

Administrative Services' Quarterly Informational Announcement July – September 2019

Facilities Planning and Management

- The Facilities Planning and Management team has begun work on the Measure GO building program, while concurrently winding down the Measure RR program. The Athletics complex is approaching 85% construction complete and remains on schedule for contractors to achieve substantial completion in December 2019. There will be a significant effort to furnish and equip the building during the first months of 2020. Design work for the new gymnasium, aquatics center, athletics division office, and heritage hall is completed, and was submitted to the State Architect for plan check in August 2019. Construction funding is included in the 2019-2020 state capital outlay budget.
- The design phase for the new Student Center project is nearing completion, and was submitted to the State Architect for plan check in May 2019. Precursor activities for the project include major demolition of row buildings, extensive replacement of utility infrastructure throughout the central campus area, also to be replaced are the modular units 21 A-J, the relocation of the Technical Education Resource Center (TERC) and adjacent Psychology lab (modular units 18 C and 18 D). It is anticipated that grading will start next summer.
- Parking Structure R and the Scoreboard were approved at the June Board of Trustees meeting and currently under construction. Parking Structure S and the Pedestrian Bridge projects are both under review by the Division of the State Architect. With the construction of the new transit center beginning in mid-2020, the college will have an abundance of parking in the fall 2020 semester that may exceed the colleges demand for parking for the first time in many years. Before that happens, however, there will be a major constraint on parking during the spring 2020 semester. Efforts are underway to increase parking on site to the maximum, and effectively balance staff/student parking around campus.
- The design and construction team is managing the many dozens of minor capital, alteration, furniture, and special projects. The focus has been developing more capacity to process the numerous requests for furniture and special projects, while remaining focused on important projects that provide new space for growing programs and services.
- The maintenance team completed over 2,000 unique work requests over the last quarter, including 354 Preventative Maintenance work orders. Parking Lot A was completely refurbished as was a large section of Bonita Drive north of Temple. Other completed maintenance projects include Building 2T Bathroom upgrade, electrical support in multiple buildings for the new Alertus system, and Building 26D natural gas piping replacement. Maintenance also assisted with the

installation of a mock Lunar Lander just outside the Planetarium in celebration of the 50-year anniversary of man landing on the moon. Operational plan check support for the following construction projects was supplied to the Design and Construction group: Aquatics Center, Gymnasium, Heritage Hall, Student Center, and Parking Lot S. Over 170 Purchase Order Requisitions were entered into Banner in support of on-going operations. The Warehouse Coordinator position was filled through an out-of-class temporary assignment. Recruitment efforts for filling the position full-time continue. The RFP process was started for a multi-year, campus wide, mechanical system water treatment service contract.

- The custodial services team continues to focus on cleaning for health first, then for appearance. Recruitment efforts are well underway to backfill seven (7) vacant custodial positions ahead of the fall semester. Custodial and grounds worked closely with Fiscal Services on two key service related RFP's, resulting in significant cost reductions for waste hauling, and pest control management with Athens Services, and Animal Pest Management respectively; both are new first time partnerships to the college.
- The grounds crew continues to strive on delivering a safe and trash free campus for our students and staff every day. Our goal is to have a trash free campus and keep the campus appearance remarkable. We are in the early recruitment stages to fill one Grounds and Horticulture Technician Campus position, which would then give us a full grounds staff. The grounds, irrigation, and transportation crews have successfully mastered Work Force. Our irrigation crew is planning the phase two of Maxicom, which is adding flow sensors to each back flow so we have the capability to see how much water we are using. Transportation continues to keep all trucks, carts and equipment operating so everyone else could be successful in their jobs.
- The energy services team is committed to energy savings while maintaining the comfort of our students and staff in a healthy and safe environment. Two natural gas generator in the Cogeneration Plant and the Cooling Tower have been refurbished. The condenser water pipes in the Cogeneration Plant have been coded. We modified through the Energy Management programming the Thermal Storage Tank for better efficiency and energy savings.

Fiscal Services

- Fiscal Services successfully completed year-end processes for the 2018-19 Fiscal Year and is currently working on the audit.
- The 2019-20 Adopted Budget was uploaded into the Banner system effective September 11, 2019. Please note, if your account string does not have enough budget to cover the expenditure, please complete an Online Budget Transfer prior to entering a requisition. For Budget Revisions: email your request to budgetrevisions@mtsac.edu.

- As a reminder, effective October 1, 2019, AirBNB, and any similar vendor including but not limited to, VRBO, HomeAway, FlipKey, etc. will not be allowable for reserving Travel and Conference housing due to concerns related to safety, liability, and privacy. Any questions can be directed to Doug Jenson, AVP-Administrative Services at extension 5517.
- Printing Services would like to welcome the following new staff members:
 - Donna Rutherford, Lead Printing Services Technician II, and
 - Andrew Franco, Printing Services Technician.
- Congratulations to Printing Services on being selected as recipients of the Way to Go, Joe award from the Veterinary Technology Program, for their outstanding service to the campus.
- Fiscal Services is working closely with Human Resources to fill vacancies for the following positions: Fiscal Technician II, Fiscal Specialist, Coordinator, Cashier's Office, and Printing Services Technician.
- If you have questions regarding online budget transfers/budget revisions, please call any one of the following:
 - Melanie Lazo, Fiscal Specialist, Ext. 5388
 - Yvette Shane, Fiscal Specialist, Ext. 5539
 - Christine Lam, Fiscal Specialist, Ext. 5428
- Online Appropriation Transfer Training is scheduled for October 15 and December 17. Please visit [POD](#) to register.
- P-Card trainings are scheduled on a continual basis. If you would like more information or if you are interested in attending, please contact Teresa Patterson at tpatterson@mtsac.edu. To view the 2019-20 Purchasing Card Schedule, including monthly cycle dates and approver deadlines, please visit the Fiscal Services Forms webpage at http://mtsac.edu/fiscal/fiscal_service_forms.html under 'Purchasing.'
- Banner Requisition Training is scheduled for October 23, November 27 and December 18. Please visit [POD](#) to register.
- Registration for classes for Winter 2020 Intersession will begin on November 6, 2019. As a reminder, payment for all fees are due upon registration. Students who are unable to pay for their classes by the following established deadline may be dropped:
 - Students who register November 6 – December 13, 2019 will be dropped for nonpayment on Friday, December 13, 2019 at 8:00 p.m.
- Cashier's Office Extended Hours for Winter 2020 Intersession:
 - Monday, January 6, 2020 – Thursday, January 9, 2020 8:00 a.m. – 6:00 p.m.
 - Friday, January 10, 2020 8:00 a.m. – 4:30 p.m.

Information Technology

Academic Technology / Infrastructure & Data Security

- IT completed two bid processes for the maintenance of IBM hardware and the purchase of uninterruptible power supplies (UPSs) for closets that support the Alertus project; anticipated award is at the November Board of Trustees meeting.
- The rollout of Adobe named user accounts is complete. All faculty and students must now login to use Adobe products.
- Additional features from Microsoft include risk detections that enable IT to be more proactive in remediating O365 and email accounts against unauthorized use. One feature is the detection of impossible travel like logins from different locations in an unreasonable amount of travel time.
- The Report Message feature has been pushed out to all O365 accounts. This allows you to report suspicious email messages easily. Open the email, on the Message ribbon click the Report Messages icon, and choose if the message is junk or phishing. More information about this feature can be found at <https://support.office.com/en-us/article/use-the-report-message-add-in-b5caa9f1-cdf3-4443-af8c-ff724ea719d2>.
- Flash and Java are reaching end of life. Some browsers will no longer support Java or Flash. All browsers will stop being able to display Java applets and Flash programs as of June 2020.
- Finish Faster On-line is in a testing phase. Once complete, Finish Faster will allow students across California near real-time access to open seats in Mt. SAC online classes.
- The new Help Desk system is active. Please go to <http://helpdesk.mtsac.edu> to report technical issues. Requests for new IT projects can be submitted at https://www.mtsac.edu/it/project_requests.html
- October is National Cybersecurity Awareness month. Always report questionable or suspicious account activity to IT at ext. 4357.

Enterprise Application Systems / Web Team / Project Management

- The new student portal checklist for both credit and noncredit was implemented in September.
- IT participated with Fiscal Services in travel and expense management software demonstrations.
- Completed Categorical Programs MIS submission for Summer 2019 and annual Financial Aid MIS submission for academic year 2018-19.
- Completed reports for the Winter/Spring 2019-20 Marketing Project.
- Completed the process of changing program numbers for several certificates due to the change in the required number of units for financial eligibility from 18 to 16.

- The Online Self Service Registration process developed in partnership with School of Continuing Education, is now live for the noncredit labs. This process eliminates the use of sign-in/out sheets and allows non-credit labs to collect student attendance hours immediately utilizing a swipe-in check-in system.
- In partnership with Admission and Records, IT updated CalPoly Pomona, Fullerton, and Rio Hondo transcript templates to allow for automatic data extraction from OnBase to Banner.
- Eric Turner appeared as the keynote speaker on GDPR (General Data Protection Regulation) and California's AB 375 for the OmniUpdate monthly webcast.
- The Campus Directory was updated to show an employee's most recent effective position title.

Police and Campus Safety

Police & Campus Safety Calls			
July – September 2019			
	July	August	September
Money Pick-ups (10-17's)	46	31	47
Battery Jumps (10-37's)	22	24	49
Vehicle Unlocks (10-41's)	12	12	25
Building/Door Lock/Unlock	48	61	57
Medical Assistance	9	12	24
Vehicle Checks	0	0	2
Assist/Other	31	3	35
Transports	2	3	3
Postings	1	3	3
Total Common Calls for Service	171	149	245
Total All Dispatched Calls	316	312	482

In accordance with the Clery Act, the Daily Crime Log can be accessed using the link below.

<https://www.mtsac.edu/safety/crimelog>

Risk Management

- Worker's Compensation results for the third quarter:
 - 17 new claims were filed
 - 15 claims were closed
- A Worker's Compensation 101 training was conducted by Risk Management for the Union E-board members of 262 and 651 on September 11, 2019.
- Risk Management conducts ergonomic evaluations, upon request, to assist in preventing workers compensation injuries and repetitive motion claims.
 - 14 Ergo Evaluations were completed.
- In August Risk Management met with our Workers Compensation carrier and created the Risk Improvement Action Plan for 2019/20 that addresses areas that have a high frequency or severity of claims. A Safety Training calendar was scheduled associated with that plan for the Grounds and Custodial Group. The first training took place in September.
 - September – Injury Prevention
- Emergency Operations Planning – On September 19th the Final Phase of training for the College's EOP began. The training will consist of:
 - ICS – 300
 - ICS – 400
- An Active Shooter Training with Student Services took place on August 22, 2019. The training was facilitated by the vendor Knowledge Saves Lives and because of its success with Student Services it is Risk Management's goal to make this training available to other departments on campus.
- Risk Management has partnered with Student Life and helped facilitate Club Advisory Training for the campus club advisors on specific Risk topics that apply to club activities on and off campus.
- Risk Management took part in Faculty New Hire Orientation for the 2019 fall semester providing new faculty with a Risk Management quick reference guide.
- Risk Management participated for the first time in Faculty Flex day with a presentation of the "Do's and Don't's of Risk".
- Andie Solorzano from the Risk Management team completed and passed the Certified School Risk Manager Program through The National Alliance for Insurance in July.

SAC Book Rac

- SAC Book Rac had a very successful start to the Fall Semester. There were some additional Financial Aid Programs that were extremely beneficial to students and Sac Book Rac was able to implement new procedures to accommodate these programs.
- The Dual Enrollment Program increased this semester and Sac Book Rac was able to provide and deliver Textbooks to 25 High Schools.

- SAC Book Rac continues to facilitate the Free Bus Pass Program as well as the Student Photo ID. This semester a new photo Id was designed with some new important phone numbers on the back side. In the first week of the semester the Sac Book Rac issues as many as 5,000 in a week.
- Business continues to be busy with late start classes beginning in mid- October.
- SAC Book Rac has begun returning unsold textbooks to Publishers.
- SAC Book Rac, as a Barnes and Noble store is offering an online tutoring service for students. This service is book and course specific so students get assistance for their particular class.
- SAC Book Rac will be hosting a Fall Fest De Stress event in front of the Bookstore on October 31, 2019. Students can come and get refreshments, carve a pumpkin and win prizes.
- SAC Book Rac will also be providing students with coffee, Donuts and free pencils and scantrons during mid-terms.

Technical Services

Event Services/Technical Services

- Mt. SAC was selected to be a host site for the 2020 Primary and General elections. These will both utilize the new electronic voting systems, allowing voters to vote at ANY polling place, not just their designated site within their district. In preparation for this rollout, Mt. SAC was also chosen as a "mock election" site this past September to help introduce the community to the new system. Mark your calendar for March 3, 2020 and come by Building 6, room 160 to cast your vote!
- After nearly 20 years of service to Mt. SAC and the Event Services Department, Jim Friesen will be starting his retirement journey in November. Since joining Event Services, Jim has been an integral part of our events, ensuring that they are planned and executed successfully. Ranging from our largest annual event, Commencement, down to a small setup in a conference room, Jim always provides the same level of quality and dedication. He will be missed!
- After being vacant since Bill Eastham's retirement in December last year, the Director, Technical Services position was successfully filled at the end of August. Kevin Owen, formerly, Assistant Director, Technical Services was recommended and approved at the September board meeting. Kevin has been with the college and Technical Services department since 1996 in a variety of positions and is coming up to speed quickly in this new position. Recruitment is currently underway for a new Assistant Director, Technical Services.

Performing Arts Operations

- The Performing Arts team supported several shows in the Performing Arts Center this past summer along with some maintenance and upgrade projects. The

complex-wide paging system was fully upgraded and is nearly complete. In addition to show-specific paging, the system is now integrated with Alertus to receive emergency notifications. Audio upgrades were performed to the infrastructure in the Recital Hall to support digital audio technologies.

- The search for a Patron Services Coordinator was unsuccessful in August and the job description is being reviewed for alignment with current industry norms. Anticipated timeline for reopening recruitment is targeted for next month.
- In collaboration with the Office of Student Life and Fiscal Services, the student club fee payment process underwent modernization this semester. Previously, nearly all club fees had to be paid in person at Fiscal Services. With the start of the Fall 2019 semester, all club fees are being processed through the campus Central Box Office. Club members can pay their club fees either online or at the box office window at the Performing Arts Center. To date, of the 165 club fee transactions processed, 129 were sold online. Expanding on the existing partnership between the Box Office and the Horticulture department, the annual holiday poinsettia sales will utilize the Box Office software this year allowing online sales with credit card. Look for more information on that in November!

Broadcast Services

- Much of this quarter was spent planning for upcoming projects and beginning to bring closure to some long standing initiatives.
- Work began on restarting the two-way radio replacement and upgrade program that started several seasons ago. When complete, the existing mix of analog and digital two-way radios will be entirely converted to a digital system. Some advantages of an all-digital system will be an increased channel count within our allotted frequency band and the ability to remotely manage/configure radios. We are also assisting Public Safety with adding a software based dispatch system for their communication room.
- Following through on an RFP initiated in March, we secured a vendor for managing the networked video cameras on campus. The new system will consolidate management of multiple camera systems into a single platform and allow for future expansion. In conjunction with Risk Management and Campus Safety, we have been reviewing the details of the installation and implementation of the software and will hopefully have it in place by the end of the calendar year.
- Broadcast Services recently purchased a shared storage system that will allow up to four people the ability to store, edit and work on the same video projects from their own workstations. Our goal is to have this installed and operational before the end of November. This will allow a more efficient work flow and give everyone in our department the ability to access or work on projects without the need to share physical hard drives. It will also allow us to store all of the department archival footage in one location and easily access it for future projects.

- In the midst of all of this planning, we are also supporting the R-TV 21 Remote Production class with the utilization of the remote production truck to live stream broadcast the women's volleyball games on the Mt. SAC YouTube channel. The women's and men's basketball games will be live streamed as well. We have also begun a project with the READ program to produce a series of short videos that have professors demonstrating how to effectively read various texts, documents, and briefs and how to take relevant notes. These videos will help students hone their study skills as well as provide another channel for professors to reach and support their students.
- Recruitment is currently underway for a new Lead Broadcast and Audio Technician, following the retirement of Thom Babich in March this year. This position will provide much-needed technical support to broadcast operations, including live production, post production, the remote broadcast truck, tv studio, and new stadium.

Presentation Services

- The Alertus project continues to progress with a full campus survey performed throughout the night. Members from Alertus Technologies have been onsite documenting potential locations for Alertus equipment throughout our existing buildings, similar to the recent deployment in the new Business and Computer Technology Center. Their work will produce a set of documents including annotated floor plans, equipment lists, and labor estimates that will aid the college in scoping and contracting the services necessary to perform such an extensive and wide reaching project.
- Work progresses on the highly visible Athletics Stadium Project. With lessons learned from previous projects, we are able to collaborate and coordinate better with IT and Facilities in preparing for this unique project. System installation is expected to commence in November and continue through the start of the new year in preparation for classes in Spring, 2020.
- In an effort to better serve our faculty and staff, Presentation Services integrated its support ticket system with the new IT support ticket system. This system allows user creation of support tickets through a web interface. The tracking of support tickets through a single database will streamline our ability to resolve issues in the classroom regardless of the cause, and prevent fewer tickets from getting lost when they are transferred between departments. This will also provide an opportunity for the sharing of knowledge and the transfer of work to provide quicker responses to problems in the classroom. Presentation Services has resolved 261 tickets on the new ticketing system with IT.