



BUDGET TOWN HALL

DIVISION OF BUSINESS & FINANCIAL AFFAIRS

Broome Library 2325
November 17, 2017

Agenda

ORGANIZATIONAL OVERVIEW

- Strategy Map
- Organizational Areas
- Budget Summary
- Divisional Focus

UNITS and CORE FUNCTIONS

- Vice President
 - Internal Audit
- Financial and Budget Services
- Facilities Services
- Human Resources
 - Administrative Efficiencies Committee
- Procurement and Risk Management
- Public Safety
- Title IX and Inclusion
- University Auxiliary Services

ORGANIZATIONAL OVERVIEW

Division of Business & Financial Affairs

Organizational Areas

Facilities Services

Financial and Budget Services

Human Resources

Internal Audit

Procurement

Public Safety

Risk Management

Title IX and Inclusion

University Auxiliary Services

Site Authority

CI 2015-20 Strategic Priorities

1. Facilitate Student Success
2. Provide high quality education
3. Realize our future

Business & Financial Affairs Strategy Map

Business & Financial Affairs Strategy Map 2015-20

Mission	Vision
We transform the delivery of services through continuous improvement	We are the recognized leader for the delivery of outstanding services
Values: Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration	

Value to Our Customers

Provide responsive service that reflects value

Help to solve complex problems

Ensure the safety of our community

BFA Goals

Improve Operational Excellence

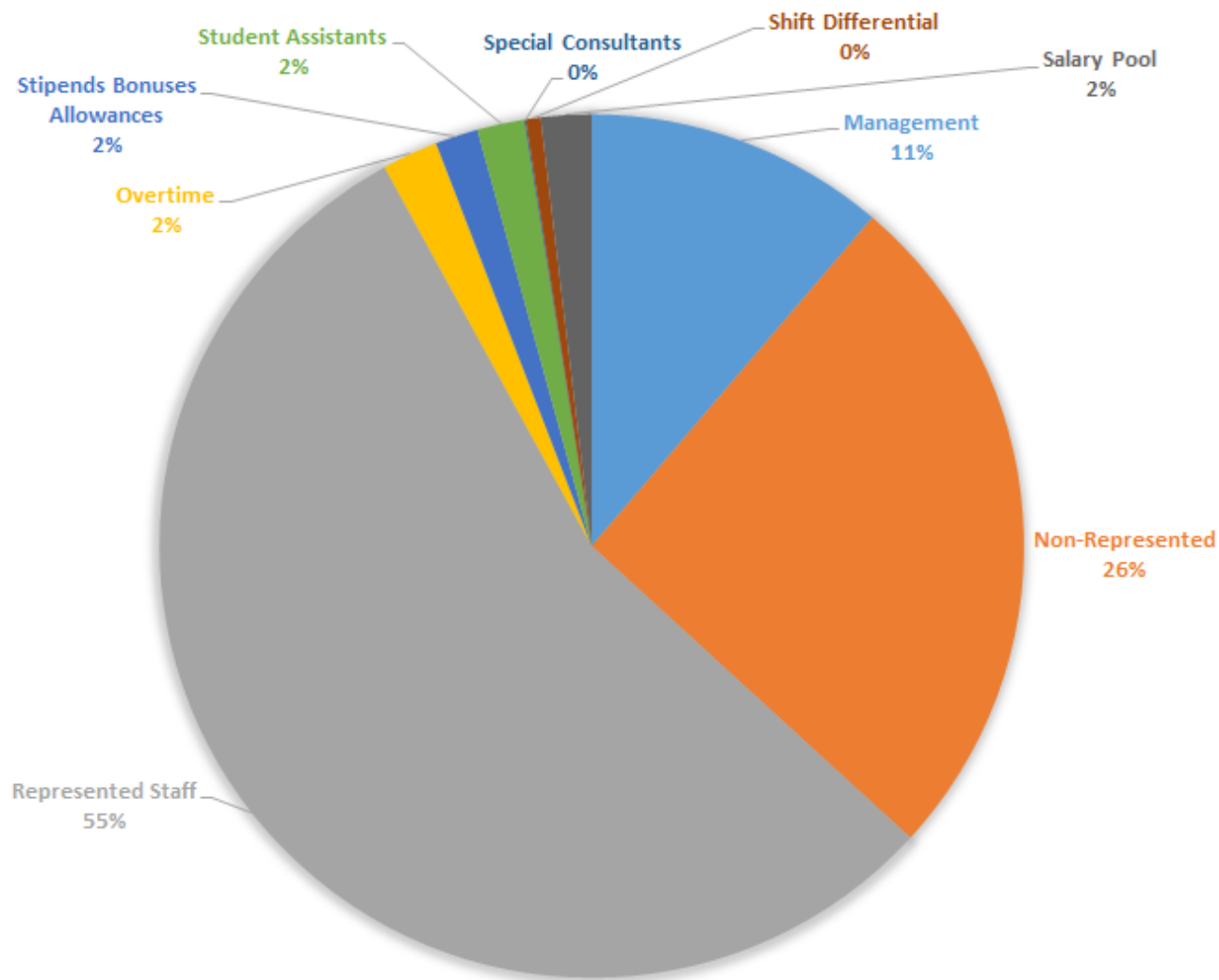
Attract and Retain a Diverse and Talented Staff

Enhance Resources

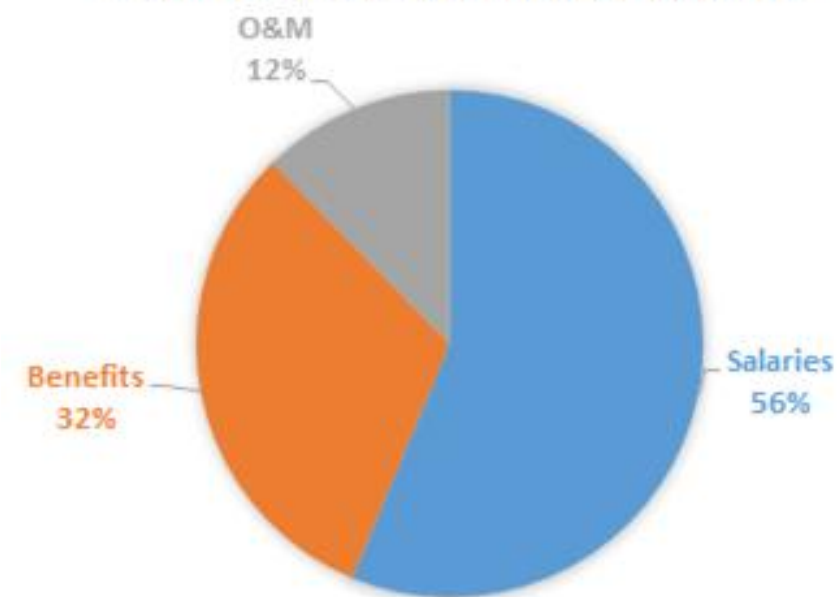
Enrich Communication

Budget Summary FY18

BUSINESS & FINANCIAL AFFAIRS DISTRIBUTION OF SALARY CATEGORIES FY18



DISTRIBUTION BY EXPENSE CATEGORIES



Budget Request Summary FY18

2017/18 Budget Request

Unit	Description of Request	Budget Requests		Final To University		Allocated Amount
		Amount	FTE	Amount	FTE	
Financial Services	Business Analyst	\$ 66,000	1.00			
Procurement	Admin Support/Mail Clerk/O&M	\$ 128,390	3.00			
Facilities Services	Tech/Admin/Two Mgmt/Custodian	\$ 375,928	6.00	\$ 71,473		\$0
Public Safety*	Chemical Hygiene/Laser Safety	\$ 92,500	1.00	\$ 92,500	1.00	\$0
Internal Audit	O&M	\$ 1,600				
Title IX & Inclusion	O&M	\$ 123,350		\$ 47,370		\$0
		\$ 787,768	11.00	\$ 211,343	1.00	\$0

*Highest divisional priority: Chemical Hygiene and Laser Safety position. Division will self-fund with one-time funds for 17/18 to mitigate safety risks.

Business & Financial Affairs Workplan Highlights 2017/18

Business & Financial Affairs

Divisional Focus

- **Financial Services**
 - Expand paperless processing and electronic checks
 - Enhance self-service solutions using web-based solutions
- **Internal Audit**
 - Develop and conduct campus risk-based audits
- **Title IX and Inclusion**
 - Launch the campus-wide Climate Survey
- **Human Resources**
 - Organizational Effectiveness Program
 - Convene Administrative Efficiencies Committee
 - Facilitate Lean Six Sigma projects and training
 - Develop guidelines and checklists to share with campus on routine processes
- **Facilities Services**
 - Increase operational hours to provide better coverage for 24/7 campus operations
 - Enhance web page information for regular updates to the campus on projects and activities
- **Public Safety**
 - Publish crime and incident information on an interactive webpage
 - Facilitate the recommendations of the Transportation & Parking study completed in the prior year
- **University Auxiliary Services**
 - Complete contracting next phase of the Site Authority 32-acre project
 - Support campus growth strategy using P3s to increase capacity

Workplan: <https://www.csuci.edu/vpbfa/vp-business-and-financial-affairs/dbfa-annual-report-and-work-plan-2017-18.pdf>

UNITS & CORE FUNCTIONS

Division of Business & Financial Affairs

INTERNAL AUDIT

Sonja Howe

University Internal Auditor

CI 2015-20 Strategic Priorities

1. Facilitate Student Success
2. Provide high quality education
3. Realize our future

Internal Audit

Strategy Map

Internal Audit Strategy Map 2015-20

Mission To transform the delivery of the university's internal audit services through the implementation of a continuously improving audit program.
Vision We are the recognized leader for the delivery of outstanding services
Values: Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration

Value to Our Customers

Provide responsive service that reflects value

Help to solve complex problems

Mitigate risk to the community

Internal Audit Goals

Improve Operational Excellence

Attract and Retain a Diverse and Talented Staff

Enhance Resources

Enrich Communication

- Improve customer service
- Prepare for growth
- Share expertise and services
- Succession planning

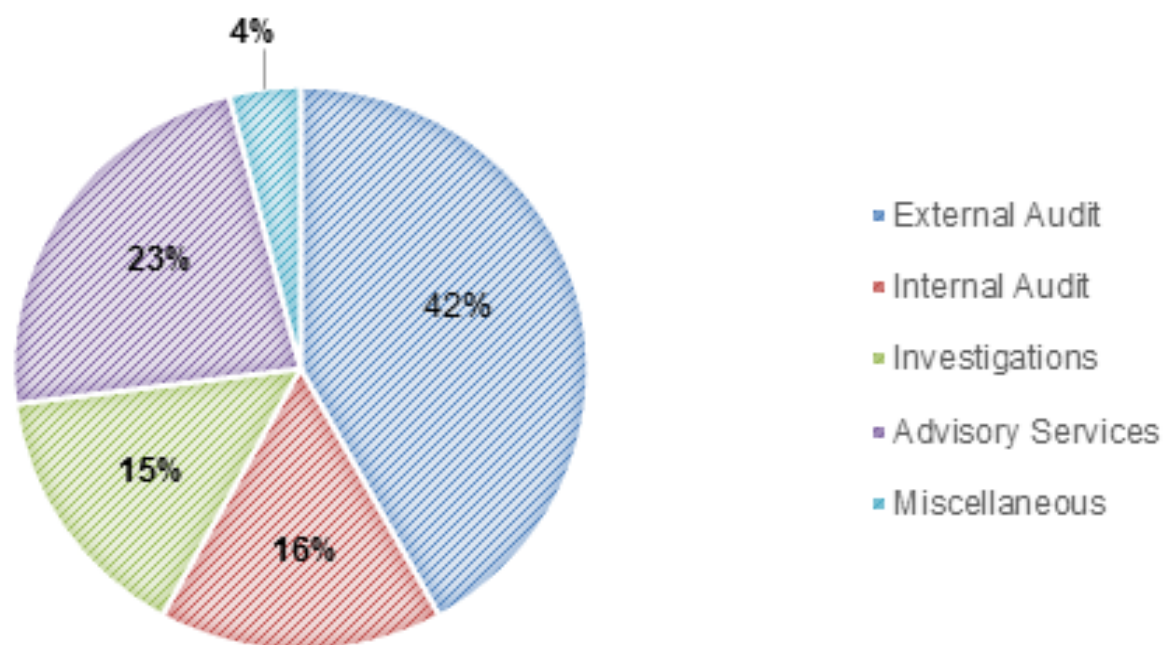
- Create operations manuals
- Foster entrepreneurship
- Offer robust development opportunities
- Community building

- Document processes
- Streamline processes for timeliness and efficiency
- Improve reporting

- Improve websites
- Increase the variety of communication tools

Core Functions

INTERNAL AUDIT OFFICE ACTIVITIES, 2016-17



- Act as liaison between campus and external agencies conducting audits of campus functions/programs
- Conduct internal audits based upon annual risk assessment
- Provide advisory services for draft or updated policies, procedures, and programs
- Conduct internal investigations, as requested

The Internal Audit Office is comprised of one (1) full-time employee.

2016-17 Efficiency Highlight

- Acted as liaison between campus and external auditors for five audits
 - Ensured consistency in responses
 - Reduced staff time in communication with auditors
 - Reviewed corrective action information for submission
- Provided guidance and/or official audit opinions to five different departments/divisions on over 11 new policies, programs, or processes
 - Ensured compliance with State, system, and campus requirements
 - Minimized rewrites for policy creators
- Audit Activity Charter approved
 - Signed by President Beck
 - Gives the Internal Audit Office unrestricted access to all information, records, etc. relevant to the objectives and scope of audit work.

FINANCIAL AND BUDGET SERVICES

Diane Mandrafina

Assistant Vice President for Business & Financial Affairs/Controller

CI 2015-20 Strategic Priorities

1. Facilitate Student Success
2. Provide high quality education
3. Realize our future

Financial & Budget Services Strategy Map

*Financial and Budget Services total budget allocation FY18:
\$1,649,112*

Financial Services Strategy Map 2015-20

Mission	Vision
Provide campus constituents innovative, technological business solutions focusing on integrity, quality service and professionalism while support the mission of the university	Employ competent business professionals who are innovative, resourceful, collaborative in facilitating the management of the University's resources.
Values: Accountability • Employee Focus • Teamwork • Integrity • Excellence/Quality • Leadership • Transparency	

Value to Our Customers

Provide responsive service that reflects value

Help to solve complex problems

Ensure the safety of our community

Financial Services Goals

Improve Operational Excellence

Attract and Retain a Diverse and Talented Staff

Enhance Resources

Enrich Communication

- Implement systems to enhance business process
- Provide regular training and record for on-demand

- Establish clear goals and objectives for employees
- Establish performance standards
- Solicit feedback on 5 year plans to prepare for growth of the campus

- Automate financial reporting
- Implement paperless workflow
- Update/develop process manuals to accommodate changes

- Improve websites
- Increase the variety of communication tools – FAQ's, on-line news letters, annual disclosures, collaboration tools

Financial & Budget Services

Core Functions

- Accounting
 - General Ledger including Financial Reporting
 - Treasury
 - Accounts Payable
 - Accounts Receivable
- Grants & Contracts
- Student Business Services (SBS)
- Budget & Planning
- Financial and Budget Services employees 21 full-time employees and 5 student employees.

Who We Support

- Main Campus
- Three Auxiliary Organizations
 - Associated Students
 - Foundation
 - University Auxiliary Services
- Two Public Entities
 - Financing Authority
 - Site Authority

Financial & Budget Services prepares regular financial statements for these entities. In addition we are responsible for the annual audits.

2016-17 Efficiency Highlight

We provide Finance 101 Training Sessions for our colleagues. These training sessions provide information and tools to make the University more efficient.

- Our most recent trainings were held earlier this week
- A Finance 101 Refresher will be provided in Spring. This was new in FY 16/17 and was well received by our colleagues. It provided an opportunity to refresh skills as well as provide training to colleagues who were new to CI or their role at CI.

Visit our website for Forms, Tutorials and Presentations:

<http://www.csuci.edu/financial-services/forms-tutorials.htm>

Helping the Campus Community

We are a resource for the campus community – students, faculty, staff and University stakeholders

We are here to assist you – let us know how we can help!

FACILITIES SERVICES

John H. Gormley, FAIA

Assistant Vice President for Facilities Services

CI 2015-20 Strategic Priorities

1. Facilitate Student Success
2. Provide high quality education
3. Realize our future

Facilities Services

Strategy Map

Facilities Services / Planning, Design & Construction Strategy Map 2015-20

Mission

Facilities Services and Planning, Design & Construction support CI by providing highest quality service by practicing excellent workmanship, exhibiting forward vision, using resources effectively and efficiently, and continuously improving the quality of service.

Vision

To provide clean, safe, functioning, and aesthetically pleasing facilities for the campus, where the campus community can fulfill the University's mission.

Values: Excellence in Service - Valuing Our Colleagues - Continuous Improvement - Sustainable Performance Customer Service

Value to Our Customers

Provide responsive service that reflects value

Help to solve complex problems

Ensure the safety of our community

Public Safety Goals

Achieve Operational Excellence

Attract and Retain a Diverse and Talented Staff

Enhance Resources

Enrich Communication

- Infrastructure improvement for system reliability.
- Plan for growth over the next decade.
- Exceeding expected life cycles of buildings and equipment for best value
- Timely work order completion.
- Provide an annual customer survey to receive feedback for improvement

- Offer skilled training and development opportunities
- Regular community team building exercises with staff.
- Annual Employee Survey
- Enhance Standard Operating Procedures and Process Guidelines.

- Develop sustainable strategies that improve our use of resources
- Encourage Process Mapping and Lean Strategy techniques to streamline processes.
- Schedule safety and professional trainings and provide via a shared calendar

- Provide outreach to the campus community about how we support the University's mission.
- Increase the variety of communication through use of green screens placed around campus, informational website and interactive forms.
- Continue to inform the campus of upcoming construction projects.

Facilities Services total budget allocation FY18: \$6,530,640



Channel Islands
CALIFORNIA STATE UNIVERSITY

Core Functions

- Responsible for the maintenance and capital renewal of facilities, utilities, utility infrastructure, roads and grounds.
- Provide a clean, safe, functioning and aesthetically pleasing campus environment in support of the University's mission.
- Plan for the campus' growth through the planning, design and construction of buildings and infrastructure.

Staffing

- FS has 118 Full Time Staff to serve the campus & Site Authority serving approximately 1.4 million GSF of buildings, 1187 acres
 - 18 MPP staff
 - 100 represented staff that support the following trades:
 - Auto Shop
 - Carpentry/Paint Shops
 - Central Plant
 - Custodial Shop
 - Electrical Shop
 - Grounds Shop
 - Logistical Services
 - Lock Shop
 - Plumbing Shop
 - Work Center

2016-17 Efficiency Highlight

Aliso Hall Chiller Project

- Campus needed redundancy in the hot/chilled water loop system
- Aliso Hall needed to be connected to the campus loop system
- Sierra Hall project savings paid for the purchase
- FS staff installed the unit over the break saving approximately \$400,000
- Campus loop is now more efficient in providing needed cooling



HUMAN RESOURCES

Laurie Nichols

Executive Director of Human Resources

CI 2015-20 Strategic Priorities

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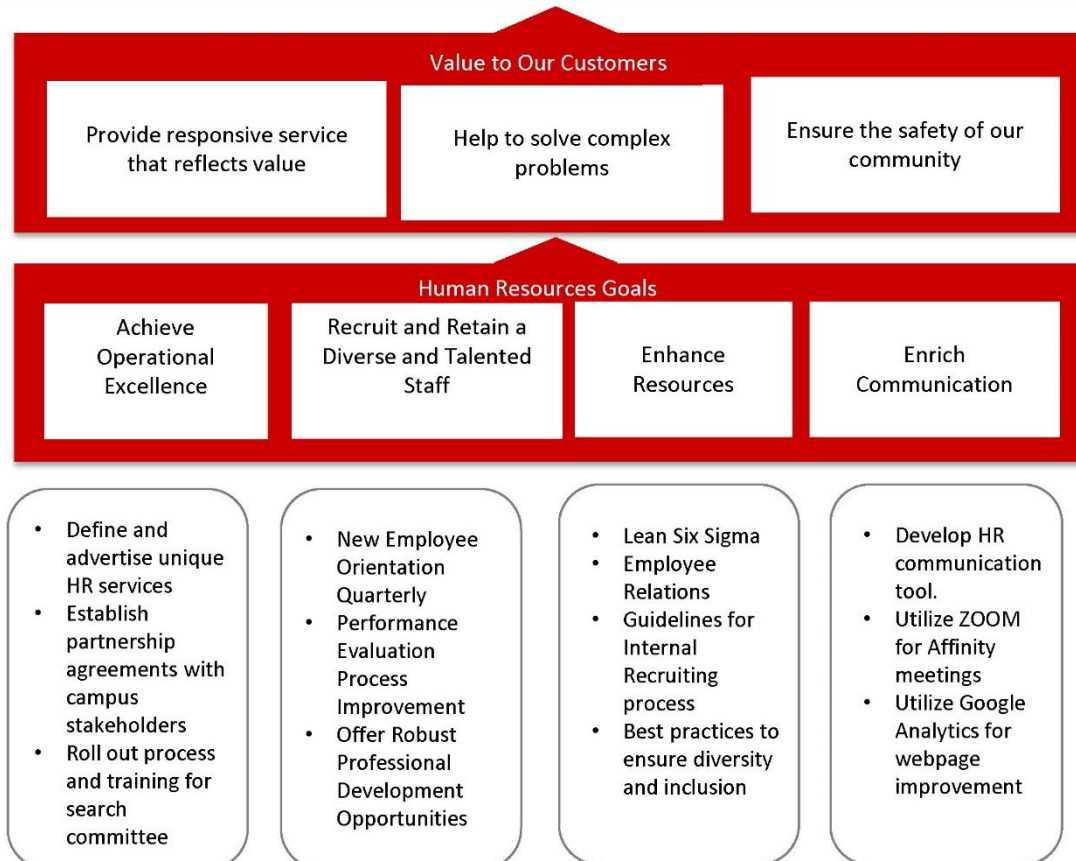
Human Resources

Strategy Map

Human Resources Strategy Map 2015-20

Mission <small>Create a consistently professional and cooperative environment that supports the University's mission of enhancing student success. We will accomplish this by providing quality guidance and support to our faculty and staff, while delivering valuable employment services to our colleagues.</small>	Vision We are the recognized leader for the delivery of outstanding services
Values: Effective Communication • Professionalism • Diligence • Objectivity • Fairness • Trust • Respect • Confidentiality	

Human Resources total budget allocation FY18: \$1,184,821



HR/Payroll is staffed with 5 MPPs, 4 Confidentials, 4 Administrative Analysts, 2 Administrative Support Coordinators, and 4 Student Assistants.

Human Resources Core Functions

HR Administration

Strategy
Onboarding
Student Employment
Fee Waiver

Benefits

Benefits Enrollment/Life Events
Benefits Orientation
Leaves of Absence
Workers' Compensation
Retirement

Payroll

Time and Labor/Absence Mgmt
Accurate & Timely Payroll
Processing
Process Deductions and Tax
Withholding

Classification/Compensation

In-Range Progressions
Classification Review
Compensation Analysis

Organizational Effectiveness

Employee Engagement
Change Management
Lean Six Sigma

Professional Development

Professional & Personal
Development
Employee Retention
Employee Development

Employee/Labor Relations

Performance Reviews
Labor Relations/Advisory Role
Grievances
Addressing Inquiries

Recruiting

Employee Recruiting

HRIS Data Management

PeopleSoft Data
Data Queries/Audits
Reporting

2016-17 Efficiency Highlights

Just Do It

Implemented Student Employee Direct Deposit

- 30% student assistants participating FY16/17
- Staff time savings = .04 FTE/\$4,000
- 50% student assistants participating so far in FY17/18

Partnered with in-house staff & faculty for Professional Development

- \$24,000 savings in external trainer expenses

Classification and Compensation

- FY 2016/17 improved response rate by 50%
- FY 2017-18 on track to improve by an add'l 47%

Administrative Efficiencies Committee Prep

- 9 hours x 4 meetings (36 hours) = \$3,600
- Reduced by half for a savings of \$1632

ADMINISTRATIVE EFFICIENCIES COMMITTEE

CI is committed to continuous improvement, and routinely reviews resource allocations to ensure maximum effectiveness and identify new opportunities to improve efficiency.

COMMITTEE CHARGE

To recommend operational improvement activities for administrative efficiencies in all areas of CI and its auxiliaries in order to facilitate administrative and student services that are cost effective, efficient and strategically positions the University for the future.

COMMITTEE MAKE-UP

Diverse and cross-divisional, includes BFA senior leadership, student representative, faculty, and administrative staff.

Committee members will participate in the vetting of current and proposed campus-wide administrative programs and procedures, and monitoring and reporting back efficiencies achieved within their departments and divisions. Efficiencies include both cost avoidance and cost savings with improved processes.

Efficiency Tracking Template



The VPBFA's office is requesting a brief summary of administrative efficiency initiatives and practices occurring in each of our divisions. Please provide information related to what your unit(s) are doing to maximize efficiencies related to optimizing resources both in cost savings as well as cost avoidance. **This will be reviewed quarterly. Updates due September 1 / December 1/ March 1/ June 1.** Thank you.

Unit Name:		Date Submitted:		Project Contact & Extension:		
Strategic Objective	Definition/ Description	Efficiencies Achieved Summary	Timeframe <small>Date of Inception</small>	Data Resources	Measurement	Dollars / Capacity <small>(\$ / FTE or Hours)</small>

Definitions:

Strategic objective – This is the strategic objective that the efficiency measure aligns to.

Definition/Description – Information regarding what the project or item is that you are reporting about.

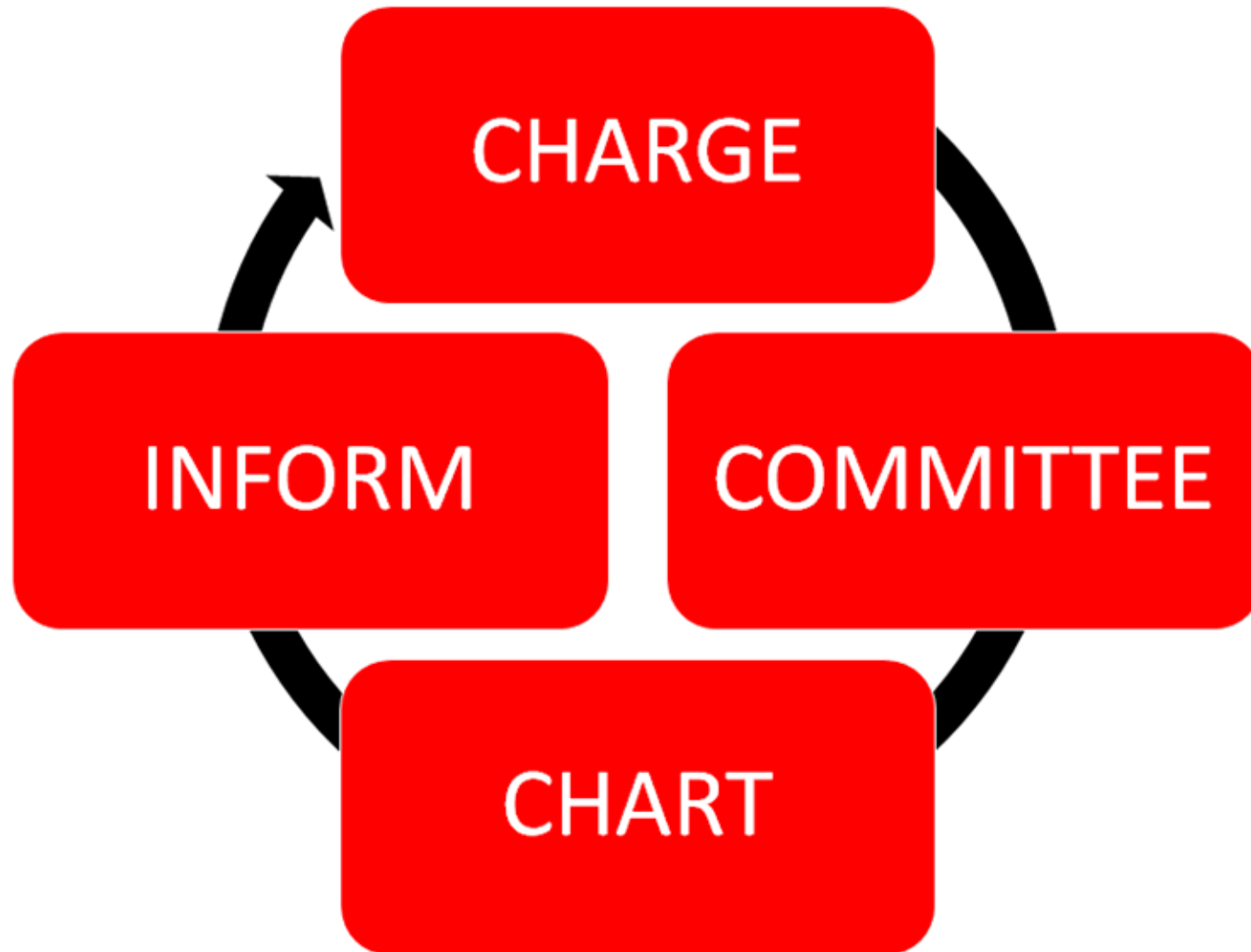
Efficiencies – Describe how the project/objective relates to the unit's cost savings or cost avoidance.

Timeframe – This is the timeframe that the measure would be reported. It could be monthly, quarterly, or annually.

Data Resources– This could include the database or source where data can be found. For instance, for employee turnover the data source might be a report in HR. The data elements may be Employee ID #, Employee Start Date, and Employee End Date.

Measurement – This is the methodology used for the measures. For instance, employee turnover could be: # of separations/Average # of employees.

Dollars/Capacity – Associated Cost Savings or Cost Avoidance calculated in Dollars, FTE or Hours to substantiate the efficiency.





PROCUREMENT AND RISK MANAGEMENT

Katharine Hullinger
Interim Director

CI 2015-20 Strategic Priorities

1. Facilitate Student Success
2. Provide high quality education
3. Realize our future

Contracts, Procurement and Risk Management Strategy Map 2017-2020

Mission	Vision
Contracts, Procurement and Risk Management facilitates the meeting of University objectives through collaboration, consultation, informed decision making, responsiveness and mission-driven stewardship.	Small, dynamic team anticipating emerging needs and delivering exceptional service.
Values: Excellence, Innovation, Integrity, Teamwork, Collaboration, Diversity, Sustainability, Respect, Stewardship and Transparency	

Value to Our Customers

Deliver creative and compliant procurement and risk management solutions through collaboration and consultation.

Develop informed, engaged customers who make sound purchasing and risk management decisions.

Provide an exceptional customer experience with convenient, responsive and transparent services.

Goals

Achieve Operational Excellence

- Continuously pursue efficient, seamless and integrated processes
- Benchmark performance against like-sized campuses
- Leverage data and relationships for strategic opportunities
- Engage in succession planning

Recruit and Retain a Diverse and Talented Staff

- Create a culture and environment that drives efficiency, caring and camaraderie
- Create training and operations manuals
- Provide SRM training through Professional Development
- Recruit permanent manager and director for Procurement

Enhance Resources

- Provide key input for informed procurement and strategic risk management decisions
- Create best-value contracts and liability mitigation through strategic third-party relationships
- Utilize cost-efficient database software to allow for proactive contract management

Enrich Communication

- Improve websites
- Improve Procurement and Risk reporting
- Participate in campus committees and outreach events
- Continue with SRM Program campus-wide training
- Create a newsletter "Risky Business"

Procurement and Risk Management Strategy Map

Procurement/Risk total budget allocation FY18: \$501,265

Core Functions

Comprised of two MPP staff, three full time buyers, one full time analyst, one part time annuitant and one student assistant.

- *Contracts, Procurement and Risk Management* staff currently work as one business unit
 - Cross-training staff and building a bigger resource for the campus community
- Focusing on pro-active, compliant contracting and purchasing service, leveraging our strong contracting position with bargaining power and need for fewer concessions
 - Developing a contract database
 - Seeking training opportunities for contracting education
- Endeavoring to create a campus-wide risk-aware culture, wherein resources are allocated in accordance with the hindrance or value of identified risks and their affect on achieving strategic goals;
 - Offering Strategic Risk Management training through CI Professional Development

2016-17 Efficiency Highlight

Joining ESM Campus Marketplace, e-catalog site, designed for procurement savings and compliance improvement.

- Marketplace provides negotiating strength with contracted vendors used every day (i.e. Waxie, Wesco)
AND ELIMINATES PROCESSING OF REFERABLE PURCHASE ORDERS
- Marketplace provides line item details (pro-card does not) improving purchasing compliance
- Spend savings annually with Marketplace is expected to be approximately 20%

	<u>Purchase Orders (alone) in FY 15/16</u>	<u>Purchase Orders (alone) in FY 16/17</u>
<u>Waxie</u>	\$49,131	\$66,630
Wesco	\$29,509	\$65,846
20% Savings	\$15,728	20% Savings \$26,496

PUBLIC SAFETY

Michael Morris
Acting Chief of Police

CI 2015-20 Strategic Priorities

1. Facilitate Student Success
2. Provide high quality education
3. Realize our future

Public Safety

Strategy Map

Public Safety Strategy Map 2015-20

Mission	Vision
We transform the delivery of public safety through continuous improvement	We are the recognized leader for the delivery of outstanding public safety services
Values: Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration	

Value to Our Customers

Provide responsive service that reflects value

Help to solve complex problems

Ensure the safety of our community

Public Safety Goals

Improve Operational Excellence

Attract and Retain a Diverse and Talented Staff

Enhance Resources

Enrich Communication

- Improve customer service
- Prepare for growth
- Share expertise and services
- Succession planning

- Create operations manuals
- Foster entrepreneurship
- Offer robust development opportunities
- Community building

- Document processes
- Implement on-line, web-based, self-service solutions
- Streamline processes for timeliness and efficiency
- Improve reporting

- Improve websites
- Increase the variety of communication tools

Public Safety total budget allocation FY18: \$2,237,585

Each department in the Public Safety Unit has a comprehensive fiscal year work plan that flows from a Strategy Map developed in response to Division and University goals.

Core Functions

The Public Safety Unit is a consortium of four work groups, employing 35 full-time, 4 part-time, and 19 student employees.

Police Department

- Responsible for the around-the-clock maintenance of public order and the prevention and detection of crimes on property owned or controlled by the University.
- Police officers and 9-1-1 dispatchers are on-duty around the clock, 365 days a year.
- CI police officers are also certified Emergency Medical Technicians (EMT)
- CI PD is a best practice campus law enforcement agency that focuses its efforts on high risk drinking, illegal drug use and abuse, violence against women, criminal intrusions, and fire and life safety.

Core Functions

Emergency Management

- EM is responsible for creating the framework within which the University reduces vulnerability to hazards and responds to disasters.
- EM is staffed by a full-time Emergency Manager who reports to the Chief of Police.
- The Emergency Manager interacts and coordinates activities with all appropriate county, state, and federal government agencies.
- The University's partnership with the Ventura County Office of Emergency Services is valued at .50 FTE annually. Equipment and personnel resources from OES are shared across the operational area.

Core Functions

Environmental Health & Safety (EH&S)

- EH&S is responsible for creating a systematic approach to complying with environmental regulations and organizing efforts and procedures for identifying hazards and reducing accidents and exposure to harmful situations and substances.
- The work group is led by a Director who reports to the Chief of Police. EH&S is also staffed with a Health and Safety Manager, and a Hazardous Materials Manager, a Safety Coordinator, and a Chemical Hygiene & Lab Safety Specialist.
- The focus of the work group is to develop and administer the campus' Injury and Illness Prevention Program, established in support of California Code of Regulations and Cal-OSHA requirements.
- Significant programs include:
 - Hazardous Materials Procurement and Management
 - Chemical Hygiene Plan
 - Ergonomics

Core Functions

Transportation & Parking Services

- Transportation & Parking Services is a self-support work group responsible for managing all policies, programs and regulations governing parking, alternative transportation, bicycles, and pedestrians on campus.
- The work group is led by a Director who reports to the Chief of Police. The Director's primary focus is to ensure adequate parking is maintained on campus.
- This work group's programs are not supported through the campus general fund, but rather, through fees paid by users.
- Transportation & Parking Services administers the contract with the Ventura County Transportation Commission for inter-city bus service to and from the campus.

Parking Operations

Budget Summary FY18

INCOME	
Parking Fines	100,000
Parking Fees	2,411,031
Other	50,000
TOTAL	2,561,031
(A) EXPENDITURES	
Net	345,714
FUND BALANCE - 6/30/2017	
	2,020,741
(A) Expenditure Detail	
Salaries and Wages	589,077
Benefits	266,840
Debt Service	178,287
Contractual Services	443,204
Misc. Operating Expenses	737,909
TOTAL	2,215,317

2016-17 Efficiency Highlight

Leaned the police dispatchers out of the found property process

- Several property-related tasks were redistributed to other classifications
- Annual savings of \$13,839

Partnered with VCTC on a bus interlining opportunity for off-peak periods

- Bus headway times reduced but aligned with passenger demand. Year-round inter-city bus services added on Sundays.
- Annual service contract savings of \$80,700.



TAKE BACK THE NIGHT, MARCH 2017

TITLE IX & INCLUSION

Brittany Grice
Senior Director of Equity & Inclusion

CI 2015-20 Strategic Priorities

1. Facilitate Student Success
2. Provide high quality education
3. Realize our future

Title IX & Inclusion

Strategy Map

Title IX & Inclusion Strategy Map 2015-20

Mission	Vision
Title IX, Diversity and Inclusion promotes diversity in our community and creates and fosters an open, inclusive campus environment.	The program is a recognized leader for the delivery of outstanding services and strategy.
Values: Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration	

Value to Our Customers

Provide responsive service that reflects campus values

Help to solve complex problems

Ensure the safety and well-being of our community

BFA Goals

Improve Operational Excellence

Attract and Retain a Diverse and Talented Staff

Enhance Resources

Enrich Communication

- Improve customer service
- Increase capacity for growing campus
- Share expertise and services
- Succession planning

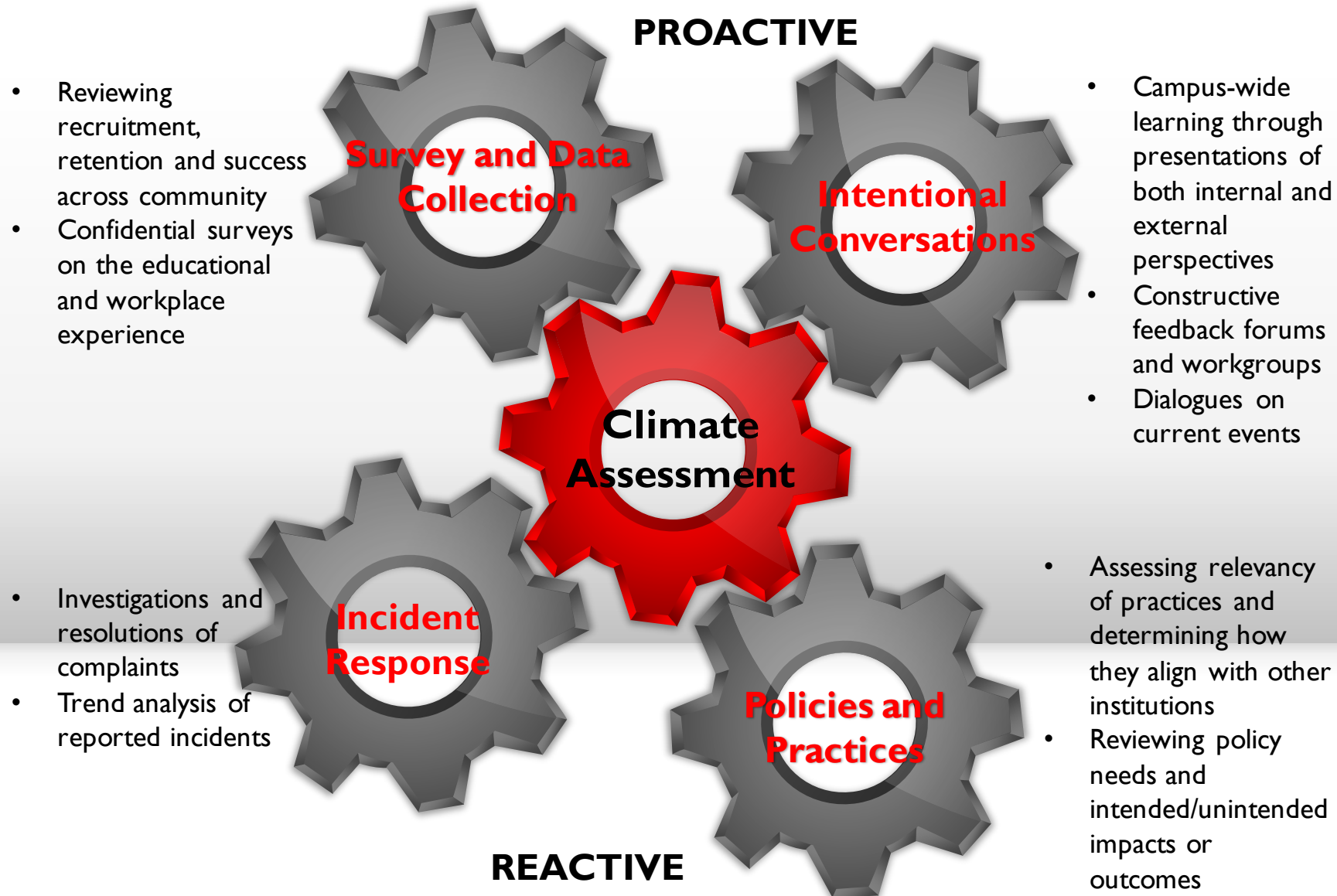
- Create operations manuals
- Foster entrepreneurship
- Offer robust development opportunities
- Community building

- Document processes
- Implement on-line, web-based, self-service solutions
- Streamline processes for timeliness and efficiency
- Improve reporting

- Improve websites
- Increase the variety of communication tools
- Improve efficacy of campus education

Title IX & Inclusion total budget allocation FY18: \$223,084

Core Functions



Climate Assessment & Improvement

Title IX & Inclusion is staffed by **2 full-time employees**.

Total bias-related incident reports processed (Maxient):
AY 16-17: 103
AY 17-18 (as of Nov.15): 81

2016-17 Efficiency Highlight

Implementation of public-facing Title IX & Inclusion online reporting forms

Summary:

Campus community members can now quickly and properly report possible violations of non-discrimination policies using a publicly available online form that prompts users to gather essential information needed for University response and outreach, eliminating wait time on clarifying email exchanges.

Outcome:

Cost avoidance over 1 year: \$8,240

Waiting/processing time saved: 154.5 days

*Based on total number of Maxient reports received last year (103), average amount of effort to collect and relay information to appropriate offices without the form, and the estimated hourly cost of staff time in T9 & I.

Channel Islands
CALIFORNIA STATE UNIVERSITY

Title IX & Inclusion Reporting Form

Reporting Party Information

Enable additional features by [logging in](#).

Your full name:

Your position/title:

Your phone number:

Your email address:

Nature of this report required

- ✓ Student v. student
- Student v. Faculty/Staff
- Student v. CI Visitor/Third Party
- Faculty/Staff v. Faculty/Staff
- Faculty/Staff v. CI Visitor/Third Party
- CI Visitor/Third Party v. CI Visitor/Third Party

Date of incident required

Time of incident:



UNIVERSITY AUXILIARY SERVICES

Deanne Ellison

Interim Executive Director

CI 2015-20 Strategic Priorities

1. Facilitate Student Success
2. Provide high quality education
3. Realize our future

University Auxiliary Services Strategy Map

University Auxiliary Services Strategy Map 2015-20

Mission We transform the delivery of services through continuous improvement	Vision We are the recognized leader for the delivery of outstanding services
Values: Teamwork • Diversity • Integrity • Respect • Excellence • Collaboration	

Value to Our Customers

Provide responsive service that reflects value

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BFA Goals

Improve Operational Excellence

Attract and Retain a Diverse and Talented Staff

Enhance Resources

Enrich Communication

- Improve and expand customer service
- Prepare for growth
- Share expertise and services
- Succession planning

- Develop operations manuals
- Foster entrepreneurship
- Offer robust professional development opportunities
- Community building

- Document processes
- Streamline processes for timeliness and efficiency
- Pursue additional revenue sources to maximize return to the University

- Improve websites and social media presence
- Increase the variety of communication channels by implementing on-line and web-based solutions

University Auxiliary Services has 233 active employees

University Auxiliary Services Core Functions

Dining Services:

- Food Service Operations:
 - Islands Café
 - Town Center Market
 - Pizza 3.14
 - SUB Lighthouse, Sea Store and Freudian Sip
 - Freudian Sip in the Library
 - Catering
 - Off-Site Operations
 - Oversight of Food Trucks

Auxiliary Services:

- Oversight of the Cove Bookstore Contract
- Campus Copier Program
- Vending
- ONECard Program

Site Authority:

- Common Area Property Management
- Real Estate Home Sales
- Facilities
- University Glen Community Relations
- CI Power
- Site Authority Board Support

Administrative Services:

- HR, Payroll and Benefits for UAS & ASI employees
- Meal Plan Management
- UAS Board Support

2016-17 Efficiency Highlight

Strategic Objective	Definition/ Description	Efficiencies Achieved Summary	Timeframe Date of inception	Data Resources	Measurement	Dollars / Capacity (\$ / FTE or Hours)
<u>Achieve Operational Excellence</u> Continuously improve Customer Service, and seek new service opportunities through auxiliary operations	<p>Established partnership agreements with key stakeholders (i.e. Food Trucks with C&E Staff).</p> <p>Met with Procurement, Housing, ASI, Student Life and Conferences and Events. Promised a 72 hour turn around if "Vendor packets" are received by UAS completed.</p>	<p>Reviewed and revised process to bring external food truck vendors to campus. Created form and procedure. Burden of initiating paperwork and follow-up will fall to "Requestor" and not on UAS staff. Based on last year's stats, time saved will be 240+ hours for 24 vendor contacts, and \$8546.40 in salary + benefits savings annually.</p>	8/23/17 to present	Food Trucks listed as approved on Conferences and Events website for Academic Year 2016-17.	<p>It took one FT staff member 10-12 hours per "food truck vendor request" (because there was no form or procedure) to contact vendor, send and receive paperwork, and verify credentials to ensure compliance with Food Safety before forwarding to Procurement for contracting. Staff member hourly rate, plus benefits = \$35.61 per hour times 10 hours per food truck, times 24 Food Truck vendors = 240 hours in 2016-17.</p>	240 hours x \$35.61 per hour = \$8546.40 savings annually

Budget Summary FY18

INCOME	
Food Service Sales	7,998,384
Cost Recovery	1,195,410
Management Fee	357,538
Bookstore Commission	<u>230,000</u>
	9,781,332
(A) EXPENDITURES	9,546,232
Net	235,100
Fund Balance - 6/30/2017	342,752
(A) Expenditure Detail	
Payroll	4,286,510
Cost of Goods Sold	2,615,650
Paper Goods	108,520
Utilities	202,040
Misc. Operating Expenses	1,001,602
Reserves	245,210
Lease Payment	409,680
Debt Service	660,100
Loan Repayment ASI	16,920
TOTAL	9,546,232

Budget Summary FY18

INCOME	
CI 2025	553,958
General Operations	2,756,963
CI Power Operations	13,576,406
Infrastructure	602,166
	17,489,493
(A) EXPENDITURES	17,401,707
Net	87,786
Fund Balance - 6/30/2017	(38,872,313)
(A) Expenditure Detail	
General and Administrative	11,542,420
CI 2025	549,477
Depreciation	1,507,800
Taxes	1,567,538
Interest on Debt	2,234,472
Other	0
TOTAL	17,401,707



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