HEALTHCARE CAREER COLLEGE

FACILITY OPERATION AND MAINTENANCE PLAN 2019

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Introduction

Healthcare Career College occupies Suites #174-207 (9,360 square feet) and # at 8527 Alondra Blvd #174, Paramount CA 90723. The *Facility Operation and Maintenance Plan* includes a description of how the school's physical campus and technical infrastructure is operated and maintained. This Plan intends to outline the policies, procedures, and responsibilities such that HCC is able to offer a clean, safe and conducive learning environment. Contracted custodial crew cleans all classrooms, laboratories, offices, restrooms, and break rooms daily. The campus has a parking lot with ample, safe and convenient parking to accommodate employees and students. The campus has convenient access to public transportation and is located next to a bus stop.

Personnel

The Campus Director is responsible for the maintenance and overall upkeep of the facility and this information. Any issues regarding the facilities are forwarded to the Campus Director, and appropriate action is taken. Personnel responsible for facilities operation and maintenance include: Amita Garg, Campus Director (supervisor); Joey Roema, IT/Network Administrator (responsibility for technical infrastructure and equipment); Ramon Geluz, Dean (responsibility for inspection and maintenance of instructional equipment and supplies). Amita Garg contacts vendors as needed for facilities maintenance.

Faculty and staff report any concerns with campus security to the Campus Director. A list of emergency numbers is maintained at the front desk reception area. The Dean is responsible for conducting a health and safety inspection of the campus physical facilities, instructional and non-instructional equipment, classroom laboratories, and the MSDS for supplies.

Since the building is under lease, HCC is not authorized to make improvements to the building; however, improvements to the inside suites are allowed. Any improvements are made to allow adequate space and facilities for instruction, instructional support services, and administrative staff.

The landlord contracts with vendors for regular inspection and maintenance of the campus HVAC and roofing systems. The School contracts with Level Ten Security Systems for the building security system. Fire alarm and sprinkler system is also maintained by Spectrum Fire Protection. The Fire Extinguishers are maintained by Bob Peters Fire Protection.

Equipment and Supplies

Inventory

HCC maintains an inventory of equipment and supplies for each program. The adequacy of equipment and supplies to meet instructional objectives is reviewed in the Program Advisory Committees, as well as in weekly faculty meetings.

Repairs

An allotment for equipment repairs is included within the annual budget of HCC. Allied Health faculty should report to the Dean in case equipment repair is needed. Nursing Faculty should report to the Director of Nursing in case of equipment repairs.

Upgrades and Acquisitions

Equipment and supplies are reviewed by the Program Advisory Committee and Faculty regularly. In case equipment upgrades or acquisitions are required to meet instructional objectives, requests are submitted by the Faculty to the Dean or Director of Nursing. Upon reviewing the request and considering budget available, the request will be approved.

Technical Infrastructure

The technical infrastructure of HCC, with a computer and audiovisual equipment in each classroom, as well as two on-campus computer labs maintained by an IT Administrator, provides ample support for instruction. HCC uses the distance education infrastructure provided by Canvas LMS to support instruction.

Instructional Technology

Course material is available on the Canvas LMS, which students may use to access their assignments, lectures, communicate with their instructor, and keep updated with their course grades. Students are also able to use Evolve, ThePoint, and MedCom to support their learning. Recognizing that faculty, staff and students may have varying levels of technological proficiency, HCC has hired a full time LMS Coordinator/IT Administrator to support the students, faculty, and staff. Providing technical support is important so that technology becomes an aid rather than a barrier to supporting students. The faculty, staff, and students receive regular in-service as needed when new technology is acquired by the College, or when new software is implemented.

Safety and Security of the Technical Infrastructure

The privacy, safety and security of data contained within the technical infrastructure of Healthcare Career College is maintained by the Campus Director and the IT Administrator. The plan to ensure the privacy, safety and security of data is contained with the Data Security and Safety Plan. This plan contains: 1) Description of on-campus IT network infrastructure and relevant security protocols; 2) Description of security protocols for online programs, such as Diamond SIS, Canvas LMS, MedCom, and Evolve; and 3) User instructions and procedures to ensure the privacy, safety and security of data.

The College maintains its own servers, on which data related to campus operations is stored. In order to access the server, each user must have a unique login ID. Users only have access to sections of the server and Diamond SIS that are relevant for their work and their department. For example, only the Registrar and Financial Aid Offices have access to archived scanned student files. Each user is instructed to log off all programs when their computer is not in use.

Third-party online programs used by the college have their own security protocols, which are made publicly available through their websites.

All employees receive instructions for securely using the IT network, computer systems, internet and email systems in their Employee Handbook. In the student lab, signs are posted on each computer instructing students to log off all private programs (e.g., email, financial aid websites) and log off the computer when not in use.

Emergency Back Up for Technical Services

Two server rooms are located on campus in suites #171 and #129. The server room is secure and temperature controlled for the protection of server hardware and to ensure network reliability. Only the IT Administrator and the Business Officer have access to the server room. The hardware is adequately maintained and upgraded to ensure network reliability. The IT/Network Administrator follows a procedure for backup of the school's database which is maintained on the server. Information stored on the Diamond SIS database is backed up by Diamond SIS.

Backup for data stored on the school network is conducted daily from Monday-Saturday at 7:00pm. The daily backup data is stored in a hard drive. Daily and monthly backup of the database is conducted, so a snapshot of the system can be restored from last month. IT/Network Administrator checks the backup weekly to ensure that backups have been completed successfully. Any errors, if found, are resolved.

The monthly backup for the system is kept in a hard drive in a fire-proof, locked cabinet to secure the data. Additional backup for the entire network is completed on Friday evenings. entire network, including email and server data, is backed up every 24 hours. All data in Diamond SIS is backed up in real-time and stored on the Diamond SIS servers. Therefore, should power be lost locally, all data is saved and recoverable. Any issues regarding computer performance are reported immediately to the IT Network Administrator and handled within 24 hours.

Backup for the Canvas LMS is conducted according to their data security policy.

Relevant State Law

All campus facilities and infrastructure are compliant with relevant state law.

Applicable Federal Codes and Procedures

All campus areas comply with local, state and federal codes, including Los Angeles fire codes, federal OSHA requirements, and regulations for safe use of medical equipment.

Evaluation and Updates

The Dean checks for adequacy, safety, cleanliness and compliance of all physical facilities on an ongoing basis.