

FINANCE, TECHNOLOGY & OPERATIONS

FINANCE

CSUSB EARNS ACHIEVEMENT OF EXCELLENCE IN PROCUREMENT AWARD FOR SECOND CONSECUTIVE YEAR!

CSUSB's Department of Procurement and Contracts was awarded the prestigious 2024 Achievement of Excellence in Procurement (AEP) Award from the National Procurement Institute Inc. (NPI). The AEP Award is earned by organizations that demonstrate a commitment to procurement excellence and embrace innovation, professionalism, productivity, leadership and e-procurement.

CSUSB is one of 198 organizations in the U.S. and Canada and one of only 16 higher education institutions to receive the award this year. It marks the second time Cal State San Bernardino has been honored with the award, having previously earned it in 2023. The AEP program encourages the development of excellence, as well as continued organizational improvement to earn the award annually.

"We are extremely pleased to receive this award for the second consecutive year," said Jay Wood, Executive Director and Chief Procurement Officer. "The team continually strives to streamline its processes and optimize the delivery of its services, and this award not only demonstrates that our efforts have been effective, it further motivates us toward continued excellence."



TECHNOLOGY

FACTS ABOUT ASK CODY, OUR UNIVERSITY CHATBOT

FAQs and facts about Ask Cody from its Architect, David Vasilia

Q. How does Ask Cody learn new information or forget old information?

- A. To update Ask Cody with new information or make it forget old information, add or remove content on the campus website. Once the site is indexed (which can take hours to days), Ask Cody will recognize the new content. Similarly, if content is removed, it will no longer be recognized by the chatbot.

Q. Does Ask Cody "learn" from me?

- A. No, what you type to the chatbot is not remembered. Ask Cody has a very short-term memory. You cannot give the chatbot knowledge to retain through chat. It only knows details and facts written on the CSUSB website, along with "common knowledge" derived from Google searches and a select few public databases related to the University.

Q. Does Ask Cody have my personal information?

- A. Ask Cody is never given your personal details. Only your role(s) at CSUSB (Student, Faculty, Staff, etc.) is used during a myCoyote portal-initiated conversation. Providing a user role helps the AI understand the context of your questions better.

Q. Does anyone else besides the chatbot staff have access to my conversation with Ask Cody?

- A. The chatbot team consists of two people: David Vasilia and Samuel Jacuinde. They are the main evaluators of conversations, although we sometimes have student assistants who help. Their primary purpose in reviewing conversations is to ensure that the technology provides accurate information.

FACTS ABOUT ASK CODY, CONTINUED

Q. How can I help improve the chatbot?

- A. Update the CSUSB website with the latest and most accurate information unique to your area. Remove any unnecessary or redundant information or information that is not within your department's responsibility. If you are not the authoritative source of certain information, please do not post it on your website.

Q. How many conversations/interactions does Ask Cody have in an average month?

- A. In a typical month we see between 4,000 - 5,000 interactions; however, for the month of August 2024, Ask Cody answered more than 11,000 questions!

Q. How can I add Ask Cody to my Department or College website?

- A. Send David an email (dvasilia@csusb.edu) and set up a meeting. He can evaluate your department's website's content to determine its ability to respond to commonly asked questions.

Q. Can Ask Cody index (learn from) a website outside of the CSUSB Domain, such as a vendor website?

- A. Send David an email (dvasilia@csusb.edu) and set up a meeting. If your vendor's website grants us indexing rights, he can include it in the chatbot's knowledge base datastore.

Please also share this information with students, as they are the main users and recipients of benefits from use of the chatbot and should be given a voice in its continued improvement and expansion.

Ask Cody



HIGH WIND SAFETY TIPS

During the fall months, as Santa Ana conditions return to the Inland Empire, the campus often experiences high wind events. Risk Management monitors these conditions and will make notifications to the campus community regarding wind conditions. Facilities Management takes precautions including locking north facing entry doors and securing outdoor furniture and materials. During wind events the campus community should limit time outdoors. Below are some additional tips to keep you safe during wind events:

If you are outside during high winds:

Use handrails where available on outdoor walkways and avoid elevated areas such as roofs without adequate railings. Watch for flying debris. Tree limbs may break and street signs may become loose during strong wind gusts.

In the event of a downed power line:

Call 911. Do not try to free lines or to remove debris yourself. Avoid anything that may be touching downed lines, including vehicles or tree branches. Puddles and even wet asphalt can conduct electricity in some cases. Warn others to stay away.

If you are driving:

Keep both hands on the wheel and slow down. Watch for objects blowing across the roadway and into your path. Keep a safe distance from cars in adjacent lanes and take extra care in a high-profile vehicle.



IS YOUR HOME READY FOR WINTER?

The Campus Heating and Air Conditioning Department is currently preparing our campuses for the upcoming Winter months, some of the tasks we perform are:

- **Filter changes:** The CSUSB campuses rely on high efficiency Merv 13 filters.
- **Fan Belt Changes:** Each fan can contain 4-5 belts; we make sure to replace belts to reduce unplanned down time caused when belts fail.
- **Lubrication:** All rotating equipment (motors, fan bearings) suffer wear due to friction, lubrication reduces wear and friction between moving parts.
- **General cleaning:** Keeping our mechanical rooms and equipment clean helps to promote healthy air quality.
- **Campus setpoint:** The CSU guidelines provide parameters for building temperatures, our department verifies that our buildings are adhering to these parameters. CSU policy prohibits heating spaces above 68F or cooling spaces below 78F.

Here are some things you can do to prepare your home's HVAC system for winter:

- **Important Note:** The first winter start-up of your heater may activate your home smoke alarm system so it is a good idea to perform this start-up on a mild day and open all windows to let the unpleasant odor escape the house. This is a normal odor that is caused by the trapped dust and debris that has been accumulating during the off season. This debris is being eliminated by the heater system and the unpleasant odor will diminish.
- Change your air filter
- Clean your air vents
- Fix drafts
- Clean your furnace cabinet
- Test smoke and carbon monoxide detectors
- Schedule a furnace tune-up if you feel the heater is not working properly

LAZOR-FOCUSED EMERGENCY MANAGER: DR. DORA MEJIA



There are over 4,000 two- and four-year public and private institutions of higher education (IHEs) in the United States, totaling roughly 15 million students, millions faculty and staff, and visitors, and the need for an emergency manager is critical.

The California State University, San Bernardino (CSUSB) searched nationwide for an emergency manager, only to find her in our backyard. Dr. Dora Mejia, a two-time CSUSB Alumni and Double-Doctorate holder with more than 19 years of experience in emergency management and real-world experience serving during Hurricane Katrina in 2005, which caused significant destruction with an estimated 186.3 billion dollars in damage and 1,392 deaths, accepted the challenge and joined the Pack!

Dr. Mejia has hit the ground running, working her way around campus, meeting and greeting faculty and staff. She has hosted several training sessions, begun working to shore up audit recommendations, participated in the coffee with a cop, and sat with the leadership team of the PDC and SMSU to listen, learn, and provide input and a snapshot of how she can and will support each department, division, and college on campus.

As the Line Fire was initiated, Dr. Mejia sprung into action and began monitoring, communicating, and liaising with her partners from throughout the County of San Bernardino. She even attended a Line Fire Briefing firsthand to determine if there were any impacts to the campus community. The Chief said he feels that we are in good hands with an expert like Dr. Mejia within our campus community and looks forward to supporting her as she makes improvements over the evolution of time on campus, placing us on the right trajectory.