



HUMAN RESOURCES, DIVERSITY & INCLUSION

2019/2020 ANNUAL REPORT

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WORDS FROM THE VICE PRESIDENT

//// WELCOME

This past year marked a unique time at Cal State Fullerton and in our history. Our students, faculty, and staff were cast into the throes of a global pandemic, along with our community, families, and nation. Across all our sister campuses, industries, and walks of life we all had one thing in common— we had to come together to find new ways to move forward. Our campus worked quickly to maintain the continuity of our academic mission and operations and to safeguard the health and well-being of all Titans who call CSUF home. I could not be prouder of the leadership shown by our amazing faculty and staff who displayed flexibility, resiliency, and consideration as we adapted to new modalities of working. I've seen so many departments and individuals support each other any way they could – as a result we've been able to acclimate to a mostly virtual environment and offer our students a quality experience as they wrapped up the spring 2019 semester. Certainly, It Takes a Titan to persevere, adapt and care. I am grateful for the dedication of our Titan family. Your passion for higher education and our institution shows and is a testament to why CSUF can claim accolades such as being among the Top 5 percent of universities in a national list of "Best Colleges in America," by Money magazine, No. 13 on Money's list of "Most Transformative Colleges.", and No. 22 on the list of "Best Public Colleges." In this annual report, you will find Human Resources Diversity, & Inclusion highlights during the past 2019-2020 fiscal year. From several signature events that pivoted to virtual modalities such as the University Awards Program, What Brings Us Together Luncheon, and Bring a Child to Work Day; to the many new health and wellness virtual offerings to assist Titans from home; to community building conversations centered around social justice that allowed Titans to heal through dialogue; I am proud of what our division has accomplished.



This past year we embraced technology more than ever and came together through times of crisis. Through it all, we were and are here to support you throughout your career at CSUF.



DAVID FORGUES, PH.D., SHRM-SCP
Vice President



**CUPA-HR Western Region
Higher Ed HR Rock Star
Award Recipient**

Vice President Forgues received the Higher Ed HR Rock Star Award from the Western Region of the College and University Professional Association for Human Resources. This award recognizes an individual who, while serving in the first five years of a higher education HR career, has made a significant impact. Although he began his career at CSUF in Student Affairs, Vice President Forgues was appointed vice president of HRDI in January 2017 and then selected for the permanent position after a national search in May 2017. The awards selection committee noted that his varied background contributed to his willingness to consider new ideas and to take risks. It also remarked that he has fostered strong ties with the campus community and championed a variety of innovative programs and initiatives. Examples include Titan Recognition Week — which honors faculty and staff with special events, tickets to sporting events, campus discounts and special "behind the scenes" tours of different areas of the campus, culminating in the university's annual University Awards Program — and the What Brings Us Together luncheons, where individuals gather to meet others from different departments and backgrounds.

////// OUR VISION, MISSION, & VALUES



People First

contributing to a community of belonging;



Inclusion

embracing and welcoming diversity;



Diligence

with careful and consistent effort;



Integrity

with the aim of honesty and trustworthiness in all interactions;



Innovation

introducing original and creative thinking and;



Collaboration

creating better solutions together than we could alone.

VISION

The vision of the Human Resources, Diversity, and Inclusion (HRDI) Division is to empower the CSUF community through excellent and innovative service.

MISSION

HRDI's mission is to deliver valuable services to create an environment where a diverse community thrives.



CALIFORNIA STATE UNIVERSITY FULLERTON

Strategic Direction (Goal) 1: Employee Engagement

Develop and support programs and activities that foster a diverse and inclusive community and increase employee engagement.

Strategic Direction (Goal) 2: Leveraging Technology

Pilot and adopt technology solutions to improve customer experience and service delivery.

Strategic Direction (Goal) 3: Data-Based Decision Making

Use employment and customer service data to inform operational and strategic decision making.

Strategic Direction (Goal) 4: Proactive Communication

Improve and streamline communication between HRDI and University stakeholders to model transparency and best practice.

Strategic Direction (Goal) 5: Collaborative Partnerships

Pursue strategic collaborations with University partners to strengthen diversity and inclusion and scale University initiatives.



YEAR 3/5 HRDI is currently in the third year of its five-year division strategic plan.

HUMAN RESOURCES, DIVERSITY & INCLUSION

OUR SERVICE

The division of HRDI is comprised of five units and eight departments. Since 2013, when HRDI was formed, we have served state employees, including faculty, staff, and student employees by providing traditional human resource services, while supporting the University's mission to advance diversity and inclusion.

OFFICE OF THE VICE PRESIDENT/OPERATIONS

The Vice President's office is responsible for division operations, employee recognition programs, communication, budget, and data analytics.

LABOR/EMPLOYEE RELATIONS

The Labor/Employee Relations office is responsible for faculty and staff/management labor and employee relations.

RISK MANAGEMENT

The Risk Management office is responsible for litigation/claims management, the administration of several insurance programs, contract review, risk consultations and assessments, international travel, employment visas, permanent residency, document retention, and records requests.

DIVERSITY, EQUITY & INCLUSION PROGRAMS

The office of Diversity, Inclusion and Equity Programs (DIEP) is responsible for campus wide diversity, equity, and inclusion strategy and consultation, ensuring equity throughout the employee lifecycle. Additionally, DIEP provides the campus community with discrimination, harassment, retaliation (DHR) resolution, and providing cultural education, professional development, and community-building programs. The DIEP subunits are as follows:

Academic Talent Management

The Academic Talent Management office is responsible for faculty specific processes housed in HRDI including appointments, compensation and recruitment efforts for faculty, lecturers, and teaching assistants (TA)/graduate assistants (GA)/instructional student assistants (ISA).

Engagement & Learning

The Engagement and Learning office are responsible for employee training and workshops, community building programming and the monthly engagement newsletter.

DHR

The DHR administrator is responsible for the implementation and compliance of the campus policy on the prohibition of discrimination and harassment based upon protected status and retaliation.

HUMAN RESOURCES SERVICES

Compensation Services

The Compensation Services office is responsible for staff/management classification reviews, in-range progressions, reassignments, and time base changes.

Payroll Services

Payroll Services is responsible for processing employee pay and absence management.

Talent Acquisition

The Talent Acquisition office is responsible for appointments and recruitment efforts of Management Personnel Plan (MPP) employees, staff, the temporary appointments pool and student employment.

Total Wellness

The Total Wellness office is responsible for benefits, leaves, retirement, fee waivers, workers' compensation, disability accommodations, the employee assistance program (EAP) and wellness programs.

HRDI AT A GLANCE

OUR HIGHLIGHTS



Raised a total of \$32,239 for the division of HRDI. This included donations for the annual Wellness Expo, Kaiser Sponsorship of the 10K A Day Walking Challenge, St. Jude donation to establish a walking path as part of the Healthy Campus Initiative, a micro grant from Interfaith Youth Core for Allyship Training, SchoolsFirst donation to New Employee Orientation and employee payroll deduction donations.



Three successful key campus leadership searches were facilitated by HRDI.



Fifty-three emeritus requests were processed for faculty and staff.



Twenty HRDI employees participated in the HR Certificate Webinar Series, preparing staff for the Society of Human Resources Management (SHRM)/Professionals in Human Resources (PHR) certifications.



HRDI employees participated in community service projects including:

- The OneOC Community Cup Competition
- 51 boxes of canned food were collected and donated to the Second Harvest Food Bank as part of the OneOC Community Cup Project.
- 50 gifts were collected for CalWorks families as part of the WoMen's Center Tuffy Tidings Program



HRDI employees participated in the "Introduction to Racial Equity" workshop presented by DIEP, covering racial equity, particularly as it relates to CSUF at the spring division meeting.



Three major recognition events were held for campus employees:

- University Awards Program
- CSUF Virtual Lunch Series
- Titan Family Engagement Day



Systemwide conferences hosted by HRDI on the CSUF campus:

- Systemwide Recruiters and Class and Comp Workshop
- Systemwide Faculty Recruitment and Diversity Officers Meeting
- Systemwide AVP Meeting
- CHRS Change Management Workshop



Employees represented HRDI during off-campus presentations:

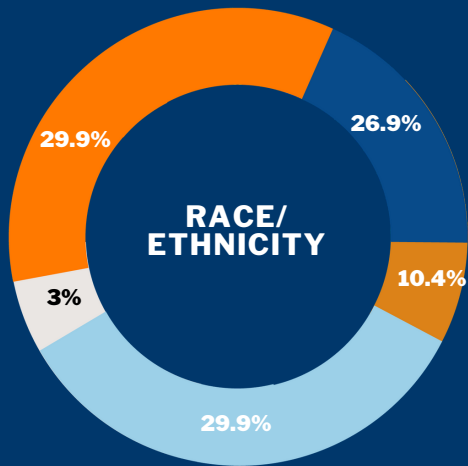
- AVP for DIEP, presented to the WSCUC (Western Association of Schools and Colleges Senior College and University Commission) on diversity, equity, and inclusion initiatives.
- Members of Risk Management presented at the CSU systemwide Fitting the Pieces Together conference.



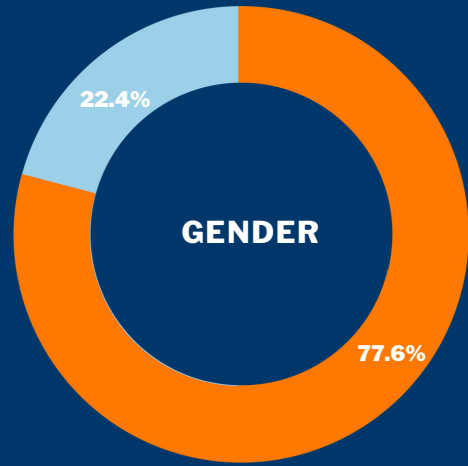
HRDI employees who received awards:

- Alisha Brown, Titan Excellence Award
- David Forgues, CUPA-HR Rockstar Award

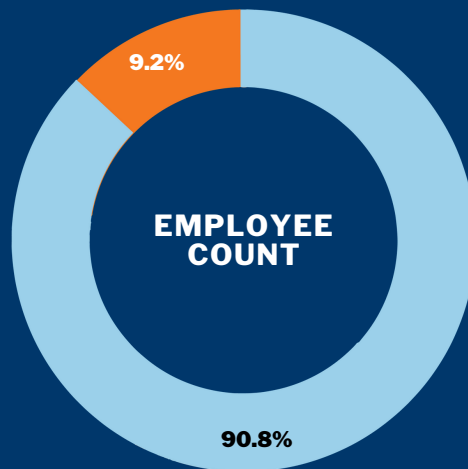
////// OUR DIVISION



- Asian, 26.9%
- Black, 10.4%
- Latinx, 29.9%
- Two or More Races, 3%
- White, 29.9%



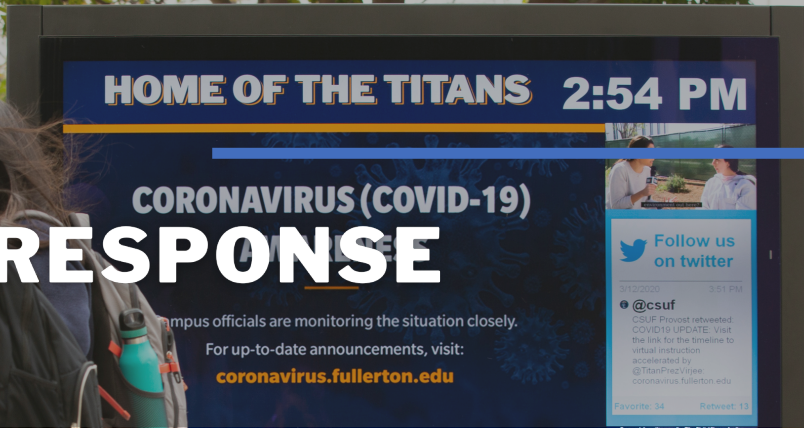
- Female, 77.6%
- Male, 22.4%



- Student Employees, 9.2%
- Employees, 90.8%

Data shown is based off June 30, 2020 to reflect the latest data for the 2019-20 fiscal year.

COVID-19 RESPONSE



When the COVID-19 pandemic hit, HRDI played an integral role in the campus wide transition to a mainly virtual environment in March 2020. HRDI employees across all departments within the division worked rapidly to implement new programs, guidelines, and ways to support campus employees during the sudden transition. Newly developed COVID-19 resources included new leave programs, a temporary telecommute policy, wellness resources, and more frequent communication to the campus with bi-weekly news and updates, containing campus COVID-19 updates. HRDI worked diligently to ensure all programs, policies, and communication followed State, Federal and CDC guideline and compliance. In collaboration with several other divisions and departments, HRDI also served as a partner in campus working groups, creating policies, protocols, and communication to support both remote and on-campus employees during the pandemic.

COVID-19 Leaves

HRDI implemented leaves related to COVID-19 for employees affected by the pandemic, including Temporary Paid Administrative Leave (CPAL), Families First Coronavirus Response Act (FFCRA), Non-Telecommuting Workers Leave (NTWL), and Coronavirus Temporary Leave Program (TLP).

Manager Business Continuity Meetings

The office of the Vice President hosted campus continuity meetings with campus managers on Zoom every Friday. Members of the HRDI people leadership team stayed connected with and shared important campus, human resources, and COVID-19 updates with campus management, face-to-face.

Risk Management Protocols Update

Risk Management developed protocols for immigration status, volunteers, foreign travel, special events, subpoenas, and public records act requests to ensure consistent responses in a mostly remote work environment. In collaboration with the Study Abroad Office, Risk Management made recommendations concerning the cancellation of study abroad programs and worked to bring faculty and students abroad home safely during the height of the pandemic.

Titan Faculty and Staff Emergency Fund

In response to COVID-19, the Titan Faculty and Staff Emergency Fund was created to provide support for CSUF staff and faculty affected by a disaster, such as COVID-19 that could adversely affect them and their families as they serve the campus and our students. HRDI processed applications and reconciled awards.

COVID-19 Communication

The office of the Vice President developed and implemented biweekly communication to campus employees from April through May, which contained timely COVID-19, human resources and campus updates. Communication transitioned to monthly news and updates and will continue into the fall semester. These regular updates were archived and posted online for easy access.

Infectious Disease Working Group & Re-Entry Group

In collaboration with all campus divisions, HRDI served on the Infectious Disease Working Group and Re-entry Group, which established the campus wide re-entry plan and led the campus wide COVID-19 response.



732

COVID-19 related leaves were processed and administered by HRDI.

99

travel returns coordinated for faculty and students traveling abroad when COVID-19 began.

\$9,092

collected in donations to the Titan Faculty and Staff Emergency Fund, benefiting employees in need of assistance during COVID-19.

59

reimbursements of travel expenses processed for students travelling abroad during COVID-19.

CSUF AT A GLANCE

2019-2020

////// OUR PEOPLE

3,805

Total number of CSUF employees (faculty, staff, and administrators).

205

Total number of CSUF new hires (permanent employees).

47

Average age of CSUF employees.

1,640

Total number of student assistant employees (by academic year).

553

Total number of academic student employees - instructional student assistants, graduate assistants, teaching associates (by academic year).

9.7

Average length of service for CSUF employees.

36,848

Total years of service of all CSUF employees.

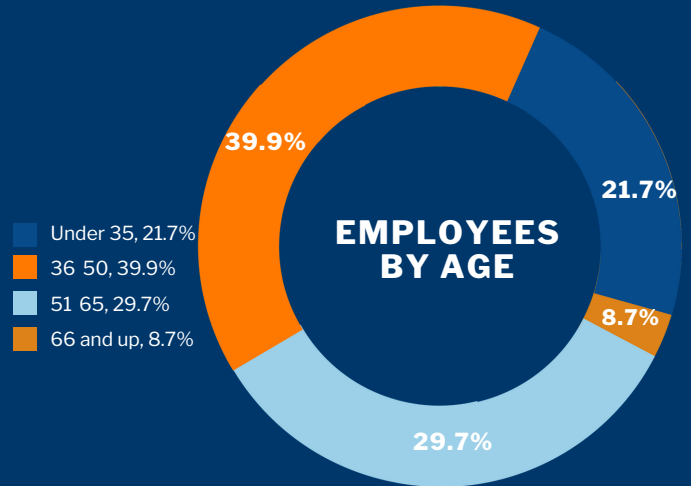
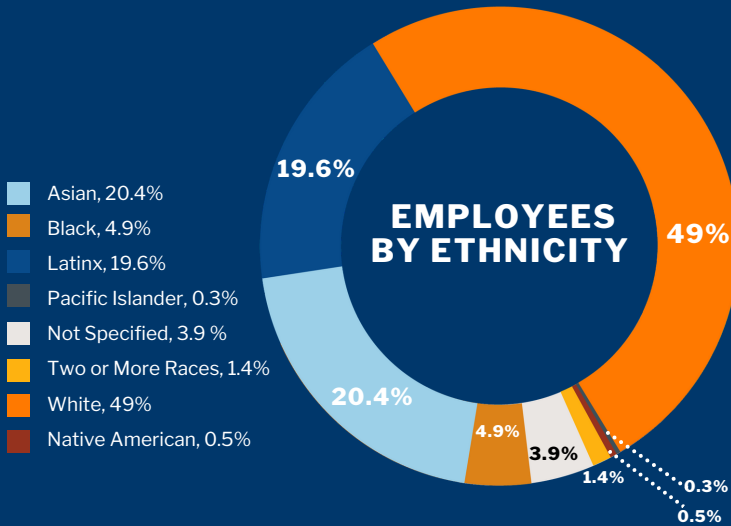
64

Average retirement age of CSUF employees.

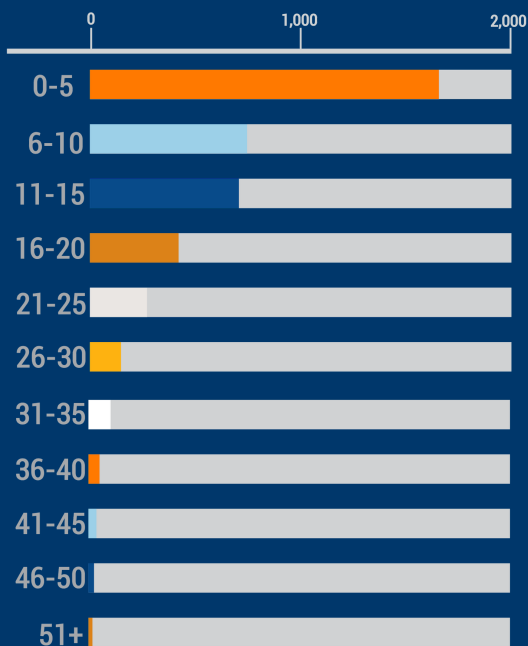
BY THE NUMBERS

2019-2020

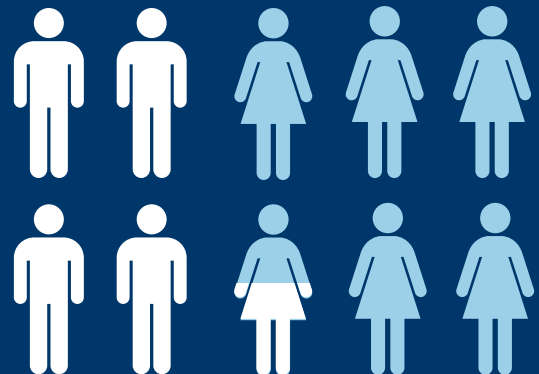
////// OUR PEOPLE



YEARS OF SERVICE



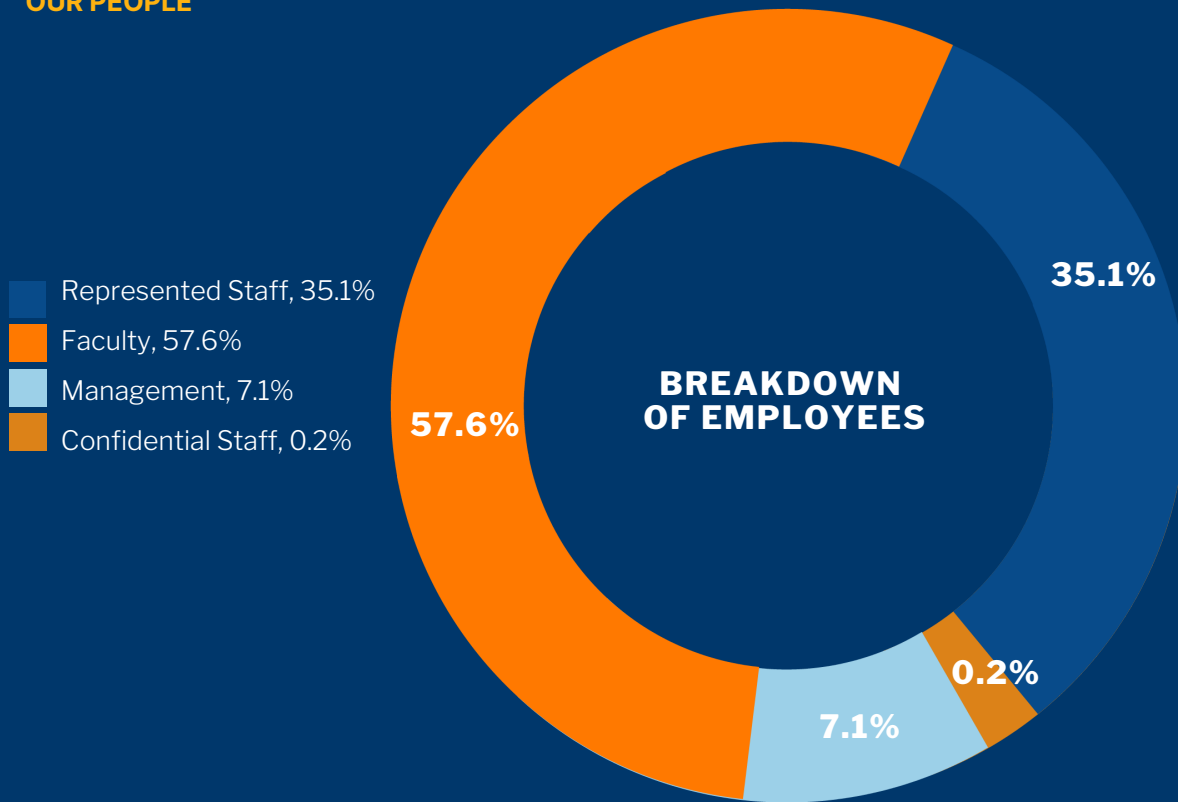
EMPLOYEES BY GENDER



54% Women
46% Men

Data shown is based off the 2019-2020 fiscal year unless otherwise noted.

////// OUR PEOPLE



EMPLOYEES BY REGION

Ventura	10
Los Angeles	984
Orange	2,517
San Diego	40
San Bernardino	238
Riverside	197



Southern Orange County, California

Data shown is based off the 2019 2020 fiscal year unless otherwise noted.

//// BELONGING AT CSUF

DIVERSITY, INCLUSION & EQUITY

Since its formation, the division of Human Resources, Diversity and Inclusion, has operated with the mission to provide quality human resource services for Titan employees under the direction of two imperative touchstones: Diversity and Inclusion. Our people strive to create a community of belonging in everything we do for both the employees and students we serve. Like our diverse student body, our workforce and culture must reflect that same diversity. Our goal is to embrace and respect the differences that make up our campus community while supporting and striving to achieve the University's objective of recruiting and retaining a highly qualified and diverse faculty and staff. We have worked harder than ever before to offer the resources, training, workshops, and support our Titan community needs. We strive to reach our vision of real equity and inclusion in the work that we do everyday. DIEP created and implemented new learning opportunities and shifted to the virtual environment while meeting our campus community building needs. We remain committed to building an equity minded campus, embracing diversity, uplifting social justice, and ensuring that the campus community addresses self care needs. You belong here, and you are our Titan family.

DIVERSITY, EQUITY & INCLUSION

////// COMPOSITIONAL DIVERSITY OF THE WORKFORCE

Belonging at CSUF

Since implementing the 2013-2018 strategic plan, HRDI has continued to enhance our diverse hiring practices by increasing faculty and staff hiring efforts with concentrated attention to those from historically underrepresented groups. To further this commitment, we have expanded our efforts to provide diverse programming, education, and strategies throughout the recruitment and hiring cycle, promoting the benefits of having a diverse workforce. CSUF has welcomed 344 new tenured or tenure-track faculty members. Overall, faculty diversity of tenured and tenure-track faculty increased. Also, the number of under-represented permanent staff increased. The total staff population is more diverse compared to the 2018-2019 academic year.

Self-ID Survey

The Self-ID Survey was administered to faculty and staff to learn more about the needs of the CSUF workforce and identify unmet needs to boost productivity, belonging, and innovation. This survey was voluntary and demographics were used to inform our strategic direction as it relates to employment practices, including ways to make CSUF a coveted place to work.

30



permanent employees self-identified as active military or having veteran status on campus.

Equity Advocate Workgroup

An equity advocate workgroup was assembled and met twice in the 19-20 fiscal year. The faculty search committee training presentation was revised to incorporate the latest high-impact practices for equity.

Religious Observances Resource for Staff, Faculty & Students

A calendar of religious observances was distributed to the campus community via email and posted on the HRDI website. The campus community is encouraged to remain mindful of religious holidays when conducting meetings, events, and classes.

Faculty of Color Learning Community (FOCLC)

A new faculty program was established. The mission of this newly established faculty program was to provide an institutional structure to support faculty of color in the tenure and promotion process while also focusing on the retention efforts. The program provided a lunch and learn series focusing on a variety of topics to assist faculty of color through their tenure journey, mixer events for community engagement, writing challenges to encourage scholarship, sessions with editors to assist with writing/editing of potential journal articles, and virtual zoom meet-ups. The FOCLC successfully concluded its first semester of programming. 36 Faculty of Color registered to be members of the community. Survey results showed every participant rated the Faculty of Color Learning Community as excellent.

SCADOHE Convening

DIEP hosted the Spring 2020 SCADOHE Convening themed “Inclusivity, Free Speech, and the Election Year.” The event included special guest Michelle Dutchman, who offered a candid and engaging talk designed to help Chief Diversity Officers and Diversity, Equity, and Inclusion (DEI) professionals navigate the terrain of balancing free speech and inclusivity. The meeting included discussions, action planning for the year ahead and small group problem-solving.

Bias Incidents Response Protocol Task Force

This task force was created to solidify four areas of focus regarding incidents of bias and hate that occur on our campus: communications, prevention, intervention and education. The task force met regularly from March through July 2020. The result of the effort was the establishment of the Campus Climate Response Team that is set to officially convene in the fall 2020 semester.

Titan Recognition Campaign

DIEP launched a social media campaign to recognize employees for their support of the Titan Community through the challenging transition to virtual campus operations and learning. The campaign drew 14 nominations, including three offices that were recognized on the CSUF Diversity social media outlets.

PROVIDING LEARNING OPPORTUNITIES

83 student employees attended LinkedIn virtual micro sessions

156 student employees engaged in professional development micro sessions

43 professional development opportunities offered to campus employees

1,380 total employees who engaged in professional development opportunities (programs, workshops, or trainings)

37 diversity focused professional development opportunities offered (programs, workshops, or trainings)

1,380 total employees who engaged in diversity focused professional development (programs, workshops, or trainings) opportunities

15 campus wide requests for diversity trainings in colleges, divisions, teams, or departments



Inclusive Narratives Social Media Campaign

DIEP launched a social media campaign in July 2020 that featured history not commonly learned through traditional educational avenues. Each week focused on historical events and people from different communities (Black, Latinx, APIDA, Indigenous, LGBTQ, Disabled), and these groups' contributions to equity and excellence in today's society.

Conflict Resolution Workshop

The conflict resolution workshop series was offered to help participants manage conflict. The workshop provided tools needed to reflect on individual conflict management style and best practices in resolving conflict in the workplace. This training had the highest attendance all year and became a tool to assist Titans transition from in-person to a virtual environment.

DIEP Learning and Programming Newsletters

DIEP continued their practice of providing regular communication to the campus community regarding available learning opportunities, DEI promising practices, and invitations to community-building programs. Over the year, DIEP distributed eight newsletters to campus to provide this information on the department's activities and services.

//// PROVIDING LEARNING OPPORTUNITIES

Community Dialogue Series: Critical Conversations

Critical Conversations: Healing Through Community

In partnership with the Black Faculty and Staff Association, DIEP hosted a community dialogue series in June for all campus members to share space, process and heal from anti-Black racist incidents that occurred in local and national communities.

Over 700 Titans- including faculty, staff, and students attended the series.

CRITICAL CONVERSATIONS: JUST MERCY DISCUSSION

Watch movie for free at www.justmercyfilm.com and join the Titan Community for a dialogue about the movie.

Tuesday, June 23rd 11am

Thursday, June 25th 2pm

We encourage all participants to watch the movie before scheduled event time. Please register at bit.ly/CSJustMercy to receive the Zoom link and password.

Hosted by the Office of Diversity, Inclusion, and Equity Programs
E-mail diversity@fullerton.edu if you have any questions

Critical Conversations: Just Mercy Discussion

Part of the Community Dialogue Series: Critical Conversations; this dialogue encouraged participants to watch the free film “Just Mercy” – a film based on civil rights attorney Bryan Stevenson and his work to free a wrongly accused death row prisoner. For June, Warner Bros. opened access to stream this film .

for free to discuss racial injustices that have historically existed in the country. This dialogue served as a platform for those who wished to discuss the incidents and themes depicted in the film

CRITICAL CONVERSATIONS: ALLYSHIP AND ADVOCACY

Please join the Titan community to learn and share ways you can take a stand and advocate for others.
Open to everyone on campus.

Monday, June 15th 11am

Friday, June 19th 9am

Please register at bit.ly/CCAllyAdv to receive the Zoom link and password

Hosted by the Office of Diversity, Inclusion, and Equity Programs. E-mail diversity@fullerton.edu if you have any questions

Critical Conversations: Allyship and Advocacy dialogues

Part of the Community Dialogue Series: Critical Conversations; this dialogue was centered on what allyship in action could look like in combating anti-Black racism in our local and national communities. Participants were encouraged to attend these

sessions if they were interested in sharing and learning ways that they can be an ally or advocate against racial injustices and discourse. Participants were welcomed to share what examples of allyship could look like and resources on how we can translate our allyship into action.

Anti-Racism Resources and Support

In response to anti-black incidents occurring around the country, additional online resources and trainings were posted to the HRDI website, including the Anti-Racism Resources Guide. The guide featured resources collected from fellow Titans in the Critical Conversations June series in a PDF guide. In addition, Assistant Vice President, Bobbie Porter, conducted various consultations and hosted strategy sessions with campus units to develop anti-racism action plans and diversity strategic plans.

LEADERSHIP DEVELOPMENT



Diversity and Inclusion Leadership Academy (DILA)

In spring 2020, DIEP launched the Diversity and Inclusion Leadership Academy (DILA) program, which provides transformative leadership development for 24 participants who strengthened their skills to value, build, and lead diverse and inclusive teams. The academy featured workshops and experiential learning activities for participants to build their capacity to become diversity embracing, inclusive leaders. Upon completion, participants incorporated these newly developed competencies into their leadership toolkit, which contributes to driving inclusivity into our campus culture.

Interfaith Leadership Program

Expanding our diversity agenda, the Interfaith Leadership Program was developed with the mission to start a conversation and increase the ability of faculty, staff and students to engage with not just race, ethnicity, sexual orientation, and gender but also religious and worldview diversity. Participants were called upon to build community and facilitate dialogue about worldviews that are based in religious, spiritual, philosophical, and ethical beliefs and attitudes. The program is slated to continue into the fall 2020 semester.

HRDI Professional Development

DIEP hosted a biweekly webinar series to help employees prepare to sit for one of two nationally recognized HR certifications– SHRM-CP and PHR. Employees were offered training materials, resources and a community of learning with their coworkers during the 8-week program to prepare for the HR Certification course of their choice. A total of 20 HRDI employees participated in the preparation course.

2nd Annual Inclusive Leadership Symposium

In March 2020, the 2nd Annual Inclusive Leadership Symposium brought together over 100 CSUF leaders from across campus who engage in a half-day of learning and development as inclusive leaders. Keynote speaker, Dr. Edna Chu symposium focused on concrete practices, approaches, and frameworks that can assist leaders in their role as diversity change agents in building inclusive working environments. The attendance doubled in the 2nd Annual Inclusive Leadership Symposium since the symposium’s implementation.



Tiered Diversity Certificate Program

To address the campus’s MPP competencies, four workshops were developed and offered to management. The program covered topics relating to probationary employees, staff grievance/complaint process/resolution, faculty/academic employee grievance process for chairs/ads, and performance management.

FOSTERING A COMMUNITY OF BELONGING AND INCLUSION

////// BELONGING AT CSUF

Affinity Groups: Faculty & Staff Associations

Faculty and Staff Associations (FSA) are affinity groups that help promote opportunities for community building, networking, and providing support to fellow Titans. Current FSAs are:

- Asian American Pacific Islander Faculty and Staff Association (AAPIFSA)
- Black Faculty and Staff Association (BFSA)
- Researchers and Critical Educators (RACE)
- Chicano/Latino Faculty and Staff Association (CLFSA)
- Pride Alliance (LGBTQ Faculty and Staff Association)
- Undocumented and Ally Faculty and Staff Association (UAFSA)
- Veterans Staff and Faculty Association (VSFA)

DIEP hosted bi-monthly meetings with faculty and staff associations, which included leaders of various groups to discuss pressing issues raised among their membership. The office also hosted two welcome back events for the associations to provide an opportunity to recruit new members, raise awareness about the associations in the campus community, and foster coalition building between the groups.

Recognition of the Cultural Heritage Months

In partnership with the President's office and various campus groups, DIEP helped to facilitate events recognizing the different cultural months for the campus community. As recognized by the Library of Congress, these included events for Hispanic/Latinx Heritage Month; LGBTQ History Month; Indigenous/Native American Heritage Month; and Black History Month. Due to the limitations on in-person events following the COVID-19 pandemic, plans to host campus wide events recognizing Women's History Month and Asian Pacific Islander Desi American (APIDA) Heritage Months were cancelled. In place of the campus events, the Division supported the many virtual events hosted across the campus community.



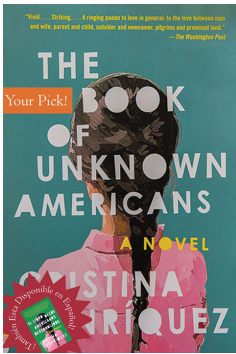
INSIGHT Into Diversity magazine's 2020 Inspiring Affinity Group Award Recipient

The Undocumented and Ally Faculty and Staff Association (UAFSA) was named a recipient of INSIGHT into Diversity magazine's 2020 Inspiring Affinity Group Award. This award tributes programs that are inspiring and encouraging higher education professionals to come to a campus like Cal State Fullerton because of the employee resource groups that offer mentoring, collaboration, social networking opportunities, and more.

Virtual Lunch Series– What Brings Us Together Goes Virtual

Due to COVID-19, the 2nd annual What Brings Us Together Luncheon (WBUT) transitioned into multiple CSUF virtual lunches, hosted by DIEP. The virtual lunches provided a space for all Titans to come together, share a meal, and dialogue while promoting diversity and community building. Guests of the Titan community were encouraged to Reach Higher and across differences by learning more about someone new.

////// TITANS TOGETHER: STRIVING FOR JUSTICE, EQUITY, AND INCLUSION



One Book, One CSUF Program
 In a collaborative effort with Student Affairs, Academic Affairs, and the Office of the President, DIEP launched the inaugural One Book One CSUF program, a part of the Titans Together: Striving for Justice, Equity, and Inclusion initiative. This program is intended to create an inclusive campus environment through conversations and

engagement among all members of our community. Opportunities for engagement will continue throughout the 2020-2021 academic year. The book chosen for this year was "The Book of Unknown Americans".

Titans Together Website

In collaboration with Strategic Communications, revisions were made to the Titans Together website to serve as a hub for diversity initiatives. Updates included demographic data, a tagline and message from President Virjee, the One Book, One CSUF Program, Faculty and Staff Associations and information on the critical conversations and building community dialog series.

TOGETHER.FULLERTON.EDU

Building Community: Compassion and Resiliency in Turbulent Times Series

In partnership with the Faculty Development Center and the Diversity initiatives and Resource Center, DIEP co-hosted a dialogue series for the campus community in November – December 2019. The events were held in response to the campus climate concerns presented by Black Student Union and anti-black incidences that occurred in communities both locally and nationally. The four-part series featured sessions where 109 participants engaged in dialogue, shared their vision for a CSUF where we have achieved racial and ethnic inclusivity.

The Racial Equity Curriculum Taskforce

As part of the Titans Together: Striving for Justice, Equity, and Inclusion initiative, HRDI convened a task force on Racial Equity Curriculum in order to build a 90-minute learning module on racial equity and inclusion for the CSUF community. This 12-person taskforce made of both faculty and staff members has come together to create the content needed to complete the module. The module is currently available upon request.

CSUF Garners Second HEED Award

For the second year in a row, CSUF has received the INSIGHT Into Diversity's HEED (Higher Education Excellence in Diversity) Award. CSUF is one of 95 institutions to receive this honor. The division's DIEP unit has helped diversity focus and align campus wide diversity and inclusion efforts, as well as expanded the university's commitment to recruiting and retaining a high-quality and diverse faculty and staff. HRDI continues to partner with campus diversity resource groups and continues to find ways to expand diversity and inclusion for all at CSUF.



DRIVING CHANGE

////// INNOVATION AT CSUF

Paperless Employee Evaluation Process for Staff and Management

In collaboration with the division of Information Technology, HRDI launched the paperless evaluation process for staff and management using Adobe Experience Manager (AEM), which allowed the entire process, including approvals and routing to occur online. A webpage and online training were developed and offered to assist with online evaluations. Eight virtual training sessions were offered to MPPs across campus.



Data Enhancements

HRDI collaborated with the Office of Assessment and Institutional Effectiveness (OAIE), providing data to assist in the creation of faculty and staff data dashboards. Data are disaggregated by division to include categories such as employee type, ethnicity, sex, and underrepresented status. These dashboards use the IPEDS HR staff reporting definition and can be found on the OAIE Institutional Research website.

FULLERTON.EDU/DATA

Newly Redesigned HRDI Website

The HRDI website was redesigned to provide users with an updated, easy to navigate user experience. Webpages were reduced from over 600 pages to 250 pages. In addition, 14 new topics/pages were created such as work life balance, healthy living and wellness, emeritus status, manager resources, new employee resources, and more.

HR.FULLERTON.EDU

Customer Satisfaction Survey

The Office of the VP developed and distributed the first annual Customer Satisfaction Survey to campus employees using the Qualtrics survey platform. The survey was established to gather valuable employee feedback at Cal State Fullerton. The findings from this data provide insights into the employee experience and allow our division to identify opportunities for improvement, areas of success and how to prioritize the needs of our customers. Questions focused on determining overall satisfaction of the division, departments, and special projects. The survey was launched to campus in late April and completed in May. All reporting, including individual department report summaries were shared with the campus and posted online at:

HR.FULLERTON.EDU/SATISFACTION-SURVEY-RESULTS



1st

Year of the HRDI annual customer satisfaction survey.

748

Responses from staff, faculty, and student employees.

82.7%

Respondents expressed a high degree of satisfaction with overall HRDI services.

COMMON HUMAN RESOURCES SYSTEM (CHRS)

The CSU selected the Common Human Resources System (CHRS) as a new core Human Resources tool to be implemented systemwide. This new system provides for a completely paperless process and will provide hiring and diversity data across all recruitments to assist with establishing and implementing benchmarks to increase faculty and staff retention. CSUF was selected to lead the system as an early adopter of CHRS core implementation.

CHRS Timeline

- CSUF selected to lead campus as an early adopter of CHRS Core Implementation for systemwide HR solution in fall 2018.
- CHRS Recruitment System was implemented in 2019 and stabilization was completed for staff and MPPs, tenure and tenure-track faculty, and emergency hire. The non-represented student assistant recruitment process was created.
- CHRS Recruiting website went live which highlighted info about the tool, training dates, training guides, key implementers, and more.
- CHRS Recruiting for students went live for student assistant positions. A CHRS student assistant user guide was also developed.
- CHRS Recruiting for for both faculty and staff recruitment went live, including staff/MPPs, emergency hires, tenure and tenure-track faculty, part-time employees, counselors, and athletics employees. The new system enabled a completely paperless process and will provide hiring and diversity data across all recruitments in future reporting.
- CHRS Recruiting for all employee categories on campus went live.
- CHRS business process guides, training materials, and training schedule for internal and external customer for CHRS Recruiting were distributed.
- Talent Acquisition created and implemented HR sign-in documents within the CHRS Recruiting.
- CHRS Core Project website launched

HR.FULLERTON.EDU/CHRS

THE MODULES



Absence Management (AM)
Self-service module that processes CSU leaves (i.e. sick & vacation time, personal holidays, bereavement, etc.).



Benefits Administration (BEN)
Tracks CSU employees' benefits eligibility and enrollment information.



Labor Cost Distribution (LCD)
Used to transmit the CSU payroll expenditure journal from PeopleSoft Human Capital Management into the Common Financial System.



Temporary Academic Employment (TAE)
Manages HR needs for all Temporary Faculty employees.



Time & Labor (TL)
Handles time tracking and processing for all non-exempt employees. It creates the Payroll Input Process (PIP) file, which is used to produce a paycheck.



Workforce Administration (WA)
Contains all core employee data. All the other modules receive employees' person and job data from this module.



Recruiting Solutions (CHRS Recruiting) is used to hire and onboard new employees.

WHAT'S NEXT?

- All CHRS core project solutions to be implemented by 2021.

WORK/LIFE BALANCE

//// WORK/LIFE AT CSUF

HRDI is committed to employee total wellness and ensuring Titans maintain a healthy work/life balance. Some of our total wellness highlights for the 19/20 fiscal year are noted below.

BENEFITS

- 19 total Benefit Orientations held for faculty and staff
- 215 Total health plan open enrollments processed
- 4 Open enrollment info sessions at CSUF and Irvine campus
- 2416 total employees enrolled in voluntary benefits programs

RETIREMENT SERVICES

- 3 Social Security training sessions held
- 8 CalPERS Retirement training sessions held
- 163 retirees in 2019/20

FEE WAIVER REDUCTION PROGRAM

- 1061 CSUF employees enrolled in the fee waiver program
- 417 CSUF dependents enrolled in the fee waiver program

LEAVES

- 311 total regular employee leave requests processed
- 732 leaves administered because of COVID 19

EMPLOYEE ASSISTANCE PROGRAM

- 360 hours of counseling services provided by the campus Employee Assistance Program (EAP)
- 3 in person Employee Assistance Program presentations offered to employees

WELLNESS

- 309 employees participated in 10K A Day
- 100,585,238 combined miles walked by employees who participated in the 10K A Day Walking Program
- 186 flu shots were administered to employees at wellness events

- \$21,172 saved by employees enrolled in the CSUF Perks at Work Program
- \$4,800 saved on average per 1,000 employees enrolled in the CSUF Perks at Work Program
- 1000 lbs. total weight lost by all WW at Work program participants (formerly Weight Watchers)
- 312 week WW at Work programs offered to employees
- 98 employees participated in Fidelity one on one financial planning advice sessions
- \$5,581,253 total contributions to Fidelity 403b accounts by employees
- 18 virtual wellness sessions held for campus employees, including Healthy Recipe Swaps, Mini Me day, Fur Friends, WW at Work Health Discussions, and Virtual Desk Yoga.

//// WORK/LIFE AT CSUF

In addition to annual open enrollment transactions, Total Wellness is responsible for other benefit transactions throughout the year, including COBRA Notices for new and separating employees, enrollments, and terminations. Total Wellness must ensure timely enrollments of employees for the Affordable Care Act (ACA) to comply with standards set by the federal government. These enrollments are closely monitored by the Chancellor's Office. The staff in Total Wellness has successfully exceeded a rating of 98% for our campus.

Benefits Orientations/Workshops

The Total Wellness team offered monthly staff benefits orientations and four open enrollment sessions including one at the Irvine Center in October 2019. In addition, several workshops including Standard's new Critical Illness Program, OptumRx diabetes and Social Security workshops were conducted in early March. Fidelity hosted 11 in-person sessions to help employees with financial investments and CalPERS offered four in-person CalPERS retirement workshops.

Kaiser Permanente Flu Shot Event

In partnership with Kaiser Permanente, Total Wellness hosted another successful flu shot event serving 116 employees, who received free flu shots on campus. Kaiser donated the flu shots totaling in \$3,248.00.

Jet Dental On-Campus Services

In collaboration with Risk Management, the Total Wellness offered Jet Dental services to campus employees conveniently on campus. Employees were able to visit the Jet Dental trailer at CSUF and receive dental exams, x-rays, teeth cleaning and teeth whitening services in September 2020.

10k-A-Day Walking Program

The first 10K-a-Day Walking Challenge, sponsored by Kaiser Permanente, was launched to the campus in early March. Employees across all divisions participated in the challenge, walking a total of 100,585,238 combined miles to enhance their physical wellness. The challenge has been placed on hold due to COVID-19.



WORK/LIFE AT CSUF

Annual Health and Wellness Expo 2019

Total Wellness welcomed 594 faculty and staff to the Annual Health & Wellness Expo in September 2019 in the Titan Student Union. In partnership with Walgreens, flu shots were provided to employees at the Expo. The event provided an opportunity to answer open enrollment questions, provide other wellness information to faculty and staff and hosted several opportunity drawings for attendees.

WW at Work Program

Total Wellness celebrated a full year of Weight Watchers (WW) on campus. The program grew this past year and was recently extended to retired annuitants and student employees in 2020. Due to COVID-19 WW at Work meetings continued virtually. The 12-week series program has been successful with an average total weight loss of over 1000 lbs. among attendees. Participants reported drop in clothing sizes, reduced medicine intake, ability to participate in family activities and outings, ability to wear dress shoes again, and a host of other achievements.

Employee Assistance Program (EAP)

Two EAP on-campus presentations were conducted to increase employee awareness and usage of the employee assistance program in October 2019 and March 2020. In response to a crisis intervention in August 2019, EAP provided 320 hours of counseling service to campus employees. In light of COVID-19, virtual EAP webinar series were shared to the campus through HRDI biweekly and monthly news and updates.



Director of Total Wellness Recognized
Alisha Brown, Director of Total Wellness was recognized in the partner spotlight section of the Healthier America summer 2019 publication, Giving New, Healthy Habits the Old College Try. CSUF was mentioned for its Healthy Campus Week and creating a healthier environment for all on campus.



Healthy Campus Week Recap

In partnership with the Healthy Campus Initiative, Total Wellness launched the 2nd annual Healthy Campus Week in September 2019 featuring daily activities for faculty, staff & students to promote health and wellness. Activities included outdoor yoga, line dancing, mental health awareness discussions and more.

Total Wellness Virtual Wellness Sessions

Total Wellness hosted several virtual meetings to encourage employees to engage and practice at-home wellness due to COVID-19. Virtual wellness meetings included: Recipe Swaps, where the campus community virtually met to swap their favorite recipes; virtual Desk Yoga, throughout the year different variations of yoga were offered; WW at Work health discussions, open to all in the campus community looking for tips and resources on how to stay healthy from the WW at work group; fur friends, employees were invited to log online and share their pets virtually; and mini-me, where employees were encouraged to invite their children to join them on camera and engage with CSUF employees and their kids.



WORKING AT CSUF

//// WORK/LIFE AT CSUF

COMPENSATION SERVICES

- 89 In-range progressions completed
- 86.5% In-range progressions granted
- 23 days is the average time of completion per in-range progression request
- 47 Classification reviews completed
- 97.9% of classification reviews granted
- 40 days is the average of time of completion per classification review request

STAFF RECRUITMENT

- 250 job postings
- 16,522 total applicants
- 117 days is the average time to fill a position
- 161 Staff New Employee Orientations held

FACULTY RECRUITMENT

- 100 searches conducted
- 3,560 total applicants
- 8 Unit 11 New Employee Orientations held

DISCRIMINATION, HARASSMENT, & RETALIATION

- 12 DHR investigations
- 5 DFEH/EEOC responses

RISK MANAGEMENT

- 632 volunteers approved to work on campus
- 629 Unemployment claims processed
- 295 Requests for University records processed
- 216 Research grants reviewed
- 190 Consultations, incident responses or claim reviews
- 187 Contracts/agreements reviewed, or risk assessments conducted
- 108 Requests for certificates of insurance
- 738 Requests for foreign travel liability insurance
- 30 Student activities/events reviewed
- 12 H1-B visas or renewals processed
- 12 Permanent residence applications processed
- 10 Requests for special event insurance

//// WORK/LIFE AT CSUF

Key Executive Leadership Searches

VP Forgues chaired several key executive leadership searches on campus for the position Dean of Communications and the position of Vice President for Academic Affairs/Provost. In collaboration with campus search committees, comprised of faculty, staff and student representatives across campus, all searches resulted in a successful candidate.

Cal Employee Connect

The State Controller’s Office (SCO) permanently discontinue the printing of employee direct deposit advices in an effort to improve employee access to their paystub data, while keeping costs low and supporting the state’s ‘go-green’ initiatives. Employees have access to Cal Employee Connect to view pay statements and information online. A webpage was created on the HRDI website to provide more information and instructions on how to access the CEC portal and register to view a pay data.

Student Online Timesheets

Payroll Services created a new procedure for the student payroll system, allowing students to submit timesheets online in response to COVID-19.

AdobeSign Online Forms

Several departments developed and transitioned common paper forms to AdobeSign to improve the online process for various HR functions in virtual environment. Academic Talent Management (ATM) transitioned compensation and position update letters to AdobeSign as of December and also transitioned change in appointments, change in pay and FERP documents to AdobeSign.

Student Assistant Trainings/Workshops

In collaboration with the Career Center, HRDI participated in the Titan Resource Fair, Athletics Career Fair, and Titan Connection in early spring. Talent Acquisition also conducted Student Assistant Hiring Training as a refresher. Talent Acquisition hosted several workshops throughout the year, including LinkedIn and CHRS Recruiting. Facilitated a micro-session on Titan Leadership with a total of 73 attendees in February. They also hosted the first Student Assistant Orientation with Facilities Management group in February.



CSU Faculty Retention/Recruitment & Diversity Officers Retreat

DIEP hosted the CSU Faculty Retention/Recruitment & Diversity Officers Retreat that spanned over two days. This retreat provided new tools and resources to equip universities to continue the work of diversity and inclusion.



Systemwide CSU Recruitment and Classification and Compensation Conference

HRDI hosted , systemwide CSU Recruitment and Classification and Compensation workshops. The 3-day workshop covered topics of CHRS recruiting, labor relations and collective bargaining, equity analyses, and compensation tools.

Event Management Class

Risk Management developed, in partnership with University Police Department (UPD), Event Management, Athletics and faculty in criminal justice, a class to assist students as they prepare for the physical tests/requirements required by law enforcement agencies. More than 50 students participated in the first training session.

AWARDS & ENGAGEMENT

////// WORK/LIFE AT CSUF

University Awards Program

HRDI held a virtual version of the annual University Awards Program in collaboration with Titan Communications and the President's Office. The virtual event took place in April 2020 and was live streamed on YouTube. Employees were recognized for years of service, earned degrees, the Diversity and Inclusion award, Teamwork and Collaboration award and Titan Excellence Awards. The planning committee worked hard to transition to a virtual event only weeks after the campus mostly transitioned to remote work to provide an uplifting event for employees during a difficult time.



735 Titans tuned into the live stream event.

559 Employees honored for years of service (ranging from 5 - 50 years)

14 Employees honored for earning a degree.

15 Employees recognized during the event for 30 years of service and up.

University Awards Program Winners



Diversity, Inclusion and Equity Award

The Male Youth Empowerment Conference: Adriana Badillo, Genesis Perez, George Parker, and Vincent Harris. The Male Youth Empowerment Conference, or MYEC 4.0, is geared toward young men of color in grades nine through 11. MYEC creates an experience where young men of color from across Southern California gain insight and encouragement into preparing for college life while in high school.

Teamwork and Collaboration Award

Titan Communications: Eraj Shadaram, Nathan Jeffers and Jeffrey Whitten. Titan Communications directed, produced, shot, and edited videos for the award-winning 2018 Presidential Rap Video; the 2018 Holiday Video; the 2019 University Awards Program; the 2019 Convocation Dance Video; and the 2019 Holiday video; all breaking records and reaching high viewership. In collaboration with various departments, these videos have brought hundreds of thousands of viewers to the university through the power of song, humor, dance, and by creatively infusing our points of pride in each of these videos with masterful editing.

Titan Excellence Award Winners



Titan of the Year Award

Laura Arce, Lecturer, Biological Science: Arce is a long-standing, part-time lecturer in biological science whose primary teaching assignments are upper-division courses in molecular and cancer biology, as well as a lower-division laboratory course for students accepted into the Research Careers Preparatory program that she directs. In addition to serving as the RCP program director, she conducts research on-campus and leads her own community outreach events. As the RCP director, she guides students as they engage in their first scientific research experience, preparing them for the next steps in their careers. RCP partners with the campus' venerable Maximizing Access to Research Careers program to increase diversity in science. Arce's work to mold young scientific researchers stretches beyond her department to include students from psychology, chemistry, and mathematics, reaching out to students' family members in a way that makes a lasting impact.



Shelly Arsneault, Professor, Politics Admin & Justice: Professor Shelly Arsneault exemplifies the values of the Titan Excellence Award and demonstrates this through the creation and coordination of one of the university's signature programs — the City Management Fellowship Program Opens in new window. Arsneault created CMFP in 2012 as a partnership between the Master of Public Administration program and the Orange County City Manager's Association. CMFP provides professional, academic, and financial support to several MPA students each year who demonstrate a commitment to public service and desire a career in city management. Each student is paired with a city manager mentor, and the students attend a series of workshops conducted by them. Arsneault's efforts have built community for the MPA program, its alumni and with the city managers of Orange County.



Alisha Brown, Director of Total Wellness, HRDI; As director of HRDI's Total Wellness program, Brown is a passionate leader who has taken her team and its message to new heights, building a healthier campus community through enthusiastic service and outreach. Brown's efforts have provided a multitude of programs and events for students, staff and faculty to learn more about their health and improve their well-being, such as Healthy Campus Week and the annual Health and Wellness Expo to name a few. Brown is at the center of these efforts, and her continuous hard work, creativity and inspiration have been key to their realization and success.

Retirement Recognition

To recognize our retiring Titans, a retirement recognition card program was created for all retiring employees. VP Forgues recognizes retiring employees by sending a personal e-card.

Titan Family Engagement Day



Titan Family Engagement Day

In April and May 2020, DIEP hosted Family Engagement Day for the campus community. Due to the effects of COVID-19, the committee reimagined the originally scheduled Bring a Child to Work Day to Family Engagement Day to provide a way for our employees to engage their family members with their work on campus. Employees and their families participated in activities that included live sessions with Cal State Fullerton speakers sharing about their careers and life as a Titan including CSUF President Virjee, on-demand showings including a virtual CSUF campus walk-through, a first-year experience essay contest, several social media challenges and an array of activities and crafts including origami finger puppets, crossword puzzles and coloring sheets. The event provided an opportunity for employees to showcase what a great place to work California State Fullerton is and the great people that work here.

WHAT'S TO COME

////// LOOKING AHEAD

Campus Walking Path

The Total Wellness team is working with facilities to create a walking path with mile markers on campus. The Total Wellness team secured a \$20,000 donation from St. Jude's to fund the creation of the mile markers on this walking path.

360 Review Process

Diversity, Inclusion and Equity Programs, in partnership with leadership from Labor Employee Relations developed and tested the MPP 360° Feedback Assessment. This assessment program has been built from the ground up to fit the CSUF community best. The assessment was designed for each MPP level around the CSUF MPP core competencies and is a helpful tool for managers to obtain this understanding and for a department to show that it supports employee development. The 360 measures MPP strengths and development needs through feedback provided by the MPP, their supervisor, colleagues, direct reports, peers, and others. The program will be fully launched in 2020-2021.

Leadership Development

The MPP Core Competencies will continue to assist in tailoring professional development for leadership. HRDI will be launching the MPP Fundamentals Program and HRDI Symposium in 2021. Using the MPP core competencies as a guide, this event will feature robust workshops for managers and leads.

Paperless Forms

In collaboration with IT, HRDI will continue to convert paper HR forms to electronic forms using the new product, Adobe Experience Manager (AEM) for an end goal of a completely paperless process where possible.

This year all management and staff evaluation forms went paperless with workflow routing. The campus feedback on these paperless evaluations will help improve these forms and new forms being developed.

Truth, Racial Healing & Transformation (TRHT) Campus Center

Diversity, Inclusion and Equity Programs applied for and were accepted to develop a Truth, Racial Healing & Transformation (TRHT) Campus Center. The center prepares the next generation of strategic leaders and thinkers to break down racial hierarchies and dismantle the belief in the hierarchy of human value.

FACULTY/STAFF EMERGENCY FUND

Created to provide support for CSUF staff and faculty who are affected by a qualified disaster that could adversely affect them and their families as they serve the campus and our students.



To be eligible, you must:

- Be a current staff or faculty member.
- Have full- or part-time continuous employment (benefits-eligible) for at least 6 months prior to the date you apply.
- Have a temporary financial hardship because of a qualified disaster, including COVID-19.
- Have an adjusted gross income of less than \$75,000 for an individual or \$150,000 or less for couples filing jointly.
- You must be in good standing with the university.

For more information visit: <http://bit.ly/TitanFSEF>



“It Takes a Titan: The Campaign for Cal State Fullerton,” is the university’s first-ever comprehensive philanthropic campaign. The five-year, \$200 million initiative prioritizes investing in projects that enhance academic innovation, empower students, transform campus structures, and enrich the community. It is an opportunity for the entire Titan family – faculty, staff, alumni, and community members to be the difference in elevating the potential of our remarkable students.

Visit: campaign.fullerton.edu





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