific Payroll processes utilizing macros in the SCO/PIMS system.

Through strategic and incremental business process improvements, Shepherd has led the Human Resources Service Center working team to improve the offboarding process. After many discussions and communications with stakeholders from all service center areas of campus, the process is now more efficient, effective, and sustainable. We now have a completely virtual process for offboarding state employees that is clearer, meets legal requirements, and includes a more efficient reconciliation process.

Shepherd never hesitates to participate or take the lead when an opportunity to help improve a process presents itself. One area that the Payroll office had identified as an untapped tool was macros for PIMS entry. She was instrumental in coordinating with other campus experts, documenting the process for CSU, Chico, partnering with BITS to develop and test the macros, and working with the Payroll office to utilize these where possible. Using these macros has literally saved the Payroll office hundreds of hours of manual data entry into the State Controller's Office Payroll system. Opportunity for utilizing macros continue to be identified, and Shepherd jumps at the chance to help the Payroll office whenever she can.



Gretchen Tousey, HRIS Technician

The campus strategic priority of Equity, Diversity, and Inclusion is where Gretchen Tousey shines and where she consistently helps HRSC shine. She ensures that HR's outward-facing efforts towards accessibility and compliance on our website, documents, and forms are met. Accessibility is a primary concern for Tousey, and she consistently keeps us aware of how we can do better. She has offered trainings to the HRSC department on many specific ways we can all improve the accessibility of documents and information we generate. Tousey's efforts towards making the HR website accessible is one of the single greatest (and often unrecognized) efforts that have increased the ways in which our campus delivers equity, diversity, and inclusion.

One example in which Tousey has demonstrated her exceptional work is the HR COVID-19 informational webpages. She quickly created and maintains the COVID-19 resources pages and established our virtual services webpage and call outs. She made this a top priority, rapidly responding to requests while never letting accessibility fall off to the back burner. The extremely fast rate which she remediated documents, updated constantly changing content, and provided stellar web site support both to HR and the EOC was second to none. Without her we would not have been able to get information out nor would it have been accessible.

Division of Business and Finance
Risk Management

Risk Management	2017-18	2018-19	2019-20
# of insurance certificates processed	398	443	702
# of field trips reviewed	600	720	942
# of students participated in field trips	9,000	10,800	14,130
# of specialized coverages secured (FTI, Inland Marine, APD)	*	170	211
# of University events reviewed	*	42	25
# of document requests processed (Public Records Act)	48	54	42
#of documents produced	18,585	5,273	4,548
# of driving records reviewed	756	565	334
# of claims experienced	2	5	14

*Not tracked this fiscal year

Division of Business and Finance
Staff Council

49th Annual Staff Council Awards

10-Year Honorees:	24
15-Year Honorees:	22
20-Year Honorees:	22
25-Year Honorees:	14
30-Year Honorees:	8
35-Year Honorees:	1
40-Year Honorees:	2

Joy of Giving program

The Yule Logs entertained the biggest crowd we have ever had at the reception at the farm pavilion. Each family received (in addition to their gifts from faculty/staff) a \$50 grocery gift card.

Families served: 49 in Butte County.

\$500 Academic Scholarship Recipients

Fall 2019	Amber Noel-Camacho
Spring 2020	Amanda Taylor

Staff Excellence Awards

We surprised all the winners via Zoom with President Gayle Hutchinson presenting awards virtually to all the winners.

Awards	# of Nominees	Winner
Customer Service Award	5	Jennifer Thayer
Wildcat Spirit	4	Paula Scholtes
Safety Award	2	George "Cliff" Chittenden
Employee of the Year	4	Jeff Layne

'Cats Caught Being Awesome was brought back in October 2019

Award Date	# of Nominees	Winner
October 2019	11	Jennifer McKee
November 2019	9	Jennifer Aceves
December 2019	11	Shawyna Abrams
January 2020	2	Ron Yates
February 2020	2	Christine Caldwell
March 2020	2	Kathy Williams
April 2020	8	Leah Railey
May 2020	1	Russell Taysom
June 2020	10	Allyson Bartley

Staff Council Coffee Cart

We served coffee to all staff in 12 of the 19 areas on campus. The remaining areas will be served once we are back on campus. Coffee was donated by Six Degrees Roasting. This was very well received—many gallons of coffee were served.

Ask Me! Tables—August 2019

- Served 1,522 students
- Locations that had 53 students stopping by to ask questions in one hour
- Staff, faculty, deans, chairs, professors, and some students volunteered
- Gave away 25 \$10 gift cards to the Wildcat Den
- Gave away 5 WREC goodie bags
- Gave away items from the Wildcat Bookstore



Division of Business and Finance

DHR, Title IX, and Clery

DHR/Title IX	2018-19	2019-20
Total referrals ¹	139	127
Formal accommodations	16 students	24 students
Investigations ²	30	16 new, 6 carryovers
Trainings conducted ³	23	41
DFEH/EEOC responses	2	2

¹ Title IX/DHR incidents

² Includes DHR, Title IX, CVCT, Whistleblowers

³ Related to Title IX and DHR, and Green Dot

Chico Speaks Climate Survey

In April 2018, CSU, Chico conducted a student climate survey, Chico Speaks, that focused on experiences and perceptions around various forms of interpersonal violence including sexual assault, dating and domestic violence, and related issues. The Final Report was published in October 2019 as part of Domestic Violence Awareness month activities. A campuswide forum was held in February 2020 to present the data and foster a dialogue about ways the campus can work to reduce prevalence rates.

Green Dot Bystander Education

Green Dot is based on the belief that power-based personal violence has no place in our community and that everyone has a role to play in its prevention. Campus roll out continues, and in response to COVID-19, the Green Dot bystander intervention program has made curriculum and delivery changes to meet the challenges of distance education. This will allow us to continue the mission of reducing sexual assault, dating violence, domestic violence, and stalking in our community while also reaching the communities where attendees are accessing the training.

Implementation of New Title IX Regulations

In May 2020, the Department of Education, Office of Civil Rights promulgated new regulations with respect to Title IX. The Title IX unit prepared campus personnel and implemented new processes to ensure compliance by the August 14, 2020 effective date.

Title IX/Clery Act Systemwide Collaborations

Our Title IX unit helped support some of our sister campuses with investigations for which there were on-campus conflicts and offered personnel support during times of turnover. We also received help from other universities with accommodations for students transferring between institutions. These efforts helped increase efficiencies within the system and support a more cohesive approach to serving our students throughout the system.

Similarly, our Clery director served as a co-chair of the Systemwide Clery and Campus Safety Council. The committee seeks to provide guidance, education, and advocacy for those responsible for campus safety, and the director also served on the interview panel for the recently hired systemwide Clery director. Again, these efforts promote efficiency and uniformity throughout the CSU System.

Division of Business and Finance
University Police Department (UPD)

Type of Incident	2017-18	2018-19	2019-20
Violent crime	13	16	22
Hate crime	0	1	0
Property crime	177	129	126
UPD incidents ¹	14,213	14,625	19,680
911 calls to UPD dispatch	2,224	1,140	1,072

¹Including officer initiated

Zero Incidents

- Zero incidents involving use-of-force by a police officer (that resulted in bodily injury or death)
- Zero citizen complaints against a police officer enforcement actions
- Zero racial profiling complaints made against the department’s police officers

University Police Department Achievements

UPD launched Tip 411 to engage with our community by giving the ability to the campus community to provide immediate, anonymous tips and information to help fight crime. The program started in December 2019 and has since received 21 tips.¹

UPD also launched a body-worn camera (BWC) program called AXON in February 2020. Each officer was issued a BWC and the video cameras offer transparency and accountability to the public. Police body cameras provide visual and audio evidence that can independently verify events.

UPD subscribed to Lexipol for UPD policy and training solutions in June 2020. Lexipol provides the only unified solution—content, policies, and training—for law enforcement agencies. Our law enforcement solution provides a full library of customizable, state-specific policies as well as thousands of hours of online learning content—all accessible 24/7.

¹Through the fiscal year, ending on June 30, 2020





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