

Administrative Services' Quarterly Informational Announcement October – December 2016

Information Technology (IT)

Academic Technology & Infrastructure / Security

- Approximately 200 instructional computers are being replaced during the winter session. About 50 computers were replaced in Student Services - Ragan Room and Career and Transfer Center - during the winter break.
- During the winter break, interior wifi upgrades were completed in Buildings 4, 6, and 10. Plans have been made and equipment purchased to also do upgrades to exterior wifi access on Buildings 1A, 2M, 2T, 3, 6, 9B, 27A, 28A, 69, the baseball field, and the softball field. The exterior upgrades will be complete by the end of January.
- IT is now streaming some data backups to cloud storage. This will aid in the event of a disaster or any other type of data recovery scenario.
- If your computer is more than 5 years old, please contact Dale Vickers at dvickers@mtsac.edu or ext. 4374 to request a replacement.
- [Click here to view the Project List](#)

Enterprise Application Systems / Web Team

- Several new student email notification processes were created to improve registration counts and student success outcomes. These include:
 - Distance Learning Students - notification to connect them to student success videos and distance learning resources
 - Honors Program Referral - notification regarding the application process to all students who received the Honor's Program Referral
 - Student Athletes' Faculty Feedback - notification to faculty who teach short term classes to provide feedback for the student athletes registered in their classes
 - Registration Reminder - reminds unregistered students about their registration appointments, and lets them know there are still classes available
- The FTES 320 Evaluation Tool was developed to project annual FTES submission based on the current enrollment, uncollected positive attendance in the current term, and projected FTES for upcoming terms based on average FTES collected over the past two years in similar classes. The FTES Analysis Dashboard is updated every Monday morning at <https://prodweb.mtsac.edu:4443/prodapex/ws?p=117:home>
- The Touchnet Authorized User Activation feature was enabled. This allows parents or any authorized user (on behalf of the student who owns the account) to pay any outstanding balance that the account holder has. The activation of this

feature required coordination with Touchnet, configuration setup, transaction testing, and notification testing.

- A new design for filtering the online course catalog was finalized. The Web Team collaborated with DSPS to make sure the content meets the ADA Accessibility AA standards.
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- IT and Research attended training in November to learn how to use information from the College's Operational Data Store (ODS) to improve reporting, especially with regard to DegreeWorks data. DegreeWorks is the system students use to complete their Mountie Academic Plan (MAP).
- As we prepare to switch to Canvas, all courses for the winter term were pushed into both Moodlerooms and Canvas. Faculty teaching in winter can choose to teach their course in either Canvas, Moodlerooms, or a mixture of both. The official cut-over date to move from Moodlerooms to Canvas is summer 2017.

Project Management

- IT is adding additional text messaging opt-in/opt-out options for students and employees in Banner Self-Service. This will allow users to select what type of information they would like to receive via text message.
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- The Email Task Force will begin meeting in January to review functionality of Google Gmail and Office 365. The goal is to have a recommendation on a possible new email system by April 2017.
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- IT and Fiscal Services reviewed demonstrations of two possible budgeting software solutions. A third product demonstration is being scheduled along with reference calls to other Banner schools.
- [Click here to view the Project List](#)

Public Safety

Public Safety Calls			
	October 2016	November 2016	December 2016
Money Pick-ups (10-17's)	78	84	31
Battery Jumps (10-37's)	118	83	52
Vehicle Unlocks (10-41's)	45	45	22
Building/Door Lock/Unlock	138	141	87
Medical Assistance	17	19	10
Vehicle Checks	8	4	4
Assist/Other	111	114	66
Transports	5	4	3

Postings	0	4	0
Total Common Calls for Service	520	498	275
Total All Dispatched Calls	763	743	412

October was Emergency Preparedness Month and numerous activities and training sessions were provided. A particular focus was on making sure staff and faculty members understand their role as Disaster Service Workers.

On October 24th there was a small protest that began at the corner of Grand Avenue and Amar Road. Approximately 25 protestors came on campus and gathered briefly, without incident, in front of Founders Hall.

A bomb threat at Building 60 was phoned in on November 23rd. Public Safety worked with staff and faculty to evacuate the building and conduct a sweep for suspicious items. Nothing suspicious was located and classes resumed about 60 minutes later.

On December 9th, Public Safety personnel assisted Pomona Police Department by locating an at-risk missing adult. The person was returned safely to her family.

[Fiscal Services](#)

- Fiscal Services welcomed two new Fiscal Specialists, Catherine Nguyen and Claude Gonzales.
- Fiscal Services congratulated Brigitte Hebert on her lateral move to the President's Office effective February 1, 2017. The search process for her position is currently underway.
- Fiscal Services also congratulated Julie Ann Moreno on her promotion to Fiscal Specialist. Click on the following link to see her area of responsibility and contact information. ([Fiscal Services/Staff Directory](#))
- The search process for the Associate Vice President position is continuing with search committee interviews scheduled for January 31, 2017.
- The search process for the Senior Buyer position is continuing with search committee interviews tentatively scheduled for January 24, 2017.
- Fiscal Services is currently preparing the analysis of 1099 Misc. report, which is due to recipients and IRS/CA on January 31, 2017.
- A SchoolsFirst Federal Credit Union representative will be on campus Wednesday, January 25, 2017 from 9 AM to 2 PM in Building 4, Room 1380. College employees who are interested in signing up for or learning more about 403(b) and 57(b) retirement accounts may contact Zandra Pirozko at (714) 914-7464 or zpirozko@schoolsfirstfcu.org to set up an appointment.
- Payroll has a website! Visit the Payroll Department's website at ([Fiscal Services/Payroll Department](#)) where you can find forms for tax withholding, direct deposit, time sheets. The pay dates for Fiscal Year 2016-17 are also posted on there. A section for frequently asked questions (FAQ's) will be added in the near future.
- Payroll plans to produce and mail Form W-2's for tax year 2016 by Friday, January 20, 2017. Be sure to verify that your mailing address is up to date in the

Portal no later than Monday, January 16, 2017. If you elected to have your W-2 sent to you electronically, it should be available to view and print from the Portal by that date. A separate announcement will be issued once they are ready to be viewed.

- Form 1098T – Tuition Statements were released on Monday, January 9, 2017 on the Mt. SAC Website Student Portal. A hard copy will be mailed to students no later than January 31, 2017.
- Spring 2017 registration for classes began January 11, 2017. Classes begin February 27, 2017.
- The 2017 Conference and Travel Request/Expense Claim Form and 2017 Mileage Record Claim Form have been posted with the new mileage rate. Click on the following link to obtain the forms. ([Administrative Forms/Fiscal Services Forms](#))

Technical Services

The Technical Services Department did not report this quarter.

SAC Book Rac

It's hard to believe that we are beginning a New Year already. Sac Book Rac continues to offer great service and textbook options to the students of Mt. SAC. Our Fall Semester brought us about 6,100 students who received photo ID's and 3,291 students were issued Bus Passes. The Sac Book Rac Textbook Rental Program is a great money saver for students and offers them textbook rentals for half of what they would pay for the book. Our greatest interest is to help students have the books they need for their classes so they can be successful in whatever area they choose to pursue. We continue to add textbook titles each semester and we listen to the recommendations of students. Now that the Textbook Rental Program has a permanent home, then students can rent books all semester. One thing that most people don't hear about regarding our Textbook Rental Program is what happens at the end of the semester when students need to return those textbooks. The success and sustainability of the program relies on students returning textbooks on time so they will be available to other students the next semester. We don't want students to incur additional late fee costs and we go to great lengths to help them avoid that situation. We will call students the day before the late fee begins to remind them that they have an outstanding book rental, and then we call them again before the next semester registration period begins, and we wait about 3-4 weeks after the due date for textbooks to be returned before placing an obligation on their record. If we don't know if and when a student who has an outstanding Textbook Rental is going to return it, then we need to replace it in the program in order to have enough inventory for the next semester and the next student who needs it. We are extremely lenient to students for as long as possible. The Sac Book Rac Textbook Rental program is a success because students can make it a success by returning their books on time. After all is said and done we usually only have about 150 or less outstanding rentals from over 2,800 that were rented., that's a .05 default rate...the best I've ever heard in the book industry.

Happy 2017 from Sac Book Rac

Suzanne Luetjen, Director

Facilities Planning and Management

2016 ended well for Facilities Planning and Management. Significant progress was made toward both strategic plan goals and numerous construction projects. The new year presents major challenges and opportunities as the College looks to a new local facilities bond in 2018.

The facilities planning team continues with efforts to support the 2018 Educational and Facilities Master Plans, and to fine tune a meaningful space utilization program for all campus teaching and office space. A major effort to update the campus space inventory was completed in November, along with updated CAD documents for each floor of each campus building. A new regional traffic and parking study is underway, and updates to the campus infrastructure master plan will begin early in the Spring semester. An additional facilities planner will be added to the team beginning later in January, with the goal of improving organization and prioritization of approximately 120 new project requests received through the PIE process in the last two years. Efforts to improve the project planning process by preparing more accurate project scope of work and budget reports will reduce backlogged work and improve the effectiveness of the design and construction team. As the College continues to grow, the facilities planning team is working with Purchasing and Fiscal Services to review internal processes for classroom and office furniture procurement with the goal of reducing lead times, administrative workloads, and updating product specifications.

The facilities support services team continues to develop project budgets and support the purchasing and contract close-out processes for over 100 new contracts each month. An initial effort to track and benchmark construction, equipment, and soft costs as a percentage of total project cost was completed in November. The report was presented to the Citizens Oversight Committee and was well received. Expanding benchmarking and metrics for our building program will be a major focus for the team over the next year. A new plan room was completed in October, and plans and record documents from the many construction projects completed since 2003 are now accessible digitally, and the maintenance staff can now access print copies of relevant plan sheets as needed to service the many complex systems in our new facilities.

The facilities design and construction team continues to advance nearly 200 active projects, including 10 major capital projects ranging in value from \$5 Million and \$85 million. Over 30 minor capital projects such as the 7,000 gross square foot (GSF) Equity Center, the 20,000 GSF Continuing Education Phased Modernization, the 11,000 GSF Athletics Modular, and the DHH center in Building 9A are underway. The design efforts are set to begin for the renovation of Building 9D for Counseling, The Testing Center, and the Event Services storage building. Numerous energy efficiency, scheduled maintenance, alteration, equipment upgrade, and infrastructure projects are ongoing across all areas of the campus. Recruitment efforts to fill one Construction Project Manager position are ongoing with an expected March start date for the new position. As funding new sources for facilities improvement projects continue to be made available, a staffing plan to reduce backlogged and to prepare for the potential 2018 local facilities bond has been developed.

The maintenance team welcomed a new Administrative Specialist early in January. The added support will allow for expansion of preventative maintenance activities for buildings, infrastructure and the College fleet of vehicles. The maintenance team continues to support the campus by ensuring operation of building and utility systems

and providing support for all types of construction work. Efforts to expand services by introducing in-house construction services have begun; initially by hiring hourly building trade staff to support permanent staff. The team completed over 1,600 unique work orders last quarter. The Custodial Services and the Warehouse and Distribution operations are both evaluating staffing requirements related to the upcoming addition of over 160,000 GSF of new space on campus.

The grounds team welcomed Ruben Avila as the new Director in December. His leadership will be critical in supporting several new initiatives, including the recently approved urban forest program, and a \$200,000 effort to upgrade computerized irrigation controls. In-house construction efforts continue in the Grounds area with several irrigation and water efficient landscape projects across campus.