



THE LEARNING BRIDGE CAREER INSTITUTE

OPERATION AND MAINTENANCE OF PHYSICAL FACILITIES AND TECHNICAL INFRASTRUCTURE PLAN

PURPOSE:

This plan is the driving force behind the operation and maintenance needed to ensure efficiency and maintenance are maintained. The objective of the plan is to provide a safe space for students to learn and grow into professionals. This plan is reviewed and discussed once a year and is modified as needed. All campus needs are shared with the President and modifications are implemented as they are approved.

PERSONNEL

The designated person assigned to this plan is the Campus President along with the assistance of the Administrative Assistant. The President is responsible for overseeing and ensuring that regular maintenance and operations are implemented to offer educational services

EQUIPMENT, CONTRACTUAL AGREEMENTS, SUPPLIES, TECHNICAL ASSISTANCE, AND MAINTENANCE

LBCI is housed in a 6-story building with an active lease. 100% of the building maintenance, building equipment, and contractual agreements for the physical property are maintained and supported by the building manager. However, LBCI would like to add that the physical equipment and maintenance added to the inside of the LBCI suite 110 are maintained by other contracts that are listed below. The following items below outline the equipment and supplies needed to ensure that physical and technical infrastructure is conducive to learning for all faculty and staff. Additionally, our equipment and supplies assist in protecting student and employee data.

Operation of Office Equipment (chairs, printers, computers, TV monitors)- These items are needed to execute the task for educational services. These items are used daily and if maintenance is needed.

- Maintenance of Basic Office Equipment and Supplies

- Xerox Printer: Services through Computer Sales and Services. As issues arrive, a tech support technician is contacted for assistance. Regular maintenance of the machine such as ink cleaning supplies are ordered via email and are automatically delivered.
- Internet: LBCI's service provider is Comcast. In the event of an outage or issue. The Campus President is notified and contacts Comcast via phone to get assistance. If needed, Comcast will send a technician to the facility for assistance. LBCI has not had or needed a technician in the past 8 years. When and if there is an outage in the area, Comcast phones the business with a recording of the outage and when it will be restored.
- Phone Service- This is maintained for consistent operation through Alliance. As needed, they are phoned for technical assistance and a technician is sent for service.
- Chairs: Chairs are reported as needed or when they are not operational. Chairs that require replacing are requested on a requisition completed by the team member.

Operation of Security Cameras- These cameras are in classrooms, labs, and at the entrance of LBCI. These cameras are monitored as needed and are used for security purposes.

- Maintenance- They are maintained by Alliance. As technical assistance is needed, they provide technical services as needed.

Operation of Keyless Lock- LBCI has a keyless entry for students and staff to enter the LBCI space. The lock is password protected and is issued to staff and students on an as-needed basis.

- Maintenance- This lock is tested daily to ensure working capability. If batteries or maintenance is needed, the President is notified verbally or via email for assistance with the keyless lock.

Operation of Desktop and Laptop Computers- LBCI offers a combination of 26 desktop and laptop computers for student and staff use.

- Maintenance- Maintenance is provided by request via an IT Service ticket provided to the Campus President.

General Support of Technical Infrastructure and Media Services

LBCI offers a wide range of media resources for prospective, active, and graduate students. These items are listed below as they are located within the physical property of the campus.

Operation of The Diamond Student Information System- LBCI uses Diamond as its host site for all student and staff information. This software is cloud-based and is continuously backed up. Passwords are required to enter the system for all parts of the Diamond system (Faculty Portal, Student Portals, and the Diamond Cloud). LBCI employees are granted access to various parts of Diamond based on their position with the company.

- Maintenance of Diamond Student Information System - Diamond is maintained and stored daily by the Diamond cloud services. Information as well as usability. In the event of a technical issue, the Campus President is notified by the employee or student via email. The Campus President contacts Diamond Tech Support services to request a tech support ticket. This ticket is answered via email. The dialog to correct the issue remains between Tech

Support and the Campus President. The information is then communicated to the employee or student verbally.

Operation of Dropbox Cloud Services- LBCI has access to Dropbox for storing data and documents. Tech Support is offered through Cloud Services in the event of issues. Dropbox is a monthly expense.

- Maintenance of DropBox-The DropBox is maintained and stored daily by Dropbox. In the event of a technical issue, Dropbox is contacted directly by the Campus President through their chat system to current any issues.

Operation of Email: Each employee and student is given access to their own LBCI email address which is used for LBCI informational purposes. Students have access to this email for 4 years after exiting the institution. Employee email is removed on their last day of employment. Microsoft is a yearly expense.

- Maintenance of Email Services: Email services are hosted through Microsoft. In the event of an issue, tech support is contacted via chat services by the Campus President. This communication continues until the chat is resolved.

Operation of Educational Program and Testing Services:

LBCI offers electronic educational services to enhance the learning environment. These are offered by, Canvas, Evolve by Elsevier and Easy Test Maker.

Operation of Evolve by Elsevier: Learning-Based activities are provided to students electronically as required. Students can complete assignments, and exams, and communicate with their instructor daily. This access is issued to students through Evolve by Elsevier with their username and passwords. Instructors are also given their usernames and passwords with only access to the courses taught by that instructor. Evolve is a free service with the adoption of various textbooks and learning materials.

- Maintenance of Evolve by Elsevier: Maintenance of the educational software is supported through Elsevier. Both students and the instructional staff have access to chat, phone, or email for minor technical assistance. In the event of major technical assistance, the Campus President contacts Evolve via chat to resolve any other issues.

Operation of Easy Test Maker: This is a database that is offered to assist in administering exams as deemed by the instructor. It is password protected and students are issued access to the exam via a created link sent by their instructor. Easy Test Maker is a yearly expense

- Maintenance of Easy Test Maker: Maintenance of the testing software is supported through Easy Test Maker. The Campus President has access to email for the company directly for technical assistance and or to resolve any other issues.

Operation of Canvas: This is a database that is offered to assist in administering student theory, simulations, assignments, and exams as deemed by the instructor. It is password protected and students are issued access to the exam via a created link sent by their instructor. Canvas is a yearly expense.

- Maintenance of Canvas: Maintenance of the software is supported through Easy Canvas. The Campus President and Director of Education have access to email for the company directly for technical assistance and or to resolve any other issues.

Operation of Adobe: Adobe is used to send secure and protected documents to partnering agencies and students. Adobe is a monthly subscription, and it allows LBCI to encrypt all documents using a password to view a document. The password is sent to the recipient in an email 1-5 days before sending the document. Adobe is a yearly expense.

- Maintenance of Adobe Maintenance of the Adobe software is supported through Adobe Creative Cloud. The Campus President and CEO has access to Adobe Creative Cloud services applications and directly contact the company for technical assistance and or to resolve any other issues.

Financial Aid Databases:

- Operation of ECM: This is a third-party servicer for the financial aid department. This is only accessible by team members who work directly with the FA office. ECM is a monthly expense.
 - Maintenance of Educational Compliance Management (ECM)
 - Maintenance of the ECM software is supported through their cloud services. The Financial Aid and CEO have access to ECM services applications and portal systems. The Financial Aid Officer connects with the 3rd party servicer through Microsoft Teams. . ECM continues to respond to maintain all FA operations between the FA advisor and their databases. ECM is a monthly expense.
- Operation of NSLDS and COD: These systems are used to enroll and host student financial aid information. These systems are protected by passwords that require special access. FSA user, ID, password, and two-factor authentication tokens are needed to access these systems.
 - Maintenance of NSLDS and COD
- In the event of a technical issue within the NSLDS and COD systems, it is our policy to reach out to the following for assistance via the CEO or the FA advisor. Communications are followed- via email until the issue is resolved.
 - Crystal.Brennan@ed.gov
 - Askafed.gov

RELEVANT STATE LAW

The Learning Bridge Career Institute is in a 6-Story office building on the first floor (suite 110) with an active lease. All relevant state laws required in this office building are upheld and

maintained by the Atrium Building and the building manager as it pertains to the physical property. The letter attached identifies the following state laws that the building management maintains:

- Air Conditioning and Heating
- Plumbing
- Grounds
- Parking Lots
- Electrical
- Fire Safety Codes – See photo of fire extinguishers dates and Fire Marshall document
- Federal and State Building Maintenance Codes (ADA regulations, etc.)
- Building Security Systems
- Roofing
- Exterior Building Maintenance
- Interior Building Maintenance

See the Lease agreement and letter provided by Building Manager.

- Maintenance and Disposal of Bio-Hazard Materials
 - Following state and federal laws, LBCI holds an active contract with Steri-Safe for the disposal of needles twice a year. Biohazard material is disposed of twice a year.

Operation and Maintenance of Material Safety Data Sheets- LBCI updates the MSDS binder as needed or when new materials arrive. These sheets are located in the MBSD binder in the commons administrative area.

APPLICABLE FEDERAL CODES AND PROCEDURES

All Federal Codes and Procedures are maintained by the building manager of the Atrium building- The building manager has provided a letter outlining the applicable federal codes and procedures. The federal codes consist of the following:

- Air Conditioning and Heating
- Plumbing
- Grounds
- Parking Lots
- Electrical
- Fire Safety Codes – See photo of fire extinguishers dates and Fire Marshall document
- Federal and State Building Maintenance Codes (ADA regulations, etc.)
- Building Security Systems
- Roofing
- Exterior Building Maintenance
- Interior Building Maintenance

To ensure that federal codes and procedures are maintained, LBCI's policy is to request a letter from the building manager verifying that all codes applicable codes are up today. This letter is

requested before the Spring meeting to evaluate the operational and maintenance plan.

Other Federal Codes Policy and Procedures

Occupational Health and Safety

Employees are trained yearly on occupation and safety in the workplace. This training takes place in the Spring.

Procedure:

1. Employees are enrolled in a class that focuses on the following:
 - Basic Office Safety
 - Bloodborne Pathogens
 - Electrical Safety in the workplace
 - Fire Safety
 - Proper Body Mechanics in the workplace
2. The course must be completed within the allotted time (5-10 days)
3. Employees must complete the course with an 80% or above. Failure to do so will result in retaking the course.
4. All employees will receive a Certificate of completion with an 80% or above on the final exam.

Occupational Fire Safety Reporting

LBCI has implemented an internal fire safety report. This report conducts an on-campus review to ensure that all areas are clear of hazards and are free from possible fire hazards. If any issues are found, such as dim exit door lights, electrical issues, etc., LBCI will notify the building manager to request maintenance. However, if the fire safety review reveals hazards due to hall clutter, failure to maintain MSDS binder, improper electrical wire usage, etc., a request will be made to LBCI management to correct the issue. This Fire Safety Report will also include a random fire drill.

Employees will be notified of any improper procedures regarding this report at a regular staff meeting.

DISTRIBUTION TO EMPLOYEES AND STUDENTS

The plan and its updates are distributed to employees via email as the updates are made. Hard copies may be requested or downloaded from the LBCI website. All students and staff have access to the plan which is placed on the LBCI website (see a copy of the website link). Additionally, this plan is made available to all students upon enrollment and during the time of enrollment as changes/ modifications are made by receiving a notification of the plan via email.

Finally, the plan is also made available to employees. All employees are emailed the plan as the plan and its updates, and all new employees are orientated to the plan as they are hired. Additionally, all faculty and staff (new and current) and students acknowledge the acceptance and review of the plan by completing the acknowledgment form during the orientation process.

EVALUATION THE PLAN

This evaluation of the plan is conducted yearly in the early Spring of each year. The plan is reviewed by administrative team members of LBCI. This meeting is to evaluate the plan. It consists of a formal agenda and meeting minutes outlining any changes or modifications.

This plan was evaluated, distributed, and updated by the following individuals.

Mary Mahoney	<u><i>Mary Mahoney, RN</i></u> <small>Mary Mahoney, RN (Jan 11, 2023 13:21 CST)</small>	Date	<u>Jan 11, 2023</u>
Brandie Holliday	<u><i>Brandie Holliday</i></u> <small>Brandie Holliday (Jan 11, 2023 13:32 CST)</small>	Date	<u>Jan 11, 2023</u>
Elke Ursin	<u><i>Elke F. ursin</i></u> <small>Elke F. ursin (Jan 11, 2023 13:33 CST)</small>	Date	<u>Jan 11, 2023</u>
Shantelle Townsend	<u><i>Shantelle N. Townsend</i></u> <small>Shantelle N. Townsend (Jan 11, 2023 13:35 CST)</small>	Date	<u>Jan 11, 2023</u>
Chernika Hadley	<u><i>Chernika M. Hadley</i></u> <small>Chernika M. Hadley (Jan 11, 2023 14:00 CST)</small>	Date	<u>Jan 11, 2023</u>
Anastasia Montgomery	<u><i>Anastasia Montgomery</i></u> <small>Anastasia Montgomery (Jan 11, 2023 14:12 CST)</small>	Date	<u>Jan 11, 2023</u>
Angela Pugh	<u><i>Angela Pugh</i></u> <small>Angela Pugh (Jan 11, 2023 17:51 CST)</small>	Date	<u>Jan 11, 2023</u>
Alexis Howard	<u><i>Alexis Howard</i></u> <small>Alexis Howard (Jan 12, 2023 08:19 CST)</small>	Date	<u>Jan 12, 2023</u>
Yokesha Greene	<u><i>Yokesha Greene</i></u> <small>Yokesha Greene (Jan 12, 2023 08:25 CST)</small>	Date	<u>Jan 12, 2023</u>