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ADMINISTRATION AND FINANCE

Division Newsletter – Fall 2025

A Message from Vice President Armstrong

Dear University Community,

As we begin the new academic year, I warmly welcome each of you back. Fall marks a season of fresh beginnings, and throughout the Division of Administration and Finance, a renewed sense of purpose is guiding our collective efforts to advance the success of our students and the campus community.

This edition of the A&F Newsletter reflects that forward momentum. From Facilities Management refreshing campus spaces, to our new partnership with AC Transit, to ITS leading the Microsoft 365 transition – our teams continue to deliver impactful change that supports a more connected, sustainable, and student-ready university.

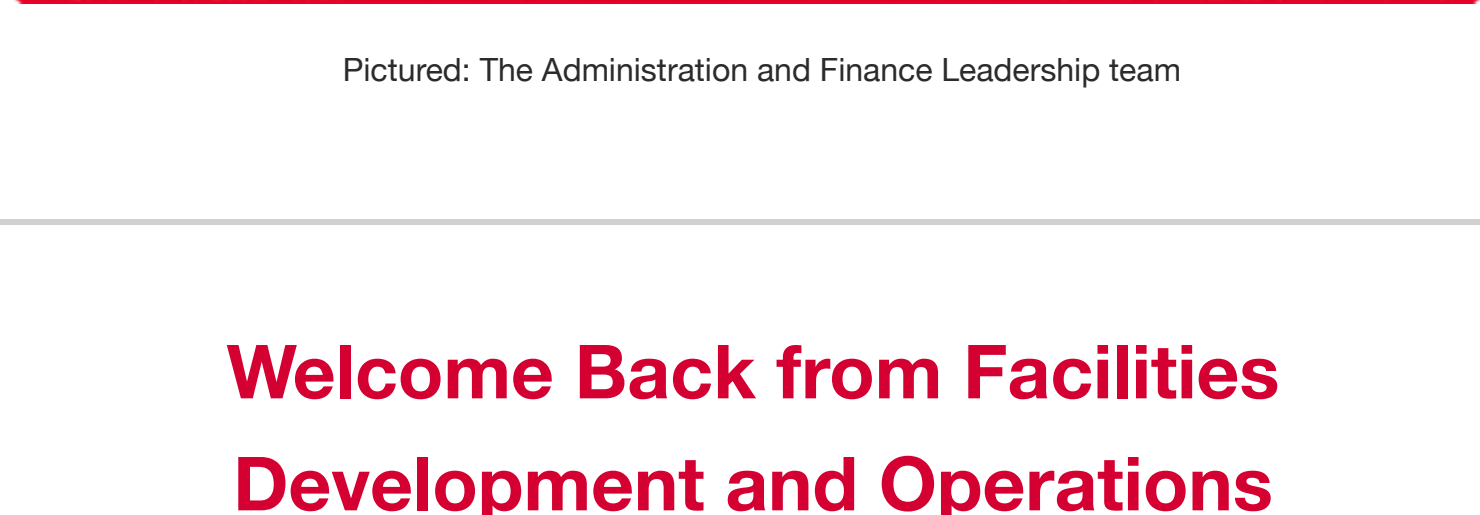
We're also celebrating the power of people: our colleagues whose professional and academic achievements inspire us; our partners in the Online Campus, whose mission to support faculty and strengthen course quality continues to enhance the student experience; and our campus collaborators who are driving meaningful improvements through cross-departmental process initiatives.

At the core of the Division lies a steadfast commitment to service. Whether addressing day-to-day challenges or envisioning transformative, long-term solutions, we approach our work with the conviction that it has a meaningful impact on our campus community. We are strengthened by the relationships we cultivate and the feedback we receive.

Thank you for your continued collaboration.

In Partnership,

Myeshia Armstrong
Vice President, Administration and Finance/CFO



Pictured: The Administration and Finance Leadership team

Welcome Back from Facilities Development and Operations

We are here to serve you!

As we begin a new academic year, Facilities Development and Operations (FD&O) would like to extend a warm welcome back to our campus community. Whether you're returning to familiar spaces or stepping onto campus for the first time, our team has been working hard behind the scenes to ensure our facilities are safe, clean, and ready to support the year ahead.

Over the past academic year, FD&O completed **5,932 work orders** across a range of service types. These included everything from urgent repairs to longer-term projects, with an overall average turnaround time of just over **30 days**. **Scheduled maintenance requests**, however, were completed in **under 7 days** on average, with **99% delivered on time**. Notably, **service calls made up 70% of all work orders**, reflecting the wide range of day-to-day needs our team supports across campus.

We'd also like to recognize the significant time and effort our **trades team dedicated to summer maintenance**. In total, they spent more than **1,000 hours on Housing repairs alone** – a major investment in preparing our residential spaces for the year ahead. In addition, we played an active role in supporting a **large number of campus events throughout the year** – from everyday activities to major milestones like **Commencement** – helping create welcoming spaces for celebration, community, and connection. This reflects our ongoing commitment to keeping campus spaces safe, functional, and ready to support the year ahead.

From routine maintenance to special event setups, our work touches nearly every corner of the University – and we take pride in being a responsive, solutions-focused partner to students, faculty, and staff alike.

We look forward to serving you this year – and wish you a smooth and successful start to the semester!

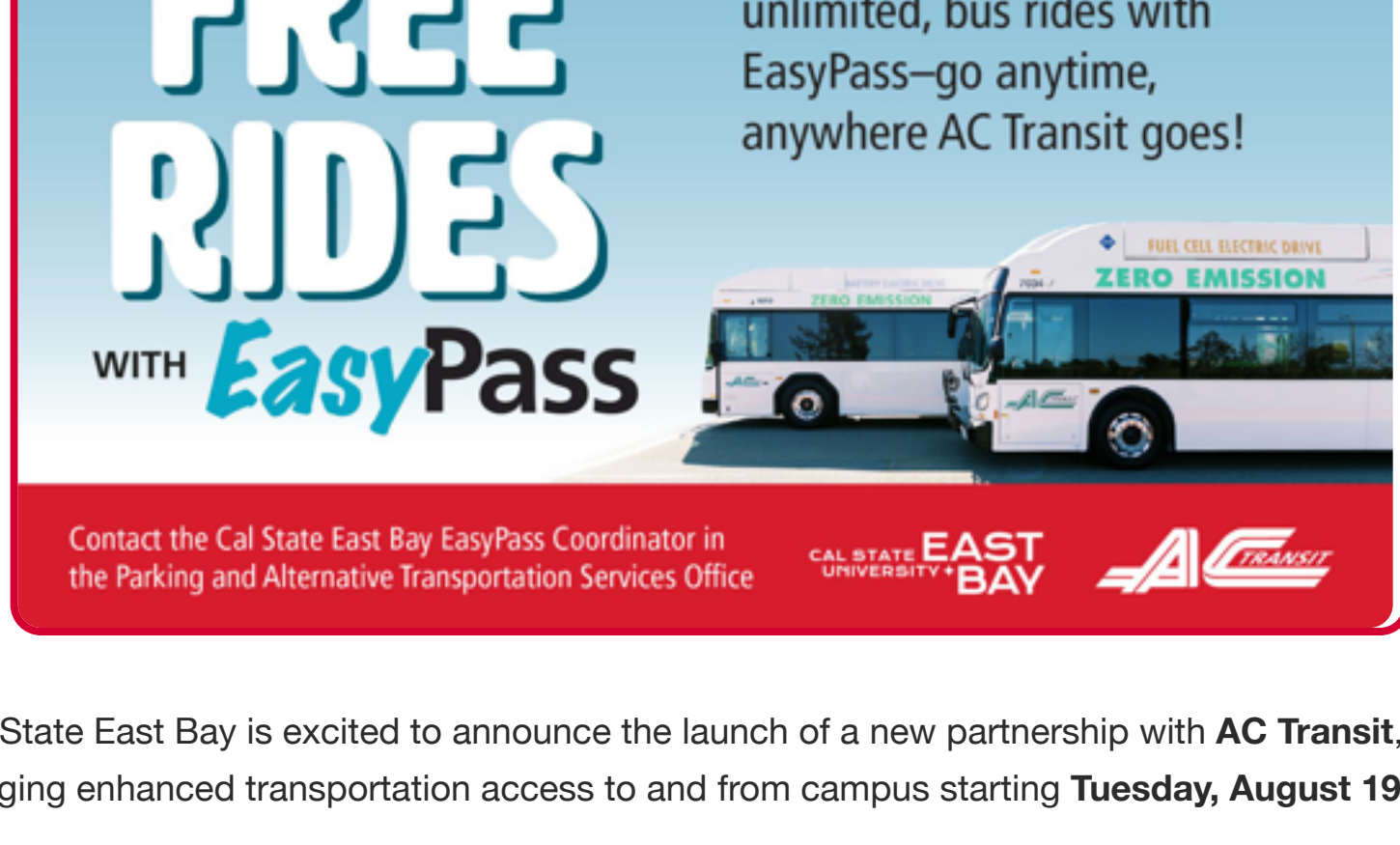


Pictured: The Facilities Development and Operations Team

NEWS

AC Transit Shuttle Service Launches Tuesday, August 19

Expanded access, greater reliability – and it's free for students



Cal State East Bay is excited to announce the launch of a new partnership with **AC Transit**, bringing enhanced transportation access to and from campus starting **Tuesday, August 19**.

This new service replaces the University's former contract with a third-party shuttle provider, which will end on Monday, August 18. The transition marks a significant step forward in improving regional connectivity, sustainability, and convenience for our campus community.

Key benefits of the new program include:

- **Unlimited rides on AC Transit** for all currently enrolled students with a valid Bay Card
- **Faculty and staff access** through an [opt-in program](#) with subsidized annual fee (\$85.66)
- **Reliable service** backed by AC Transit's professional fleet and infrastructure
- **Direct campus access** via Line 60, connecting CSUEB to Hayward BART
- **Service to key locations around Hayward**, including Downtown Hayward's B Street and C Street corridors

Line 60 runs **every 45 minutes** between **CSUEB** and **Downtown Hayward BART**. Catch it at any of the five stops on campus – full details on the [Parking & Transportation website](#).

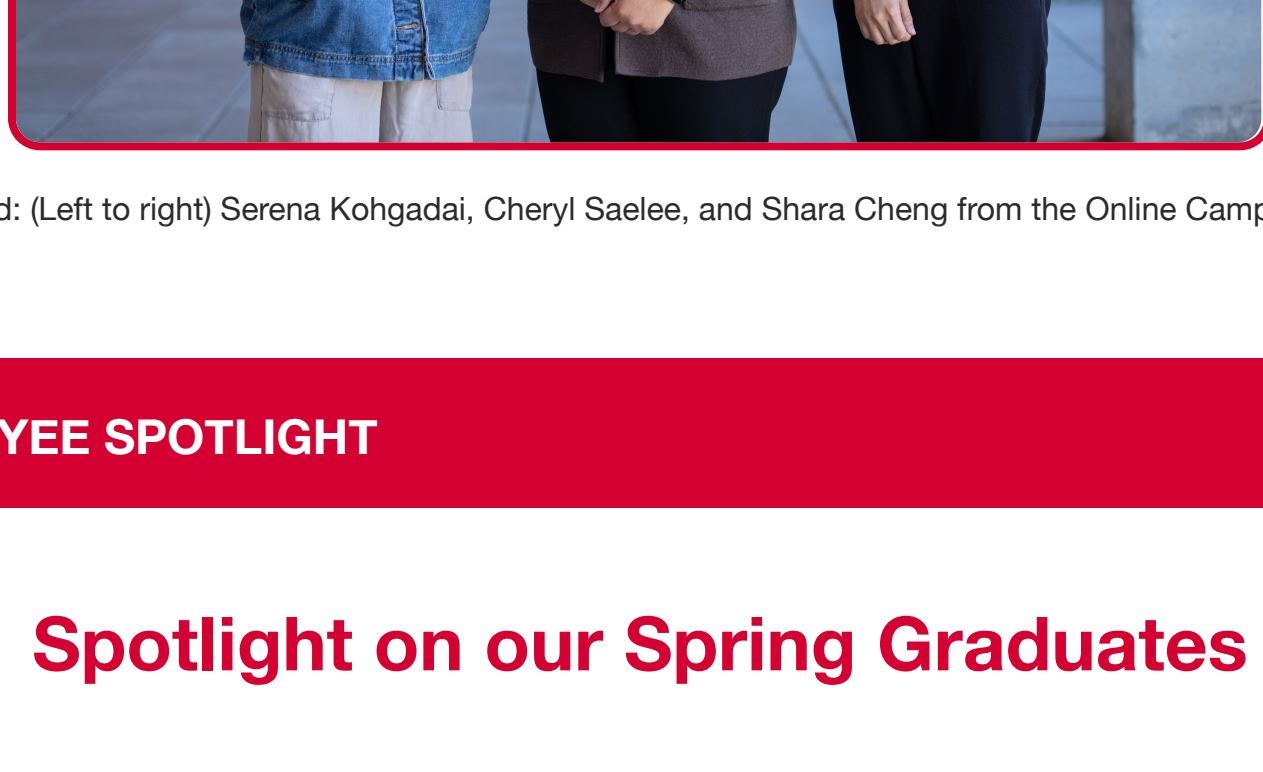
We are grateful to **SP+** and the many shuttle drivers who served our community over the years. This new partnership reflects the University's ongoing commitment to equitable, accessible, and sustainable transportation for all.

Fueling Quality: New Funding Boosts Online Course Excellence

By Cheryl Saelee

California State University, East Bay has been awarded \$15,000 in new funding from the Chancellor's Office to support its ongoing Quality Assurance (QA) Initiative. Since the QA initiative started in 2015, the QA initiative has supported online and hybrid teaching through our Online and Hybrid Course Quality Transformation (OHQT) grant program. These grants require faculty to complete Quality Matters (QM) training and participate in the official QM course certification process. As a result of this initiative, over 600 QM-certified workshops have been completed, and more than 200 courses have earned official QM certification.

With this new round of funding, we are excited to announce that Cohort 24 of faculty will soon be invited to participate in the next round of the OHQT grant. Details on how to apply will be announced soon!



Pictured: (left to right) Serena Kohgaddi, Cheryl Saelee, and Shara Cheng from the Online Campus team

EMPLOYEE SPOTLIGHT

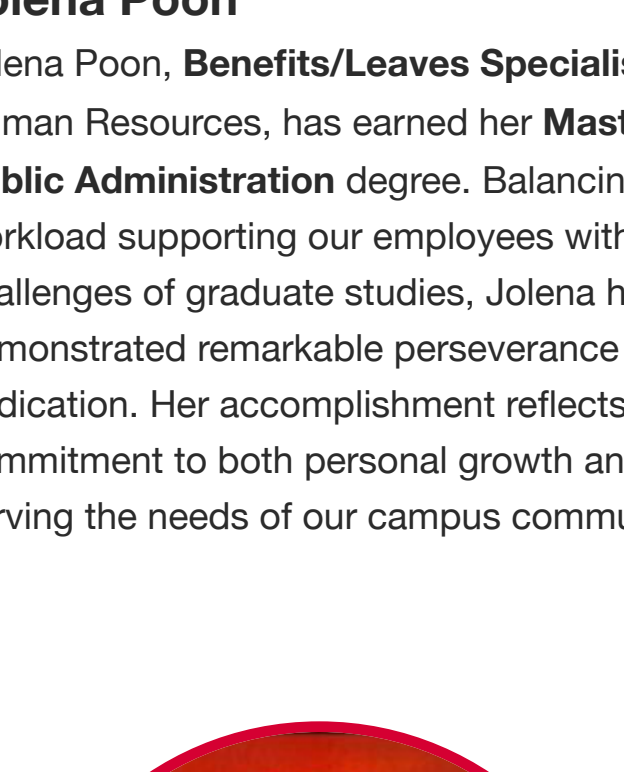
Spotlight on our Spring Graduates

Celebrating our team's academic achievements

By Melissa Poon

We are proud to recognize and celebrate our A&F team members who reached an important milestone this spring – graduation! Balancing professional responsibilities while pursuing academic goals is no small feat, and we applaud the hard work, perseverance, and dedication demonstrated by these individuals.

Each of these graduates has not only achieved a significant personal accomplishment but continues to contribute meaningfully to our campus community. Please join us in congratulating our May 2025 graduates!

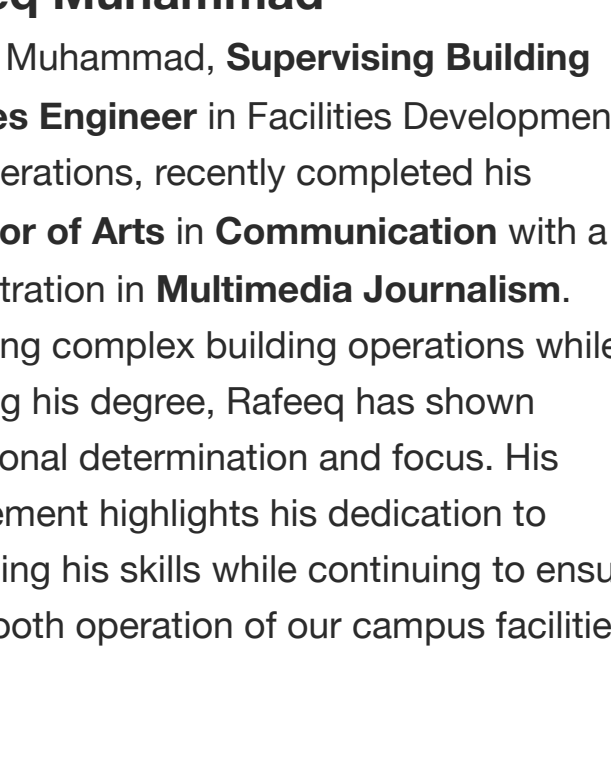


Ray Huey

Ray Huey, a dedicated **Police Officer** with the University Police Department, recently earned his **Master of Public Administration** degree. Balancing the demands of his role in keeping our campus safe with the rigors of graduate studies, Ray exemplifies commitment and perseverance. His achievement reflects both his passion for public service and his dedication to professional growth.

Jolena Poon

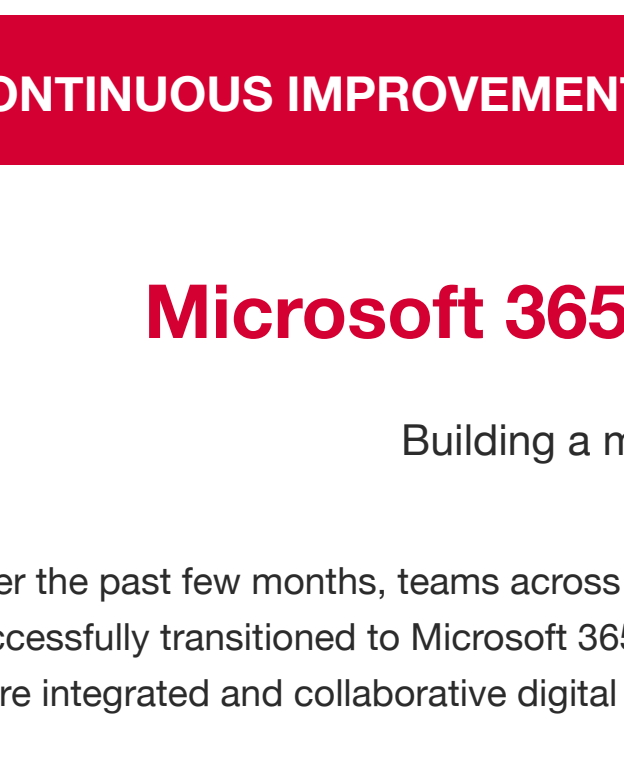
Jolena Poon, **Benefits/Leaves Specialist** in Human Resources, has earned her **Master of Public Administration** degree. Balancing a full workload supporting our employees with the challenges of graduate studies, Jolena has demonstrated remarkable perseverance and dedication. Her accomplishment reflects her commitment to both personal growth and serving the needs of our campus community.



Rafeeq Muhammad

Rafeeq Muhammad, **Supervising Building Services Engineer** in Facilities Development and Operations, recently completed his **Bachelor of Arts in Communication** with a concentration in **Multimedia Journalism**.

Managing complex building operations while pursuing his degree, Rafeeq has shown exceptional determination and focus. His achievement highlights his dedication to expanding his skills while continuing to ensure the smooth operation of our campus facilities.



CONTINUOUS IMPROVEMENT

Microsoft 365 Transition Underway

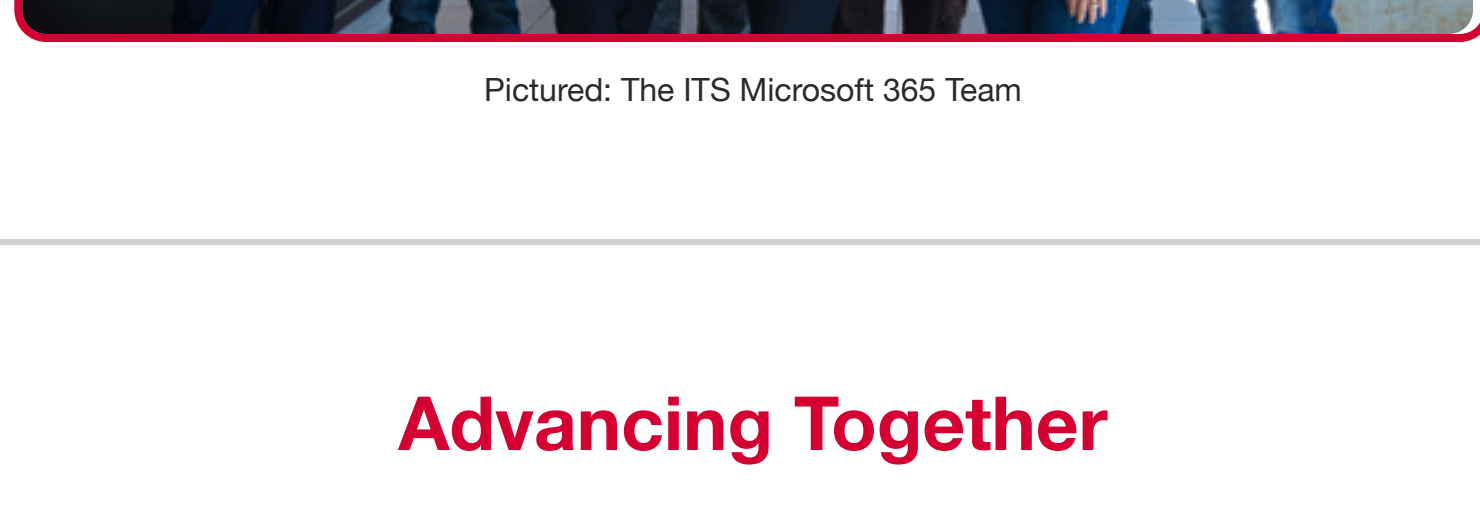
Building a more connected workplace

Over the past few months, teams across the Division of Administration and Finance have successfully transitioned to Microsoft 365 – a key milestone in the University's broader shift to a more integrated and collaborative digital environment.

This migration brings a modern suite of tools, including Outlook, Teams, OneDrive, and SharePoint, all designed to enhance communication and streamline file sharing. With most of the division now fully onboarded, the transition is paving the way for other areas of campus to follow.

A campuswide communication was recently shared with information about what to expect and how to prepare. As the rollout continues, our team is here to support you with training resources, troubleshooting, and regular updates.

The next migration wave is targeted to include additional divisions, with more details coming soon. Stay tuned as we continue building a more connected and efficient campus together.



Pictured: The ITS Microsoft 365 Team

Advancing Together

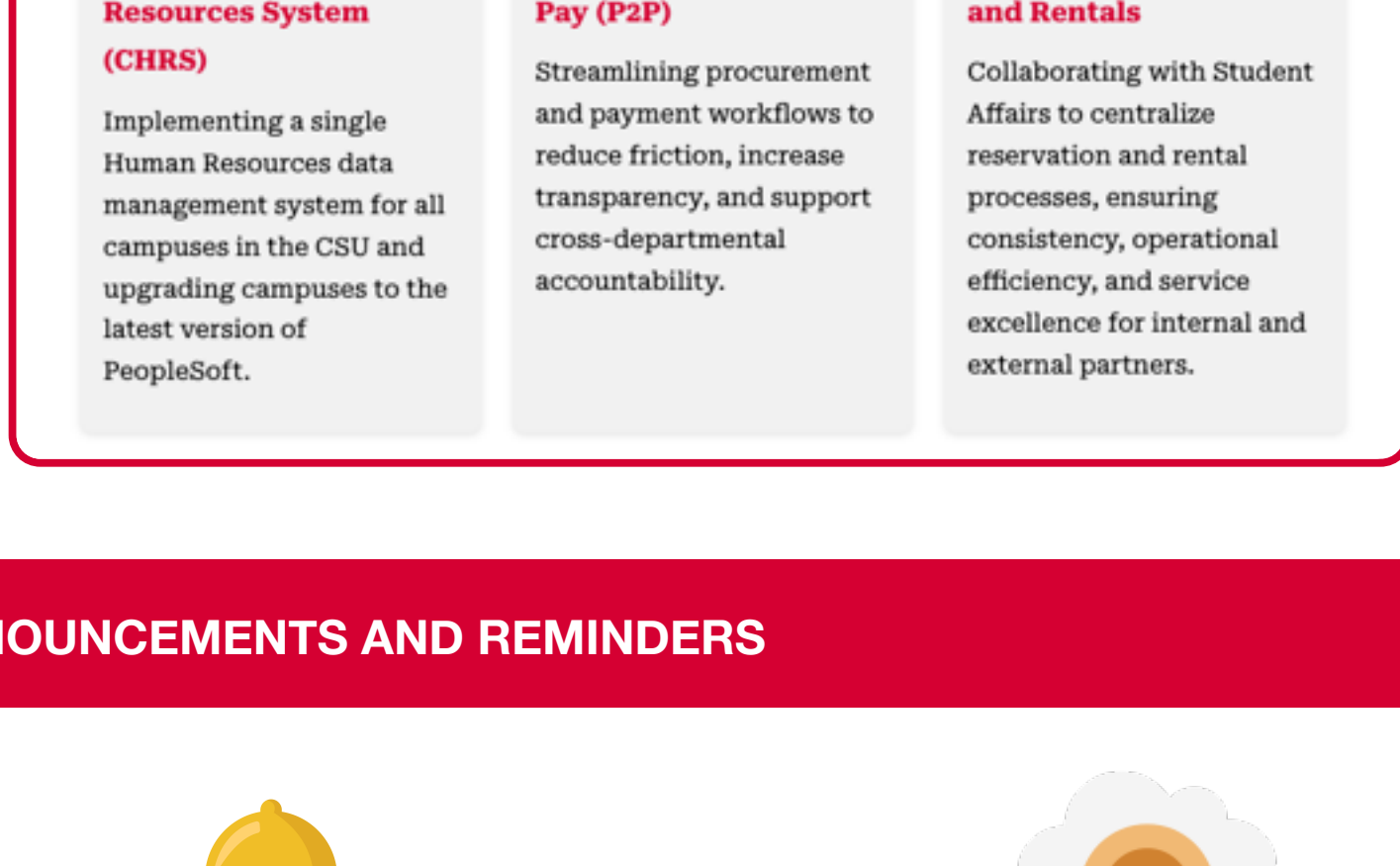
Ongoing A&F initiatives designed with campus collaboration in mind

Behind the scenes and across campus, the Division of Administration and Finance has been steadily advancing dozens of process improvements designed to make day-to-day work easier, clearer, and more efficient. From streamlining procurement steps to refining student support systems, many of these changes reflect strong partnerships with departments across the University.

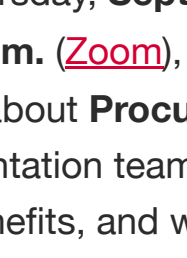
To make this work more visible – and more accessible – A&F recently launched a **Process Improvement Initiatives** webpage. The site highlights current and completed projects, offers insight into what's changing and why, and provides a space for the campus community to see how shared efforts are making an impact.

Whether you're curious about what's underway, looking for a resource you heard about in a meeting, or simply interested in how A&F is supporting campus operations, [the site](#) is a great place to check in.

Have an idea for a process improvement or want to explore a potential partnership? We welcome your input – just use the feedback form linked on the page to share your thoughts.



ANNOUNCEMENTS AND REMINDERS



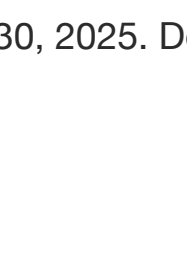
CSUBUY Procure-to-Pay Townhall

Join us on Thursday, **September 18**, from **10:00-11:30 a.m.** ([Zoom](#)), for our **Second FYI Town Hall** about **Procure-to-Pay (P2P)**. The implementation team will share key updates, benefits, and what to expect during the transition. If you are unable to attend the training, please [register](#) as the recording will be sent to all registrants.



Kudos to our Accounting Team

Our Accounting team placed **5th in GAAP financial reporting** for fiscal year **2023-2024** and is one of ten featured on the cover of the CSU Financial Statement issue. Thank you to Josephine Capral and Nicole Yu for their excellent leadership and continued commitment to financial reporting excellence.

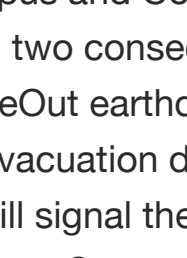


Open Enrollment

September 15 - October 10, 2025. This is your opportunity to review your current benefits plan and make any necessary changes.

An **in-person Benefits Fair** will be held **September 17, 2025** from 11am - 2pm, in the South University Union - Multipurpose Room.

A **Virtual Benefits Fair** will be held **September 30, 2025**. Details to follow.

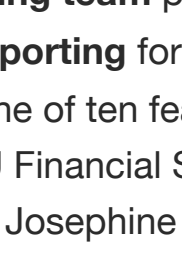


The Great Shakeout

The Great ShakeOut is an annual, worldwide earthquake drill promoting the "Drop, Cover, and Hold On" technique. Held on the third Thursday of October, it encourages everyone to practice earthquake safety at home, work, and school.

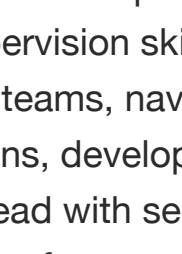
On **Thursday, October 16, 2025**, the Hayward Campus and Concord Center will participate in two consecutive drills: the Great ShakeOut earthquake drill and building evacuation drills. AlertMe notifications will signal the start of the one-minute "Drop, Cover, and Hold On" exercise, followed immediately by evacuation drills.

These drills help meet CSU policy, provide hands-on safety training, and ensure our community knows how to respond in an emergency. Additional details to come. Visit the [Emergency Management](#) website for more information.

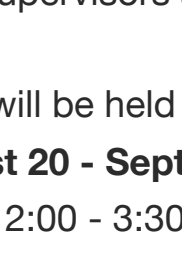


MPP Principle of Supervision Training

Coming soon – a practical guide to essential supervision skills! Learn how to motivate teams, navigate difficult conversations, develop staff, organize work, and lead with self-awareness. A great resource for new and experienced supervisors alike.



The training will be held on **Wednesdays, August 20 - September 24**, 2:00 - 3:30pm via [Zoom](#)



UPD Safety Tips

As we start the new school year, we want to remind everyone to stay aware and take simple steps to protect yourself, your belongings, and our campus community:

- **Lock your office and vehicle doors** even during quick breaks
- **Secure valuables and electronics** in a locked drawer or cabinet when unattended
- **Avoid leaving bags, laptops, or personal items visible in your car**
- **Be alert in parking lots and around campus**, especially early mornings or evenings
- **Don't prop open building doors**; this can compromise building security
- **Report any suspicious activity immediately** to University Police at 510-885-3791
- **Know your emergency procedures**, including evacuation routes and shelter-in-place guidance

Division of Administration and Finance

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