

## A. Physical Resources

1. The institution assures safe and sufficient physical resources at all locations where it offers courses, programs, and learning support services. They are constructed and maintained to assure access, safety, security, and a healthful learning and working environment.

- *How does the institution assure access to its facilities?*

The institution is guided by its *Facilities Master Plan* in its vision and planning for the physical infrastructure of the campus in order to support a safe and effective environment. There is a regular process whereby the FMP is updated every 10 years in order to ensure that all campus constituent groups (faculty, staff, administrators, students and the community) have multiple opportunities to participate in the planning. Through the program planning process the Facilities/Technology Committee oversees facilities request to ensure they conform to the mission of the College and the FMP.

The *Facilities Master Plan* outlines how the institution will provide access, safety, security and a healthful environment for those who come on to the campus. In addition, several other documents must guide decisions made about physical resources including federal and state laws that govern specific elements of physical resources, such as accessibility<sup>1</sup>.

The College ensures the safety of its facilities through the hiring of qualified personnel to oversee its facilities program. In new capital construction and renovation projects, qualified firms are hired to ensure safety and access in the design and/or construction of buildings. The College must meet design, construction, health and safety standards established by the Division of State Architects in order to ensure accessibility and safety of the building's users<sup>2</sup>. All capital renovation and construction projects are assigned to the Director of Facilities, Maintenance and Operations, who may choose to hire project management staff to facilitate the completion of larger projects. Projects are also inspected and monitored by staff of the Division of State Architects.

- *How does the institution ensure it maintains sufficient control over off-site facilities to ensure their quality?*

Currently, there are no off-campus sites in the space inventory for the institution to monitor.

- *What research and analysis process does the institution use to identify the need for equipment and other facilities to support and assure the integrity and quality of its programs and services provided in DE/CE mode?*

The college employs an effective Strategic Planning process, using the Institutional Effectiveness Report prepared by the campus Institutional Research department, examines the internal environment through annual Program Plans, and links the data to the Educational, Facilities, and Technology Master Plans. The institution conducts an annual Strategic Planning event at which the college community reviews the information from the external and internal scans, aligns them with the Mission Statement, and form Strategic Objectives. The implementation of Strategic Objectives, are developed by the President, along with Consultation Council. Individual programs rely on the Program Plans, reviewed by Facilities/Technology Committee on Accreditation and Planning and their work groups. Progress on the requests is monitored at "Y'all Come" sessions held throughout the year.

- *What mechanisms does the college employ to evaluate how effectively equipment and facilities meet the needs of programs and services in DE/CE mode?*

The institution relies on the review of individual Program Plans to determine the effectiveness of requested equipment and facilities needs as they relate to Student Learning Outcomes. The process is the same for distance education equipment requests as it is for conventional learning environments.

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<sup>1</sup> Q1: 2013 CA Building Codes: establishes safety guidelines for safety of facilities; <sup>2</sup> CCC Chancellor's Office Facilities Planning and Utilization 2014: guidelines for hazardous substances, seismic retrofit; guidelines for five-year scheduled maintenance plans and projects, dollar amounts, and time frames for scheduled maintenance which includes safety, pp. 2-14 and pp. 36/37

2. The institution plans, acquires or builds, maintains, and upgrades or replaces its physical resources, including facilities, equipment, and, and other assets, in a manner that assures effective utilization and the continuing quality necessary to support its programs and services and achieve its mission.

- *How does the institution consider the needs of programs and services when planning its buildings?*

The Facilities Master Plan is based on the Educational Master Plan. In the Facilities Master planning process, each department has the opportunity to present its needs, desires, and vision for the future. This data is compiled and incorporated into the Facilities Master Plan.

The Facilities Committee on Accreditation and Planning and the Technology Committee on Accreditation and Planning have coalesced into F/TCAP, which holds monthly meetings through the fall and spring semesters of each year. Membership is made up of faculty representatives for each discipline, the Director of Facilities, Maintenance and Operations, the Director of IT Services, and co-chaired by the Vice President of Business Services and member of the faculty appointed by the Academic Senate. F/TCAP, through the three work groups Technology Resource Allocation Work Group (TRAWG), Facilities Resource Allocation Work Group (FRAWG), and Planning Advisory Work Group (PAWG) review the requests from the annual program plans, and creates prioritized lists that are presented to F/TCAP for discussion, modification, and approval. These lists are then reviewed by the Academic Senate, and acted upon by the President, in consultation with Consultation Council.

- *What processes ensure that program and service needs determine equipment replacement and maintenance?*

The college through F/TCAP, and its workgroups FRAWG and TRAWG, review the annual program plans for facilities and equipment related requests. Based on criteria for each group set by F/TCAP, the requests are categorized and ranked as high, medium or low priority. F/TCAP reviews the recommendations, makes changes, if warranted, and votes to approve the rankings. The results are forwarded to Academic Council and to Consultation Council. The president makes the final decision on which requests are acted upon.

For the vast number of requests received daily for facility and equipment maintenance, the college employs work order systems through which requests for repairs to existing facilities and equipment may be made. These systems are web-based and interactive. Requesters are automatically notified of the progress of their requests as they move through the systems. The college employs staff that monitor backlog and charged with verifying that the requested repairs were done in a timely and satisfactory manner.

- *How does the institution evaluate effectiveness of facilities and equipment in meeting the needs of programs and services?*

As an integral part of the Moorpark College Strategic Planning process, the College produces the annual Institutional Effectiveness Report, which examines the External Environment of economic forecast and community scans. The college examines the Internal Environment with annual Program Plans, and compares the data to the Educational Master Plan, and its sister plans, the Facilities Master Plan, and the Technology Master Plan. At the annual planning retreat (Fall Fling), members of the college community examine the information from the external and internal scans, align them with the Mission Statement, and form Strategic Objectives. The operationalization of the Strategic Objectives, come in the form of Action Plans, created at the college level by the President, along with Consultation Council; by the individual programs at the program level through the Program Plans; and through progress reports at "Y'all Come" sessions held throughout the year.

Complementing the above processes, Service Level Outcomes are evaluated through an annual Business Service Customer Satisfaction Survey that surveys students, faculty and staff as to the effective use of

facilities<sup>3</sup> and satisfaction with services provided.

*What processes are used to ensure that program and service needs determine equipment replacement and maintenance for DE/CE?*

Distance education needs and concerns are addressed through the same processes used for hard facilities, without the limits imposed by physical classroom constraints. Monthly meetings held with Business Services Staff, the Business Services management team, and with the Directors of IT and Facilities, Maintenance and Operations ensure cross-communication occurs between all members of the Business Services team. Issues that have a potential impact on the college's ability to deliver instruction on-site or via distance education are discussed and plans developed to optimum physical plant function.

- *How well does the institution meet its equipment needs for distance education? Are the equipment needs included in the facilities evaluations that the institution conducts?*

The institution is aware of the physical components and infrastructure necessary to ensure that the reliability of the in-place distance education systems are maximized, and maintained in the best possible facilities. The college now hosts the servers for the VCCCD. The campus is served with two independent sources of electrical power serving the entire plant. The facility housing the servers is equipped with an uninterruptable power supply and by a back-up generator capable of operating all of the building's systems, including the HVAC, ensuring the highest possible reliability for maintaining the capability for delivering the online content to its students. F/TCAP, through the FRAWG and TRAWG workgroups review all requests submitted in the Program Plans, including equipment requests for classroom equipment and equipment impacting distance education. Facilities, Maintenance & Operations, as well as campus IT, maintain vibrant work order systems, in which requests for more immediate needs and repairs are made. A redundant mirror site is under construction at Ventura College, and off-site mirror site are in place against catastrophic equipment failure.

3. To assure the feasibility and effectiveness of physical resources in supporting institutional programs and services, the institution plans and evaluates its facilities, and equipment on a regular basis, taking utilization and other relevant data into account.

- *What process does the institution use to assess the use of its facilities? How often does the evaluation occur?*

Every 10 years the *Facilities Master Plan* is reviewed for its continued relevance. The program planning process and the Facilities Resource Allocation Workgroup (FRAWG) Technology Resources Allocation Workgroup (TRAWG) allow for the evaluation of needs annually. Through the Facilities/Technology Committee on Accreditation and Planning (F/TCAP) facilities uses and needs are discussed monthly.

- *How does the college use the results of the evaluation to improve facilities or equipment?*

The college uses the results of these processes to improve facilities and equipment and to create the following plans:

- Five-year Scheduled Maintenance Plan<sup>4</sup>
- Five-year Capital Plan<sup>5</sup>
- Work Order System<sup>6</sup>
- FRAWG/TRAWG Prioritization (**current prioritization list**)
- *What evaluation process does the institution use to assess the use of its facilities? Does the process also include the needs for equipment used for course offerings in DE mode? How often does the evaluation occur?*

While being guided by the *Facilities Master Plan* and state/federal regulations, the institution relies on its

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<sup>3</sup> Q2: Bus Service Customer Satisfaction Survey Results

<sup>4</sup> Q3: Five-Year Scheduled Maintenance Plan (see Item IIIb.4.1)

<sup>5</sup> Q3: Five-Year Capital Project (see Item IIIb.4.2)

<sup>6</sup> Q3: Five-Year Capital Project

program planning process to ensure campus groups are able to communicate their needs and are able to communicate problems as they arise. In the program planning process, there is a section specifically dedicated to requests for facilities replacement and maintenance which include classrooms, offices and other spaces in buildings. In the process groups describe what needs to be done and the Facilities Resource Allocation Workgroup (FRAWG) evaluates these requests using the core documents noted above<sup>7</sup>. When immediate issues arise, there is a work order system whereby anyone on campus can notify Facilities, Maintenance, and Operations of a problem so that it can be addressed in a timely manner<sup>8</sup>.

When a larger project is started, the Facilities/Technology Committee (F/TCAP) helps to ensure that all campus groups are represented in the decision-making process for the use of that facility. This can be seen most recently by the upgrades/renovations in 2012 of Fountain Hall (now referred to as First Stop) and in the meetings that were held in order to gather feedback on how the facilities would be used and what the needs of the groups who would occupy the building were. This building represents the campus' focus on helping students succeed by streamlining the process of where students need to go in order to complete tasks. The new building now houses almost all of the Student Service including Financial Aid, Scholarship, the Business Office, Counseling, Career and Transfer, and Outreach. The discussion of the needs of each of the offices occurred over a long period of time and gave each group the opportunity to communicate their needs<sup>9</sup>.

In addition, to the program plan process and the F/TCAP committee, physical resources are evaluated through an annual Business Service Customer Satisfaction Survey that surveys faculty and staff as to the effective use of facilities<sup>10</sup>. Finally, the College's Space Inventory allows the campus to annually evaluate the utilization of campus facilities to meet college needs. The report is submitted in FUSION to the State Chancellor's Office in support of the Capital Outlay Planning. The Space Inventory details the use of the existing physical facilities during the preceding year. The College uses the data to determine the adequacy of the physical space to meet college needs. The reports also form the basis for the Initial Projects Proposals (IPP) for capital projects and Final Project Proposals (FPP) should funding become available.

4. Long-range capital plans support institutional improvement goals and reflect projections of the total cost of ownership of new facilities and equipment.

- *What process does the institution follow to develop capital plans? How are long-range capital projects linked to institutional planning?*

The *Facilities Master Plan* is the foundation upon which long-range capital planning occurs. The *Facilities Master Plan* is driven by the *Education Master Plan* so that there is an integration of goals among the physical, human, technological and financial aspects of the institution. The process of revising the *Facilities Master Plan* every 10 years provides an avenue for the institution to develop capital plans and is the foundation for future planning<sup>11</sup>. The effectiveness of long-range capital planning is dependent on the state planning processes and funding priorities.

- *What elements comprise the definition of "total cost of ownership" that the institution uses when making decisions about facilities and equipment?*

There are a variety of methods used to define the "total cost of ownership". Factors considered in defining the total cost of ownership include the specific project budget, utility costs, insurance, the FMO budget<sup>12</sup> and

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<sup>7</sup> Q3: Facilities/Technology – CAP Committee: recommendations from FRAWG to support services/institutional needs, 4/8/2015 minutes FTCAP minutes

<sup>8</sup> Q3: Work Order System (see Item IIIb.4.3)

<sup>9</sup> Q3: Fountain Hall First Stop: describes how program needs were developed through surveys for redesigning the building; Fountain Hall First Stop meeting notes: describes how program representatives worked on details for renovating the building; Fountain Hall First Stop meeting notes: describes how program representatives worked on details for renovating the building; Fountain Hall First Stop comments: shows where programs are located in building; F/T – CAP Committee 10/17/2012 minutes: shows role of committee in overseeing the renovation of Fountain Hall First Stop

<sup>10</sup> Q3: Bus Service Customer Satisfaction Survey Results

<sup>11</sup> Q4: MC FMP Update 8/13/2014 Gensler Presentation; MC FMP Updates 4/16/2015 Gensler Presentation (pending)

<sup>12</sup> Q4: FMO Budget 4/1/2015

scheduled maintenance. In the development of new capital projects, the College plans for the total cost of ownership for facilities and equipment which includes:

- initial cost of design for construction or procurement
- maintenance costs including manpower necessary for maintenance and operations,
- utility expenses
- life-cycle costs for equipment and operational systems
- weather protection systems
- fenestration and security systems
- exterior and interior coatings
- service systems, including HVAC, electrical, data, plumbing, controls, fire alarm, fire sprinklers, conveyances
- floor coverings
- site maintenance

- *How do planning processes ensure that capital projects support college goals? How effective is long- range capital planning in advancing the college improvement goals*

As a part of the Strategic Planning process, the college ensures that the Facilities Master Plan is driven by the Educational Master Plan, and that the Facilities Master Planning Process is an inclusive one, reflecting the needs and vision of students, faculty, staff and administrators for the institution. This was accomplished through a series of open forum and one-at-a-time department meetings with every discipline represented on campus, input from student government, meetings with administrators from every division, and meetings with senior administration.

The institution is determined to use the Facilities Master Plan (FMP) as a tool to guide the long-range development of capital planning goals. Proof that a specific project is included in the FMP is a requirement for receiving state funding on capital projects, however a lack of available funds has limited the advancement of the FMP goals. The institution has determined specific projects as priorities in moving forward with the FMP goals, and is exploring new, as well as traditional funding options, to enable progress is made on the highest priority goals.

- *How do long range capital plans support improvement goals and reflect projections related to equipment needed for DE/CE?*

Distance Education has changed the landscape with regard to the need for traditional brick-and-mortar structures. It is not, however, the solution for all learners, and has a greater impact on additional buildings than it does to refurbishment/replacement of aging structures. The FMP takes its direction from the Educational Master Plan, and it is true to the long-range vision for the institution.