

SFBRN Updates

Monthly Updates

August 25, 2026

Dear Colleagues,

August brings a familiar change of pace to our universities as campuses prepare to welcome students and begin a new academic year. This fall also begins with something new: Human Resources & Payroll Services and Accounting & Financial Reporting are now operating as part of the San Francisco Bay Region Network.

For many employees, that change raises practical questions. Where do I go for help? Who handles my request? Has the process I used before changed? Those questions are especially important now that Phase 2 is no longer something we're preparing for. It's here.

This month's update focuses on helping you navigate that new environment, with clearer service pathways, updated resources, and answers to some of the questions we're hearing from our university communities.

Current Highlights

Phase 2 Is Live

Human Resources & Payroll Services and Accounting & Financial Reporting officially joined the Network on July 31. New organizational structures and reporting relationships are now in effect and visible on the SFBRN website [here](#), and both functions have moved into the next stage of implementation: strengthening day-to-day operations and refining how services are delivered.

The first weeks after go-live are intentionally focused on learning and adjustment. Human Resources has introduced new service pathways through the Network Support Center, while Accounting & Financial Reporting is transitioning more gradually as teams complete year-end activities and begin future-state process design.

Financial Aid Identified for Phase 3

As announced by the presidents last week, Financial Aid has been identified as the first functional area for Phase 3 of the San Francisco Bay Region Network. This marks an expansion of the Network beyond the administrative functions included in Phases 1 and 2.

Initial work with Financial Aid leaders will focus on understanding current operations across the three universities, identifying opportunities for collaboration, and defining the scope and future operating model. Employees and campus communities will receive additional information as this work progresses.

Network Leader Search Underway

The national search for the Network's next leader is officially underway. The position profile is [now available through DSG Global](#), the executive search firm supporting the recruitment.

The full-time Network Leader will provide dedicated leadership as the Network continues to mature, with a focus on strengthening cross-campus partnership, advancing operational excellence, and supporting the long-term sustainability of the shared services model.

Finding the Right Support

Knowing that a service is part of the Network is only useful if you know how to access it. With Human Resources & Payroll Services now live, new resources are available to make it easier to find the right service and connect with the appropriate team.

Human Resources & Payroll Services Assistance

The new [Human Resources service catalog](#) provides a central place to explore available services and find the appropriate pathway for assistance. If you forget to bookmark the link in this section, go to the Campus Services drop-down menu on the SFBRN website and select "Human Resources & Payroll Services."

Looking for HR or Payroll Support?

1. **Start with the [Network Support Center](#).** HR and Payroll services now route through the NSC, where requests can be addressed or directed to the appropriate HR team.
2. **Browse the [Human Resources service catalog](#).** Browse services by category to find information and request assistance.
3. **Need other SFBRN services?** Access our updated [NSC Resource Guide](#), which provides a quick overview of where to go, how to request assistance, and which Network team supports common needs.

Clearing Up Common Questions

New service structures can take time to become familiar. Here are answers to a few common questions about where to begin.

Where do I go for Information Technology support?

The [Network Support Center](#) is the primary point of contact for **Information Technology support** across the Network. Employees should use the Network Support Center to submit IT requests and connect with the appropriate support team.

Where do I go for Human Resources and Payroll support?

The Network Support Center now supports select Human Resources and Payroll services. Start with the [Human Resources service catalog](#) to find the service you need and the appropriate pathway for assistance.

Where do I go for Procurement & Accounts Payable support?

Daily office hours remain the best place to go for personalized Procurement, Accounts Payable, and Travel & Expense support.

For specific requests, you can also use the [Network Support Center](#) to:

- Submit a CSUBUY invoice or credit memo
- Request a new recipient for a refund or reimbursement

P2P Office Hours: <https://www.sfbn.calstate.edu/csubuy-p2p>

Travel & Expense Office

Hours: <https://www.sfbn.calstate.edu/concur>

Listening & Learning

What We're Hearing

Recent Pulse Survey feedback points to a consistent need for clearer, more practical guidance on how to access Network services. Employees are asking where to go for help, who handles specific requests, and how new service pathways work in practice.

We're also hearing that finding the right service is only part of the experience. Clear processes, easy-to-find resources, and responsive support all influence how employees experience the Network.

What We're Doing

- **Improving how service pathways are organized and explained** so employees can more easily identify where to begin.
- **Creating practical tools, including the [NSC Resource Guide](#)**, which provides a quick reference for common services and points of contact.
- **Providing clearer guidance on where to go for help** through [EAO's](#) service pages, and communications focused on common questions.
- **Using feedback to improve the experience** by identifying where processes, resources, or communications need additional attention.

Thank you to everyone who has shared questions, suggestions, and experiences through the Pulse Survey and at the information sessions. These insights help us identify where greater clarity or improvement is needed. We encourage you to continue sharing your feedback through the [anonymous SFBRN Pulse Survey](#).

Looking Ahead

The first weeks after go-live are about learning what works, identifying where greater clarity is needed, and improving the experience as new ways of working become familiar.

September will bring a fuller picture of how Phase 2 is settling into day-to-day operations, along with the early work of Phase 3 and additional resources to help make Network services easier to navigate.

The Network is changing, and so is the way our university communities interact with it. Our job is to make that experience clearer, more useful, and easier to navigate as the work moves forward.

In partnership,

Jeff Wilson

Chief Executive and Financial Officer, San Francisco Bay Region Network
Vice President, Administration and Finance and CFO

San Francisco State University | Sonoma State University

Karen R. Moranski

Vice President of Regional Network Transformation
San Francisco Bay Region Network

Monthly Update Archive

 Monthly Update - July 2026.pdf	163.95 KB
 Monthly Update - June 2026.pdf	143.55 KB
 Monthly Update - May 2026.pdf	226.17 KB
 Monthly Update - April 2026.pdf	139.55 KB
 Monthly Update - March 2026.pdf	141.96 KB
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 Monthly Update - January 2026.pdf	111.53 KB
 Monthly Update - December 2025.pdf	272.43 KB
 Monthly Update - November 2025.pdf	99.27 KB
 Monthly Update October 2025.pdf	260.73 KB
 Monthly Update September 2025.pdf	298.63 KB

Milestone Updates

August 2026	—
The presidents confirmed Financial Aid for inclusion in Phase 3 of the San Francisco Bay Region Network. Building on the implementation of Phases 1 and 2, this decision marked the next stage in the Network's continued development. Detailed planning is underway for the transition of Financial Aid operations.	
July 2026	+
April 2026	+
February 2026	+
January 2026	+
December 2025	+
October 2025	+
September 2025	+
July 2025	+
June 2025	+
May 2025	+
March 2025	+

Communications Archive

Announcing the Next Phase of the San Francisco Bay Region Network	—
Announcing the Next Phase of the San Francisco Bay Region Network Dear Colleagues, What began as a shared vision has become an operational Network serving Cal State East Bay, San Francisco State University, and Sonoma State University. With the successful implementation of its first two operational phases, the San Francisco Bay Region Network (SFBRN) now includes Information Technology Services, Procurement & Accounts Payable, Human Resources & Payroll Services, and Accounting & Financial Reporting. These milestones have been made possible through the dedication, expertise, and collaboration of employees, managers, and leaders across all three universities. Today, we are pleased to share the next step in that journey. Following careful planning and review, we are pleased to announce that Financial Aid has been approved to join the San Francisco Bay Region Network as part of Phase 3. Financial Aid represents the Network's first functional area outside of Administration and Finance. This milestone reflects the continued evolution of the SFBRN as we thoughtfully expand our collaborative model while recognizing the unique role Financial Aid plays in supporting student success at each university. This next phase creates new opportunities for collaboration across our three universities. One of the Network's greatest strengths is the opportunity to bring together the collective expertise, creativity, and commitment of colleagues across our campuses to better serve our university communities and the students we collectively support. The Network's goal remains the same: to build a sustainable shared service model that strengthens consistency, resilience, and service across our three universities while preserving each institution's unique mission, identity, and relationship with its students. Planning activities for Phase 3 are now beginning. Financial Aid leaders have been notified, and Financial Aid employees have begun receiving additional information about what this announcement means for them. As with previous phases, implementation will occur over time through a thoughtful planning and organizational design process. We remain committed to communicating openly as planning progresses and to engaging the people whose expertise will help shape the future of the Network. We will continue sharing updates as additional information becomes available. Thank you for your continued support as we strengthen administrative services across our three universities while preserving the distinct mission and identity of each campus. Sincerely, Cathy Sandeen President, Cal State East Bay Lynn Mahoney President, San Francisco State University Michael Spagna President, Sonoma State University August 20, 2026	
San Francisco Bay Region Network Reaches Another Milestone	+
SFBRN Leadership Appointment – Chief Information & Digital Strategy Officer - Nish Malik	+
SFBRN Leadership Appointment – Network Chief Human Resources Officer - Dr. Ingrid Williams	+
The San Francisco Bay Region Network is Now Live	+
SFBRN Go-Live Countdown: 4 Days to Go – What to Expect This Week	+
SFBRN Go-Live Countdown: 10 Days to Go – What to Expect This Week	+
SFBRN Go-Live Countdown: 16 Days to Go – What to Expect This Week	+
SFBRN Leadership Appointments – Chief Financial Services Officer and Senior Director, Learning and Professional Development - David Crozier & Lanaya Gaberel	+
SFBRN Leadership Appointment - Senior Director of Procurement & Accounts Payable for SF Bay Region Network – Jenifer Barnett	+
Leadership Appointment - Interim Head of Network IT Appointment for the SF Bay Region Network - Nish Malik	+
Introducing the SF Bay Region Network Website – Our Next Step Forward	+