



# **OPERATION AND MAINTENANCE PLAN**

## **Standard Operating Procedure**

**June 2021**

**Austin Campus**

**Brownsville Campus**

**Corpus Christi Campus**

**Harlingen Campus**

**Pharr Campus**

**San Antonio South Campus**

**San Antonio North Campus**

**Waco Campus**

**Revised June 2021**

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# OPERATION & MAINTENANCE PLAN

The purpose of this plan is to provide guidance for the operation and maintenance of all school and support facilities of Southern Careers Institute.

## Personnel

School Facilities: The operation and maintenance of the campus is the responsibility of the Campus Director for each location. That oversight includes ensuring equipment and supplies needed for daily operations are available and sufficient.

Equipment and Supplies: Each campus director is responsible for ensuring that the offices and classrooms at their location are suitably equipped to provide the instruction and support services needed for day-to-day operations.

Technical Infrastructure: The acquisition and maintenance of the technical support services for SCI is the responsibility of the Information Technology Department. This department works in partnership with each Campus Director.

Distance Education Infrastructure: The acquisition and maintenance of the distance education support services for SCI is the responsibility of the Information Technology Department. This department works in partnership with each Campus Director and representatives from the school's education department.

## Facility

The campus director is responsible for ensuring that the physical facility provides a safe and healthy learning and work environment for students and employees. Each campus secures an agreement with a cleaning service to ensure that the facility is well-maintained. Any maintenance and repairs that are needed, such as HVAC, lighting, locks, roof, etc., are sourced through local companies unless such maintenance is covered under the lease agreement for that location. The campus director completes a maintenance checklist biannually that is forwarded to SCI's President for review. This checklist ensures that the campuses are checking their facilities and equipment on a regular basis.

## Equipment and Supplies

### EQUIPMENT

Inventory: The campus director at each location provides an inventory of equipment annually prior to

the start of SCI's annual budget process. The inventory includes instructional equipment, non-expendable supplies, and equipment used by campus staff. This inventory is compared with enrollments and projected enrollments during the budget forecasting process to ensure the campus has adequate resources for current and projected enrollments.

Equipment Acquisition: During the inventory and budget process, the equipment needs of the campus are addressed based on enrollment and programs offered. If new equipment is needed at one or more campuses, it is included in the budget, and a member of the corporate office staff will secure bids for the equipment, utilizing input from appropriate subject-matter experts as needed. Once bids are secured, purchasing decisions are made which include timelines for delivery and installation. Purchase orders are prepared and routed through the finance department.

The acquisition and maintenance of equipment needed for technical support services and distance education support services is the responsibility of the Information Technology Department. The IT Department takes the lead on all technology purchases and replacements.

Equipment maintenance: Equipment such as copiers, HVAC systems, security systems, etc. may be covered by maintenance agreements. This information is provided to the campus director in the event that equipment needs routine maintenance or a service call. If equipment is not covered by an agreement, the campus director utilizes a reputable local service provider to perform this maintenance and/or repairs.

Classroom equipment maintenance: It is the responsibility of instructors to ensure any equipment used in their program is in good operating condition. If equipment needs service or repairs, the instructor notifies the Director of Education or Campus Director so service can be scheduled as soon as possible. If equipment is not operational, and cannot be repaired, the Campus Director will contact a member of the corporate office staff for assistance in procuring replacement equipment. If the equipment is needed immediately for classroom instruction, the Campus Director will locate replacement equipment either on a lease arrangement or from another SCI campus. SCI will request expedited handling and shipping on equipment needed immediately.

Equipment Disposal: If classroom or office equipment is not covered under any type of contract or agreement, and it cannot be repaired, the campus director requests replacement for this equipment. This request follows a process of obtaining multiple bids and receiving approval from the finance department for purchases. In the event of an unplanned replacement where instruction may be interrupted, this process can be accelerated.

Recycling Depreciated Equipment: Once equipment has reached seven years of service, the equipment is evaluated for upgrade or complete replacement. Some systems, such as workstations and laptops, can be upgraded with memory and/or more advanced hard drives.

If the workstation/laptop contains a minimum of the i3 processor, it is considered for upgrades, and anything lower than a i3 processor, such as dual core Pentium processors, needs to be replaced with

new technology.

Recycling Process: All equipment containing hard drives, such as workstations, must be purged of all organizational information prior to recycling the equipment:

- All reusable components, such as hard drive and memory, are removed from workstations or servers prior to the recycling process.
  - If the hard drive is reusable, the drive is formatted prior to being reused.
  - If the hard drive is being depreciated, the drive is formatted and sent to recycling.
- Once the workstation, laptop, or server is stripped of its components as described above, the equipment is taken to a local electronics recycling center to be recycled. (For example: Austin Electronics Recycling Center.)
- Switches and Routers do not contain information regarding student records or file paths, but they do contain Wide Area and Local Area Networking information, depending on the configuration.
  - These configurations are removed by wiping the unit and provisioning it to the manufacturer's out-of-box setup.

## SUPPLIES

Inventory: Supplies usage is tracked throughout the year so adequate funds can be budgeted to provide the necessary supplies for classes and support services. Instructors are required to ensure that there are sufficient supplies for their classes (expendable and non-expendable), prior to the beginning of each module. As supplies are needed, the instructor provides a request to the Director of Education or Campus Director and a purchase order is prepared to facilitate the purchase. If supplies are needed immediately, SCI requests expedited handling and shipping. If the supplies are needed immediately for classroom instruction, the Campus Director checks with another SCI campus to see if they have supplies that can be shared. Campus Directors maintain office supplies for use by instructors and staff for administrative tasks. Requests for these supplies follow the same process as that for instructional supplies. Supplies are generally stored in secure locations in the building to protect from loss or contamination.

## Technical and Distance Education Infrastructure

The Information Technology Department is responsible for maintaining the infrastructure for technical and distance education support. This includes providing and maintaining hardware and software needed for instruction and administrative duties. The IT Department manages security and back-up for all systems used, and the department's Standard Operating Procedure details how these systems are managed.

## State Laws

Each campus operates within the guidelines of all applicable state and local regulatory agencies. Facilities are visited periodically by The Texas Workforce Commission and The Texas Department of Licensing and Regulation (Cosmetology programs). The Texas Workforce Commission visits each campus annually and the TDLR conducts unannounced visits. Their assessments include items related to facilities and supplies. Each campus must maintain a current fire inspection that shows compliance with local/state requirements.

## Communication and Evaluation of Plan

This plan is intended for use by all employees who have a role in the operation and maintenance of facilities and related services. The plan is stored on the common drive of SCI where it is accessible to all employees. Students may request a copy of the plan from their campus director. Students are surveyed periodically during their enrollment at SCI and asked for feedback on the facility and availability of equipment and supplies. This survey information is reviewed and used for improvements when indicated. Occupational Advisory Committees are asked to review facilities and equipment specific to their program area, and instructors provide input on program-specific equipment and supplies informally throughout the year. All employees are surveyed annually about the availability of resources to perform their jobs. The feedback received from all sources is used to determine if changes in the plan are needed during the annual review by the Policy, Process, and Procedure Committee.