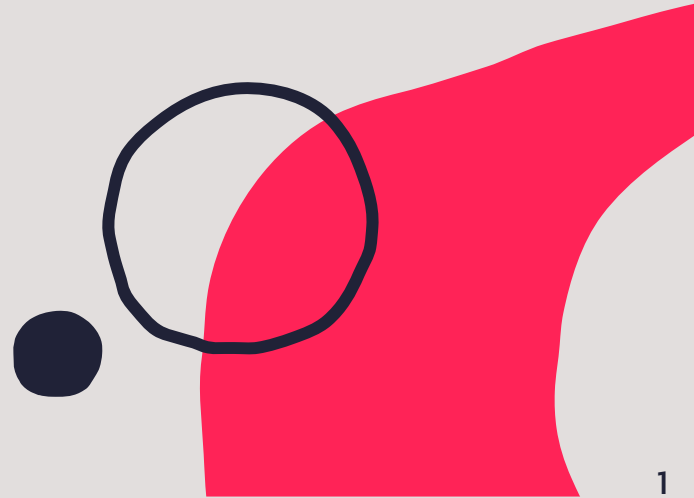




San José State University Finance What's Up

Fall 2025



Welcome!

**Maureen Pasag, Senior AVP, Financial Services and
Budget Management**

Sara Bonakdar, AVP, Strategic Business Services

**Kathy Kaoudis, Vice President, Administration and
Finance/CFO**





Housekeeping Items



All Participants are muted



Use the Q&A window to ask questions



Session will be recorded and the slide deck will be available



Financial Services and Business Services New Staff

Bursar's Office

Aaron Ledesma - University Bursar

Sylvia Rivas - Accounting Technician II

Accounting Services

Ankita Kshirsagar Accountant I

Strategic Business Services

Ricky Lee, Sr Manager Audit and Business Continuity

Emily Gonzalez-Alcala, Administrative Support Coordinator

Procurement Services

Reyna Villa, Buyer II



Agenda

- 01** **University Assets and Property Custodians:
Roles, Responsibilities and Procedures**
- 02** **University Bursar:
Introduction and Updates**
- 03** **Strategic Business Services:
CSUBuy Updates**
- 04** **Contracts & Procurement:
Best Practices, Metrics, Open Encumbrances**
- 05** **Payment Services:
Metrics**
- 06** **Commercial Services:
Spartan Eats Catering Update**
- 07** **Q&A**





Distribution and Asset Services

Phil Perez, Manager



University Assets and Property Custodians

Roles, Responsibilities, and Procedures



What are Capital Assets?

Qualifications / Examples

Equipment, vehicles, or other items that:

- are valued at \$5K or more
- will be in service for more than one year
- are used for University business
- are donated, purchased or transferred from another CSU and private parties

Here are just a few examples...

- Computer hardware / software
- Electric carts
- Goal posts
- Marine vessels
- Musical instruments
- Works of art



Role of the Property Custodian

Each department needs to have a Property Custodian if property is owned by the department.

The Property Custodian:

- Acts as a central point of contact for Asset Services
- Ensures assets are tracked, safeguarded and reported
- Assists Asset Services during Physical Inventory events

If a department does not have a Property Custodian, the DRO or Chair will designate one. Property Custodian Form

Custodian Responsibilities



Through cooperation and collaboration, the Custodian:

- **Informs Asset Services of all new purchases, donations, and gifts**
- **Monitors the physical location of all departments assets and safeguards them from loss or theft**
- **Coordinates with Asset Services to ensure all inventoried items are properly tagged**
- **Notifies Asset Services and UPD, if necessary, of changes in equipment of inventory - lost, stolen, damage, etc...**
- **Maintains records of equipment taken off-campus for business use**
- **Assists Asset Services during Physical Inventory events**
- **Prepares and submits Property Survey Report (PSR) forms to Asset Services for equipment that is no longer used**

Property Survey Report

Property Survey Report
Distribution and Asset Services
408-924-1558

SJSU | FINANCE AND BUSINESS SERVICES
Finance – One Washington Square – San José, CA 95192-0008

This form is used to report dispositions of San José State University property and communicate the desired handling of items no longer utilized by a department to the Property Coordinator. Refer to the [Asset Services Procedure Manual](#) for guidelines on the handling of university property.

I. Department Information

Department: _____ Report Date: _____
 Contact Name: _____ Phone: _____
 Contact Email: _____ Building/Room: _____

Asset Services Procedure Manual

Description, Model, or Serial #:	Property Tag Number:	Original Cost:	Location:	Date of Purchase:
Disposition Code:		PO Number:	Transfer to Department:	
Description, Model, or Serial #:	Property Tag Number:	Original Cost:	Location:	Date of Purchase:
Disposition Code:		PO Number:	Transfer to Department:	
Description, Model, or Serial #:	Property Tag Number:	Original Cost:	Location:	Date of Purchase:

III. Department Approval

Approving Official's Signature: _____ Date: _____
 Approving Official Name: _____

IV. Property Use Only

Property Coordinator: _____ Date: _____
 Property Survey Board #1: _____ Date: _____
 Property Survey Board #2: _____ Date: _____

survey_report.pdf 11/28/2022

Departments must use the Property Survey Report(PSR) to document equipment being sold on Public Surplus, disposed of, swapped, transferred, etc.

Physical Inventory



Conducted every 3 years



Moving toward an ongoing process to ensure the university stays compliant with the CSU policy



Physical Inventory Currently in progress:

- **Departments will be contacted directly**
- **Custodians will receive:**
 - **Asset report list for review**
 - **Zoom invite for training on the upcoming PI**



Below are Asset Service resources for you reference.

<https://www.sjsu.edu/fabs/services/assets/index.php>

<https://calstate.policystat.com/policy/11206798/latest/#autoid-9aq9v>

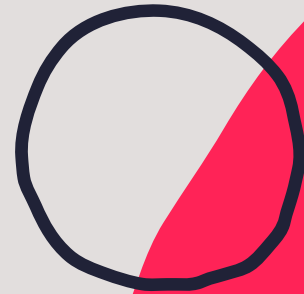


Pop Quiz Time!



Bursar's Office

Aaron Ledesma, University Bursar



Introduction to Your University Bursar

Professional Background

- Have worked in the Student Financial Services/Bursar realm of higher education the past 26 years all within the CSU system

Personal Background

- Daughter - SJSU alum
- Son - currently at CSUN
- Myself - CSU Hayward alum
- Dog & Cat Owner
- Been a golfer for 42 years and still haven't gotten a hole-in-one!

Vision

- Committed to servicing student success by making financial processes as seamless and stress-free as possible
- Working with campus partners to ensure efficient support in meeting their goals & objectives

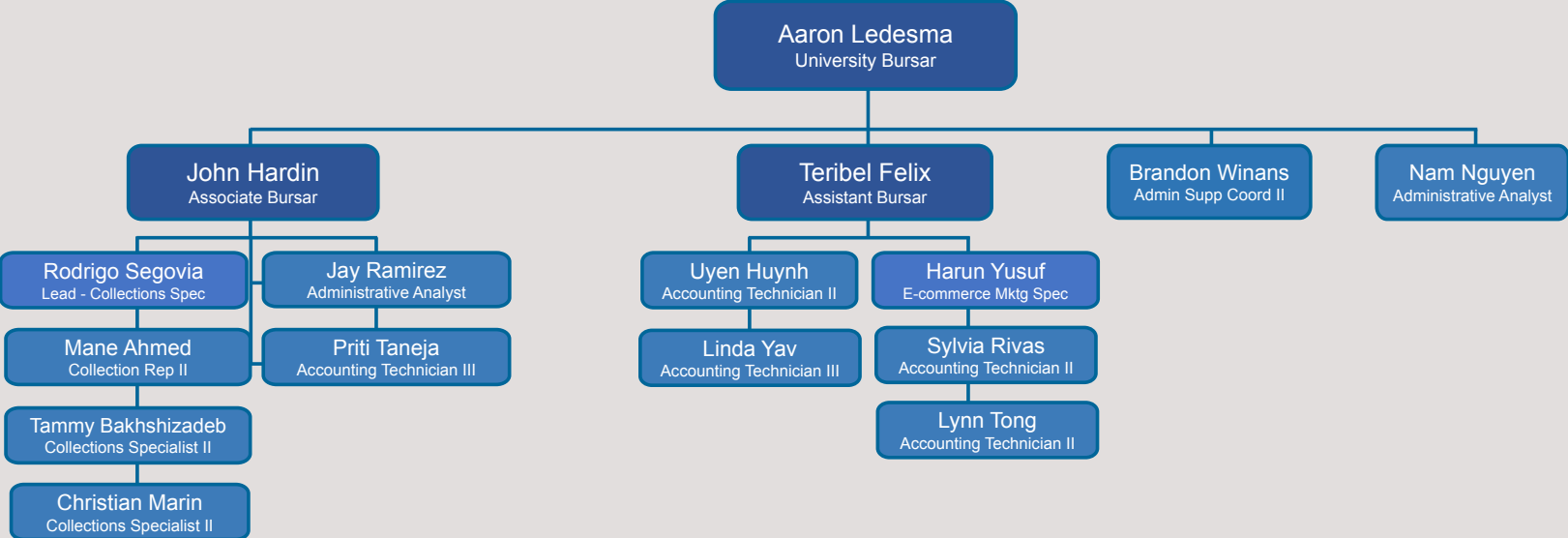


Introduction to the Bursar's Office



- **Bursar** = “treasurer of a college”, 1580’s from Anglo-Latin *burser* “treasurer”
- Of the 23 CSU campuses only SJSU, Sacramento State and SF State have a “Bursar’s Office”!

Our Team





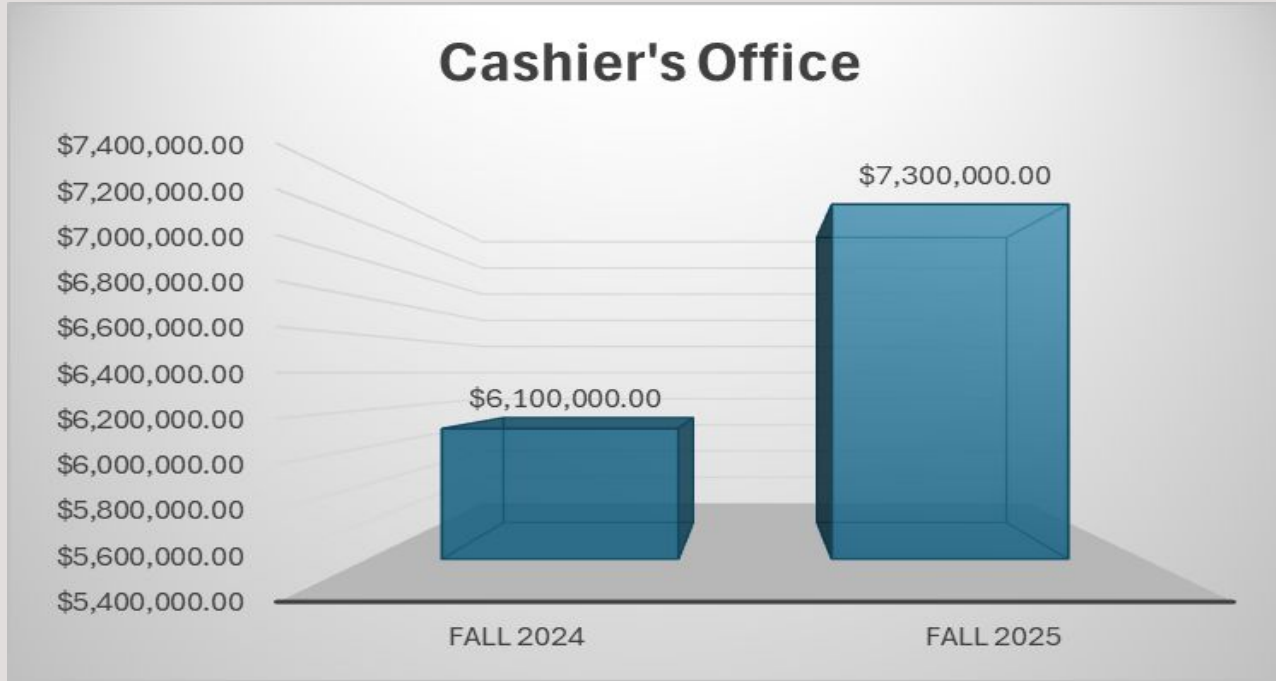
Our Core Services

The Bursar's Office provides many essential services to the University's students & staff/faculty members:

- **Cashier's Office** - process student payments (Cash or Check ONLY), departmental deposits, eMarket construction
- **Tower Card Office** - administer student ID cards, Gold Points svcs
- **Bursar's Office** - billing questions, process student refunds, 3rd party billing, tuition verifications, student collections

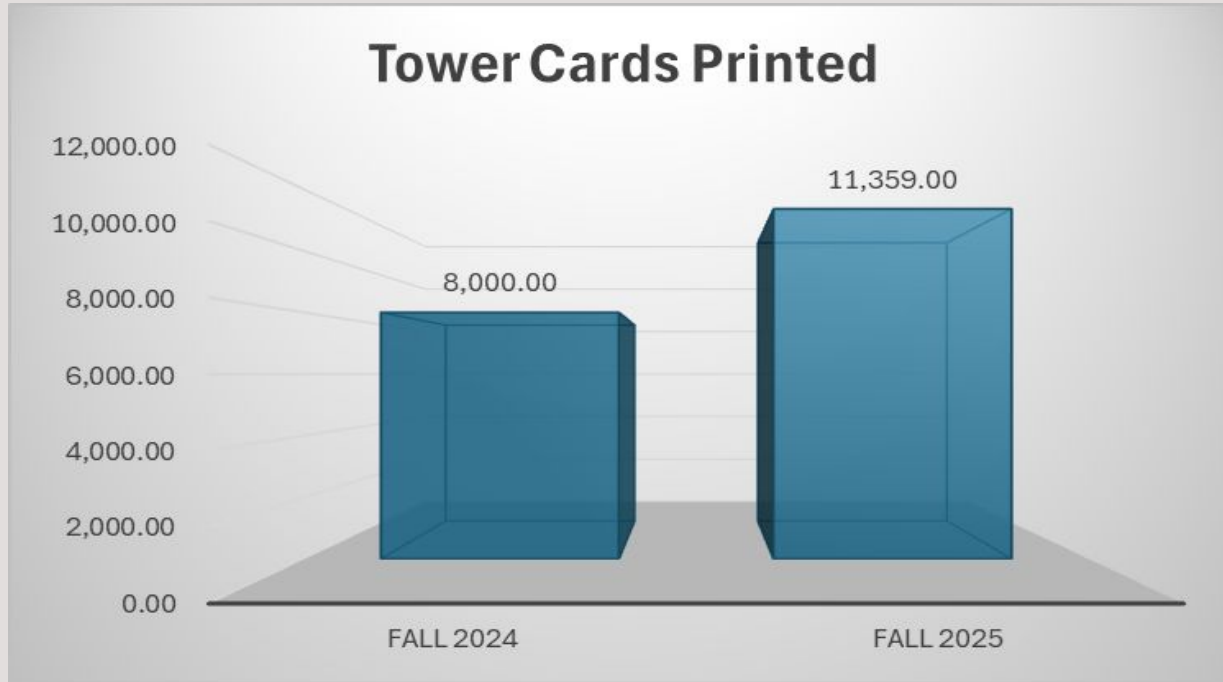
Together, these offices cover a wide range of essential student and campus needs.

Fall Semester - 2024 vs 2025



- **Fall 2024:** 1,906 transactions processed totaling \$6,094,336.25
-
- **Fall 2025:** 1,857 transactions processed totaling \$7,316,243.52

Fall Semester - 2024 vs 2025



- **Fall 2024 - 8,001 Tower Card IDs printed**
- **Fall 2025 - 11,359 Tower Card IDs printed**



Fall Semester - 2024 vs 2025

BURSAR'S OFFICE



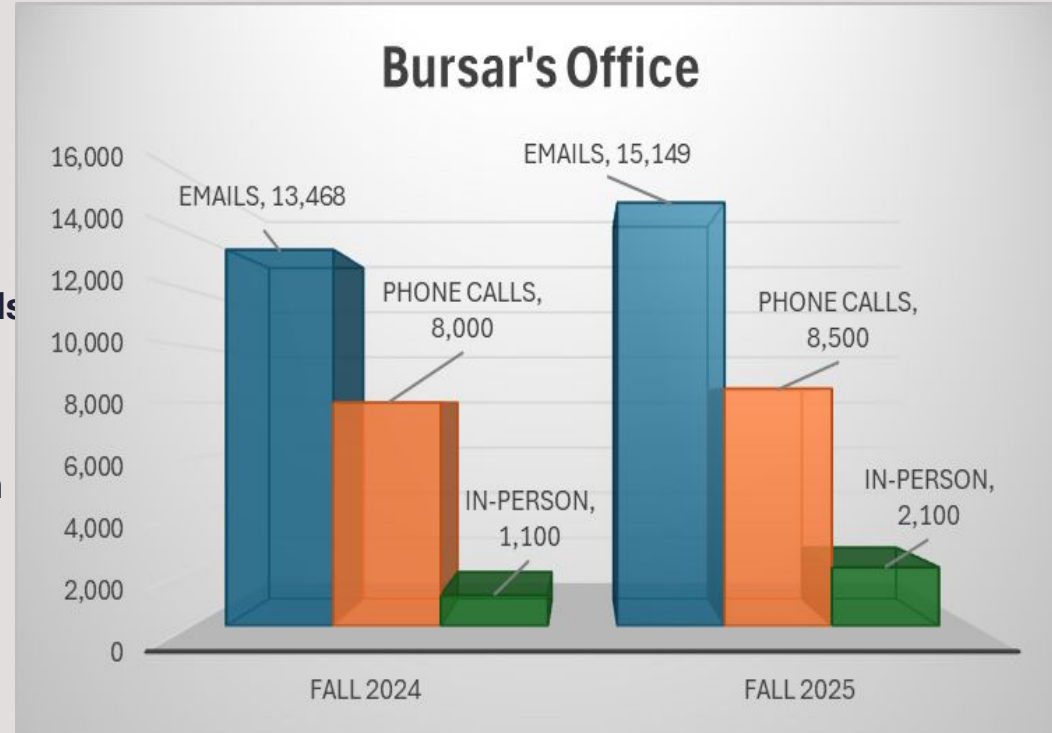
- Replied to over 15,000 emails



- Answered over 8,500 phone calls



- Helped approximately 2,100 students/staff/faculty in-person at our office



What We Are Working On...



Exploring AI in the Bursar's Office

- In collaboration with our I.T. department we've begun exploring how agentic AI can enhance our operations, primarily in our collections area.
- This includes automating repetitive tasks (phone calls, past due outreach notices) and providing faster, more accurate and standardized responses to student inquiries.



Did you know???

We offer special payment plans to non-enrolled students with past due balances who are on the verge of being sent to a collection agency.

- Cannot be enrolled in current or upcoming terms
- \$35 one-time setup fee
- **Minimum Balance Requirements:**
 - 3-month plan: \$350.00
 - 6-month plan: \$1,000.00
 - 9-month plan: \$2,000.00
 - 12-month plan: \$3,000.00

Students may email student-finance-specialists@sjsu.edu for more information.

URL: <https://www.sjsu.edu/bursar/payment-refunds/installment-payment-plan.php>



Pop Quiz Time!





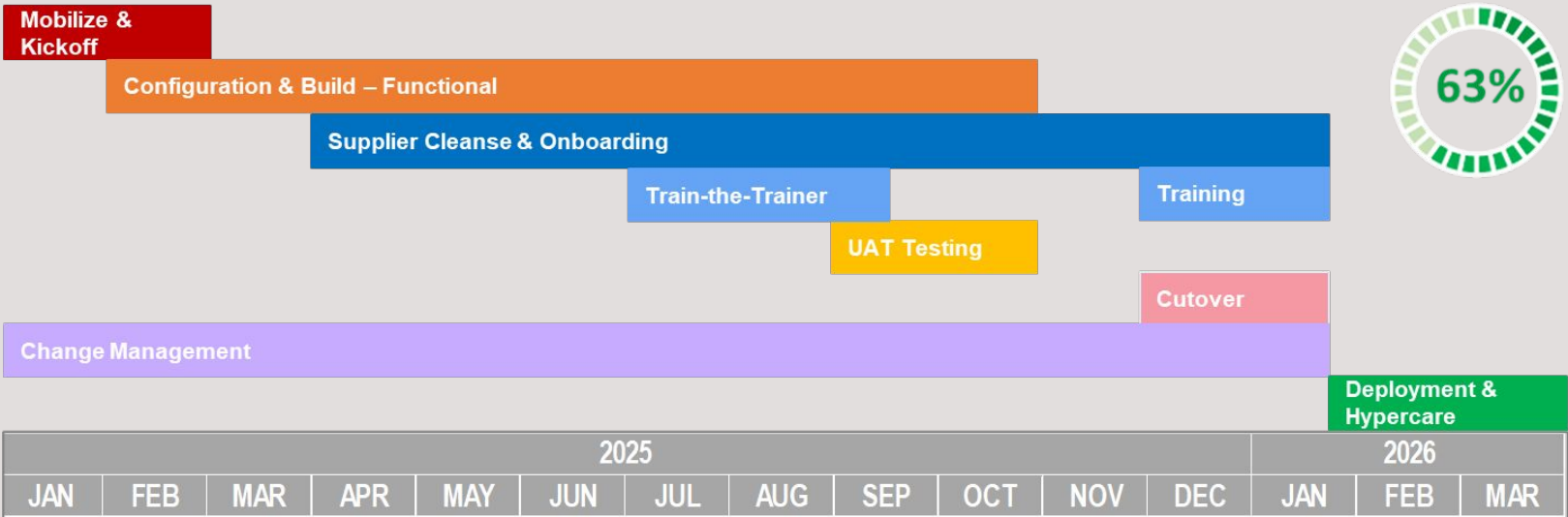
Strategic Business Services

Sara Bonakdar, AVP

CSUBUY Updates

Project Timeline

Project Progress



Project Website:

<https://www.sjsu.edu/fabs/services/p2p/csubuy-p2p.php>

CSUBUY - Demo Series Schedule

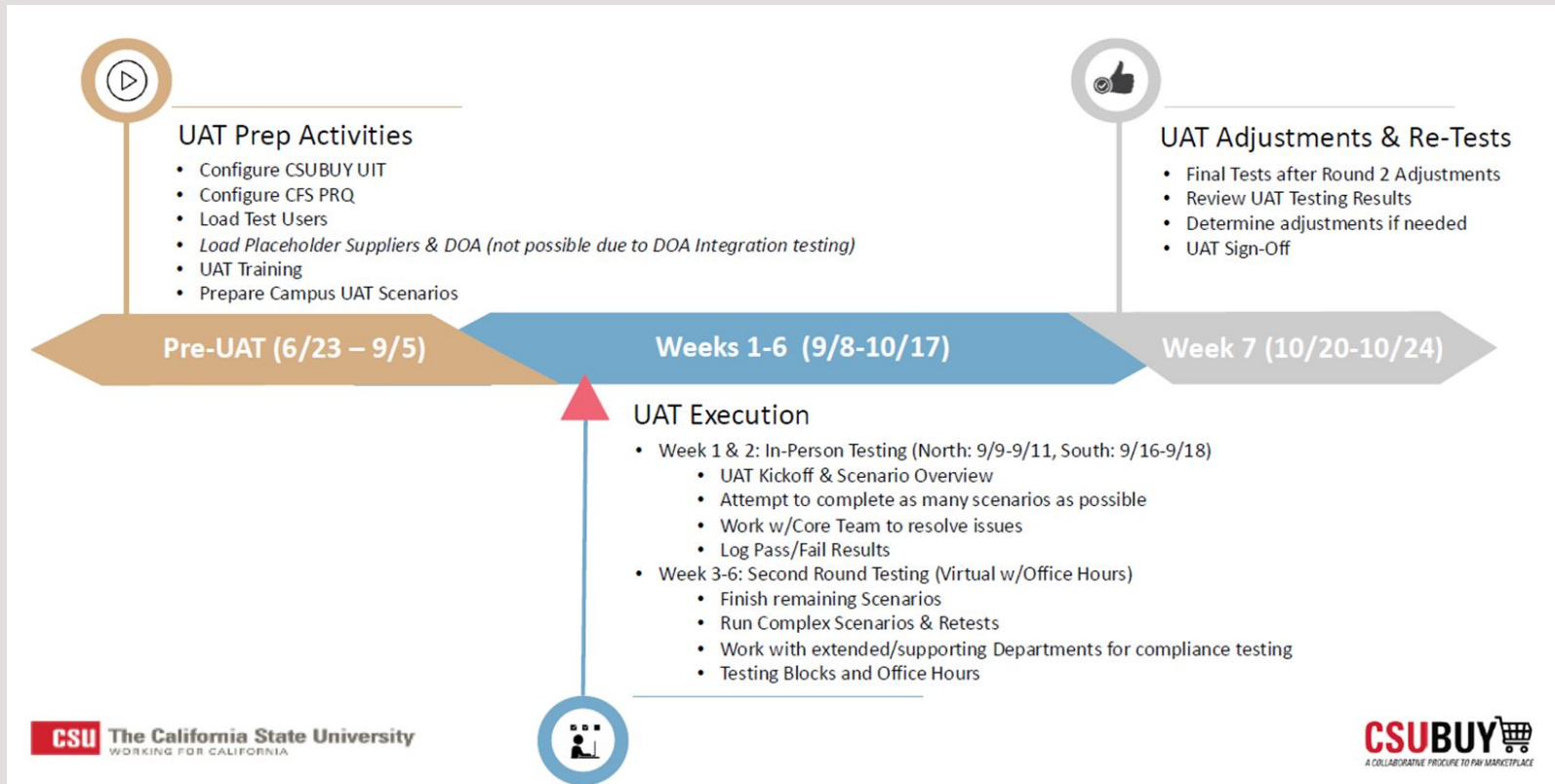
Demo- Topic(s)	Date	Time	Zoom Link	Description
✓ P2P Demo Supplier	7/29/2025	2:00-3:00	https://calstate.zoom.us/j/82268606161	Covers supplier onboarding, tracking status and registration history, and providing assistance.
✓ P2P Demo Shopper/Requester	8/4/2025	10:00-11:00	https://calstate.zoom.us/j/89000079348	Provides an overview of the platform used for goods and services, covering shopper vs. requester roles, punchouts and forms (Reqs), cart and form management, persona (BUs) selection, chartfield usage, and the full workflow from submission to PO closure.
✓ P2P Demo Workflow & Approver	9/22/2025	1:00-2:00	https://calstate.zoom.us/j/84097021264	Covers key approval rules and processes, including when a requester cannot approve, how financial and compliance workflows function, DOA levels and limits, requisition review steps, handling substitutions, approval actions (return, reject, comment, approve), managing shared folders, and reviewing attachments.
✓ P2P Demo Change Order/Carts & Searches	10/1/2025	1:00-2:00	https://calstate.zoom.us/j/89216700078?pwd=swPRrjPf7NfoAeAjn45pZsGlnXZiti.1	Demo on change orders, carts, and searches covers when and how to submit change orders, their approval workflows, cart creation and management, as well as how to perform and save searches for requisitions, POs, suppliers, vouchers, and payments.
P2P Demo Vouchers & Receiving	10/8/2025	1:00-2:00	https://calstate.zoom.us/j/81644973009	Explains the voucher and invoice process, methods of invoice submission, match exceptions, distinctions between 2-way and 3-way receiving, PO ownership and updates, centralized vs. decentralized receiving, and how to verify voucher, PO, and requisition links as well as payment status.
P2P Open Townhall	11/3/2025	1:00-2:00	https://calstate.zoom.us/j/85778941866	Townhall to provide a collaborative forum where campus users can receive updates, ask questions, share feedback, and gain clarity on the CSUBUY procure-to-pay system.

CSUBUY P2P: User Acceptance Testing (UAT)

User Acceptance Testing (UAT) is performed by end users during the final stages of implementation, just before go-live. Its purpose is to ensure that the system functions as intended in real-world scenarios and supports day-to-day operations. UAT validates the system's end-to-end business process flow, confirming that requirements have been met and that the solution performs as expected.

As part of this process, UAT also includes checking the configuration of campuses that have been built, ensuring accuracy and alignment with business needs. This stage not only verifies functionality but also helps operational teams build confidence in the system, supporting a smooth transition into production.

CSUBUY P2P: UAT Schedule



Your **CSUBUY** Project Team

- **Sara Bonakdar** - AVP, Strategic Business Services
- **Shauna Rios** - Senior Director, Finance Support & Innovation
- **Kim Gamblin** - Associate Director of Procurement to Payment Services
- **Amy Chan** - Sr. Business Analyst, Finance Support & Innovation
- **Miguel Robles** - Contract Manager, Contract Services
- **Sara Tipton** - Lead Payment Services Analyst



Pop Quiz Time!



Contracts and Procurement Services

Miguel Robles, Contract Manager

Kim Gamblin, Associate Director, P2P

Best Practices - Requisition Information



Contacts

- Department and Supplier contact information: name, e-mail, phone number



Special instructions

- Is it urgent?
- Student Placement Agreements - Using template / no edits?
- Assign to a specific buyer (familiar with the request)



Supporting documents

- Contract / Service Agreement draft
- Technology Requisition Impact Assessment (TRIA) - software
- Certificate of Insurance (COI) - when required
- Other supporting documents





C&PS Metrics



RFP/RFQ Metrics

How many we processed in FY 24/25?
Where RFP/RFQ submissions were heaviest?



Req to PO Turnaround Times

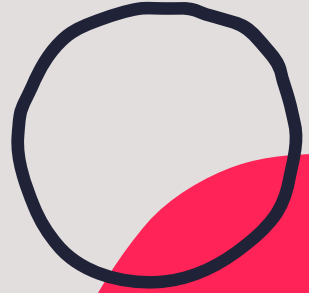
How many requests were processed?
How quickly we turned that around?



TRIA Turnaround Times

How many requests were processed?
How this impacts our Procurement Processing?

RFP: Request For Proposal
RFQ: Request for Qualifications



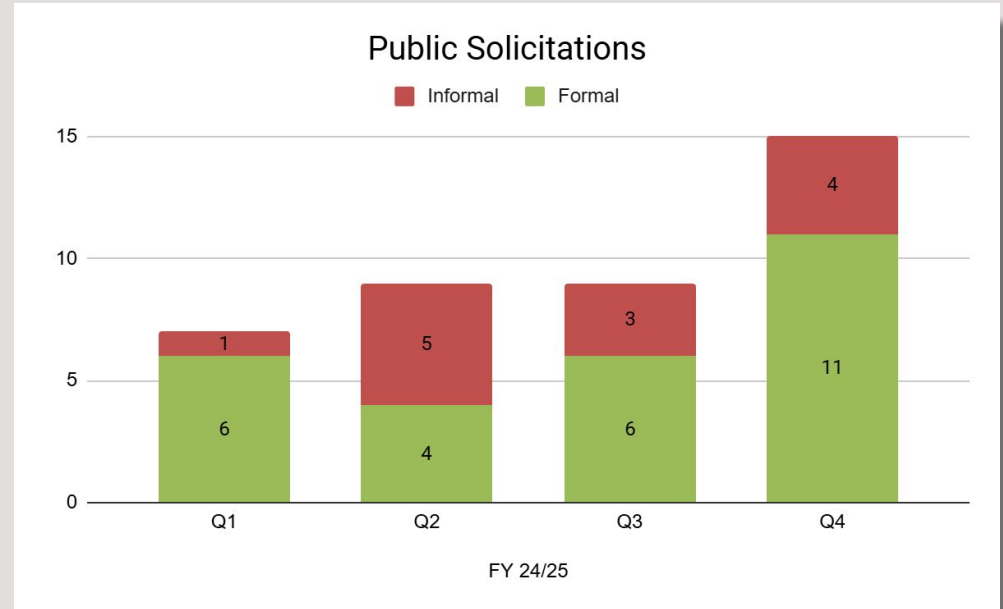
|| RFP/RFQ Metrics

How Many Requests?

- 40 RFP/RFQ
- 15 in Q4

Heavy Lifting

- 37.5% in Q4



Req to PO Turnaround

Requisitions

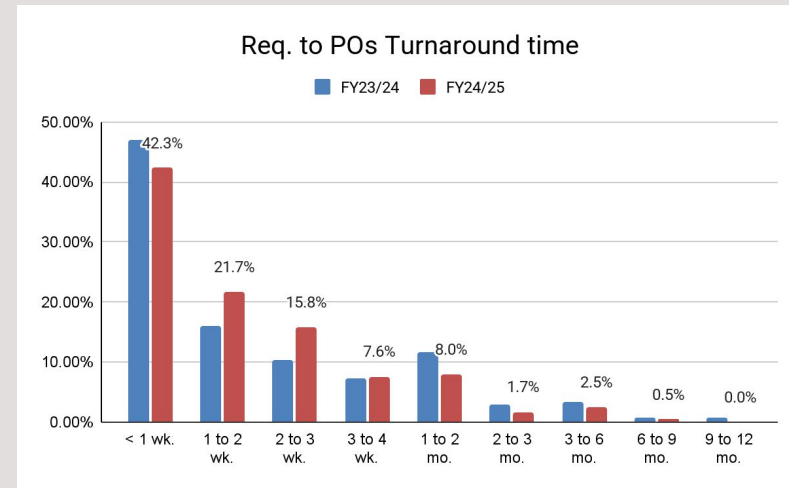
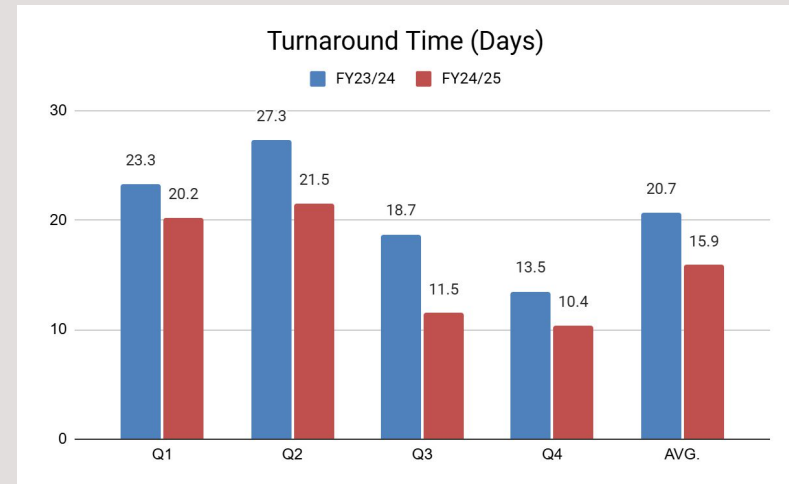
- 3,977 requisitions (-4.1% YTY)
- 42.1% of annual volume in Q1

Purchase Orders

- 3,142 POs (-9.6% YTY)
- 40.8% of annual volume in Q1

Turnaround

- 15.9 days avg. (-4.8 days YTY)
- 42.3% requisitions processed into POs in less than a week



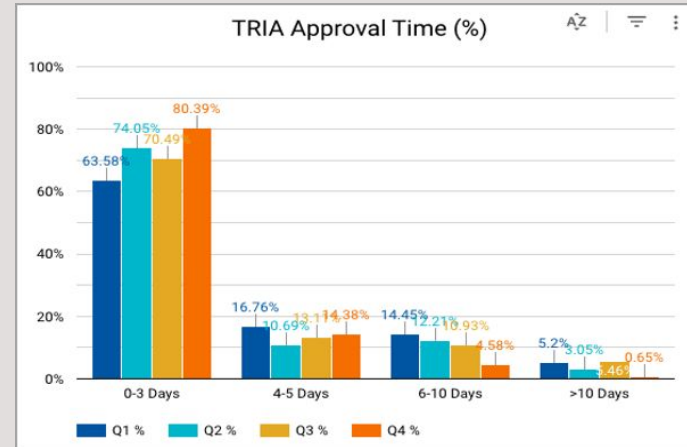
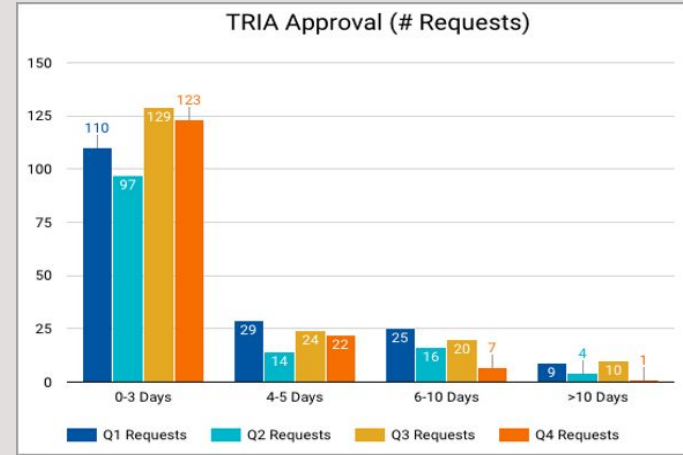
TRIA Metrics FY 24/25

How Many Requests?

- 701 TRIA Requests
- 640 TRIA requests approved

Turnaround

- 96% TRIA requests approved in 10 working days



For Open Encumbrances

Change Orders

- Submit for Increase/Decrease PO/Close a PO
- Verify Invoices are applied to PO
- Submit timely requests to avoid delays in payment processing

Manage Monthly

- Open PO Report
- Check for POs with no activity for 90+days

Close Purchase Orders (PO)

- If the PO is no longer needed
- At the end of the Fiscal Year
- Ensure no pending shipments or invoices remain

Submit Invoices

- Did the vendor send us ALL the invoices?
- Was the Invoice submitted to Payment Services?
- Invoices are submitted in the year the services/goods were delivered.
- ● No matter what, submit invoices asap especially after Fiscal Year End!



Pop Quiz Time!



Payment Services

Kim Gamblin, Associate Director

Sara Tipton-Perez, Lead Payment Analyst



Payment Metrics



Supplier Onboarding Metrics

How many suppliers did we process in FY 24/25?
What impacts the turnaround times?



Travel Metrics

How many requests were processed?
How quickly we turned that around?



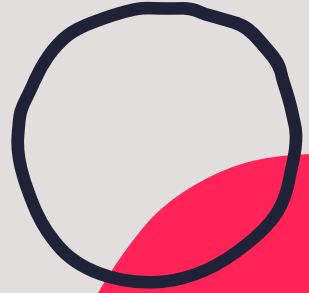
Payments Metrics

How much did we pay to suppliers in FY 24/25?
How quickly did we make those payments?



ProCard Metrics

What trends we are seeing?
How we can do better?



Supplier Onboarding

How Many:

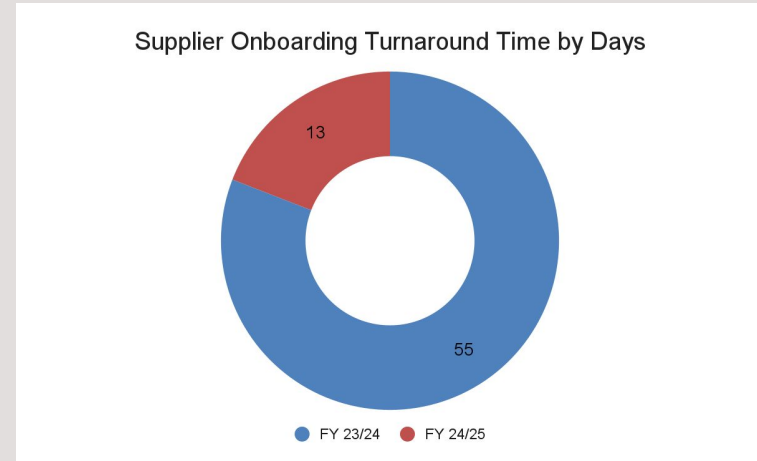
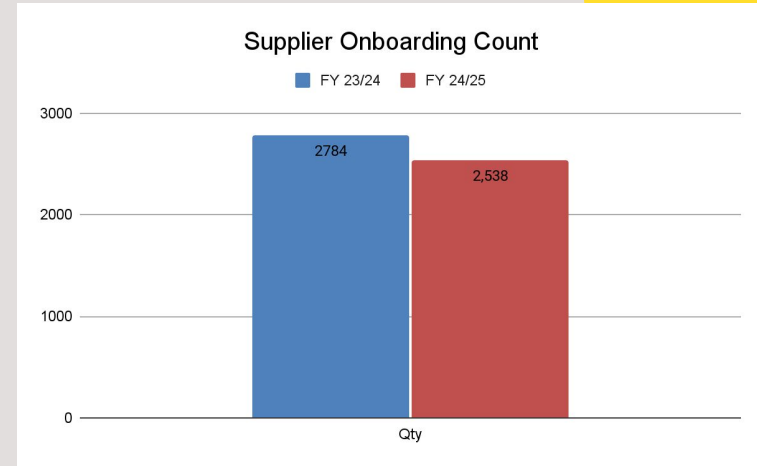
- Onboarding declined by **-8.84%** per our PaymentWorks data

Turnaround Time:

- **(76.36)%** decrease in FY 24/25
 - From 55 to 13 days

CSUBUY Integration:

- **Connected Vendors = < 1 business days**
- **New Vendors = between 2-3 business days**



Travel Metrics

Total Spend

- **FY 23/24 = \$1.7M (approx)**
 - Dom \$1.3M
 - Int'l \$438K
- **FY 24/25 = \$1.2M (approx)**
 - Dom \$1M
 - Int'l \$247K

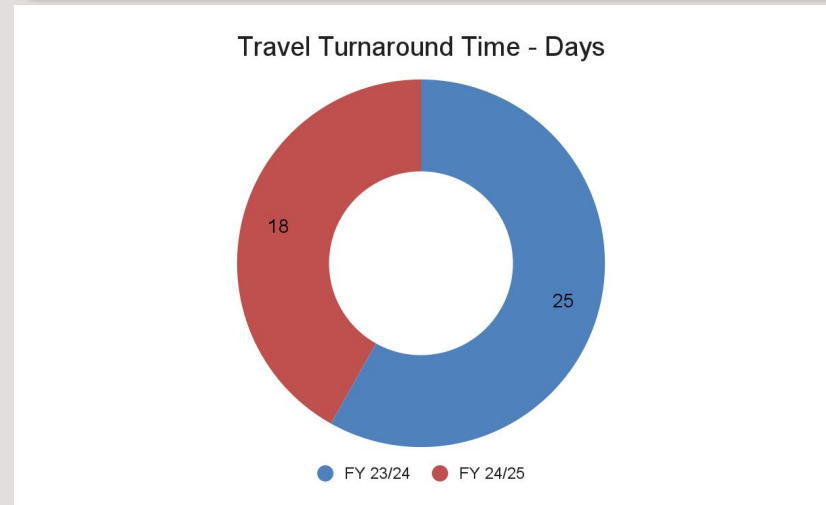
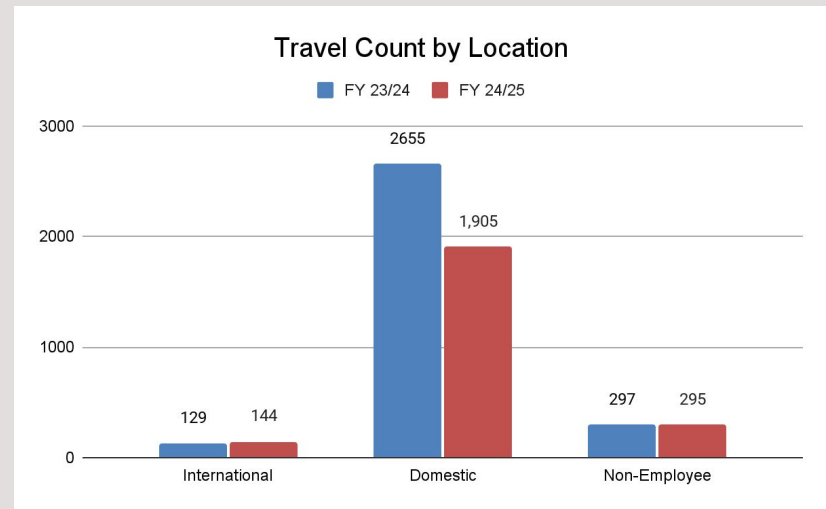
Total Spend Changes = (29.39%)

Total Reimbursements

- **(15.8%) Decrease from the previous year**
 - FY 23/24 = 2,784
 - FY 24/25 = 2,344

Turnaround Time

- **decreased by -76.36% in FY 24/25**
 - From 25 to 18 days



Payment Types and Spend

Total Spend by Payment Method		
Payment Method	FY 23/24	FY 24/25
Check	\$96,356,377	\$77,422,334
ACH	\$121,626,714	\$101,304,360
Reimbursement Direct Deposit	\$975,721	\$993,783
Wire	\$14,202,561	\$20,611,495
Credit Cards	\$15,366,505	\$14,591,907
Total	\$248,527,878	\$214,923,879

Payments Turnaround

Direct Pay

- Decreased by 1 day

Purchase Order

- Decreased by 4.5 days

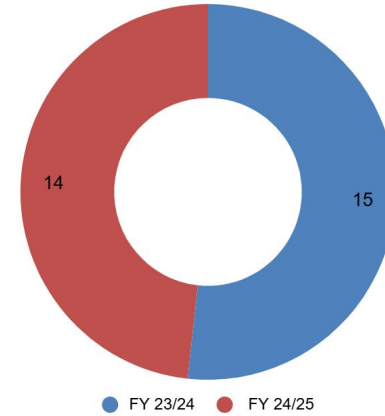
Total Vouchers Processed

- 19,552
 - Q1: 3,611
 - Q2: 4,872
 - Q3: 4,760
 - Q4: 6,339

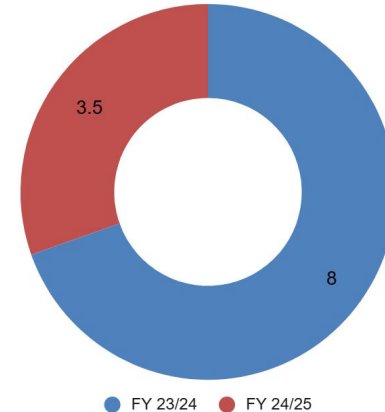
32.4% submitted in Q4

**Payments On-Time Rate at 86.6%
<30 days**

Payments Turnaround Time by Direct Pays



Payments Turnaround time by POs



ProCard Metrics

Total Spend = \$14.7M

- ProCard
- APC
- GoCard
- Instant Card

Late Statements (ProCard only)

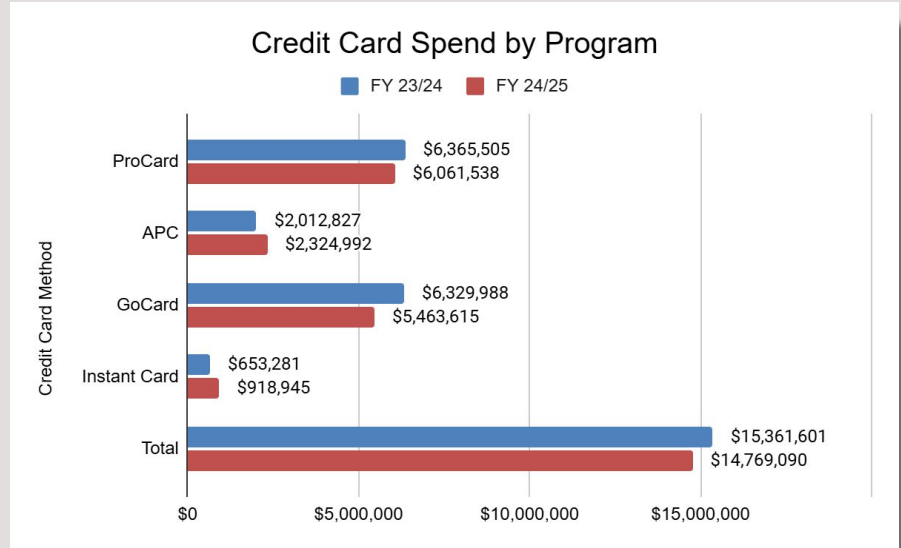
- FY 23/24 = 180
- FY 24/25 = 212



Increased by 17.8%

Restricted Purchases (ProCard only)

- FY 23/24 191
- FY 24/25 138



Reminder that late statements can have a direct impact to others and slow down related processes.



Pop Quiz Time!



Spartan Eats Catering Update

Zeltzin Islas Barron, Associate Director of Comm Svcs

Mario Martinez, Resident District Manager

Lori Yaralian, Senior Director of Catering

Meet Carved & Crafted by Spartan Eats



Lori Yalian
Director of Catering



Mario Martinez
Resident District
Manager



What's Changed?

- **New Menu**
 - Simplified with popular items, plus add ons to meet every budget
- **Reduced service fee - 20% to 10%**
 - Labor is added on an "as needed" basis, for further savings
- **New Pick-Up Option**
 - Added to further simplify event needs

Explore Carved & Crafted
Catering by Spartan Eats



How to Order

- Visit our new site!

DineOnCampus.com/SJSU

- Select Catering
- Find FAQs, Menus, & More

- Ready to order? Click Place Your Order

- SJSUCatering.CaterTrax.com



Need more flexibility?

- Order your favorite brands on campus!
 - Panda Express
 - Halal Shack
 - Jamba Juice
 - & More!
- Fill out the Inquiry Form for your next event



Learn More

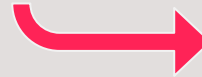




You're Invited

- Join us for a catering pop-up to learn more about our services
- Oct 7th, 11am
- SU Meeting Room 4B

Add to your
calendar!





Pop Quiz Time!



Your Questions Answered Live

You are welcome to ask your questions via
the Q&A window.



Thanks

Please fill out our survey so we can make future What's Up presentations even better.

financeconnect@sjsu.edu

408-924-1558

<https://sjsu.edu/fabs/>

