

## **Administrative Services' Quarterly Informational Announcement January – March 2020**

January through March included the major transition in operations as Mt. SAC moved to online instruction and remote operation as a result of the COVID-19 emergency. This included activating our Emergency Operations Center (EOC). Having the EOC activated is a part of the process that allows Mt. SAC to apply for FEMA funding. Risk Management has been the leader in developing methods to collect the information needed to meet FEMA reporting requirements. Police and Campus Safety are a significant component in our emergency operations. They actively supported the essential workers on campus, ensuring their safety, and focused on preventing theft, given the limited presence of employees on campus.

All other areas of Administrative Services were active in college operational changes as a result of the emergency as well. Information Technology has been in a blur of activity, helping to ensure staff, students, and employees have the equipment to work and learn remotely. This is one of their most visible activities. They were also behind the scenes working on programming challenges, such as ensuring students can withdraw and receive refunds outside our normal parameters. These are not easy things to do, but they have come through in multiple ways.

Facilities Planning and Management continued to move forward on construction as that is considered essential work under the State Emergency Declaration. The warehouse continued operations, ensuring the receipt of supplies and equipment needed for the transition were received and distributed. Additionally, cleaning protocols were enhanced to support higher levels of cleaning required to improve the safety of those essential workers that were not able to transition to remote work.

Fiscal Services provided a breadth of support ranging from adjusting processes to allow employees to work remotely. Other examples of support include tracking essential worker hours, supporting emergency purchases, and changing budget timelines to allow managers time to focus on other challenges.

Our Technical Services area has stepped up by supporting increased captioning needs and providing zoom training. Their technical expertise is being used to analyze alternative ways to do business. They also continue to be active in our construction projects as a continuation of essential work.

The bookstore continued to ensure students received books, mailing out book orders with no shipping charge.

I described above a small slice of the work our team did during the quarter and in no way fully recognizes all that has been accomplished over the quarter. Below you will find more detailed information.

**Morris Rodrigue**

Vice President | Administrative Services

## Facilities Planning and Management

- The Facilities Planning and Management Team has successfully transitioned many internal operations and business practices to align with the college telecommuting directives. The Facilities Planning team continues to develop major capital projects and prepare the necessary capital outlay reports for submission to the Chancellors Office. The planning team also maintains a presence in the document resource center to support construction and operational needs across campus.
- The Facilities Design and Construction team has almost fully transitioned into telecommuting mode, with regular design meetings taking place on the various web-based platforms. Construction activities continue under strict guidelines to keep workers and the campus community safe.
- The Maintenance and Operations team has continued to keep occupied spaces clean, and the grounds maintained as needed to protect the college investment in landscaping and athletics fields. The grounds and maintenance staff will also begin transitioning back to work as-needed to complete essential maintenance activities. The custodial services team will also return to campus as necessary to prepare buildings for safe occupancy as the college transitions to more normal operating patterns.

## Fiscal Services

### **Transition to Paperless Processing**

#### *Electronic Signatures*

- Working with departments across campus to begin utilizing Adobe Sign, DocuSign and/or OnBase to accept electronic signatures for approvals on various documents including, but not limited to contracts, p-cards, invoices, reimbursement requests, timesheets, and more. Benefits include more efficient processing, paper waste reduction, and simplified electronic storage.

#### *E-Billing Notice to Vendors*

- With the support of IT, the Accounting Department sent an email notice to all Mt. SAC vendors announcing the transition to paperless processing and have asked that all vendors email invoices to [AccountsPayable@mtsac.edu](mailto:AccountsPayable@mtsac.edu) and no longer send via mail.

### **Student Refunds**

- The Cashier's Office is working closely with Admissions and IT to establish a process so that eligible students who will receive an EW are issued a refund.

- Additionally, they are working with Parking Services to support students who do not plan to continue in Summer and Fall semesters and want to petition to receive a parking permit refund.

## State and Federal Reimbursements

- Fiscal Services has established a specific fund for all expenses that are expected to qualify for FEMA or CARES Act reimbursement.

## Extended Deadlines

- The following Year End deadlines for Fiscal Services have been extended:
  - **2019-20 Purchase Requisitions** – Deadlines for purchase requisitions and change orders have been extended as follows. Further details were provided in the Campus Announcement email sent on April 16, 2020.
 

<b>April 24, 2020</b>	<b>Unrestricted General Fund Deadline (Fund 11xxx)</b>
<b>May 1, 2020</b>	<b>All other Funds</b>
  - **2020-2021 Fiscal Year Budget** – Fiscal Services will promote ongoing budgets included in the 2020-21 Status Quo as is, without any changes in Questica for the Unrestricted General Fund (Fund 11). The assigned Fiscal Specialists will work with the Budget Manager and Vice President to complete Restricted General Funds (Fund 13, 33, 34, 39, 71, 72, and 79) by May 8. For further information please refer to notice sent to all Budget Managers on April 2, 2020.

## Payroll

- The Payroll Department has replaced the pink paper time sheets previously used for temporary hourly employees with a mass time entry spreadsheet. The spreadsheet is filled out by the department and the manager then forwards it to Payroll via email, with their approval of the hours. A similar process is used for faculty time sheets.
- New pay codes have been added to the Workforce time keeping system to track telecommuting and critical onsite work, as well as emergency paid sick leave, provided by the Families First Coronavirus Response Act.
- Employees can now update their W-4 federal income tax withholdings via the Portal. To update DE-4 state income tax withholdings or direct deposit authorizations, a paper form can be submitted via Dropbox ([dropbox.mtsac.edu](https://dropbox.mtsac.edu)) to the appropriate payroll technician or mailed to the Payroll Department.

## Mail Services

- Mail services will be picking up the mail from the USPS office twice a week and placing each batch in a two-week quarantine before sorting.
- Tables are in the foyer of building 4, right outside the mailroom (office 2520), with bins for the following areas:
  - Administrative Services
  - Human Resources
  - Instruction
  - President
  - Student Services
- After the two-week quarantine, the mail will be sorted out as if mail services were making deliveries around campus, but instead of delivering, the mail will be placed in the appropriate bin. If you have questions about mail for your department, please contact the Executive Assistant for your division.

## Information Technology

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

- Created and issued more than 400 new VPN accounts. The daily VPN connection has gone from an average of less than 40 to now more than 700.
- Please be extra vigilant in reviewing emails and do not click on unexpected attachments or suspicious links. Report compromised email or other accounts to the IT Help Desk at 909.274.4357.
- Telecommunication Team assisted divisions and departments with phone system updates, remote phone systems for work at home, and call forwarding configuration.
- Assisted Student Services with purchasing, configuring, and distributing more than 175 laptop computers for students.
- Transitioned requests for email accounts to the new online email account request form.
- The Help Desk is available to answer your phone calls at 909.274.4357 and via screen sharing (Skype or Zoom). Another option is to submit technical issues via the online Help Desk system. Requests for new IT projects should be submitted on the Project Request Form.

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

- In partnership with Instruction, Student Services, and Fiscal Services, completed programming to allow students to:
  - withdraw and receive refunds without it counting negatively on their transcript and the College's FTEs.
  - register for other classes with total number of credits similar to the number of credits they lost after an Excused Withdrawal from their other classes.
- Created the programming to allow students to opt-out of the Student Representation Fee which was a requirement of the new mandate.
- Developed programming for students to select Pass/No Pass grade option.
- In partnership with the College-wide electronic forms committee, in the process of researching and implementing an electronic signature process. We are asking for your support by completing the [Online Form Submission](#).
- In collaboration with FCLT, new functionality was added to Canvas, including:
  - A Student Hub that features important links to resources students need as they transition online.
  - Labster that helps faculty teach science laboratory lessons online that were traditionally taught in-person.
  - Screencast-o-Matic that allows faculty to take screenshots of their lessons and post them in Canvas.

Please take a look at the in-depth IT Quarterly report, it is available on the [IT Blog](#).

## **[Police and Campus Safety](#)**

- In an effort to maintain situational awareness on the campus during the COVID-19 pandemic campus closure, Police & Campus Safety continues to memorialize staff visits to the campus by inputting visitor information in our CAD system. The detailed information regarding the identity of the staff member, time of the visit, and the destination, is captured primarily from emails that are addressed to a P&CS manager. Also, staff members are requested to notify our Dispatch office upon arriving on campus.
- Capturing visitor information in a centralized database makes it immediately retrievable by dispatch and field personnel. The CAD system has also proven to be an outstanding tool to help mitigate potential risks during the closure.
- Lastly, some of the information that is being captured in our CAD system will be used to complete the ICS forms that are required by FEMA in order to request reimbursement as a result of our current National Emergency.

<b>Police &amp; Campus Safety Calls January – March 2020</b>			
	<b>January</b>	<b>February</b>	<b>March</b>
Money Pick-ups (10-17's)	40	39	31
Battery Jumps (10-37's)	29	27	37
Vehicle Unlocks (10-41's)	17	21	14
Building/Door Lock/Unlock	46	47	65
Medical Assistance	12	12	9
Vehicle Checks	1	0	0
Assist/Other	11	33	27
Transports	0	4	3
Postings	1	0	1
<b>Total Common Calls for Service</b>	<b>157</b>	<b>183</b>	<b>187</b>
<b>Total All Dispatched Calls</b>	<b>306</b>	<b>346</b>	<b>350</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 first quarter:
  - 13 new claims were filed.
  - 25 claims were closed.
- Risk Management conducts ergonomic evaluations, upon request, to assist in preventing workers compensation injuries and repetitive motion claims.
  - 7 Ergo Evaluations completed.
  - 1 Job Observation was completed by Keenan & Associates for the Mailroom.
- 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. Safety trainings associated with that plan were held for the Grounds and Custodial Group:
  - January – Back Injury Prevention.
  - February – Back Safety Training.
  - March – canceled due to Stay at Home Order by Governor Newsom.

- The Employee Wellness Program offered one Wellness Challenge and two Virtual Classes.
  - The “New Year’s Celebration” Challenge had over 283 staff registered for the challenge. Every participant had an opportunity to attend the wrap-up party to receive their certificate of completion and a special Mt. SAC duffle bag giveaway, and 25 employees who met the goal of 8,000 steps a day got a \$25 Amazon Gift Card.
  - The two virtual mini classes provided to the campus were:
    - Healthy Eating (March 25, 2020).
    - Mindfulness: Acceptance (March 29, 2020).
  
- Emergency COVID-19 Pandemic
  - We are in full swing with the pandemic:
    - Activation of the EOC – March 13, 2020 – we are currently in the monitoring stage of the Emergency.
    - Distributed Personal Protective Equipment (PPE) to the essential workers on campus.
    - Developed policies and procedures to ensure protection for essential workers on campus.
    - We have been successful so far finding PPE for the essential workers and staff that are visiting campus.
    - Developed and implemented FEMA Form tracking procedures.
    - Kicked off the Cal OES/FEMA form training to President’s cabinet on April 14, 2020.
    - Filed the Request for Public Assistance with Cal OES/FEMA on April 15, 2020.
    - Social Distancing Protocol Plan was completed by April 15, 2020.

A HUGE THANK YOU TO ALL THOSE THAT HAVE HELPED US AND CONTINUE TO HELP US BE SUCCESSFUL IN THE PROTECTION AND SAFETY OF OUR EMPLOYEES!

### [Sac Book Rac](#)

- In response to the necessity of classes going Online, Sac Book Rac has adjusted many of its procedures to accommodate and assist the faculty and students, so they can continue with the learning process. We continue to evolve and re-evaluate what works and what needs to be adjusted. We are committed to faculty and students as their partner to help them succeed.
- B & N is offering free shipping on all orders.
- A free shipping label will be available to all students who rented a textbook, so they can return it through the mail. The Grace period for Rental Returns will be extended.

- We are monitoring the Online business remotely and going to the Bookstore as-needed to ship out books.
- We created a process to assist students who have financial aid vouchers to use. The students can e-mail us a copy of their financial aid voucher, class schedule, an address to ship to, and their permission to sign on their behalf. Then we ship the books to their home, free of charge. Additionally, we are in contact with the various Financial Aid programs and we are accommodating as-needed.
- We are using a similar process for Vets and Rehab students who have Financial Aid.
- Since UPS does not stop at the Bookstore for deliveries or pick-ups; we are delivering the packages to the UPS retail store across the street to ship out. On average, we have been shipping about 60-70 packages once a week, which takes 2 trips to UPS. My Receiving Supervisor has worked with Campus Central Receiving to accept our deliveries from UPS and then we pick them up on the days we are on campus.
- We are extending refunds up to May 29, 2020, to students who have dropped their class for the Spring Semester.
- I am personally answering all emails from students who have a question about their orders and accommodating as-needed. Gladys Cruz is also answering e-mails from students who have questions about how to use their financial aid vouchers.
- For textbooks in the summer, we are trying to find the digital version so a student has the option of the physical book or the e-text.
- B & N home office is continuing to run Online Merchandise Promotions and we are fulfilling those orders.
- We are processing faculty orders for the summer and continuing to try and acquire used textbooks for students.
- We are working on a way to offer graduating students some type of graduation package.
- Diploma frames will still be available to students and they will be shipped free of charge.
- The Bookstore Full-Time staff is handling all financial aid orders, online orders, and ship outs with no hourly employees.

### Technical Services

#### **Technical Services**

- Q1 of 2020 was a dynamic quarter for the Technical Services department. All of our units were busy with final stages of construction and preparing for operation of the new Hilmer Lodge Stadium.

- Technical Services Management provided WorkForce Software configuration support to accommodate the new time reporting structure as a result of the COVID-19 response.

## **Event Services**

- Early in the quarter, the Event Services team supported several preview and tour events at the Stadium including the Track & Field Reunion Luncheon, the Board Study Session, and a tour for the Walnut Unified School District as they plan their 70<sup>th</sup> anniversary celebration. All visitors were impressed by the new facility. As the Stadium neared completion, the team was busy preparing for two of the largest events we support on campus: The Mt. SAC Relays and Commencement.
- The Lead Event Technician classification, previously held by Jim Friesen, was revamped to better align with department and industry practices. We look forward to pressing play on the recruitment for our new Event Coordinator very soon.
- On March 12, the team sprang into action when the College moved to level 2 of the COVID-19 response plan, evaluating hundreds of events. They worked with event organizers to ensure events were successfully modified, postponed, or canceled to fit in line with the level two guidelines.
- Event Services is still available to support essential events and activities on campus. Recently, resources were provided and set up for the revamped drive-thru Mobile Food Pantry and for the HSO laptop distribution. Requests for essential services can be sent to Brandin Bowman, Assistant Director, Technical Services, at [bbowman@mtsac.edu](mailto:bbowman@mtsac.edu)
- Lastly, the team is working to enhance and optimize internal processes as well as optimize 25Live.

## **Performing Arts Operations**

- Nolan Catingub, Master Electrician, continues to program and support commissioning of the lighting systems for the new stadium.
- Raul Miranda, Theatrical Audio Engineer, has been assisting with commissioning and testing of the sound system for the new stadium.
- After a failed recruitment of the Patron Services Coordinator in the fall, the job classification was updated to better align with industry standards. We look forward to resuming recruitment for our new Ticketing & Patron Services Coordinator.

## **Broadcast Services**

- The new stadium has commercial grade broadcast infrastructure and the Broadcast Services team continues to work on final commissioning and planning for operations.
- In February, Broadcast Services, the Chemistry Department, the Dance Department, and the RTV Program collaborated on a video production called STEAM. The concept, engaging science students through dance, was the brainchild of chemistry professor Charles Newman and dance professor Michelle Shear, and featured dancers from the Dance Department. RTV students under the direction of Professor Stillman Kelly operated the six cameras and served as grips. Mike Nichols, Manager, Broadcast Services, provided overall production support and Melissa Berkley Shepherd, Media Production Specialist, provided script consultation and production support. This production was truly a collaborative effort!
- Unfortunately, the search for a new Lead Audio & Broadcast Technician resulted in a failed recruitment. We look forward to beginning a new recruitment as soon as possible.
- With the transition to online teaching, we have seen a dramatic increase in requests for captioning. Since the beginning of March, 243 requests to caption videos have been submitted. For comparison, 383 requests were submitted for Spring, Summer, and Fall 2019 combined! Additionally, we are diligently working on ways to provide live captioning support for Zoom.
- Governor Newsom relaxed some of the Brown Act requirements with an executive order allowing us to conduct our first virtual Board of Trustees meeting. Broadcast Services and the President's Office worked hand-in-hand on the logistics to ensure a successful board meeting. We are planning on some technological improvements to create a cleaner and smoother online experience for everyone for the next virtual meeting.
- The Marketing Department and Broadcast Services are now working together to create video content highlighting faculty and students and their experiences away from campus during the Safer At Home order. We believe this content will provide much needed support for the campus community. Keep an eye out for these soon.

## **AV/Presentation Services**

- Most notably, the Presentation Services team worked closely with POD to quickly ramp up support for Zoom Conferencing after the decision to move classes online due to COVID-19. The team hosted daily Zoom Open Office hours to provide personalized support and training to users. Over the first three weeks of the offering, more than 25 hours of training were held and almost 400 participants were served. Presentation Services is still available for support by voicemail and email. The AV Helpline voicemail is checked often. To leave a voicemail, call 909.274.4273. More immediate support is available via email at [avhelp@mtsac.edu](mailto:avhelp@mtsac.edu).

- Like the rest of the Technical Services' units, Presentation Services has been heavily involved with commissioning the Stadium. The team worked tirelessly to ensure offices, team rooms, weight rooms, and classrooms were ready for move-in. Additional work continues on commissioning and programming systems and equipment for event operations.
- Many more projects continue including but not limited to:
  - Alertus Mass Notification – Campus-wide implementation.
  - Heritage Hall and the Gym and Aquatics Center AV systems design.