MIDWESTERN
CAREER COLLEGE

2023-2024

Reviewed November 2023

OPERATIONS AND MAINTENANCE OF PHYSICAL FACILITIES, TECHNICAL INFRASTRUCTURE

A. PHYSICAL FACILITIES

Adequacy and Improvements of Physical Facilities & Compliance with Relevant State Laws

Midwestern Career College primarily operates on a main campus with three extension campuses. Campus details are provided below.

Campus Name	Type (COE Designation)	Campus Address	Est. Size (sq. ft)
Chicago	Main Campus	203 N LaSalle Street Chicago, IL 60601	34,000
Chicago Downtown	Campus Extension	100 S. Wacker Drive LL1-50, Chicago, IL 60606	22,828
Naperville	Campus Extension	200 East 5th Avenue Suite 128, Naperville, IL 60563	8,600
Evergreen Park	Campus Extension	9730 S Western Avenue Evergreen Park, IL 60805	6,800

All locations are leased and provide students and staff adequate classrooms, lab, meeting, office, and common spaces. 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 Evergreen Park, 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 Evergreen Park requires MCC's staff involvement in establishing separate janitorial services for the campus extension.

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

Program Directors or Academic Manager along with the IT and Operations staff are responsible for classroom, office, and other facility spaces to ensure that they are in working order and adequately meet the desired use of the space. This team is responsible for operational maintenance and conducts daily walk troughs to conduct preventive maintenance and to identify potential areas of need. If the required projects cannot be done by the MCC team, third parties are procured.

Furthermore, each instructor is responsible for the cleanliness and safety of his or her classroom and/or laboratory. The students are provided with best practices to organize and maintain clean work areas.

Instructors, Program Directors, and Academic Managers (at campus extensions) identify maintenance and improvement needs on a regular basis.

Preventative maintenance requests are also communicated proactively by Program Directors and Academic Managers in advance of any issues. Others are proactively planned to be addressed by the Director of External Development and Operations.

MCC purchases furniture for classrooms, labs, and offices through several channels. Amazon, 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 Manager of Facilities and Operations is also instrumental in supporting any internal build-out enhancement projects. With the CEO's approval, he procures third parties to conduct onsite development and physical enhancements.

Medical Equipment

The operations staff, in collaboration with the Program Directors, are responsible for maintenance and upkeep of all equipment at each facility. Key equipment that requires check and maintenance includes ultrasound machines, electro neurodiagnostic machines and dialysis machines. Other equipment is stationery and mechanical, such as surgical tables, medical beds, and various instruments.

The Program Directors are responsible for inspecting equipment to ensure functional quality and safety standards. Inspections are conducted at different levels on a regular or on an annual basis. Regular inspection and maintenance may be monthly, depending on equipment, and include visual and general functioning. Maintenance during regular checkpoints 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 Manager Facilities 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:

- Redstone Healthcare 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 Acuson Sequioa machines

Since MCC does not perform patient care, the equipment used does not have to have a high level of accuracy. Some equipment is also not used frequently, in the case of the Electroneurodiagnostic (END) machines. Therefore, Program Directors have discretion whether to procure external maintenance service as there may not be a need for maintenance.

The purchase of additional equipment and the sunset of current equipment is included in the new budgeting process which is done in advance of the new year. If a Program Director wishes to recommend that additional equipment should be purchased outside of the annual strategic planning process, he or she can submit a request to be evaluated by the CEO to approve allocation of additional funds.

Procurement Process for Supplies

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

A Program Director and Academic Manager at campus extensions periodically reviews medical supply inventory and identifies needs. A faculty member can also identify a need if the Program Director does not recognize it immediately.

A Program Director and Academic Manager completes an appropriate supply request form, with specific item number and ordering information.

A Program Director and Academic Manager established an active cart via the MCC registered account, on the Amazon website or specific medical supply website. Currently in downtown Chicago, the Business Office submits a consolidated request for Chicago. He also reviews and approves all Henry Schein orders. Those above $500 require the CEO's approval. This Manager may search for alternative purchase items if Henry Schein's pricing is too high or is not available.

Once approved, an order confirmation will be emailed to the requestor. And, when the order arrives the requester will stock the order and update their inventory. A comprehensive inventory documentation of medical supplies is currently progress. 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.

Office Supplies and computer equipment

The process for office supplies and computer equipment is similar. However, Amazon.com is 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 the finance manager for approval and purchase. Currently, all purchases through Amazon and Staples, as well as other requests, require signing off from the CEO.

Front desk, or Academic Manager at campus extensions will fill out the office supplies form and submit it to the 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 vendors, such as Stericycle. MCC follows all steps to ensure compliance with OSHA standards and ensure safety for students, staff, and guests.

MCC also uses third parties for disposal of equipment. Equipment no longer needed is sold via a 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.

Personnel

MCC's Operations/Facilities Manager is responsible for overseeing all aspects of ongoing operations and maintenance of the physical facilities. The manager takes charge of evaluating project requirements and collaborates with building management or designated contractors to ensure timely and effective completion. This coordination ensures that the physical infrastructure across MCC campuses is well-maintained, contributing to a conducive and safe environment for students, faculty, and staff.

Non-instructional Equipment and Supplies

The Ongoing Operation and Maintenance plan covers the maintenance and procurement of non-instructional equipment and supplies at MCC. This aspect of the plan outlines procedures to ensure that all necessary equipment and supplies, essential for the smooth functioning of non-instructional areas, are well-maintained and procured as needed. MCC aims to provide a conducive and well-equipped environment for all non-instructional activities, contributing to the overall efficiency and functionality of the college. As part of weekly facility checks and in communication with faculty and staff, non-instructional equipment is replaced in a as needed basis with surplus of equipment in storage or purchased from vendors.

Physical Facilities Details

1. CHICAGO MAIN CAMPUS
203 North LaSalle St., Chicago, IL 60601

Property Description
Footprint: 34,000 sq. ft Est

This campus was procured in 2019 and was approved to become MCC's main campus in 2022. The main campus supports administrative staff and faculty.
- Classrooms: 20
- Administrative offices: 15
- Computer Lab: 1
- Library Resource Center
- Other: Kitchenet, Student & Faculty Breakroom

Building Information
- Building Name: 203 LaSalle
- Ownership: Transwestern
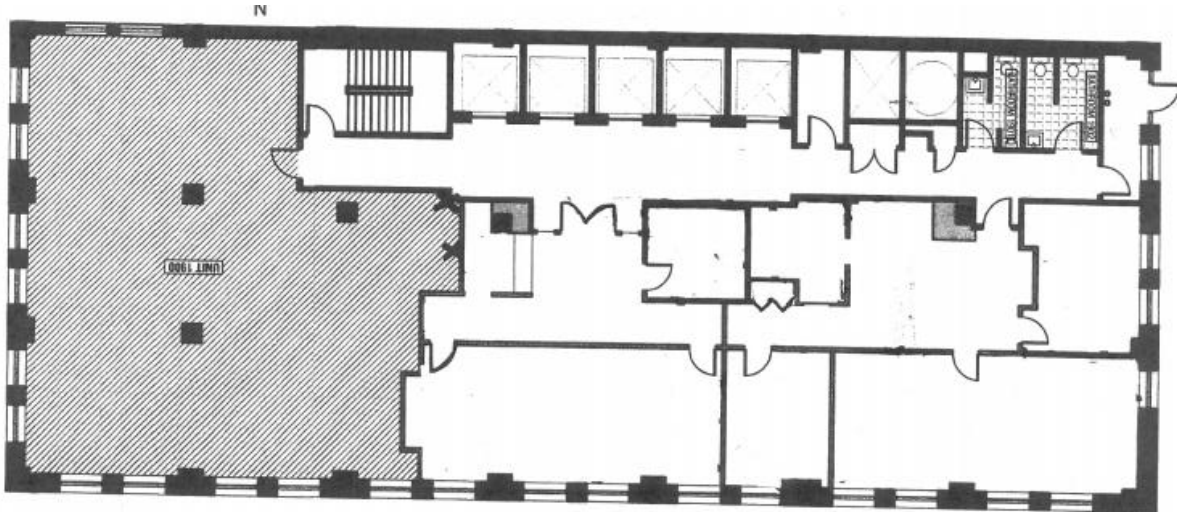- Current Property Manager: Jan Trainor

On-site Amenities:
- Building Security
- Property Management onsite
- Bank of America Branch
- Restaurants and Lounge

Building contact information
Jan Trainor
Property Manager
Office: 312-236-2392

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.

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 are 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 a regular presence onsite (downstairs and regular floor walkthroughs) and controlled access during the 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 a school ID, with staff clearly displaying it.

2. CHICAGO DOWNTOWN

100 South Wacker Drive, LL1-50 Chicago, IL 60606

Property Description

Footprint: 22,828 sq. ft est.

MCC's campus extension located in downtown Chicago consists of 22,828 sq. ft. The additional site to the main campus supports administrative staff and faculty.

- Classrooms: 18
- Administrative offices: 11
- Other Student & Faculty: Breakroom, Computer Lab, Faculty Lounge, Student Lounge
- Other Administrative: IT Infrastructure Center, Storage, Conference Rooms
- Resource Center / Library

Building's Contact Information

Anna Spizzirri
Lincoln Property Company
Property Administrator
D: (312) 327-1040
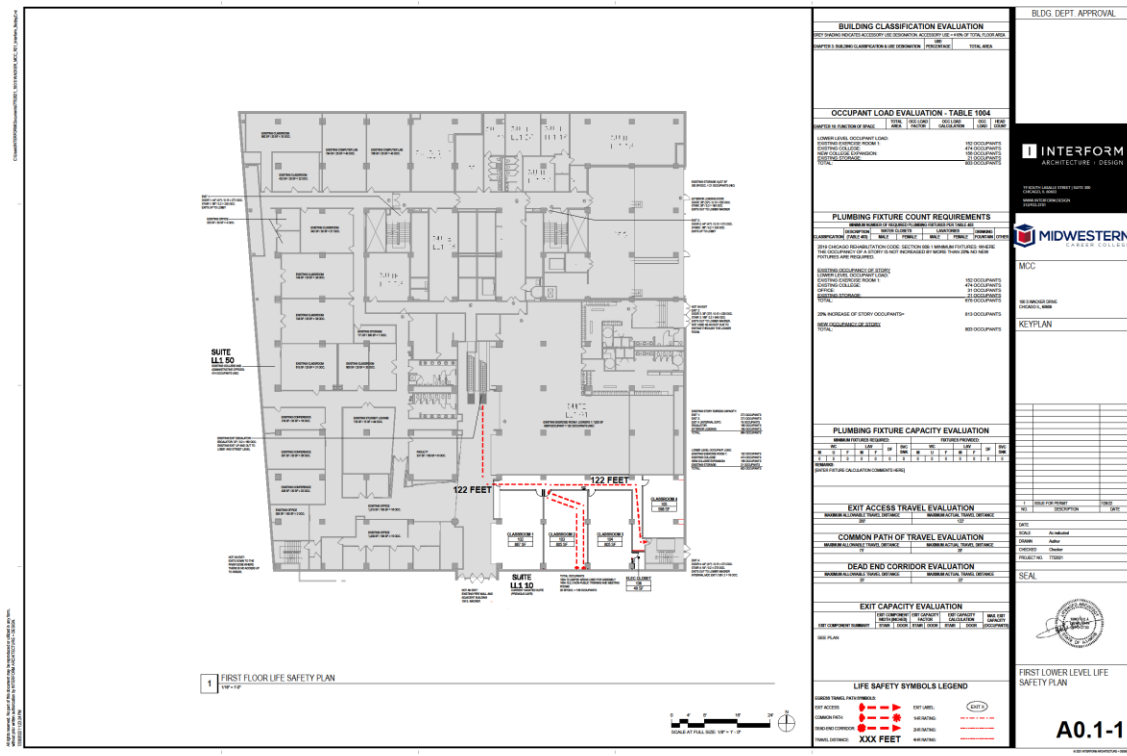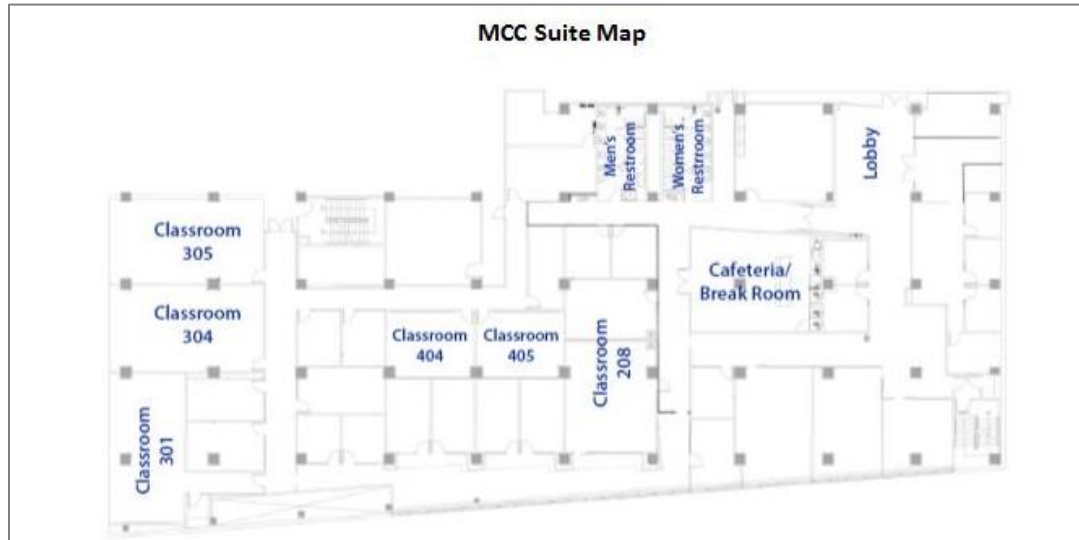
MCC Suite Map

FIRST LOWER LEVEL LIFE SAFETY PLAN

A0.1-1

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 are 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 a regular presence onsite (downstairs and regular floor walkthroughs) and controlled access during the 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 a school id, with staff clearly displaying it. All students are expected to wear MCC uniforms (scrubs).

Transportation & Parking
Midwestern Career College's Chicago campuses are at the center of all major Chicago transportation channels, accessible by train, bus, and car.

The Main campus is accessible by public transportation.

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 two garage locations: 230 West Washington Avenue and 200 North Clark Street. The garages are monitored by onsite security and cameras.

3. 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
- Current Assistant Manager:
- On-site Amenities: Fitness Center, Rec-Center, Sundeck

Office Information
- Classrooms: 8
- Administrative offices: 4
- Other Student & Faculty: Breakroom, Computer Lab, Student Lounge,
- Other Administrative: IT Infrastructure Center, Storage, Lobby/meeting space
- Additional: Resource Center
- Surgical Tech lab
- Medical Assisting lab / Dialysis Lab
- Faculty Lounge

Building Information
1) Building Name: 5th Avenue Station
2) Year Built: Pre 1920, renovated 1987
3) Ownership: Town Management
4) Current Property Manager: Haley Forbes
5) Current Assistant Manager:
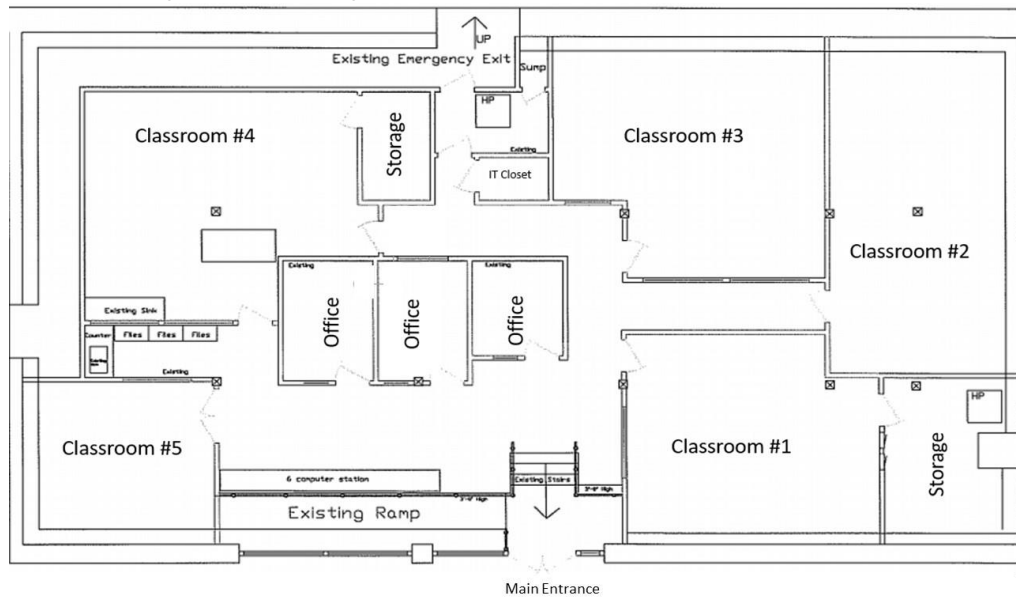6) On-site Amenities: Fitness Center, Rec-Center, Sundeck

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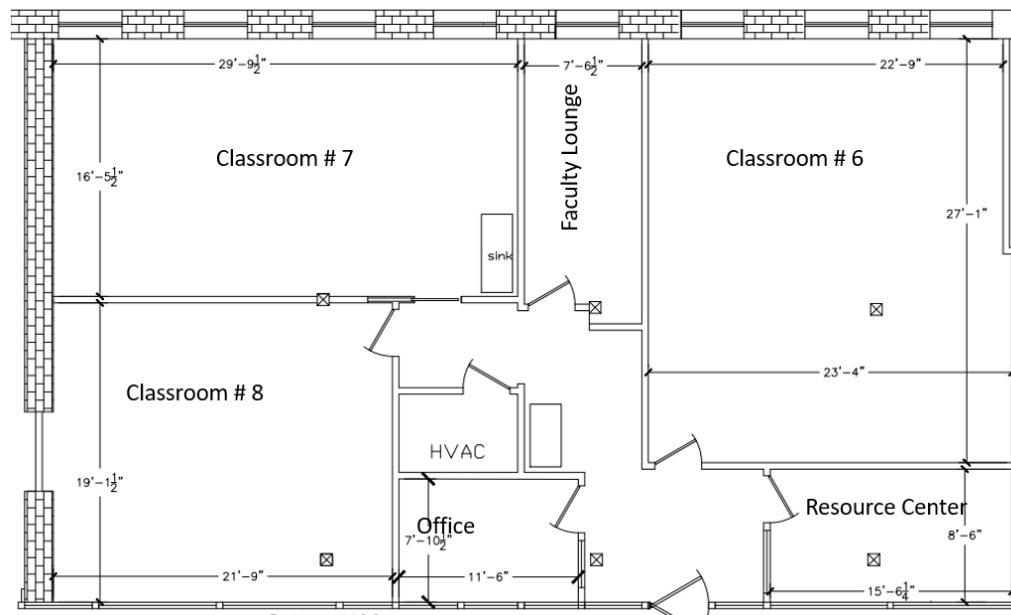- Close access to banks, restaurants and other business in downtown Naperville

Building contact information
Haley Forbes, Property Manager
A Town Management Property
630.369.5638 (w)
630.369.6176 (f)

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 the building 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 are 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 a school ID, with staff clearly displaying it. All students are expected to wear MCC uniforms (scrubs).

Transportation
From Schaumburg: Take I-355 S to US-34 W/ Ogden Ave in Lisle. Take the US-34/ Ogden Ave exit from I-355 S. Follow US-34 W/ Ogden Ave and Plank Rd to 5th Avenue Station.

From Elgin: Get on US-20 E in Hanover Township. Take IL-59 S to Garys Mill Rd in Winfield Township. Take Purnell Rd, Winfield Rd, Warrenville Rd, and N Washington St to 5th Avenue Station.

From Aurora: Get on I-88 E in North Aurora from N Lake St Follow I-88 E to Winfield Rd in Warrenville. Take the Winfield Road exit from I-88 E Take Diehl Rd, Mill St, and W Ogden Ave to 5th Avenue Station.

From Joliet: Get on I-80 E. Follow I-80 E and I-355 N to Maple Ave in Downers Grove. Take the Maple Ave exit from I-355 N. Continue Maple Ave to 5th Avenue Station

From Orland Park: Take W 143rd St, I-355 N and Maple Ave to Charles Ave in Lisle Township. Take North Ave to 5th Avenue Station

A free building parking lot is available in the front of the building.

4. Evergreen Park
9730 S Western Ave, Evergreen Park, IL 60805

Property Description
Footprint: 6,800 sq. ft est.

This campus extension to the main campus consists of approximately 6,800 sq./ft. MCC has designed and created resource centers for students. The campus extension supports administrative staff and faculty. Midwestern Career College has been a member of the Evergreen Park community since November 2021. Evergreen Park campus extension is in a store-front property. In nearby areas campus, you can easily access restaurants and other shopping stores. The campus has on site security and monitoring system.
- Classrooms/lab: 6
- Administrative offices: 3
- Resource Center
- Proximity to fire department, police station, library, and local hospital

EMERGENCY EXIT ROUTES

9730 S. Western Ave., Ste 100, Evergreen Park, IL
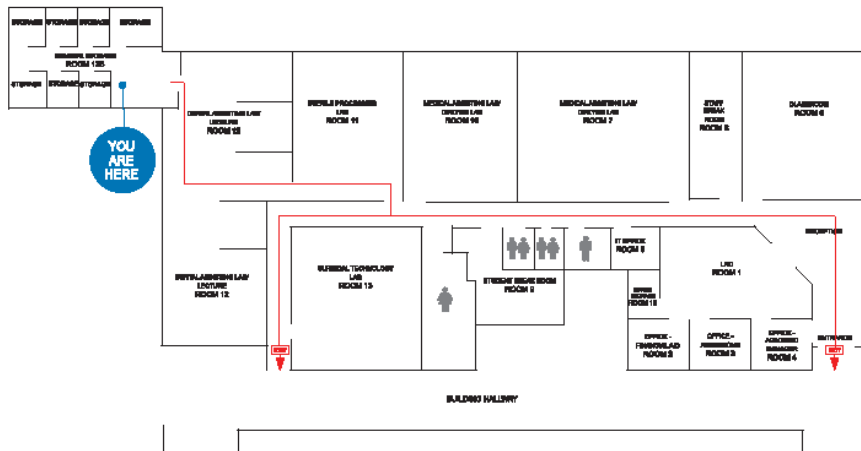
HVAC
HVAC is controlled by leasing company. If there is a need to make air adjustment, the control unit is easily accessible. If there is a need to service Evergreen Park staff can submit a request to operations@mccollege.edu.

Janitorial Services
Evergreen Park campus uses third party vender Jan Pro for daily cleaning of 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 Evergreen Park campus is accessible by train, bus and car. The campus is easily accessible from the city and south suburbs, by PACE bus routes and CTA Red and Orange train lines. Parking is available with two levels of parking on-site.

Annual Budget

Facility Maintenance & Improvement Budget (2024)	Amount (Annual)
EP & NPC Facility Leases	$43,000
Chicago Facility Leases (maintenance by landlords)	$17,500
Shared Maintenance Costs	$92,000
Total	$152,000

Annual Evaluation

The annual evaluation and revision of the Operations and Maintenance of Physical Facilities Plan ensure that the facilities remain in optimal condition. This process is undertaken to guarantee adequacy, schedule improvements as needed, and ensure compliance with applicable state and local laws.

B. TECHNICAL INFRASTRUCTURE

The objective of the plan is to document information on adequacy, improvements, and protection of the technical infrastructure and support, including those provided for distance education.

Personnel Responsible

The IT team will maintain and monitor all aspects of the infrastructure and infrastructure plan. MCC also maintains a relationship with third-party vendors:

1. Olsys Inc. for network, security, and level 2 and 3 Help Desk support.
2. Robinsoft (also known as GradPro) for Student Portal technical issues.
3. D2L Brightspace for distance learning platform technical issues.

Hardware

All MCC employees either use stationary personal computers or laptops. 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 techsupport@mccollege.edu – response time 24 hours (mark email urgent)
   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 providers 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 labs 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 provides 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, Cisco, D-Link 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.

Unified secure security WPA-PSK Wi-Fi is provided on campus for employees and students. Extended Wi-Fi with Unifi Access points. MCC employees can connect to Wi-Fi with full coverage access. MCC Students are on a separate network then 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 locations are 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 and replenish it with toner when automatic notifications are sent to the vendor form the machines. MCC procures paper supplies from Staples or other sources. Each shared printer/copier has a Copyright policy displayed next to them. Certain MCC employees 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 (Microsoft Teams), 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 a 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, and PowerPoint 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 the support of Microsoft experts.

   There are no data centers at MCC.

2) Student and Financial Systems

   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.

   Desire To Learn (D2L) – A learning management system deployed in 2018 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 Paycor's payroll system, mainly managed and maintained by the Human Resources Director.

   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 to 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, supported by MCC or the associated building. 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.

The inventory of IT equipment is maintained and periodically reviewed for upgrade / replacement. IT Support and Operations 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 Support and Operations removes all data that can contain any information, which is stored or wiped clean. Then the IT hardware is disposed of via Newtech Escrap Recycling, Inc. (ntesrecycling.com) or other vendors.

DoD Standard Data Wipe
DoD 5220.22-M is a software-based data sanitization method used in various file shredder and data destruction programs to overwrite existing information on a hard drive or other storage device. Erasing a hard drive using the DoD 5220.22-M data sanitization method will prevent all software-based file recovery methods from lifting information from the drive and should also prevent most if not all hardware-based recovery methods.

Distance Education Infrastructure
Personnel
The Online Learning Technology Manager is directly responsible for: management of the D2L-Brightspace Learning Management System (LMS), supervision of the support team, distance education quality assurance, administrator, instructor and student training, implementation of digital solutions/resources, student support, course shell production, user enrollments and coordination of global virtual announcements.

The Online Learning Coordinator is directly responsible for: providing Help Desk Support, assisting with D2L class roster updates, providing one-to-one training sessions for faculty or students as needed and assisting with day-to-day distance education operations.

Program Directors and Lead Instructors are directly responsible for developing course content, course development updates and evaluations, as needed.

Platform/Software

All MCC distance education courses are delivered via D2L-Brightspace, which is a web-based learning management system that provides administrators with access to all student progress reports, frequency of logins, electronic grade books and all associated course completion data.

Student Enrollment

Once students are officially enrolled in a program, a D2L-Brightspace account is automatically generated with their student ID number through their MCC's OKTA account.

All course assessments will be delivered within the D2L-Brightspace platform. For security provisions, exams will be arranged with an enforced time limit, restrictive browser configuration capability and password protection. Additional security validation can be provided, in which special access credentials can be created for each student that is scheduled to take an assessment.

Student Support

MCC has implemented a process to ensure that all student requests are addressed, with a response time of no more than 24 hours.

MCC has acquired 24/7 D2L Support service that provides students with an option to submit a ticket via chat or email.

Instructor Training

A comprehensive online instructor training is provided to all faculty that are scheduled to teach distance education classes. The Director of Online Learning and Instructional Support delivers the virtual training sessions that address: effective instructional delivery, advanced D2L-Brightspace functionality tutorials and best practices for maximizing virtual student engagement.

Course Design

A standardized master shell is designed for each online course and is provided to the assigned instructor to maintain consistency and to ensure quality assurance.
The master course shell is pre-populated with standard course descriptions, learning objectives, course requirements and learning outcomes.

Course Feedback Structure

The syllabus of the program contains an explanation of the evaluation methods. Online course grade books are pre-populated with weighted evaluation criteria that match the standards outlined in the syllabus. Students can keep track of their academic progress in D2L-Brightspace.

LRC/Media Resources

The LRC is available for independent study and contains a variety of materials for all instructional programs. It includes an up-to-date collection of manuals, reference books, and periodicals designed to support the course offerings. The Librarian updates the media resources inventory list. In addition, the LRC has audio-visual materials, computer software, and computer-assisted instructional equipment. Laptops are available for research, writing, typing practice, or internet use. The annual review with the

Librarian and Program Directors ensures that media services are sufficiently available to students and faculty and supports achievement of student learning outcomes.

In addition, the Online Learning Resource Center Databases consists of 3 links (*located within the D2L-Brightspace general content folder*): eBooks, Journals and subject-based Search. Each source looks at e-books database, a multi-search engine for all journal databases in one source and a list of individual linked databases by subject. Subjects cover a wide range of topics available to all students, staff, and faculty.

ProQuest Central
ProQuest Central is the largest single periodical resource available, bringing together complete databases across all major subject areas, including Business, Health and Medical, Language and Literature, Social Sciences, Education, Science and Technology, as well as core titles in the Performing and Visual Arts, History, Religion, Philosophy, and includes thousands of full-text newspapers from around the world.

eBook Central: Academic Complete
Academic Complete is a collection of scholarly eBooks from leading publishers. The first subscription product of its kind, Academic Complete, is an ideal foundation for a university eBook collection. With coverage in all academic subject areas, Academic Complete is the solution for libraries that want to provide students at all levels and faculty with librarian-curated eBooks essential to successful teaching, learning, and research outcomes.

Learning Technology Applications
- D2L Virtual Classroom/Video Assignments
  The premium version of virtual classroom/video assignments provides us with unlimited availability for online virtual sessions and an unlimited archive for recorded lectures. In addition, there is a group assignments function that enables students to work in separate workspaces, assigned by the instructor. Video assignments are interactive assignments in which students can interact and respond to content.
- Examity
  This feature provides secure, proctoring solutions for online exams. A virtual proctor monitors each test-taker and real-time reports are provided for the exam session. 24/7 support is included.
- Turnitin
  Originality verification software, used as a tool to detect plagiarism. Grammar and AI response-checking is included in the software.
- SONOSIM
  Virtual lab software is used to provide interactive content for Sonography programs.

Annual Evaluation

The annual evaluation and revision of the Technical Infrastructure Plan ensure that the existing technical infrastructure is in optimal condition. This process is undertaken to guarantee adequacy, safety, schedule upgrades as needed, and ensure compliance with applicable laws and regulations. The plan is shared with administration, faculty, and staff to seek feedback on the effectiveness of the plan and any revisions if necessary.