

# Operation and Maintenance Plan

- The technology used by the institution to deliver services and, if applicable, program content to students will meet the needs of the students without creating barriers to student support or learning. To ensure this, the institution will research available technologies and decide upon trusted products that report reasonable user satisfaction, are reliable, and easy to use.
- The Executive Director at each campus will be in charge of executing this plan.
- Equipment and supplies will be purchased and replaced as needed, following feedback received from the instructional staff.
- Relevant state law will be complied with in the process of executing this plan.
- Applicable federal codes and procedures that may have a bearing on executing this plan will be taken into consideration.
- This plan will be made available to employees and students publicly online at the institution's website.
- This plan will be evaluated on an annual basis and revised as needed.
- Physical facilities at all locations will provide adequate, safe, and clean facilities with appropriate supporting utilities for classrooms, laboratories/shops, offices, rest rooms, lounges, meeting rooms, parking, etc.
- To ensure the privacy, safety, and security of data contained within the technical infrastructure of the institution networks, a secure network router will be used at all campuses. Additionally, important data will be stored electronically in a central server housed at the main campus and routine backups of the data will be performed. Employees will be required to comply with rules of the Family Educational Rights and Privacy Act (FERPA).
- The institution will ensure computer system and network reliability and emergency backup for all technical services. This will be done by relying on a reputable internet provider in the area of each campus, making use of up-to-date network equipment, and performing manual and automatic backups of important data to the cloud as needed. If emergencies arise, the internet service provider, network specialists, and all other relevant parties will be contacted accordingly to troubleshoot issues out of the institution's control.
- Custodial services will be available to provide routine care and maintenance of facilities and grounds for the institution. A custodian will be designated to provide such services weekly.
- Preventative maintenance services will be provided to ensure continued operation of the facilities. These will include weekly upkeep of the facilities and grounds of each campus by the designated custodian and all staff will be encouraged to report deterioration or damages to the facilities directly to the Executive Director in a timely manner.