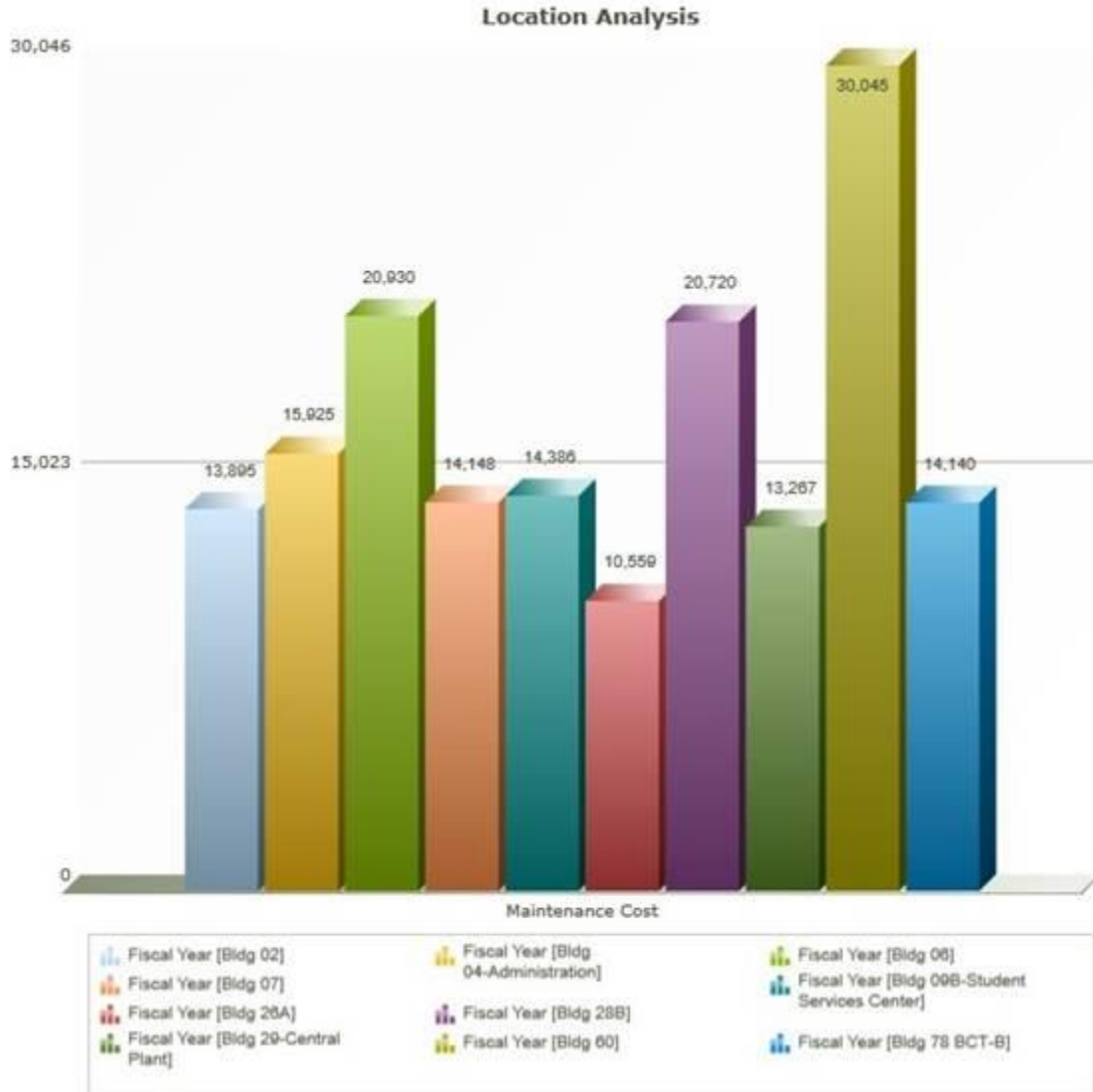


## Administrative Services' Quarterly Informational Announcement January – March 2022

### Facilities Maintenance & Operations

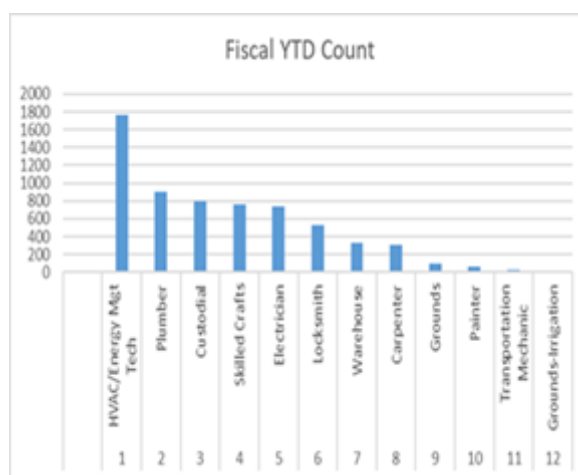
#### MAINTENANCE & OPERATIONS -3rd QTR 2021-22 - STATUS REPORT

#### TOP 10 WORK-ORDERS BY BUILDING –THRU 3<sup>RD</sup> QTR 2021-22



#	Craft	Calendar YTD Count	Calendar YTD Cost	Fiscal YTD Count	Fiscal YTD Cost	Total Count	Trade
1	Heating/Ventilation /Air	509	\$44,898.79	1209	\$143,768.07	6983	HVAC Tech
2	Plumbing	360	\$21,336.25	901	\$76,899.75	9107	Plumber
3	Electrical	322	\$18,518.75	635	\$38,909.30	5268	Electrician
4	General Crafts man	251	\$16,562.22	570	\$67,944.22	4482	Skilled Crafts
5	Custodial	218	\$13,439.90	562	\$31,198.15	6311	Custodial
6	Energy Management	325	\$11,184.00	556	\$18,669.00	2842	Energy Mgt Tech
7	Key and Lock	131	\$6,358.75	428	\$22,257.50	3639	Locksmith
8	Warehouse	110	\$761.00	326	\$3,348.00	2644	Warehouse
9	Carpentry	162	\$20,711.25	308	\$56,163.75	2249	Carpenter
10	Lighting (Indoor)	104	\$2,768.15	231	\$9,136.05	2167	Custodial
11	Pest Control Indoors	7	\$30.00	88	\$157.50	585	Skilled Crafts
12	Doors and Hardware	55	\$6,008.75	83	\$8,591.25	724	Locksmith
13	Painting	33	\$2,161.25	58	\$9,161.25	1153	Painter
14	Lands caping	17	\$945.00	56	\$3,651.25	194	Grounds
15	Lighting (Outdoor)	27	\$16,110.25	54	\$18,917.75	502	Electrician
16	Furniture	7	\$180.00	48	\$1,090.00	151	Skilled Crafts
17	Construction	3	\$3.00	26	\$14,675.50	118	Skilled Crafts
18	Elevators	12	\$195.00	24	\$663.75	186	Electrician
19	Fire Alarm System	12	\$375.00	23	\$1,046.25	300	Electrician
20	Electronic Door Access	3	\$153.75	23	\$488.75	221	Locksmith
21	Vehicle Maintenance	12	\$120.00	23	\$120.00	2006	Transportation Mechanic
22	Pest Control Outdoors	4	\$70.00	21	\$351.25	164	Grounds
23	Signage	6	\$320.00	20	\$1,582.50	545	Skilled Crafts
24	Irrigation	3	\$35.00	12	\$385.00	85	Grounds-Irrigation
25	Trash Removal Outdoors	1	\$0.00	10	\$184.65	76	Grounds
26	Athletic Fields	1	\$35.00	7	\$455.00	33	Grounds
27	ADA Accommodations	3	\$255.00	6	\$412.50	24	Skilled Crafts
28	Graffiti	2	\$62.50	5	\$162.50	104	Skilled Crafts
29	Grounds Equip. Repair	1	\$35.00	1	\$35.00	55	Transportation Mechanic
	<b>Total Cost</b>	<b>2,701</b>	<b>\$183,633.66</b>	<b>6,314</b>	<b>\$530,426.44</b>	<b>52,918</b>	

#	Workorder count by Trade	Fiscal YTD Count	Fiscal YTD Cost
1	HVAC/Energy Mgt Tech	1,765	\$ 162,437
2	Plumber	901	\$ 76,900
3	Custodial	793	\$ 40,334
4	Skilled Crafts	763	\$ 86,025
5	Electrician	736	\$ 59,537
6	Locksmith	534	\$ 31,338
7	Warehouse	326	\$ 3,348
8	Carpenter	308	\$ 56,164
9	Grounds	94	\$ 4,642
10	Painter	58	\$ 9,161
11	Transportation Mechanic	24	\$ 155
12	Grounds-Irrigation	12	\$ 385
		<b>6,314</b>	<b>\$ 530,426</b>



## **MAINTENANCE WORK-ORDERS (FISCAL YR – 3<sup>RD</sup> QTR)**

- 889 Work Orders Requested.
- 922 Work Orders Completed.
- 312 PM Work Orders Completed.
- 123 Open Work Orders Remaining.

## **WAREHOUSE**

- 6,599 Packages Received.
- 5,123 Packages Processed.
- 6,546 Packaged Delivered.
- 57 Misc. Furniture/Surplus WO completed.
- 137 Office/Classroom Supply Orders Filled.

## **SMALL PROJECTS COMPLETED**

- All campus rectifiers and grease traps serviced.
- Softball, Baseball, and Soccer field lights replaced/serviced as needed.
- Campus kitchen fire suppression hoods serviced.
- Painted all Bldg. 6 classrooms.
- Sherman Park Building exterior painted.
- Initiated monthly campus-wide exit light PM.
- Campus Boiler AQMD registrations complete.
- Annual AQMD Air Emissions Report completed and submitted.
- Supported multi-day, campus-wide, power shutdown.
- New, safer, goal posts received.
- Elevator Safety Curtains serviced.
- Campus Inverter units PM completed.
- Pavers at Bldg. 1A and 2M were replaced as needed.
- Annual Fire Sprinkler inspection complete.
- Annual Fire Alarm testing complete.
- Misc. interior and exterior lighting replacements completed.
- Electrical for lathe in Bldg. 69 complete.
- 26D Classrooms painted.
- Bldg. 2 and 69 roofs repaired.
- Re-tubed Bldg. 7 Boiler.
- Bldg. 78 Kitchen Exhaust Hood System repaired.
- AQMD Large Refrigerant Systems Registration complete.
- Investigated Bldg. 23A air quality issue. New outside air duct to be installed.

## **STAFFING**

- Hired new electrician – Chris Kirimlidis who previously worked at Disneyland in maintenance.

## **TRANSPORTATION**

- Transportation technicians continue to maintain the college fleet, including golf carts, and all campus vehicles.
- On average seven vehicles are serviced and repaired each day.
- Prepared vehicles for 64 field trips.
- Ran Weekly Testing for 9 on-campus backup generators.
- Maintained lighting towers at Lots M, F, & 9.

## **GROUNDS**

- Grounds proudly hosted filming at the stadium for Toro. Toro is a leading worldwide provider of innovative solutions for the outdoor environment including turf and landscape maintenance. The filming highlighted a new aerator turf prototype. Our exceptional athletic facilities have become the ideal showcase for teams and vendors alike.
- We continue to collaborate with the facilities planning and management team, contractors, and campus community on future construction as it pertains to grounds. Providing input on overall plant palette that supports the horticulture program curriculum and is suitable for the campus as well as sustainable from a maintenance standpoint.
- Extraordinary collaboration efforts have been made by POD and Grounds/Custodial to identify specific industry-related training opportunities. Grounds participated in an extensive week-long basic arborist training. The training was made possible by way of CCCCO Funds. This training will set the standard for how grounds maintain our urban forest.
- Future trainings involving battery-electric equipment are underway as we anticipate transitioning away from gas equipment.
- In an effort to stay current within the industry, grounds invited two separate vendors to demonstrate their battery-operated athletic field painting robots.

## **CUSTODIAL**

- The Mt. San Antonio College Custodial department hosted Janitor University February 15 - 17, 2022. Cleaning Professionals from Ohio State University, Texas Tech, and others attended the three-day class which is an introductory course to the (OS1) Cleaning Management Program; a professional development course designed for cleaning organization executives. Facility Directors, Managers, and Building Service Contractor CEO's make up the typical class.
- Topics covered:
  - Improving Cleaning Worker Safety.
  - Scientific management.
  - Return on Investment.
  - Cleaning for Health.
  - Reducing Wasted Budget and Simplification.
  - Team Cleaning.
  - Data Tracking and Logistical Planning.
  - Tailoring/Transitioning your Current Cleaning Operation to (OS1.)

- The Custodial Department Completed 157 work orders during the first Quarter of 2022.
- The Custodial Department has initiated essential certification training for all employees in the Lead Custodian, and Custodian II Classification.
- Upon completion of both Boot Camp and Basic Training, cleaning workers can then begin to work on their individual designations as a Light Duty Specialist, Vacuum Specialist, Restroom Specialist, and Utility Specialist. Each Specialist function requires the cleaning worker to pass an examination to verify proficiency in each team specialist function.

### **Campus Race to Zero Waste - January 30 - March 26, 2022**

- Mt. SAC is participating in the **Campus Race to Zero Waste (CR2ZW)** competition from January 30 - March 26, 2022. **CR2ZW** is a national competition and benchmarking tool for college and university recycling programs to promote waste reduction activities for their campus communities. Over eight weeks, Mt. SAC will report recycling and waste data which will then be ranked against other institutions. If you are on campus during this time, we encourage you to make an extra effort toward recycling. Signs are posted around campus to help direct you to recycling locations. For more information about the structure and rules of the competition, visit the [CR2ZW website](#). See how our students are collaborating with our amazing Custodial crew to prevent landfill waste [here](#).

### **Covid Rooms Addressed**

- January 2022 Total Rooms Addressed: 460
- February 2022 Total Rooms Addressed: 27
- March 2022 Total Rooms Addressed: 59
- *Rooms Cleaned for Health (Within 24 Hours): 46 Total*

### **Facilities Planning and Management**

- The Facilities Planning and Management team continues work on many projects of all types across the entire campus, with eleven major projects and many minor capital and alteration projects in progress.
- A Planning Study of Brackett Field has been completed and presented to the Campus Master Plan Coordination Team (CMPCT). The next steps of this project will include reviewing the conceptual plan with the Airport Authority while working with the Technology and Health Division, and the Vice President of Administrative Services on a long-term facility lease agreement.
- A Planning Study has also been completed on the Math and Science Building (61) Elevator Addition and was presented to CMPCT. This project is moving quickly into the design phase and will add two additional elevators that will provide access to all three floors from the north side of Building 61. The project will improve pedestrian access and accessibility, visibility from a safety perspective, and will include landscape improvements with outdoor gathering spaces. The Project is funded by Measure GO and State Funds set aside for Architectural Barrier Removal (to improve Building Accessibility).

- The 60,000 square-foot School of Continuing Education (SCE) Village is beginning the design phase which will take 12-14 months. Construction of Phase I is expected to begin in the Spring of 2024.
- The new 250,000 square-foot Technology and Health facility is nearing the end of the design phase. Construction is estimated to begin during the Spring of 2023.
- The Campus Store and Instruction Offices remains with the Division of the State Architect (DSA) for plan check. Approval to proceed with public bidding was expected for Spring 2022 but may be delayed until Summer 2022. The new 50,000 square foot facility will provide Administrative Offices for the Instruction Team and will serve students in the zone directly south of the new Student Center. The facility is planned to be available for occupancy in the Summer or Fall of 2024.
- The Sand Volleyball & Lot W Improvements project is currently open for public bidding. Construction on the new Sand Volleyball facility, Wildlife Sanctuary entrance, and infrastructure improvements west of the Soccer Fields will begin in the Summer of 2022, and will be complete by the Summer of 2023.
- Both the Gymnasium/Wellness/Aquatics and Student Center Facilities are approaching the final months of construction with occupancy for both facilities planned for Spring 2023. Together these facilities will provide over 250,000 square feet of space for all types of student activities and instruction.
- Heritage Hall is substantially complete with events scheduled throughout the spring. The project was completed ahead of schedule and under budget thanks to the excellent work of the construction teams and the outstanding collaboration within the Administrative Services team and with the Kinesiology, Athletics, and Dance Division.
- As always, the design and construction team is managing the many dozens of minor capital, alteration, furniture, and special projects, along with over 20 Scheduled Maintenance projects.

## Fiscal Services

### Accounting

- Fiscal Services has begun the Annual Budget Development Process through Questa. Budget managers should have promoted their budgets for the Vice President/Provost, President to review.
- The College will have its interim Audit the week of March 21, 2022, and a final Audit scheduled in September 2022.
- Fiscal Services is working closely with Human Resources on recruitments for Administrative Specialist IV, Fiscal Specialist, and Chief Fiscal Services Officer.
- Fiscal Services Year-end Deadlines to be announced the first week of May 2022.
- Fiscal Services will be working with POD to redesign the Chrome River Training Resources website to make it more user-friendly.

## **Budget**

- Fiscal Services in collaboration with several campus departments completed the annual audits as of June 30, 2021. The College and Auxiliary Services have obtained unmodified (best opinion) audit opinions.

## **Purchasing**

- The requisition deadline for Unrestricted General Funds has passed. The deadline to submit requisitions for all other funds is April 15, 2022. All Requisitions and change orders submitted after the deadline will require approval from Angelic Davis, Director of Purchasing. If an unforeseen or emergency arises after the deadline, advance approval will be required prior to entering the requisition or requesting a change order, a written justification for the late requisition or change order must be included in the document text of your requisition.
- The Purchasing department is currently working on several solicitations, some of which include the Request for Proposal (RFP) process and evaluation for a new vending machine contract, new parking permitting and citation processing, new software to replace the portal, and several construction projects bids, including the Physical Education Building Phase II, The Student Center, and the Sand Volleyball, Lot W Improvement projects.
- The Purchasing department celebrated National Public Procurement Month by rolling out a freshly re-designed website with many resources, hosting a “meet Your Procurement Staff” session, providing a “Purchasing Made Simple” training class for our internal users. All sessions were well attended, recordings of the classes held are available upon request.
- Purchasing will be hosting a “How to Do Business” with Mt. SAC training class for current and potential vendors on April 27, 2022, at 10:00a.m., look out for upcoming announcements.
- In an effort to ensure and maintain the College’s ability to continue to offer the P-Card program, as a convenient, and efficient payments mechanism, Fiscal Services is requesting that cardholders ensure their allocations are completed by the 5<sup>th</sup> of each month, and all P-Card guidelines are followed. Please refer to the [Procurement Card User Guide](#) as needed to review P-Cards rules. Please keep in mind that issuance of a P-Card is a privilege, and in accordance with the guidelines, P-Cards may be suspended or revoked if cardholders do not comply with these guidelines.

## **Training**

- Fiscal Services have discontinued monthly Chrome River Open Office Hours. Group training sessions are being offered for campus departments. Please refer to [mtsac.edu/training/chromeriver/](https://mtsac.edu/training/chromeriver/)
- Online Appropriation Transfer Training with Banner 9 is scheduled for April 19, 2022, at 9:00a.m. Please visit [POD](#) to register.

## Information Technology

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

- The Change Management Approval Panel is now meeting every other week to review all requests for changes to IT systems including hardware and software. Changes are recorded, assessed, approved, prioritized, and then deployed. Examples of changes are an upgrade to Banner, modification to a firewall rule, or swapping out network equipment. Changes are documented and submitted on this form.
- A Retiree tab was added to the portal. It gives retirees access to their pay stubs and tax forms.
- Two videos in the Outlook Tips series were released in January/February 2022. The videos show Creating New Items with Drag and Drop, Natural Language Date Selection, and Archiving. Provide feedback and suggestions for future videos by completing the Outlook Tips Survey.
- 'Preferred Name' was replaced by Chosen Name throughout the Mt. SAC website, portal, and Banner.
- New online Etrieve by Softdocs forms are live.
  - EAB Employee Access Request Form.
  - New Student Orientation Exemption Form.
  - Over Unit Petition Form.
- The Mt. SAC online calendar was refreshed with multi-day event functionality and new styling.
- The upgrade of Degree Works to version 5.0.6 was completed in the TEST environment. This new version of Degree Works provides a new interface with a responsive dashboard of students' educational goals, degree progress, and educational plans.
- IT dropped Spring 2022 students who were not compliant with vaccination requirements on 2/12, 2/17, 2/25, and 3/3.
- The team also completed the parking permit claim for HEERF reports, the cohort upload process for the RVT program, MIS submission for Winter 2022, and the upgrade of Oracle 19C for Appworx.

### Academic Technology / Infrastructure & Data Security

- IT, in partnership with FCLT and Presentation Services, went live with the new helpdesk system, Freshservice, in March 2022.
- IT completed migrating OnBase document storage from on-premise to AWS (Amazon Web Services) Storage Gateway service.
- IT migrated the College's public DNS servers from on-premise systems to AWS Route53 in March 2022.
- Training on Information Security was deployed to all classified, confidential, and management groups. This is a requirement of the College's cyber liability insurance carrier.
- Multi-Factor Authentication (MFA) how-to video was created by IT's Application Training Specialist, Ken Kawaguchi. It will be used to start onboarding users with



MFA starting with Office 365. IT will be training student interns to assist campus users in this transition. MFA is a requirement of the College's cyber liability insurance carrier.

- IT and Instruction collaborated to spend \$1.3 million in grant funds on academic technology. The orders were placed in December and the technology is starting to be delivered to the College. IT plans to implement the majority of the new hardware by Fall 2022.
- In collaboration with Purchasing, IT reviewed and revised approximately \$1 million in laptop, desktop, and other technology purchases to ensure the hardware was available from the vendor and would arrive by the HEERF funding deadline. Due to supply chain issues, some items had been back-ordered for almost 11 months.

[Police and Campus Safety](#)

<b>Police &amp; Campus Safety Calls January – March 2022</b>			
	<b>January</b>	<b>February</b>	<b>March</b>
Money Pick-ups (10-17's)	22	31	48
Battery Jumps (10-37's)	10	10	29
Vehicle Unlocks (10-41's)	8	14	41
Building/Door Lock/Unlock	46	62	59
Medical Assistance	4	1	5
Vehicle Checks	0	0	0
Assist/Other	10	14	10
Transports	3	0	0
Postings	0	2	2
<b>Total Common Calls for Service</b>	<b>103</b>	<b>134</b>	<b>194</b>
<b>Total All Dispatched Calls</b>	<b>192</b>	<b>204</b>	<b>302</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:
  - 17 new claims were filed.
  - 12 claims were closed.
- In the first quarter, one Property & Liability claim was filed. Approximately \$64,451 will be reimbursed to the College from the insurance carrier.
- Thirteen Hazard reports were submitted to Risk Management in the first quarter. All have been closed and resolved. All Hazard reports are reviewed and discussed at the monthly Health & Safety Committee meetings.
- Risk Management continues to conduct ergonomic evaluations upon request to assist in preventing worker's compensation injuries and repetitive motion claims.
  - 10 ergonomic evaluations were completed in the first quarter.
- Every year we develop a Risk Improvement Action Plan with our worker's compensation carrier to address areas with a high frequency or severity of claims. We continue to conduct monthly trainings with the Grounds, Maintenance and the Custodial group. In the first quarter of 2022, CSEA 651 and staff have had the following in-person trainings:
  - January – Chemical Safety.
  - February – Canceled due to Holiday.
  - March – Strain Prevention (Grounds and Maintenance), Utility Cart Training (Custodians).
- The Employee Wellness Program continues to provide resources and wellness challenges to our staff in remote and in-person settings. We are continuing to see an increase in participation from employees:
  - The "Break Your Mental Blocks" challenge started on January 3, 2022, and ended on February 13, 2022. We had 196 staff registered and participating in the challenge. Together, all the participants walked 67,720,040 steps, and burned 3,047,402 calories which is the equivalent to 871 pounds of fat. Of those participants 51% reached their goal of 8,000 steps per day and the highest number of employees were eligible for the raffle with this challenge. Keep up the great work campus community.
  - The "Break Your Mental Blocks" Walking Challenge will start on January 3, 2022, and will last for 6 weeks.
  - A variety of virtual nutritional classes & demos were provided to the campus:
    - Wellness Webinar: Gut Health (January 12, 2022).
    - Virtual Cooking Class: Anti-Inflammatory Cooking During the Week (January 26, 2022).

- Wellness Webinar: Eating for Stress Resilience & Healthy Hormones (February 8, 2022).
- Wellness Webinar: Mindful Eating (March 11, 2022).
- Other virtual activities that were provided monthly through the Wellness Program were:
  - Breath Work Classes with Robert Van Der Heyden (now available in person and online).
  - Yoga.
  - Guided Meditation.
  - Capoeira.
- 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.
  - Mental Health Wellness and Crisis Services (Crisis Hotline (800) 854-7771, available 24 hours).

### **Environmental and Emergency Management**

- The Final draft for the Mt. SAC Chemical Hygiene Plan has been submitted for Approval.
- The Final draft of the Mt. SAC Fire Protection and Prevention Plan has been submitted for Approval.
- Emergency Management 101 training was extended through June 2022 and is offered monthly through POD for all staff on campus to help prepare in case of an emergency event. These trainings are being held both in-person and via zoom.
- The Emergency Management Policy sub-group has been meeting monthly to update current policies and documents for our Emergency Action Plan, Emergency Operations Plan, Emergency Response Team and Crisis Management Team.
- The submission of the Annual Certified Unified Program Agency (CUPA) report on the above and underground petroleum tanks with the total volume of hazardous waste disposal was completed.
- The submission of the Annual hazardous waste tax fee to California Department of Tax and Fee Administration (CDTFA) was completed.
- The Annual reporting with California Environmental Reporting System (CERS) were reviewed and updated.

## Sac Book Rac

- In January, the Bookstore worked on having Textbooks and materials available for the Winter Session. We also took the month to get ready for the start of the Spring Semester by hiring and training new employees, ordering textbooks, and setting the sales floor for customers. We were still very mindful of the sanitizing protocols and distancing recommendations.
- The Spring Semester began in February and the Bookstore was ready to help students, faculty, and staff with their educational needs. We were careful about how many customers were in the store at a given time and held customers at the door until an appropriate number had left and we let more customers in. In the first week of the semester the bookstore processed over 1600 Online orders. We offered ship to home or in store pick up. Since there was a good number of classes online, many of those customers chose ship to home. It was nice to see a lot of in store purchases as well as those picking up online orders. The bookstore was open for students to get their Photo ID and Bus Pass. The bookstore processed about 2,000 Photo ID's in the first week of the semester.
- We also saw that shipments of merchandise began to arrive, and we received some new t-shirts, sweatshirts and even some fun trendy items. We received Hydro flasks in new Spring colors and many new journals, calendars, and puzzles.
- Internally, we moved to a new Online ordering platform that is better at tracking our inventory on hand to the customer.
- In March, the bookstore prepared and conducted its annual Physical Inventory.

## Technical Services

### Audio Visual Services

- AV Services continues to provide more opportunities for much-needed video conferencing capability throughout the campus. The Administrative Services Conference Room (4-2460), Office of Instruction Conference Room (4-2440), and the Ragan Room in Building 9B are in the design phase, with systems expected to be installed in Summer 2022. Division offices throughout campus will also soon receive an interactive display with a camera and microphone for their conference rooms.
- In support of future video conferencing needs, the AV Services team designed a portable conferencing system with a single camera and up to 24 wireless tabletop microphones. This system can connect to any laptop and provide video conferencing capability for large groups. This system will initially be configured to connect to Founder's Hall Conference Center and Bldg. 9C Stage. Because of its portability, the system can plug into other spaces on campus with minimal configuration and will be compatible with the new Student Center building. This system is expected to be ready for the Fall 2022 semester.

- Work is progressing with the new Gym and Aquatics Center and Heritage Hall. This project has progressed into coordinating system design with the contractor. This work includes resolving the details of system design to meet the functional needs of each space. The AV Services team is currently assembling the purchase lists which will include more than 6 phases of purchasing using bids, cooperative agreements, and competitive quotes.
- Work is progressing with the new Student Center. AV Services continues to support the design of back boxes and infrastructure and is working with Facilities to coordinate infrastructure with other trades. The AV Services team completed an equipment bid and is starting the procurement process.
- Work is progressing in the new STEM Center in Building 61. The technical equipment continues to arrive. This room will feature a large video wall that will display inspiring content in high detail. It can also be used for presentations and events.
- Final Design review has completed for the new Beach Volleyball courts and support is provided to answer RFIs. Purchasing for this equipment will take place during the Summer of 2022 with a completion expected for Summer of 2023.
- Design review continues for the new Tech and Health Building. This will be the largest single building project on a California community college campus, exceeding 300,000 square feet and providing more than 100 presentation systems.
- Design has begun for the new Continuing Education complex in Lot H. Continuing Education is leading the way with the support of the first fully comprehensive Hyflex classroom. This room will feature interactive teaching, auto-tracking camera technology, and audio support to seamlessly combine virtual students with in-person students. Due to the nature of funding this kind of project, installation is expected in the middle of the Fall semester.
- AV Services participated with IT in the launch of FreshService, a new helpdesk ticketing and tracking system. Collaboration was achieved to develop the automation and organization of the system during configuration. AV Services provided the opportunity to test the environment and report on workflow challenges before the campus-wide launch. Work continues to develop asset management, reporting, problem tracking, and project management.

### **Broadcast Services**

- The Broadcast team is in recruitment for the vacant Broadcast Engineer position. This position provides critical support to video facilities such as the Mobile Production Truck, the KSAK radio station, two-way radio communications, and the Stadium, along with support for various productions on campus. This position has been vacant since the retirement of Thom Babich. Once this position is filled, the team will finally be back to full staffing levels.
- Over 430 videos were captioned this quarter, primarily by the newest member of the Broadcast Services team, Jun Ma, with assistance from Melissa Shepherd. Both live and recorded caption requests have increased as the campus moves back to in-person classes.

- Board of Trustee meetings are now regularly streamed to YouTube. This adds complexity and an additional “show” that must be managed on top of the technical support in the boardroom and the overflow room for each meeting. The Broadcast team is collaborating with AV Services to upgrade some of the equipment in Founder’s Hall so that all three shows can be better supported, and so that there is space for additional staff to assist in the productions.
- The Broadcast team, including Melissa Shepherd, Jun Ma, and Kip Pesuti, produced the highlight videos for the Athletics Hall of Fame ceremony in February this year. Production included script development, shooting, editing, and voiceover work to create the videos that honored the inductees. The team was also on-site at the event for production assistance and video documentary production.
- The Broadcast team was pleased to learn that Mt. SAC’s Marketing team won a Silver Paragon Award for their “Mt. SAC is Back” campaign last year. Included in that campaign was a 30-second commercial produced by Melissa Shepherd and Kip Pesuti.
- Collaboration with Broadcast is continuing with a group led by Instructional Designer Michelle Newhart on improving the accessibility of materials on campus. The objective is to create a central hub for information and tools for the campus community. The project is occurring through a 15-month “Learning From the Middle” program sponsored by the Research, Planning, & Professional Development for California Community Colleges group. The goal is to streamline access to all the accessibility tools available for students, faculty and staff which includes captioning and ASL interpreters. The group consists of members from faculty, IT, ACCESS, Broadcast, and Instructional Design.

### **Event Services**

- Event Services continued providing assistance to the on-campus COVID testing providers this quarter. Three locations were available for PCR testing, with an additional location dedicated exclusively to antigen testing. Testing sites will continue through the Spring Semester.
- Ongoing planning and coordination meetings are taking place for the new Event Center in the Student Center building. Event furniture selections are nearing completion, and the functional requirements for the technical systems are being finalized. The team is looking forward to the latter part of this year when the installation of equipment on the third floor begins. Additional planning is happening to look at use of the third floor Event Center. This space will provide a new home for many existing events on campus that have outgrown existing spaces, or had to “make due” with the available spaces on campus.
- The next few months will be busy for the event staff with a number of events at the stadium including the Mt. SAC Relays, CCCAA Track and Field Championships, Early College Academy Graduation, Transfer Ceremony, Mt. SAC Commencement, and the Nursing Pinning Ceremony.

### **Performing Arts Operations**

- The Performing Arts team provided technical assistance to the Athletics Hall of Fame event and the Board Study Session in the soon to be completed Heritage Hall lecture room. When complete, the space will function as a large multi-purpose room, capable of class lectures and round-table gatherings.
- With relaxed COVID guidelines, the team has been ramping up events in the Performing Arts Center. The Spring performance schedule was finalized for Music, Theater and Dance productions. Planning is also underway for the 22-23 baseline calendar.
- In collaboration with Event Services, planning is taking place for operations at the new Event Center in the Student Center. Equipment lists are being developed for purchasing, and events that might transition from the Performing Arts Center to the Event Center are being identified.
- Preliminary planning is underway for scheduled maintenance upgraded to the Clarke Theater and Recital Hall. The first project on the list is a replacement of the 20-year-old architectural lighting control system.