

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Campus Safety Unit

### 2. Where We Are Now: Year at a Glance

**2020-21**

**Contact Person:** Mike Williams

**Email/Extension:** mwilliams137@mtsac.edu

**Summary of Notable Achievements:** 1. In furtherance in obtaining post-certification then department and bargaining unit have agreed to a side letter from CSEA 262 that extends police officers to 1 year.

2. The college is has made significant progress in obtaining a camera system for the parking structures. Cameras have been installed in parking structure (Champion) and are currently being installed (Gateway) as construction moves towards completion set for Fall 2021. The department in collaboration with campus partners, are in the process of identifying critical infrastructure sites that would benefit the installation of security cameras.

3. The parking pay stations have been successfully upgraded to 4G.

4. The remaining of the staff will undergo mental health training after the Fall 2021 semester.

5. All department members have completed CORA training.

**Program Planning for Retention and Success:** Operational funding for the department has been provided via federal and state COVID-19 related grants.

The onset of the COVID-19 pandemic and the college's move to on-line classes has resulted in the elimination of parking revenues, which is a significant source of funds for the operational budget. It is anticipated that the college will see a resurgence of parking revenue in the Fall semester 2022.

**External and Internal Conditions Analysis:** The COVID-19 pandemic is the primary external condition that continues to impact my Department. The operational responsibilities and focus has been significantly impacted by the pandemic.

**Critical Decisions Made by Unit:** As the pandemic has waned, the department continues to be responsive to the ever evolving strains of the disease.

**Contributors to the Report:** Mike Williams

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**POST-participating Agency - Campus**

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>Safety will hire and/or train personnel, obtain resources, and work with the California Commission on Peace Officer Standards and Training (POST), to become a participating department with sworn police officers and non-sworn support personnel.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b> Four new police officers training and equipment</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Funding for four new police officer positions was obtained via New Resources Allocation Phase IV. This request is to provide the necessary equipment for the four new officers. Complete uniforms are needed for each new officer; to include uniform pants, shirts, duty belt and equipment, and possibly a firearm. The cost to completely equip one new officer is approximately \$7,000 of one-time funding. Uniform maintenance, including cleaning and repair is estimated to be \$1,000 per employee.</p> <p><b>Lead:</b> Mike Williams</p> <p><b>What would success look like and how would you measure it?:</b> The requested supplies and equipment are needed to ensure that the officers can professionally fulfill their responsibilities to provide a safe environment for our students and staff members.</p> <p><b>Type of Request:</b> SUPPLIES AND MATERIALS: Instructional supplies and materials are items to be used by students, faculty and other personnel in connection with an instructional program, less than \$500.</p> <p><b>Planning Unit Priority:</b> Urgent</p> <p><b>One-Time Funding Requested (if</b></p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 25</p> <p>Still in progress. (07/13/2021)</p>

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**applicable):** 28000

**On-Going Funding Requested (if applicable):** 12000

**Total Funding Requested:** 40000

**Request - Full Funding Requested -**

Hire four additional police officers.

**Describe Plans & Activities**

**Supported (Justification of Need):**

As Campus Safety moves toward being a police department, it will need more than three police officers. An examination of current staffing reveals that an additional three police officers would be a reasonable step toward achieving an appropriate balance of sworn vs. non-sworn personnel for the near future. The Salary Schedule Range for this position is 108, which starts at \$69,251.28. We are estimating \$130,000 per officer to include salary and benefits.

**Lead:** Mike Williams

**What would success look like and how would you measure it?:** Increase deployment of armed police officers who are properly trained and capable of effectively interacting positively with our diverse campus communities

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 700000

**Total Funding Requested:** 700000

**Request - Full Funding Requested -**

Funding for Administrative Hearing Officer

**Describe Plans & Activities**

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Supported (Justification of Need):**

The College currently employs the services of an independent contractor to conduct administrative appeal hearings for people contesting parking citations. This occurs on an as-needed basis, several times each year. Based on the amount of funds encumbered in the past year, this request is to augment the budget until a currently-employed Mt. SAC employee can be trained to be the hearing officer. Campus Safety personnel are not eligible to be hearing officers due to potential perceptions of conflict.

**Lead:** Mike Williams

**What would success look like and how would you measure it?:**

The hearing officer is necessary in order to provide ticketed community members with a forum to challenge citations that have been issued to them while parked on campus.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 5000

**Total Funding Requested:** 5000

**Request - Full Funding Requested -**  
Budget Augmentation

**Describe Plans & Activities**

**Supported (Justification of Need):**

The reserve fund for Parking Services has been steadily declining due to increased expenditures and decreased revenue. As an example,

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

Parking Services gave out nearly 4,700 Temporary Parking permits to multiple departments on campus so they could give them to visitors, part-time staff, etc. This equates to nearly \$0 in potential revenue. As a result of the elimination of revenues, it appears that funding of the department will be shifted to the general fund until parking revenues begin to recover.

**Lead:** Mike Williams

**What would success look like and how would you measure it?:** As the parking structures come online and the newly established daily lots begin to generate revenues the budget picture for the department should begin to improve.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 2900000

**Total Funding Requested:** 2900000

**Request - Full Funding Requested -**  
Law Enforcement Analyst

**Describe Plans & Activities**

**Supported (Justification of Need):**

This position is needed in order to ensure that the department remains in compliance with CA POST guidelines and standards.

**Lead:** Mike Williams

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**What would success look like and how would you measure it?:**  
 Following POST certification, the (LEA) Law Enforcement Analyst will be required to ensure that all sworn and identified non-sworn department employees meet the annual POST requirements so that the department maintains its POST certification.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Urgent  
**On-Going Funding Requested (if applicable):** 143000  
**Total Funding Requested:** 143000

<p><b>Campus wide security cameras -</b>          Campus Safety will continue to work with Facilities, Information Technology, and other campus departments to design and implement a security camera system for the entire campus. The goal is to improve safety and provide students, faculty, and staff an extra layer of protection through a monitored system. The cameras will also assist in identification and investigation of criminal offenders.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b>          Provide security cameras to enhance campus safety.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>          One-time funding of \$100,000 was approved by Cabinet to take the first step toward obtaining software which will link existing campus cameras. A draft policy was approved by Cabinet but has not yet gone to the Board for approval. Once the policy is approved, it is hoped additional funding will be approved for additional hardware and software to build a functional security camera system.  <b>Lead:</b> Mike Williams  <b>What would success look like and</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 50          Ongoing, a number of cameras have been installed in 2 new building structures (Gateway and Champion). (07/13/2021)</p>
---	--	---

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**how would you measure it?:** The addition of a consolidated camera system on campus will help to increase the safe environment at the college and will aid in protecting the institution from frivolous lawsuits.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 7000000

**On-Going Funding Requested (if applicable):** 100000

**Total Funding Requested:** 7100000

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Cashier's Office Unit

### 2. Where We Are Now: Year at a Glance

**2020-21**

**Contact Person:** Jackson Kuo

**Email/Extension:** jkuo3@mtsac.edu / 5372

**Summary of Notable Achievements:** The Cashier's Office managed to make a quick transition to remotely assisting students inquiring about their accounts. The staff has implemented new tools such as Respond IO, and Mitel phone lines on all laptops, to facilitate communication with students.

The staff has overcome many challenges and continues to learn and solve issues that arise due to the campus closure.

The Cashier's Office took on the added challenge of refunding 10,000+ students for Emergency Aid Grant due to COVID-19. The staff has successfully managed to maintain student accounts in balance despite the constant enrollment fluctuation every semester. The department has worked with various departments across campus to continue charging for material, tests, verification, and duplicate diploma fees, etc.

**Program Planning for Retention and Success:** N/A

**External and Internal Conditions Analysis:** Due to the campus closure as a result of the COVID-19 pandemic the Cashier's Office had to quickly and dramatically change the way it services students from primarily in-person to virtually via phone, email and chat (Respond IO). This provided many challenges but the team rose to the occasion and continues to do its best to meet the needs of our students.

**Critical Decisions Made by Unit:** In Collaboration with IT, Admissions and Records, and Student Services, the Cashier's office has participated in the development and implementation of the California Virtual Campus (CVC) Program at Mt. SAC.

**Contributors to the Report:** Gabriela Sesma, Linda Tackett & Lisa Marie Hanlon

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Professional Development - To</b> promote training and cross-training to enhance employee knowledge that will increase productivity, encourage collaboration and personal growth.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 06/14/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 100</p> <p>With staff working remotely due to COVID-19 opportunities were more limited but we continue to prioritize professional development. With a new employee coming on board in July 2021 there will be more opportunities in 2021-22 Fiscal Year. (07/19/2021)</p>
<p><b>Develop Procedures - To develop</b></p>		



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>internal and external procedures to improve efficiencies and collaboration  <b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/14/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100            Since the COVID-19 pandemic the Cashier's Office continues to work with other groups across campus to address and be flexible in ever-changing circumstances with campus being closed and then reopening prior to Fall 2021. (07/19/2021)</p>
<p><b>Customer Service</b> - To provide excellent customer service  <b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/14/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100            Customer service for our students is a top priority. To meet the needs while we were working remotely, we transitioned to chat and email to assist students with questions regarding fees, BankMobile refund selection, holds, 1098-T, etc. (07/19/2021)</p>
	<p><b>In Progress</b> - Cross-Training between Fiscal Services staff and Bursar's Office  <b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  <b>Planning Unit Priority:</b> Medium</p>	
	<p><b>In Progress</b> - Remodel of individual Bursar work stations  <b>What would success look like and how would you measure it?:</b> Staff and customers are communicating effectively with each other.  <b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  <b>Planning Unit Priority:</b> Medium</p>	
	<p><b>Request - Full Funding Requested -</b></p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

Increase our Fiscal Technician I position from 47.5% to 100% FTE (New Resource Allocation - Phase 10)

**Describe Plans & Activities Supported (Justification of Need):**  
 To increase customer service support to students, meet Internal control standards and protect the safety of our employees. The Bursar's office consist of two full-time and one part-time Fiscal Technician I and one full-time Bursars Coordinator. Due to limited staff, vacation, sick time, personal necessity, etc. there are instances when there is only one full-time Fiscal Technician to assist students, answer calls, and count out their cash drawer at the end of the day. There should always be two employees counting and verifying each other's cash drawer at the end of the day for internal control purposes. For these reasons it is our recommendation to increase our part-time staff member from 47.5% to 100% FTE.

**Lead:** Bernice Rose

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 43626

<p><b>Upgrade of Banner system</b> - Upgrade of Banner for Student Accounts Receivable module to improve department processes</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100          A multi-session training was completed with SIG Consultants to better understand how to utilize the Student</p>
---	---------------------------------------	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 06/26/2017</p>	<p><b>Report directly on Goal</b></p> <p><b>Request - No Funding Requested -</b> Banner has transitioned to quarterly upgrades. A list of upgrades is sent from the IT department for us to review and test. The next quarterly upgrade is due in September 2019.</p> <p><b>What would success look like and how would you measure it?:</b> To implement the quarterly upgrade with no effect on day-to-day operations and to see an improvement from Ellucian of the software.</p> <p><b>Type of Request:</b> IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.</p> <p><b>Planning Unit Priority:</b> Medium</p>	<p>Accounts receivable module in Banner. (07/19/2021)</p>
---	---	---

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Environmental Safety/ Emergency Services

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Emergency Preparedness</b> - Increase emergency preparedness communication and training. Improve campus personal preparedness for home and on campus.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 07/17/2018</p>	<p><b>Request - No Funding Requested</b> - Updated website</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Website will be updated to improve appearance, update emergency procedures, and provide current preparedness information to campus. Site needs more resources.</p> <p><b>Lead:</b> Melonee Cruse</p> <p><b>What would success look like and how would you measure it?:</b> Increase of traffic on site and downloading of resources. Usage will be measured quarterly.</p> <p><b>Type of Request:</b> IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.</p> <p><b>Planning Unit Priority:</b> High</p>	
	<p><b>Request - Full Funding Requested</b> - Disaster Fair resources: Vendor lunches, water, preparedness supplies, Disaster Fair banner, table clothes, \$6000</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> During Campus Emergency</p>	

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

Preparedness Week, staff and students are provided emergency information, training and resources to help them safely and effectively prepare for and respond to emergencies. The Disaster Fair brings vendors to campus to provide information on local preparedness and response resources. Training class focus on emergency response skills such as First Aid/CPR/AED, traffic control, disaster service worker, building evacuations and active shooter. Emergency preparedness and response training topics are coordinated with ACCESS to coincide with October Disability Awareness Month. Event and activities during this month provides emergency training and resources to the entire campus community. Funding will be used for banners, and booth supplies (one-time) and food/water, speakers, and emergency preparedness promotional items (on-going) .

**Lead:** Melonee Cruse

**What would success look like and how would you measure it?:** A successful event will be evident by event attendance, vendor and attendee feedback, and survey results.

**Type of Request:** MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if**

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**applicable):** 2500  
**On-Going Funding Requested (if applicable):** 3500  
**Related Documents:**  
[emergency\\_prep\\_Final.pdf](#)

<p><b>Community Colloboration -</b>            Incorporate local emergency response agencies, jurisdictions, and community in Mt. SAC emergency response planning, training and exercises.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 07/27/2017</p>	<p><b>Request - No Funding Requested -</b>            Release time for meetings.            Occasional funding for hosting meetings at Mt. SAC.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            By collaborating with local and regional emergency response agencies (City of Walnut, Walnut Sheriff, Disaster Management Area Coordination, LA County Office of Emergency Services, Cal Poly Pomona, etc. ) MT. SAC is included in state and cross training activities, has better access to resources, and develops stronger relationship with agencies/entities that will support the campus in an emergency or disaster. Working with these groups includes MT. SAC in a Multi Agency Coordination (MAC) group.  <b>Lead:</b> Melonee Cruse            Mike Williams            Duetta Langevin  <b>What would success look like and how would you measure it?:</b> Mutual aid agreements. Improved multi-agency communication and response coordination. Access to training and trainer opportunities. Will measure success through cost savings, agency participation at Mt. SAC, and agency recognition of MT. SAC. Will measure inclusion of various agencies and</p>	
--	---	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

entities in planning process.  
**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.  
**Planning Unit Priority:** Medium

**Emergency Preparedness and Response Supplies** - Increase emergency supply cache. Use supplies in exercises where appropriate.  
  
**Status:** Active  
**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  
**Goal Entered:** 07/27/2017

**In Progress** - Ensure staff and campus have supplies and resources needed to effectively respond to any campus emergency. Supplies include lockdown kits and emergency supplies for buildings and classrooms, .  
**Describe Plans & Activities Supported (Justification of Need):**  
 Staff equipment and supplies - \$500.00  
 Supplies kits and equipment for response teams and facilities - 15000.00

**Lead:** Melonee Cruse  
**What would success look like and how would you measure it?:**  
 Improved response to emergencies such as utility failure, lockdown, campus closure and other incidents that impact normal campus operations. Buildings, offices and classrooms will have emergency supply caches.  
 Will measure how many buildings have supplies.  
**Type of Request:** NON INSTRUCTIONAL EQUIPMENT:  
 Tangible property with useful life of more than one year, other than land or buildings improvements, equal and

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

over \$500 per individual item. Used for administrative or non-instructional purposes.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 15000  
**On-Going Funding Requested (if applicable):** 2500

**Environmental Compliance -**  
 Effectively manage hazardous materials inventory, reports and regulatory requirements across campus.  
**Status:** Active  
**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  
**Goal Entered:** 07/27/2017

**Request - Full Funding Requested -**  
 Emergency spill kits, hazardous material and waste labels, and technical expert for training.  
**Describe Plans & Activities Supported (Justification of Need):**  
 To comply with recent regulatory inspection findings, staff who handle, store, or generate hazardous materials/waste must have spill supplies and equipment, and must be trained per regulatory requirements.  
**Lead:** Melonee Cruse  
**What would success look like and how would you measure it?:**  
 Compliance with CUPA, DTSC and AQMD, as well as other environmental regulatory agencies. Will measure number of staff attending training, progress in meeting compliance requirements, i.e. , hazmat inventory, maintaining self-inspections, and reduction in regulatory agency non-compliance findings.  
**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc.



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 1500

**On-Going Funding Requested (if applicable):** 250

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Facilities - Central Plant

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Arturo Cadena / Gary Nellesen

**Email/Extension:** acadena6@mtsac.edu / gnellesen@mtsac.edu

**Summary of Notable Achievements:** Energy management has collaborated with the Design and Construction team on various construction projects on campus, the Athletics Complex East, Building 26 Renovation, Central Campus Infrastructure, and Buildings 77, 78, 79. Also, worked directly with the maintenance and operations team to identify issues within buildings.

**Program Planning for Retention and Success:** n.a.

**External and Internal Conditions Analysis:** n.a.

**Critical Decisions Made by Unit:** n.a.

**Contributors to the Report:** Arturo Cadena / Gary Nellesen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Deliver high quality facilities planning, design, construction, and operational services of campus buildings, infrastructure, and equipment, while providing superior customer service.</b> - Operate clean, safe, functional, and reliable facilities by maximizing predictive, preventative, and scheduled maintenance activities, while responsively meeting ongoing and urgent maintenance requirements. Manage cost of operation by proactively developing standards of care and operating budgets for new facilities coming on line.</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b> 300,000</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> A three-year service contract with Aircuity and Zaretsky for on-going maintenance and monitoring of the Aircuity and the Phoenix Controls</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 75</p> <p>On going monitoring, metering, and control of high energy use systems is necessary to minimize cost and environmental impacts. Data collected through digital control systems is useful for troubleshooting system problems, and identifying operational deficiencies before the system fails. (07/15/2021)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/19/2019

system.  
**Lead:** Art Cadena  
**What would success look like and how would you measure it?:** Continued functioning flow hoods in all of the Science Buildings.  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 300000  
**Request - Full Funding Requested -** 100,000  
**Describe Plans & Activities Supported (Justification of Need):** Resurface flooring inside the Central Plant building, due to damages created during construction.  
**Lead:** Art Cadena  
**What would success look like and how would you measure it?:** Newly surfaced floors would create a safe working environment.  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if applicable):** 100000  
**Request - Full Funding Requested -** 500,000  
**Describe Plans & Activities Supported (Justification of Need):** Upgrade the six relays in the Central Plant that help provide electricity

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

from the generators to the campus.

**Lead:** Art Cadena

**What would success look like and how would you measure it?:**

Upgraded relays would ensure future photocell integration for the campus.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 500000

**Request - Full Funding Requested -**

Expand the use of digital controls and energy use monitoring to demonstrate good sustainable practices, identify poorly performing areas, and develop data for decision making. 1. Maintain laboratory air systems (phoenix controls) \$30,000 per year, 2. Complete installation of building metering systems and provide for ongoing operations \$75,000 per year, 3. Assess and upgrade lighting controls across campus \$7,500 per year to maintain.

**Describe Plans & Activities**

**Supported (Justification of Need):**

Monitoring, metering, and control of high energy use systems is necessary to minimize cost and environmental impacts. Data collected through digital control systems is useful for troubleshooting system problems, and identifying operational deficiencies before the system fails.

**Lead:** Art Cadena

**What would success look like and**

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**how would you measure it?:**  
Upgraded controls.  
**Type of Request:** NON INSTRUCTIONAL EQUIPMENT:  
Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 112500  
**Total Funding Requested:** 112500

**Promote and integrate sustainable facilities, infrastructure, and equipment by implementing principles of the 2018 Educational and Facilities Master Plan, the 2018 Educational and Facilities Master Plan Environmental Impact Report, and the 2018 Climate Action Plan.** - Utilize materials, supplies, vendors, and equipment that align with industry best practices and support the principles of sustainability embraced by the college and enumerated in the Facilities Master Plan, Environmental Impact Report and Climate Action Plan. Expand recycling and waste management practices to align with campus sustainability goals.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/19/2019

**Improve teamwork at all levels**

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**within Facilities Planning and Management** - Engage productively in the planning, design, materials specification, and construction activities for all project types. Collaboratively transition projects from the construction closeout phase to the operations phase within the first year of operations.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/19/2019

**Maintain the Central Plant at 100% capacity.** - Improve the Thermal Storage, Cogen and Central Plant logic to optimize efficiency for the campus cooling needs.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21  
**Goal Entered:** 09/19/2019

**In Progress** - Hire an Automatic Logic Controls contractor that has experience programming Cogen and TES tanks Central Plants. To improve, the programming at the Cogen Central Plant.  
**Describe Plans & Activities Supported (Justification of Need):**  
 The estimated cost for this work is \$50,000. The college will follow the bid process, receive three proposals and go with the lowest bidder.  
**Lead:** Art Cadena, Energy Services Manager  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 50000

**In Progress** - Maintain current documentation of the sequence of operations. Write new operation sequence so anyone can read it and

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

understand how the Central Plant functions.

**Describe Plans & Activities**

**Supported (Justification of Need):**

Estimated costs are \$50,000.

**Lead:** Art Cadena, Energy Services Manager

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 50000

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Facilities - Construction & Design

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Gary Nellesen

**Email/Extension:** gnellesen@mtsac.edu

**Summary of Notable Achievements:** 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 Design and Construction Team has reduced the backlog of facilities improvement projects. Construction on the Athletics Complex East project is underway and on schedule. Design of the Student Center, Central Campus Infrastructure, Lot R and Lot S Parking Structures, the Transit Center and Pedestrian Bridge, and the Gymnasium and Wellness Center are on track for construction. Of special note is the outstanding progress made on the Habitat Restoration and Storm Water Management efforts around student lot M and on the west parcel.

**Program Planning for Retention and Success:** n.a.

**External and Internal Conditions Analysis:** n.a.

**Critical Decisions Made by Unit:** n.a.

**Contributors to the Report:** Gary Nellesen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Deliver high quality facilities planning, design, construction, and operational services of campus buildings, infrastructure, and equipment, while providing superior customer service.</b> - Deliver high quality, cost effective, and compliant</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b> Increase staff/capacity to support the number, size, and complexity of</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 75                      Request additional staffing to complete major and minor capital projects. (09/25/2019)</p>



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

design and construction services by aligning actual quality, schedule, and budget outcomes with stated project goals. Maximize value for the college by utilizing life-cycle cost analysis in recommending materials, systems, and equipment for all facilities.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/20/2019

major and minor capital improvement projects related to Measure GO project list.  
**Lead:** Gary Nellesen  
**What would success look like and how would you measure it?:** Timely and cost effective execution of Measure GO construction projects.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 400000  
**Request - Full Funding Requested -** Staff support for new state deferred maintenance allocation. (accelerate review of positions assigned to scheduled maintenance to ensure positions align with specific assignments)  
**Describe Plans & Activities Supported (Justification of Need):** Funding for deferred maintenance/scheduled maintenance has been limited by both available measure GO funds and staff availability to support, design, and manage projects. With the state's one-time allocation of approximately \$12 million to deferred maintenance, additional or higher level project management support will be required as will higher-level classified support. These positions should be funded by non-bond sources to align with the state funds. The funding and updated assignments will be required for at least 3 years. (Note that

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

approximately \$200,000 per year savings to bond funds will be realized by this change)  
**Lead:** Gary Nellesen  
**What would success look like and how would you measure it?:** A new deferred maintenance manager.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 250000  
**Total Funding Requested:** 750,000

**Promote and integrate sustainable facilities, infrastructure, and equipment by implementing principles of the 2018 Educational and Facilities Master Plan, the 2018 Educational and Facilities Master Plan Environmental Impact Report, and the 2018 Climate Action Plan.** - Develop and implement design and construction standards that actuate the principles of sustainability embraced by the college and enumerated in the Facilities Master Plan, Environmental Impact Report and Climate Action Plan. Continuously review, evaluate, and implement modern sustainable building practices, and update campus design and construction standards accordingly.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/20/2019

**Request - Full Funding Requested -** Expand sustainability efforts consistent with the 2018 Education and Facilities Master Plan, the 2018 Educational and Facilities Master Plan Environmental Impact Report, and the 2018 Climate Action Plan.  
**Lead:** Gary Nellesen  
**What would success look like and how would you measure it?:** Timely and cost effective execution of the Measure GO bond.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 125000

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Improve teamwork at all levels within Facilities Planning and Management** - Develop and implement consistent design review, cost estimating, and quality assurance deliverables for all project types. Collaboratively align design and construction outcomes with project goals established through the facilities planning process. Collaboratively transition projects from the construction closeout phase to the operations

**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/20/2019

**Update design and construction internal processes.** - Revise and update the design requirements. by phase checklist.  
**Status:** Active  
**Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21  
**Goal Entered:** 09/27/2017

**In Progress** - Revise the design requirements by phase to improve the quality of construction documents.  
**Describe Plans & Activities Supported (Justification of Need):**  
 No funding required. Staff time only.  
**Lead:** Gary Nellesen, Director  
**Planning Unit Priority:** High

**In Progress** - Complete the Request for Proposal/Qualification process for architect and engineering firms.  
**Describe Plans & Activities Supported (Justification of Need):**  
 Staff time.  
**Lead:** Gary Nellesen, Director  
**Planning Unit Priority:** High

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Facilities - Custodial

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Ken McAlpin / Gary Nellesen

**Email/Extension:** kmcalpin@mtsac.edu / gnellesen@mtsac.edu

**Summary of Notable Achievements:** TEMPORARY HOLD --The Custodial team has taken on the challenge of caring for 160,000 square foot of new facilities, with the goal of cleaning for health first, then for appearance. Special recognition should be given to the custodial services 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.

scheduled adjustments have been made to increase staffing during the day shift, to for class sessions. This greatly impacting the night shift staffing. Evaluating how many positions will need to be backfilled to maintain cleaning protocols.

**Program Planning for Retention and Success:** n.a.

**External and Internal Conditions Analysis:** n.a.

**Critical Decisions Made by Unit:** n.a.

**Contributors to the Report:** Ken McAlpin / Gary Nellesen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Deliver high quality facilities planning, design, construction, and operational services of campus buildings, infrastructure, and equipment, while providing superior customer service.</b> - Operate clean, safe, functional, and reliable facilities by maximizing predictive, preventative, and scheduled maintenance activities, while responsively meeting ongoing and urgent custodial requirements. Manage cost of operation by</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b> \$25,000 one-time funding needed for equipment.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> \$25,000 one-time funds to purchase new equipment as needed to improve efficiency and prevent the custodians from transporting equipment across campus.</p>	<p><b>Reporting Year:</b> 2020-21 <b>% Completed:</b> 75 Hire additional staff to maintain the campus. (07/15/2021)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

proactively developing standards of care and operating budgets for new facilities coming on line.

**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/20/2019

**Lead:** Ken McAlpin  
**What would success look like and how would you measure it?:** New equipment would improve efficiency and timeliness in completing work orders and daily assignments, as well as emergency clean up needs.  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 25000  
**Request - Full Funding Requested -** \$10,000 for equipment repair budget.  
**Describe Plans & Activities Supported (Justification of Need):** \$10,000 additional on-going funds needed for the equipment repair account.  
**Lead:** Ken McAlpin  
**What would success look like and how would you measure it?:** Custodial equipment would be readily available at all times.  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 10000  
**Request - Full Funding Requested -** \$35,000 funds for on-going custodial supplies, including a pilot program to provide miscellaneous supplies for

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

on campus needs.

**Describe Plans & Activities**

**Supported (Justification of Need):**

\$35,000 funds for on-going custodial supplies, including a pilot program to provide miscellaneous supplies for on campus needs, i.e. tissue, hand sanitize, simple clean. To reduce the excessive chemicals being purchased through department P-cards.

**Lead:** Ken McAlpin

**What would success look like and how would you measure it?:** Reduce various purchases of cleaning materials on campus.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 35000

**Request - Full Funding Requested -** \$30,000 for additional on-going pest control.

**Describe Plans & Activities**

**Supported (Justification of Need):**

An additional \$30,000 for on-going pest control management is necessary to maintain the campus wide pest control program, including the food and beverage locations, Sodexo. And meet the LA County Health Control standards.

**Lead:** Ken McAlpin

**What would success look like and how would you measure it?:** Meet all pest control standards and codes.

**Type of Request:** FACILITIES: This

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 30000

**Request - Full Funding Requested -**

Staff support to backfill custodian positions shifted to days - 10 FTE custodian

**Describe Plans & Activities**

**Supported (Justification of Need):**

10 custodians were shifted from night shift to day shift to improve cleanliness across campus. As the campus is returning to normal operations, the night positions must be backfilled.

**Lead:** Ken McAlpin

**What would success look like and how would you measure it?:** Clean and safe campus.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 680000

**Total Funding Requested:** 680,000

**Request - Full Funding Requested -**

Staff support for new facilities coming on line FY 2022-23

**Describe Plans & Activities**

**Supported (Justification of Need):**

The new Student Center will require a minimum of 6 new custodial services positions in January 2023. No positions will be available through the demolition of other

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

buildings. The new Gymnasium/Wellness Facility will require a minimum of 3 new custodial positions, assuming 3 more can be shifted to the facility from gym building 3, and buildings 27 A-D. The new modular space 16A will require 1 new custodian in 2023. (7 positions)  
**Lead:** Ken McAlpin  
**What would success look like and how would you measure it?:** Clean and safe campus.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 476000  
**Total Funding Requested:** 476,000

**Promote and integrate sustainable facilities, infrastructure, and equipment by implementing principles of the 2018 Educational and Facilities Master Plan, the 2018 Educational and Facilities Master Plan Environmental Impact Report, and the 2018 Climate Action Plan.** - Utilize materials, supplies, vendors, and equipment that align with industry best practices and support the principles of sustainability embraced by the college and enumerated in the Facilities Master Plan, Environmental Impact Report and Climate Action Plan. Expand recycling and waste management practices to align with campus sustainability goals.

**Request - No Funding Requested -** \$30,000 for replacement/upgraded hand dryers.  
**Describe Plans & Activities Supported (Justification of Need):** Continue waste reduction efforts within Custodial Services including the utilization of environmentally friendly restroom supplies, and new generation hand dryers that drastically reduce paper towel consumption, etc.  
**Lead:** Ken McAlpin  
**What would success look like and how would you measure it?:** Reduction in paper towel use, custodial team member service calls, etc.  
**Type of Request:** FACILITIES: This



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p><b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 09/20/2019</p>	<p>section includes minor building improvement projects and alterations to specific rooms or operational areas.  <b>Planning Unit Priority:</b> High  <b>One-Time Funding Requested (if applicable):</b> 30000</p>	
--	--	--

---

**Improve teamwork at all levels within Facilities Planning and Management** - Engage productively in the planning, design, materials specification, and construction activities for all project types. Collaboratively transition projects from the construction closeout phase to the operations phase within the first year of operations.

**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/20/2019

---

**Audit of Cleaning Program** - Achieve a minimum 80% Audit Score of cleaning program. Program is audited annually and while 90% score was achieved in 2013 it should be noted that a comprehensive evaluation of the audit process was conducted by the auditor which resulted in significant change to the process which impacts the overall score.

**Status:** Active  
**Goal Year(s):** 2015-16, 2018-19, 2019-20, 2020-21  
**Goal Entered:** 07/03/2017

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Facilities - Grounds

### 2. Where We Are Now: Year at a Glance

**2020-21**

**Contact Person:** Kenneth McAlpin / Gary Nellesen

**Email/Extension:** kmcalpin@mtsac.edu / gnellesen@mtsac.edu

**Summary of Notable Achievements:** The Grounds team continues to transition old style inefficient watering systems to new computer controlled drip irrigation, and water saving California native plantings, while beginning the long-term efforts to create an “urban forest” in conjunction within the EFMP and Climate Action Plan.

**Program Planning for Retention and Success:** n.a.

**External and Internal Conditions Analysis:** n.a.

**Critical Decisions Made by Unit:** n.a.

**Contributors to the Report:** Kenneth McAlpin / Gary Nellesen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Deliver high quality facilities planning, design, construction, and operational services of campus buildings, infrastructure, and equipment, while providing superior customer service.</b> - Operate clean, safe, functional, and reliable facilities by maximizing predictive, preventative, and scheduled maintenance activities, while responsively meeting ongoing and urgent maintenance requirements. Manage cost of operation by proactively developing standards of care and operating budgets for new facilities coming on line.</p> <p><b>Status:</b> Active</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b> \$55,000 for one-time funding to the equipment budget to purchase a John Deere 3-blade rotary mower.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> A new John Deere 3 blade rotary mower is necessary to replace the 2006 model we currently have. The new mower is ideal for both lawns and sporting fields.</p> <p><b>Lead:</b> Ruben Avila</p> <p><b>What would success look like and</b></p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 50</p> <p>Purchase additional equipment to maintain the campus. (07/15/2021)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 09/20/2019</p>	<p><b>how would you measure it?:</b> A new rotor mower would increase efficiency and timeliness for the grounds department.</p> <p><b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>One-Time Funding Requested (if applicable):</b> 55000</p> <p><b>Request - Full Funding Requested -</b> Campus beautification/Additional \$20,000 to the supply budget.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> An additional on-going \$20,000 is necessary to increase the supply budget to beautify older areas on campus, and to compliment surrounding newly landscaped buildings. On-going budget to purchase plants, trees, and mulch.</p> <p><b>Lead:</b> Ruben Avila</p> <p><b>What would success look like and how would you measure it?:</b> Landscapes would be consistently improved campus wide.</p> <p><b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>On-Going Funding Requested (if applicable):</b> 20000</p> <p><b>Request - Full Funding Requested -</b> One-time funding request of \$500,000 to construct a canopy</p>	
---	---	--

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

structure at the Athletics Yard and the Maintenance Yard.

**Describe Plans & Activities**

**Supported (Justification of Need):** A one-time fund of \$500,000 to construct a canopy in the athletics yard and the maintenance yard. The canopy structure would create shelter and protection from the elements as well as security for the grounds department equipment and supplies.

**Lead:** Ruben Avila

**What would success look like and how would you measure it?:**

The canopy structure will create protection and extend the life of equipment and supplies.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 500000

**Request - Full Funding Requested -**

One-time funding request for \$75,000 to purchase a 1600 Turbo Series wide area mower.

**Describe Plans & Activities**

**Supported (Justification of Need):** A one-time funding request for a 1600 Turbo Series wide area mower is necessary to replace the college's 17 year old wide area mower.

**Lead:** Ruben Avila

**What would success look like and how would you measure it?:**

The new wide area mower would increase

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

efficiency and timeliness for the grounds department.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 75000

**Request - Full Funding Requested -**

Staff support for new facilities coming on line FY 2021-22 (year 1)  
Heavy equipment operator

**Describe Plans & Activities**

**Supported (Justification of Need):** 2  
new parking structures will be opened in 2021-22, requiring daily cleaning and sweeper operation.

**Lead:** Ken McAlpin

**What would success look like and how would you measure it?:** Staff support on campus.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 36000

**On-Going Funding Requested (if applicable):** 88000

**Total Funding Requested:** 124,000

**Request - Full Funding Requested -**

Staff support for new facilities coming on line FY 2022-23 (year 2) 3  
FTE grounds and horticulture technicians, and 1 FTE arborist

**Describe Plans & Activities**

**Supported (Justification of Need):**  
The new student center and

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

athletics facilities will require ongoing grounds maintenance over an area in excess of 7 acres, with over 250 new trees. Each new position will require a service vehicle (\$32,000) and small equipment (\$4,000

**Lead:** Ken McAlpin

**What would success look like and how would you measure it?:** Staffed support on campus.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 144000

**On-Going Funding Requested (if applicable):** 374000

**Total Funding Requested:** 518,000

**Request - Full Funding Requested -**  
Equipment support for new facilities coming on line FY 2021-22 (year 1) - New sweeper suitable for parking structures. Estimated cost \$110,000

**Describe Plans & Activities Supported (Justification of Need):**

The new gateway and champion structures will require specialized equipment to maintain a clean and safe environment.

**Lead:** Ken McAlpin

**What would success look like and how would you measure it?:** Proper equipment to maintain new parking structures on campus.

**Type of Request:** NON INSTRUCTIONAL EQUIPMENT:  
Tangible property with useful life of more than one year, other than land

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 110000

**Total Funding Requested:** 110,000  
**Request - Full Funding Requested -**  
 Equipment support for new facilities coming on line FY 2022-23 (year 2) - Replace 3 grounds vehicles (\$32,000) and 1 specialty mower (\$84,000). Estimated cost \$180,000

**Describe Plans & Activities Supported (Justification of Need):**  
 The new gateway and champion structures will require specialized equipment to maintain a clean and safe environment.

**Lead:** Ken McAlpin  
**What would success look like and how would you measure it?:** A clean and maintained campus.

**Type of Request:** NON INSTRUCTIONAL EQUIPMENT:  
 Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if applicable):** 180000  
**Total Funding Requested:** 180,000

**Promote and integrate sustainable facilities, infrastructure, and equipment by implementing**

**Request - Full Funding Requested -**  
 One-time funding request for \$30,000 for phase 2 Maxicom

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p><b>principles of the 2018 Educational and Facilities Master Plan, the 2018 Educational and Facilities Master Plan Environmental Impact Report, and the 2018 Climate Action Plan.</b> - Utilize materials, supplies, vendors, and equipment that align with industry best practices and support the principles of sustainability embraced by the college and enumerated in the Facilities Master Plan, Environmental Impact Report and Climate Action Plan. Expand recycling and waste management practices to align with campus sustainability goals.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 09/20/2019</p>	<p>Irrigation Controls.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> A one-time funding request for \$30,000 to complete phase 2 of the Maxicom irrigation controls system. Phase 2 scope of work includes installing a flow sensor at each of the 80 master valves.</p> <p><b>Lead:</b> Ruben Avila</p> <p><b>What would success look like and how would you measure it?:</b> Successfully reduce water waist and usage on campus.</p> <p><b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>One-Time Funding Requested (if applicable):</b> 30000</p>	
---	---	--

<p><b>Improve teamwork at all levels within Facilities Planning and Management</b> - Engage productively in the planning, design, materials specification, and construction activities for all project types. Collaboratively transition projects from the construction closeout phase to the operations phase within the first year of operations.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 09/20/2019</p>	<p><b>Request - Full Funding Requested -</b> On-going funding of an additional \$75,000 for hourly employees.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> An on-going \$75,000 additional funds are needed for the hourly employee budget. Hourly employees are necessary to compensate for employee leaves and industrial accidents. This is necessary to continue to provide a clean and beautiful campus.</p> <p><b>Lead:</b> Ruben Avila</p> <p><b>What would success look like and how would you measure it?:</b> Continued maintenance of the</p>	
--	--	--



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

campus.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 75000

**Request - Full Funding Requested -**

On-going funding, \$50,000, for one new Grounds department permanent position to support the newly constructed Business and Computer Technology (BCT) complex.

**Describe Plans & Activities**

**Supported (Justification of Need):**

The newly constructed BCT complex consists of three new classroom buildings and large sections of landscaping and hardscaping, maintenance of sloping hills and a large turf area.

**Lead:** Ruben Avila

**What would success look like and how would you measure it?:**

Increased maintenance and efficiency and overall timeliness.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 50000

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Facilities - Maintenance

### 2. Where We Are Now: Year at a Glance

**2020-21**

**Contact Person:** Bill Asher / Gary Nellesen

**Email/Extension:** washer@mtsac.edu / gnellesen@mtsac.edu

**Summary of Notable Achievements:** 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. The Maintenance and Operations team has successfully completed and closed approximately 7,000 work orders and continues to focus on preventative maintenance of the many complex systems that make our campus work efficiently.

**Program Planning for Retention and Success:** n.a.

**External and Internal Conditions Analysis:** n.a.

**Critical Decisions Made by Unit:** n.a.

**Contributors to the Report:** Bill Asher / Gary Nellesen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Deliver high quality operational services of campus buildings, infrastructure, and equipment. -</b> Operate clean, safe, functional, and reliable facilities by maximizing predictive, preventative, and scheduled maintenance activities, while responsively meeting ongoing and urgent maintenance requirements.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 09/19/2019</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b> 50,000</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Secure on-going funding for Maintenance Repairs and Maintenance Supplies budget lines to meet campus needs.</p> <p><b>Lead:</b> Bill Asher</p> <p><b>What would success look like and how would you measure it?:</b> On-going funds will be added to</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 75</p> <p>Hire additional staff to support and maintain the campus buildings and equipment. (07/15/2021)</p>

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

operational budget lines as needed. This was received on a one-time basis. Funding needs to be continued as on-going.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 50000

**Total Funding Requested:** 50,000  
**Request - Full Funding Requested -** Encumber and expend all state Scheduled Maintenance funds in the time frame given by the State in support of campus needs.

**Describe Plans & Activities Supported (Justification of Need):** None-funds already received from state.

**Lead:** Bill Asher  
**What would success look like and how would you measure it?:** All funds encumbered and expended as directed by the State of California. Cost effective completed projects of superior quality with limited disruption to the Students, Faculty, Staff, and visitors of the college.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High  
**Request - Full Funding Requested -** Staff support to improve maintenance service levels from

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

APPA level 4 to APPA level 2, support ongoing construction projects, and meet the maintenance needs of new facilities coming on line FY 2021-22 (year 1) 5 FTE maintenance workers as follows: 1FTE painter, 1FTE HVACR technician, 1 FTE locksmith, 1 FTE plumber

**Describe Plans & Activities Supported (Justification of Need):**

The maintenance team currently services the college at APPA level 4 (reactive maintenance). An APPA service level 2 (comprehensive stewardship) is necessary to meet current operational requirements. In addition, new construction projects are ongoing at the rate of over \$100 million expenditures per year, a pace that will continue through 2025-26, with expected net growth over 250,000 maintainable square foot by 2022-23. Current maintenance staff does not have time to effectively support construction activities, and are frequently drawn away from their regular responsibilities by construction emergencies. These positions are essential to the safe and effective construction and commissioning of new construction. Each new position will require a service vehicle (\$32,000) and small equipment (\$4,000)

**Lead:** Bill Asher  
**What would success look like and how would you measure it?:** Fully staffed and a fully maintained campus.  
**Type of Request:** STAFFING: Requests

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 180000

**On-Going Funding Requested (if applicable):** 550000

**Total Funding Requested:** 730000

**Request - Full Funding Requested -**

Staff support to improve maintenance service levels from APPA level 4 to APPA level 2, support ongoing construction projects, and meet the maintenance needs of new facilities coming on line FY 2022-23 (year 2) 4 FTE maintenance workers as follows: 1FTE Painter, 1FTE Maintenance Mechanic, 1 FTE Skilled Crafts, 1 FTE Carpenter.

**Describe Plans & Activities**

**Supported (Justification of Need):**

The maintenance team currently services the college at APPA level 4 (reactive maintenance). An APPA service level 2 (comprehensive stewardship) is necessary to meet current operational requirements. In addition, new construction projects are ongoing at the rate of over \$100 million expenditures per year, a pace that will continue through 2025-26, with expected net growth over 250,000 maintainable square foot by 2022-23. Current maintenance staff does not have time to effectively support construction activities, and are frequently drawn away from their regular responsibilities by construction emergencies. These positions are essential to the safe

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

and effective construction and commissioning of new construction. Each new position will require a service vehicle (\$32,000) and small equipment (\$4,000)

**Lead:** Bill Asher

**What would success look like and how would you measure it?:** Staffed campus and a maintained campus.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 144000

**On-Going Funding Requested (if applicable):** 44000

**Total Funding Requested:** 588000

**Request - Full Funding Requested -**

Provide necessary contractor support to maintain critical systems outside of the specific equipment and systems maintained by the college staff. FY 2022-23 (Year 2). Fully fund the contracted services necessary for the new gymnasium/wellness/aquatics/heritage hall/student center facilities

**Describe Plans & Activities**

**Supported (Justification of Need):**

Contracted services are necessary to maintain elevators, escalators, food services equipment, photometric glass, exterior and interior high area cleaning, and fire systems. The two projects represent nearly 300,000 GSF

**Lead:** Bill Asher

**What would success look like and how would you measure it?:** Critical

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

Systems support.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 145000

**Total Funding Requested:** 145000

**Request - Full Funding Requested -** Expand work order center staff to meet higher service levels and growth in work order requests. 45% FTE Administrative Support

**Describe Plans & Activities Supported (Justification of Need):** Full time coverage of the maintenance area front office/work order center is necessary to support maintenance staff and respond to service requests from campus.

**Lead:** Bill Asher

**What would success look like and how would you measure it?:** Fully staffed office support.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Medium

**On-Going Funding Requested (if applicable):** 45000

**Total Funding Requested:** 45,000

**Promote and integrate sustainable facilities, infrastructure, and equipment by implementing principles of the 2018 Educational and Facilities Master Plan (2018 EFMP) , the 2018 EFMP**

**Request - No Funding Requested -** N.A.

**Describe Plans & Activities Supported (Justification of Need):** Replace all mechanical systems and components such that they meet or

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Environmental Impact Report (EIR) , and the 2018 Climate Action Plan. -** Utilize materials, supplies, vendors, and equipment that align with industry best practices and support the principles of sustainability embraced by the college and enumerated in the Facilities Master Plan, Environmental Impact Report and Climate Action Plan. Expand recycling and waste management practices to align with campus sustainability goals

**Status:** Active

**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22

**Goal Entered:** 09/19/2019

surpass Title 24 standards.

**Lead:** Bill Asher

**What would success look like and how would you measure it?:** This would result in gains in overall campus sustainability and energy efficiency.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**Request - No Funding Requested -** N.A.

**Describe Plans & Activities Supported (Justification of Need):** Develop and implement plans to replace campus exterior lighting with energy efficiency fixtures and lamps (LED).

**Lead:** Bill Asher

**What would success look like and how would you measure it?:** Results in gains overall campus sustainability, energy efficiency, equipment reliability, and decreased maintenance labor needs.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**Request - No Funding Requested -** N. A.

**Describe Plans & Activities Supported (Justification of Need):** Continue roof replacement and repair activities with a focus of



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

utilizing cool-roof coatings.  
**Lead:** Bill Asher  
**What would success look like and how would you measure it?:** Results in gains in overall campus sustainability, decreased energy consumption, enhanced building envelope assemblies, and decreased maintenance labor needs.  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** High  
**Request - Full Funding Requested -**  
 Provide necessary contractor support to maintain critical systems outside of the specific equipment and systems maintained by the college staff. FY 2021-22 (Year 1)  
 Establish a repair budget for classroom and office furniture purchased using measure RR and measure GO funds  
**Describe Plans & Activities Supported (Justification of Need):**  
 The college has invested over \$2 Million on furniture in recent years related to the measure RR and measure GO building program. Ongoing funds for repair are necessary to maintain the furniture as warranty periods end.  
**Lead:** Bill Asher  
**What would success look like and how would you measure it?:**  
 Classrooms are maintained with FFE.  
**Type of Request:** FACILITIES: This section includes minor building

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 20000  
**Total Funding Requested:** 20,000

**Improve teamwork at all levels within Facilities Planning and Management** - Engage productively in the planning, design, materials specification, and construction activities for all project types. Collaboratively transition projects from the construction closeout phase to the operations phase within the first year of operations.  
  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/19/2019

**Request - Full Funding Requested -** 210,000 to develop in-house construction crew to support Planning & Construction decrease ever growing backlog of construction projects.  
**Describe Plans & Activities Supported (Justification of Need):** Two Skilled Crafts, and One HVAC Mechanic in order to assist Planning & Construction on any sort of tangible level, an increase to current staff levels in necessary.  
**Lead:** Bill Asher  
**What would success look like and how would you measure it?:** A reduction in the project back log, monetary savings through labor costs decreases as compared to avoided contractor costs and quicker project completion time frames.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 210000

**Request - Full Funding Requested -** Develop process to ensure all Design & Construction small projects are reviewed by the Operations Team prior to scope approval.

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Lead:** Bill Asher

**What would success look like and how would you measure it?:**

Increased teamwork and fewer discrepancies between Construction and Planning & Operations in regards to products and systems installed on small construction projects.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Medium

**Expand Maintenance Unit Services Levels from APPA level 4 (reactive maintenance) to APPA level 2 (comprehensive stewardship) over the next 3 years, using customer service survey instruments, interview of critical customers, and work order data.** - Provide staffing at the appropriate level and training as needed to increase service levels while at the same time, supporting construction activities and meeting the needs of new facilities coming on line.

**Status:** Active

**Goal Year(s):** 2020-21

**Goal Entered:** 07/14/2021

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Facilities - Planning & Space Management

### 2. Where We Are Now: Year at a Glance

*2020-21*

**Contact Person:** Mika Klein / Gary Nellesen

**Email/Extension:** mikaela.klein@mtsac.edu / gnellesen@mtsac.edu

**Summary of Notable Achievements:** 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 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.

**Program Planning for Retention and Success:** n.a.

**External and Internal Conditions Analysis:** n.a.

**Critical Decisions Made by Unit:** n.a.

**Contributors to the Report:** Mika Klein / Gary Nellesen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Deliver high quality facilities planning, design, construction, and operational services of campus buildings, infrastructure, and equipment, while providing superior customer service.</b> - Deliver responsive, timely, accurate, and predictable project intake, development, and planning services. Ensure compliance with federal, state, regional, and local development requirements, including mitigation of environmental impacts. Provide document resources and project file management for all</p>	<p><b>Request - Full Funding Requested -</b> Increase capacity to support the number, size, and complexity of major and minor capital improvement projects related to Measure GO.  <b>Lead:</b> Gary Nellesen  <b>What would success look like and how would you measure it?:</b> Timely and cost effective execution of Measure GO projects.  <b>Type of Request:</b> STAFFING: Requests for permanent employee positions or temporary/hourly employees.  <b>Planning Unit Priority:</b> High</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p>facilities and project types.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 09/20/2019</p>	<p><b>On-Going Funding Requested (if applicable):</b> 400000</p>	
---	--	--

		<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 50</p> <p>Institutionalize sustainability budgets (07/15/2021)</p>
--	--	---

<p><b>Promote and integrate sustainable facilities, infrastructure, and equipment by implementing principles of the 2018 Educational and Facilities Master Plan, the 2018 Educational and Facilities Master Plan Environmental Impact Report, and the 2018 Climate Action Plan.</b> - Provide project level planning services that meet the needs of the campus community and demonstrate the highest commitment to shaping a sustainable society. Monitor all facilities design, construction, and operations activities to ensure compliance with the principles of sustainability embraced by the college and enumerated in the Facilities Master Plan, Environmental Impact Report, and Climate Action Plan.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 09/20/2019</p>	<p><b>Report directly on Goal</b></p> <p><b>Request - Full Funding Requested -</b> Expand sustainability efforts consistent with the 2018 Educational and Facilities Master Plan, the 2018 Educational and Facilities Master Plan Environmental Impact Report, and the 2018 Climate Action Plan.</p> <p><b>Lead:</b> Gary Nellesen</p> <p><b>Type of Request:</b> STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>On-Going Funding Requested (if applicable):</b> 125000</p>	
---	--	--

		<p><b>Request - Full Funding Requested -</b> Institutionalize sustainability budgets</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> The new sustainability director will need access to operating funds for studies and reports that cannot be funded through measure GO, along with 50% of salary to provide flexibility for the director to work on non-construction elements of sustainability, including links to social justice efforts across campus. This is a 3 year proposal that will include specific goals and measured</p>
--	--	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

outcomes.  
**Lead:** Eera Babtiwale  
**What would success look like and how would you measure it?:**  
 Institutionalize sustainability budgets in place.  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 130000  
**Total Funding Requested:** 130,000

**Improve teamwork at all levels within Facilities Planning and Management** - Develop and implement consistent standards for project planning deliverables for all project types. Develop and maintain the master design and construction schedule in collaboration with all facilities units. Support all facilities units by preparing biddable construction drawings for small projects.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21  
**Goal Entered:** 09/20/2019

**Improve the communication of project status across campus.** - Revise project list format to increase the number of reports that are available.  
**Status:** Active  
**Goal Year(s):** 2017-18, 2019-20,  
**In Progress** - Revise project list format to increase the number of reports that are available.  
**Describe Plans & Activities Supported (Justification of Need):**  
 Staff Time  
**Lead:** Gary Nellesen, Director

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

2020-21 <b>Goal Entered:</b> 09/26/2017	<b>Planning Unit Priority:</b> High <b>In Progress</b> - Update project budget tracking and reporting. <b>Describe Plans &amp; Activities</b> <b>Supported (Justification of Need):</b> Staff time. <b>Lead:</b> Gary Nellesen, Director <b>Planning Unit Priority:</b> High	
--	--	--

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Facilities - Transportation

### 2. Where We Are Now: Year at a Glance

**2020-21**

**Contact Person:** Kenneth McAlpin / Gary Nellesen  
**Email/Extension:** kmcalpin@mtsac.edu / gnellesen@mtsac.edu  
**Summary of Notable Achievements:** n  
**Program Planning for Retention and Success:** n  
**External and Internal Conditions Analysis:** n  
**Critical Decisions Made by Unit:** n  
**Contributors to the Report:** Kenneth McAlpin / Gary Nellesen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Deliver high quality facilities planning, design, construction, and operational services of campus buildings, infrastructure, and equipment, while providing superior customer service.</b> - Operate clean, safe, functional, and reliable facilities by maximizing predictive, preventative, and scheduled maintenance activities, while responsively meeting ongoing and urgent maintenance requirements. Manage cost of operation by proactively developing standards of care and operating budgets for new facilities coming on line.</p> <p><b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20,</p>	<p><b>Request - Full Funding Requested -</b>            On-going funding request for \$30,000 increase to repair budget.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            An on-going funding request for \$30,000 increase to the repair budget to support Student Transportation and staff vehicle maintenance.</p> <p><b>Lead:</b> Ruben Avila</p> <p><b>What would success look like and how would you measure it?:</b>            Timeliness and efficiency would increase while maintaining Student Transportation.</p> <p><b>Type of Request:</b> FACILITIES: This section includes minor building</p>	



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

2020-21, 2021-22  
**Goal Entered:** 09/20/2019

improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 30000

**Request - Full Funding Requested -**  
 On-going funding for \$30,000 for supply budget for Student Transportation.

**Describe Plans & Activities Supported (Justification of Need):**  
 An on-going funding increase of \$30,000 for the supply budget for Student Transportation and Staff vehicles.

**Lead:** Ruben Avila  
**What would success look like and how would you measure it?:**

Increased timelines and efficiency.  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 30000

**Request - Full Funding Requested -**  
 One-time \$150,000 for the purchase of six work trucks.

**Describe Plans & Activities Supported (Justification of Need):** A one-time \$150,000 funding request for the purchase of six work trucks for the facilities department.

**Lead:** Ruben Avila  
**What would success look like and how would you measure it?:**  
 Transportation support for the

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

Facilities Planning & Management staff.  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 150000

**Promote and integrate sustainable facilities, infrastructure, and equipment by implementing principles of the 2018 Educational and Facilities Master Plan, the 2018 Educational and Facilities Master Plan Environmental Impact Report, and the 2018 Climate Action Plan.** - Utilize materials, supplies, vendors, and equipment that align with industry best practices and support the principles of sustainability embraced by the college and enumerated in the Facilities Master Plan, Environmental Impact Report and Climate Action Plan. Expand recycling and waste management practices to align with campus sustainability goals.

**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/20/2019

**Report directly on Goal**

**Request - Full Funding Requested -** One-time funding request for \$100,000 for a Reclaim Truck/Equipment Wash Station  
**Describe Plans & Activities Supported (Justification of Need):** A one-time funding request for \$100,000 for a reclaimed water station for campus vehicles, student transportation and equipment.  
**Lead:** Ruben Avila  
**What would success look like and how would you measure it?:** Conserving water by using reclaimed water.  
**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if**

**Reporting Year:** 2020-21  
**% Completed:** 50  
 To align Mt. SAC with Statewide and local sustainability goals, the college should develop a sustainable vehicle plan. Propose purchasing several electrical vehicles to test their suitability as maintenance vehicles and as a vehicle pool for construction project (07/15/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**applicable):** 100000  
**Request - Full Funding Requested -**  
 Evaluate campus wide electrical vehicle options  
**Describe Plans & Activities Supported (Justification of Need):**  
 To align Mt. SAC with Statewide and local sustainability goals, the college should develop a sustainable vehicle plan. Propose purchasing several electrical vehicles to test their suitability as maintenance vehicles and as a vehicle pool for construction project managers. Vehicles are needed every year, and with growth of the construction program and aging maintenance vehicles, 5 new trucks are needed at this time.  
**Lead:** Ken McAlpin  
**What would success look like and how would you measure it?:**  
 Sustainable transportation campus wide.  
**Type of Request:** NON INSTRUCTIONAL EQUIPMENT:  
 Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.  
**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if applicable):** 200000  
**Total Funding Requested:** 200,000

<b>Improve teamwork at all levels within Facilities Planning and Management - Engage productively</b>	<b>Request - Full Funding Requested -</b> On-going funding for \$75,000 for a permanent full time mechanic.	
---	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

in the planning, design, materials specification, and construction activities for all project types. Collaboratively transition projects from the construction closeout phase to the operations phase within the first year of operations.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/20/2019

**Describe Plans & Activities Supported (Justification of Need):**  
 An on-going funding request for \$75,000 for a permanent full time mechanic to support the two current Garage mechanics, as well as serve the campus vehicles, gas carts, heavy equipment for the farm and the grounds department.  
**Lead:** Ruben Avila  
**What would success look like and how would you measure it?:** Support to the Transportation department.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 75000

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Facilities - Warehouse

### 2. Where We Are Now: Year at a Glance

2020-21

**Contact Person:** Bill Asher / Gary Nellesen

**Email/Extension:** washer@mtsac.edu / gnellesen@mtsac.edu

**Summary of Notable Achievements:** n

**Program Planning for Retention and Success:** n

**External and Internal Conditions Analysis:** n

**Critical Decisions Made by Unit:** n

**Contributors to the Report:** Bill Asher / Gary Nellesen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Deliver high quality facilities planning, design, construction, and operational services of campus buildings, infrastructure, and equipment, while providing superior customer service.</b> - Operate clean, safe, functional, and reliable facilities by maximizing predictive, preventative, and scheduled maintenance activities, while responsively meeting ongoing and urgent maintenance requirements. Manage cost of operation by proactively developing standards of care and operating budgets for new facilities coming on line.</p>	<p><b>Request - Full Funding Requested -</b> \$13,000 for a new copier/printer.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> One-time funding request for a new copier for the Warehouse staff.  <b>Lead:</b> Bill Asher  <b>What would success look like and how would you measure it?:</b> A new copier/printer would increase efficiency.  <b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  <b>Planning Unit Priority:</b> Medium  <b>One-Time Funding Requested (if applicable):</b> 13000</p>	
<p><b>Status:</b> Active</p>		

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22

**Goal Entered:** 09/20/2019

**Request - Full Funding Requested -**  
\$10,000 requested for a professional assessment of racking and organization.

**Describe Plans & Activities Supported (Justification of Need):** A professional racking and organizational assessment is necessary to ensure maximum use of warehouse space.

**Lead:** Bill Asher

**What would success look like and how would you measure it?:**  
Improved organization would over all increase efficiency and and timeliness.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 10000

**Request - Full Funding Requested -**  
\$15,000 one time funding request for Security Enhancements.

**Describe Plans & Activities Supported (Justification of Need):**  
Increased security enhancements are necessary to prevent theft.

**Lead:** Bill Asher

**What would success look like and how would you measure it?:** A secure Warehouse would prevent any future theft.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

areas.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 15000

**Promote and integrate sustainable facilities, infrastructure, and equipment by implementing principles of the 2018 Educational and Facilities Master Plan, the 2018 Educational and Facilities Master Plan Environmental Impact Report, and the 2018 Climate Action Plan.** -

Utilize materials, supplies, vendors, and equipment that align with industry best practices and support the principles of sustainability embraced by the college and enumerated in the Facilities Master Plan, Environmental Impact Report and Climate Action Plan. Expand recycling and waste management practices to align with campus sustainability goals.

**Status:** Active

**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22

**Goal Entered:** 09/20/2019

**Improve teamwork at all levels within Facilities Planning and Management** -

Engage productively in the planning, design, materials specification, and construction activities for all project types. Collaboratively transition projects from the construction closeout phase to the operations phase within the first year of operations.

**Status:** Active

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22

**Goal Entered:** 09/20/2019



# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Fiscal Services Accounting Unit

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Jackson Kuo

**Email/Extension:** jkuo3@mtsac.edu

**Summary of Notable Achievements:** 1. Accounting unit has successfully transitioned to electronic documents.  
2. Chrome River has been implemented and in the first few months of operational use. Training has been provided with more to come.  
3. Configured Citizen's Business Bank ACH transfers. Pending testing and go live.

**Program Planning for Retention and Success:** N/A

**External and Internal Conditions Analysis:** External - The COVID-19 pandemic largely affected the accounting department over the past year. We continued to work with vendors and employees across campus to take advantage of paperless processing, which was a major change.

Internal - Mt. SAC has grown over the last several years, so have the business transactions.

**Critical Decisions Made by Unit:** Job duties for staff have been alerted and shifted to accommodate for resource shortages.

**Contributors to the Report:** Jackson Kuo, Priscilla Romero, Grace Espinoza, Elizabeth Jauregui, Lia Mason, Evelyn Hermosillo, Jenny Tjandra, and Judy Kim

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Customer Service</b> - To provide excellent customer services  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/01/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100                      Documents processed by the accounting group are now done electronically. All departments we work with has adapted to the transition and helped us reduce paper documents. (07/15/2021)</p>
<p><b>Fiscal Independence</b> - To maintain Fiscal Independence Status  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 75                      This is an ongoing process. We are continuing to use technology where possible. This includes configuring OnBase to process invoices for payment and Chrome River for conference and travel expenses. Various business</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
	<b>Report directly on Goal</b>	processes under go continuous monitoring, review and improvement. (07/15/2021)
<p><b>Fiscal Services Door - Option for Viewing before Unlocking</b> - Add a mechanism for the staff monitoring entrance to Fiscal Services' main door, so the staff are able to see who they are letting in the office prior to unlocking the door.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 06/27/2017</p>	<p><b>Report directly on Goal</b></p> <hr/> <p>To add a mechanism whereby the staff may view who is at the Fiscal Services main door before unlocking the door</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Options-mirror on opposite hallway wall; non-recording camera &amp; monitor; non-recording outside buzzer/button; camera; and monitor (like Info Tech in data/training center bldg.) New Resource Allocation 7</p> <p><b>Lead:</b> Shelly Zahrt-Egbert</p> <p><b>What would success look like and how would you measure it?:</b> Staff Satisfaction and efficiency</p> <p><b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.</p> <p><b>Planning Unit Priority:</b> High</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 25</p> <p>There has been no change during fiscal year 19-20. This project has been discussed with facilities but due to other priorities and limitations within the space no progress was made. (07/15/2021)</p>
<p><b>Develop Procedures</b> - To develop Internal and external procedures to improve efficiencies and collaboration</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p>	<b>Report directly on Goal</b>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 50</p> <p>We have not made progress since last year. Staff and manager are working at capacity in addition to life events that require staff to be absent. Additional resources are needed to provide the flexibility that would allow us to work on non-transactional items and process reviews.</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p><b>Goal Entered:</b> 06/15/2017</p>	<p><b>Report directly on Goal</b></p> <p><b>Request - No Funding Requested -</b> Collaborate as a team to develop training materials and outline processes to discuss where improvements can be made.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> This is an ongoing goal to continually evaluate processes and procedures to ensure we are meeting the needs of our students and staff.</p> <p><b>Lead:</b> Jackson Kuo</p> <p><b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.</p> <p><b>Planning Unit Priority:</b> Medium</p>	<p>(07/21/2021)</p>
--	---	---------------------

<p><b>Fiscal Services - Panic Button in Vault</b> - Installation of panic button in the inner vault, so staff may alert campus safety (or nearby Sheriff's dept) of a robbery</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 06/27/2017</p>	<p><b>Report directly on Goal</b></p> <p><b>Request - Full Funding Requested -</b> Installation of panic button in the inner vault to alert Campus/Public safety of a robbery</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Button and connection</p> <p><b>Lead:</b> Shelly Zahrt-Egbert</p> <p><b>What would success look like and how would you measure it?:</b> Safety of staff</p> <p><b>Type of Request:</b> FACILITIES: This</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 75</p> <p>No progress has been made due to other priorities.</p> <p>(07/15/2021)</p>
---	--	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

section includes minor building improvement projects and alterations to specific rooms or operational areas.  
**Planning Unit Priority:** High

<p><b>Lock box for incoming checks -</b>          Procure lock box services from Citizen's Business Bank to receive and deposit recurring payments received by Mt. SAC such as retiree health benefit premiums.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2019-20, 2020-21  <b>Goal Entered:</b> 08/10/2021</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b>          Funding needed to procure lock box service from Citizen's Business Bank  <b>Lead:</b> Jackson Kuo  <b>What would success look like and how would you measure it?:</b> Reduce manual processing and depositing of checks received  <b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  <b>Planning Unit Priority:</b> Urgent  <b>One-Time Funding Requested (if applicable):</b> 0  <b>On-Going Funding Requested (if applicable):</b> 16000  <b>Total Funding Requested:</b> 16000</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 25          Still pending funding to set up lockbox service with Citizens Business Bank. (06/29/2021)</p>
--	---	--

<p><b>OnBase Invoice Payment Process -</b>          Utilize OnBase workflow to initiate, gather approval and enter invoices for payment.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2019-20, 2020-21  <b>Goal Entered:</b> 08/10/2020</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - No Funding Requested -</b>          Assistance from IT for</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100          Chrome River has been implemented. OnBase is now used primarily as a document retention and sharing application.          (07/15/2021)</p>
---	--	--

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

implementation

**Lead:** Jackson Kuo

**What would success look like and how would you measure it?:**

Discontinue paper based invoice payment process.

**Type of Request:** IT SUPPORT:

Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 0

**On-Going Funding Requested (if applicable):** 0

**Total Funding Requested:** 0

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Fiscal Services Resource Unit

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Marisa the Ziegenhohn

**Email/Extension:** mziegenhohn@mtsac.edu/6445

**Summary of Notable Achievements:** 1. Fiscal Services maintained fiscal stability for the College and closed the 2019-20 College books timely. The College obtained unmodified audit opinions for the financial audit, bond performance audit, and bond financial audit in the 19-20 fiscal year. The District annual budgets (Tentative and Adopted) were approved by the Board of Trustees as mandated by Title V regulations. The department worked efficiently to meet numerous deadlines and submit mandatory financial reports.

2. Maintained fiscal stability for the Mt SAC Auxiliary Services. Closed the 2019-20 books timely and submitted the nonprofit tax return and vendor/payroll tax reports. Obtained an unmodified audit opinion.

3. Provided timely budget and account code information for increased funding in the Unrestricted General Fund and Restricted Funds, which included 44 new grants this year.

4. Collaborated with the collective bargaining process for all employee groups by participating in negotiations for faculty and classified staff and by providing financial information and estimated cost scenarios for all employee groups.

5. To support student success, Fiscal Services processed more than \$49,398,354 million in financial aid payments to students. An additional \$10,227,187.00 million in CARES Act, Disaster Relief Emergency, CRRSAA Emergency Student Aid and CRRSAA Institutional funds for COVID-19 was disbursed to more than 16,640 students in 2020-21.

6. CARES Act, CARES MIS, Emergency Student Financial Aid, 2 COVID-19 grants, CRRSAA and a third round of HEERF funding coming soon for the 2020-21 fiscal year were received due to the pandemic. This included setting up a budget based on needs of the campus closure, student disbursement of aid and revenue loss. The tracking of these additional funds, recording of budget transfers, payment of expenditures and quarterly reports due to the agencies was completed on time and was an exponential increase in workload for the Fiscal Resources team.

**Program Planning for Retention and Success:** N/A

**External and Internal Conditions Analysis:** 1. Due to COVID 19 Pandemic and campus closure, Fiscal Services has provided a breadth of support ranging from adjusting processes to allow employees to work remotely as well as evaluating and modifying internal processes so that we can still meet the needs of our students and greater campus community. Closing entries were delayed, grants were carried over into current fiscal year. We have also worked diligently to contact students and provide guidance on how to set up their financial aid accounts by email so they are still able to receive their funds in a timely manner. Furthermore, the process of obtaining employee signatures on Federal Grant Time and Effort certifications has been challenging and has caused delays in submitting these reports on a timely basis to the Fiscal office for audit purposes. The staff had delays with Networks and connectivity issue while working remotely. While these circumstances have caused staff additional work hours, the end result is still achieved.

2. Changes in Federal, State, and Local regulations are the primary source of external conditions. Major changes that have financial or reporting implications for the future years are: the contribution rates for CalSTRS and CalPERS began increasing on an annual basis since July 1, 2014.

3. Due to new regulations on Federal verification for Financial aid applications students awards are being pulled back and the students now owe the College funds. This has caused an increase on pull back, student holds and maintenance on collections.

4. The Warehouse Department has experienced retirements in years prior and the Warehouse Coordinator position remained vacant for most of the Fiscal Year. As a result of the receiving unit being short staffed for an extended period of time Fiscal Services continues to be affected. This is an essential position as it is critical that the receiving, disposing, recording and maintaining of fixed assets are kept up to date. COVID-19 and the campus closure has also impacted fixed assets since staff are on campus less frequently and therefore processing has been further delayed.

5. System limitations in providing reports in Banner and Argos, such as multiple year grants and projects increase the staff time because reports are created manually.

6. Technology or method changes that do not decrease work volume, only shift work volume; sometimes increasing the volume and effort needed. As an example, the Purchasing Card Program provides convenience for the campus users, but does not relieve transaction volume and effort. The time lapse from when the purchase is made with the Pcard to when it is loaded into Banner has a one month delay. This has created extra work when maintaining grants and making sure either Pcards are not used right before the grant closes or adjusting entries after grants have closed. Also issues adjusting sales and use tax done after the entries is posted in Banner created even more adjustments to budgets.

7. The lack of support from student assistants due to the COVID-19 closure of campus has also made an impact due to less support available for administrative tasks such as filling, retrieving files, scanning documents, making copies, etc.

8. Due to the pandemic, additional aid was distributed to students. Consequently the returned/Stale dated checks also increase. These numbers more than doubled with monthly averages increasing from 40 to about 800 records per month.

**Critical Decisions Made by Unit:** 1. In order to provide customer service to the campus and meet regulatory mandates, Fiscal Services maintained critical functions by temporarily realigning responsibilities among existing employees and contracting accounting services due to 2 vacancies in the department.

**Contributors to the Report:** Marisa Ziegenhohn, Maria Correia, Maria Kline, Christine Lam, Catherine Nguyen, Yvette Shane, Emma Valenzuela, Melanie Lazo, Kimberly Leisire, Alsace Kam, Kevin Truong and Suzanne Ponce.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Customer Service</b> - To provide excellent customer service  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/01/2017</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b>  Fiscal Specialist Position \$96,551.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> A new Fiscal Specialist position is needed for the Fiscal Resources team as increased categorical programs are accepted by the College. These programs are more complex and require more customized reporting information. As the Chancellors Office moves on to a new system that requires special review and certifications such as NOVA and Fi\$cal invoicing. Changes in staffing in the campus have cause a lot of re-training and extra efforts to review and maintain more financial information.  <b>Lead:</b> Marisa Ziegenhohn  <b>What would success look like and how would you measure it?:</b> Fiscal would be able to provide more timely and customized reports to budget and grant managers. Each grant required different reporting and program goal setting. Fiscal would be able to help monitor grants as deadlines are approaching with reminders and a greater emphasis on grant end dates and spend downs. Ongoing unrestricted budgets would have monitoring and we could</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 75  Position remained frosted through 04/27/2021. Due to the delay of this hiring process, there is a delay with a permanent new hire starting until the next Fiscal Year. Customer Service was strained due to vacancies and the increased workload related to COVID grants. (05/04/2021)</p>



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

provide more one-one trainings with Admins. The training could be more subject focused with budget review, faculty loads, encumbrance review and such.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 96551

<p><b>Fiscal Independence -</b> To maintain Fiscal Independence Status  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 75            Fiscal Services continues to have unmodified audits. Our department is using technology and constant review of processes to maintain fiscal independence. OnBase was initiated this year as a way to file documents electronically to ensure integrity of information and long-term storage. (05/04/2021)</p>
--	---------------------------------------	--

<p><b>Professional Development-Cross-training -</b> Continue promoting training and cross-training for all Fiscal Services areas to enhance employee knowledge, which will increase productivity, encourage collaboration and personal growth (2015-16).            Fiscal Services will continue promoting training and cross training for all Fiscal Services staff.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/14/2017</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Partial Funding Requested</b>            - Provide Advance Excel training to Fiscal Services staff. Bring in a trainer who has provided training through POD in the past. This training would be focused specifically to manage data with Argos reports.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            Provide training sessions for the Fiscal Resources team to manage data from Argos reports to provide and aid with financial statement and reports.</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 75            Cross training will continue as new duties are being reassigned with new hires. (06/26/2018)</p>
---	---	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Lead:** Marisa Ziegenhohn  
**What would success look like and how would you measure it?:** Added professional growth and improving skills for staff.  
**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 5000  
**Total Funding Requested:** \$5,000

<p><b>Budget Training for Campus users -</b>            Offer budget training classes through POD. This will be a basic overview of our budget process. Learning our chart of accounts, what restricted and unrestricted funds are and also what ongoing and one time funds are. Provide training on how to use some of Fiscal Services administrative forms, such as appropriation transfer, claims statement, immediate needs, etc.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/29/2017</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>In Progress -</b> Develop training materials and a presentation of basic information to present to the College campus. Gather information from different sources such as Budget and Accounting Manual and the Chancellor's Office. Develop quick guides and Banner shortcuts to support users with reviewing their budget and expenses and provide time for question and answer sessions. Work with POD on scheduling times and getting ideas on presentation formats.  <b>Lead:</b> Marisa Ziegenhohn  <b>What would success look like and how would you measure it?:</b> Campus feedback.</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0            As stated last year, due to COVID-19 and positions being frosted this project was on hold. We are currently recruiting to fill vacancies. Once these positions have been filled we will have more resources to dedicate to providing budget training. (07/13/2021)</p>
---	---	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.  
**Planning Unit Priority:** Medium  
**Total Funding Requested:** 0

<p><b>Additional Fiscal Services Access Button</b> - A second access button inside Fiscal Services to unlock the Fiscal Services' door. Button requested for another desk near the door for when the other staff member is away from their desk (the first button).  <b>Status:</b> Active  <b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/27/2017</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b>          To add an additional door access button and connection to Fiscal Services main entrance.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>          Access button and connection; Approved as part of New Resources Allocation 7  <b>Lead:</b> Marisa Ziegenhohn  <b>What would success look like and how would you measure it?:</b> Staff satisfaction and efficiency; reduce up and down motion to access the one button  <b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.  <b>Planning Unit Priority:</b> Medium  <b>Total Funding Requested:</b> 5,000</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0          Previously Fiscal met with Facilities to review this project but due to other priorities no progress was made. We will meet with key stakeholders to readdress this item.          (07/13/2021)</p>
<p><b>Develop a report to help capture personnel changes so Fiscal Services can budget salary expenses for</b></p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0          This project has been put on hold due to staff vacancies and</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>position control more accurately. -</b>            To create efficiencies, this report will be audited by Fiscal Services staff and will be used to upload changes in the Budget Software. Contracted services to develop Self Service Salary Planner to extract daily/weekly job/position control transactional changes.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/26/2018</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b>            Contracted services with SIG Consulting company to help us develop Self Service Salary Planner to extract daily/weekly job/position control transactional changes.            Funding approved through NRA Phase 9.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            The consultant will work with Fiscal Services for about a week to develop a report through Banner Self Service. We currently rely on email communication from HR and items that are brought to the Board for approval. This will consolidate and capture all changes in one solid document that could also be shared by both Human Resources and Payroll. Not only will this provide efficiency, but it will also provide a report that could serve as supporting documentation for audit purposes with the District's external auditors.  <b>Lead:</b> Marisa Ziegenhohn, Christine Lam and Alsace Kam  <b>What would success look like and how would you measure it?:</b> A report that can provide changes related to personnel and salary, which is the biggest portion of our budget, will aid in maintaining our budget. This will support Fiscal in having a more accurate budget with regards to salary and benefits.  <b>Type of Request:</b> OTHER OPERATING</p>	<p>limited resources. We are currently recruiting and once a permanent staff member has been hired we will be able to dedicate time towards this. (07/13/2021)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 12000  
**Total Funding Requested:** 12,000

<p><b>Banner Payroll Redistribution in Self Service and approval</b> - Currently, we don't have payroll redistribution approval and the journals are processed in paper. This tool will allow the electronic approval that will include department users to support improvement to the process in a more intuitive manner. This would require bringing in a SIG consultants to help with the implementation and testing of this process.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/28/2018</p>	<p><b>Request - Full Funding Requested -</b> SIG Consultants to assist with implementation of Payroll redistribution and approval in Banner Self Service.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Currently, we don't have payroll redistribution approval and the journals are processed in paper. This will allow the electronic approval that will include department users and the process will be more intuitive. This would require bringing in a SIG consultant to help with the implementation and testing of this process in the Self Service Banner module, which the campus already has.  <b>Lead:</b> Marisa Ziegenhohn, Christine Lam, Julie Ann Moreno  <b>What would success look like and how would you measure it?:</b> Improved efficiency by producing a paperless approval system for changes to distribution of labor expenses. It will create an audit trail for every change we make to labor</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0            Pending funding (05/05/2021)</p>
---	---	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

expenses. Reduction of workload in Fiscal Services, as changes could possible be initiated by campus users.  
**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 24000  
**Total Funding Requested:** 24,000

<p><b>Banner Time and Effort Reporting through Banner Self Service</b> - Time reporting is currently tracked in excel spreadsheets. The goal is to automate time reporting for grants in the Self Service Banner module.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/28/2018</p>	<p><b>Request - Full Funding Requested -</b> SIG consultants to provide help with the set up, implementation and testing of Time and Effort reporting in Banner Self Service. The College already has this product, we just need technical support to move utilization of this service forward.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Time reporting is currently tracked in excel spreadsheets. The goal is to automate time reporting for grants in the Self Service Banner module, which the campus already has. Time and Effort reporting is required for all federal grants.  <b>Lead:</b> Yvette Shane  <b>What would success look like and how would you measure it?:</b> Fully automated tracking of time and effort for federal grants.  <b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 25            Pending funding for Contract Services to help with the set up in Banner Self Service, implementation and testing. (05/05/2021)</p>
---	--	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 24000  
**Total Funding Requested:** 24,000

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Fiscal Services Unit

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Rosa Royce

**Email/Extension:** rroyce@mtsac.edu, Extension 5530

**Summary of Notable Achievements:** Provided leadership for the development of District-wide budget and compliance with regulations affecting financial transactions. Analyzed and interpreted financial conditions of the District for reporting to Board of Trustees, President's Cabinet and various committees. Collaborated, monitored, and projected District Apportionment and Student Centered Funding Formula. Oversaw budget development and compliance of restricted funds. Provided guidance, compliance, and management of the Student Equity and Achievement Program (SEAP) and COVID-19 related grants, such as HEERF funds, with a total budget of \$121.5 million, including reporting to Federal and State agencies, as well as presentations for the Board of Trustees and campus-wide. Provided financial information for Cabinet decisions of the District and Auxiliary Services Other Post-Employment Benefits (OPEB) trusts and STRS/PERS trust. Due to the COVID-19 pandemic, continued to collaborate with Information Technology and Student Services with the design and recommendations of the Student Fee Refund, as they relate to the Banner Student Accounts Receivable. Oversaw the District and the Auxiliary annual audits, including the bonds audits, which resulted in unmodified (best opinion) audit opinions. Collaborated and provided financial information for the issuance of the bonds.

**Program Planning for Retention and Success:** N/A

**External and Internal Conditions Analysis:** The primary sources for external conditions are changes in economic conditions as well as changes in Federal and State regulations, as follows:

1. The escalating cost increases in the STRS and PERS rates required consistent monitoring to ensure the financial stability to the District.
2. The volatile source of state revenues due to the fact that these revenues rely in earnings in the stock market or capital gains.
3. The uncertainty of variants of COVID-19 outbreaks.
4. Enrollment declines due to the COVID-19 pandemic.
5. The quantity and variety of funds awarded to the District due the COVID-19 pandemic recovery that need to be invested and managed.

The following are internal conditions affecting the department:

1. The needs of the staff and students as a result of returning to campus.
2. Increased workload due to the several funds awarded to the District due to the need to recover from the Pandemic.
3. The continuous requirements of collective bargaining scenarios with detailed analysis continue to increase workload and complexity.

**Critical Decisions Made by Unit:** - Budget Scenarios for the Student Centered Funding Formula.

-Budget recommendations on processes.

-Recommendation on expenditures of HEERF and COVID-19 related funds.

-Decision to handle extraordinary financial transactions and estimates that are recorded in the Accounting books.

**Contributors to the Report:** Rosa Royce



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p><b>Implementation of New Technologies</b> - Budget Software</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 07/01/2018</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 100</p> <p>The Questica Budget Software system has proved to be an efficient database to maintain personnel information at Status Quo, Tentative and Adopted Budget creation. However, Questica does not currently have a partnership agreement with Ellucian, therefore, Mt. SAC has had to pay to get information to flow smoothly between the two systems. Also, projections used for negotiation discussions require a 24-48 hour delay to have Questica reset the test system. More work will continue to be needed until a partnership is solidified.</p> <p>Also, the report writer that Questica uses is quite clunky, and requires constant review every time an update is required to ensure the reports are still working. The report writer also has difficulty with simple report cosmetics such as headers, underline, bold, etc. Additional funding will be needed.</p> <p>We continue to improve the flow of information from Banner to Questica, design a flow of ongoing information (revised budget) rather than just one-time information 3 times a year, and maintain current and design future budget and budget vs. actual reports. (06/30/2021)</p>
---	---------------------------------------	--

**Completed** - Budget Software

**Describe Plans & Activities Supported (Justification of Need):**  
 There is a need of additional integration and reporting to improve efficiencies, eliminate double input and errors between Banner and the Questica Systems, and create custom business rules to automate processes, align with District policies.

**Lead:** Doug Jenson, Rosa Royce, Marisa Ziegenhohn, Monica Cantu

**What would success look like and how would you measure it?:**

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

Paperless budget system that will clearly flow throughout the campus and is use its intuitive to the users. The system should be sufficiently automated to reduce processing time for the Fiscal Services staff as well as to the users.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 100000

**Total Funding Requested:** 100000

**Completed - Budget Software**  
**Describe Plans & Activities**

**Supported (Justification of Need):**  
 The project was completed partially to allow workflow and paperless budget development. There is still a need to create additional reports and the implementation of the Capital and Performance modules are pending.

**Lead:** Doug Jenson, Rosa Royce, Marisa Ziegenhohn, Monica Cantu

**What would success look like and how would you measure it?:** It will greatly reduce processing time for the Fiscal Services and campus staff. Currently, we continue to manipulate date and create manual reports.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 75000  
**Total Funding Requested:** 75000

**Request - Full Funding Requested -** Ongoing funding of \$25,000 to be used for budget software customizations and reports

**Describe Plans & Activities Supported (Justification of Need):**

While the Questica system is an efficient database to maintain personnel information at Status Quo, Tentative and Adopted Budget creation there are limitations with the report writer that require constant review, customizations and specialized reports to be created because it doesn't seamlessly integrate with Ellucian/Banner.

We are requesting \$25,000 of ongoing funds to continue to improve the flow of information from Banner to Questica, design a flow of ongoing information (revised budget) rather than just one-time information three times a year, and maintain current and design future budget and budget vs. actual reports.

**Lead:** Doug Jenson, Rosa Royce, Marisa Ziegenhohn, Monica Cantu

**What would success look like and how would you measure it?:** This funding will allow Fiscal Services to get the necessary reports annually,

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Funding requested as part of NRA - Phase 13. (07/22/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

which are shared with the various Budget Managers, Executive Management and the Board of Trustees.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 25000

**Total Funding Requested:** 25,000

<p><b>Implementation of New Technologies-1</b> - Ellucian Travel and Non Travel Expense Management Powered by Chrome River including Pcard Automation</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 07/01/2018</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b> Purchase of Ellucian Travel and Non Travel Expense Management</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> This SaaS (Software as a Service) solution will help the College with automating electronically the travel and conference and non travel expenses pcard process. The software includes alignment to district policies, authorization of expenditures, budget check, encumber travel funds, store supporting documentation electronically, manage approvals, real time integration with Banner to ensure timely expenditures charges for grants, and it works in mobile technology. It has the ability to</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 100</p> <p>Chrome River went live in May 2021. (06/30/2021)</p>
--	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

upload receipts from a mobile device.  
**Lead:** Doug Jenson/Rosa Royce  
**What would success look like and how would you measure it?:**  
 Paperless travel and conference system that will flow throughout the campus for approval process. Will post transactions in real time and will improve the audit process of the PCard transactions.  
**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 48000  
**On-Going Funding Requested (if applicable):** 31000

**Customer Service -** Fiscal Services Systems Analyst (Job Description in Development) 100% FTE, Range A-120  
**Status:** Inactive  
**Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21  
**Goal Entered:** 07/01/2018  
**Date Goal Archived/Inactivated:** 06/30/2020

**Request - Full Funding Requested -** Funding was approved 10.23.18 as part of New Resources Allocation - Phase 10.  
**Describe Plans & Activities Supported (Justification of Need):**  
 This position will primarily support data analysis, extraction, and reporting as a result of the new Student Centered Funding Formula (SCFF). This position will also support Fiscal Services managers with the application, analysis, functions, and implementation of new technologies related to Fiscal Services functions and will collaborate with the IT department.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

The position will update and improve business processes and prepare training materials. The position will assist in uniform development guidelines, procedures, and practices for all Fiscal Services areas including Budget, Accounting, Purchasing, Payroll, and Bursar's.

**Lead:** Doug Jenson

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 120577

<p><b>Financial Stability and Implementation of New Technologies</b> - Fiscal Services Analyst (Job Description in 100% FTE, Range A-120)</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 07/17/2019</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>This continues to be a need for the Fiscal Services department, especially due to the recovery from the Pandemic as the department must advise, monitor, and report on a large amount of restricted funds, ensure compliance and audit, develop processes and procedures, develop reports, analyze and troubleshoot transactions, as well as train and create material for staff. A higher level of knowledge and complexity is required to accomplish these tasks. (06/30/2021)</p>
--	---------------------------------------	--

**Request - Full Funding Requested -** Fiscal Services Analyst (Job Description in Development) 100% FTE, Range A-120

**Describe Plans & Activities Supported (Justification of Need):**

This position will support Fiscal Services with specialized complex technical, professional and confidential functions in the implementation, configuration, and analysis of financial transactions and financial software applications,

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

developing and testing reports, auditing and guidance in the numerous restricted funds, assist with the developing of District written procedures for the SCFF as included in the CDAM, assist with SCFF projections, enrollment management, assist with the audit requirements for the numerous restricted funds recently approved, assist with the indirect cost calculation, assist with the actuarial information needed for the OPEB. Assist with training Fiscal Services staff aligning to policies, internal controls, regulations, recording of transactions accurately and with sufficient information.

**Lead:** Rosa Royce  
**What would success look like and how would you measure it?:** Will highly improve customer service for the campus community and support Fiscal Services managers alleviate their heavy workload.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 135814  
**Total Funding Requested:** 135814

<p><b>Staff Training in Student Accounts Receivable</b> - Have Fiscal Services well trained and understand the complexity of the Student Accounts Receivable. This is necessary due to recent promotions, retirements, and resignations.</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - No Funding Requested -</b>          Cross training is needed among internal staff so that as staffing</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100          The Accounts Receivable training was completed in the fiscal year 2020-21. (06/30/2021)</p>
--	---	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Status:** Inactive  
**Goal Year(s):** 2019-20, 2020-21  
**Goal Entered:** 06/30/2019

changes occur the department is equipped to maintain critical operations and the level of service to our students.  
**Type of Request:** RESEARCH  
SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking).  
**Planning Unit Priority:** Medium



# 1. Assessment Plan - Three Column



## PIE - Administrative Services: IT - Academic Technology Unit

---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Classroom and Lab Computers -**

Provide professors and students with current computer hardware and operating system software needed for quality instruction and learning.

**Status:** Active

**Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21, 2021-22

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: IT - Enterprise Application Systems

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Monica Cantu-Chan, Antonio Bangloy, Eric Turner, Chuong Tran

**Email/Extension:** mcantu9@mtsac.edu

**Summary of Notable Achievements:** 1) Shift to Online Forms

2) New Applications etc.

3) Created many modifications to Banner system to support the campus's transition to online environment due to Covid-19.

4) Completed a reporting tool that provides information of students who have completed, or are near completion of, their degrees or certificates.

5) Online noncredit admission application.

6) Completed the upgrade of Degreeworks 5.0.1.3

**Program Planning for Retention and Success:** Documentation, Preferred Name etc.

Provided Cont. Ed online resource for appointment scheduling.

Email purge and removal of old email accounts.

**External and Internal Conditions Analysis:** External:

COVID-19 Implications,

New Laws or compliance...

Chancellor Office mandates

Software purchases for implementation

Internal:

President Initiatives

Board Of Trustees

**Critical Decisions Made by Unit:** Shift remote learning and work...

**Contributors to the Report:** 1

#### *Unit Goals*

#### *Resources Needed*

#### *1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**New Systems** - Research and implement new systems and modifications to existing systems as

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

required by the College to support students, faculty, and staff.  
**Status:** Archive  
**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21

**Provide excellent customer service to the campus community.** - Provide training and learning opportunities for IT and campus staff on new and emerging technologies. Provide advanced and real time communication on system events to the campus community.  
**Status:** Active  
**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Report directly on Goal**

---

**Completed** - Academic Applications Systems Specialist  
**Describe Plans & Activities Supported (Justification of Need):**  
 Systems analyst/administrator is needed by the IT Project Implementation team to perform advanced and complex tasks such as:

- + Designs business processes for the maintenance, access, and retrieval of assigned department's data; prepares detailed flow charts and diagrams outlining system capabilities and processes; defines data rules and relationships and develops methods for quality control of the database system; reviews and evaluates database access and reporting software applications to streamline and enhance the assigned department's system; creates documentation of processes.
- + Maintain a secure, accessible, and recoverable OnBase operating platform installed in multiple environments (development, test,

**Reporting Year:** 2020-21  
**% Completed:** 25  
 Ongoing; attended online Ellucian conference. Some IT personnel attended 3CBG, HighEd Web general and accessibility conferences. (05/28/2021)

---

**Reporting Year:** 2020-21  
**% Completed:** 100  
 Funded and position has been filled. (06/09/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

production, etc)  
 + Administrators plan, schedule, test, and execute OnBase software version upgrades on a regular basis  
 + Apply a strong understanding of OnBase technology, OnBase Community input, and best practices to insure the health and operational readiness of the OnBase platform.  
 + Installs and configures database access applications and troubleshoots database connectivity issues  
 + Creates complex custom queries and programs for a variety of assigned department's management needs and reporting requirements; creates queries to analyze and identify data integrity issues.  
 + Configures real-time monitoring to identify and resolve service outages and critical resource shortages in a timely and efficient manner

Currently OnBase is on premise but does not have a dedicated resource assigned and is handled by a DBA, Network Administrator, and Business Analyst.

In addition, as we upgrade and purchase additional applications, an AASS will be assigned to maintain such systems.

**Lead:** Monica Cantu-Chan  
**What would success look like and how would you measure it?:** Ongoing maintenance and support for OnBase and new systems implemented.  
 Ability to support the campus and IT

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

business analyst to maintain and expand the functionality of OnBase projects in the continuous effort to become a paperless campus.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 150000

**Total Funding Requested:** 150000

**Completed -** Data Engineer

**Describe Plans & Activities**

**Supported (Justification of Need):** In supporting the needs of Research Department, a Data Engineer is needed to create sql scripts and processes to extract, transform, clean and move data and metadata so they can be loaded into a data warehouse or operational data store. Reads and analyzes what MTSAC wants to accomplish with its data, and designs the best possible ETL processes around those goals. This position will also gather, collect, store, do batch or real time processing on the data and serve it via an API for open and easy access. Evaluates Big Data tools, incorporating them into MTSAC's process and educates others on how best to use them.

**Lead:** Antonio Bangloy

**What would success look like and how would you measure it?:**

Increased usage of MTSAC's Operational Data Store for better and efficient reporting. Decrease use of BANNER production database for

**Reporting Year:** 2020-21

**% Completed:** 75

In the process of hiring; full funding received. (06/09/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

reporting, thus improving its transactional performance. Resident expert in MTSAC's participation in the state-level data warehouse. Creation of different analytics in support of MTSAC's enrollment, 320 Reporting, Guided Pathways and MIS.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 150000

**Total Funding Requested:** 150000

**Completed -** Business Analyst (SS support)

**Describe Plans & Activities**

**Supported (Justification of Need):**

Support Student Services (SS) with the use and implementation of systems, applications and special projects. Currently, project support is split amongst 2 BAs, who primarily support other areas. There is a need to have a resource assigned to Student Services as there are legal, federal, and state laws that are critical to their work; therefore, we have a need to develop an IT subject matter expert that can provide guidance and support to SS.

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:**

Collaboration between IT and SS to ensure projects are completed in a timely manner and withing budget; including an established timeline, project support team, and documentation.

**Reporting Year:** 2020-21

**% Completed:** 25

Position was posted; hiring committee formed June 2021. (06/09/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 120000

**Total Funding Requested:** 120000

**Request - Full Funding Requested -** Add wayfinding to the Campus Map.

**Describe Plans & Activities**

**Supported (Justification of Need):**

The ACCESS Center and others have approached IT about adding wayfinding to the Campus Map. The Mt. SAC building are not sequentially ordered, making it difficult for students and staff to find their way around campus. Wayfinding would give walking and driving directions from one building to another via the Campus Map.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:**

Students and staff, including those with disabilities, can find their way around campus using the Campus Map with turn by turn wayfinding directions both driving to campus and walking around campus.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** Medium

**On-Going Funding Requested (if**

**Reporting Year:** 2020-21

**% Completed:** 0

Funding has not been received. (06/09/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**applicable):** 1200

**Total Funding Requested:** 1200

**Request - Partial Funding Requested**

- Training for all EAS and Project Implementation team for equity and racial awareness.

**Describe Plans & Activities**

**Supported (Justification of Need):**

Training needed to bring awareness and understanding to our IT teams on current events, such as those related to equity and racial awareness. We currently have several projects that support these initiatives and lack knowledge related to state and federal laws that govern such initiatives requiring changes to our systems/applications.

**Lead:** Antonio Bangloy

Monica Cantu-Chan

Chuong Tran

Eric Turner

**What would success look like and**

**how would you measure it?:** Teams will be aware and trained on such laws; therefore we will be able to promote and contribute to related projects, bringing new ideas and perspectives to working groups. Also, would allow the team to be more inclusive and innovative in our contributions and development of such projects.

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT

(POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if**



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**applicable):** 25000

**On-Going Funding Requested (if applicable):** 25000

**Total Funding Requested:** 25000

**Completed** - Senior Systems Analyst Programmer

**Describe Plans & Activities**

**Supported (Justification of Need):**

The Web Team requires a person with higher-technical acumen to help improve the way the Portal communicates to students and to administer the Canvas Learning Management System. After the rise of the COVID-19 pandemic, 95% of all classes are being taught online, and the OEI (Online Education Initiative) is coming. Current resources had to work overtime to meet the new levels of support needed by the Campus. Working our single Academic Application Systems Specialist greater than 60 hours per week is not sustainable in the long term and an additional resource is desperately needed.

This position is responsible for defining, developing, and implementing new software systems and major enhancements to highly complex existing software systems. This classification exercises considerable independent judgment and initiative and collaborates with users and other technical staff through the lifecycle of assigned development projects.

Duties include:

**Reporting Year:** 2020-21

**% Completed:** 100

Funding received; position was filled. (06/09/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

- Providing technical support, analysis, programming, and administration for student systems.

2

- Reviewing user needs and requests and developing proposed solutions for system enhancements

- Designing, developing, and implementing application enhancements while ensuring adherence to standards and procedures for system development, database access, web-based development, change control, and reporting.

- Developing software and systems to optimize the performance of relational database systems, application access, and enhance and support of web applications accessing relational databases. 6

- Writing documentation that describes program development, logic, coding, testing, changes and corrections, and installation and operating procedures

- Learning and implementing emerging technologies.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** With improved communication, students would become more confident and self-sufficient, online classes would run smoothly as they are taught through Canvas. Enrollment would increase as student satisfaction increases. Before and after

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

satisfaction surveys are the best way to measure the impact of this position.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 150000

**Total Funding Requested:** 150,000

**Request - Full Funding Requested -** Artificially Intelligent Chatbot

**Describe Plans & Activities**

**Supported (Justification of Need):**

An artificially Intelligent Chatbot is needed to handle the first line of questions submitted to the website. With artificial intelligence and integration into our Banner ERP systems, students will be able to get answers to their specific questions and circumstances by chatting with the bot. If a question is too hard, the bot will transfer the student to live person. The chatbot will learn more over time and further reduce the need to be transferred to a live agent.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** Student satisfaction and enrollment would increase. The need for students to wait in long lines would decrease since the chatbot answers questions 24 hours per day, 7 days a week.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of

**Reporting Year:** 2020-21

**% Completed:** 25

Pilot program with free version; pending funding to add integration with Canvas and Banner. (06/09/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

information and instructional technologies.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 20000  
**Total Funding Requested:** 20,000  
**Completed - Camera Equipment**  
**Describe Plans & Activities**  
**Supported (Justification of Need):**  
 To take campus photographs in low light and remotely for long periods of time, a flash kit and battery pack are needed.  
**Lead:** Eric Turner  
**What would success look like and how would you measure it?:** More quality photos of students and campus visitors would appear in our publications and social media.  
**Type of Request:** NON INSTRUCTIONAL EQUIPMENT:  
 Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.  
**Planning Unit Priority:** Low  
**One-Time Funding Requested (if applicable):** 1500  
**Total Funding Requested:** 1,500

**Reporting Year:** 2020-21  
**% Completed:** 100  
 Fully funded (06/09/2021)

**Compliance with Federal, State, and Vendor Mandates** - Ensure campus systems meet mandated Federal, State and Vendor mandates.  
**Status:** Active  
**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23

**Request - Full Funding Requested -**  
 Professional services (third-party consultants) to conduct an accessibility audit.  
**Describe Plans & Activities**  
**Supported (Justification of Need):**  
 Consultant was funded by Information Technology general

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

fund budget.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** The report will show significant improvement over time with the goal of achieving a score of less than 5% (which is in acceptable range) identifiable accessibility issues.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 8000

**Completed -** Conduct an on campus training session for all web site content owners on how to ensure their content is accessible.

**Describe Plans & Activities Supported (Justification of Need):** Training session will be funded by IT general fund budget.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** At least 50 members of the campus community attend the workshop. Future audits of the campus website reveal that all content is accessible.

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Reporting Year:** 2020-21  
**% Completed:** 100  
 Conducted multiple training sessions. Recorded materials are now available through POD. (06/09/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Planning Unit Priority:** High

**Total Funding Requested:** 0

**Completed -** Professional services for DegreeWorks 5.0 required upgrade

**Describe Plans & Activities**

**Supported (Justification of Need):**

To stay current with the new Banner technologies, our Degreeworks system will need to be upgraded to the latest version as soon as possible. The latest version of Degreeworks, version 5.0.1-2, has provided new tools and features that will significantly improve system performance and maintenance, user accessibility, and seamless integration with Banner system as well as other third-party vendors. For example, Composer is a tool in Degreeworks 5.0.1-2 that enables the localization of Degreeworks much simpler, much more efficient, and more user-friendly. More significantly, Degreeworks 5.0.1-2 is now integrating with Banner 9 registration seamlessly which would enable students to automatically bring in classes on their Student Educational Planner to register for a particular term.

**Lead:** Chuong Tran

**What would success look like and how would you measure it?:**

Localization of Degreeworks will be more efficient. Future upgrades will be done much easier. Less system interruptions as changes applied during the day don't require system downtime as they do now. This

**Reporting Year:** 2020-21

**% Completed:** 0

Degreeworks has been upgraded to 5.0. Training is TBD. (06/09/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

version of Degreeworks will be more compliant with user accessibility requirements. It would help students register for the classes on their Ed Plan much easier, and would help the college to forecast course demand more accurately.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 0

**Total Funding Requested:** 0

**Request - Full Funding Requested -** Professional services and training resources for required system upgrades

**Describe Plans & Activities**

**Supported (Justification of Need):** Provide remote support and training for required system upgrades to applications, systems, and firmware/hardware.

- + ODS
- + OnBase
- + Banner 9 Self Service
- + DegreeWorks
- + Ethos Integration (Chrome River, SoftDocs)
- + Integration Learning Platform (ILP)
- + Cloud computing training

**Lead:** Antonio Bangloy  
**What would success look like and how would you measure it?:** Banner

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Due to the pandemic, the requested upgrades have not been completed. Planning to determine date in 2021-22. (06/09/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

9 - Admin Pages - installed and implemented before 12/31/18. Users will be well versed and comfortable using the new Banner 9 Admin Pages and all its new features.

ODS 9 - installed and implemented. Currently in the testing phase. Research will be able to start using Oracle Data Integrator. The Oracle Warehouse Builder has been deprecated.

Evisions - installed and implemented. Some of the features are, (1) Cloud Connector option that can be used to pull data from 3rd-Party web applications. (2) Removed legacy support for the Java launcher.

OnBase- Users will have the ability to leverage new tools and features provided with OnBase EP2.

Single Sign On - ETHOS Identity installation and implementation. Password recovery and support for Microsoft Authenticator.

Banner 9 Self Service - installed and implemented. Users will be able to easily use the new look/feel and features of Self Service.

DegreeWorks - installed and implemented. Users will be able to easily use the new features.

Ethos Integration - install and implement 2019-2020. Ethos will allow us to support integration of all applications certified under ETHOS (i.e. SoftDocs, Chrome River, Cornerstone, OnBase).

Integration Learning Platform (ILP) - Need to replace the Canvas adapters.

Cloud computing training - Attend



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

AWS training and conferences in order to learn about cloud migration, maintenance, and support.

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 25000

**On-Going Funding Requested (if applicable):** 50000

**Total Funding Requested:** 75000  
**Request - Full Funding Requested -**  
Funding for IT staff to attend training, conferences, and workshops pertaining to regulatory requirements for community colleges

**Describe Plans & Activities**  
**Supported (Justification of Need):**  
It's essential for IT staff to attend conferences and workshops such as Federal Student Aid Conference, CACCRAO, CCCApply Workshop, National Clearing House workshop, etc.. to learn new legislative information, knowledge, skills, ideas, and good practices that would enable them to provide support for the college to meet Federal and State regulatory requirements.

**Lead:** Chuong Tran, Monica Cantu-Chan, Eric Turner

**What would success look like and how would you measure it?:** All mandated reports are submitted promptly and the college is in full

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

compliance with all regulatory requirements and receive full funding from the state and federal.

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 40000

**Request - Full Funding Requested -**  
Attend the different conferences sponsored by Vendors, Chancellor's Office and 3CBG.

**Describe Plans & Activities Supported (Justification of Need):**  
Attend the following conferences:  
+ Ellucian Live  
+ 3CBG Conference  
+ Hyland  
+ Chancellor's Office Technology Center (MIS Reporting, 320 Funding Formula, Security and OEI)  
+ Instructure (Canvas)  
+ OmniUpdate  
+ Educause

**Lead:** Antonio Bangloy  
**What would success look like and how would you measure it?:** + Ellucian Live - both functional users and technical personnel will be able to implement the new features delivered in baseline Banner. Allows collaboration and networking with peers in Higher Education which leads to application/code sharing with other schools.  
+ 3CBG Conference - both functional users and technical personnel will be

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

able to implement the new features delivered in California Banner (CALB). Allows collaboration and networking with peers in Higher Education which leads to application/code sharing with other California Community Colleges.

+ Hyland - allows collaboration and networking with peers from other Higher Education institutions, learn new skills/techniques for implementation of OnBase features, best practices, tools/features for OnBase, etc.

+ Chancellor's Office Technology Center - both functional users and technical personnel will be able to implement and learn about the new rules in MIS, 320, OEI and other State related matters in Higher Ed.

+ Instructure - new features and best practices for CANVAS.

+ OmniUpdate

+ Educause

+Adobe Acrobat Pro DC/Adobe Sign

+SoftDocs

+Smartsheet

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if applicable):** 80000

**Total Funding Requested:** 80000

**Request - Full Funding Requested -** Intelligent Learning Platform (ILP)

**Describe Plans & Activities Supported (Justification of Need):**

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

Elucian’s Intelligent Learning Platform is an enterprise-level solution that provides two-way integration between Banner and Canvas, allowing courses, enrollments, and user data to flow seamlessly and automatically between Banner and Canvas. Mt. SAC currently has a home-grown adapter, created by a single programmer, that handles these tasks. While this work-around solution is currently working, it is risky to rely on it, especially now that 95% of all classes are being taught online. If something goes wrong with the adapter and/or if changes are needed, Mt. SAC’s ability to offer classes online could be in jeopardy. In other words, this approach is not sustainable and should not be relied upon long-term. We need an enterprise-level solution, such as ILP, to handle our course integration long-term.

A side benefit is the synchronization of the grade book in Canvas with the grade book in Banner. This capability of ILP allows instructors to post grades quickly and efficiently, and avoids manual grade transfer errors.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** Mt. SAC will be able to efficiently deliver online courses to its students using the parameters and data provided by integration with Banner. Success is measured by the ability for course

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

shells to be generated each term without manual intervention.

**Type of Request:** IT SUPPORT:  
Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 33000

**Total Funding Requested:** 33,000

**Request - Full Funding Requested -** Web Portal Replacement

**Describe Plans & Activities Supported (Justification of Need):**  
The road map for our current portal delivery system (Luminis) is uncertain and has not been upgraded to keep up with emerging technology trends. It would be wise to switch to another solution such as Engage or OneCampus to ensure communication with the students in uninterrupted. These enterprise solutions bring student engagement to the next level by giving them a single place to interact with the many applications and systems offered by Mt. SAC.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:**  
Students would be engaged, knowledgeable about what is going on at the campus, and student sanctification and enrollment would increase.

**Type of Request:** IT SUPPORT:  
Requests for projects related to the

**Reporting Year:** 2020-21

**% Completed:** 25

Participated in vendor demos of multiple products:

1. Ellucian Experience
2. Engage
3. rSmart

A task force will be commissioned for product selection. (06/09/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

implementation, integration, application, delivery, and support of information and instructional technologies.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 15000  
**Total Funding Requested:** 15,000

**Implement Innovative Systems -**  
 Research and implement new systems and modifications to existing systems as required by the College to support students, faculty, and staff.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22, 2022-23  
**Goal Entered:** 05/22/2018

**Request - No Funding Requested - In** collaboration with Fiscal Services (Purchasing and Accounts Payable), create an automated process for the retrieval or request/purchase order backup and workflow for invoice approvals. This include development of workflow to allow the campus community to approve invoices within OnBase, as well as retrieve back up related to the purchase.  
**Lead:** Monica Cantu-Chan  
**What would success look like and how would you measure it?:** Success is measurable by the increased number of invoices processed and the time savings resulting from automation.  
**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  
**Planning Unit Priority:** High

**Reporting Year:** 2020-21  
**% Completed:** 50  
 Implemented a solution for document storage and retrieval. Workflow TBD. (06/09/2021)

**Request - No Funding Requested -** Implement Student Tracking System (EAB)  
**Describe Plans & Activities Supported (Justification of Need):**

**Reporting Year:** 2020-21  
**% Completed:** 50  
 Task force to identify new business process is being formed. Anticipated go live date is Spring 2022. (06/09/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

Soft application funded from Student Services. Support required for content management, training and ongoing maintenance.

**Lead:** Antonio Bangloy  
**What would success look like and how would you measure it?:**

Functional areas that support students (example: Counseling, Admissions and Records and Special Programs) will be able to effectively counsel and guide students to become successful in achieving their goals.

**Type of Request:** IT SUPPORT:  
 Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High  
**Total Funding Requested:** 0

**Request - Full Funding Requested - Describe Plans & Activities Supported (Justification of Need):**

Cloud computing services  
 Cloud services initiative to allow for placement of various applications, systems, and other services on the cloud rather than maintaining them on site.

**Lead:** Antonio Bangloy  
**What would success look like and how would you measure it?:** This will allow IT to run various applications and systems on the cloud service's platform, eliminating the need to purchase and/or perform maintenance on hard drives and servers.

**Reporting Year:** 2020-21  
**% Completed:** 0  
 In the discovery stage. (06/09/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 60000

**Total Funding Requested:** 60000

**Request - Full Funding Requested -** Service Desk software system that includes HelpDesk, Change Management, Project Management and Inventory Management functionality.

**Describe Plans & Activities**

**Supported (Justification of Need):** IT needs an integrated application that will allow the various IT functions to streamline processes as well as promote collaboration through the use of one tool. This will promote a higher level of service to our campus community, as well as allow us to better report on operational and budget decisions.

- Help Desk
  - o Integrated Service Catalog that allows users to choose a list of our available services
  - o Ability to have campus-wide use (Facilities, Student Services, other departments that take in requests)
  
- Change Management
- Project Management



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

- Inventory Management
  - o Will allow 5-year forecasting
  - o Will allow for easier management of refresh cycles (even if funding is not available)

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:** Improve communication and collaboration of IT across the various teams through the use of a cloud based tool. Will allow campus users a self service tool, better reporting of incidents, service requests, and projects; as well as the ability to implement a proper change management process.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 35000

**On-Going Funding Requested (if applicable):** 60000

**Total Funding Requested:** 215000

**Request - Full Funding Requested -** Accessible, mobile friendly class search tool

**Describe Plans & Activities**

**Supported (Justification of Need):** The current class search tool is not accessible, is not user friendly, and will not fit aesthetically with the new look and feel of Banner 9. The search tool demonstrated by one vendor

**Reporting Year:** 2020-21  
**% Completed:** 0  
Project on hold. (06/09/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

satisfies all these criteria and more.

Note: Reliance on the Class Search website has increase significantly since the removal of the online Schedule of Classes, which was deprecated due to an abundance of accessibility issues.

**Lead:** Eric Turner, Chuong Tran

**What would success look like and how would you measure it?:** All

students, even those who use assistive technologies, would be able to search for classes on the website. The class search webpage would have a consistent look and feel with the rest of the website and with Banner 9. The Marketing Office and IT Help Desk would get less complaints from students.

**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 68000

**On-Going Funding Requested (if applicable):** 48000

**Total Funding Requested:** 116000

**Completed - Consultant**

**Describe Plans & Activities**

**Supported (Justification of Need):** Development and implementation of Certificate or Degree calculations. Identification of how many courses away a student from completing certificates or degrees.

**Reporting Year:** 2020-21

**% Completed:** 100

Completion report implemented in 2020. Solution developed in house. (06/09/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Lead:** Antonio Bangloy

**What would success look like and how would you measure it?:**

Personalized communication or guidance to individual students with regards to steps in completing possible certificates or degrees.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 50000

**Total Funding Requested:** 50000

**Completed -** Camera Equipment, including camera body and flash kit

**Describe Plans & Activities**

**Supported (Justification of Need):** IT is regularly asked to photograph the campus. A new camera, flash kit, and lens would give our staff increased storage, faster shutter speeds to capture movement, mark pictures with their GPS location and reliable flash. Also, the built-in Wifi would allow the sharing of an event in real-time as the event is happening. IT has one functioning camera, this would give us a second camera with different lens allowing us to capture different aspects, or allow two IT staff members to take photos at the same time, which is needed in larger events such as Commencement.

## Unit Goals

## Resources Needed

## 1. Where We Make an Impact: Closing the Loop on Goals and Resources

1. Canon EOS 5D Mark IV DSLR Camera Body - \$2,799  
[https://www.bhphotovideo.com/c/product/1274705-REG/canon\\_eos\\_5d\\_mark\\_iv.html](https://www.bhphotovideo.com/c/product/1274705-REG/canon_eos_5d_mark_iv.html)

- Increased megapixels
- faster shutter speeds
- GPS Location
- Built-in Wifi, to share event photos to Phone or Wifi network for immediate sharing.
- Current camera shutter is stuttering since repair.
- Ideal to have second camera for important photoshoots like Commencement when using multiple lenses.
- (Currently includes Battery Grip for easier portraits)

2. Canon Speedlite 600EX Wireless Two Flash Kit - \$1,168.50  
[https://www.bhphotovideo.com/c/product/1304453-REG/canon\\_speedlite\\_600ex\\_ii\\_rt\\_essential.html](https://www.bhphotovideo.com/c/product/1304453-REG/canon_speedlite_600ex_ii_rt_essential.html)

- Current Flash is old and not always reliable.
- New camera model compatibility
- Lighting in Marketing Studio is mounted, heavy, and fragile, requires AC power

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** A back up camera would be available in case the primary camera is in service or is unavailable due to a second person needing to take photos at the same time.

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Type of Request:** MARKETING:

Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 4000

**Total Funding Requested:** 4000

**Completed -** Camera Lens

**Describe Plans & Activities**

**Supported (Justification of Need):** IT is regularly asked to photograph the campus in specific low light situations. This lens would allow photography in those situations. Such as commencement and other special events indoors. Such as close-up photos of board members and other staff.

Canon EF 400mm f/2.8L USM Lens  
\$7,999.00

- Low light Telephoto
- Ideal for Commencement, close-ups of Board Members, President, speakers, etc.
- Very good optics for telephoto.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** Would allow spectacular photography indoors and special events.

**Type of Request:** MARKETING:

Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 8000

**Total Funding Requested:** 8000

**Request - Full Funding Requested -**

Cloud computing services for OnBase

**Describe Plans & Activities**

**Supported (Justification of Need):**

As the landscape of how we work has changed, the need for OnBase has drastically increased. With limited support (no dedicated system administrator) for an on-premise enterprise content management (ECM) system, we do not have the necessary resources to properly maintain the system as well as keep up with storage needs. By moving to the cloud, we could shift hardware maintenance and installations, data center costs and backups, server software and installation, disaster recovery, and IT staff training to OnBase support teams, in collaboration with our internal support.

**Lead:** Monica Cantu-Chan

**What would success look like and**

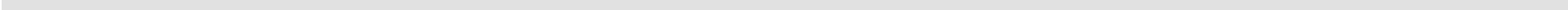
**how would you measure it?:** Full ECM in the cloud, performance optimization including load -balanced application and web servers, centralized server management and upgrades, business continuity, greater performance and availability.

**Type of Request:** IT SUPPORT:

Requests for projects related to the implementation, integration, application, delivery, and support of

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

information and instructional technologies.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 80000  
**Total Funding Requested:** 80,000



**Staffing -** Maintain adequate staffing levels.  
**Status:** Active  
**Goal Year(s):** 2020-21, 2021-22  
**Goal Entered:** 05/28/2021

**Request - Full Funding Requested -** Web Programmer  
**Describe Plans & Activities Supported (Justification of Need):** Multiple service areas, including Credit and Noncredit, are requesting real-time dynamic webpages that pull data from multiple sources to provide viewers with a rich and updated experience. Construction of these pages is not trivial and requires advanced knowledge to manipulate Application Programming Interfaces (APIs). A Web programmer is needed to create these connections and pull in the data. Once the connections are made this same programmer is expected to maintain the Web services and add new features.  
**Lead:** Eric Turner  
**What would success look like and how would you measure it?:** The new dynamic pages are created and connected with interesting real-time data. The IT Web Team has staff to maintain and expand the functionality.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if**

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**applicable):** 140000

**Total Funding Requested:** 140000

**Request - Full Funding Requested -**

Quality Assurance Analyst

**Describe Plans & Activities**

**Supported (Justification of Need):** A

Quality Assurance Analyst is needed to perform testing and validate IT has developed a quality product and is ready to be placed in production. The QA Analyst is needed to ensure all development/configuration is tested for problems, documenting any issues and ensuring errors are corrected. They are a crucial component to any software development process.

This person would be responsible for the following tasks:

- + Reviewing requirements specifications and other technical documents to provide timely and meaningful feedback.
- + Create detailed, comprehensive, and well-structured test plans and test cases.
- + Estimate, prioritize, plan, and coordinate testing activities.
- + Design, implement, and execute automation scripts.
- + Identify, log, and track bugs; identify risks.
- + Perform thorough regression testing.
- + Remain up-to-date with new testing tools and test strategies.



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Lead:** Monica Cantu-Chan, Antonio Bangloy

**What would success look like and how would you measure it?:**

Decrease in production related support as deliverables are tested and vulnerabilities are documented and corrected prior to being released to the campus user.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 140000

**Total Funding Requested:** 140000

**Request - Full Funding Requested -**  
Business Analyst (HR)

**Describe Plans & Activities**

**Supported (Justification of Need):**

Support Human Resources (HR) with the use and implementation of systems, applications and special projects. Currently, Human Resource project support is split amongst 2 BAs, who primarily support other areas. There is a need to have a resource assigned to Human Resources as there are legal, federal, and state laws that are critical to their work; therefore, we have a need to develop an IT subject matter expert that can provide guidance and support to HR.

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:**

Collaboration between IT and HR to ensure projects are completed in a timely manner and withing budget;

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

including an established timeline, project support team, and documentation.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 120000

**Total Funding Requested:** 120000

**Request - Full Funding Requested -**

A Project /Program Specialist is needed to ensure webpages and online documents are compliant with the refreshed accessibility regulations of the Office of Civil Rights.

**Describe Plans & Activities**

**Supported (Justification of Need):**

This person would be responsible for the following tasks:

- + Perform scans of the website and online documents
- + Identify non-compliant pages and documents
- + Fix non-compliant pages and documents and/or coordinate fixes with document owners and the Web Team
- + Create compliant pages and documents for campus departments and programs
- + Format and post messaging to the digital signage around campus
- + Assist faculty and campus departments with web accessibility training, and content.

The knowledge and skill to make the thousands of pages that make up the

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

Mt. SAC website accessible is not within the scope of duties or skill sets of most college employees. These are the duties and skills of web designer and developer professionals. The solution, then, is for a campus-wide commitment to developing a Web Team staffed by professionals who can serve the campus community and, most importantly, the students, to ensure visitors to the website not only have a well-designed, easy to navigate website but one that is also accessible to all people regardless of ability.

**Lead:** Eric Turner

**What would success look like and how would you measure it?:** The large number of non-compliant pages and documents would diminish and new documents and pages would be posted without error. Mt. SAC will be able to achieve our certificate of accessibility compliance by passing the automated scans by the end of the 2020 calendar year.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 82000

**Total Funding Requested:** 82000  
**Request - Full Funding Requested -** Junior Programmer is needed for critical State/Federal reporting and operations.

**Describe Plans & Activities Supported (Justification of Need):**

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

The position would be responsible for the following tasks:

1. All MIS reporting activities
2. State compensation report
3. Merging Duplicate (PIDM)
4. State/Federal report mandates

Justification of Need:

During the last few years, there have been many new state initiatives and programs created for California community colleges in support of increasing student access, student diversity, student success, and student skills readiness to enter the workforce. For example, Promise-Plus, Rising Stars, DREAMS, AB 540, AB 705, AB 30, to name just a few.

Since Mt. SAC has received funding for these new programs, we are required to report data about these programs to the Chancellor's Office in our quarterly and/or annual MIS report. Currently, the task of reporting MIS data is divided among 6-7 programmers each of whom also supports many Banner and other applications. Therefore, as changes in MIS become more frequent and more data need to be collected, validated, and reported, it is becoming a big challenge to monitor the changes and coordinate with the appropriate functional units to collect and report the data accurately. Having this position would help, as the person will be a

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

single point of contact for the business units and be dedicated to perform the required tasks.

Having this position would also provide additional resource much needed by the team to accommodate the college's needs.

First, with the significant growth of the dual enrollment (DE) and noncredit students, our team typically needs to submit MIS and roll grades at least twice each term: one at the end of the regular term and another one for resubmission to report the data for dual enrollment classes as these classes are typically extended to the next term (i.e, Winter DE classes end in May instead of February).

Second, because our students are generally not required to provide social security number (SSN) and many are not required to have a residence address (homeless students), if students mis-spell their name or the administrative staff are not careful, it's prone to create duplicate student records in the Banner system. This problem would affect MIS submission and other federal and state mandated reports. In addition, it also affects many integrated systems. Merging duplicate records requires a great deal of analysis and consumes a lot of time of one of our senior programmers, taking away her time

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

in supporting other areas of her main responsibilities. Therefore, we would like to have a person in this new position to do this task.

Last, but not least, there has been an increasing number of requests from outside organizations requesting the college to provide student data for their research purposes. Having a person in this position to handle those requests would be more efficient and allow the programmers to focus on their primary responsibilities.

**Lead:** Chuong Tran

**What would success look like and how would you measure it?:** 1. Will

be able to keep track of MIS and other federal and state mandated reports' new requirements and coordinate with the functional units to collect, validate, and report the required data in an accurate and timely manner.

2. Will be able to have more accurate students and employees data by merging duplicate records in a timely manner.

3. Will be able to respond to external organizations' data request in a timely manner.

4. Will enable other programmers to perform their main responsibilities.

5. Will achieve better efficiency and results.

6. Will achieve better customer satisfaction.

**Type of Request:** STAFFING: Requests for permanent employee positions or

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

temporary/hourly employees.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 0

**On-Going Funding Requested (if applicable):** 130000

**Total Funding Requested:** 130000

**Request - Full Funding Requested -**

Project Coordinator

**Describe Plans & Activities**

**Supported (Justification of Need):**

The Project Coordinator is needed to assist the Project Implementation team in planning, prioritization, executing, and finalizing campus projects according to deadlines and within budget. This includes working with upper management and stakeholders to properly define project scope, timeline, resources, and deliverables. The Project Coordinator will also work with third-party contractors or consultants to develop full scale project plans and associated communication documents. The Project Coordinator will also define the project's objectives and oversee quality control throughout its life cycle.

**Lead:** Monica Cantu-Chan

**What would success look like and how would you measure it?:** Monica to complete

**Type of Request:** IT SUPPORT:

Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Total Funding Requested:** 0

**Request - Full Funding Requested -**

DevOps Manager

**Lead:** Antonio Bangloy

**What would success look like and**

**how would you measure it?:** Antonio  
to provide

**Type of Request:** STAFFING: Requests  
for permanent employee positions or  
temporary/hourly employees.

**Planning Unit Priority:** High

**Total Funding Requested:** 0



# 1. Assessment Plan - Three Column



## PIE - Administrative Services: IT - Security & Infrastructure

### 2. Where We Are Now: Year at a Glance

*2020-21*

**Contact Person:** Chris Schroeder

**Email/Extension:** cschroeder@mtsac.edu

**Summary of Notable Achievements:** The Security and Infrastructure unit had success with:  
Phone system migration from Primary Rate Interface (PRI) to Session Initiated Protocol (SIP).  
Firewall hardware upgrade for increased network traffic  
Replaced legacy HP MSM Wireless Access Points with Aruba Wireless Access Points.  
Successfully migrated some legacy backups to new backup system  
Replaced legacy mail filtering appliances with cloud hosted solution in Office 365 (o365 Advanced Threat Protection).

**Program Planning for Retention and Success:** The Security and Infrastructure unit supports IT services used by College community.

**External and Internal Conditions Analysis:** Remote work from home, global pandemic, increased adoption of cloud computing resources.

**Critical Decisions Made by Unit:** Upgrade needs and priorities based on urgency and funding.

**Contributors to the Report:** Security and Infrastructure unit

No data found for the selected criteria.

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Payroll Unit

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Richard Lee

**Email/Extension:** ralee@mtsac.edu/x5520

**Summary of Notable Achievements:** Hired a new 100% FTE Payroll Coordinator to replace vacant Fiscal Technician II position. This position will be taking on many of the newly created tasks caused by the COVID pandemic such as creating, distributing, collecting, and processing the many spreadsheet driven time sheets for faculty and hourly employees. This position will also serve as a third layer of redundancy for critical operations such as processing our three monthly payrolls, our retirement reports to CalPERS and CalSTRS, and our retiree health insurance billing. Finally, this position will absorb complex tasks previously handled by the Director, Payroll, which are more suitable for a classified assignment. This will allow the Director, Payroll to focus more on management duties and less on day-to-day tasks.

**Program Planning for Retention and Success:** Not Applicable

**External and Internal Conditions Analysis:** Given the continued working conditions as a result of the COVID pandemic the Payroll department continued to overcome obstacles and ran smoothly overall.

**Critical Decisions Made by Unit:** Status quo this year.

**Contributors to the Report:** Richard Lee, Amy Cheung, Lakshimi Fontecha, Evelyn Ramirez, Ron Titus, Kasteel Gumban, JenMay Anol

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Time and Leave Reporting Enhancements (IT/Payroll)</b> - The Banner system has web time and leave reporting functionalities, however, there are numerous inadequacies with both. Our goal is to utilize an alternative method of collecting and maintaining this important data while at the same time improving efficiency of the overall process as well as the accuracy of the data maintained.</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>In Progress</b> - Using Oracle's APEX (Application Express) software, create a web-based time reporting system and database from scratch, that mimics the way the current paper time sheets are completed,</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 75                      The auto-approval of specific types of time off requests is almost complete. We will also need to modify and add some leave banks and pay codes due to collective bargaining agreement changes. (05/13/2021)</p> <hr/> <p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 50                      APEX took a back seat in FY 2020-21 due to the hourly mass time sheet spreadsheets. These spreadsheets have been a big success during the pandemic and stay-at-home order. However, once we eventually return to campus, the goal</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/14/2016</p>	<p>submitted, and routed for approval without the constraints of the Banner web time sheet system.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> IT programmer(s) to build and script the program.  <b>Lead:</b> Richard Lee (Payroll)  <b>What would success look like and how would you measure it?:</b> We can measure the success of this project by counting the number of paper time sheets we process each month. Currently, that number hovers between 1,000 and 1,500.  <b>Type of Request:</b> IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  <b>Planning Unit Priority:</b> High  <b>One-Time Funding Requested (if applicable):</b> 0  <b>Related Documents:</b>  <a href="#">APEX Short Term Hourly Time Sheet Project.pdf</a></p>	<p>will be to resume the implementation of the APEX hourly time sheet system. (05/13/2021)</p>
<p><b>Customer Service -</b> To provide excellent customer service to the campus community.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/30/2015</p>	<p><b>Report directly on Goal</b>  <b>In Progress -</b> Modify Payroll Department's service window.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Funds and Project Manager to replace the front counter window</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0  The new idea for this goal is the move all of our paper forms to Softdocs. We are only in the initial stages of learning the software but expect at least a few forms to be created and implemented in FY 21-22. (05/13/2021)</p>

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

with a sliding window similar to Human Resources. The front desk at the window will also need to be modified so that the reach from the desk's sitting area to the sliding window is not too distant and hopefully avoiding the need to stand up each time someone comes to the window. Our intent is to keep the sliding window closed when no customers are present to reduce hallway noise coming into the office. We have not received an official estimate for the cost of such alterations, but entering \$30,000 in the field below allows me to submit this request.

**Lead:** Roger Sneed or other Project Manager

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if applicable):** 30000

**In Progress** - The Payroll Department has an ongoing need for one student hourly position. With the use of the new OnBase document imaging system, more time and attention is needed in order to scan and index all of our various forms and time sheets. This task is best suited for a student worker or other hourly position. In the past, the Work Study program was utilized to fill our hourly support needs. However, the pool of talent in the Work Study

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

program over the years has been inconsistent and sometimes unreliable. Having dedicated funds for this support would allow us to select the best candidate for the job and hopefully retain them for longer than a semester.

**Describe Plans & Activities**

**Supported (Justification of Need):**

Ongoing Student Hourly Support

**Lead:** Richard Lee

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 10000

**On-Going Funding Requested (if applicable):** 10000

**In Progress** - A need has arisen to hire one additional full-time permanent position within the Payroll Department. This position would be an Administrative Assistant I and would be responsible to working at our front counter window. Currently, the Payroll staff rotate manning the front counter on a daily basis. Over the past few years, they have encountered the following issues: 1) They are often interrupted by visitors looking for the Bursar's Office or Fiscal Services window looking to pay fees or those looking for the restrooms. This can be especially concerning when they are in the midst of auditing time sheets or entering payroll into Banner. 2) Each day they are assigned to work the front counter

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

they must "bring their entire desk" with them, meaning all of the time sheets, W4/DE-4's, direct deposit authorizations, folders containing payroll adjustments, etc. they will be working on for the day. 3) There are concerns with hygiene having to share the keyboard and mouse with fellow staff as well as having to reposition workstation equipment (chair, monitors, keyboard) so that they meet their ergonomic needs for the day. Having a dedicated person work at the front counter would enable the existing Payroll staff to focus on their work, especially during busy payroll and audit days as well as provide backup/backfill in the event of leaves or separations.

**Describe Plans & Activities**

**Supported (Justification of Need):**

One (1) new 100% Administrative Assistant I position

**Lead:** Richard lee

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 72500

**Completed -** New position (1 FTE) "Payroll Specialist"

**Describe Plans & Activities**

**Supported (Justification of Need):**

The College now directly reports its monthly retirement files to CalPERS and CalSTRS. While this is better for the College in the sense it can now control the accuracy of the data being reported, it did create an

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

additional workload burden. A new "Payroll Specialist" position would allow this additional workload to be absorbed as well as relieving current staff from doing time-consuming tasks that add little value overall to the College such as: verifications of employment, CalPERS service credit purchase requests, CalSTRS Express Benefit forms, Employment Development Department benefit audits, Metlife withdrawal requests just to name a few. This new position would also serve as a second layer of redundancy for the processing of our 3 monthly payroll cycles (first layer being the Payroll Coordinator).

**Lead:** Richard Lee

**What would success look like and how would you measure it?:** Hiring a new Payroll Specialist.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 93097

**Total Funding Requested:** 93097

**Completed -** One 100% Payroll Coordinator Position to Replace One 100% Fiscal Technician II Position

**Describe Plans & Activities**

**Supported (Justification of Need):**

As technology and the complex nature of processing payroll continue to evolve, the need for data-entry level positions lessens, while the need for higher level analytical positions increases. It

**Reporting Year:** 2020-21

**% Completed:** 100

This is complete. The new Payroll Coordinator was hired May 2021. (06/30/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

would therefore make perfect sense to replace one of our Fiscal Technician II positions with a Payroll Coordinator position. This would give the Payroll Department two (2) Payroll Coordinators and leave us with three (3) Fiscal Technician II positions. This could be done with our next Fiscal Technician II vacancy whenever that might be. There is about a \$15-\$20k total annual cost difference (including benefits) between the two assignments (Range 88 vs. Range 105).

**Lead:** Richard Lee

**What would success look like and how would you measure it?:** When the next Fiscal Technician II vacancy occurs due to retirement, resignation, or promotion, that vacant position would be replaced with a Payroll Coordinator position. Once a new Payroll Coordinator is hired into that position, we would consider this a successful completion.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 20000

**Total Funding Requested:** 20,000

<p><b>Implement New Technologies</b> - The Payroll Department is always searching for ways to improve efficiencies in our processes through the adoption of new technologies.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2015-16, 2016-17,</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 75</p> <p>Payroll continues to work on utilization of current systems used campus-wide such as Workforce and Softdocs and think of new ways to best utilize them to meet the ever-changing needs of the College in efficient ways.</p> <p>(07/19/2021)</p>
--	---------------------------------------	---



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/30/2015</p>	<p><b>Completed</b> - The College has a need to comply with the Employer Mandate provisions of the Patient Protection and Affordable Care Act of 2010 (commonly referred to as Obamacare or ACA). This requires the College to track and maintain hours for all employees to determine ACA eligibility for health insurance. The College must also issue Forms 1095-C to employees each January and submit an electronic file with the same data to the IRS each year. The Worxtime service allows the College to more easily identify those employees who should be offered health coverage and also creates and distributes a Form 1095-C to each eligible employees as well as transmits the required data to the IRS.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b>  AFComply (formerly Worxtime)  Affordable Care Act (ACA)  Compliance Service</p> <p><b>Lead:</b> Richard Lee</p> <p><b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>On-Going Funding Requested (if applicable):</b> 40000</p> <hr/> <p><b>Request - Full Funding Requested -</b>  Additional budget for Workforce</p>	

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

Software improvements and enhancements

**Describe Plans & Activities**

**Supported (Justification of Need):**

FY 2020-21 was our 2nd full year using Workforce to track staff and manager time. The system is working but there are several fixes needed to align with recent negotiated agreements made with the bargaining units. For example, the CSEA 262 agreement now allows unit members to use their vacation and floating holiday hours for absences related to family illness. To accomplish this change in Workforce, we need to create new pay codes and logic that will deduct the time from the correct leave buckets without routing to the manager for approval (only a notification). Since these changes seem to happen regularly, some ongoing budget is being requested.

**Lead:** Richard Lee

**What would success look like and how would you measure it?:** When enhancements are made to align with the negotiated agreements.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** Urgent  
**One-Time Funding Requested (if applicable):** 25000

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**On-Going Funding Requested (if applicable):** 10000  
**Total Funding Requested:** 35000

**Implement Workforce Timekeeping Software** - In coordination with Technical Services and Information Technology, implement Workforce software to replace the Banner leave reporting timesheets for Classified staff.  
**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21  
**Goal Entered:** 06/30/2018

**Report directly on Goal**

---

**Request - Partial Funding Requested**  
 - Ongoing funding to support the annual license fees for employees using the Workforce timesheets. Ongoing funding of \$50k has already been set aside for Kronos timesheets, however, these timesheets were never fully utilized due to their limitations. My hope is that Kronos will be replaced by Workforce and that the \$50k funding can be used to support Workforce license fees.

**Describe Plans & Activities Supported (Justification of Need):**  
 Workforce will replace all of the Banner leave reporting timesheets currently used by the classified staff (approx. 500) and potentially all Kronos timesheets (approx. 100).  
**Lead:** Richard Lee  
**What would success look like and how would you measure it?:**  
 Replacing all Banner leave reporting timesheets with Workforce.  
**Type of Request:** IT SUPPORT:  
 Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  
**Planning Unit Priority:** High

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Upgrades will be made to Workforce Timekeeping Software in 2021-22. (07/19/2021)

---

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Funding for the \$50k annual license was moved from Kronos to Workforce since our Kronos contract was terminated. However, we still need this additional funding for anticipated future enhancements to Workforce due to negotiated agreements. (06/30/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**On-Going Funding Requested (if applicable):** 15000

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Purchasing, Printing Services, & Mail Services Unit

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Teresa Patterson

**Email/Extension:** tpatterson@mtsac.edu / 5512

**Summary of Notable Achievements:** The Purchasing Department in collaboration with Fiscal Services and IT, implemented ChromeRiver in order to provide a more streamlined process for allocating P-Card transactions. This system eliminates the paper routing of receipts and approvals by allowing receipts to be uploaded and attached directly to P-Card expense reports, and routing through online approvals. Chrome River for P-Cards went live on April 27, 2021 and training was completed by 192 P-Cardholders and backup allocators.

Purchasing staff assisted with Bids and RFPs for 21 projects. These projects included the following:

- Gym, Aquatics, & Heritage Hall (26 multi-prime bid packages)
- Student Center, (22 multi-prime bid packages)
- Pedestrian Bridge and Temple Ave Green Corridor (10 multi-prime bid packages)
- Pedestrian Bridge Elevator/Stair Tower (6 multi-prime bid packages)

Purchasing staff processed pre-qualifications for 55 new contractors and 252 contractor renewals

**Program Planning for Retention and Success:** NA

**External and Internal Conditions Analysis:** NA

**Critical Decisions Made by Unit:** Due to the Covid-19 pandemic and the campus closure, recruitments for two positions, one 50% position in Print Services and one 50% position in Mail Services, were placed on hold.

Print and Mail Services reduced operating hours due to the campus closure.

**Contributors to the Report:** Teresa Patterson

Tiffany Chen

April Landry

Sandi Horn

Connie Madarang

Rondell Schroeder

Clarence Tagarao

Craig Hobson

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Staff Development</b> - Continue seeking staff development opportunities such as conferences and workshops to improve job skills and efficiencies for Purchasing staff.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/21/2021</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100  Staff regularly attends meetings and workshops, when offered. Meetings and workshops are either held on or off-campus. These meetings have helped to increase staff's knowledge related to all areas of the Purchasing Department. (06/03/2021)</p>
<p><b>Customer Service</b> - Continue working towards providing excellent customer service and support to the campus staff.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/21/2021</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100  Staff are continually working towards providing excellent customer service and support to the campus. Staff are extremely efficient in handling the many urgent requests received (sometimes multiple requests daily). (07/19/2021)</p>
<p><b>Cross Training</b> - Promote cross-training to enhance employee knowledge of other areas.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/21/2021</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100  Cross training is done on a continual basis in order to enhance knowledge of other areas of the department. This has allowed Purchasing to continue providing needed services to the campus during an employee's absence. (06/03/2021)</p>
<p><b>Replace Faculty Walk-Up Copiers</b> - In order to maintain the existing 8 faculty walk-up copiers, it is recommended that we follow a replacement cycle of one per fiscal year. Estimated cost = \$12,000.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/21/2021</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100  A new imageRunner Advance DX 6000i will be purchased in June 2021 to replace the current walk-up copier in Bldg. 13, Room 1239. This is an ongoing goal as walk-up copiers throughout the campus that serve our students, faculty, and staff need to be replaced as they become outdated and can no longer be serviced. (06/03/2021)</p>
	<p><b>Request - Full Funding Requested</b> - 1 faculty walk-up copier was replaced in 2018-19. In order to replace aging equipment, it is</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

necessary to fund at least 1 faculty walk-up copier for 2019-20.  
**Describe Plans & Activities Supported (Justification of Need):**  
 To maintain necessary equipment to support faculty, staff, and students for all educational needs  
**Lead:** Teresa Patterson  
**Type of Request:** INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT):  
 Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.  
**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if applicable):** 12000

<p><b>Additional Staff for Mail Services -</b>          Mail Services is requesting one additional 50% employee in order to improve efficiencies and deliveries to the growing campus. As the number of students, faculty, and staff have increased and new programs and buildings added, Mail Services staffing levels have remained the same. Services are currently provided by two full-time employees. Mail Services has been able to maintain service to the campus, however, they are unable to increase delivery schedules. Several departments have requested that deliveries be made to additional locations, but Mail Services is unable to fulfill those requests with the current staffing levels. Hiring one</p>	<p><b>Report directly on Goal</b></p> <p><b>Request - Full Funding Requested -</b>          Hire one (1) 47.5% Mail Room Operator to augment the existing Mail Services staffing.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>          Workloads and delivery locations have increased in the Mail Services Department over the past several years, but staff has remained at two (2) full-time employees. Hiring additional staff will help reduce workloads and provide faster sorting and deliveries of mail to the campus.</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0          Approval was received to fund this position. However, the recruitment process has been put on hold, due to Covid-19. (06/03/2021)</p>
--	---	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p>50% employee will help improve efficiencies and will aid in providing additional customer service to the campus.</p> <p>Approval was granted to fill this additional position, however, the recruitment was placed on hold in March 2020 due to the Covid-19 pandemic. It is requested to move forward with this recruitment with the full re-opening of the campus.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 06/21/2021</p>	<p>In addition, mail services could add additional drop off locations to their current schedule as new programs come on line and additional staff hires. In addition, adding an additional employee would help ensure department coverage when staff are absent or on vacation.</p> <p><b>Lead:</b> Teresa Patterson</p> <p><b>What would success look like and how would you measure it?:</b> Staff member hired, fully trained and successfully completing daily assigned duties.</p> <p><b>Type of Request:</b> STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>One-Time Funding Requested (if applicable):</b> 25000</p> <p><b>On-Going Funding Requested (if applicable):</b> 25000</p> <p><b>Total Funding Requested:</b> 50000</p>	
--	---	--

<p><b>Staffing for Print Services</b> - Fill vacant part-time Print Services Technician.</p> <p>Approval was granted to fill this vacant position, however, the recruitment was placed on hold in March 2020 due to the Covid-19 pandemic. It is requested to move forward with this recruitment with the full re-opening of the campus.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 06/21/2021</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b> Human Resources</p> <p><b>Lead:</b> Teresa Patterson</p> <p><b>What would success look like and how would you measure it?:</b> Staff member hired, fully trained and successfully completing daily assigned duties.</p> <p><b>Type of Request:</b> STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>This position was funded and approved and initial interviews were scheduled, however, due to Covid 19, the recruitment process has been put on hold. (06/03/2021)</p>
--	--	---



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Planning Unit Priority:** High  
**Total Funding Requested:** Funding approved

<p><b>Improve Efficiencies by expanding the use of OnBase, the College's document managements system -</b>  Expand OnBase training of campus Requisitioners to upload Requisition backup documents directly into the system. Also, installation of App Enabler. App Enabler will allow all requisitioners and related approvers to view the backup documents directly within Banner. This will eliminate the need to log in to a separate system to view documents related to a particular Requisition/PO.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/21/2021</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - No Funding Requested -</b>  App Enabler has already been funded and purchased. IT support is needed to complete the installation.  <b>Lead:</b> Teresa Patterson and Tiffany Chen  <b>What would success look like and how would you measure it?:</b> This would improve efficiencies by allowing staff to access Requisition backup from within Banner rather than signing into OnBase (a separate application) to view documents.  <b>Type of Request:</b> IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  <b>Planning Unit Priority:</b> Medium  <b>Total Funding Requested:</b> \$0.00</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100  OnBase has been successfully implemented for uploading Requisition backup. (06/03/2021)</p> <hr/>
--	---	---

<p><b>Secure Ongoing funding for Chrome River Software License/Maintenance -</b>  Annual recurring costs for license fees, maintenance, and support are \$39,000 per year for the first 3 years with an annual adjustment for years 4 and 5. Years 1 and 2 contract fees have been paid using a combination of ongoing and one-time funds. Requesting ongoing funds for year 3</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b>  Requesting \$10,000 ongoing funds for year 3 and beyond as part of NRA Phase 13.  <b>Lead:</b> Purchasing/Accounting departments  <b>What would success look like and</b></p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0  Funding requested as part of NRA Phase 13. (07/22/2021)</p> <hr/>
--	---	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

and beyond as part of NRA Phase 13.  
**Status:** Active  
**Goal Year(s):** 2020-21  
**Goal Entered:** 07/01/2021

**how would you measure it?:** Securing of funds  
**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 10000  
**Total Funding Requested:** 10000

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Risk Management Unit

### 2. Where We Are Now: Year at a Glance

*2020-21*

**Contact Person:** Duetta Wasson

**Email/Extension:** dlangevin@mtsac.edu/5508

**Summary of Notable Achievements:** Notable achievements for this past year:

1. We had WC cases as a result of contracting the virus from work
2. We were successful in providing PPE to staff and students to continue to have limited in person instruction on campus
3. COVID classroom safety plans were a success
4. Partnerships and relationships with other divisions were a positive from this rather crazy pandemic, these relationships may not have grown in a normal setting. It has brought the operations of the campus closer together to support one another
5. Hiring of our Emergency Manager in November of 2020

**Program Planning for Retention and Success:** This was a challenging year due to COVID - we responded well to the ever changing environment

**External and Internal Conditions Analysis:** COVID-19

The division of risk being without an Emergency for 2 years

**Critical Decisions Made by Unit:** Safety protocols and processes for the campus, instruction, students and employees

Supplying the campus with PPE and a way to distribute and track the PPE supply

**Contributors to the Report:** My entire division was a contributing factor to the successes we had with this challenging year.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Wellness Program Budget and staff -</b> As the co-chair of the wellness committee, we are seeking to increase employee participation. To sustain a wellness program a budget needs to be established to support the program. In past years we have funded through many different sources, various safety credits, insurance program dividends, to</p>	<p><b>In Progress - Budget</b> Staff Develop a employee incentive program that will incentivize employees to leading a healthier lifestyle that will support being healthier at work. This program is part of the overall global College culture providing tools and resources to our employees on a</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

name a few. In the year 2018 we implanted a wellness platform Walker Tracker. This platform allows push notifications to challenge participants on how they are doing within the challenge and tracking participation numbers based upon the individual challenge. It is a platform that allows employees to track their physical activity with the device that they register into the walker tracker program. We have been able to increase the employee activity by 70% over the last two years. The participation continues to grow. In order to properly sustain and grow this program we need a budget and staff to support the growth of the program. Right now the program is being managed out of the Risk Management office and KC Kranz in the wellness center.

21-22 - we have been able to providing funding for the wellness program with insurance dividends that receive at the end of the fiscal year. For the last two years we have funded the wellness challenges, vendors and incentives through this fund. This is not a sustainable way to manage this program and future planning need to be discussed surrounding the Wellness Center, wellness for the campus and determine if this makes sense to continue to be managed out of Risk Management as well as establishing a budget for the Wellness program. With HR assistance the health and behavioral team are hiring 3 full time

healthier and safer work environment. Wellness challenges, healthier food challenges, walk a thons are just some of the ideas we would develop and encourage employee participation.

**Describe Plans & Activities Supported (Justification of Need):**  
 Currently the wellness committee develops different wellness challenges for the staff to participate in. They range anywhere from a step challenge, physical activity challenge, nutrition challenges. The wellness committee provides a healthy snack food event for the participants. We award the participants with a small participation prize, such as a water bottle, lunch caddy, t-shirts to name a few.

The program has increased it's participation by 70% over the last two years.

Funding for the incentives/prizes  
 Funding for Walker Tracker Platform  
 Staffing to manage the overall program full time  
 Manager of the program - co chair of the Wellness Committee

**Lead:** Duetta Langevin  
 KC Kranz  
 Wellness Committee

**What would success look like and how would you measure it?:**  
 Compare the number of participants on a annual basis to previous years

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p>staff members to assist with the Mental health for employees and students, still not clear where that budget is being established from.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 10/02/2017</p>	<p><b>Planning Unit Priority:</b> High</p> <p><b>On-Going Funding Requested (if applicable):</b> 100000</p> <p><b>Total Funding Requested:</b> 100,000</p>	
--	--	--

<p><b>Custodial safety and stretching program</b> - Develop an internal safety program to address work related injuries - we have monthly safety meetings for custodial. We will be implementing a safety slogan for this division that they take ownership for and develop further details in the safety program</p> <p>This will continue to be an active goal. Some stretching is taking place but it is not a formal program and I would like to see it more formalized and include it as part of a morning tailgate meeting.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 10/02/2017</p>	<p><b>Completed</b> - Part of the plan is implemented, Keenan is providing monthly safety trainings for the staff.</p> <p>Develop an internal stretching program to address body mechanics and work tasks.</p> <p>The program would like to ensure that the trainings and stretching activities are also led by the employees. This type of engagement from the employees will create a more sustainable safety culture.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b></p> <p>Develop the program - role it out</p> <p>Include an outside vendor that has credibility and success with implementation of a stretching program</p> <p><b>Lead:</b> Duetta Langevin Ken McAlpin Gary Neillesen Outside Vendor - stretching</p> <p><b>What would success look like and how would you measure it?:</b> Review the number of injuries following implementation compare to prior year injuries</p>	
---	---	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**Total Funding Requested:** 0

**Grounds internal Safety and Stretching Program** - In partnership with Keenan in fiscal year 2017 we developed a monthly training plan for the grounds staff to enhance the safety culture within this occupation group. This will continue to be a multi year program due to staff changes, additions to buildings and responsibilities across campus. The program is evaluated every fiscal year based upon analytics and loss trends.

Develop a departmental safety program to address work related injuries - monthly training calendar has been established for Keenan to provide safety trainings to this classification.

They do have a stretching program that is done at the morning tailgate meetings  
We will be implementing a safety slogan program to enhance the safety culture

**Status:** Active

**Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21, 2021-22

**Completed** - Develop a preventative internal safety and stretching program that will address work related injuries and drive a safety culture environment.

**Describe Plans & Activities Supported (Justification of Need):**  
Keenan is providing monthly safety trainings.  
Outside vendor that provide education on body mechanics and stretching success.

**Lead:** Duetta Langevin  
Ruben Avila  
Andrea Solorzano

**What would success look like and how would you measure it?:**  
Measure the number of injuries after implementation and prior to implementation

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<b>Goal Entered:</b> 10/02/2017	<b>Planning Unit Priority:</b> High	
	<b>Total Funding Requested:</b> 0	

<p><b>Custodial Safety Slogan - Risk</b>  Management in partnership with the custodial department could develop a safety slogan program than will enhance the safety culture of the employees. The program will consider many factors of safety, we will evaluate if a reward program would be part of the program development. I tried rolling this out in 2019 and did not receive much interest from the custodians themselves. I still believe it could be a program that supports and brings the safety culture of this department to another level. this is a work in progress.  We are going to revisit this again this year 21-22 and see if we gain any traction with the staff.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 10/02/2017</p>	<p><b>Request - Partial Funding Requested</b>  - Develop and safety slogan for the custodial department. Once a safety slogan has been decided on provide the staff with either t-shirts or some form of product that supports the safety slogan selected. To engage the staff with a safety culture environment.  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>  This program would be developed my a committee consisting of custodian participation and leader support. Committee would develop the program guidelines, implement and then monitor the program for effectiveness.  <b>Lead:</b> Duetta Langevin  Ken Mcalpin  Gary Neillesen  <b>What would success look like and how would you measure it?:</b>  compare work injuries types and causes from prior year data. Continue to monitor from year to year based upon number of injuries, injury type and injury causation.  <b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  <b>Planning Unit Priority:</b> High</p>	
---	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**One-Time Funding Requested (if applicable):** 5000  
**On-Going Funding Requested (if applicable):** 5000  
**Total Funding Requested:** 10000

**Safety Inspection program - ongoing will continue from year to year** - This program will assist in addressing potential work place hazards and provide insight to developing further policies and procedures. This program will either be managed by an outside vendor or with an addition to staff.

-----

Now that we have an emergency Manager he will be conducting periodic safety inspections and working with the appropriate divisions to resolve the hazards that are noted. The hazards will be prioritized and determined if their is current facility construction that will be addressing the hazards on a permanent basis.

I would also like to visit application that would allow us to have the inspection reports electronically. We did meet with a vendor in 2019 to review their program and then COVID came so we will review their application again for possible implementation

**Status:** Active  
**Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 10/02/2017

**In Progress** - This program will assist in addressing potential work place hazards and provide insight to developing policies and procedures to maintain a safe work environment. At this point 21-22 without the ability to add to staff we could leverage a safety inspection management system, we could benefit from data collection and assist in property damage claims to gather information.

**Describe Plans & Activities Supported (Justification of Need):** purchase of a safety inspection program would save time and resources in our small department.

**Lead:** Duetta Langevin  
 Health and Safety Committee  
 Sayeed Wadud

**What would success look like and how would you measure it?:** Safety inspection reports will provide us hazards that could cause harm to the campus community resulting in a claim or property hazards and or property damage.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

require the assistance of POD.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 10000  
**On-Going Funding Requested (if applicable):** 10000  
**Total Funding Requested:** \$20,000  
 for purchase of a inspection management system that would provide us with data collection and data history  
**Request - Full Funding Requested -**  
 Safety Compliance Officer  
**Describe Plans & Activities**  
**Supported (Justification of Need):**  
 To ensure the campuses compliance as it pertains to CALOSHA and OSHA.  
**Lead:** Duetta  
**What would success look like and how would you measure it?:** Success would be the campus having resources to ensure CALOSHA and OSHA compliance.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 75000

**Full monitored security camera system** - Complete a risk assessment for placement of cameras parking lots, egress and ingress areas of vulnerability  
 Tie current security cameras on campus into any new camera systems  
 Determine where the monitoring of the cameras will be places  
 Campus wide security camera system

**Request - Full Funding Requested -**  
 Security Cameras  
**Describe Plans & Activities**  
**Supported (Justification of Need):** A one-time funding of \$100,000 was approved by Cabinet to take the first step toward obtaining software which will link existing campus cameras. Measure GO is supportive for this security project to take

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 03/07/2019</p>	<p>place.</p> <p>Funding to move into phase II - \$500,000</p> <p>Phase II -\$1,000,000</p> <p>Collaboration of funding to be shared with Campus Safety.</p> <p><b>Lead:</b> Duetta Langevin - Risk Management</p> <p>Mike Williams - Campus Safety Technical services</p> <p><b>What would success look like and how would you measure it?:</b> When there is a full system in place and fully activated across the entire campus. We would measure the outcomes of the camera systems by comparing thefts and vandalism that has occurred on campus in the past.</p> <p><b>Type of Request:</b> NON INSTRUCTIONAL EQUIPMENT:</p> <p>Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>One-Time Funding Requested (if applicable):</b> 1500000</p> <p><b>On-Going Funding Requested (if applicable):</b> 100000</p> <p><b>Total Funding Requested:</b> 1,500,000</p>	
--	--	--

<p><b>Emergency Operations Plan</b> - We were successful in completing a campus Emergency Operation Plan Annual Plan review that will require updating, table tops and evaluating the plan for effectiveness</p> <p>Complete and continue to practice</p>	<p><b>Completed</b> - WestCoast consulting has been hired to complete the compliance needs of our Emergency Operations Plan</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b></p> <p>Phase I of the EOP training has been</p>	
---	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

our Emergency Operations Plan 21-22  
 Develop table top exercises and emergency event plans to specific activities that occur on campus  
 With the recent pandemic we added a new section for Aerosol Transmissional IDiseases as a new hazard and plan operation.  
 We will develop a solid training plan for depth within the organization for people to represent at the table when the EOC is activated

**Status:** Active  
**Goal Year(s):** 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/16/2019

complete, Phase II will be training in more detail for the finance group and the chiefs. Phase III training is to identify special events and put together emergency operations plan specific to that event and then practice the plan  
 Tabletop exercises to practice emergency situations  
**Lead:** Duetta Langevin  
**What would success look like and how would you measure it?:** Success for this goal would be that we have the right staff trained to handle an emergency should the college encounter one. We could measure that success by how quickly the college is able to handle the emergency and get operations back to full capacity  
**Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  
**Planning Unit Priority:** High  
**Total Funding Requested:** 0

**Campus wide Active shooter training**  
 - To established a balance training for both faculty, staff and students as it pertains to active shooter or acts of violence training on campus. It was the directive of the president to partner with Campus and Police Safety to develop, implement and monitor the outcomes of the training and update as needed.  
 21-22 - this continues to be an active

**Request - Full Funding Requested -**  
 participation of all population of employees to participate in the training  
**Describe Plans & Activities Supported (Justification of Need):**  
 Knowledge saves lives is a 3rd party vendor that provides excellent active shooter training specific to the area/building where employees might likely encounter an active

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

goal. I believe we can work to have a foundational training established and then a follow up training by breaking up the various areas on campus as the elements can be different depending on where you are located at the time of the drill and or live event. Ultimately establishing a calendar for annually or bi annually trainings.

**Status:** Active

**Goal Year(s):** 2019-20, 2020-21, 2021-22

**Goal Entered:** 09/16/2019

shooter

**Lead:** Duetta Langevin

**What would success look like and how would you measure it?:** Success would be that all departments have completed the 4 hour active shooter training. This is a tough one to put a measure to other than in an active shooter situation, the least amount of life lost would be a success.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 25000

**On-Going Funding Requested (if applicable):** 10000

**Admin I position reclass to Admin III -** Prior to being approved for an Admin I we were using a part time 19 hour temporary position to assist in the admin functions for the Risk Management department. When I put in for the full time Admin position I did not put in for enough funding to fund an Admin III position. My department has now grown by another full time manager in Emergency Management and Environmental. I would like to reclass the current Admin I to an Admin III position.

Reaccessed Goal - different goal

**Request - Full Funding Requested -** reclassification of Admin 1 to Admin III

**Describe Plans & Activities Supported (Justification of Need):** we currently are working with an Admin 1 who is doing the tasks of an Admin III

I will be submitting the paperwork to reclass this individuals position

**Lead:** Duetta Wasson

**What would success look like and how would you measure it?:** getting an approved reclassification for this individual

**Type of Request:** STAFFING: Requests

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

initiated 21-22 - over the last 18 months with the pandemic and moving into a remote work environment - continued to support the need for a higher admin position. The current Admin one has been supporting 3 people in the department - Director, Emergency Manager, and the Risk Specialist. She stepped up to the challenge when we moved remotely to support this department. NRA requested due to reclassification request and goal reactivated.

for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Urgent  
**One-Time Funding Requested (if applicable):** 10000  
**On-Going Funding Requested (if applicable):** 10000  
**Total Funding Requested:** 20,000

**Status:** Active  
**Goal Year(s):** 2019-20, 2020-21, 2021-22  
**Goal Entered:** 01/22/2020

**Risk Management Specialist position -reclassification -** Risk Management specialist position has evolved to more responsibility and the need for more authority. This positions main responsibilities: is to manage the Workers Compensation claims, manages transitional return to work with the departments and injured employees. She is the point person for all Workers compensation information and works directly with the TPA in administering claims. This position conducts reports claims, conducts investigations, gathers information and is the sole liaison between the campus and the TPA administrator. This position assist on permanent accommodation process, evaluates

**Request - Full Funding Requested -** funding and approval of reclassification  
**Describe Plans & Activities Supported (Justification of Need):** Create a new job description request reclassification and submit for approval  
 This positions main responsibilities: is to manage the Workers Compensation claims, manages transitional return to work with the departments and injured employees. She is the point person for all Workers compensation information and works directly with the TPA in administering claims. This position conducts reports claims, conducts investigations, gathers information and is the sole liaison between the

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

any accommodation needs in terms of equipment. However with the increased demands of the campus this position now administers employee ergonomic program and is responsible for conducting ergonomic evaluations and making recommendations as well as ordering ergonomic supplies for the entire campus. She administers our online and on campus safety training program needs. This position supports agenda, minute taking and processing and calendar scheduling for two campus monthly committees, the Campus Health and Safety Committee, and Wellness Committees. She is the point person for all the Property and Liability claims and works directly with the TPA in administering, investigating and gathering information for the TPA and campus wide.

This position is back up support to the Director of Risk and Safety. Due to the size and needs of the campus the Director has been more involved and integrating the department with campus needs and support.

**Status:** Active  
**Goal Year(s):** 2019-20, 2020-21, 2021-22  
**Goal Entered:** 01/22/2020

campus and the TPA administrator. This position schedules and works with the unions on any permanent accommodation process, she collaborates with the supervisor or manager evaluate the employee job tasks to determine if there is a possible way to meet the work restrictions and accommodate the employee. This process includes evaluating the workspace and carrying through the documentation necessary to reach conclusion. The increased demands of the campus this position now administers employee ergonomic program and is responsible for conducting ergonomic evaluations and making recommendations as well as ordering ergonomic supplies for the entire campus. She administers our online and on campus safety training program needs, working the individual directors and their division needs to administer training needs. She will research what resources we have with our insurance carriers and then work with either directly with the division or POD to get the trainings established and scheduled. This position ends up doing administrative tasks to assist the department success like the agenda, minutes any follow up, and calendar scheduling for the Health and Safety committee along with the Wellness committee. She is the point person for all the Property and Liability claims and

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

works directly with the TPA and our campus contacts in administering, investigating and gathering information for the TPA to process the claims.  
 This position is back up support to the Director of Risk and Safety.

**Lead:** Duetta Wasson  
**What would success look like and how would you measure it?:** That this position become reclassified to either a coordinator or analyst position  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if applicable):** 10000  
**On-Going Funding Requested (if applicable):** 10000  
**Total Funding Requested:** 20,000

**Administrative Assistant - Level III-IV**  
 - This department is requiring a higher level Assistant to manage the demands of this department and truly support the administrative needs of this division.  
 This department has 2 manager positions that require full time administrative support. This position would also provide support to the Risk Management Specialist position administrative needs.  
 This department handles many regulatory compliance programs, regarding emergency management. This department manages all the

**Request - Full Funding Requested -**  
 Budget  
 Staff  
 Office Space

**Describe Plans & Activities Supported (Justification of Need):**  
 The plan would be to post the position and have someone hired by the first of the year in 2021  
 With approval of this position I would expect this position to assist with the needs of the campus in a timely fashion and be able to reach goals that we have not been able to attain in past years.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<p>safety needs of the campus, contracts and waivers, student accidents as it relates to tech and health programs. Due to the regulatory programs in California there are deadlines, reports that require connecting across campus for the collection of information across campus.</p> <p>There are demands of this department that are not able to met a 100% due to the lack of administrative support.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 09/24/2020</p>	<p>The way to measure the success of this position is to have all compliance plans in place and up to date with the ability to evaluate them on an annual basis as well as support emergency situations. The impact to the students will be a more safe environment for staff and students.</p> <p><b>Lead:</b> Duetta Langevin - Director of Risk and Safety</p> <p><b>What would success look like and how would you measure it?:</b> Hire an individual that fits the higher level need of this department</p> <p><b>Type of Request:</b> STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>One-Time Funding Requested (if applicable):</b> 85000</p> <p><b>On-Going Funding Requested (if applicable):</b> 85000</p> <p><b>Total Funding Requested:</b> 170000</p>	
---	--	--

<p><b>Safety Officer</b> - This position will conduct campus safety inspections to ensure that we are evaluating the campus for potential hazards, ADA compliance, Safety supplies, and implement Compliance safety training as it pertains to CalOSHA and internal department training needs.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 09/24/2020</p>	<p><b>Request - Full Funding Requested - Budget</b></p> <p>Staff to fill position</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b></p> <p>This position will conduct campus safety inspections to ensure that we are evaluating the campus for potential hazards, ADA compliance, Safety supplies, and implement Compliance safety training as it pertains to CalOSHA and internal department training needs. This position would be valuable to providing a safe working</p>	
---	---	--



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

environment for staff and students. The success of this position will support the compliance trainings being conducted annually as well as providing a more safe campus environment for students and staff.

**Lead:** Duetta Langevin

**What would success look like and how would you measure it?:** Reviewing the inspections report and finding less areas of concern as the program develops

Compliance with all CalOSHA required trainings for staff

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 85000

**Total Funding Requested:** 85,000

<p><b>Survival of COVID - Pandemic - Business Continuity plans</b> - As a campus we need to continue to build our business continuity plans for all emergencies that we may face for our Campus Community.</p> <p>The pandemic has been quite an undertaking for the campus and has been a learning experience for all of us</p> <p>I believe the larger picture that the pandemic paints for this division is truly how understaffed the Risk Management department is. With limited resources it has been a challenge for this department in many area related to the pandemic. The monitoring and interpreting the</p>	<p><b>Request - No Funding Requested - Staff</b></p> <p>Warehouse space</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b></p> <p>The plan would be to debrief on the activities that have been involved with this Pandemic determine areas of improvement work to improve those areas and adjust resources accordingly</p> <p>Further develop business continuity plans for other emergencies</p> <p><b>Lead:</b> Morris Rodrigue Duetta Langevin</p> <p><b>What would success look like and how would you measure it?:</b> The</p>	
---	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

federal, state and local safety protocols and staying up to date with changes as they relate to the protocols

The development and implementation of the Emergency Plan as it relates to the pandemic EOC activation

Delay in hiring an Emergency Manager

The Workers Compensation legislation changes put in place because of the pandemic requiring new reporting requirements

Management of PPE supplies, ordering, inventory and distribution to the campus

COVID Safety Plan development and implementation for returning essential services, classes and workers to campus

We have experienced theft and vandalism as a result and do not have a security camera system to assist in investigating those situations

The pandemic has effected the development and implementation of Active Shooter training

The staffing that is outlined above will assist in future emergency situations.

next emergency that happens how well to respond to it based upon improved processes and policies with lessons learned from this emergency

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**Total Funding Requested:** 0

**Status:** Active  
**Goal Year(s):** 2020-21, 2021-22  
**Goal Entered:** 09/24/2020

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Technical Services - Broadcast Services Unit

### 2. Where We Are Now: Year at a Glance

*2020-21*

**Contact Person:** Mike Nichols

**Email/Extension:** mnichols8@mtsac.edu

**Summary of Notable Achievements:** Increased captioning output as requests increased. Provided quick and accurate turnaround.

Created new material for video productions that will last for the next few years.

Created first national commercial in collaboration with marketing.

**Program Planning for Retention and Success:** The goal is to replace two recently retired CSEA employees to bring the department to full strength. Ideally these new hires will fulfill all DEIS requirements and provide a rich and diverse team to move forward.

**External and Internal Conditions Analysis:** For the 19-20 fiscal year, we completed 153 projects.

For the 20-21 fiscal year we completed 108 projects.

**Critical Decisions Made by Unit:** Improve quality and turnaround time.

**Contributors to the Report:** Mike Nichols

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Provide solutions for quality, modern broadcast equipment and facilities -</b> Provide modern broadcast systems and resources used in professional broadcasting facilities. Suggest/recommend paths for renovation/modernization. Evaluate emerging technologies to determine appropriate use and application for instruction. <b>Status:</b> Active <b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 <b>Goal Entered:</b> 08/31/2017</p>	<p><b>Request - Full Funding Requested -</b> Update master control to support Internet Protocol (IP) or Network Device Interface (NDI) video as well as high definition routing and processing to support the campus wide increase in webcasting of school events, group events and commencement related activities. The update will also provide an updated way to handle all captioning needs as required under the ADA. <b>Describe Plans &amp; Activities Supported (Justification of Need):</b></p>	<p><b>Reporting Year:</b> 2020-21 <b>% Completed:</b> 0 We are still awaiting funding. We are in the process of removing all outdated equipment in preparation for new technology and the approval of funding. (07/19/2021)</p>

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

The master control room is currently not functional in its primary mission of directing signal flow from various parts of campus to its ultimate destination, frequently the college website or YouTube page. Updating the infrastructure will allow us to continue with ADA required captioning as well as provide a centralized way to produce the webcasts without the need to impact spaces in or near the rooms where the events take place..

**Lead:** Mike Nichols

**What would success look like and how would you measure it?:**

Complete implementation of control, recording and routing of high definition and NDI video and audio in the master control facility.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 135000

**Total Funding Requested:** 135000

**Request - Full Funding Requested -**  
Video archive library preservation

**Describe Plans & Activities Supported (Justification of Need):**  
Archival and media asset management system: \$110000

**Lead:** Mike Nichols

**What would success look like and how would you measure it?:** The

**Reporting Year:** 2020-21

**% Completed:** 50

We are awaiting funding to be able to begin sending historical video to an outside vendor to transfer to digital media. This will be stored on the shared storage drives purchased with the first round of funding. There will be an ongoing need for funding to pay for a cloud based video archive service such as AWS once we have all of the historic footage digitized. (07/19/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

current tape library would be fully digitized and accessible via online access.

**Type of Request:** NON INSTRUCTIONAL EQUIPMENT:  
Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 110000  
**On-Going Funding Requested (if applicable):** 5000  
**Total Funding Requested:** 110000

**Request - Full Funding Requested -** Permanent Video Infrastructure in 13-1700

**Describe Plans & Activities Supported (Justification of Need):**  
Due to the limited audience seating size in 13-1700, we are frequently called on to provide one or more of the following services: "overflow video" to another classroom, live web streaming to the internet or recording services for later offline playback of events. These requests are increasing in frequency as the campus grows. Although we have a portable presentation system to accommodate these requests, the installation and removal of cameras and other equipment is very time consuming. In order to service these requests in a more cost effective manner, we need to install permanent video infrastructure in

**Reporting Year:** 2020-21  
**% Completed:** 0  
Awaiting funding to be able to install permanent infrastructure to support annual events in 13-1700 that are typically live streamed on the web. (07/19/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

the room to support the variety of video requests.

**Lead:** Mike Nichols

**What would success look like and how would you measure it?:** Success would be the ability to broadcast live or taped webcasts from 13-1700 without having to setup temporary equipment. When finished, we should be able to remotely broadcast and not have to use the green room as a broadcast booth.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 22000

**Total Funding Requested:** 22000

**Request - Full Funding Requested -**  
New Antenna Tower

**Describe Plans & Activities**

**Supported (Justification of Need):** A new antenna tower is needed on Reservoir Hill to be able to fully deploy the digital repeater system for the campus two-way radios. Additionally, this tower will support relocating the KSAK transmitter to campus. Currently, the department is spending money each year to lease space on the BKK tower for the KSAK antenna, which does not provide coverage of the station to the campus.

**Lead:** Mike Nichols

**What would success look like and how would you measure it?:**

**Reporting Year:** 2020-21

**% Completed:** 0

Project is again on track with the facilities team and hopefully will come to fruition. (07/19/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

Installation of a new antenna tower.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 250000

**Total Funding Requested:** 250000

**Request - Full Funding Requested -** Additional digital repeaters and two-way radios

**Describe Plans & Activities Supported (Justification of Need):**

Additional digital repeaters are needed to support the two-way radio needs of the campus. Additional groups on campus are transitioning to the digital system and the FRS radio system currently used for emergencies has been identified as being deficient. Ongoing funding is needed to support repair of radios including battery replacement.

**Lead:** Mike Nichols

**What would success look like and how would you measure it?:** Funding for additional repeaters and radios.

**Type of Request:** NON

INSTRUCTIONAL EQUIPMENT:  
Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if**

**Reporting Year:** 2020-21

**% Completed:** 75

Almost complete, awaiting vendor to finish the project. (07/19/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**applicable):** 35000

**On-Going Funding Requested (if**

**applicable):** 4000

**Total Funding Requested:** 39000

**Request - Full Funding Requested -**

Devise and implement a lighting and grip plan for the TV studio.

Necessary resources will include a modern lighting grid with LED lighting instruments and hardware/software to control the integrated system. In addition, lighting control equipment (grip equipment) to support the lighting, and videography needs of the studio.

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting funding (07/19/2021)

**Describe Plans & Activities**

**Supported (Justification of Need):**

The TV studio is currently using a mix of old incandescent and new LED lighting. The goal is to create an integrated lighting plan that supports current and near future needs.

**Lead:** Mike Nichols

**What would success look like and how would you measure it?:**

Complete implementation of lighting instruments as well as lighting control equipment to support the school and student needs..

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 150000

**On-Going Funding Requested (if**



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**applicable):** 7500

**Total Funding Requested:** 157500

**Request - Full Funding Requested -**

Replacement of failed/outdated video equipment in the video truck - Phase 1.

**Describe Plans & Activities**

**Supported (Justification of Need):**

The video truck is entering its 6th year of service, with some internal systems being over 10 years old. Proactive upgrade or replacement of the oldest and most critical systems is imperative to uninterrupted instruction and operation. It is necessary to plan these replacements in advance during down times, as they often take several weeks to complete. This one time funding will let us address some of the oldest video routing components this year, with a second phase planned for the following year.

**Lead:** Kevin Owen/Mike Nichols

**What would success look like and how would you measure it?:** Funding to complete equipment replacements.

**Type of Request:** INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** Urgent

**One-Time Funding Requested (if applicable):** 125000

**Total Funding Requested:** 125000

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Request - Full Funding Requested -**  
 Replacement of failed/outdated video equipment in video truck. - Phase 2

**Describe Plans & Activities Supported (Justification of Need):**  
 The video truck is entering its 7th year of service, with some internal systems being over 10 years old. Proactive upgrade or replacement of the oldest and most critical systems is imperative to uninterrupted instruction and operation. It is necessary to plan these replacements in advance during down times with the truck, as they often take several weeks to complete. This one time funding will let us address some of the oldest video display components this year.

**Lead:** Kevin Owen/Mike Nichols

**What would success look like and how would you measure it?:** Funding for equipment replacement.

**Type of Request:** INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 85000

**Total Funding Requested:** 85000

<p><b>Provide quick turn around and excellent service</b> - The goal is to provide a streamlined workflow that will enhance a quick turn around and</p>	<p><b>Request - Full Funding Requested -</b>          Funding for project-based editors</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b></p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>Awaiting additional funding (07/19/2021)</p>
---	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

provide excellent customer services to the Mt. SAC community.  
**Status:** Active  
**Goal Year(s):** 2015-16, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22  
**Goal Entered:** 09/16/2017

Funding for project-based editors on an ongoing basis. Due to the fluctuating nature of project requests, this funding would be better utilized on temporary staff rather than a permanent employee.  
**Lead:** Mike Nichols  
**What would success look like and how would you measure it?:**  
 Decreased turnaround time for projects and increased project throughput through the department.  
**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 30000  
**Total Funding Requested:** 30000  
**Request - No Funding Requested -** Adjust Salary Range for Lead Broadcast Engineer  
**Describe Plans & Activities Supported (Justification of Need):**  
 Recruitments for a Lead Broadcast Engineer have failed, both pre and post pandemic. The current salary is below market and needs to be increased to be competitive. This position has been vacant for over two years, and is critical to the maintenance and operation of campus TV, Broadcast, and Radio Station facilities that support Instructional programs, and 90.1

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Have requested a change of job title and an increase in NRA funding in order to attract qualified candidates. This is necessary after two unsuccessful rounds of interviews.  
 (07/19/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

KSAK. With the new broadcast infrastructure at the stadium, this position is critical to the operation of that facility for all users. This position also manages the campus two-way radio system that is used by Police & Campus Safety, Maintenance and Operations, Building Marshalls during emergency events, and others across campus. Increase from A118-A138 estimated with Fiscal Calculator.

**Lead:** Kevin Owen  
**What would success look like and how would you measure it?:** A Full time employee filling this position.  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Urgent  
**On-Going Funding Requested (if applicable):** 27907  
**Total Funding Requested:** 27907

**Request - No Funding Requested -** Provide opportunities for students to receive work experience and technical training

**Describe Plans & Activities Supported (Justification of Need):** Create and/or maintain work study programs for students during the school calendar year.

**Lead:** Mike Nichols  
**What would success look like and how would you measure it?:** This request is to ensure that funding for student workers is maintained. Success can be gauged on the level of involvement by student workers on Broadcast productions which include

**Reporting Year:** 2020-21  
**% Completed:** 0  
 COVID prevented implementing this plan. (07/19/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

on and off property events for broadcast. This can be measured by tracking the number of hours student workers are paid in a fiscal year.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Medium

**Total Funding Requested:** 0

**Request - Full Funding Requested -**

Funding for LIVE captioning services

**Describe Plans & Activities**

**Supported (Justification of Need):**

This request is being modified to deal strictly with LIVE captioning services. We have the ongoing need to provide LIVE captioning services for events such as Board of Trustee meetings, campus events like CPD and FLEX Day as well as a host of other online only events.

**Lead:** Mike Nichols

**What would success look like and**

**how would you measure it?:** Ongoing funding for LIVE captioning.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 10000

**Total Funding Requested:** 10000

**Request - Full Funding Requested -**

Ongoing resources for captioning services provided to the campus

**Reporting Year:** 2020-21

**% Completed:** 75

We have received partial funding and have continued providing live captioning for various events. The pandemic increased the need since many events were produced on Zoom and we needed to provide acceptable captioning services. (07/19/2021)

**Reporting Year:** 2020-21

**% Completed:** 50

We are partially funded but the pandemic increased the

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

community.  
**Describe Plans & Activities Supported (Justification of Need):**  
 The current plan is to continue to offer captioning services to the campus staff, instructors and administration through 3 Play Media and Otter.ai.  
**Lead:** Mike Nichols  
**What would success look like and how would you measure it?:** Success is having the funding to complete all requests from staff, faculty and administrators.  
**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 21000  
**Total Funding Requested:** 21000

need and awareness for having all video provided by MT SAC to be captioned. This necessitated an increase in funding for the 21-22 fiscal year. (07/19/2021)

<p><b>Provide high-quality video and audio productions</b> - Broadcast Services endeavors to be the go-to department for all broadcast video and audio needs of the Mt. SAC campus. The goal is to provide high-quality production, quick turnaround and excellent service.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2019-20, 2020-21, 2021-22  <b>Goal Entered:</b> 06/27/2019</p>	<p><b>Request - Full Funding Requested -</b> Service agreements, training, maintenance and upgrades funding  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> In order to continue to provide excellent service, we need to have funding available to implement regular maintenance on equipment as well as upgrades to software based tools. We also need to fund any service agreements acquired in relation to hardware and software</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 50          We are starting to enter into more ongoing subscription type services as hardware/software companies are all moving in that direction. We have also had staff participate in some training, but will need to send them to more in order to keep up to date. (07/19/2021)</p>
---	--	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

used for media management. Finally, we need funding outside of POD funds to keep our staff trained on the latest software and hardware to ensure a depth of knowledge that will facilitate better quality and turn around times.

**Lead:** Mike Nichols

**What would success look like and how would you measure it?:** Success would be measured by the availability of all equipment and software based tools being available when needed.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 8500

**Total Funding Requested:** 8500

**Request - Partial Funding Requested**  
- Lighting and grip equipment to facilitate student and various campus group video productions for both location production and TV studio productions.

**Describe Plans & Activities**

**Supported (Justification of Need):**  
The plan is to provide an adequate amount of lighting and grip equipment which is necessary to maintain high quality productions. Currently the school has the bare minimum amount of equipment needed to support one small

**Reporting Year:** 2020-21

**% Completed:** 50

We have added to our equipment inventory and been able to provide a higher level of production quality. We still need additional funding to get us to where we can provide enough equipment for multiple productions occurring simultaneously. (07/19/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

production in either the field or in the studio. The TV studio has been pressed into service again as both a classroom and a production facility, but has very few lighting and grip resources.

**Lead:** Mike Nichols

**What would success look like and how would you measure it?:** Success will be measured by the ability of multiple productions to occur simultaneously, facilitating both student productions and Broadcast productions that support marketing and various campus groups.

**Type of Request:** LOTTERY: Instructional materials that are designed for use by pupils and their teachers as a learning resource and help pupils acquire facts, skills, or opinions or to develop cognitive processes.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 47500  
**Total Funding Requested:** 47500



# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Technical Services - Event Services Unit

### 2. Where We Are Now: Year at a Glance

#### 2020-21

**Contact Person:** Brandin Bowman

**Email/Extension:** bbowman@mtsac.edu

**Summary of Notable Achievements:** An in-person commencement ceremony was held in the new Hilmer Lodge stadium. This was the first public event at the college since COVID.

Event Services provided support throughout the year to various programs doing pickups and drop offs for students including Chemistry, Physics, Student Laptops, Mountie Fresh, and a majority of the Student Services outreach programs.

A custom app was commissioned and developed by a 3rd party developer to integrate with AudienceView. The app will provide a streamlined way to accept credit cards at ad-hoc activities and events.

**Program Planning for Retention and Success:** Additional staff is needed to balance the workload and relieve the burden that the remaining staff has had to take on. The current model is not sustainable and will not lead to employee retention. The updated staffing needs also align with upcoming department service and facility expansions to ensure success of operations. With two upcoming recruitments for long-time vacant positions, there will be an emphasis on diversity and equity in the hiring process and ensuring that the new employees help to create a well-rounded department.

**External and Internal Conditions Analysis:** Event Services has not been fully staffed for over two years. Reopening the campus and operating the new stadium at this staffing level has been tremendously burdensome to the remaining staff in the department. Recruitment and funding for new positions continues to be a challenge. Additional funding for staff is a CRITICAL need for the upcoming year due to rapidly expanding facilities.

**Critical Decisions Made by Unit:** Expand the Event Technician job classification to a family of jobs, Event Technician 1, 2, and 3, to support expanded offerings and new facilities.

The Facility Rental Fee Schedule was restructured and updated to better align with the types of requests that the college sees. Further work is still needed to finalize baseline operations for new facilities, especially the stadium and Heritage Hall.

**Contributors to the Report:** Brandin Bowman, Kevin Owen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Increase Operational Efficiency of Event Services</b> - Increase Operational Efficiency of Event Services through review and improvement of office operations, event support methodology and support logistics. Incorporate new technology where appropriate to streamline operational processes. Incorporate professional development of staff to ensure stay current with emerging event industry developments and technology.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 08/05/2016</p>	<p><b>In Progress</b> - Systems Analyst</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> The Technical Services unit currently operates several software applications for the department and campus, including Workforce, 25Live, X25, Audienceview Sales/Ticketing, and Ocularis Video Security. As the department and systems have grown, there is a need for a dedicated System Analyst to manage and operate these systems. Especially in the case of systems that impact multiple departments and users on campus, such as Workforce, 25Live, X25, and Ocularis, there are ongoing configuration, analysis, and assistance needs on a regular basis. Especially in the case of 25Live, there are times of heavy system interaction to appropriately place class sections into rooms, and retrieve data on utilization. In the case of Audienceview, there has been a steady increase in the number of ticketed events, and item sales. This will continue to increase with the Stadium now reopened. Cost estimated with Fiscal Calculator at A124.</p> <p><b>Lead:</b> Brandin Bowman</p> <p><b>What would success look like and how would you measure it?:</b> Additional staffing to support the rapidly expanding critical campus systems that Technical Services administers.</p> <p><b>Type of Request:</b> STAFFING: Requests for permanent employee positions or</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>Awaiting Funding (10/03/2021)</p>

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

temporary/hourly employees.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 171424

**Total Funding Requested:** 171424

**Request - Partial Funding Requested**

- Technical Services Division and Event Services Department Office Relocation/Renovation

**Describe Plans & Activities**

**Supported (Justification of Need):**

Technical Services is currently out of office space for the number of employees it currently houses. Additionally, it is long overdue for a major renovation. In the short term, we are proposing a modest reallocation and renovation of current space to accommodate displaced employees. Long term, the plan is to move the Division management and administrative operations along with the Event Services operations to the 3rd floor of the new Student Center. The 3rd floor will be the central event space for the campus with other event operations taking place on the lower floors and surrounding outdoor spaces. Colocating these offices in this space will significantly increase operational efficiency in a fiscally sound approach. The vacated space in Building 6 can then be reallocated for the Broadcast and Audio Visual departments under Technical Services.

**Lead:** Kevin Owen

**Type of Request:** FACILITIES: This section includes minor building

**Reporting Year:** 2020-21

**% Completed:** 75

Still in progress - expected to complete this year. (10/03/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 100000

**Request - Full Funding Requested -**  
 Box Truck for event setups

**Describe Plans & Activities Supported (Justification of Need):**

Purchase a 2nd box truck to assist with event setups. The first truck has been extremely helpful in reducing setup times and labor effort and in full use without stadium events. In order to support existing main campus events in addition to events in the new stadium, a second box truck is required.

**Lead:** Brandin Bowman  
**What would success look like and how would you measure it?:**

Purchase of a new box truck would successfully fulfill this request. Having not supported events in the new stadium as of yet, we don't have the ability to quantify labor savings a second truck would provide.

**Type of Request:** NON INSTRUCTIONAL EQUIPMENT:  
 Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 80000

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Awaiting funding. (10/03/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Total Funding Requested:** 80000  
**Completed** - Toyota Tacoma pickup truck  
**Describe Plans & Activities Supported (Justification of Need):**  
 The 1999 Ford Ranger used for event setups is down for maintenance issues that are costly. The age and condition of the truck make it difficult to justify funding the repairs. Additionally, the truck does not have a back seat, making it difficult to transport people and smaller event items that need to be secured.

**Lead:** Kevin Owen  
**What would success look like and how would you measure it?:**  
 Purchase and delivery of a new 5 passenger Tacoma.  
**Type of Request:** NON INSTRUCTIONAL EQUIPMENT:  
 Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 36000  
**Total Funding Requested:** 3600

<p><b>Improve Customer Service and Satisfaction Levels</b> - Identify and implement ways to increase customer service and satisfaction levels. Transform unit into a full service event planning, coordination, and management unit. Continually</p>	<p><b>Request - Full Funding Requested -</b> Event Coordinator Position           Update 8/12/20: The Lead Event Technician classification was reclassified into Coordinator, Events. A second position is required to</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0          Awaiting funding. (10/03/2021)</p>
--	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

evaluate unit offerings and identify ways to provide additional services as event trends change.

**Status:** Active  
**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  
**Goal Entered:** 08/05/2016

handle the volume of events as new facilities open.

Many of the events on campus require specialized planning, layout and coordination. Currently, these tasks are largely left up to the user and often go unfulfilled. As a result, users often leave the event details to the last minute, fail to coordinate event logistics, request more resources than can fit in an area, are required to hand draw their layouts (especially in outdoor spaces) and attempt to determine all the setup logistics necessary for their event. This often translates into changes needed during setup, missed planning elements, and ultimately, decreased success and student experience. This position is needed immediately with the reopening of the stadium and the upcoming construction and opening of the Student Center and Heritage Hall.

Cost updated 8/25/19 - A95  
 Cost updated 8/12/20 - A89  
**Describe Plans & Activities Supported (Justification of Need):**  
 Full-Time Event Coordinator Position  
**Lead:** Brandin Bowman  
**What would success look like and how would you measure it?:** Success is the addition of a second Coordinator, Events position. Improved department efficiency and morale in addition to improved customer service responses would measure success.

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 95024

**Total Funding Requested:** 95024

**Request - Full Funding Requested -**  
Interactive event layout software

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting Funding (10/03/2021)

Social Tables software provides a way to manage space diagrams and floor plans for event management needs. The software comes with various standard furniture and layout templates and provides users an easy way to diagram furniture layouts for their events. A large number of the furniture layouts in our configurable spaces are custom to each user's needs. This tool will provide them an easy way to diagram their setup, ensure that clearances are maintained for safety and functionality, and allow us to better serve their needs. There currently isn't a formal way for users to communicate their setup needs. Often, hand drawn sketches are made showing desired layouts, but since scale is subjective, we often find that what users envision is not practically possible. The Social Tables software will eliminate this guesswork and enable users to get the room configuration that best suits their event.

**Describe Plans & Activities**

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Supported (Justification of Need):**

Social Tables Software

**Lead:** Brandin Bowman

**What would success look like and how would you measure it?:**

Increased online event submissions with a clear layout/diagram included.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 7000

**On-Going Funding Requested (if applicable):** 8000

**Total Funding Requested:** 15000

**Request - No Funding Requested -** Digital Room Activity & Reservation Signage

**Describe Plans & Activities**

**Supported (Justification of Need):**

With many of our reservable rooms being used by multiple users throughout the day, there is often a need to inform both the requesters and attendees what event is currently happening and when the next one will be starting. In the case of study and practice rooms, there is a need for instantaneous ad-hoc room reservations.

25Live has the capability to interface with several digital room activity and reservation signage manufacturers

**Reporting Year:** 2020-21

**% Completed:** 25

Stalled due to COVID. (10/03/2021)



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

to provide real time display of room usage through the use of a touchscreen at the entry door to a facility. With many of our reservable rooms being used by multiple users throughout the day, there is often a need to inform both the requesters and attendees what event is currently happening and when the next one will be starting.

Exploration into the various product offerings and cost analysis is needed before determining a project cost estimate.

**Lead:** Kevin Owen

**Type of Request:** NON

**INSTRUCTIONAL EQUIPMENT:**

Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** Medium

**Request - Full Funding Requested -** Ongoing funding for software including Bluebeam, AutoCad, Sketchup, SnagIt, D-Tools and other annual subscriptions.

**Describe Plans & Activities**

**Supported (Justification of Need):** There are several software applications that have become an integral part of operations for the Technical Services unit. These applications require annual support fees for updates and ongoing functionality.

**Lead:** Kevin Owen

**Reporting Year:** 2020-21  
**% Completed:** 25  
 Awaiting Funding. (10/03/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 7200

**Request - Full Funding Requested -**  
Event Services Technician

**Describe Plans & Activities Supported (Justification of Need):**

The Event Services Technician is a single position classification. The incumbent is currently responsible for overseeing and ensuring the proper execution of event setups on campus. With the completion of the new Stadium and with several new event facilities on the immediate horizon, additional personnel are required to maintain existing service levels with the addition of new facilities. More personnel will be required to increase service levels and/or offerings.

**Lead:** Kevin Owen

**What would success look like and how would you measure it?:** The addition of the new position and the unit's ability to maintain service levels.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if**

**Reporting Year:** 2020-21

**% Completed:** 25

This was de-funded during COVID and re-awarded this past July. The position will be converted to an Event Technician 2 position. Currently waiting for JD updates from HR. (10/03/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**applicable):** 94219

**Total Funding Requested:** 94219

**Request - Full Funding Requested -**

Convert Admin 1 to Admin 3 position and increase from 42% to 100%.

**Describe Plans & Activities**

**Supported (Justification of Need):** A part-time Admin 1 position recently became vacant unexpectedly. This position needs to be converted to a full time Admin 3 position to provide higher level support to the facility contract process, especially with the return of the Stadium and the upcoming opening of the Student Center. Additionally, this position will provide administrative support to the Box Office for sales at events at the Stadium, and scheduling the large volume of temporary worker shifts. In FY 12-13, the Box Office processed \$273K in transactions. That number has increased year by year. FY 18-19, the Box Office processed \$521K in transactions without ticketing stadium events. This position will provide additional staffing to ensure Box Office support continues to grow with the added facilities and so that we can continue to provide credit card processing services to our campus partners, such as collecting student club fees, Student Health Center fees, and sales for the Horticulture unit.

**Lead:** Kevin Owen/Brandin Bowman

**What would success look like and how would you measure it?:** Funding for staffing.

**Type of Request:** STAFFING: Requests

**Reporting Year:** 2020-21

**% Completed:** 0

Funded in July 2021, awaiting recruitment. (10/03/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 70623

**Total Funding Requested:** 70623

**Request - Full Funding Requested -**

Create new Event Technician II position

**Describe Plans & Activities**

**Supported (Justification of Need):**

The addition of the Student Center, Stadium and Heritage Hall will increase the number of simultaneous events on campus, all of which will have increased complexity due to the advanced technical systems. A new position is needed to provide mid-level support to these facilities, and to increase the available pool of technicians on campus to provide event support. There is currently only a single Event Technician I position to provide support to ALL events on campus. This position would create the 2nd level in a job family of Event Technicians. Cost estimated with Fiscal Calculator at A89.

**Lead:** Brandin Bowman

**What would success look like and how would you measure it?:** Funding for additional staff.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 102128

**Total Funding Requested:** 102128

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting Funding. (10/03/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Request - Full Funding Requested -**  
 Administrative Specialist II - New  
 Office Support Student Center

**Describe Plans & Activities Supported (Justification of Need):**  
 With the added operations that the Student Center, Stadium, and Heritage Hall are bringing to the campus, additional administrative support is needed for front office processing of temporary workers, rental documents, and data entry/tracking of purchases. Campus events also routinely run outside of normal 8am - 5pm hours, and additional phone support is needed to support these campus users. Cost estimated with Fiscal Calculator at A75.

**Lead:** Kevin Owen/Brandin Bowman

**What would success look like and how would you measure it?:** Funding for staff due to department growth and move.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 91106

**Total Funding Requested:** 91106

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Awaiting Funding (10/03/2021)

**Request - Full Funding Requested -**  
 Create and fund new Event  
 Technician III position

**Describe Plans & Activities Supported (Justification of Need):**  
 The addition of the Student Center, Stadium, and Heritage Hall adds considerable complex event systems, including audio, lighting,

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Need to create JD, awaiting funding. (10/03/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

video and rigging. A new position is needed to support these operations in these new facilities. Operating the stadium technical systems is significantly more complex than the previous facility and the Student Center will be a substantial increase above that. Additionally, these facilities will increase the number of simultaneous events on campus, and this position will increase the number of technicians available to provide support. There is currently only a single Event Technician position to provide support to ALL the events on campus. This position would create the 3rd level in a job family of Event Technicians. Cost estimated with Fiscal Calculator at A108

**Lead:** Kevin Owen/Brandin Bowman

**What would success look like and how would you measure it?:** Funding for new staff support

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 119769

**Total Funding Requested:** 119769

**Request - Full Funding Requested -** Increase 47.5% Admin 1 to 100% status

**Describe Plans & Activities**

**Supported (Justification of Need):**

The Technical Services main office does not have full front desk/phone coverage throughout normal operating hours. Between two part

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting funding. (10/03/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

time Administrative Specialist positions, there is less than a 100% position. Increasing one of the positions to 100% will provide full coverage, every day of the week, throughout operating hours. This coverage is important to the growth the department has experienced, both on the Event and facility side, and the Audio Visual Support side. Cost increase estimated with Fiscal Calculator.

**Lead:** Brandin Bowman

**What would success look like and how would you measure it?:** Funding to increase staffing level.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 53920

**Total Funding Requested:** 53920

<p><b>Maintain Fiscal Sustainability of Operations -</b> Maintain Fiscal Sustainability of Operations while service demands increase and labor costs increase.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 06/01/2019</p>	<p><b>Request - Full Funding Requested -</b> Increase Event Services labor funding to keep up with increased demand and pay rates.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> The volume of events supported by Event Services has increased significantly over the last five years without any increase to the part time labor budget. Additionally, there have been several minimum wage increases which have driven up the entire pay scale. The majority of the event labor comes from part-time workers. For the past several</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>Awaiting funding. (10/03/2021)</p>
--	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

years, funds have been diverted from other areas in Technical Services to cover the shortage of funds in Event Services.

**Lead:** Brandin Bowman

**What would success look like and how would you measure it?:** The ability to successfully service appropriate college events without needing to augment the Event Services budget from other departmental units.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 12000

**Total Funding Requested:** 12000

**Request - No Funding Requested -** Restructure Facility Rental Pricing Structure

**Describe Plans & Activities Supported (Justification of Need):**

The Civic Center Act provides guidelines regarding pricing college facilities for rental. Restructuring the facility rental pricing structure will ensure compliance and allow us to identify potential additional revenue streams.

The unit used funds for a legal opinion of the Civic Center Act. Additional funds may be requested to continue legal services to rewrite contract documents.

**Lead:** Brandin Bowman

**What would success look like and how would you measure it?:** Unit

**Reporting Year:** 2020-21  
**% Completed:** 25  
 Partially implemented for the 2021 calendar year. (10/03/2021)



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

staff are able to provide pricing to potential renters faster and in a more consistent manner. Unit can identify and predict revenue trends.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High

**Total Funding Requested:** 0

**Request - Full Funding Requested -** Increase Event Services Equipment Budget - Added Scope from Stadium Opening

**Reporting Year:** 2020-21

**% Completed:** 0  
Awaiting Funding (10/03/2021)

**Describe Plans & Activities**

**Supported (Justification of Need):**

The opening of the stadium has generated a new need for ongoing technical equipment purchases to support events, particularly related to temporary event systems such as power, fiber, broadcast and small portable items such as canopies, barricades, lighting, etc. This mirrors the equipment purchase needs of a facility such as the Performing Arts Center where there is an ongoing need for new equipment, replacements, and upgrades. Additionally, The amount of event equipment campus wide has increased over the last five years to meet demand, especially in the area of canopies and technical equipment.

**Lead:** Brandin Bowm

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**What would success look like and how would you measure it?:** Budget increase to support new facilities

**Type of Request:** NON INSTRUCTIONAL EQUIPMENT: Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** Urgent  
**On-Going Funding Requested (if applicable):** 20000

**Total Funding Requested:** 20000

**Request - Full Funding Requested -** Increase Event Services  
Commencement Budget

**Describe Plans & Activities Supported (Justification of Need):**

Commencement at the new stadium has increased costs due to additional staffing needs, especially in the areas of security, and event elements such as stage, plant, and tent rentals. Changes in the Ambulance industry have also reduced the number of vendors willing to perform the stand-by service that we require, resulting in less competitive pricing.

**Lead:** Kevin Owen

**What would success look like and how would you measure it?:** Funding for increased costs and scope for commencement.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/

**Reporting Year:** 2020-21  
**% Completed:** 0  
Awaiting funding. (10/03/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** Urgent

**On-Going Funding Requested (if applicable):** 25000

**Total Funding Requested:** 25000

**Request - Full Funding Requested -**

Increase Event Services

Equipment/Supply/Operating

Budgets - Student Center

**Describe Plans & Activities**

**Supported (Justification of Need):**

The opening of the Student Center has generated a new need for ongoing technical equipment purchases to support events and operations. This mirrors the equipment purchase needs of a facility such as the Performing Arts Center, where there are ongoing needs, replacements and upgrades. The capabilities and technical systems of this facility are incredibly large and complex, similar to those in the Performing Arts Center, and require ongoing budget to support. Additionally, The amount of event equipment campus wide has increased over the last five years to meet demand, especially in the area of canopies and technical equipment.

**Lead:** Brandin Bowman

**What would success look like and how would you measure it?:**

Increased budget to handle increased scope of operations.

**Type of Request:** OTHER OPERATING

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting Funding. (10/03/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 50000

**Total Funding Requested:** 50000

**Request - Full Funding Requested -** Budget increase to fund Webinar Licenses

**Describe Plans & Activities Supported (Justification of Need):**

Zoom Webinars have become a widely adopted platform on campus for large remote audiences. The two licenses the college currently has are funded with COVID funding. Ongoing, District funding is needed to keep this platform functioning once the COVID funding is no longer available.

**Lead:** Kevin Owen/Brandin Bowman  
**What would success look like and how would you measure it?:** Funding for Webinar Licenses

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** Urgent  
**On-Going Funding Requested (if applicable):** 5500

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Awaiting funding. (10/03/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

**Total Funding Requested:** 5500

<p><b>Campus Collaboration</b> - Collaborate with other departments to improve operational efficiency and technical offerings.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 09/11/2018</p>	<p>HVAC integration with 25Live  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>                  25Live offers a robust interface to 3rd party applications. One application in particular, Events2HVAC sits between 25Live and the campus energy management system and can operate the HVAC systems based on room occupancy data in 25Live. With 25Live already synchronized with course data in Banner, and events being scheduled in 25Live, 25Live now becomes a central repository of all room usage. This data can be directly translated through Events2HVAC to optimize HVAC operations for occupied spaces. Not only does this translate into energy savings, but also labor savings as the scheduling of HVAC systems no longer needs to be a manual process.</p> <p>Further exploration and analysis is needed in collaboration with Facilities Planning &amp; Management to determine the scope, cost and feasibility of implementing a system such as this.  <b>Lead:</b> Kevin Owen  <b>Planning Unit Priority:</b> Medium</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 25                  All room scheduling has transitioned to 25Live - this is not a viable option. (10/03/2021)</p>
	<p>Access Control Integration with 25Live  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b>                  There are a number of buildings and</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0                  All room scheduling has transitioned to 25Live - this is now a viable option. (10/03/2021)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

rooms across campus on electronic access control locks. These locks require manual programming, both for regular classes and one-off events. 25Live offers a robust interface to 3rd party applications, including access control systems. With 25Live already synchronized with course data in Banner, and events being scheduled in 25Live, 25Live now becomes a central repository of all room usage. Through an interface between 25Live and the campus access control system, great efficiencies can be achieved by automating the building/room unlock & lock based on up to date class and event schedules.

Further exploration and analysis is needed in collaboration with Facilities Planning & Management to determine the scope, cost and feasibility of implementing a system such as this.

**Lead:** Kevin Owen  
**Planning Unit Priority:** Medium  
**Request - Full Funding Requested -** System Analyst  
**Describe Plans & Activities Supported (Justification of Need):**  
 The Technical Services unit currently operates several software applications for the department and campus, including Workforce, 25Live, X25, Audienceview Sales/Ticketing, and Ocularis Video Security. As the department and systems have grown, there is a need

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Awaiting Funding (10/03/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

for a dedicated System Analyst to manage and operate these systems. Especially in the case of systems that impact multiple departments and users on campus, such as Workforce, 25Live, X25, and Ocularis, there are ongoing configuration, analysis, and assistance needs on a regular basis. Especially in the case of 25Live, there are times of heavy system interaction to appropriately place class sections into rooms, and retrieve data on utilization. In the case of Audienceview, there has been a steady increase in the number of ticketed events, and item sales. This will continue to increase with the Stadium now reopened. Cost estimated with Fiscal Calculator at A124.

**Lead:** Brandin Bowman

**What would success look like and how would you measure it?:**

Additional staffing to support the rapidly expanding critical campus systems that Technical Services administers.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Urgent  
**On-Going Funding Requested (if applicable):** 137441

**Total Funding Requested:** 137441

# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Technical Services - Performing Arts Operation Unit

### 2. Where We Are Now: Year at a Glance

**2020-21**

**Contact Person:** Kevin Owen

**Email/Extension:** kowen@mtsac.edu

**Summary of Notable Achievements:** The Performing Arts Team was instrumental in finishing the commissioning on the new Hilmer Lodge Stadium as well as accomplishing the first commencement in the new facility. Further complicating the event, this was an in-person event during the COVID pandemic.

Planning continued for the Student Center Event Center facility. This is scheduled to open in 2023.

**Program Planning for Retention and Success:** Evaluation of the current job classification and structure is needed to ensure ongoing success of this unit. The existing structure has been in place for 20 years, and the needs of the campus have grown and changed during that time. There are opportunities for closer integration with some of the events that the Event Services department supports.

**External and Internal Conditions Analysis:** The Ticketing and Patron Services Coordinator position had been vacant since April 2019. It was successfully filled in July, 2021.

As we look ahead to the opening of new facilities such as the Stadium, Heritage Hall, and the Student Center, the Performing Arts Team will be an important piece to the operation of those facilities.

**Critical Decisions Made by Unit:** Un-frost and recruit for the Ticketing and Patron Services Coordinator position.

**Contributors to the Report:** Kevin Owen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Provide well maintained &amp; equipped facilities, conducive to modern instructional methods and content.</b> - Identify and upgrade areas of the facility and equipment that are either worn, outdated or insufficient.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21, 2021-22</p> <p><b>Goal Entered:</b> 09/16/2017</p>	<p><b>Request - Full Funding Requested -</b> Upgrade Clarke Theater Green Room &amp; outdoor patio</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b></p> <p>Paint</p> <p>Furniture</p> <p>Lighting</p> <p>AV</p> <p><b>Lead:</b> Kevin Owen</p> <p><b>What would success look like and</b></p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>Awaiting funding - added to scheduled maintenance list. (10/03/2021)</p>



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**how would you measure it?:**

Replacement of damaged, outdated, and inefficient furniture and equipment. Addition of AV system along with new furniture for collaboration and prep during performances.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 150000

**Total Funding Requested:** 150000

**Request - Full Funding Requested -** Electrical Upgrades - Clarke Theater Audio System

**Describe Plans & Activities**

**Supported (Justification of Need):** 100 amp 3-phase power service to the Clarke Theater Amplifier Room \$16,500

**Lead:** Kevin Owen

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Low

**One-Time Funding Requested (if applicable):** 16500

**Request - Full Funding Requested -** Clarke Theater - Replace Emergency Lighting Transfer System

**Describe Plans & Activities**

**Supported (Justification of Need):** The existing emergency lighting transfer system in the Clarke Theater

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting funding - added to scheduled maintenance list. (10/03/2021)

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting funding, added to scheduled maintenance list. (10/03/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

is over 22 years old and showing signs of the contactors binding up, preventing load transfer in an emergency. This system should be replaced with an ETC Emergency Lighting Transfer System (ELTS).

**Lead:** Kevin Owen

**What would success look like and**

**how would you measure it?:** Funding for emergency lighting system.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Urgent

**One-Time Funding Requested (if applicable):** 25000

**Total Funding Requested:** 25000

**Request - No Funding Requested -**

Upgrade Clarke Theater Video Processing System

**Describe Plans & Activities**

**Supported (Justification of Need):**

Replace analog video processing equipment in Clarke Theater with digital high definition equipment. This is being funded out of the AV budget.

**Lead:** Chris Rodriguez

**Type of Request:** NON

INSTRUCTIONAL EQUIPMENT:

Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** Medium

**Request - Full Funding Requested - Reporting Year:** 2020-21

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	<p>Upgrade theatrical lighting systems with modern LED fixtures.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            LED Wash Lighting Fixtures: \$74,000            LED Profile Lighting Fixtures: \$160,000            DMX/ACN Gateways: \$6,200            Cabling: \$6000  <b>Lead:</b> Kevin Owen</p> <p><b>What would success look like and how would you measure it?:</b>            Conversion of older incandescent lighting fixtures with LED fixtures.</p> <p><b>Type of Request:</b> INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.</p> <p><b>Planning Unit Priority:</b> Medium</p> <p><b>One-Time Funding Requested (if applicable):</b> 246200  <b>Total Funding Requested:</b> 246,200</p> <p><b>Request - Full Funding Requested -</b>            Replace outdated &amp; destabilizing architectural lighting control system in the Performing Arts Complex.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            ETC Paradigm Architectural Lighting Control System \$58,000            Programming Training: \$4,000  <b>Lead:</b> Kevin Owen</p> <p><b>What would success look like and how would you measure it?:</b> Existing architectural lighting control system replaced with ETC Paradigm system.</p> <p><b>Type of Request:</b> FACILITIES: This</p>	<p><b>% Completed:</b> 0            Awaiting funding, added to Instructional Equipment list. (10/03/2021)</p> <p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0            Awaiting funding, added to scheduled maintenance list. (10/03/2021)</p>

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Urgent  
**One-Time Funding Requested (if applicable):** 65000  
**Total Funding Requested:** 65000

**Request - Full Funding Requested -** Retrofit architectural lighting in Clarke Theater and Recital Hall with LED lighting.

**Describe Plans & Activities**

**Supported (Justification of Need):** With changes to lighting regulations, it is no longer possible to purchase replacement light bulbs for some of the light fixtures in the Clarke Theater and Recital Hall. The fixtures need to be replaced with LED fixtures. There are now burned out lights in these facilities that can not be replaced.

**Lead:** Kevin Owen

**What would success look like and how would you measure it?:**

Replacement of original architectural lighting fixtures with LED fixtures.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Urgent  
**One-Time Funding Requested (if applicable):** 110000  
**Total Funding Requested:** 110,000

**Request - Full Funding Requested -** Replacement of show/running lights in Clarke Theater and Recital Hall

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting funding, added to scheduled maintenance list. (10/03/2021)

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting funding, added to scheduled maintenance list.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
	<p>with LED fixtures</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            With changes to lighting regulations, it is increasingly difficult to purchase replacement light bulbs for incandescent fixtures. The show/running lights need to be replaced with LED fixtures. There are now burned out lights in the Clarke Theater and Recital Hall that can not be replaced.</p> <p><b>Lead:</b> Kevin Owen</p> <p><b>What would success look like and how would you measure it?:</b>            Incandescent show/running lights in the Clarke Theater and Recital Hall replaced with LED fixtures.</p> <p><b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.</p> <p><b>Planning Unit Priority:</b> Urgent</p> <p><b>One-Time Funding Requested (if applicable):</b> 75000</p> <p><b>Total Funding Requested:</b> 75,000</p> <p><b>Request - Full Funding Requested -</b>            Replace existing wireless micriphone system with Shure Axient digital wireless system.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b>            As the FCC has sold off RF spectrum and narrowed available frequencies for entertainment &amp; broadcast users, it is becoming increasingly difficult to operate large wireless systems successfully. Migrating the existing wireless system to a digital</p>	<p>(10/03/2021)</p> <p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>Awaiting funding, added to instructional equipment list.            (10/03/2021)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

system will improve reliability and interoperability of units, particularly in large setups as encountered during large student performances.

**Lead:** Kevin Owen

**What would success look like and how would you measure it?:** Replace existing wireless microphone system with digital wireless system.

**Type of Request:** INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 82000

**Total Funding Requested:** 82,000

<p><b>Provide positive, efficient, and comprehensive customer service -</b> Provide positive, efficient, and comprehensive customer service to all users of PAC facilities and services, including on and off campus users.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 08/23/2019</p>	<p><b>Request - Full Funding Requested -</b> Admin III or Ticketing and Patron Services Coordinator</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Add a Ticketing and Patron Services Coordinator or Admin III position to provide additional support, coverage and potential for transfer of duties to the Coordinator, Patron Services position. There is sufficient workload to warrant a second person to assist with these duties, and it will provide a succession plan/growth path when the Coordinator, Patron Services position becomes vacant. With the current single person handling these duties, service times are long, and</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>Awaiting Funding (10/03/2021)</p>
---	---	---

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

there is no coverage when the employee has time off.

**Lead:** Kevin Owen

**What would success look like and how would you measure it?:**

Additional classified staff

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 85529

**Total Funding Requested:** 85529

**Request - Partial Funding Requested** **Reporting Year:** 2020-21

- Customization of the AudienceView platform to facilitate Point-of-Sale operations.

**% Completed:** 75

This was partially funded with NRA funds, and partially with Technical Services funds. (10/03/2021)

**Describe Plans & Activities**

**Supported (Justification of Need):**

The AudienceView ticketing platform serves as a point-of-sale system for several operations on campus (Horticulture, Student Health Center, Athletics Merchandise Sales). The application is not specifically tailored to a portable/mobile workflow, so utilizing it for these areas has some challenges. Some funded development to customize a more mobile-friendly interface would improve service and allow for expanded functionality to other areas on campus.

**Lead:** Brandin Bowman

**What would success look like and how would you measure it?:** Mobile application for point of sale operations.

**Type of Request:** IT SUPPORT: Requests for projects related to the

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

implementation, integration, application, delivery, and support of information and instructional technologies.

**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 83000  
**Total Funding Requested:** 83,000



# 1. Assessment Plan - Three Column



## PIE - Administrative Services: Technical Services - Presentation Services Unit

### 2. Where We Are Now: Year at a Glance

*2020-21*

**Contact Person:** Chris Rodriguez

**Email/Extension:** acrodriguez@mtsac.edu, 5693

**Summary of Notable Achievements:** Made significant progress of completion for the new Hilmer Lodge Stadium. We provided support on two televised events and the return of the Mt. SAC Commencement and Nursing graduations. The commencement included live interpretation and captioning support for the deaf and hard of hearing community. This installation utilized the largest community college scoreboard on the west coast and our first video wall application at the entrance of the football and track and field coaches area.

Advised, created, and supported large scale events online with Zoom's Webinar License. The webinar license allowed programs to continue hosting events that would typically be held in person while the "Stay-at-Home" order was active. The feature was used for a wide variety of events including CPD Day, Cash for College, and the Kepler Scholarship event.

Provided support for the design of future facilities such as Heritage Hall, Student Center, Gym and Aquatics, 16F-El Centro, and the new STEM Center in Building 61. These facilities will support broadcast capability, implementation of direct view LED walls, divisible event spaces, and dedicated spaces for established cultural groups on campus.

Continued to upgrade technology on campus by implementing the first 4K emulated systems into classrooms and the first Video Wall application.

Rebranded our team from Presentation Services to Audio Visual Services. This more accurately reflects our role on campus in an easy to understand format for the campus community.

As the number of projects that we manage grow with current and upcoming construction, we were successful in securing additional funding for a Coordinator, Audio Visual Systems. In addition, we have updated the job description for the Audio Visual Support Technician, upgrading the prior Learning Resources Technician which was based on much older technology and duties.

In collaboration with IT, we have installed and begun utilization of two major servers, Dante Domain Manager and Ocularis, that affect the future of Audio Visual on campus. Dante Domain Manager will provide management to more than 100 devices currently on campus. We project this system will provide management to more than 800 devices in the next 3 years. Ocularis is a Campus Camera Management Server that now manages the 141 cameras on campus and will expand to encompass new cameras such as the 48 cameras slated for the new Gateway Parking Structure. It also provides managed access to the various groups on campus, allowing them to view and manage their own pre-defined groups of cameras.

**Program Planning for Retention and Success:** Collaborated with Human Resources and Deaf and Hard-of-Hearing (DHH) Services to provide American Sign Language (ASL) Interpretation for Zoom Webinars. We tested and verified configurations to ensure that the interpreter could be seen by all users during these events. Additionally, we chose the National Captioning Institute and Otter.ai to provide live captioning and transcription for Zoom events.

Formulated a strategy to ensure all AV systems on campus are in working condition for the return of students and staff after the “stay-at-home” order. This plan has also assisted in getting our preventative maintenance for classroom systems closer to completion.

Worked with Administration to determine priorities for conference rooms to be updated, allowing for video conferencing. The best solution was to provide 10 portable systems that allow users to move these carts into the rooms that they are meeting in.

**External and Internal Conditions Analysis:** In 2016, we were responsible for managing approximately 316 AV systems including a few digital signs.

Since that time, we have added 321 AV systems to the campus, added mass notification and paging, management of the campus surveillance camera system, and primary support for video conferencing. The Audio Visual Services Unit now provides to the campus community technical consulting, engineering/design, integrated programming, project management, server support, procurement support, commissioning, and training on more than 60 projects including: Heritage Hall, Gym and Aquatics, Student Center, Bookstore and Office of Instruction, Champion Parking Structure, Gateway Parking Structure, ACE closeout, (61) conference room upgrades, (3) new conference room systems, and (14) classrooms. We estimate to receive an additional 150 systems and the rapid growth of Alertus for mass notification and surveillance cameras. With the addition of the new Tech and Health building, our campus support will exceed 800 systems.

The implementation of the “Analog Sunset”, as required by the license granted to content producers of protected high definition video content, has accelerated our move to wide aspect ratio digital video as an evolving standard for classroom media systems. Many of our older analog controlled systems need to be converted to this wide aspect ratio, as most manufacturers have discontinued these products. The most affected are the projectors which are significantly beyond their lifespan and no longer have bulb replacements available. This affects 173 existing projectors on campus in analog systems. Newer installations already support this format. Considerable time is now dedicated to support these rooms. Many of these new laptops are made without the ability to turn off "Digital Right Media" (DRM) and will not support connecting to an analog system. Due to the elimination of analog video signals under the Analog Sunset requirement, the current gap in regulations regarding closed captions for digital video formats is causing considerable difficulty in implementing ADA captioning requirements in the digital classroom. We have developed a technology life cycle replacement plan that will address these issues.

The semiconductor shortage resulted in significant delays in much of the equipment used in AV systems making it difficult to support maintenance and new projects. This resulted in delays delivering projects.

The pandemic worsened the worldwide technology shortages which resulted in delays receiving equipment for every AV project.

The mask mandates prompted a search for portable microphones that could be used by faculty during classes in the Fall term. Multiple models were tested for clarity and volume. The Gigaphone V2 was the model selected and purchased for Fall Semester use. The mandates required social distancing and masks when working on campus.

The “stay-at-home” order prevented us from conducting any maintenance on over 400 AV systems on campus.

**Critical Decisions Made by Unit:** With the analog sunset well behind us, we have decided to no longer implement the VGA connection in future AV systems. VGA has become obsolete in the consumer market and is no longer available on laptops.

The return to campus after the Stay at Home order brought challenges of supporting Faculty to teach while wearing a mask. Several solution were identified and some were tested while other permanent solutions already exist on campus. Shortly before the end of the school year, the mask mandate was removed with the hope of normalcy returning in the Fall semester. As of this writing, the mask requirement has returned right before the Fall Semester is to begin. This forced us to resort to one solution, Personal Amplifier systems to have the ability to get something quickly. We are purchasing several manufacturers for testing to ensure an adequate solution. Unfortunately

there are not enough of any model to support more than 600 full time Faculty with additional adjunct. We are working with purchasing to abide by the requirements for procurement, but locating solutions that are immediately available.

The Stadium Project brought several new technologies that were not previously on campus, One of these came in the form of IPTV. With the potential and immanent growth throughout the campus, we identified LG as an appropriate solution to manage the IPTV system providing managed access to the televisions on campus.

As the complexity and quantity of AV systems grow and become more dependent on IT, we chose to begin implementing reserved DHCP address assignments for all equipment moving forward. In the past, we used static IP addresses on a fixed network for system integration. As our systems have grown and expanding, this made it difficult to scale existing systems. Reserved DHCP allows us to better manage the assignment of addressing in a single location. This also aids in making changes to addresses as needed when certain servers are changed/moved. This also provides a path in supporting the Broadcast Department as they look to more flexible camera and audio options that are now available over the network.

**Contributors to the Report:** Chris Rodriguez, Adam San Miguel, Chris Walker, Valerie Biller, Cynthia Parks

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Manage Audio/Visual projects in an efficient and timely manner</b> - Provide timely, effective, and efficient management of audio visual requests for AV systems, paging systems, digital signs, mass notifications, and surveillance systems.</p> <p><b>Status:</b> Active  <b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 07/31/2017</p>	<p><b>Report directly on Goal</b></p> <p><b>Request - Full Funding Requested - Describe Plans &amp; Activities Supported (Justification of Need):</b>            The campus needs to establish a technology replacement program with the ability to replace 100 systems every year for a conservative 8 year system life cycle. Typical system life cycles are recommended at 4-5 years. As technology evolves every three years, every system will have to be re-engineered to keep pace with the technology of the time. The Audio Visual Services Unit now provides to the campus community technical consulting, engineering/design, integrated programming, project management, server support,</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 100            We were successful in securing funding for an additional AV coordinator. (07/26/2021)</p> <hr/> <p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0            Awaiting Funding (10/03/2021)</p>

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

procurement support, commissioning, and training on more than 60 projects including: Heritage Hall, Gym and Aquatics, Student Center, Bookstore and Office of Instruction, Champion Parking Structure, Gateway Parking Structure, ACE closeout, (61) conference room upgrades, (3) new conference room systems, and (14) classrooms. We estimate to receive an additional 150 systems and the rapid growth of Alertus for mass notification and surveillance cameras. With the addition of the new Tech and Health building, our campus support will exceed 800 systems.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** The

COVID pandemic has show us that our campus technology falls behind. The immediate need for modern systems is not possible with supply shortages, procurement timelines, and limitation of bid requirements. These solutions need to be planned and executed in a timely manner. with our current and future overhead, we simply cannot currently meet that demand.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 155388

**Total Funding Requested:** 155388

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Provide Audio/Visual maintenance and support</b> - Provide Audio and Visual support to faculty and staff in a timely and efficient manner. Provide maintenance on existing systems to insure reliable operation by faculty and staff.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21</p> <p><b>Goal Entered:</b> 08/04/2017</p>	<p><b>In Progress</b> - Provide maintenance and troubleshooting on systems when the facility is unoccupied.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Funding for overtime</p> <p><b>Lead:</b> Chris Rodriguez</p> <p><b>What would success look like and how would you measure it?:</b> Identify overtime funding to support evening or weekend access to repairs AV systems.</p> <p><b>Type of Request:</b> STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p><b>Planning Unit Priority:</b> Medium</p> <p><b>On-Going Funding Requested (if applicable):</b> 8500</p> <p><b>Total Funding Requested:</b> 8500</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>Awaiting Funding (10/03/2021)</p>
	<p><b>In Progress</b> - Establish funded operating budget.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Funding for operating budget to repair or replace projectors, document cameras, video switchers, existing manual projector screens, and miscellaneous AV supplies/equipment, small parts, labor, software, etc. When the department was created, a commensurate budget was not simultaneously created.</p> <p><b>Lead:</b> Chris Rodriguez</p> <p><b>What would success look like and how would you measure it?:</b> Able to provide support for repairs for all AV systems on campus.</p> <p><b>Type of Request:</b> NON</p>	<p><b>Reporting Year:</b> 2020-21</p> <p><b>% Completed:</b> 0</p> <p>Awaiting funding. One-time funding has been provided in the past. This will expire with the current fiscal year. (10/03/2021)</p>

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

INSTRUCTIONAL EQUIPMENT:  
Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 100000

**Total Funding Requested:** 100000

**In Progress -** Add part time student worker morning position

**Describe Plans & Activities**

**Supported (Justification of Need):**  
Student Worker IV position - \$15,200

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting funding. (10/03/2021)

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** Increase safety for staff working alone.

Provide work experience to students interested in AV technology.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Low

**On-Going Funding Requested (if applicable):** 15200

**Total Funding Requested:** 15200

**Request - Full Funding Requested -**  
Establish Project lamp Maintenance

**Describe Plans & Activities**

**Supported (Justification of Need):**  
The request is to establish an ongoing fund for projector lamps to support all campus projectors.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** Provide

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting Funding. (10/03/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

reliable support for projectors throughout campus.

**Type of Request:** INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 34000

**Total Funding Requested:** 34000

**Request - Full Funding Requested -** An additional Audio Visual Support Technician

**Describe Plans & Activities Supported (Justification of Need):** As the number of systems grow on campus as well as the growing responsibilities, we need the ability to provide greater support with additional staff.

**Lead:** Chris Rodriguez  
**What would success look like and how would you measure it?:** Ability to provide support to the technology systems in a timely manner.

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 95642  
**Total Funding Requested:** 95642

**Request - Full Funding Requested -** Increase to ongoing funding for security camera licensing.

**Describe Plans & Activities Supported (Justification of Need):**

**Reporting Year:** 2020-21  
**% Completed:** 0  
Awaiting Funding. (10/03/2021)

**Reporting Year:** 2020-21  
**% Completed:** 0  
Awaiting Funding. (10/03/2021)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

As cameras are added to the Ocularis management system, especially as a result of new construction projects, additional ongoing funding is needed after the first year for the individual camera licenses.

**Lead:** Chris Rodrigues  
**What would success look like and how would you measure it?:** Full funding.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 5000  
**Total Funding Requested:** 5000

**Request - Full Funding Requested -** Administrative Specialist II

**Describe Plans & Activities Supported (Justification of Need):**

With the Technical Services Division Office and Event Services offices moving to the Student Center in 2023, additional administrative support is needed to provide front desk coverage for the Audio Visual and Broadcast units in Building 6. The Audio Visual call center functions from 8am - 8pm to support Faculty and Instruction, and maintaining coverage is essential. Additionally, with the increased operations, especially in the AV area,

**Reporting Year:** 2020-21  
**% Completed:** 0  
 Awaiting funding. (10/03/2021)



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

this position is important to providing administrative support to routine operations. Cost estimated with Fiscal Calculator at A75.  
**Lead:** Chris Rodriguez  
**What would success look like and how would you measure it?:** Funding for an Admin Specialist II  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 91106  
**Total Funding Requested:** 91106

<p><b>Professional Development</b> - Provide opportunities for training and education to keep up with technology and trends.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 08/16/2017</p>	<p><b>Request - Full Funding Requested -</b> Provide Funding to support staff technical training  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> With the rapid development of technology , technicians need to receive ongoing training to keep abreast of technology trends. As providers of technical support, we are regularly sought to provide direction on new technologies. In order to receive generalized training without manufacturer hyperbole, technicians need to receive training through fee based programs and seminars. As these offerings can vary in cost, this initial request is for \$500 per employee in the Presentation Services unit.  <b>Lead:</b> Chris Rodriguez  <b>What would success look like and how would you measure it?:</b> Provide knowledgeable technicians who can</p>	<p><b>Reporting Year:</b> 2020-21  <b>% Completed:</b> 0            Awaiting Funding. (10/03/2021)</p>
---	--	--

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

keep up with changing technologies and support faculty and staff who have innovative technology requests.  
**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.  
**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 2000  
**Total Funding Requested:** 2000

**Provide solutions for adequate and modern audio visual systems.** - Provide modern audio visual systems and resources which interface with technologies used regularly by faculty and staff. Evaluate antiquated systems to suggest paths for renovation/modernization. Evaluate emerging technologies to determine appropriate use and application for instruction.  
**Status:** Active  
**Goal Year(s):** 2017-18, 2019-20, 2020-21  
**Goal Entered:** 08/15/2017

**Request - Full Funding Requested - Describe Plans & Activities Supported (Justification of Need):**  
 Updated AV systems for Building 11  
 The AV systems in this building have fallen significantly behind in the ability to support digital video technology. The high definition computer systems have out-paced the AV technology, which does not support digital high definition video. The projectors have also outlast their expected lifetime and display dim images compared to when they were new. These AV systems also display a video format that was antiquated more than 8 years ago. Therefore the projector screens will also need to be replaced.  
**Lead:** Chris Rodriguez  
**What would success look like and how would you measure it?:** This update will allow instructors to display content in HD digital format and bring renewed brightness for classroom viewing.  
**Type of Request:** INSTRUCTIONAL

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if applicable):** 500000

**Total Funding Requested:** 500000  
**Request - Full Funding Requested -**

Updated AV systems for Building 7  
**Describe Plans & Activities**

**Supported (Justification of Need):**  
The AV systems in this building have fallen significantly behind in the ability to support digital video technology. The high definition computer systems have out-paced the AV technology , which does not support digital high definition video. The projectors have also outlast their expected lifetime and display dim images compared to when they were new. These AV systems also display a video format that was antiquated more than 8 years ago. Therefore the projector screens will also need to be replaced.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** This update will allow instructors to display content in HD digital format and bring renewed brightness for classroom viewing.

**Type of Request:** INSTRUCTIONAL  
EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 560000

**Total Funding Requested:** 560000

**Request - Full Funding Requested -**

Updated AV systems for Building 61

**Describe Plans & Activities**

**Supported (Justification of Need):**

The AV systems in this building have fallen significantly behind in the ability to support digital video technology. The high definition computer systems have out-paced the AV technology, which does not support digital high definition video. The projectors have also outlast their expected lifetime and display dim images compared to when they were new. These AV systems also display a video format that was antiquated more than 8 years ago. Therefore the projector screens will also need to be replaced.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** This update will allow instructors to display content in HD digital format and bring renewed brightness for classroom viewing.

**Type of Request:** INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if applicable):** 1380000  
**Total Funding Requested:** 1,380,000

**Request - Full Funding Requested -**  
Updated AV systems for Building 26A

**Describe Plans & Activities Supported (Justification of Need):**

The AV systems in this building have fallen significantly behind in the ability to support digital video technology. The high definition computer systems have out-paced the AV technology, which does not support digital high definition video. The projectors have also outlast their expected lifetime and display dim images compared to when they were new. These AV systems also display a video format that was antiquated more than 5 years ago. Therefore the projector screens will also need to be replaced.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** This update will allow instructors to display content in HD digital format and bring renewed brightness for classroom viewing.

**Type of Request:** INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** Medium  
**One-Time Funding Requested (if**

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**applicable):** 1100000

**Total Funding Requested:** 1,100,000

**Request - Full Funding Requested -**

Updated AV systems for Building 26B

**Describe Plans & Activities**

**Supported (Justification of Need):**

The AV systems in this building have fallen significantly behind in the ability to support digital video technology. The high definition computer systems have out-paced the AV technology, which does not support digital high definition video. The projectors have also outlast their expected lifetime and display dim images compared to when they were new. These AV systems also display a video format that was antiquated more than 5 years ago. Therefore the projector screens will also need to be replaced.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** This update will allow instructors to display content in HD digital format and bring renewed brightness for classroom viewing.

**Type of Request:** INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 250000

**Total Funding Requested:** 250,000

**Request - Full Funding Requested -**

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
-------------------	-------------------------	--

Updated AV systems for Building 26D

**Describe Plans & Activities Supported (Justification of Need):**  
 The AV systems in this building have fallen significantly behind in the ability to support digital video technology. The high definition computer systems have out-paced the AV technology, which does not support digital high definition video. The projectors have also outlast their expected lifetime and display dim images compared to when they were new. These AV systems also display a video format that was antiquated more than 5 years ago. Therefore the projector screens will also need to be replaced.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** This update will allow instructors to display content in HD digital format and bring renewed brightness for classroom viewing.

**Type of Request:** INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 1100000

**Total Funding Requested:** 1,100,000

**Request - Full Funding Requested -**  
 Gradual replacement of presentation technology.

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Describe Plans & Activities**

**Supported (Justification of Need):**

Presentation services manages over 500 AV systems that become antiquated after 5 years. Moreover, computers are also replaced about every 3 years. The computer replacement program and Instruction has outpaced the AV technology supported in the classroom. In order to keep pace with developing computer technologies, Presentation Services needs the ability and resource to update AV systems to support higher definition display systems. This funding request is to support display technology to replace projectors, video switchers, and laptop video connections as they become antiquated or computers in the classroom are improved and replaced. The proposed funding request will allow us to replace the necessary display equipment every 5 years and the control system every 10 years.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** This will help presentation technologies keep pace with higher definition computers as they are replaced.

**Type of Request:** INSTRUCTIONAL EQUIPMENT: Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.



*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Planning Unit Priority:** Medium

**On-Going Funding Requested (if applicable):** 700000

**Total Funding Requested:** 700,000

**Request - Full Funding Requested -**

Provide modern video equipment for the Musical Recital Hall.

**Describe Plans & Activities**

**Supported (Justification of Need):**

Update the Video switching equipment in the Recital Hall to support digital high definition video.

**Lead:** Chris Rodriguez

**What would success look like and**

**how would you measure it?:** Provide digital video support for users.

**Type of Request:** NON

INSTRUCTIONAL EQUIPMENT:

Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.

**Planning Unit Priority:** Low

**One-Time Funding Requested (if applicable):** 35000

**Total Funding Requested:** 35,000

**Request - Full Funding Requested -**

Provide an engineered and installed projection lift system for the Clarke Theater.

**Describe Plans & Activities**

**Supported (Justification of Need):**

Provide an engineered solution for installing existing projectors to facilitate safety and maintenance. This will also reduce the personnel resources for hanging projectors in support of many production held in

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

the theater.

**Lead:** Chris Rodriguez

**What would success look like and**

**how would you measure it?:** Provide a safe location to mount projectors over the head of patrons.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Low

**One-Time Funding Requested (if applicable):** 25000

**Total Funding Requested:** 25,000

**Request - Full Funding Requested -** Additional Project/Program Specialist position.

**Describe Plans & Activities**

**Supported (Justification of Need):**

This department now manages the implementation and management of surveillance cameras and supports an increasingly growing technology landscape. This includes the significant growth in projects. All of these systems will need to be renovated over a time period where we will not longer see project down-time. Therefore, we need an additional Project/Program Specialist to support the growth.

**Lead:** Chris Rodriguez

**What would success look like and**

**how would you measure it?:** This position is currently performed by an hourly person that needs to be made permanent. This work will continue to grow as technology grows and widens across campus

**Reporting Year:** 2020-21

**% Completed:** 0

Awaiting Funding. (10/03/2021)

*Unit Goals*

*Resources Needed*

*1. Where We Make an Impact: Closing the Loop on Goals and Resources*

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 94100

**Total Funding Requested:** 94100

**Request - Full Funding Requested -**

Consulting and Design Services for AV systems in Building 7, 11, 61

**Describe Plans & Activities**

**Supported (Justification of Need):**

The AV systems in these buildings have become considerably out of date and do not support digital video formats. Plans and documents need to be developed to appropriately bid out the work needed in these buildings. The consultant will assist throughout the project to offset the work load this will bring to the department.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** This will

provide the resources needed to develop a plan and biddable documents for the work needed to upgrade these buildings.

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 60000

**Total Funding Requested:** 60,000