

Administrative Services' Quarterly Informational Announcement

April – June 2020

To the Campus Community,

Administrative Services has had a productive quarter, working on a variety of projects, as noted below in the area summaries.

I want to spend some time to note the efforts of the Return to Work Taskforce. The breadth of members on the team stretches to all areas of the campus. Our Administrative team is a significant component of this group. The Taskforce's initial focus is to bring on a few courses supporting the training of the essential workforce this summer, followed by a few more in the fall. The complexity of the endeavor cannot be understated. Bringing on these classes includes an in-depth analysis of the facilities, development of COVID-19 safety plans, ordering of supplies, enhanced cleaning protocols developed, adjustments to class schedules, incorporation of signage and plexiglass, symptom check processes developed, and trial walkthroughs to name a few.

I want to thank all the team members and look forward to the continued collaborative efforts of this Task Force and am excited to be a part of the can-do team at Mt. SAC.

Morris Rodrigue

Vice President | Administrative Services

Facilities Planning and Management

- The Facilities Planning and Management team continues to plan, design, build, and operate the college facilities while following appropriate guidelines for essential onsite workers. The Facilities Planning team is focused on supporting the return to campus efforts by developing room-specific plans for classes approved for onsite instruction while continuing efforts to develop new projects for the measure RR and GO building programs. Projects in the planning phase include the new Technology and Health facility, the new Library, and new classroom space for general instruction and the School of Continuing Education.
- The Design and Construction team is focused on developing plans and specifications for the new Campus Store and Instruction Offices, flexible instruction space, and numerous small infrastructure, alteration, and scheduled maintenance projects. Design teams are being formed for the Library, Technology and Health, and Continuing Education classroom projects. Construction is ongoing for both the Lot R and Lot S parking structures, and major infrastructure improvements throughout the central campus zone. The Gymnasium, Wellness Center, Aquatics, and Heritage Hall facilities are in the public bidding phase, with construction expected to start this summer. The Student Center project will also begin major grading activities this summer while the remaining elements are publicly bid. As

always, there are many smaller projects underway, including new counseling offices, Pride Center improvements, classroom improvements in the Humanities building, and restoration of the soccer fields.

- The maintenance and operations team continues to care for campus buildings and infrastructure. Even with limited occupancy, mechanical, electrical, and plumbing systems need constant attention, as do the grounds and landscaped areas. Special recognition should be given to the custodial services and warehouse staff as the Covid-19 situation has greatly impacted their daily responsibilities. Our faculty, staff, and students should be confident that all college facilities will be cleaned and sanitized while carefully following accepted standards as campus life returns to normal.

Fiscal Services

- Fiscal Services has worked closely with Financial Aid and Student Services to disburse more than \$7 million to more than 10,000 students with CARES Act funding. Funds continue to be disbursed weekly, as students submit their applications.
- Most Grants have received extensions until September, which will provide more opportunities for program managers to support students over the next several months.
- Fiscal Services is working closely with Risk Management and departments across campus to identify COVID-19 related expenses and prepare aligning documentation for audit purposes for both FEMA and CARES Act funding reimbursements.
- Purchasing, Risk Management, and Facilities have partnered to secure personal protective equipment items such as masks, hand sanitizer, and sanitizing wipes, for critical onsite workers currently on campus. We have also purchased portable hand washing stations, which will be utilized across campus for students and staff as an additional sanitation method once campus reopens. Planning for future needs for staff and students once campus reopens remains a top priority.
- Fiscal Services would like to congratulate Grace Espinoza on her promotion to Fiscal Specialist and JenMay Anol on her promotion to Retirement Specialist. Fiscal Services would also like to welcome Jenny Tjandra, Fiscal Specialist II, to Accounts Payable.
- The 2020-21 Tentative Budget was uploaded into the Banner system using the budget created in the new Questica system effective July 1, 2020. 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. Fiscal Services will be reviewing and processing online budget transfers and budget revisions. These transactions will remain in the BUDG approval queue until the 2020-21 Adopted

Budget is approved by the Board of Trustees on **October 14, 2020**. Fiscal Services approval of pending 2020-21 transfers/ revisions will resume on **October 16, 2020**.

- If you have questions regarding online budget transfers/budget revisions, please contact:
 - [Melanie Lazo](#), Fiscal Specialist
 - [Yvette Shane](#), Fiscal Specialist
 - [Christine Lam](#), Fiscal Specialist

[Information Technology](#)

Academic Technology / Infrastructure & Data Security

- IT, in partnership with Student Services and the Library, participated in several days of collecting loaner laptops from spring students (disinfecting and reimaging for fall distribution) and issuing new laptops to summer students.
- The Telecommunication Team continues to assist divisions and departments with remote phone systems for work at home and call forwarding configuration. If your team needs assistance, please submit the details in an [online Help Desk request](#).
- Multiple online appointment sites have been completed for various Student Services programs like [EOPS](#), [Aspire](#), [Dream](#), and [ACES](#). Students can reserve counseling appointments online with their respective special programs.
- Transitioned requests for email accounts to the new [online email account request form](#).
- The Help Desk is available to answer your phone calls at 909.274.4357 and via screen sharing (Skype or Zoom). Another option is to submit technical issues via the [online Help Desk system](#). Requests for new IT projects should be submitted on the [Project Request Form](#).
- Working with AWS (Amazon Web Services) Higher Education representative for enrollment in direct invoice billing. This will allow Mt. SAC to start to use their cloud services, including EC2 (Elastic Cloud Compute), S3 (Simple Storage Service), and Route53 (Domain Naming Service).
- Set up Azure cloud storage for enterprise backup using IBM Spectrum Protect. This system will eliminate the legacy tape backup system and the need for storage and transport services with Iron Mountain. The Nuventive service for PIE is currently using Azure cloud storage for hosting, storage, and backups.
- Network Administration team configured network and support services for the sports event in ACE scheduled on July 7, 2020. This setup permitted safe use of guest and vendor systems without interfering with College systems through employing a Bring Your Own Device (BYOD) proof of concept setup. Working on moving from proof of concept to production configuration, specifically for ACE.

Enterprise Application Systems / Web Team / Project Management

- In partnership with Admissions and Records, a portlet is being tested that allows students to access, complete, and submit A & R forms electronically. Forms requiring legal signatures have been replaced using Adobe Sign web forms.
- An XML sitemap was added to the website to make it easier for search engines to generate desirable results.
- IT is working with respective teams to submit spring MIS data to the Chancellor's Office by the end of July.
- IT implemented various algorithms to identify duplicate/SPAM admissions applications. These applications are usually submitted because the end-user wants a .edu email account. Out of 19,472 applications, 6,484 were identified as SPAM (33%). Ultimately, 17 of the 6,484 quarantined applications were determined legitimate (0.2%) and processed. The quarantine box is reviewed daily to release legitimate applications.
- In partnership with the Pride Center, a new preferred name and pronoun signup process was created. It is currently being tested with an anticipated go-live for fall 2020.
- The College-wide electronic forms committee selected Soft-Docs. Implementation will begin ASAP.
- In partnership with HR, IT completed a project for electronic notifications of step and longevity increases. These notifications will be sent monthly to the affected employees.
- In partnership with Admissions & Records and Counseling, the Auto-Award/Completion Report using Power BI is complete and live as on June 17, 2020. This tool will assist A&R to identify students who already have completed a degree, or are near completion of a degree. Furthermore, the Counseling department will be able to assist students in choosing possible majors based on how close they are from completing them.
- In partnership with Student Life, Admissions & Records, and Fiscal Services, IT successfully developed and implemented an online process that allows students to be informed of the purpose and benefits of the student representation fees and the ability to opt-out of this fee, if desired. This process has allowed the College to be in compliance with AB 1504 regulations.
- In collaboration with Instruction, School of Continuing Education, Library and Learning Resources Division, Academic Senate, Admissions & Records, Financial Aid, Counseling, and Fiscal Services, IT developed and implemented successfully several online processes related to Covid-19: Excused Withdrawals (EW), Refunds for EWs, CARE distribution, transitioned to online classes (Temporary SPOT, FOMAR, Synchronous and Asynchronous classes, collection of positive attendance hours, class search, etc.), Pass/NoPass option, excluding substandard grades in counting toward Repeatability, final grades submission enhancement, converting final grades according to students' selected grade modes, final grades roll, and MIS and 320 submission.

- IT worked with Fiscal Services to complete and successfully submit the 2019 Compensation Report to the State Controllers' Office.
- Implementation of a Covid-19 Screening Questionnaire and Log that alerts the Student Health Center if there is a possible case of Covid-19 symptoms. The questionnaire meets LA County criteria and will be part of the plan as Mt. SAC begins to offer in-person classes. For more information visit: <https://www.mtsac.edu/covidscreen/>.
- In collaboration with IT, The Office of Instruction Staff and Department Chairs submitted the Distance Education course offerings for Summer 2020 for the entire Mt. SAC campus to the Chancellor's Office. A similar process will allow the submittal of Fall 2020 Distance Education course offerings.
- Photos from the drive-thru 74th Commencement are available here: <https://photos.app.goo.gl/VqNsKgVojue1eD5x6>

Police and Campus Safety

Police & Campus Safety Calls April - June 2020			
	April	May	June
Money Pick-ups (10-17's)	5	1	4
Battery Jumps (10-37's)	5	5	3
Vehicle Unlocks (10-41's)	2	2	0
Building/Door Lock/Unlock	80	71	92
Medical Assistance	1	0	1
Vehicle Checks	0	0	0
Assist/Other	12	14	17
Transports	0	0	0
Postings	0	0	0
Total Common Calls for Service	105	93	117
Total All Dispatched Calls	154	158	165

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

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

Risk Management

- Worker's Compensation results for the second quarter:
 - 3 new claims were filed
 - 14 claims were closed
 - Due to COVID-19 – there have been two legislation changes that we continue to monitor
- Risk Management conducts ergonomic evaluations, upon request, to assist in preventing worker's compensation injuries and repetitive motion claims. Since the closing of campus in March, we have been able to conduct these evaluations virtually to the staff that is currently telecommuting.
 - 3 virtual ergo evaluations completed
- Every year we develop a Risk Improvement Action Plan with our Worker's Compensation carrier to address areas that have a high frequency or severity of claims. Since May, we have been able to conduct these trainings virtually, giving those individuals that are not on campus the opportunity to participate. Virtual safety training associated with that plan were held for Grounds and Custodial Group:
 - April – Cancelled due to the Stay at Home order
 - May – Personal Protective Equipment (PPE) & Heat Illness Prevention
 - June – Pandemic Flu
- The Employee Wellness Program offered two Wellness Challenge and three Virtual Classes.
 - The "Epic walks around the Globe" Challenge had over 193 staff registered for the challenge. Together the Mt. SAC employees that participated walked 50,843,145 steps, burned 2,287,942 calories, and lost 654 pounds! Every participant who met the goal of 8,000 steps a day was entered into a drawing to win one of four \$100 Amazon Gift Cards.
 - The second challenge, "Destination Vacation," started on June 15, 2020, and ends on July 26, 2020.
 - The three virtual Nutritional classes & demos provided to the campus were:
 - The Health Benefits to Taco Tuesday (April 28, 2020).
 - Nutritious and Delicious Breakfast Dishes (May 19, 2020).
 - Healthy Pizza Nutrition Class & Demo (June 16, 2020).
- Emergency Management:
 - COVID-19 has required the campus to evaluate safety measures for our employees and our students. We have many irons in the fire that sometimes change daily.
 - Supply of PPE's are staggering. To meet the needs of PPE's, there is an assigned person from Risk Management, as well as purchasing, that have put together spreadsheets, and vetted through supply vendors to ensure we are getting quality goods and to meet the needs of the campus.
 - Classroom Safety Plans are being developed for classes that will report back to campus for summer and then gear up for more classes in the fall.

- Risk Management has partnered with Facilities and Planning to work through the needs of the buildings and classrooms to ensure the safety of staff and students.
- Checklists have been developed to assist sorting through the process of “turning up” certain sections of buildings and classrooms
- Social Distance Protocol Plan was developed and posted in April to be in compliance with the Los Angeles County Department of Health.
- A supply of some PPE’s will be placed in the classrooms to assist faculty with COVID-19 safety measures.
- A date has been finalized to conduct interviews for the Emergency and Environmental Manager position. They are scheduled for July 21, 2020.
- On campus walkthrough and final stage planning for individual approved classes, are taking place the week of July 13, 2020, to prepare for the following week’s start date.

Sac Book Rac

- Pulled, processed, and shipped 1,075 Online orders to students between April and June. These were for some Spring orders and then Summer Session. We did not have UPS pick up at the store, so we filled our cars and took packages to the UPS store to be shipped. We delivered as many as 80-100 packages a day to the UPS store.
- Students were given a free UPS shipping label to return their textbook rentals from the Spring Semester. So, we worked with Central Receiving to accept our UPS deliveries, and we would go pick those up daily. Because it was time for textbook rentals to be returned through the mail, we would pick up 50-100 packages a day. And those would get checked in daily.
- We checked in 1600+ Textbook Rental Returns between May and end of June, and we have waived late fees to all students.
- In addition to the Textbook Rental Packages, we also received approximately 1200 additional packages/boxes of textbooks and other merchandise.
- We worked with the Bridge Program and shipped books to 250 students in that Program. These students would normally come on campus and get the books directly from the program.
- We picked up 1,000 textbooks from 17 High Schools that are part of the Dual Enrollment Program.
- During the latter part of Spring we continued to work with any financial students on a case by case situation, to ensure that they could use their financial aid award. We worked a lot with Vets and rehabilitation students to enable them to use their financial aid.
- We shipped Cap and Gowns to 115 EOPS students who had been given a voucher to pay for the regalia.
- We continue to work with Programs and departments on plans to accommodate students for the Fall Semester.

Technical Services

Technical Services

- The entire Technical Services team continued to adapt to the remote and online working environment. Much focus was put on supporting remote instruction activities, whether through technology or item distributions (laptop, teaching kits, etc.) for students. The pinnacle event for this group was the Drive-Thru Commencement on June 18, 2020. The route was over a mile long, wrapping around campus from Mt. SAC Way through Lot F. Event elements were set up along the route to create an immersive experience for the graduates, culminating in a drive-thru red carpet experience that was live-streamed on YouTube. Over 600 graduates participated with over 12,000 viewers.

Event Services

- Event Services primary focus during the last few months has been supporting essential campus activities such as laptop distributions, mobile food pantry, and other similar critical student support services.
- The Drive-Thru Commencement and Student Services “all-programs distribution” events were a major focus for this group the week following finals. The mile-plus long Commencement route had event components set up along the entire way, creating an all-encompassing experience for the graduates.
- Event Services expanded into the “virtual” event arena by licensing a Zoom Webinar license for the campus. The Webinar license allows up to 1000 attendees (700 more than a traditional Zoom meeting) and is ideal for large lecture-style events such as orientations and opening meetings. The Zoom Webinar can be reserved through 25Live as a “location.”
- Two Event Services classified positions were identified for “frost” due to the budget reductions for the upcoming year.

Performing Arts Operations

- Additional sound and lighting commissioning support was provided for the stadium project. Both disciplines are close to completion, with final adjustments being made over the next month. Sound and lighting systems for Lot R are next up for support.
- The Performing Arts team provided significant support for the Drive-Thru Commencement event in June. Registration and check-in support was provided through the Box Office staff while the red carpet “stage” area was supported by the technical staff.
- One Performing Arts classified position was identified for “frost” due to the budget reductions for the upcoming year.

Broadcast Services

- With the stay at home order continuing through the end of the spring semester, the Broadcast team had a busy quarter that continued ramping up as the semester was winding down. Captioning, live streaming, and end of year virtual ceremonies were the main projects during this time.
- There were 281 faculty captioning requests processed in the last three months, bringing the total requests since March to 524. This is 140 more requests than the Spring, Summer, and Fall 2019 semesters combined!
- Virtual ceremony projects were produced for ARISE, ACES, Scholarships, Students of Distinction, Inspiring Women of Mt. SAC, and Commencement. In total, approximately 5 hours of interviews and content were edited together for these videos, a large undertaking for the short timespan and remote working conditions.
- Live webcast support, primarily in the form of live captioning, was provided for several events. This service is being expanded to take advantage of the new captioning service from Otter.ai. Live production support was also provided for the Drive-Thru Commencement ceremony. The 4.5 hour live webcast was viewed by close to 12,000 people.
- Work is continuing to install the necessary infrastructure on Reservoir Hill for the upgraded two-way radio system. Major components of the power and data systems will be completed this month.
- One Broadcast classified position was identified for “frost” due to the budget reductions for the upcoming year.

AV/Presentation Services

- Slow but steady (and safe!) commissioning work on AV systems at the stadium is continuing. The team has been methodically moving through the building, closing out systems and infrastructure. These efforts will continue for the next month or two as the contractors work to complete installations.
- AV Design work has been progressing on Heritage Hall, Gymnasium & Aquatics, Lot R, and Lot S. Heritage Hall and the Gymnasium/Aquatics projects are in the bidding process, so this is a very timely accomplishment. Design finalization work will soon start on the Student Center, ahead of the bidding process.
- Zoom support and training continues to be provided by this team. Sessions are available either through POD or directly with the Presentation Services staff.

Our office observes all College Holidays and breaks.

Please note the Campus will be closed on Friday's, beginning June 19, 2020, through August 7, 2020.