

2021-22

ANNUAL REPORT

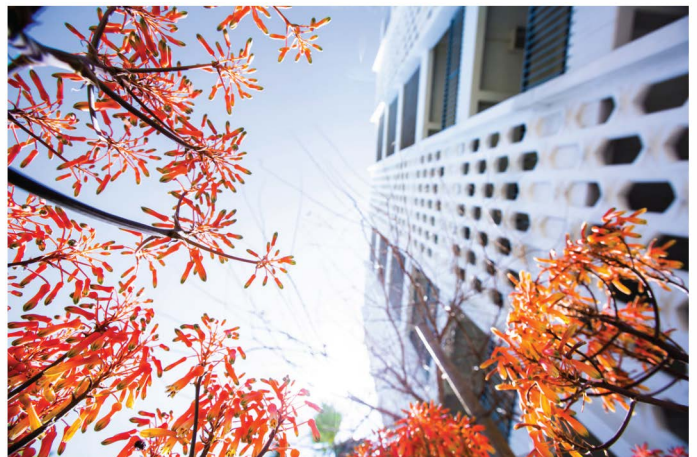
Division of Human Resources, Diversity & Inclusion | Fiscal Year 2021-22



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The 2021-22 Annual Report for the Division of Human Resources, Diversity & Inclusion at Cal State Fullerton highlights services and accomplishments achieved within the 2021-22 fiscal year. Developed, edited, and designed by Rachel Robbins. Content and editorial assistance from the HRDI People Leadership Team and HRDI staff. Photography by Matt Gush, Strategic Communications and HRDI staff. Thank you to the many individuals who contributed to the development of this report and to our campus community partners for your support. For the latest updates from the Division of HRDI, visit our website at hr.fullerton.edu.





Welcome



ORANGE COUNTY BUSINESS JOURNAL

Vice President Honored for Distinguished Leadership During Pandemic

Vice President of HRDI David Forgues, has been recognized by the Orange County Business Journal (OCBJ) as a 2022 Distinguished Human Resources Leader. The honor is given to senior leaders who navigated extraordinary challenges in HR during the past two years and a paradigm shift to the working environment.

Titan Family,

Our team, like all our Titans, continue to pivot to navigate new challenges and shifts in our work. This past fiscal year HRDI was focused on our post-pandemic initiatives of wellness, evolving culture, and creating an information pipeline.

This past summer, HRDI launched the Pilot 9/80 Summer Program as part of our broader Titan Flex initiative, to offer greater flexibility while maintaining campus operations. We are proud to share that 93% of pilot program participants agreed that the 9/80 schedule improved their work-life balance. To address the need for an information pipeline of important HR updates, HRDI developed key communication methods to provide campus employees timely updates regarding re-entry and other important issues including weekly business continuity calls for managers, monthly newsletters, and frequent updates to the HRDI website.

Our annual University Awards Program returned to the Titan Gym after two years. It was great to see our faculty and staff in person and to celebrate their years of service and contributions to the university. We opened and populated the Staff Development Center, a new learning space just for staff and we continued to imagine and offer education and resources to enable you to do your best at work.

In this new fiscal year, look for opportunities to engage with HRDI and the campus. The campus climate survey will be launched in the spring. Your voice and experiences are crucial to help us measure inclusion and belonging on campus. Become a champion of inclusion this semester- consider joining our Inclusion Champion Certificate Program (ICCP) at your own pace, either in-person or on-demand. Get involved with activities around this year's One Book One CSUF program. The book selected by the campus for the '22-'23 academic year is: One of the Good Ones by Maika and Maritza Moulite.

From all of us in HRDI - Thank you to every amazing Titan faculty and staff member for your continued support of our Titan students and making CSUF a great place to work. Our students are lucky to have you and I am grateful to serve with you every day.

Sincerely,

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

Scan this code to learn more about the distinction at the OCBJ website.



OUR VISION

HRDI's vision is to empower the CSUF community through excellent and innovative service.

OUR MISSION

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

OUR VALUES



PEOPLE FIRST

contributing to a community of belonging;



DILIGENCE

with careful and consistent effort;



INCLUSION

embracing and welcoming diversity;



INNOVATION

introducing original and creative thinking; and



INTEGRITY

with the aim of honesty and trustworthiness in all interactions;



COLLABORATION

creating better solutions together than we could alone

about **HRDI**

The division of HRDI is comprised of nine departments and five units. 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.

What we do



Human Resources Services

Staff employment services
Employee life cycle
HRS subunits are as follows:

▶ **Compensation Services**

Staff Compensation Services

▶ **Talent Acquisition**

Recruitment and appointments
Employment Services
(for Management Personnel Plan (MPP), staff, temporary appointments pool and student employment.)

▶ **Payroll Services**

Payroll services
Absence management

▶ **Academic Human Resources**

Faculty Appointments
Faculty Compensation Services
Student Employment

▶ **Total Wellness**

Well-being
Fee waivers & Perks
Employee Assistance Program
Benefits & Retirement
Workers' Compensation
ADA/Disability Accommodations
Leaves



Labor/Employee Relations

Faculty and Staff Labor Relations
Faculty and Staff Employee Relations
Performance Evaluations
CSU Bargaining Agreements



Diversity, Inclusion & Equity Programs (DIEP)

Academic Recruitments (Faculty)
Diversity, Equity & Inclusion Initiatives
Community & Engagement
Equitable Searches

▶ **Discrimination, Harassment & Retaliation**

Discrimination, Harassment, Retaliation (DHR) Complaints and Resolution

▶ **Engagement & Learning**

Professional Development, Community Events

▶ **Conflict Resolution Program**

Conflict Resolution & Prevention
Consultation, Training and Resources



Risk Management & Compliance

Insurance & Risk Programs
Document Retention Management
Information Requests
Faculty/Staff Visas & Permanent Residency
Volunteer Program
Claims & Litigation
Consultations & Assessments
Foreign Travel



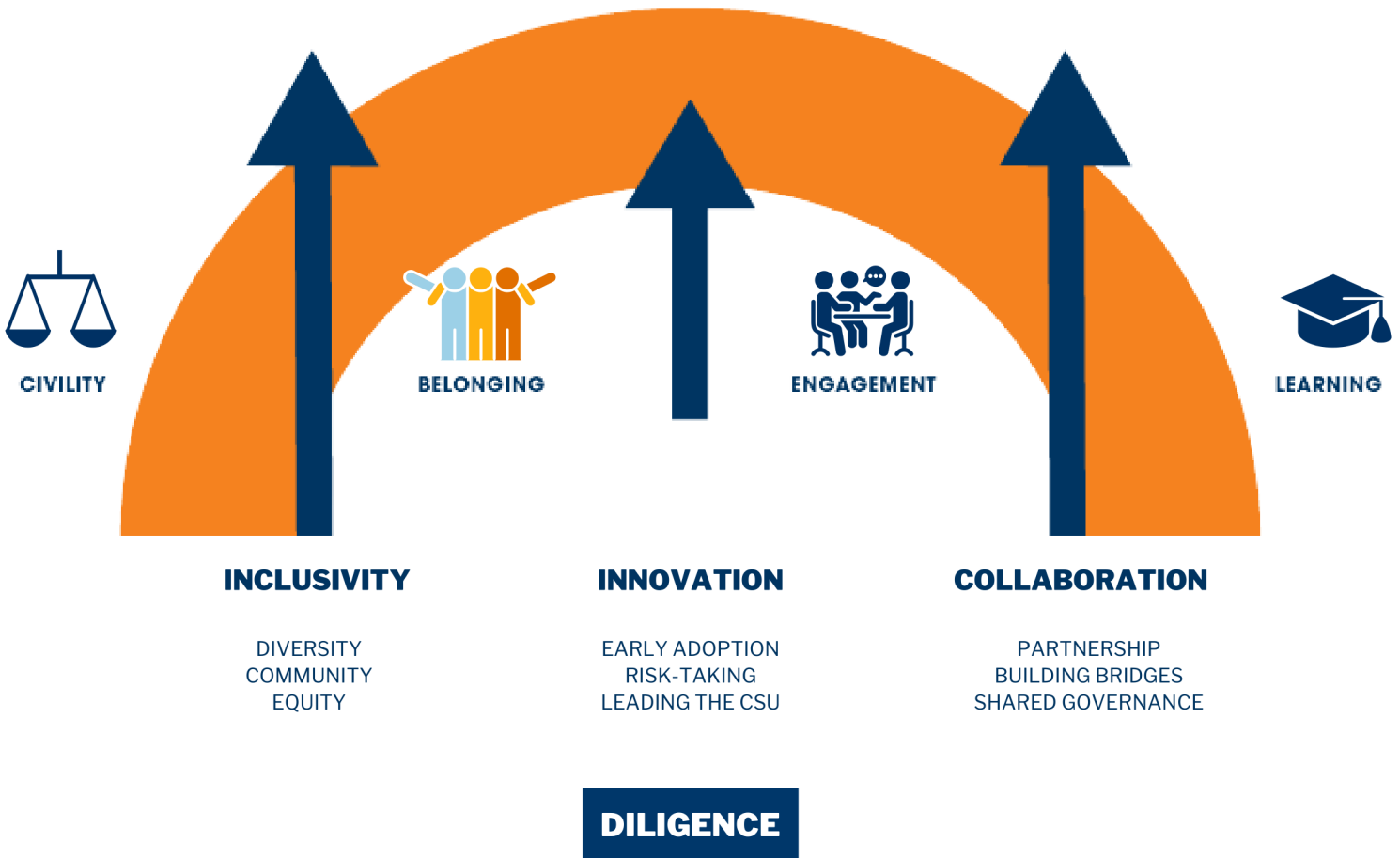
Vice President's Office/Operations

Employee Recognition
Campus & Division Events
University Awards Program
Special Projects & Strategic Planning
HR/Operations & Budget
Communication & Website
Data Analytics & Assessment

How we *Frame* our work



PEOPLE FIRST



Structures providing shared understanding and ease of access to resources.

Social Justice Guiding Principles

In response to the increase in divisive rhetoric and violence around the country, CSUF furthered its efforts to create a diverse, equitable and inclusive campus in Spring 2021. Using the university Strategic Plan as a touchstone to infuse equity-minded and inclusive-based practices in all that we do, a diverse team of cross-divisional leaders collaborated to develop CSUF's Guiding Principles for Social Justice. With coherent action items that are both reflective of our past and aspirational for our future, these principles will be infused in the work of our division and the services HRDI provides, making clear that our goal to be an inclusive, equitable, anti-racist campus remains preeminent.

Guiding Principles for Social Justice

1

Enhance Equitable Learning

Create a campus community that is committed to the achievement of equitable outcomes for all students, with particular emphasis on assessing and incentivizing the closure of opportunity gaps for students from historically racially marginalized groups. Ensure faculty have the requisite tools and skills to facilitate equitable learning.

2

Expand Intentional Outreach

Redouble efforts across the institution to successfully recruit, retain, and graduate students from underserved communities, with a specific emphasis on Black/African American and Native American/Indigenous Titans.

3

Amplify HSI Designation & Radiate an Identity of Inclusion

Ensure our identity as a multiethnic, multiracial, and multicultural institution that is committed to a future free of racism and bias is clearly articulated and visible to everyone — internally and externally. Including our designation as a Hispanic Serving Institution (HSI) and our eligibility for designation as an Asian American and Native American Pacific Islander Serving Institution (AANAPISI).

4

Build a Professoriate-to-Leadership Pipeline

Increase the number of individuals from historically underrepresented racial and ethnic communities in our faculty ranks, and create a supportive pipeline for those who seek administrative futures. Continue to enhance efforts to further diversify all of the institution's educators, including staff.

5

Recognize History and Catalyze Change

Instill in all Titans — especially those in formal leadership roles — the ability to not only recognize and call out structural racism and bias, but also drive real, sustainable, systemic change at all levels of our campus community.

6

Create an Antiracist Community

Embed and implement principles of antiracism, diversity, equity, and inclusion in all that we do.

Our Strategy

 **76%**

21-22 Strategic Plan

Year four of our five-year strategic plan.

HRDI established a five-year strategic plan in 2018. The below five goal areas, listed as “strategic directions,” are the main objectives that drives our work and each year progress is tracked against these goals.

01

Goal 1: Employee Engagement

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

02

Goal 2: Leveraging Technology

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

03

Goal 3: Data-Based Decision Making

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

04

Goal 4: Proactive Communication

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

05

Goal 5: Collaborative Partnerships

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

Post-Pandemic Initiatives

 **100%**

Implementation of post-pandemic initiatives.

With “People First” as the guiding principle for campus re-entry planning, three additional post-pandemic initiatives were developed and fulfilled in the 21-22 fiscal year to support a successful return to campus,



Wellness

Support employee wellness to ensure our people can provide excellent support back to our students, focusing on physical, mental, emotional, financial and professional wellness.



Evolving Culture

Explore how we sustain productivity & identify what is best for our employees



Information Pipeline

Ensure continued communication on re-entry and on how our work will look differently post re-entry.

our IMPACT

HRDI is the first division of its kind within the California State University (CSU) system and as such is a transformational organization built on the foundation of change and innovation. HRDI is expanding its capacity outside the traditional human resources role by serving the community as a strategic partner. We no longer limit ourselves to the customary HR model of transactional service but emphasize our values of people first and strive to serve our employees and students through a social justice lens. Our investment in our community includes students, faculty, staff, and internal/external stakeholders.

1st

of its kind HR division in the CSU to serve both faculty and staff

1st

in the CSU to create and pilot a telecommute policy

1st

in the CSU to pilot the systemwide Common Human Resources Solution (CHRS)

32,328

Applications for faculty, staff and management positions received



University's Diversity Efforts Recognized With Fourth Consecutive HEED Award



University Earns Seal of Excelencia for Advancing Latinx Student Success



Opened the first Staff Development Center on campus



Awarded 96 program completion certificates to staff and faculty



Top 20 largest employer in Orange County
(Orange County Business Journal)

Wellness Walk

Opened a 2-mile walking path for faculty, staff and students

1.5K+

Employees attended training and learning opportunities hosted by HRDI

\$6,500

Awarded to employees via the emergency faculty staff fund.

24

Employees spotlighted by HRDI on social and web

183

Unique learning and engagement activities offered by HRDI

our PROGRESS

We are proud to share highlights of our progress toward achieving the goals laid out in our five-year strategic plan. These accomplishments of 2021-22 drove the work of our division to fill the needs of our employees and the campus.

Scan this code to
learn more about the
HRDI Strategic Plan.



1

HIGHLIGHTS

EMPLOYEE ENGAGEMENT

GOAL:

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

- Launched the Staff Development Center
- Held the inaugural Staff Development Conference, StaffCon
- Launched the inaugural staff wellness retreat
- Launched and completed the second annual One Book, One CSUF program
- Held the third annual Diversity & Inclusion Leadership Academy
- Hosted the fourth annual Inclusive Leadership Symposium
- Recognized our employees and their accomplishments at the annual University Awards Program in person and virtually
- Distributed monthly diversity newsletters to strengthen diversity and inclusion and engage Titans across campus
- Provided employee wellness programs, training, and workshops using a holistic approach focusing on employees' work-life balance and physical, emotional, financial, and occupational wellness

HIGHLIGHTS

2

LEVERAGING TECHNOLOGY

GOAL:

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

- Launched the CHRS Onboarding Portal with I-9 Tracker integration for use by all new employees and Student Employment hiring.
- Converted and launched 9 printed forms to Adobe Experience Management (AEM) for ease of access and end-to-end workflow
- Utilized SmartSheet for COVID-19 case and compliance tracking as well as data dashboard to inform the campus community

3

DATA BASED DECISION MAKING

GOAL:

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

HIGHLIGHTS

- Developed various data reports to empower decentralized decision-making around human resource functions to increase employee recruitment and retention
- Developed strategies around divisional resource needs and budget stabilization
- Launched the third annual division customer satisfaction survey and shared results with the campus

4

PROACTIVE COMMUNICATION

GOAL:

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

HIGHLIGHTS

- Continued to leverage the website for key updates, initiatives, programs and events
- Communicated critical guidelines and processes for HRDI functions via email, web, and social media
- Hosted weekly MPP Business Continuity Calls
- Distributed HRDI and DIEP newsletter monthly

5

COLLABORATIVE PARTNERSHIPS

GOAL:

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

HIGHLIGHTS

- Collaborated with partners to develop or revise key campus initiatives, policies, and procedures
- In partnership with the university, assisted in fulfilling the campus promise as laid out in the Diversity and Inclusion Initiative in 2020
- Completed work related to COVID-19 and re-entry plans for the campus in collaboration with the university work group
- DIEP collaborated with Associated Students Inc. (ASI), identity-based centers, and the Faculty Development Center to enhance Social Justice Week, a week-long conference that engages the Titan community in learning activities and dialogue centered on the issues of social justice



HIGHLIGHTS

WELLNESS

INITIATIVE:

Support employee wellness to ensure our people can provide excellent support back to our students, focusing on physical, mental, emotional, financial and professional wellness.

- Worked with campus partners to implement a vaccine verification process and compliance reports
- Conducted COVID-19 employee contact tracking and tracing to help ensure the health and safety of the campus community
- Evaluated mitigation measures for proposed on-campus events
- Implemented COVID-19 testing and vaccination activities
- Processed campus employee requests for exemptions from re-entry policies
- Oversaw the fundraising and distribution of the Titan Faculty & Staff Emergency Fund
- Provided an array of wellness programming around physical health, mental health, work-life, financial, and ADA matters
- Partnered with Walmart to offer four COVID-19 and flu vaccine clinics for CSUF employees and their families



HIGHLIGHTS

EVOLVING CULTURE

INITIATIVE:

Explore how we sustain productivity & identify what is best for our employees

- Made the CSUF Telecommute policy permanent for campus employee and the printed telecommute agreement form was converted to AEM for automatic workflow
- Piloted a summer 9/80 program and surveyed MPP and staff participants
- Managers and employees are encouraged to dress more casually and be more accessible on tools like Teams, Zoom, etc.



HIGHLIGHTS

INFORMATION PIPELINE

INITIATIVE:

Ensure continued communication on re-entry and on how our work will look differently post re-entry.

- Sent ongoing updates surrounding COVID-19, campus health, and safety notifications were sent to staff and faculty almost weekly to mitigate questions and increase transparency
- All campus COVID-19 related messaging was archived and made public so employees could easily access the vital information they needed as soon as possible
- Ongoing monthly newsletters were sent to employees featuring the latest updates
- Social media and other marketing efforts were utilized more frequently to disseminate information

our PEOPLE

Much like the students we serve every day, CSUF's faculty and staff are exceptionally diverse and talented, making our campus a special place to both work and learn. Their unparalleled commitment to quality instruction and provision of services is shaping the future of California.



At a Glance



3,846

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



262

Total number of CSUF new hires (permanent employees).



36,025

Total years of service of all CSUF employees.



645

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



1,335

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



9.88

Average length of service for CSUF employees.

Scan the code for more detailed employee data on demographics, gender, and more via the OIEP website.





Titans RETURN

Over the 21-22 fiscal year, our campus fulfilled its campus re-entry plan as employees and students returned to campus in a phased approach.



WELLNESS

INITIATIVE:

Support employee wellness to ensure our people can provide excellent support back to our students, focusing on physical, mental, emotional, financial and professional wellness.



Our Focus on Wellness at Work

To address the work/life challenges our employees faced during this year of transition, our division focused much of our work around ways to address the many facets of health, such as emotional, mental, physical, financial and professional wellness. We created and offered opportunities, space and resources for employees to learn more about leading a healthy and balanced life as they navigated the return to work transition.

400+

Employees participated in wellness sessions, webinars, events and workshops

115+

Employees participated in walking challenges

2

Campus-wide walking challenges

25

Unique wellness sessions were offered to employees

4

Vaccine clinics held for Titans and their families

1,949

Vaccines administered



Repopulating Our Campus

Our division continued to work with the Re-Entry leadership team to develop and implement a phased approach to Titans Return, our campus re-entry plan. Risk Management and the Office of the Vice President continued to work with the Student Health Center to implement COVID-19 testing and track voluntary booster vaccination reporting for the University and also processed requests for employee religious exemptions.

Virtual Open Enrollment

Total Wellness collaborated with the Chancellor's office to offer a virtual annual benefits fair, where our employees could interact with the Benefits team along with health vendors for the upcoming enrollment period. Total Wellness also offered five virtual information sessions during the period to assist employees with changes.

Wellness Presentations

Total Wellness conducted several wellness drop in sessions at various division meetings. Drop in sessions were led by a Yoga instructor and employees learned self-soothing techniques for relaxation and participated in a seated Yoga flow session.

Safety First

Risk Management conducted COVID-19 contact tracing and tracking to help ensure the campus community remained safe and healthy during the year-long transition back to campus. The department also evaluated mitigation measures for proposed on-campus event requests from various departments on campus to ensure in-person events were carried out in compliance with university policy.

Vaccine Clinics for Titans and their Families

In partnership with Walmart, HRDI hosted four vaccine clinic opportunities on campus for employees and their families. Flu shots, COVID-19 vaccines, and COVID-19 booster shots were available at no cost to Titans.



Defeat the "C" Walking Challenge

During October and November, Total Wellness launched the Defeat the "C" Walking Challenge in honor of Breast Cancer Awareness month in October and Men's Health Awareness month in November. Employees were encouraged to submit pictures of themselves or their teams in action on the campus wellness walk for recognition on HRDI's social media account. During both month's, HRDI shared education and resources surrounding cancer and the two causes.

Systemwide Wellness Walking Challenge

Total Wellness launched a campaign this spring to encourage faculty and staff to participate in the CSU Systemwide Steps Challenge. Over the 95-day challenge, Titans logged their steps at their favorite locations or on-campus at the Wellness Walk for an opportunity to win prizes weekly and a grand prize at the end of the challenge. Thirteen employees were recognized weekly on our website as participants submitted pictures of themselves in front of encouragement signs along the Wellness Walk. After participating almost every week, and reaching up to 10,000 steps per day, two winners emerged and were awarded with a FitBit.

Healthy Campus Initiative

Total Wellness' partnership with Providence St. Jude has allowed us to continue the Healthy Campus Initiative (HCI) for our employees. This partnership made the addition of the 2-mile campus walking path in November 2021.

Scan this code to learn more about upcoming Wellness events.



Challenge Accepted

13

employees were recognized weekly on our website for participating in the weekly systemwide walking challenge in spring.

2

employees won the challenge by walking 10K+ steps a day almost every week.



ESTRELLA MANGAHAS
ACCOUNTING SERVICES AND
FINANCIAL REPORTING



UYENPHUONG TRAN
CHEMISTRY AND BIOCHEMISTRY
DEPARTMENT

The Wellness Walk has eight markers throughout the path to guide your distance. The path also features words of encouragement throughout.

Did you Know?



EVOLVING CULTURE

INITIATIVE:

Explore how we sustain productivity & identify what is best for our employees.



Evolving with the culture of work

To address the constantly evolving culture of work since the pandemic, we made a priority to explore how we could best sustain productivity, while identifying policies, methods, and practices that would work well for our employees in the post-pandemic working environment.

Telecommute Insights Across the CSU

Partnered with three other CSU campuses to share key strategies and implementation insights of the established telework policies for employees. CSUF was the first of the CSU campuses to create and implement the telework policies for non-represented and represented employees, after consultation with employee labor unions. The CSU modeled its systemwide telecommute policy after CSUF's pilot program.

9/80 Summer Pilot Program

The campus piloted a voluntary summer 9/80 work schedule aimed at increasing job satisfaction and flexibility while maintaining productivity and operation. The pilot program had 598 participants and over 93% agree that the 9/80 schedule improved or maintained productivity, and improved work balance.

The 9/80 program definitely increased my overall job satisfaction and appreciation of CSUF. I saw an increase in morale across our college as well. I felt energized looking forward to my Friday off and a renewed sense of focus when I returned after having a three-day weekend.

-Program participant

9/80 PILOT PROGRAM SURVEY INSIGHTS

598

Staff and MPPs
participants

93.5%

Agree, the 9/80 schedule improved work-life balance.

93.1%

Agree, the 9/80 schedule improved or maintained work productivity.

93.1%

Agree, they would continue to participate in the 9/80 summer schedule if offered again.

Staff and Management



INFORMATION PIPELINE

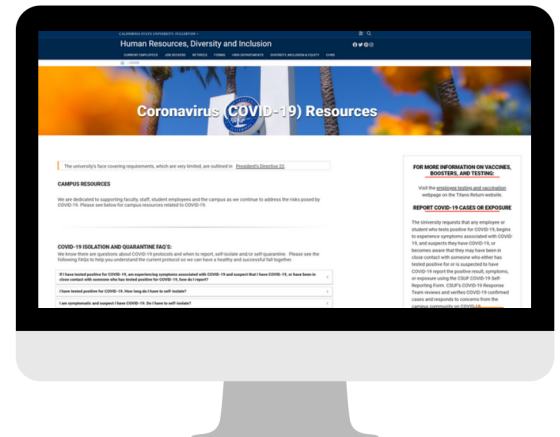
INITIATIVE:

Ensure continued communication on re-entry and on how our work will look differently post re-entry.

Enhancing Communication

To address the challenges of frequently updating our employees in different modalities, our division adopted a proactive communication strategy to create an information pipeline so our employees had access to the latest campus, state, and national news and advice. Utilizing the below methods of communication, we were able to keep our employees well informed of campus COVID-19 and Re-Entry updates.

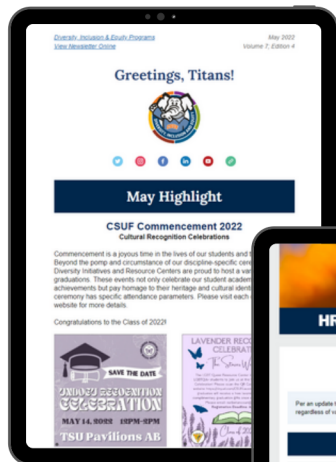
- Social Media
- HRDI Website
- Titan TV Signage
- 25 Live Calendar
- Written Emails to Employees
- Monthly Employee HR Newsletters
- Monthly Employee Diversity Newsletters
- Weekly Manager Business Continuity Calls



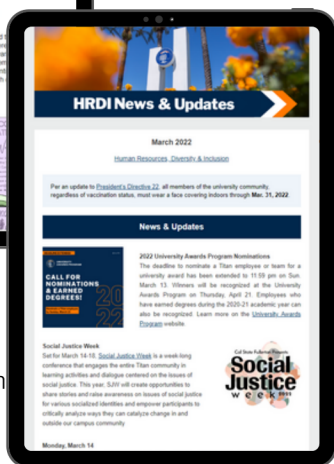
The website was utilized frequently to share information with our employees. New website content was created for several important campus updates, programs and policy changes so information and resources were easily accessible to employees despite the campus working in different capacities. New web pages were created for:

- Telecommute Policy
- Monkeypox
- COVID-19 Frequent Updates
- Staff Development Conference
- Staff Development Center

All written campus communication related to COVID-19 was made public and archived on the HRDI website for ease of access among our employees. HRDI communicated President's Directive 22 updates with campus employees and advised on new required protocols as needed.



DIEN Newsletter
Monthly newsletter that featured ways to engage with and learn more about diversity, equity and inclusion and professional development opportunities for success.



HRDI News & Updates
Monthly newsletter that featured news and updates from across the division, including the latest updates and resources related to COVID-19.

➤ **21**
Manager Business Continuity Calls

➤ **22**
Social media posts regarding COVID-19 or Re-Entry were posted on HRDI's social channels

➤ **26**
Campus emails regarding COVID-19 or Re-Entry were sent to all employees and archived on the web

Marketing by the Numbers

19 Newsletters

38,093

Users visited the HRDI website

50

Events posted to 25 live

15

Titan TV Signage graphics displayed

5,291 Coronavirus website visits

184 Total social media posts

101,151

Career website visits

27,288

Combined clicks

4 Social media accounts

20 Titan Spotlights shared to CSUF News



Fostering a community of **BELONGING & INCLUSION**

We strive to create an environment that fosters diversity, equity and inclusion for all and encourage our Titan faculty and staff to bring their full authentic selves to campus. In order to sustain that commitment, we challenge Titans to expand their perceptions and mindsets, learn about our unique differences, and to create space so all feel welcomed and valued at CSUF.



Interim Vice President for Diversity, Inclusion and Equity Programs Cecil Chik shares remarks at the Juneteenth flag raising ceremony co-hosted by the Black Faculty and Staff Association.

Diversity, Equity and Inclusion Programs

During the 2021-22 fiscal year, DIEP partnered with several divisions and departments on campus to provide the following DEI education, resources, and ways to engage with the campus community through a lens of social justice.

Initiatives

Titans Together

Campus-wide commitment to furthering DEI on campus.

Crucial Conversations

Series of learning opportunities designed for leadership to engage in conflict resolution.

The Talk

Video series aimed at dismantling racism and opening up conversations about race among Titans.

Equitable and Inclusive Searches

Initiative to create programming centered around equitable practices in recruitment.

Diversity, Inclusion, Leadership Academy

Multi-session program and course for leaders designed around building an inclusive community.

Social Justice Guiding Principles

Campus commitment to anti-racism and social justice for all Titans.

Campus Climate Listening Tour

Sessions for faculty, staff and students aimed at encouraging dialogue regarding campus climate.

Programs, Working Groups, and Centers

Conflict Resolution Services

Support thriving work environments through conversation and training.

Faculty Staff Associations

Seven cultural affinity groups on campus.

Faculty of Color Learning Community

Members meet regularly to discuss current issues, education and resources for faculty of color on campus.

One Book, One CSUF Program

Campus-wide common book reading program.

Inclusive Champion Certificate Program

Campus-wide certificate program that provides education and awareness regarding racial equity and justice.

Staff Development Center

Center for learning and working, dedicated to Titan staff.

Events

StaffCon 2021

Annual campus conference for staff focused on leadership, wellness and diversity.

Community Building Circles

Opportunities for campus members to build community while talking about a theme.

Social Justice Week

Week-long opportunity for the campus to engage in education and activities centered on social justice.

Titan Table Talks

Celebration and dialogue organized in conjunction with the President's Office, Alumni Engagement, and Government Relations that coincide with cultural heritage months.

Conflict Resolution Month

Month of opportunities to engage through the conflict resolution programming.

Inclusive Leadership Symposium

Symposium focused on core competencies and autonomous leadership skills.

HSI Week

Week-long celebration hosted by Student Affairs in recognition of CSUF being a Spanish-Serving Institution.

First-Gen Week

Week-long celebration hosted by Student Affairs for first-generation college students.

Juneteenth Celebration

The Black Faculty and Staff Association hosted a flagpole raising ceremony in honor of Juneteenth.

MLK Day

Part of the Titans Together Speaker Series, CSUF hosted live performance by Gerald C. Rivers in honor of Martin Luther King Jr. Day.



Advancing Diversity, Inclusion, and Equity through Collaborative Partnerships

Titan Table Talks

This year's Titan Table Talks centered around resiliency in different communities and aligned with the different heritage months including: Resiliency in Latinx Communities, Resiliency in the LGBTQ+ Community, Resiliency in the Native American & Indigenous Communities, Resiliency in the Black Community, Resiliency Among Women and Resiliency in the APIDA Community.

Title IX & Gender Equity Open House

In partnership with Title IX and Gender Equity office, DIEP hosted four informal presentations about Title IX and Gender Equity in the Staff Development Center. The sessions were open to students, staff and faculty and held during the "Celebrating 50 Years of Title IX" open house event.

Collaboration with Students

DIEP partnered with identity-based centers and student-run clubs and organizations various to cross-promote additional diversity initiatives and events for employees and students on social media. In addition, students were invited to participate in student sessions in the Climate Survey Visioning road show for the campus community to hear unique student perspectives. In addition, HRDI presented to the board of Associated Students Inc. student leadership on HRDI services and initiatives for the upcoming year to better partner in the future.



What is the Titans Together Initiative? Striving for Justice, Equity and Inclusion

The Titans Together Initiative underscores our collective commitment to transparency and accountability toward improving our campus climate. In support of this initiative, DIEP partnered with Student Affairs, Associated Students Inc., Diversity Inclusion Resource Center and the Faculty Development Center to promote DEI resources to Titans. Our goal is to support the campus's ongoing effort to strive for justice, equity and inclusion for all Titans.

Scan this code to learn more about the Titans Together Commitment.

Fostering a Community of Belonging and Inclusion

Social justice week

DIEP collaborated with Associated Students Inc, identity-based centers, and the Faculty Development Center to enhance Social Justice Week (SJW) which was held in March 2022. The week-long conference engaged the entire Titan community in learning activities and dialogue centered on the issues of social justice. Keynote speaker Daniel Dae Kim discussed social justice on campus and in society.



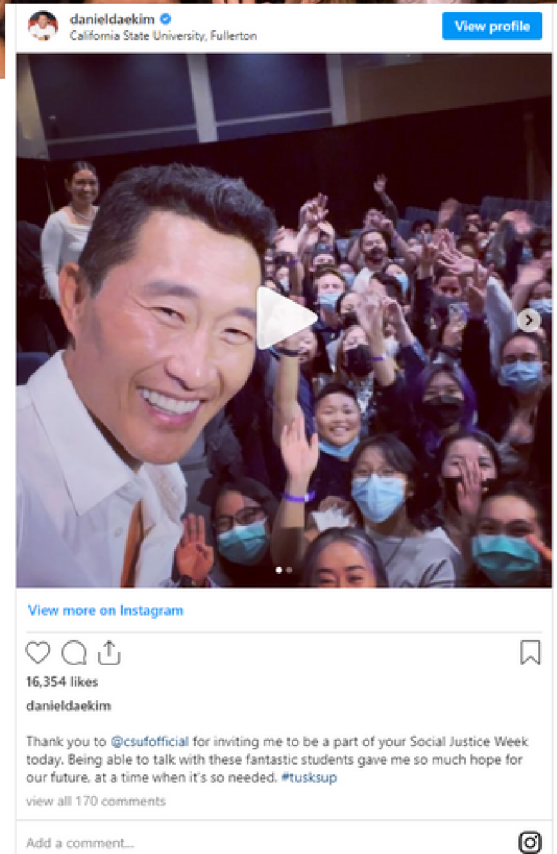
DIEP Session Highlight: Campus-Wide Climate Survey Visioning Session

The campus climate survey visioning sessions are designed to get the campus authentic feedback on what should be included in the survey instrument, specific areas on campus in need of prioritization, and how to deliver results. All campus members are invited to collaborate with their fellow Titans and discuss how the campus should strategize around this effort. Please come join us!



DIEP Session Highlight: Community Building Circles

Building, maintaining, and cultivating community and connection are always important, and they are essential as we navigate changes surrounding the pandemic. Restorative practices and community building circles have been ways to grow community and we invite you to join us in the Community Building Circles.



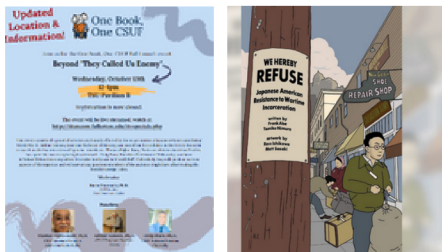
One Book, One CSUF

Common Read Book Program

To celebrate the power of our many stories, DIEP launched the second annual One Book, One CSUF (OBOC) program, a part of our Titans Together: Striving for Justice, Equity, and Inclusion initiative.

The 2021-22 selection by the campus community was George Takei's *They Called Us Enemy*, a graphic memoir recounting Takei's childhood imprisoned within American incarceration camps during World War II.

All students, staff, faculty, and administrators were encouraged to participate in the common read book initiative through events and workshops throughout the year. Workshops created for the OBOC program included:



Workshops & Discussions

- Diving Deep into They Called Us Enemy: A Campus Community Discussion
- Beyond They Called Us Enemy, panel of scholars profoundly affected by the incarceration of Japanese-Americans during World War II: A Campus Community Discussion,
- We Hereby Refuse: Japanese American Resistance to Wartime Incarceration: A Campus Community Discussion
- Presentation of Japanese American Archival Collections
- Using Graphic Memoirs to Support Inquiry into Issues of Social Justice



George Takei visited campus on April 5 to discuss his life, Japanese-American incarceration, and his fight for social justice. The event was offered as part of the Titans Together Speaker Series and the university's OBOC.

In partnership with the Strategic Communications, OBOC was marketed on the Titans Together website to provide Titans with the latest events and resources.



THE TALK

A Journey Toward Anti-Racism

'The Talk' Continues and Wins Three CASE Awards

“The Talk: A Journey Toward Anti-Racism” won several awards in the annual Council for the Advancement and Support of Education Circle of Excellence awards, including a grand gold, the highest recognition in the global higher education communications program. “The Talk” won grand gold in the marketing category for best micro-websites, silver for communications initiatives, and silver in the storytelling category.



Carolyn Thomas

PROVOST AND VICE PRESIDENT FOR ACADEMIC AFFAIRS



Cecil Chik

HIGHER EDUCATION DIVERSITY, EQUITY AND INCLUSION PROFESSOR



Darcy Anderson

SENIOR PROGRAM COORDINATOR FOR THE CENTER FOR SCHOLARSHIP



Gabriel Charles Ponce aka “SolEros”

PSYCHOLOGY AND SOCIOLOGY MAJOR



Mike Perez

SOCIOLOGY PROFESSOR AND FACULTY ATHLETICS REPRESENTATIVE



Sridhar Sundaram

DEAN OF THE COLLEGE OF BUSINESS AND ECONOMICS



Yuying Tsong

ASSOCIATE VICE PRESIDENT FOR STUDENT SUCCESS

“What I would like is that, eventually, all of us have these talks. These conversations are something we should not avoid.”

-Yuying Tsong
Associate vice president for student success



Scan this code to read all featured Titan stories from these Titans on the Talk Continues.

Program with a Purpose

The purpose of the SDC is to advance staff members' capacity for personal and professional growth and empowerment while promoting their sense of connection and belonging.

Welcome to the Staff Development Center (SDC)

Our commitment to Titan staff

The SDC Framework is centered on:



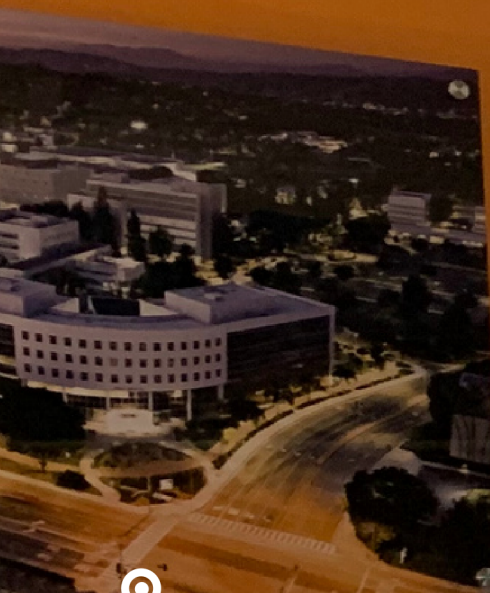
LEADERSHIP



DIVERSITY



WELLNESS



Securing a Space for Staff

Located in College Park, 207, the Staff Development Center opened in October 25, 2021. It is the first center on campus dedicated to staff learning and collaboration.

Equipped for Success

The SDC offers space reservations for trainings, team meetings or team collaboration. Staff may also check out in house technology such as iPads and laptops as well as make reservations to use the spaces' conference room technology for video conferencing or recording sessions.

Building Community

Engage with other staff members at community building events designed to promote dialogue through DEI and learning.



Watch a video to see a walk-through of the full space and learn more about the services offered.



Developing Titans through a lens of social justice

Staff Development Conference (StaffCon) 2021

The inaugural staff conference in 2021 provided a unique learning experience for staff members on campus focused on the pillars of Diversity, Leadership, and Wellness, based on feedback from staff professional development needs.

93%
ATTENDEES
RATED

the quality of the conference
"above average" or "excellent"

150+
ATTENDED
each session

“ I have never been to a retreat/conference where the session context actually felt like a retreat. The keynote was motivational and provided practical tips toward professional development. The self-care session was nurturing and transformative. The culture of the campus can begin to shift upward (prof development) and inward (culture of care) as a result of this conference.

- 2021 Staff Development Conference attendee”

Staff Development Center Programming

- Rise Above: Foundations for Personal and Professional Well Being
- LinkedIn Learning
- CSU's Got Talent Watch parties
- Community Building Circles
- Conflict Resolution C.O.R.E. workshops

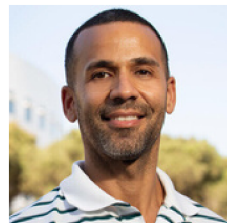
FOCLC Writing Retreat

Focusing on ways to promote wellness, the Faculty of Color Learning Community (FOCLC) invited professors throughout the semester to share insight and tools focused on writing, publishing, research needs, and wellness. Associate Professor of Educational Leadership and Department Chair of Secondary Education Dr. Natalie Tran shared a presentation focused on reflection and how to handle competing priorities. In addition, the FOCLC writing retreat strongly focused on faculty mental health, resources, and finding community. The program grew from 39 members to a total of 61 active members.

Faculty of Color Learning Community

Comprised of faculty across subjects, colleges, and backgrounds, the Faculty of Color Learning Community (FOCLC) comes together to discuss issues they are experiencing, receive guidance and resources to address those issues, and serve as mentors for future generations of educators. In collaboration with the Office of Diversity, Inclusion, and Equity Programs, FOCLC hosts a speaker series each semester on a topic integral to the lives of faculty of color. This year featured speaker series included: Alvin Rangel-Alvarado, Dr. Vita Jones, and Dr. Joya Cooley.

FOCLC SPEAKER SERIES Faculty Spotlights



Alvin Rangel-Alvarado,
Faculty member,
Department of Theatre
and Dance



Dr. Vita Jones,
Early Childhood Special
Education Associate
Professor in the College
of Education



Dr. Joya Cooley,
Assistant Professor of
Chemistry and Biochemistry
in the College of Natural
Sciences and Mathematics

Scan this code to learn more about the FOCLC spotlighted faculty members.



Leading through a lens of social justice



Inclusive Leadership Symposium

The 4th annual Inclusive Leadership Symposium took place in April 2022 and included keynote speaker Ashley Stewart, Executive Coach, Leadership Development Practitioner, Racial Consciousness Consultant. The theme for 2022 was "Disrupting Institutional Racism". Participants learned about the impact of race on their work and gained insight into fostering great consciousness and introspection.



Inclusive Champion Certificate Program (ICCP)

The CSUF Inclusive Champion Certificate Program (ICCP) continues with a total of 96 employees completing the program as of April 2022. The ICCP provides campus-wide education and awareness regarding racial equity and justice by creating opportunities for self-reflection, increased cultural competency and awareness.



Crucial Conversations

In this pilot program, eight MPPs and chairs from across the campus participated in CSUF's first Crucial Conversations cohort. In this course, participants met over live Zoom sessions each day in October 2021. The intensive week covered nine main skills that instructed individuals to manage conflict, have difficult conversations, and express their own emotions in a healthy manner. Participants shared how they are using the skills in their own difficult situations and received advice and support from peers. These review sessions will meet monthly so that participants can regularly refresh and assess their progress in what they learned.

96 employees earned their ICCP certificate



Diversity & Inclusion Leadership Academy

This fiscal year, the 3rd Diversity & Inclusion Leadership Academy (DILA) cohort was announced. DILA provides an in-depth experience through the integration of competency-building seminars, applied learning, and open dialogue sessions. This academy represents the participant's dedication to upholding our campus commitment for an inclusive climate from our classrooms and offices to our community.

129 managers participated in the fall and spring program

Serving Our Employees

A snapshot

How we serve our employees and applicants by the numbers.

The Human Resources Services unit provides employment services to staff, faculty, student employees, and applicants on our campus through recruitment and onboarding efforts, oversight of employee classification and compensation, and payroll services.



27,092

Applications received for staff, MPP, coach, librarian and counselor positions

5,236

Applications received for faculty and academic student positions

351

Filled Staff and Management Positions

30

New Instructional Tenure-Track Faculty Appointments Fall '21

1,000+

Classification Actions Processed

7

Unit 11 UAW New Employee Orientations

12

Staff and management New Employee Orientations

Recruitment Activity

Conducting Equitable and Inclusive Searches (CEIS)

In support of the university's commitment to recruit, hire and retain a diverse workforce, DIEP developed new equitable searches and diversity education sessions for all CSUF positions. All search committee members participating in staff and MPP searches were required to complete a 90-minute diversity education session on equitable and inclusive search practices.

In partnership with the Employee Training Center (ETC), DIEP made the CEIS training self-paced and available online. A web page was also created to host the latest training resources, offerings, and FAQs.

~1,700 employees have completed CEIS training so far

Executive Leadership Searches

HRDI led the search for two executive level searches, the Vice President for Administration and Finance/Chief Financial Officer and Dean of Extension and International Programs. The searches were conducted using in-house prospect research and communication to prospective candidates. The search website (search.fullerton.edu) was updated for each search to include candidate and campus forum information and a place to provide feedback form.

Common Human Resources System (CHRS) Enhancements

In October 2021, student hiring for academic and non-represented student assistants transitioned to the Common Human Resources System (CHRS). In addition, the CHRS Recruiting Onboarding Portal was launched in the same month. The portal allows users to complete required employment documents, tasks, and access important information and resources all in one virtual location. Supervisors and Onboarding Delegates can track candidate progress and complete their own onboarding tasks in CHRS Recruiting.





Satisfaction Survey Results

The annual Customer Satisfaction 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. Looking ahead to the coming year, our priority will shift to a campus climate survey, which will be shared with the campus community in Spring 2023.

OUTCOMES AT A GLANCE



SATISFACTION ACROSS THE DIVISION

Overall satisfaction scores out of nine departments:

5 AREAS
5 areas scored in the “Good” range (5.00 to 5.99)

4 AREAS
4 areas scored in the “Marginal” range (4.20 to 4.99)



Scan this code to view the Satisfaction Survey Results.

SURVEY FAST FACTS

3rd
annual customer satisfaction survey

6,273
CSUF faculty, staff, and students employees invited to participate.

9
departments and 1 campus initiative included in the survey.

12
standard statistical questions, 1 net promoter score and open-ended questions.

Photos with
the President!
**5 Years
of Service**



Building a Culture of Recognition

2022 University Awards Program

Over 1,000 Titans attended the 2022 University Awards Program (UAP) in-person program in the Gym and new this year, 384 Titans watched the added livestream. In-person guests received a CSUF tote with an assortment of items and a printed boarding pass tied to giveaways throughout the show. Overall, 196 total nominations were received for the 2022 UAP and 19 employees self-reported earning college degrees for recognition on the online program and at the live show. A total of 606 employees were recognized on the online program and at the event for years of service milestones from 5 - 45 years of service.



UAP By the Numbers

1,000 attended the 2022 UAP in-person program in the Gym

384 watched the livestream

606 employees recognized for years of service milestones from 5-45 years



23 giveaways were won during the live show



2 micro-recognition events were held with the president: *Pictures with the President and the Titan Excellence Award Winners Luncheon*

196 Total Nominations



12 Diversity, Inclusion and Equity award nominations

19 Teamwork and Collaboration Award nominations

165 Titan Excellence Award (TEA) nominations

127 TEA award nominations were submitted by students

19 employees recognized for earning college or university degree

2022 Titan of the Year

Michael August, Performing Arts Technician III/Production Coordinator, *School of Music (Academic Affairs)*

Michael's nominator describes how he demonstrates exemplary service to the campus and community by being the "go-to guy" for all things related to facilities, technology and performance in the Claves Performing Arts Center. He sees that every stage production and individual recital and ensemble — large, medium or small — gets up and running on schedule, and he often works the control booth himself alongside his students."



Titan Excellence Award

Catherine Ward, director of learning and engagement, Diversity, Inclusion and Equity Programs (*Human Resources, Diversity and Inclusion*); former executive director of retention initiatives (*Student Affairs*)

According to her nomination, "For the professional staff in her team, she lives up to the saying "lift as you climb." She provides many doors of opportunities for her team where they can shine and flourish professionally. She exemplifies outstanding leadership, grace, empathy, compassion, dedication and commitment. Her work focuses on intentionality, mindfulness, empathy and equity."



Titan Excellence Award

Katherine Powers, Professor of Music, *School of Music, Academic Affairs*

Power's nominator states, ""Thanks to her efforts, the number of Latinx graduate students at CSUF increased by 37% from 2014 to 2020, and a higher percentage of these students are graduating. Her work has truly transformed Cal State Fullerton's graduate programs."



Scan this code to learn more about the University Awards Program honorees.



2022 Diversity and Inclusion Award

The winner of this year’s Diversity, Inclusion and Equity Award is the McNairs Scholar Program. Preparing for Ph.D. programs is a rigorous and stressful experience, even for the most privileged of students. It is even more difficult for McNair Scholars, who frequently face “imposter syndrome,” economic instability, familial demands and stressors, and mental health challenges, as they attempt to develop research skills and knowledge of the politics of academia needed to succeed in doctoral programs. McNair scholars are encouraged to “lean into learning” and continually build on their existing knowledge and skill sets.”



Monique Posadas



Patricia Literte



Rosie Guillen



Pam Newton



Hans Mickelson



Albina Guzman

2022 Teamwork and Collaboration Award

The winner of this year’s Teamwork and Collaboration Award is the Facilities Operations Managers. Amid the COVID-19 pandemic, a group of dedicated managers maintained a physical presence on campus. The operations team took care of such services as cleaning, sanitization and utilities to provide a safe environment for the campus. Their managers demonstrated to the staff that the university cared about the work conditions of custodial, landscape and logistics by ensuring that managers and directors were on campus to support, encourage and contribute.



Anthony Chadwick



Anthony Sinopoli

Presidential Award of Distinction

The award, coordinated by the Office of the President, recognizes individuals or teams who best demonstrate the values and mission of Cal State Fullerton or who have demonstrated an extraordinary commitment to the university. It is intended to recognize those who have made distinctive contributions to the Titan community and have demonstrated Titan excellence far above and beyond what one might expect. John W. “Jack” Bedell, the late professor emeritus of sociology, was honored posthumously at the program for his service, leadership and for making a lasting impact on the campus. Virjee presented the award to Bedell’s wife, Sue, and his family members at the April 21 University Awards Program.





Titan Recognition Week

By the Numbers

28 unique offers, perks, or discounts

21 free or discounted items from e-foodie participating local restaurants

\$9 Discounted meals at the Gastronome



10% OFF GrubHub orders

15% OFF Campus Dining

30% OFF Titan Shops

FREE trial memberships for employees at the SRC
cookies at Club 57



6 event opportunities

27 attendees joined Line Dancing at the Titan Promenade

2 walking tours at the arboretum

31 attendees joined a virtual session hosted by IT

50
gb free personal storage from Dropbox was awarded to one attendee

4 employee opportunity drawings

Tips from a Titan Employee

Empowering others around them, including faculty, staff and students, these Titan employees recently graduated with a degree in higher education. HRDI spotlighted several inspiring employees on campus who earned their degree the previous academic year. Employees who submitted their degree to HRDI for recognition at the University Awards Program were asked about their recent accomplishments, and to give tips and advice to current Titan students pursuing their degree. The highlights from employee stories were shared on social media and full stories were posted to the HRDI recognition website.



Robert Flores

First-gen graduate, 20 years of service

What tips do you have for Titan employees considering going back to school?

"Remember, it's not a race. Everyone moves at a different pace, so find your rhythm, breathe, and stay focused on the goal."



Julie Nunez

First-gen graduate, 3 years of service
 CSU Fee Waiver and Reduction Program Participant

What tips do you have for Titan students pursuing their degree?

"A lot of students think that you should figure out what you want to do for the rest of your life while you are in college but that's not reality. You should simply figure out what you want to study for the next 4 years. Its ok to be unsure but do not quit!"



Marciela Alvarado

First-gen graduate, 20 years of service

What tips do you have for Titan employees considering going back to school?

"Surround yourself with people who care about you and who want to see you succeed."



Megan Drangstveit

First-gen graduate, 6 years of service

How has earning your degree empowered you?

"Now that I have my PhD I can serve as Principal Investigator for a new \$5 million, 5 year U.S. Department of Education grant focused on serving Latinx and low-income transfer students in science, technology, engineering, and mathematics (STEM). I get to build on the excellent work of Project RAISE and enhance opportunities for community college and CSUF students."

Did you Know?

The CSU Fee Waiver and Reduction Program is a tuition reduction program available to eligible CSU employees and their dependents that allows individuals to attend classes at any CSU campus at reduced rates in pursuit of a degree.

Learn more by scanning the QR code!

Scan this code to read the full 2022 employee graduate stories.



2022-2023

Items to watch for in the coming year.

Campus Climate Survey

This spring, DIEP hosted several visioning sessions for staff, faculty and students to inform the campus what a climate survey is, gather feedback, and strategize with the campus community on the upcoming survey. There will be more opportunities to share your thoughts in Spring 2023, when the climate survey launches to campus. All Titans are encouraged to participate and provide their authentic feedback, which will help our direction in our diversity, inclusion, and equity work in the years ahead.

Open Swim Hours Welcome Students, Faculty and Staff at New Pool

Open swim hours are currently available to students, faculty and staff in the new Olympic-sized swimming pool, east of the Kinesiology and Health Science (KHS) building. Hours are Monday through Friday from 12:00 pm - 1:15 pm. This academic year, take steps to improve your mental and physical health without leaving campus and enjoy lap swimming on your lunch break.



One Book, One CSUF (OBOC) Program '22-'23

The Titan community voted and selected *One of the Good Ones* by Maika Moulite and Maritza Moulite to be this year's OBOC common read. Don't have a copy of the book? Employees and students may visit the Pollak Library Administration Desk (PLS-260) to pick one up for free this semester. Be on the lookout for updates from the OBOC programming committee as they share ways to learn and engage with the book this year. Here are some ways you can get involved:

- Submit a proposal to host a OBOC event to onebookonecsuf@fullerton.edu
- Enter the reading group opportunity drawing
- Download the Readers' Group Guide
- Connect with the OBOC Programming Committee

The **CSUF** Faculty/Staff Emergency Fund

This fund was created to provide support to CSUF staff and faculty affected by a qualified disaster such as COVID-19, that could adversely affect them and their families as they serve the campus and our students. The residual effects of the pandemic are not over. Applications are still being accepted. Scan the QR code below to apply or learn more about the program.



\$6,500

TOTAL FUNDS APPROVED FOR
PAYMENT IN FY 21-22

Scan this code to
learn more or apply to
the Emergency Fund.



“ I would like to give you and the committee my thanks and gratitude from myself and my family. This has a huge positive impact on my personal life and I am very grateful. ”

-anonymous recipient



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