

YOUR SUCCESS, OUR MISSION

CUSTOMER SERVICE

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

INNOVATION

We champion Innovation as 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

NEW CORPORATE CREDIT CARD FOR GREATER FLEXIBILITY

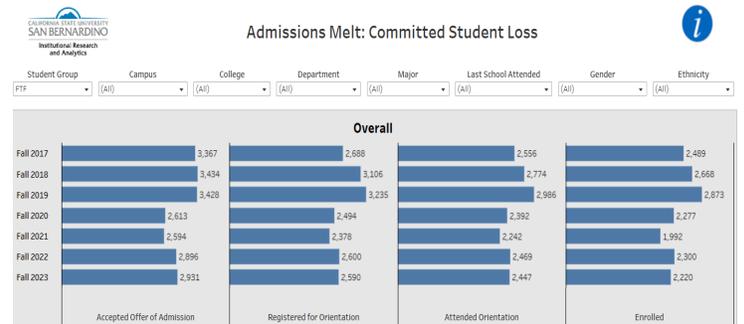
The new corporate credit card has been fully rolled out to our entire campus community. This new credit card replaces all the numerous credit cards which were previously being utilized by our campus. This unified credit card program will provide added flexibility to our users and will create a much more robust, streamlined, and efficient process. Our team is committed to the long-term success of this program, and we will continue to provide training to the campus community on an ongoing basis.



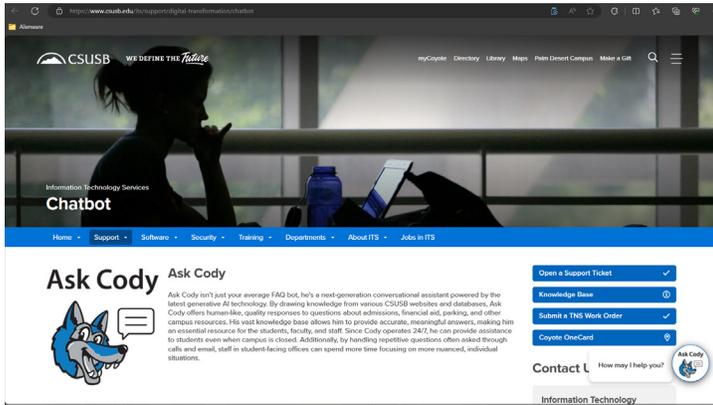
TECHNOLOGY

BUILDING TRANSFORMATIVE CULTURES

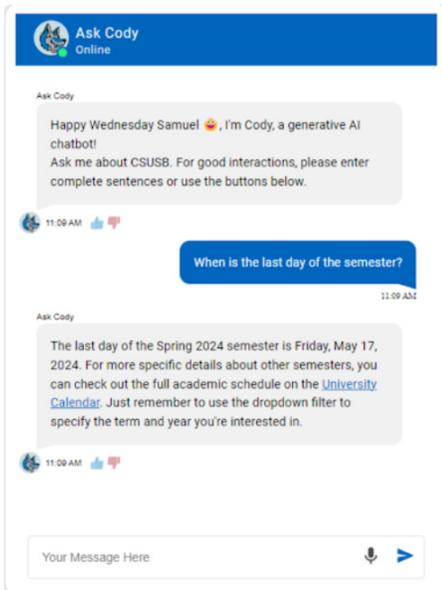
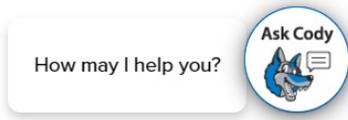
The Office of Institutional Research and Analytics partnered with Academic Affairs for the Building Transformative Cultures of Data Use for Student Success grant opportunity. Funded by the CSU Chancellor's Office, this effort sought to strengthen institutional capacity to make the best use of data, scaling the use of data dashboards, and institutionalizing the practice of helping faculty use data to improve the student experience and achieve more equitable outcomes. Covering two workshops, nearly 50 faculty received an overview of institutional data and campus trends, insights into the dashboards available through the Chancellor's Offices, and hands-on training in using our campus dashboards to evaluate student success outcomes.



ASK CODY CHATBOT 2.0



Cody was meticulously crafted using structured data from dependable sources such as our campus calendar, directory, and class schedule. It is proficient in managing unstructured data as well, achieved by utilizing an AI tool to index our website. The resultant response is then refined by GPT, ensuring a comprehensive and eloquent answer that complies with stringent rules and accessibility standards. With over 40,000 interactions managed in the past year alone, Cody has proven its capability and reliability.



SECURING SUCCESS

Celebrating 50 Years of Excellence with the University Police Department

Members of the campus community came together on May 1st to honor a milestone achievement—the 50th Anniversary of the University Police Department (UPD). The event, attended by distinguished guests and university members, highlighted UPD’s enduring commitment to safety and its integral role in the CSUSB community.

President Morales commenced the celebration with heartfelt reflections on UPD’s pivotal contributions to campus life, emphasizing its unwavering dedication to ensuring a secure environment for all. VP Sudhakar echoed President Morales’s sentiments, underscoring UPD’s collaborative endeavors across various university departments.



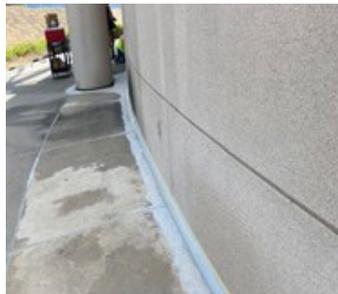
The event’s keynote speaker, John Ojeisekhoba Sr., IACLEA Former President, delivered inspiring insights that fueled a vision for UPD’s future.

Chief John Guttierrez presided over a significant moment as he administered the oath to UPD’s newest officers—Lieutenant Albert Anolin, Officer Steven Estrada, Officer Steven Jacquez, and Officer Donal Galdamez. Their commitment to serving and protecting the CSUSB community was affirmed amidst applause and camaraderie.

The anniversary event concluded with Chief Guttierrez expressing gratitude for UPD’s legacy of service and safety and a renewed commitment to advancing the department’s mission in the years ahead.

PROTECTING OUR CAMPUS: TACKLING DEFERRED MAINTENANCE

During the fiscal year 23/24, nine comprehensive roof repairs were carried out, all in accordance with Title 24 regulations and with a focus on energy efficiency. Weatherproofing of windows and joints was completed, alongside the refinishing and painting of building facades and gutters. At present, there are 25 projects either underway, completed, or slated to begin shortly. The total expenditure for these initiatives reached \$6.7 million, indicating a substantial commitment to improving the infrastructure and sustainability of campus buildings. These projects were made possible by system-wide deferred maintenance allocations.



Projects included:

- Removal of the gravel roof of the restrooms at the recreation fields and replacement with a new single-ply roofing system
- Weatherproofing and sealing of the windows at University Enterprise Corporation
- Sealing windows and joints in the Pfau Library
- Restoring the Pfau Library Addition roof system
- Replacing the Performing Arts gutter and roofing system
- Replacing the Animal House roof system
- Weatherproofing and sealing the Coussoulis Arena walkway

KEEPING YOU COOL THIS SUMMER

Our Campus HAC department is performing scheduled maintenance on the campus cooling plant, which has a capacity to generate 5,000 tons/hr of cooling, that is equivalent to cooling 1,250 homes. The team has been working hard in the plant to conduct preventive maintenance activities so that our plant can be in top performance as we head into the warm summer months. In May we will be turning our focus to the preparation of campus buildings for the cooling season. Don't forget to stop and say hello the next time you see one of our HVAC technicians in your building.



Servicing your HVAC system regularly can make a difference at home too! Heating and air conditioning equipment, should be inspected, cleaned, and serviced at least once a year. The best practice is to have the heating checked in the fall and the air conditioning checked in the spring. You depend on your air conditioner during the summer, so the last thing you want is a malfunction during the hottest days of the year. Your HVAC system's lifespan and power can be increased by replacing worn-out filters.

An ounce of prevention is worth a pound of cure when it comes to making sure systems are ready when we need them to be.