



# **HUMAN RESOURCES, DIVERSITY & INCLUSION**

Annual Report FY 2017-18







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# A MESSAGE FROM THE VICE PRESIDENT



Friends and Colleagues,

This year, we as Titans celebrate another year of student success on our vibrant campus. Throughout the years, our University has transformed from a modest campus among the city's many budding orange groves to what is today– an energetic hub of students, faculty, and staff all working together to change lives and further the dream of higher education. Our students receive a quality education that not only prepares them for the workforce and beyond, but also provides economic growth and value to our community and the region.


Human Resources, Diversity and Inclusion (HRDI) is committed to serving faculty, staff, students, and applicants with superior customer service and human resource support throughout their experience as a member of the Cal State Fullerton community. I am excited to share that HRDI has just completed our first-ever strategic plan. More about this plan as well as our vision, mission and values are included in this report. In partnership with the campus community, we pledge to ensure our work aligns with the University's strategic plan by recruiting and retaining a highly qualified, diverse and committed workforce; celebrating employee achievements; and providing resources that promote a healthy work-life balance, all culminating in robust employee and student success.

I am proud to aspire to reach new heights with the Titan family.

A handwritten signature in black ink, appearing to read 'David Forgues'.

David Forgues, Ph.D., SHRM-SCP  
Vice President for Human Resources, Diversity & Inclusion





Over the last several months the entire HRDI division has been involved in a division strategic planning process, including three separate all division planning workshops, various surveys, group assignments and stakeholder review. We carefully considered how best to align our work with the University's strategic plan and have developed HRDI's *new* Vision, Mission, Values and Strategic Directions.

## OUR VISION

HRDI will empower the CSUF community through excellent and innovative services.

## OUR MISSION

HRDI delivers valuable services to create an environment where a diverse community thrives.

## OUR VALUES

- **People first**, contributing to a culture of civility and belonging;
- **Inclusion**, embracing and welcoming diversity;
- **Integrity**, with the aim of honesty and trustworthiness in all interactions;
- **Diligence**, with careful and consistent effort;
- **Innovation**, introducing original and creative thinking; and
- **Collaboration**, to create better solutions together in advancing the CSUF community goals



# MEET HRDI

## OFFICE OF THE VICE PRESIDENT

The Office of the Vice President facilitates the planning and execution of the division's strategic goals.

## HUMAN RESOURCE SERVICES

The Office of Human Resource Services provides support to the campus through Benefits and Retirement Services, Workers' Compensation Services, Talent Acquisition, Payroll Services, the Employee Assistance Program, Total Wellness and Compensation/Disability Accommodations.



## DIVERSITY, INCLUSION & EQUITY PROGRAMS

The Office of Diversity, Inclusion and Equity Programs ensures equal employment opportunities for faculty, staff and administrators while fostering a diverse and inclusive work environment.

## RISK MANGEMENT & COMPLIANCE

The Office of Risk Management and Compliance is responsible for preserving the human, financial and physical assets of the University and minimizing the negative impacts of unpredictable events.

## LABOR & EMPLOYEE RELATIONS

The Office of Labor and Employee Relations provides services to both academic and staff employees and is responsible for the relationships between the University, multiple unions and the University employees they represent.





# 2017-18 HIGHLIGHTS



HRDI is making great progress to rebrand itself to the campus community through significant accomplishments. During the 2017-18 fiscal year, HRDI continued to realign units within the division to create the foundation necessary to provide better service to the campus. Key positions were filled and through a successful national search, HRDI hired an AVP of Diversity, Inclusion and Equity Programs in January 2018. As a result of this hire, the division's senior leadership team was fully staffed and a reorganization of five functional units was implemented.

HRDI continues to identify opportunities and set divisional goals that will advance its mission in alignment with the campus Strategic Plan. Below are some examples of all that HRDI has accomplished this past year.

## **Healthier Campus Initiative**

HRDI united with St. Jude Medical Center to become a Healthier Campus Initiative partner. This initiative is a product of the larger country-wide movement – Partnership for a Healthier America (PHA). Recognizing that college is a critical time of newfound independence and that the lifestyle habits formed during these years can last a lifetime, this partnership with PHA will help CSUF create a campus environment that encourages and supports greater physical activity and healthier eating habits for both students and employees.

## **Continued Enhancements with Onboarding of Faculty, Staff and Student Employees**

HRDI revamped faculty and staff new employee onboarding programs to enable new hires to quickly and easily become engaged with the University setting, resources and values that will help them develop the skills they'll need to succeed. The electronic sign-in process has drastically cut the time it takes new employees to complete necessary new hire documents.

Payroll Services implemented a virtual employee sign-in process utilizing video technology programs such as Skype and Zoom to offer new employees who do not live within commuting distance to the campus the ability to complete required federal, state, and CSU Fullerton employment documentation.

HRDI took its sign-in process for student employees on the road to assist departments hire large numbers of student employees at one time. These sessions reduced Payroll office visits, limited errors and allowed departments to get their student employees working sooner.



# 2017-18 HIGHLIGHTS



## **Seminars, Workshops/Professional Development**

Various seminars and workshops were created, giving an opportunity for employees to develop and maximize job performance and further their careers. Topics range from how to prepare for an interview, to labor and employee relations-related training, to leadership certificate programs. HRDI also offered several new trainings to assist with High Impact Practices. These trainings included the following: Change Management, Preparing for and Succeeding at On-Campus Interviews, Disability Support Services, LGBTQ Safer Spaces, The Veteran Continuum, Business Etiquette, Respect in the Workplace and Cross-Cultural Communication.

## **CUPA Regional Conference Presentation**

HRDI was asked to present at the Spring CUPA-HR conference on the communication and event planning related to the Milo Yiannopoulos speaking engagement in October 2017. Vice President David Forgues, John Beisner and Victoria Morris, Ph.D., from HRDI presented with campus partners Tonantzin Oseguera, Ph.D., Monique Shay and Scot Willey.

## **Labor and Employee Relations**

The online Manager's Toolbox was created in an effort to give managers campus-wide access to key Human Resources documents. In collaboration with AFIT, the "ALERT" Case Management system was developed for case tracking and monitoring.

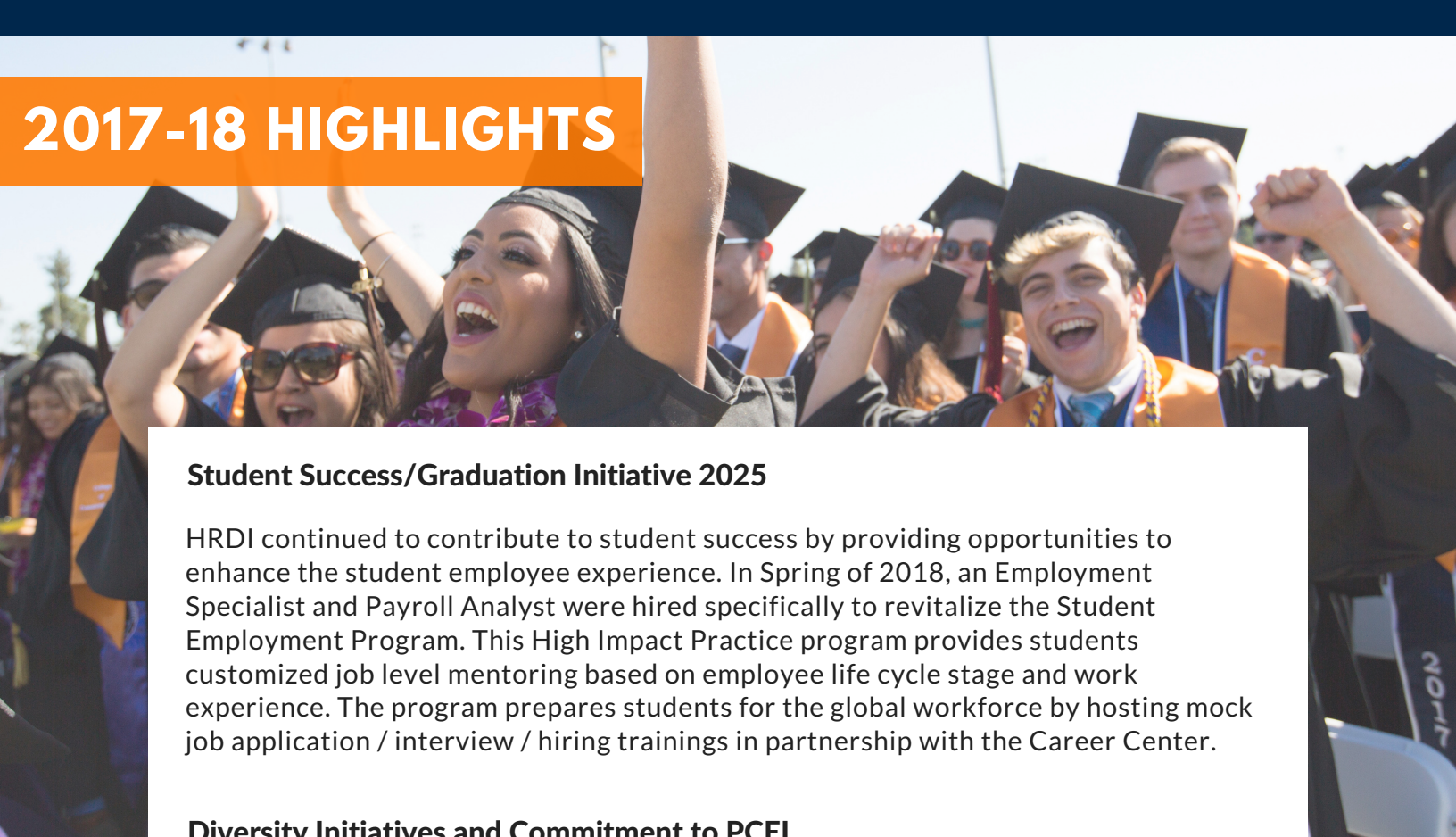
## **High Impact Practices**

Staff in Risk Management supported more than 1000 faculty, staff and students who traveled to more than 100 countries across the globe to facilitate research, learning and cultural exchange.

Two Risk Management staff were among the recipients of the University's 2018 "Teamwork and Collaboration" Award.



# 2017-18 HIGHLIGHTS



## **Student Success/Graduation Initiative 2025**

HRDI continued to contribute to student success by providing opportunities to enhance the student employee experience. In Spring of 2018, an Employment Specialist and Payroll Analyst were hired specifically to revitalize the Student Employment Program. This High Impact Practice program provides students customized job level mentoring based on employee life cycle stage and work experience. The program prepares students for the global workforce by hosting mock job application / interview / hiring trainings in partnership with the Career Center.

## **Diversity Initiatives and Commitment to PCEI**

DIEP established the Faculty Fellowship Program. This program supports sustainable diversity practices in the colleges. Faculty fellows work closely with DIEP to identify specific college level goals and expectations important for faculty recruitment, reappointment, advancement and retention. The fellows also assist with pipeline development to enhance recruitment efforts in addressing identified under representation among faculty.

## **Space Reorganization**

In order to better serve our customers and increase satisfaction, HRDI completed a space reorganization that made service units more accessible and centrally located, i.e. Payroll Services, Benefits and Retirement Services, and Compensation Services/Talent Acquisition/Recruitment.

## **Records Management**

Centralized the receipt and coordination of all request for documents received by the University, which increased efficiency and permitted campus partners to focus on more mission-critical activities.



# CSUF EMPLOYEES AT A GLANCE

TOTAL YEARS OF SERVICE

35,481

9.34

AVERAGE YEARS OF SERVICE

216

NUMBER OF NEW HIRES

AVERAGE  
EMPLOYEE  
AGE

46

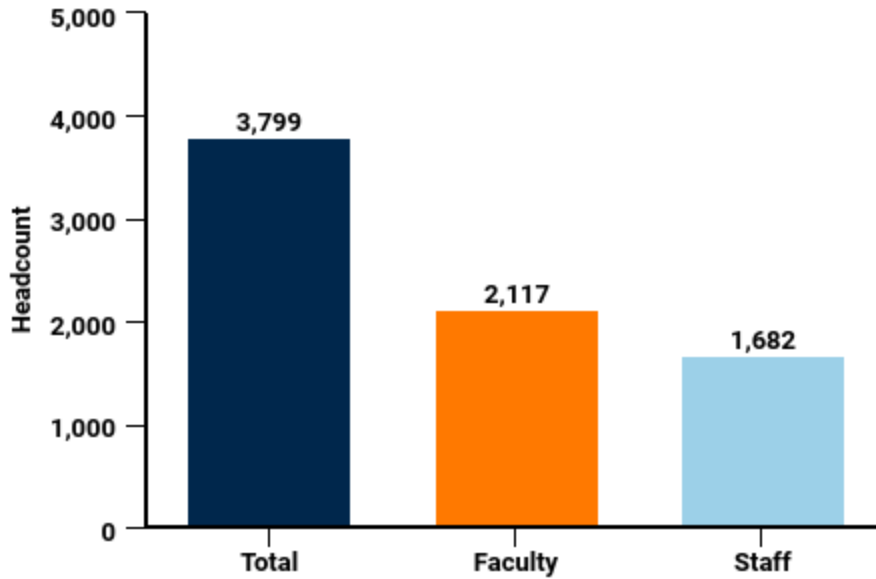
3799

NUMBER OF FACULTY & STAFF

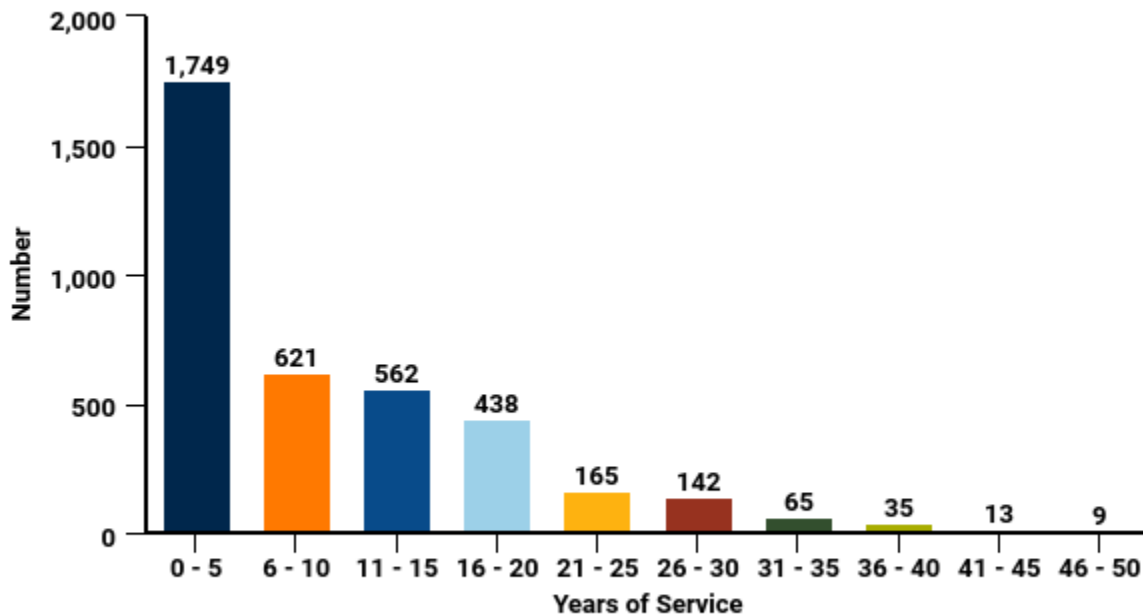


# BY THE NUMBERS

## FACULTY & STAFF HEADCOUNT



## FACULTY & STAFF YEARS OF SERVICE



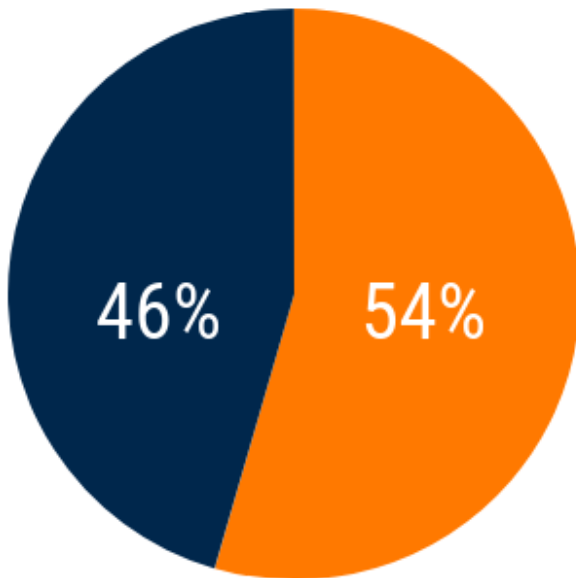
*Years of service are based on first new hire date*

All figures shown are for 2017-18 fiscal year.



# BY THE NUMBERS

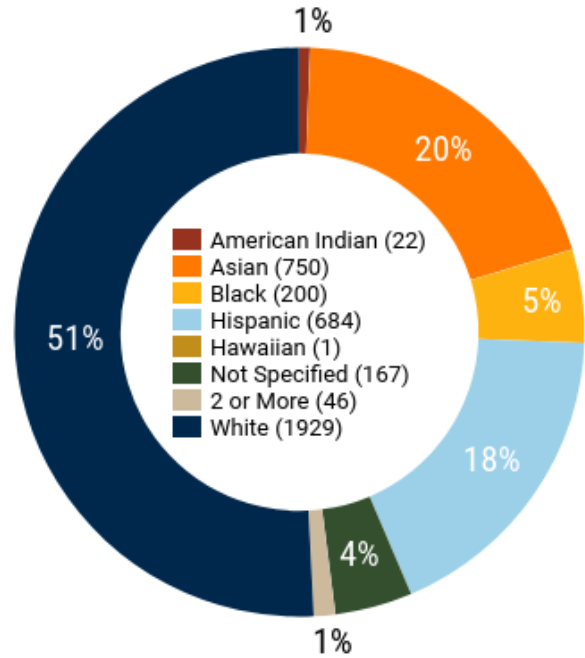
## FACULTY & STAFF BY GENDER



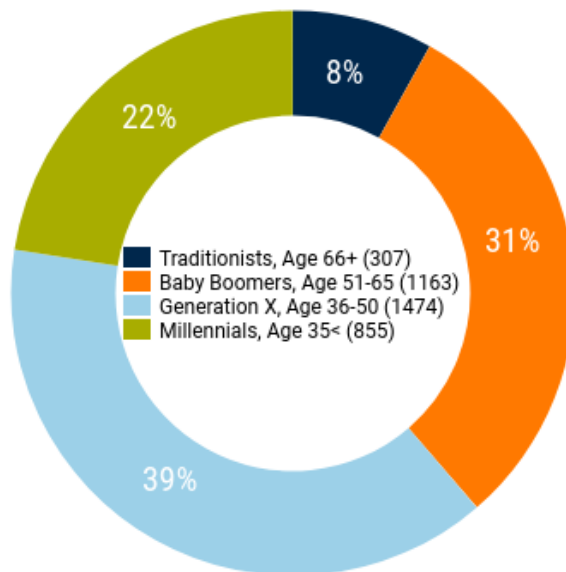
Female (2070)  
Male (1729)

*The campus is currently exploring ways to capture gender diverse individuals in our data collection efforts.*

## FACULTY & STAFF BY ETHNICITY



## FACULTY & STAFF BY GENERATION



All figures shown are for 2017-18 fiscal year.



## STRATEGIC DIRECTION FOR 2018-2023

Over the next five academic years, HRDI will act to make progress in five strategic areas, listed below as “strategic directions.” Each strategic direction includes a number of more specific goals. It is expected that implementation of these goals will last through 2023. A “working strategic plan” will be used to document planning, timelines, and measurable outcomes for each goal and to track progress over the five years

1. Develop and support programs and activities that foster community and increase employee engagement in the life of the University.
2. Pilot and adopt technology solutions to improve customer experience and service.
3. Establish and communicate workforce measures to inform operational and strategic decision making.
4. Improve and streamline proactive, two-way communication between HRDI and campus stakeholders to model transparency and good information practice.
5. Pursue strategic collaborations to strengthen and scale University initiatives.

## THINGS TO COME

### PageUp

Cal State Fullerton has been selected as one of the first campuses in the CSU to implement PageUp – a new online, cloud-based recruiting system that will improve the way we attract, hire and onboard employees to our Titan family. PageUp is part of the developing systemwide Common Human Resources System (CHRS).

This solution will improve our ability to attract and hire highly qualified faculty, staff and students. Recruiters, hiring managers and search committees will be able to:

- Use a paperless, end-to-end recruiting process for faculty, staff and students.
- Build a robust applicant database and talent pool.
- Provide a polished experience for applicants.
- Bring new hires up to speed quickly.
- Use data analytics to guide recruiting decisions.

### HRDI Website

HRDI is working on updating the entire website to better assist our customers.



# HRDI EVENTS & PROGRAMS



## HEALTH & WELLNESS EXPO

HRDI hosts an annual health and wellness expo where health and financial industry vendors, including representatives from all available health plan and benefit providers will be present to answer questions for CSUF employees for open enrollment the upcoming year. Health screenings, flu shots, and information on the Employee Assistance Program are part of this campuswide event.

## UNIVERSITY AWARDS PROGRAM

The annual University Awards Program (UAP) recognizes employees as individuals and groups for special accomplishments, years of service, faculty tenure and/or promotion and staff completion of certificates or degree programs.

At the 2018 event, more than 800 employees attended the event in the Titan Gym, where President Virjee commenced the celebration by thanking faculty and staff for their dedicated service. More than 400 employees were recognized for years of service to the University ranging from five years to 45 years and awards were given in the following categories for special accomplishments:



- **Diversity, Equity and Inclusion Award:** Stan Breckenridge, Siobhan Brooks and Alina Mircea-Trotz were recognized for creating the exhibit "African American Civic Engagement: 1860s and 100 Years Later Among CSUF Titan Alumni".
- **Teamwork and Collaboration Award:** Keya Allen, Jeff Fehr, Michael Delo, John Beisner, Michael Coughlin, Jeffrey Cook, Tonantzin Oseguera, Vincent Vigil, Carl Jones, and Scot Willey formed the "Campus Speaker Working Group."
- **Leadership Award:** Paulina Tagle, director of the Office of Grants and Contracts was honored for leadership.



# HRDI EVENTS & PROGRAMS



## NEW EMPLOYEE ORIENTATION MIXER

NEO Mixers provide an opportunity for cohorts of new employees to network, allowing them to reconnect and provide HRDI with feedback regarding the University's onboarding and engagement process. In partnership with University Athletics, the College of the Arts, the Titan Book Store and Cal State Fullerton dining establishments, HRDI offers opportunities to further engage new employees and ensure that they feel welcomed, appreciated and proud to be a Titan!

## "PLANNING FOR YOUR FUTURE" RETIREMENT SEMINAR

HRDI impacts lives from recruitment to retirement and everything in between. Planning for retirement is an important life change, and providing employees with a comprehensive seminar to assist employees in meeting their post-career goals. "Planning for Your Future" is a one-day seminar offered to employees and their spouses or partners who are preparing for retirement in three to five years. The seminar provides information on making important life choices and discusses wellness, emotional health, connectedness, ongoing learning, finances and estate planning.







## UPCOMING EVENTS ON CAMPUS

Keep the following events on your radar - details to be announced soon.

- |                  |   |
|------------------|---|
| <b>NOVEMBER</b>  | Cigarette Butt Clean Up - November 15th   |
| <b>JANUARY</b>   | CSUF Day of Service   |
| <b>MARCH</b>     | CSUF Day of Service   |
| <b>APRIL</b>     | Bring your child to work day - April 25th<br>University Awards Program - April 11th |
| <b>SEPTEMBER</b> | Health and Wellness Expo - September 20th   |



# GET IN TOUCH



## CONTACT INFO



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We value your feedback. Please complete our Customer Feedback Survey at [https://fullerton.qualtrics.com/jfe/form/SV\\_6J4JweJ3HBd5VXv](https://fullerton.qualtrics.com/jfe/form/SV_6J4JweJ3HBd5VXv)



Visit our Professional Development website for upcoming trainings and workshops at <http://hr.fullerton.edu/professionaldevelopment/#>

## SOCIAL MEDIA



**FOLLOWERS**  
750 +

@CSUFHR



**FOLLOWERS**  
480+

@csufhr



**PAGE LIKES**  
750+

@CSUFHumanResources



COME VISIT

CLUB



57





### **Hours**

Monday-Thursday, 7:30 a.m. to 7 p.m.

Friday, 7:30 a.m. to 5 p.m.

Closed on weekends and holidays

### **Location**

Titan Shops, Room 109

(previously the Chicana and Chicano Resource  
Center / Senate Chambers)

### **Monthly Menu**

Lunch will be served Monday-Thursday, 11:30 a.m.  
to 1:30 p.m.

Fall semester pricing, beginning Sept. 24: \$10.57  
buffet and salad bar / \$9.57 salad bar only

Free coffee service all day





CALIFORNIA STATE UNIVERSITY

**FULLERTON**

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HUMAN RESOURCES,  
DIVERSITY & INCLUSION

