



MIDWESTERN
CAREER
COLLEGE

Operations and Maintenance of Physical Facilities & Technical Infrastructure Plan

2018 - 2019

Updated: August 2018

Plan Owner Contact Information:

Rafael Czechowski, Director of External Development and Operations
312-236-9000 Ext 1044, RCzechowski@mccollege.edu

The purpose of this document is to document physical facilities and technical infrastructure information to address the adequacy and improvement needs of all physical facilities and technical infrastructure, as well as operations and maintenance details. Providing adequate, safe and clean facilities with appropriate supporting systems for classrooms, labs, administrative and shared spaces is critical to enabling Midwestern Career College to reach its mission and strategic objectives. The Physical Facilities section also include information on equipment, office and medical supplies maintenance and procurement.

The plan consists of two sections:

- A. Physical Facilities
- B. Technical Infrastructure

Midwestern Career College is committed to remain compliant with all regulations set forth by regulatory bodies and city building codes, which include 1997 Cook County Building and Environmental Ordinances, Municipal Code of Chicago, Chicago Building Code, and ordinances set by the Villages of Blue Island and Naperville Township. At each location, building landlords are responsible for compliance with these regulations and are in good standing. MCC staff is responsible for compliance with FERPA, OSHA and data security regulations as set by the Department of Education. Additional information on safety, security and data protection is available in Technical Infrastructure Data Privacy and Security Plan, as well as the Safety and Security Plan.

The plan is available to MCC employees via Employee Portal, and students via MCC website and/or Business Office.

The plan is owned and updated by Rafael Czechowski, Dir of External Development and Operations at least annually to maintain relevance and address any evolving needs of the institution. The Chief Executive Officer reviews the plan periodically and receives feedback on potential areas of improvement from the Director of External Development and Operations, as well as departmental leads. MCC has been receiving feedback from students and staff through informal conversations and has recently deployed a survey approach to assess the adequacy of facilities and IT infrastructure.

A. PHYSICAL FACILITIES

Midwestern Career College operates a main campus in downtown Chicago, which includes two additional spaces to main campus. MCC also operates two campus extensions, one in Naperville and one in Blue Island, both in the Chicago suburbs.

Location	Type (COE Designation)	Location	Est. Size (sq. ft)
Chicago	Main Campus	20 N Wacker Dr. Ste 3800, Chicago, IL 60606	8,620
Chicago	Additional Space to Main Campus	100 S Wacker Dr. LL1-50, Chicago, IL 60606	19,682
Chicago	Additional Space to Main Campus	105 N. Madison Ste 1901, Chicago, IL 60602	4,000
Naperville	Campus Extension	200 East 5th Ave #128, Naperville, IL 60563	8,600
Blue Island	Campus Extension	12840 Western Avenue Blue Island, IL 60406	3,500

All locations are leased and provide students and staff adequate classroom, lab, meeting, office and common space. The quality and adequacy of the facilities is evaluated annually by the CEO, and future planning is included in the strategic planning process.

The landlords are responsible for maintaining relevant city, state and federal permits and compliance to enable their buildings and tenants to use the facilities. The City of Chicago, and villages of Naperville and Blue Island, where MCC campus extensions are located, actively monitor for compliance and communicate to building owners to address any found issues. All buildings and offices are in compliance.

MCC also periodically conducts internal reviews and takes steps for additional compliance, which include safety trainings (e.g., OSHA, sexual misconduct, fire drills, active shooter), renewal of fire-extinguishers, additional fire-alarm system at 100 S. Wacker, management of supplemental HVAC system, removal of hazardous waste. Third parties are used with MCC oversight and coordination.

Building landlords through their property management departments also ensure security, janitorial and other support and maintenance services at each location. The campus extension at Blue Island is a store-front property, which requires MCC's staff involvement in establishing separate janitorial, security and maintenance services for the property.

For future expansions or changes to existing lease and real estate footprint, MCC's CEO receives feedback provides guidelines and recommendations related to the equipment used in the industry, which is reviewed by Board of Directors for approval, as well as the Institutional Advisory Committee.

Classroom and Office Space

The Director along with the IT and Operations staff are responsible for classroom, office and other facility spaces to ensure that it is in working order and adequately meets the desired use of the space. This team is responsible for operational maintenance through monitoring all facilities, at minimum on weekly basis, with daily walk through to ensure identify preventive maintenance opportunities and support needs. If the required projects cannot be done by the MCC team, third parties are procured.

Furthermore, each instructor is responsible for cleanliness and safety of his or her classroom and/or laboratory. The students are taught the proper and effective way to organize and maintain clean work area. Instructors, Program Directors, and Academic Managers (at campus extensions) are identify maintenance and improvement needs on regular basis. If any issues are identified Program Director or Academic Manager at campus extensions should be contacted, who in turn contact the Dir of External Development and Operations or indirectly through operations@mccollege.edu to address the identified issues.

Preventative maintenance requests are also communicated by Program Directors and Academic Managers in advance of any issues to the Director of External Development and Operations, who coordinates all relevant actions. Other preventative maintenance needs are planned to be addressed in advance.

MCC purchases furniture for classroom, lab and office use through a number of channels. Amazon Marketplace, eBay and other online merchants are used to procure furniture and office related items. Resellers and other educational institutions are also contacted for any available furniture of good quality that is for sale or disposition, and other equipment for classroom and office use. This strategy ensures procurement of quality items to meet institutional needs in a timely matter and at a reasonable cost.

The Direct of External Development and Operations is also instrumental in supporting any internal build-out enhancement projects. With CEO's approval, he procures third parties to conduct onsite development and physical enhancements.

Medical Equipment

The operations staff in collaboration with Program Directors are responsible for maintenance and upkeep of all equipment at each facility. Key equipment that require check and maintenance include ultrasound machines, electroneurodiagnostic machines and dialysis machines. Other equipment is stationary and mechanical, such as the surgical tables, medical beds and various instruments, which require inspection and maintenance but not as demanding.

The Program Directors are responsible for inspecting equipment to ensure functional quality and safety standards. Inspections are conducted at different levels regularly (set by Program Directors) or on annual basis. Regular inspection and maintenance may be monthly, depending on equipment, and include visual and general functioning. Maintenance during regular check-points may include light wiping of equipment and filter changes. Annual inspection and maintenance include deeper check of functionality and any software upgrades, if relevant.

If equipment requires specialist level expertise, external providers are called. If the damaged equipment purchase value is less than \$500, MCC will purchase new equipment as the cost of fixing is not justified.

The recently deployed process includes streamlined communication of inspections with a completed checklist detailing the results of the inspection submitted to operations@mccollege.edu, where the Director of External Development and Operations will review the results, procure specialist services or purchase of new equipment upon approval from the CEO.

Some of the specialized equipment service providers:

- Brez Services for annual testing and service of all EKG, echocardiography, mechanical beds, and ultrasound machines
- Rassel Magnaye of Fresenius Dialysis for annual testing and service on all dialysis machines
- Redstone Healthcare for ultrasound machines maintenance and upgrade, as needed

- Daniel Stanley of Siemens Healthcare for maintenance of Accuson Sequioa machines

Since MCC does not perform patient care, the equipment used does not have to have high level of accuracy. Some equipment is also not used frequently, in the case of the electroneurodiagnostic machines. Therefore, Program Directors' have discretion whether to procure external maintenance service as there may not be a need for deep maintenance and third party expense.

Purchase of additional equipment and sunset of current equipment is included into the new budgeting process which is done in advance. If a Program Director wishes to request additional equipment for purchased outside of the annual budgetary process, she can submit a request to be evaluated by the CEO for approval and allocation of additional funds.

Similar processes are relevant to medical supplies, which are managed by Program Directors and Academic Manager at campus extensions. All medical relevant supplies are stored at each location in storage cabinets or closets, with the above mentioned individuals responsible for their tracking, inventorying, and re/ordering.

Procurement Process for Supplies

To procure medical supplies in a timely and cost-efficient manner, MCC implemented a procurement process, which is continuing to be reviewed and updated for optimal effectiveness, control and cost-savings.

Program Directors and Academic Managers at campus extensions periodically review medical supply inventory and identify replenishment needs. A faculty member can also identify the needs, directly communicating to Program Directors and/or Academic Managers. Once the need is identified an order is submitted.

Program Director and Academic Manager establishes an active cart via the MCC registered account on the "Henry Schein" website (www.henryschein.com). The Finance and Operations Manager, who maintains procurement responsibilities, reviews and approves all Henry Schein orders. Requests above \$500 require CEO's approval. This manager may search for alternative purchase items if Henry Schein's pricing is too high or is not available. Requests for purchases using other vendors are submitted directly to the Finance and Operations Manager, and follow similar steps.

Once approved, an order confirmation will be emailed to the requestor. When the order arrives, the requester will stock the order and update her inventory. The development of comprehensive inventory documentation of medical supplies is planned for 2018. Previously, it was conducted without formal documentation.

These requests and orders placed are conducted twice a month, on 15th and 30th, or the day following those dates if fall on a weekend or holiday

Urgent/emergency requests can be expedited through submitting for review and approval immediately, and/or expediting shipment from the vendor. Requestors are aware that the shipment cost for expediting purchases is significant high and such requests need to be minimized.

The process for office supplies is similar. However, Amazon.com and Staples.com are used most regularly, with MCC having business accounts with both vendors. Also, orders can be submitted not only by Program Directors and Academic Managers, but also by departmental heads or their designees, and receptionists who can consolidate requests prior to submitting them to finance manager for approval and purchase. Currently, all purchases through Amazon and Staples, as well as other request, require sign off from the CEO.

Front desk, or Academic manager at campus extensions will fill out the office supplies form and submits to business office for approval. All office supplies orders are due every 15th and 30th of the month.

Equipment and Supply Disposal

Disposal of hazardous material is implemented using third party vendor, such as Stericycle. MCC follows all steps to ensure compliance with OSHA standards and ensure safety for everyone at MCC facilities, whether they are students, staff or guests.

MCC also uses third parties for disposal of equipment. Equipment no longer needed is either donated (e.g., furniture for Salvation Army), IT scrap vendors or sold via medical equipment auction organized by Centurion Service Group. The medical equipment that is not sold for refurbishment or spare parts is assumed by Centurion Service Group for disposal.

Physical Facilities Details

1. CHICAGO MAIN CAMPUS

20 North Wacker Drive, Illinois 60606

Property Description

Footprint: 8,620 sq ft est.

This is campus supports and is used by administrative and support personal for admissions, financial aid, student services and faculty. MCC has recently upgraded administrative space for faculty and financial aid. Recently MCC has leased additional classroom space on the 5th floor. Additionally, MCC stores all the files in the storage room in fire protected cabinets. Historical files may be stored in scan format. Each floor has separate restroom for male and female.

- Classrooms/labs: 5
- Administrative offices
- Breakroom/Kitchenette, Cafeteria, Lounge, Gym, Conference Center
- IT room, storage facilities

Building Information

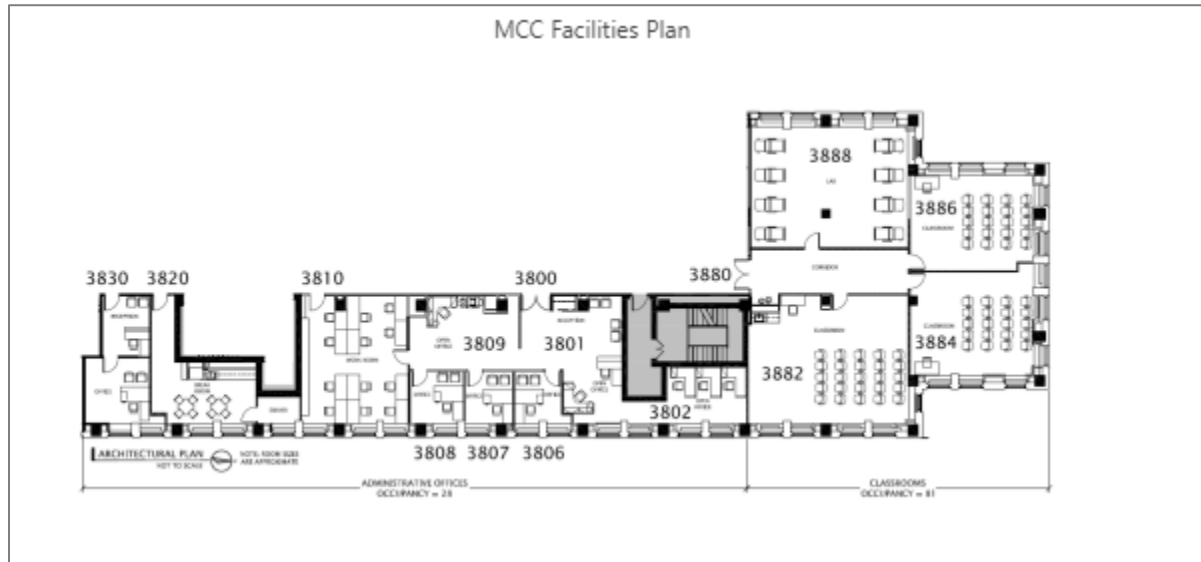
- Building Name: Civic Opera Building (home to Chicago Lyric Opera)
- Year Built: 1928, remodeled in 2011
- Total Square Footage: 1,250,000 rentable square feet
- Designated a Chicago Landmark in 1998
- Ownership: Barrington Venture (28W206 Commercial Avenue, Barrington, IL)
- Current Property Manager: Jones Lang Lasselle

On-site Amenities:

- Manned security and 24/7 Tenant access
- Onsite property management
- Fitness Center
- Conferencing Facility (accommodate up to 168)
- Rentable auditoriums – small and large (from Chicago Lyric Opera)
- Café/Restaurants: Market Creations (3rd floor), Civic Opera restaurant (1st floor)
- Roof-top deck and lounge: 10th floor
- Other: Dry-cleaning, convenience store, barber shop

Buildings Contact information

Dolores Wildner
LEED Green Associate
Property Administrator
20 North Wacker Drive, Suite 1945 Chicago, IL 60606
Tel+ 312-629-5002
Dolores.Wildner@am.jll.com



HVAC

HVAC system is managed and serviced by building management. In case of needed service MCC contacts building management via portal. Any requests for temperature adjusted can be submitted to instructors or front desk staff. Front desk staff or other designated individuals will contact building's engineers via an online portal to make the adjustment. At this location, MCC also owns a dedicated HVAC system that supports classrooms after hours. This unit is serviced by third party.

Janitorial Services

Janitorial services are provided by the building that include the general maintenance, upkeep, and cleanup of each individual shop/classroom/clinical area. Daily cleanup times conducted after hours. Also, general office cleaning and periodic window washing are provided Monday through Friday except holidays.

If any additional services needed, the request will be submitted to operations@mccollege.edu, or directly to Director of Operations, Rafael Czechowski.

Security Services

Building security services are provided by the property management, with regular presence onsite (downstairs and regular floor walkthroughs) and controlled access off-hours. The building has security cameras in common areas, and the MCC suite has security cameras onsite. All MCC students and staff need to be in possession of school id, with staff clearly displaying it. All students are expected to wear MCC uniforms (scrubs).

Transportation & Parking

Midwestern Career College's Chicago campus are at the center of all major Chicago transportation channels, accessible by train, bus and car. It is located block east and three blocks north of Metra Union train station, and one block east of Metra Ogilvie Transportation Center for different commuter trains.

Main campus is also easily accessible by CTA train stations. The 20 N Wacker Drive campus is two blocks west of the Washington/Wells stop of the Brown, Orange, Pink, and Purple lines. Four blocks west of the Blue Line Washington stop, and five blocks west and one block south of the Red Line Lake stop.

MCC's downtown locations are easily accessible by nearby CTA bus lines including 1, 7, 19, 20, 28, 37, 56, 60, 121, 124, 125, 126, 130, 132, 134, 135, 136, 151, 156, 157.

MCC also has a negotiated discounted parking rate for students and staff at a nearby garage, 230 West Washington Avenue. The garage is monitored by onsite security and cameras.

2. CHICAGO ADDITIONAL SPACE TO MAIN CAMPUS I

100 South Wacker Drive, Illinois 60606

Property Description

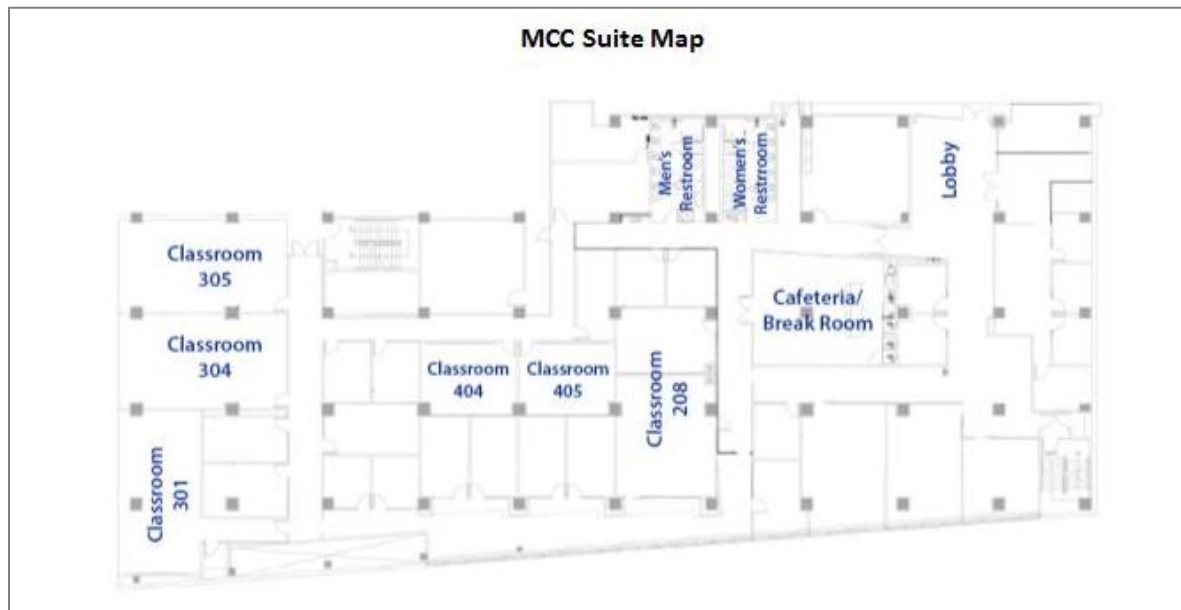
Footprint: 19,682 sq. ft est.

This additional site to Main Campus consists of 19,628 sq./ft. It was recently renovated and upgraded. MCC has designed and created new Surgical Tech lab, with surgical tech sink. New Resource center and new computer lab. The additional site to Main campus supports administrative staff and faculty.

- Classrooms/labs: 14
- Administrative offices
- Learning Resource Center/Library
- Breakroom/Kitchenet, Computer Lab, Faculty Area, Student Lounge
- Other Administrative: IT Infrastructure Center, Storage, Conference Rooms

Buildings Contact information

Roxann Lopez, Property Administrator
Lincoln Property Company
150 South Wacker Drive, Suite 2150
Chicago, IL 60606
D: 312.641.3411
rlopez@lpc.com



HVAC

HVAC system is managed and serviced by building management. In case of needed service MCC contacts building management via portal. Students or guest requiring about the Air quality can contact front desk, or email operations@mccollege.edu. MCC will contact building a management via portal.

Janitorial Services

Janitorial services are provided by the building that include the general maintenance, upkeep, and cleanup of each individual shop/classroom/clinical area. Daily cleanup times conducted after hours. Also, general office cleaning and periodic window washing are provided Monday through Friday except holidays, and additional upon request.

Security Services

Building security services are provided by the property management, with regular presence onsite (downstairs and regular floor walkthroughs) and controlled access off-hours. The building has security cameras in common areas, and the MCC suite has security cameras onsite. All MCC students and staff need to be in possession of school id, with staff clearly displaying it. All students are expected to wear MCC uniforms (scrubs).

Transportation & Parking

Midwestern Career College's Chicago campus is at the center of all major Chicago transportation channels, accessible by train, bus and car. It is located one block East of Metra Union train station, and one block South of Metra Ogilvie Transportation Center for different commuter trains.

Main campus is also easily accessible by CTA trains station ions. It is located near all major subway lines, Red, Brown, Orange, Pink, and Purple lines.

MCC's downtown locations are easily accessible by nearby CTA bus lines including 1, 7, 19, 20, 28, 37, 56, 60, 121, 124, 125, 126, 130, 132, 134, 135, 136, 151, 156, 157.

MCC also has a negotiated discounted parking rate for students and staff at a nearby garage, 230 West Washington Avenue. The garage is monitored by onsite security and cameras.

3. CHICAGO ADDITIONAL SPACE TO MAIN CAMPUS II

105 West Madison St., Illinois 60602 – Additional Site to Main Campus

Property Description

Footprint: 3,500 sq. ft Est

This additional space to main campus was procured in 2018 to accommodate additional staff operations and potentially provide two classrooms. The additional site to main campus supports administrative staff and faculty.

- Classrooms: 2 (TBD)
- Administrative offices
- Learning Resource Center, Computer Carts for Lab
- Kitchenet, Student & Faculty Breakroom

Building Information

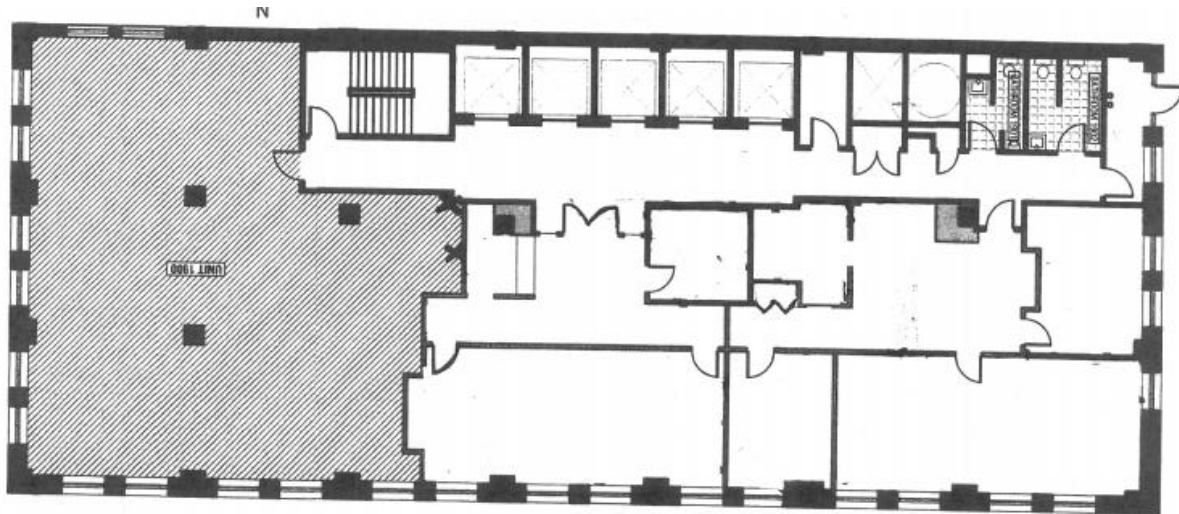
- Building Name: 105 Maddison
- Ownership: Chicago Land Management
- Current Property Manager: Stacey Rios

On-site Amenities:

- Building Security
- Property Management onsite
- Bank of America Branch
- Restaurants and Lounge
- Barber Shop
- Nail Saloon

Building contact information

Stacy Rios
Property Manager
Office: 312-582-4701
Stacy@chicagolandmanagement.com



HVAC

HVAC system is managed and serviced by building management. In case of needed service MCC contacts building management via portal. Students or guest requiring about the Air quality can contact front desk, or email operations@mcccollege.edu. MCC will contact building a management Chicago Land Management

Janitorial Services

Janitorial services are provided by the building that include the general maintenance, upkeep, and cleanup of each individual shop/classroom/clinical area. Daily cleanup times conducted after hours. Also, general office cleaning and periodic window washing are provided Monday through Friday except holidays, and additional upon request.

Security Services

Building security services are provided by the property management, with regular presence onsite (downstairs and regular floor walkthroughs) and controlled access off-hours. The building has security cameras in common areas, and the MCC suite has security cameras onsite. All MCC students and staff need to be in possession of school id, with staff clearly displaying it. All students are expected to wear MCC uniforms (scrubs).

Transportation & Parking

Midwestern Career College's Chicago campus are at the center of all major Chicago transportation channels, accessible by train, bus and car. It is located block east and six East of Metra Union train station, and five blocks East of Metra Ogilvie Transportation Center for different commuter trains.

Main campus is also easily accessible by CTA trains station ions. It is located near all major subway lines, Red, Brown, Orange, Pink, and Purple lines.

Maintenance of Physical Facilities and Technical Infrastructure

MCC's downtown locations are easily accessible by nearby CTA bus lines including 1, 7, 19, 20, 28, 37, 56, 60, 121, 124, 125, 126, 130, 132, 134, 135, 136, 151, 156, 157.

MCC also has a negotiated discounted parking rate for students and staff at a nearby garage, 230 West Washington Avenue. The garage is monitored by onsite security and cameras.

4. NAPERVILLE CAMPUS EXTENSION

200 East 5th Avenue #128 Naperville, IL 60563

Property Description

Footprint: 8,000 sq. ft est.

This campus extension to main campus consists of approximately 8,000 sq./ft. It was recently renovated and upgraded – classrooms, office spaces, surgical lab, learning resource center, etc.

Midwestern Career College has been a member of the Naperville community since January 2013, with MCC located in the Naperville Historic District's building at 200 E. 5th Avenue, directly across from the Naperville Train Station and a block away from downtown Naperville.

Built in 1913 by Peter E. Kroehler, the 5th Avenue Station originally served as a factory for the Kroehler Furniture Company. The company was the largest employer of Naperville residents until it closed in 1978. Today the building is listed on the National Register of Historic Places and houses multiple businesses along with Midwestern Career College.

- Building Name: 5th Avenue Station
- Year Built: Pre 1920, renovated 1987
- Ownership: Town Management
- Current Property Manager: Haley Forbes

Office Information

- Classrooms/labs: 8
- Administrative offices
- Learning Resource Center / Library
- Breakroom, Computer Lab (via cart), Student Lounge, Faculty Lounge
- Storage, Lobby/meeting space

Building Information

- Building Name: 5th Avenue Station
- Year Built: Pre 1920, renovated 1987
- Ownership: Town Management

On site amenities

- Barber shop
- Travel agency
- Close access to banks, restaurants and other business in downtown Naperville

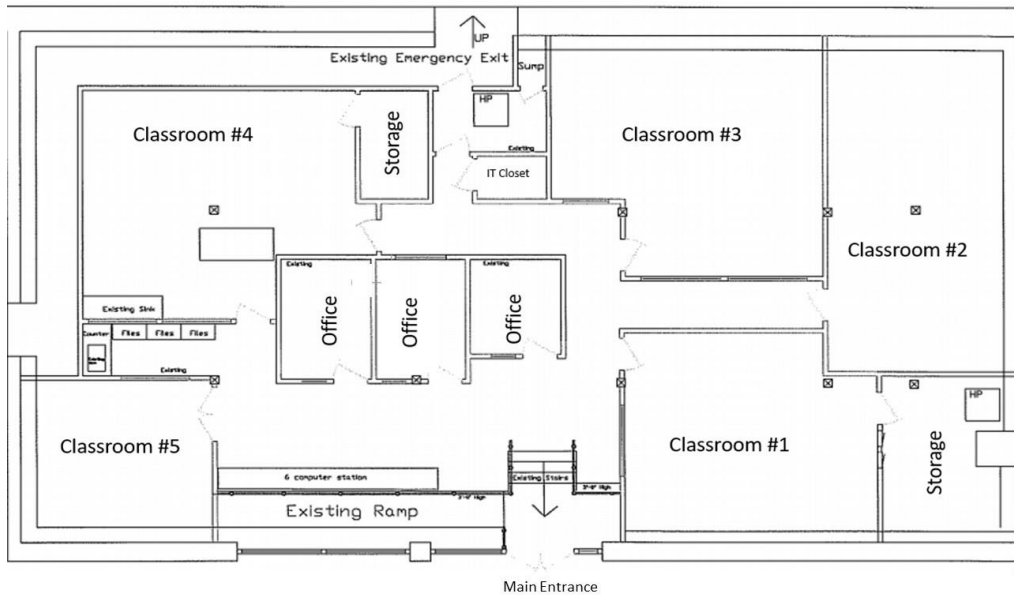
Building contact information

Haley Forbes, Property Manager
A Town Management Property
200 E 5th Avenue, Suite 234
Naperville, IL 60563
630.369.5638 (w)

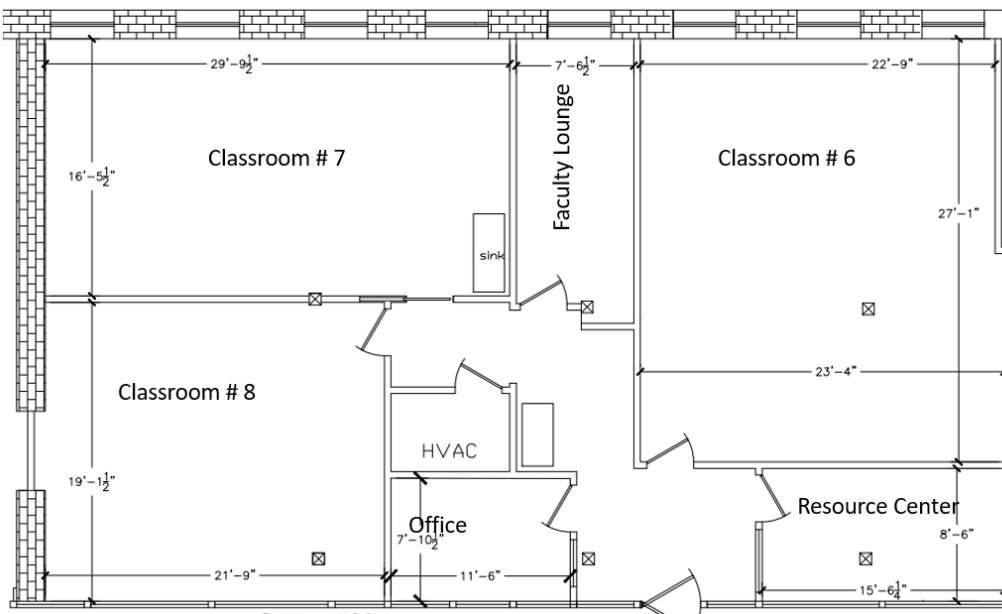
630.369.6176 (f)

www.5thAvenueStationCommercial.com

Lower Level (Main Entrance)



Upper Level



HVAC

HVAC system is managed and serviced by building management. This HVAC unit is on site and can be adjusted by staff in case of the need. In case of any maintenance issues or service MCC contacts. Students or guest requiring about the Air quality can contact front desk, or email operations@mccollege.edu. MCC will contact building a management for any temperature adjustment or other related issues.

Janitorial Services

Janitorial services are provided by the building that include the general maintenance, upkeep, and cleanup of each individual shop/classroom/clinical area. Daily cleanup times conducted after hours. Also, general office cleaning and periodic window washing are provided Monday through Friday except holidays.

Security Services

Building monitors common areas and areas via security cameras and maintains onsite property management office. MCC suite also has security cameras onsite. All MCC students and staff need to be in possession of school id, with staff clearly displaying it. All students are expected to wear MCC uniforms (scrubs).

Transportation

Midwestern Career College Blue Island campus extension is accessible by the train, local buses, and car. The highway to downtown Chicago is a few blocks away as well, and the building is directly adjacent to Metra train lines with 45 min ride to downtown Chicago. Free building parking lot is available along with street parking.

5. BLUE ISLAND CAMPUS EXTENSION

12840 Western Avenue Blue Island, IL 60406

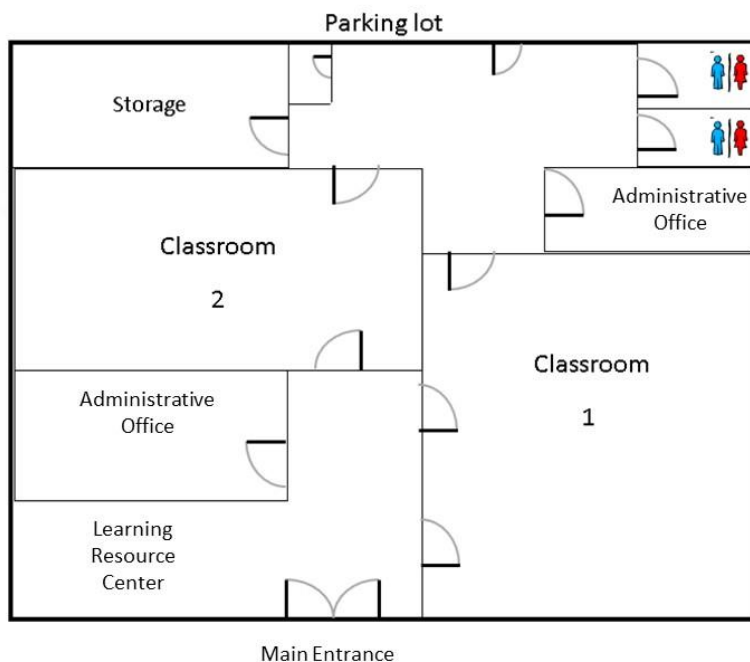
Property Description

Footprint: 3,500 sq. ft est.

This campus extension to main campus consists of approximately 3,500 sq./ft. MCC has designed and created resource center for students. The campus extension supports administrative staff and faculty.

Midwestern Career College has been a member of the Blue Island community since October 26, 2012. Blue Island campus extension is located in a store-front property. In near surrounding areas campus, you can easy access to restaurants, police station, and fire station. Campus has on site security and monitoring system.

- Classrooms/lab: 2
- Administrative offices
- Learning Resource Center/Library, Computer Lab (via cart)
- Proximity to fire department, police station, library and local hospital



HVAC

MCC owns two HVAC units that are independently controlled. If there is a need to air adjustment, controls unit is easy accessible. If there is a need service need, Blue Island staff can submit a request to operations@mcccollege.edu.

Janitorial Services

Blue Island campus extension uses third party vendor Jan Pro for daily cleans the campus. The general maintenance, upkeep, and cleanup of each individual shop/classroom/clinical area is the direct responsibility of the instructor and the students. Daily cleanup times are provided for this purpose and students are to be reminded that this is a part of their course study. Also, general office cleaning and periodic window washing are provided Monday through Friday except holidays. Any ground maintenance related issues and addresses any such issues in coordination with the Director of External Development and Operations.

Transportation

Midwestern Career College Blue Island campus extension is accessible by train, bus and car. The campus is four blocks South and one block East of the Metra Rock Island and Metra Electric Line Stations. The campus is easy accessible, from the city and south suburbs, by PACE bus routes and CTA Red and Orange train lines. PACE bus route includes: 348, 349, 359 and 385. The highway to downtown Chicago is a few blocks away as well. Free parking is available in the rear of the building, as well as street parking along the Western Avenue.

B. TECHNICAL INFRASTRUCTURE

The objective of the plan is to document information on adequacy and maintenance of Information Technology infrastructure and support.

Personnel Responsible

The IT Manager will maintain and monitor all aspects of the infrastructure and infrastructure plan. MCC also maintains a relationship with a third-party vendor Olsys Inc. for network, security, and level 2 and 3 Help Desk support.

Hardware

All MCC employees either use stationary personal computers or laptop. Each device runs on Windows 10 Pro operating system that is centrally supported by MCC IT personnel. All devices are password protected and secured in MCC facilities. The data on each device is automatically backed-up to Microsoft cloud via OneDrive and Outlook applications.

- 1) Level 1
 - a) Urgent – email Kris Hendrix at KHendrix@mccollege.edu – response time 24 hours
 - b) Non-Urgent – email tech support at techsupport@mccollege.edu – response 24 to 48 hours
- 2) Level 2: Escalation – IT staff will contact third party specialists at Olsys Inc., or other provider for resolution of more complex technical challenges

Additional MCC hardware includes network switches, classroom projectors, firewalls, Wi-Fi spots, network racks, back-up power supplies. There are no data centers at MCC.

Computer labs

MCC provides computer lab and laptop carts with laptops at each location. This equipment is supported by the IT and Operations team.

Network

Each location has its own private network that is providing internet access from Comcast Business. IT closets at each location contain standalone racks to manage provide and manage set-up of connectivity. Ethernet network is wired with Cat 5/6 internet patch panel, Netgear 24 and 48 port switches with Power over ethernet (POE) switch that used for security cameras and for Jive phones there Power over Ethernet (POE). Each location is protected with Zyxel firewall and has content filtering license activated to block certain websites on the network for employees and students.

Unifi secure security wpapsk Wi-Fi is provided for on campus for employees and students. Extended Wi-Fi with Unifi Access points. MCC employees can connect to the Wi-Fi with full coverage access. MCC Students are on separate network than MCC employees and have limited bandwidth and more restricted access controlled by IT staff to maintain network security.

Communication System

Each location is equipped with Voice over IP (VoIP) network and phones procured and maintained by Jive Communication, a leading telecom service provider. The network used is Comcast Business. Each office has its own extension and/or direct lines are available.

Printing and scanning services

All location equipped with shared Konica Minolta printers that have the capabilities to print, copy and scan. This equipment is supported by Regal Business Machines who maintain it and replenish with toner when automatic notifications are sent to the vendor form the machines. MCC procures paper supply from Staples or other sources. Each shared printer/copier has an Copyright policy displayed next them.

Certain MCC employee who need to print sensitive documents have individual printers located in their offices.

Application Systems

1) Email and Collaboration

MCC uses Microsoft for Education / Office 365 platform providing all employees the use Office 365 products: email (Outlook), messaging (Skype for Business), online collaboration and sharing tools (SharePoint and OneDrive), and other tools (Forms, etc.). All employee data and email accounts are backed-up by Microsoft in its cloud, which is compliant with FERPA and other regulations.

To limited extent, MCC provides Microsoft for Education / Office 365, Student licenses, to MCC students. Students have access to MCC email via Outlook and internal OneDrive folders shared by instructors. Students also have full access to Microsoft Office Suite, which consists of Word, Excel, Power Point products. The roll-out of MCC emails with access to Office 365 is targeted for completion in 2018

The Microsoft for Education / Office 365 is managed by MCC's IT and Operations staff, with support of Microsoft experts.

There are no data center at MCC.

2) Student and Financial

GradPro – A student management system provided by Robinsoft Inc, hosted remotely and supported by the vendor. The system captures students personal and academic data, as well as tuition and fees information that feeds financial statements.

DesireToLearn (D2L) – A learning management system deployed in 2018 (in-process) to support academic learning experience, through more effective communication, lecture material and sharing of resources between faculty and students. This system is hosted remotely and supported by the vendor.

Payroll – MCC uses Intuit's payroll system hosted and support by Intuit. It is managed by MCC's contracted accountants.

Quickbooks (QB) – An accounting system by Intuit Inc. that resides on MCC server that is protected by software password, server password and firewall, network security and building security. Only finance personnel and accountants have access to it. The system is used manage accounting areas such as AP, AR, fixed assets, reconciliations and financial statements.

3) Website – MCC website is hosted on Amazon, built via WordPress and supported by Clever Solutions Inc.

Cameras and Facility Security

Each location is monitored by security cameras, whether by MCC's or building's. Additional security is provided through controlled suite access where keys or access cards are required. At downtown location access is also controlled by building security.

Data Privacy, Safety and Security

MCC complies with all regulatory data safety and protection requirements. Refer to a separate Technical Infrastructure Data Privacy and Security Plan for details.

Hardware Maintenance

All hardware and computers are maintained by the IT and Operations Department. Software updates for individual computers and network hardware occur on as needed basis (depending on release dates) remotely by MCC and Olsys Inc. Network security is also regularly reviewed by Olsys for any incidents or

risks to prevent vulnerability. Classrooms, computer lab(s) and computer carts are checked weekly or more frequently if needed.

Inventory of IT equipment is maintained and periodically reviewed for upgrade / replacement. IT Manager will diagnose any broken equipment for repair or disposition. If it cannot be repaired, salvageable parts are removed and stored. Before equipment disposal, the IT Manager removes all data that can contain any information, which is stored or wiped clean. Then the IT hardware is disposed via Newtech Escrap Recycling, Inc. (ntesrecycling.com) or other vendors.

Procurement

For any purchasing needs for new or replacement IT equipment, software license, or services, IT Manager submits request to the Finance and Operations Managers for execution. Any requests above \$500 or those that are not planned, are reviewed by the CEO for approval. The IT Manager is responsible for identifying the vendor. For hardware, purchases can be made via Amazon, Olsys Inc. (third party IT contractor and service provider). Software licensing and other purchases may vary by the provider.