

YOUR SUCCESS, OUR MISSION

CUSTOM SERVICE



We commit to providing prompt, courteous, and personalized Customer Service built on a foundation of Collaboration and Collegiality.

INNOVATION



We champion Innovations the key to efficiency and creative solutions that streamline processes and drive transformative progress.

INTEGRITY



We uphold Integrity as our guiding principle by fostering a culture of Transparency and Trust.

FINANCE

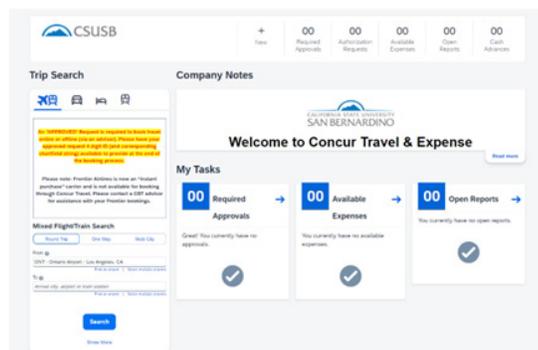
ACCOUNTS PAYABLE - TRAVEL

Campus Upgrades Concur Travel and Expense Interface

As a part of the ongoing efforts to enhance user experience and streamline processes, we are excited to announce a significant update to the Concur system. In the coming weeks, we will be transitioning from the old user interface to the SAP Fiori design, bringing a more modern, intuitive, and user-friendly experience to all Concur users.

Key highlights of the transition:

1. **Modern interface:** SAP Fiori offers a clean, modern design that is visually appealing and user-friendly. The new interface is optimized for both desktop and mobile devices, providing a seamless experience across various platforms.
2. **Intuitive navigation:** With SAP Fiori, navigation becomes more intuitive, making it easier for users to find the information they need and complete tasks efficiently. The updated design aims to enhance overall usability and reduce the learning curve for both new and existing users.
3. **Enhanced functionality:** The transition to SAP Fiori brings with it enhanced functionality, providing additional features and improvements to streamline your experience within Concur. From expense reporting to travel booking, you can expect a more robust and efficient system.



Training Opportunities:

To help you become familiar with the new interface, we will be offering live-in-person training sessions and resources. Please look out for announcements regarding training schedules for the new SAP Fiori Concur interface in person training from the Staff Development Center.

Timeline:

The transition to SAP Fiori for Concur will take place on March 15th. We believe that this transition will significantly enhance your experience with Concur, making it more efficient and enjoyable to use. Thank you for your cooperation and support as we work towards this upgrade. Please reach out to Mona Sinha via phone at 909-537-3158 or via email at Manorama.sinha@csusb.edu should you have any questions.

INSTITUTIONAL RESEARCH & ANALYTICS

Campus Upgrades Concur Travel and Expense Interface

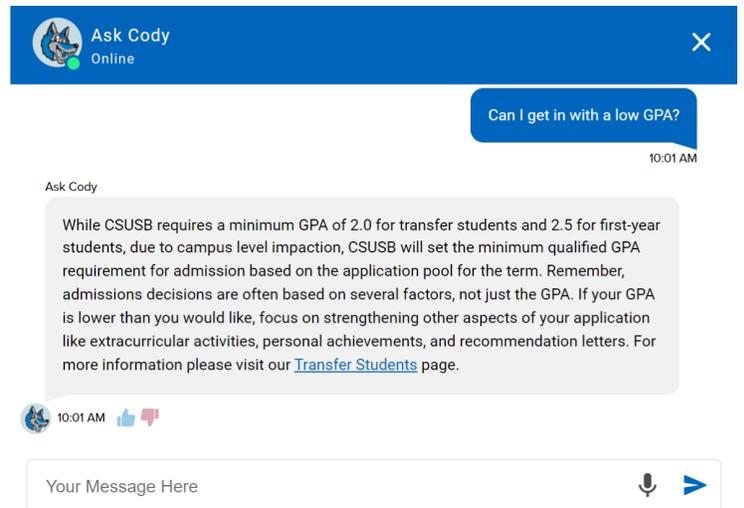


The Office of Institutional Research & Analytics is conducting the Current Student Survey to assess student perceptions and ratings regarding their academic experience. Enrolled students are invited to share their perspectives, providing valuable insights into their academic experience and working/studying behaviors. The survey aims to identify areas of strength and improvement, fostering a student-centric approach for a positive learning environment. A dedicated dashboard offers in-depth analysis and transparency, allowing stakeholders to track trends and participate in the ongoing enhancement of the educational experience. All eligible Spring 2024 enrolled students were encouraged to participate, and the institution recognized the survey as a key mechanism for shaping its commitment to accountability and continuous improvement. To learn more about the survey and view the results for prior years, visit the dashboard.

DIGITAL TRANSFORMATION

Ask Cody 2.0

Our nearly 8-year-old Ask Cody chatbot is more powerful than ever. Utilizing as many structured data sets as it can, Cody also utilizes our entire csusb.edu website domain to provide answers on any topic related to CSUSB. Leveraging two different AI resources, Cody provides a more human conversational flow to every interaction. Our Digital Transformation chatbot team routinely address user feedback (tv=humbs up/down) and adjusts daily, keeping the experience fresh and constantly improving. You'll find Ask Cody 2.0 in your myCoyote portal and on any number of high-traffic websites such as Financial Aid, Admissions, Advising, and Campus Directory.



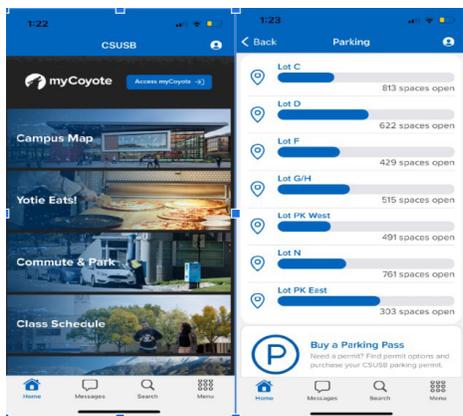
PARKING AND TRANSPORTATION SERVICES

Open Parking Space Project

Over the past few months, the University Police Department's Parking and transportation Services has worked tirelessly in collaboration with ITS along with an outside vendor to install the campus open space parking counter system. The goal of the project was simple to remove the stress from students, faculty, and staff with respect to parking availability on campus.

This new system is energy efficient, durable, sustainable, and easily assessable from your smartphone device making the parking experience much better. As a result of the integration of this system it now allows our stakeholders to spend less time searching for parking availability as they are aware of the number of spaces that are available per parking lot.

Additionally, when using the Open Space Parking lot counter, we can get clear, well-defined data on the usage and availability on our campus parking infrastructure which assists in many ways. In addition to this, this may be done from the "MyCoyote App" under parking lot occupancy information.

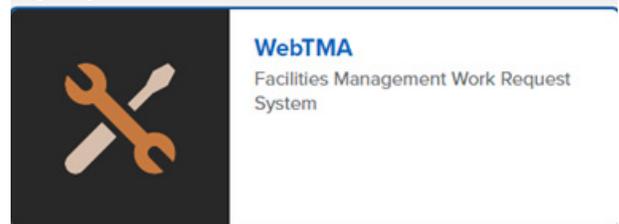


FACILITIES PLANNING & MANAGEMENT

Campus Facilities Matter

Inside Higher Education reports that about two-thirds of students factor campus facilities at least somewhat into their college decision. That is why in Facilities Management we take what we do seriously. We need your help to report when issues arise so that we can get problems addressed quickly. If you find spaces with lights out, broken fixtures or that need cleaning, we ask that you report those right away. The easiest way to report is to submit a work request, but you can also call our service center or send an email. Together we can ensure that our campus is making a great first impression for prospective students and their families looking to join the Pack.

- Ways that you can request services from Facilities Management:
- Submit an online Work Request: Log-in to myCoyote and use WebTMA.



- WebTMA allows you to get email updates on the status of work requested.

Contact the Facilities Service Center: VV call, email, or drop-in. Office hours are from 7:30am-5:00pm Monday-Friday Facilities Management Building, Room 109