

# Administrative Services' Quarterly Informational Announcement

## July – September 2020

### Facilities Planning and Management

- The Facilities Planning and Management team continues to operate and build campus facilities using the best safety practices for essential workers. Special recognition should be given to the custodial services team that has quickly and effectively adapted to the current COVID crisis. Cleaning practices have been revised where necessary to ensure the safety of anyone using college facilities. More frequent and timely cleaning has made a positive difference for those students returning to campus this summer and fall. The improvements made to our cleaning processes will be beneficial to the college even after all students are able to return to campus.
- The design and construction team has been working very hard to advance the construction of ten major projects, including two major parking structures, major utility infrastructure projects, and three new major buildings currently in the public bid and award phase. The new student center is already under construction, with site utilities and grading work taking place through the end of this year. The new Gymnasium and Wellness, Aquatics, and Heritage Hall project is set to begin construction in November, and the new pedestrian bridge and Temple Avenue improvement projects are out to bid. Design work is ongoing for the new Campus Store and Instruction offices building and for the new School of Continuing Education and Instructional Village project. Finally, the new state and locally funded Technology and Health building will begin the design phase about ten months early, as the state legislature has released design funds early. Projects currently in the design and construction phases will add over 600,000 square feet of new teaching, office, and support space to the college inventory by 2025, including over 100 new classrooms and laboratories.
- The facilities planning team continues to support the college and the building program by developing projects in terms of scope, schedule, cost, and site. The new library conceptual design and architectural programming effort will begin in early 2021, and several special planning studies, including energy, utility infrastructure, and wayfinding. These studies will lead to construction documents for self-generated power, the second phase of utility improvements in the central campus areas, and new campus-wide signage, including, finally, the logical renumbering of campus buildings.

### Fiscal Services

- Fiscal Services successfully completed year-end processes for the 2019-20 Fiscal Year and is currently preparing for the audit. The audit is scheduled for the first week of November.

- The 2020-21 Adopted Budget will be uploaded into the Banner system effective October 15, 2020, after the Board approves it. Please note, if your account string does not have enough budget to cover the expenditure, please complete an Online Budget Transfer prior to entering a requisition. For Budget Revisions: email your request to [budgetrevisions@mtsac.edu](mailto:budgetrevisions@mtsac.edu).
  - If you have questions regarding online budget transfers/budget revisions, please call any one of the following:
    - Melanie Lazo, Fiscal Specialist, Ext. 5388
    - Yvette Shane, Fiscal Specialist, Ext. 5539
    - Christine Lam, Fiscal Specialist, Ext. 5428
- Online Appropriation Transfer Training is scheduled for October 20, 2020, and December 15, 2020. Please visit POD to register.
- Fiscal Services is working closely with Human Resources to fill vacancies for the following positions:
  - Fiscal Technician II (2 vacancies), and
  - Fiscal Specialist (2 vacancies).
- Collaborated with the management, oversight, and operational processes of the CARES Act Grants and COVID-19 Response Block Grants by ensuring allowability of expenditures, providing account codes, processing purchases orders, grants reporting and monitoring, and timely payment to vendors and students.
- Accounting is working with Citizen's Business Bank to implement ACH Credits to eliminate the need for manually drafted warrants.

## Information Technology

### **Academic Technology / Infrastructure & Data Security**

- IT, in partnership with Student Services and the Library, participated in eight days of student technology distribution dates. Loaner laptops and hotspots were given out to more than 500 Fall 2020 students. The next distribution is on October 15, 2020.
- IT, in partnership with Student Services, is offering in-person technical support to students via appointments. It started as a two-day a week program, but due to demand for appointments, it has expanded to three days a week.
- IT and the Business Division have been providing remote access to students to district-owned and maintained software needed for Instruction. This includes complex and expensive software such as AutoCAD and Adobe products. We have seen a nearly 250% increase in the number of logins this term over Fall 2019 a nearly 47% increase in time each student remains connected to the system. We are currently servicing over 500 unique students in classes varying from Psychology to Chemistry to Computer Programming. We are able to support both synchronous or asynchronous modalities to accommodate individual course/student needs. The

system is capable of handling many more courses than are currently using the system. Test accounts can be quickly created to allow for individuals, administrators, and or managers to explore the applicability of this solution for their courses. Contact IT to have an account set-up.

- The Telecommunication Team continues to assist divisions and departments with remote phone systems for work at home and call forwarding configuration. If your team needs assistance, including changes to main line greetings, please submit the details in an [online Help Desk request](#).
- A new, online appointment site was configured for the [Mountie Fresh Food Pantry](#) for their Drive-Thru Pantry events. Text message reminders are sent to students that register for the event.
- The network equipment for Parking Lot R arrived, including parking sensors. IT, in partnership with Facilities, will be installing and testing this equipment over the next several months.
- ALL web browsers will no longer support Flash Player, effective December 31, 2020. If your department is utilizing a program or contracts with a vendor that still uses Flash Player, please contact the IT Help Desk for assistance.

### **Enterprise Application Systems / Web Team / Project Management**

- The new version of the MountieApp is now available in both the Google Play store and the Apple App Store.
- The photo ID card process was upgraded. If students and staff have entered preferred first names and/or pronouns in Banner, those names and pronouns will display on ID cards printed at the Bookstore after August 15, 2020.
- The [Campus Map](#) was updated to show renderings of the Athletics Complex, as well as COVID-19 suggested parking and walkway directions. Restroom and accessible parking updates were also added.
- Over 100 attendees participated in the “Improve Your Website with Siteimprove” interactive session that teaches how many visitors specific websites get, where people click, where they go next, and gives access to reports on accessibility and quality assurance errors.
- IT implemented various processes to identify duplicate/SPAM admissions applications. These applications are usually submitted because the end-user wants a .edu email account. Out of 39,759 applications, 13,751 were identified as illegitimate (34.5%). Ultimately, 90 of the quarantined applications were determined legitimate and processed. The quarantine box is reviewed daily to release legitimate applications.
- In collaboration with Instruction, School of Continuing Education, Library and Learning Resources Division, Academic Senate, Admission & Records, Financial Aid, Counseling, and Fiscal Services, IT developed and implemented successfully several online processes related to Covid-19, which will continue for Fall 2020

including: Excused Withdrawals (EW), Refunds for EWs, online classes (Temporary SPOT, FOMAR, Synchronous and Asynchronous classes, collection of positive attendance hours, class search, etc), deadline extension of Pass/No Pass option, excluding substandard grades in counting towards Repeatability, final grades submission enhancement, converting final grades according to students' selected grade modes and programmatically converting "F" grades to "NP" for eligible classes, final grades roll, and MIS and 320 submission.

- IT, in partnership with Fiscal Services and HR, completed a process to automatically upload paycheck deductions to Banner. This eliminates a manual process for Payroll.
- There was the implementation of a Covid-19 Screening Questionnaire and Log that alerts the Student Health Center if there is a possible case of Covid-19 symptoms. The questionnaire meets LA County criteria. For more information, visit <https://www.mtsac.edu/covidscreen/>.

### Police and Campus Safety

<b>Police &amp; Campus Safety Calls July – October 2020</b>			
	<b>July</b>	<b>August</b>	<b>September</b>
Money Pick-ups (10-17's)	0	4	0
Battery Jumps (10-37's)	1	2	1
Vehicle Unlocks (10-41's)	2	2	1
Building/Door Lock/Unlock	43	68	55
Medical Assistance	1	1	0
Vehicle Checks	0	0	0
Assist/Other	10	13	12
Transports	0	0	0
Postings	0	0	0
<b>Total Common Calls for Service</b>	<b>57</b>	<b>90</b>	<b>69</b>
<b>Total All Dispatched Calls</b>	<b>101</b>	<b>142</b>	<b>111</b>

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

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

## Risk Management

- Worker's Compensation results for the third quarter:
  - 2 new claims were filed.
- Risk Management conducts ergonomic evaluations, upon request, to assist in preventing worker's compensation injuries and repetitive motion claims. Since the closing of campus in March, we have been able to conduct these evaluations virtually to the staff that is currently telecommuting.
  - 4 Virtual Ergo Evaluations were completed in the third quarter.
- Every year we develop a Risk Improvement Action Plan with our Workers Compensation carrier to address areas that have a high frequency or severity of claims. Since May, we have been able to conduct these trainings virtually giving those individuals that are not on campus the opportunity to participate. Virtual safety trainings associated with that plan were held for Grounds and Custodial Group:
  - July – Mandatory OSHA COVID 19 training.
  - August – Cancelled.
  - September – Wildfire & Air Quality.
- The Employee Wellness Program continues to provide resources and challenges to our staff throughout the campus closure and current pandemic:
  - The "Kindness Around the Globe" Challenge had over 174 staff registered for the challenge. Together, the Mt. SAC employees that participated walked 49,501,762 steps, burned 2,227,579 calories, and lost 636 pounds! Every participant who met the goal of 8,000 steps a day was entered into a drawing to win one of ten \$100 Amazon Gift Cards.
  - The second challenge in the third quarter "Destination Vacation" started on June 15, 2020, and ended on July 26, 2020, and had the highest percentage of participants meeting the daily step goal of 8,000 steps.
  - Three virtual Nutritional classes & demos provided to the campus were:
    - The Healthy BBQ Side Dish (July 21, 2020).
    - Quick & Easy No Heat Dishes for Summer (August 18, 2020).
    - Healthy Fall Favorites (September 22, 2020).
  - Sound Bowl Therapy and Virtual Yoga Classes were offered in the months of August and September.
  - Weekly Wellness Announcements are sent to our employees, providing the following resources:
    - Resources to Move More.
    - Resources to Eat Well.
    - Resources to Build Stress Resiliency.
- SB 1159 was passed on September 17, 2020, which requires that employers report all COVID-19 positive tests (whether or not considered work-related) to their claims administrators within 3 business days from when the employer knows or reasonably should have known of the positive test. This applies to all employees who worked at one or more locations, 14 calendar days preceding the positive test. We do not

report positive tests for employees that solely worked from home the 14 calendar days preceding the date of their positive test. Risk Management, HR, and Health Services are working together with the current contact tracing protocols to be in compliance with SB 1159 and report these cases to our claims administrator.

- Risk Management continues to support the safety of the campus for the employees that have returned to campus. Many COVID Safety Plans have been developed to ensure the safety of the staff and students by providing Personal Protective Equipment, sneeze barriers, disinfectant wipes, masks, face shields, and gloves to name a few.
- Risk Management and Marketing partnered together to provide signage related to LA County Department of Health recommendations related to COVID safety recommendations.
- Risk Management and Facilities partnered together to establish appropriate social distancing requirements in classrooms and labs. Facilities plays an intricate role in air exchange requirements and cleaning protocols for campus occupants.

### Sac Book Rac

- When the “shut down” occurred, students had Spring Semester textbook rentals in their possession that would need to get returned at the end of the semester. B & N offered free UPS pre-paid labels to students so they could return their textbooks by mail. We checked in over 1500 textbooks that were mailed back.
- Although the campus moved all classes to online for the Fall Semester, the Bookstore staff was hard at work processing faculty orders, checking-in and shelving textbooks, and then processing student online orders. We worked with a team of five full-time employees and were able to bring in a few hourly student employees during our peak order period. We shipped out over 4,000 packages of Fall Semester textbooks to students.
- We also made accommodations for students who had financial aid that required a more specialized transaction.
- We worked closely with the Vet and Rehab departments to mail out books to these students.
- We opened Photo ID for a week to let students come on campus to get their ID, and we issued over 1,000 IDs. We saw the need to open for a few other days, and we then issued over 3,000 in 2 days. We had particular classes that needed an ID for their fieldwork, and so we worked with the instructor to open a day that would work for the whole class to come in at once.
- We set our Bookstore sales floor to accommodate the EOPS and Promise Plus students so they could use their vouchers in person. We were able to put the proper protocols in place for the safety of the staff and the students. Unfortunately, we did not see a lot of those students come to the store to purchase their books.
- We are currently closed to the general public, but we have been making exceptions for students and allowing them to come to the bookstore for their

transactions. There are students who have needed to exchange a book or needed a book right away, and those are the customers we allow in the store. We are here to assist the students and so we do what we can to help.

- We hope to be able to accept Fall Textbook rental returns in person this December.

## Technical Services

### **Technical Services/Event Services**

- The Event Services team supported the Inspiration Games in the new Hilmer Lodge Stadium on July 9, 2020. Mt. SAC was one of seven locations around the world where athletes competed against one another in real-time with help from sophisticated timing equipment connected via the internet. The event was closed to the public, with only athletes and essential staff in the facility following all COVID-19 guidelines.
- Event Services continues to support instructional and student support activities, including laptop distributions, lab kit pickups, and the mobile food pantry.

### **AV/Presentation Services**

- This past quarter, the AV team has been busy with planning for upcoming major construction projects, including the Student Center, Gymnasium, Heritage Hall, and the Campus Store. The Gym & Heritage Hall projects are fully through the bid process with the AV plans ready for construction. Updates to the AV plans for the Student Center were issued for bidding and are in the process of being finalized. The Campus Store project is still in design, and the inclusion of the AV group during this phase will yield some of the most complete AV plans at bid start to date.
- In addition to planning for upcoming projects, the group is also working through several system replacements on campus and continuing to support ongoing construction projects in various phases of completion.
- Webinar support for CPD Day, Flex Day, and several other events were also provided by this team. Support includes pre-consulting to determine user needs, the configuration of the webinar session, and in-session live support when needed.

### **Broadcast Services**

- Broadcast Services assisted our colleagues this quarter with videos for the CPD Day and FLEX Day events to celebrate the beginning of the Fall semester. For CPD Day, several prerecorded videos were produced then played back during the event. Flex Day featured many live presentations. Closed and live captioning support was provided for both virtual events.
- As the semester progressed, it quickly became apparent that the volume of requests for captioning would soon outpace the usual budget for this service. The team explored more options in how to handle the requests. One of these options was to utilize the newly licensed Otter.ai for some of the longer videos and bigger

projects. To date, this has helped to increase throughput and allows more of the team to engage in the transcript creation process. This bodes well for the current work from home environment. During the past quarter, approximately 530 videos were captioned, with Cason Smith leading this effort and supplemental support from others in the team. Most recently, a project kicked off with the Foundation and Kinesiology Division to create a supporter recognition video for donors, Hall of Fame recipients, and alumni.

- All told, the pandemic has brought new opportunities to the department and helped to make the rest of the Mt. SAC community more aware of our services and the support we can provide.

### **Performing Arts Operations**

- The Performing Arts team has continued to support commissioning efforts at the stadium and now Lot R as it nears completion. Additionally, they have provided periodic support to the Risk Management department as that department works to bring students back to campus. Assembly & distribution of PPE materials, as well as signage and building prep for pedestrian traffic, have been major components of this activity.