



CENTRAL OREGON
COMMUNITY COLLEGE
Board of Directors' Meeting – AGENDA
Wednesday, September 9, 2020 – 5:45 PM
Zoom / Facebook Live

TIME**	ITEM	ENC.*	ACTION	PRESENTER
5:45pm	I. Call to Order			Skatvold
	II. Roll Call			Kovitz
	I. Board Members & Guests			
	III. Agenda Changes			Skatvold
	IV. Public Comment			Kovitz
	V. Consent Agenda***			
	1. Minutes			
	a. Regular Meeting (July 8, 2020)	5a.1	X	Skatvold
	b. Special Session (August 20, 2020)	5b.1	X	Skatvold
	VI. Information Items			
	1. Financial Statements	6a.1	X	Knutson ^A
	2. IT Update	6b.1		Cecchini ^{AP}
	3. College Accreditation Report			Julian ^{AP}
	VII. Old Business			
	1. COCC Re-opening Plan Update			McCoy ^{AP}
	VIII. New Business			
	1. College Air Filter Maintenance	8a.1	X	Andresen/Viola
	IX. Board of Director's Operations			Skatvold
	1. Board Member Activities			
	X. President's Report			Chesley ^{AP}
	1. COVID-19 Survey Results & Actions			Moore/Chesley ^{AP}
	XI. Dates			
	1. Wednesday, October 14, 2020- Board of Directors' Meeting @ 5:45pm			
	XII. Meeting Adjourn			Skatvold

* Material to be distributed via e-mail & USPS (as necessary)

** Times listed on the agenda are approximate to assist the Chair of the Board.

*** Confirmation of Consent Agenda items submitted by the President. Any item may be moved from the Consent Agenda to Old/New Business by a Board Member asking the Chair to consider the item separately.

P = indicates a Presentation will be provided.

A = indicates the presenter is Available for background information if requested.



**CENTRAL OREGON
 COMMUNITY COLLEGE**
 Board of Directors' Meeting – AGENDA
 Wednesday, July 8, 2020 – 5:45 PM Zoom /
 Facebook Live

TIME**	ITEM	ENC.*	ACTION PRESENTER
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Board Members Present:

Erica Skatvold – Board Chair, Alan Unger, Bruce Abernathy, Jim Clinton, Joe Krenowicz, Oliver Tatom, Laura Craska-Cooper

Guests:

Laurie Chesley, Mark Reineke, Matt McCoy, Julie Downing, Betsy Julian, Alicia Moore, Dan Cecchini, Laura Boehme, Zak Boone, Jenn Kovitz, Sharla Andresen, Peter Ostrovsky, Cathleen Knutson, Tyler Hayes, Paula Simone, Steve Broadbent. Allison Dickerson.

5:48 pm	I. Call to Order		Skatvold
	II. Guests – Laurie C: roll call of all those attending		
	III. Agenda Changes		
	Motion to add Committee Assignments to the Board Meeting Agenda		
	<ul style="list-style-type: none"> • 1st Bruce Abernethy • 2nd Oliver Tatom • Motion Approved – Unanimous 		
	IV. Public Comment		
	No public comment was shared.		
	V. Consent Agenda***		
	A. Minutes		
	1. Regular Meeting (June 10, 2020)	5.a1	X Dickerson
	Motion to approve Consent Agenda		
	<ul style="list-style-type: none"> • 1st Bruce Abernethy • 2nd Jim Clinton • Motion Approved - Unanimous 		

Comments:

Alan U: Likes having new hires as part of the agenda, learns more about the new hires. Laurie C: Consultation with Mark R., is there requirement for Board to approve new hires? Mark R: No specific requirement, by choice only. Recommend some parameters around hiring ability of the President. Laurie C: Would like to discuss in a retreat at a later time? Mark R: Board choice to make a policy to have President authority to hire and those parameters. Recommends discussion by Board on what to do. Erica S: Adding this topic to retreat agenda.

- B. Personnel
1. New Hire Report (June, 2020) 5.bl Boehme^A
No motions on approval for hires

VI. Information Items

- A. Financial Statements 6.a1-4
Knutson^{AP}

- Financial for May distributed trending same direction in April.
- Cost containment on expenditures. Revenue is as expected.
- Year end audit preparation in process, do not present until approved by Audit by June 30th.
- No further questions.

VII. Old Business

No old business.

VIII. New Business

- A. COCC Re-Opening Plan 8.a1 X McCoy, Hayes & Simone^P

Laurie C: State provided guidance under certain guidelines established by OHA require to submit a re-opening plan to Board of Directors.

- Matt McCoy has led the initiative of re-opening.
- To be reviewed every time the board meets.

Matt McCoy: Reopening Task Force PowerPoint presentation to Board outlining detailed plans for opening a safe environment for staff and students Working with OSU Cascades in discussing possible processes / ideas.

Paula Simone – Instructional protocols

- All students are currently wearing face covering
- Extra cleaning, 30 min gap between classes to allow for cleaning, wiping down prior/after utilization of any equipment
- Automotive – One way in / one way out, clearly marked, doorbell for deliveries, contact tracing
- All classrooms are set up for max capacity, 36 sq ft required per person
- Reduced in person classes for summer, presenting hybrid options when possible or all online.

Tyler Hayes - Student Support service protocols

- Delivering remotely summer term
- Fall term onboarding
- Prospective student outreach – remotely, tours on campus in Summer, 3 buildings will be viewed: COATS, Wickiup & Science
- Housing (closed for summer & summer conferences), 50% reduced in Wickiup, no more than 2 in each suite.
- Matt McCoy response to question asked regarding # of students per suite. Confirmed that 2 per suite is down from 4 in ea. suite (50% capacity)

Mazama Gym – physical distance, contact tracing
Intramural Sports – track w/ affiliate leagues for both & intramural sports

Student Forum -Students were involved in process – questions, feedback, concerns about re-opening.

- Social Media – students concerned about safety
- What are class settings going to look like? Remote courses and format how will it be different?
- Course availability – students want on campus for lab, have concerns about availability.
- How is college going to communicate with students?
- What is communication like if student has COVID?
- How will college inform students about resources?

Matt McCoy – Facilities Use Consideration

Distancing, Signage, Cleaning, Ingress/Egress, Plexiglass installs, computer labs, Enhanced cleaning training was enacted prior to Governor requests
Cleaning spray / fog machines purchased to allow quick / efficient cleaning
Computer Labs, Bookstore, Food Services, Contact Tracing, Others

Consulting with Managers for recommendations any areas needing serviced.

- Bookstore – retail outlet needs to meet private sector / retail requirements
- Food Services- (Fall) available in a limited capacity; removed tables ahead of Gov. requirements
- Contact Tracing – consideration of contact tracing, beneficial in what areas of campus?
- Honoring FERPA requirements

Jenn Kovitz – Communications Plan

Audiences

- Enrolled students, faculty & staff, media, potential/future students and their families.
- Community

Strategies

- Consideration of who needs to be notified & connected to the re-opening plan and how.
- Email/surveys, intranet & Banner, website, earned & sponsored media coverage, campus signage, video & webinars, community partnerships, bi-lingual translations will be available for all communications hired by 3rd party service
- Communications samples provided – Instagram stories on face coverings
- July 20th live date on COVID redesign on website through summer term on a weekly basis.

Matt McCoy presents Contingency Planning

FAQ's

- Face coverings policy enforced?
- Face coverings made available to all?
- What if staff / students test positive? – working with OHA to make sure

- we don't misstep on what we need to do.
- What if Gov. orders another shut down? – we are prepared to put in place community mechanisms & protocols if that happens.

Matt McCoy acknowledged members of task force: Sharla Andresen, Seana Barry, Lori Benefield, Zak Boone, Dan Cecchini, Julie Downing, Annemarie Hamlin, Tyler Hayes, Kevin Hughes

Questions?

Oliver T: Folks deemed high risk in plan, how is that determined?

Laura B: Reference Family First Corona Response Act, ADA accommodations, being flexible & helpful with employees who express concern.

Oliver T: How flexible is COCC being with employees who are uncomfortable working on campus no matter their age/etc?.

Laurie C: Haven't set exact protocol; broad philosophy or conservative approach to allowing employees. Not going to invite EVERYONE back to campus all at once. Err on the side of being generous to feelings of safety & health. Bring staff back as they are needed depending on the circumstance. Ensure we're consistent in applications.

Julie D: On pg 2 OHA guidelines defines higher risk offers some guidance

Matt M: State offered add'l interpretations; if a student has an accommodation request, COCC will have a conversation

Laura B to Matt M: How does our plan compare to other colleges?

Matt M: Very similar, we may be more detailed in our protocols & plans, plan is aligned with the State as much as possible. Some schools are more aggressive at opening quicker. We want to err on side of safety; education normalize safe behavior.

Laurie C: 2 mo. ago HEC coordinated with Comm. Colleges regarding what should reopen look like? Most schools are using HEC framework; difference schools have different needs based on locations. We will see differences based on geography.

Oliver T: Where is balance in in person classes vs. online?

Betsy J: Summer vs. Fall; very restricted in person offerings in Summer since there are high standards required

Oliver T: What is the rationale for moving from Summer to Fall in offerings in person?

Betsy J: Equity issue; students need the in-person instruction based on various reasons, not accessible, students cannot learn effectively on line, in Gen Ed categories, offering remote learning. A blend of online & in person.

Oliver T: How is faculty assigned?

Betsy J: No faculty is forced to be in person. Each Dept. prioritized what classes were needed in person. Faculty are preferring to be in person, however if faculty prefer not to be in person COCC discusses and accommodates.

Oliver T: Why are we opening the gym?

Matt M: Opening instructional purposes

Alicia M: Gym is shared space / rec & instructional purposes. Students & employees have asked for it to be open, request it more than others. Follow OHA guidelines.

Matt M: Waiting for fall because we want to learn colleague institutions to see how things go. Felt we can wait a bit longer, if things go well. If not, we don't have to backtrack.

Alan U: Asking everyone to comply with this plan; how to manage adversarial situations?

Laurie C: Important question, clear approach. COCC principles aspire to live by; healthy & safe environment. Face coverings will be the most difficult.

COCC will address:

1. Providing free face masks to all visitors, staff, students. Remove excuse of not having adequate supplies.
2. Educating campus on why to use: orientation with students, signage.
3. Educating faculty / staff on how to approach people and how to report violations.
4. Refer to Disability Accommodations process.

If we see someone unwilling to cooperate, they are subject to Student Conduct processes with HR. OSHA recommends as a process to use.

Comments:

Bruce A: Remarkable document, a lot of hard work/ appreciate the thoughtfulness.

Erica S: Having gone through the process, it's a lot of work & details. Great work on it. When OHA gives guidelines, they don't know the details of our operation. With mask compliance, really like edging towards healthy community & education. Hoping for the best on face mask compliance.

Board Motion to Approve COCC Re-Opening Plan

- 1st: Alan Unger motion to approve
- 2nd: Laura Craska Cooper
- Motion Approve? Yes - 6 yay, 1 nay

B. Construction Bid – Cascades Hall	8.b1	X	McCoy^{AP} & Simone
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Matt McCoy, Joe Viola & Kristin Sands

- Concept in place originally from when Cascades Hall was OSU Cascades.
- Physical separation that is an ADA challenge; public sidewalk is not ADA accessible.
- This is the next step to increase ADA connectivity from health careers/library area and the rest of campus.
- Leaves Grandview & Juniper as remaining challenges.
- Juniper is empty right now.
- Funds are available from dedicated Cascades Hall funds & General Construction funds

Motion to approve Construction Bid

- 1st Oliver T.
- 2nd Laura C-C.
- Motion Approved – Unanimously

C. August Board Meeting	X	Skatvold
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Discussion:

Board discussed cancelling despite the COVID situation. Laura C-C felt Laurie C. & Erica S. make decision to cancel or not. Alan U. suggested cancel and if an ad-hoc meeting is needed or “emergency” meeting. Laura C-C felt Board would not have an issue to convene. Erica S. felt more benefit to have later in August if needed. Laurie C. good with any decision, and will update with any major developments.

Erica S. to cancel meeting but be checking emails just in case situation requires meeting.

Motion to Cancel August Meeting

- 1st: Bruce A.
- 2nd: Jim C.
- Motion Passes – Unanimously

D. Committee Appointments for 2020-21

Erica S. grateful to Laura C-C for her service for 18 months and review new appointments. COCC Board of Directors has 6 sub-committees, 1 ad-hoc. Board members must be a member of at least one committee.

- Board Self- Evaluation Committee - Bruce A. (Chair) Joe K., Olive T.
- President's Evaluation Committee - Erica S. (Chair), Alan U., Bruce A.
- COCC Memorial Education Trust - Bruce A. (2 year term)
- Audit & Finance Committee – Joe K. (Chair), Jim C., Alan U.
- *Still working on Budget Committee Members*
- Real Estate Committee – Joe (Chair) Jim C., Laura C-C (Erica as alternate)
- Student Success – Erica (Chair), Jim C., Oliver T.
- Committee on Policy Review – Oliver T. (Chair), Laura C-C, Erica S.
- Internal Liaisons Committees –
 - College Affairs – Alan U.
 - Foundation – Laura C-C
- External Liaisons Committees
 - Liaison/Representative for OCCA - Alan U.
 - OSU Cascades Advisory Board - Alan U.
- ACCT Voting Delegate – Erica S. (Will Assign to Alan if needed)

E. Board Member Activities

- Laura C-C:
 - 6/19, 6/26 calls w/ Laurie & Erica
 - 6/25 met with Pres Eval Comm & Laurie Chesley – discuss evaluation
- Alan U.:
 - OSU Cascades Advisory Meeting – Update on opening plan, Tour on big pit
 - OCCA Zoom meeting – budget adjustment
 - 2 calls with Erica
 - Visit w/ Redmond campus 3 times to be more acquainted.
- Oliver T.:
 - 7/8 - Laurie & ZB meeting at Rotary Club of Sunriver in La Pine
 - Comment: Nay on reopening. Grateful for all hard work on report. Remaining conservative / concern about fall. Would feel more comfortable with summer protocol stay in place into Fall term.
- Bruce – 6/25 Presidential Evaluation Committee w/ Laurie Chesley
- Joe K – No activity
- Jim C. – No activity. Express gratitude to Laura C-C. Thank for taking care of business in solid & professional way.

- Erica – Spoke with board members about committee memberships
 - Call 7/7 w/ Laurie Chesley
 - 6/19, 6/26 – Laurie Chesley & Laura C-C, Discussion with Alan U.
 - 6/25 - President Evaluation

IX. President's Report

Chesley

Thanks to Board for appreciating the re-open team-work. Thanks to Matt M. and team.

State guidance does require continue to review – review & revise as necessary and update as needed. Subject to change as needed.

A. Employee of the Year Awards 10.a1

- Laurie C. went over EOY Awards
- Update on Summer enrollment:
 - Summer Term 2020 FTE Credit up 11%
 - Non-Credit – CEU down 38% - difficult to transfer to Online format
 - FTE – up 2% overall

□

X. Dates

- A. Wednesday, August 12, 2020 - Board of Directors' Meeting - CANCELLED (Location: Zoom TBD)
- B. Wednesday, September 9, 2020 - Board of Directors' Meeting (Location: Zoom TBD)

XI. Erica Stratvold Adjourns to Executive Session 7:26pm

* Material to be distributed via e-mail & USPS (as necessary).

** Times listed on the agenda are approximate to assist the Chair of the Board.

*** Confirmation of Consent Agenda items submitted by the President. Any item may be moved from the Consent Agenda to

Old/New Business by a Board Member asking the Chair to consider the item separately.

P = indicates a Presentation will be provided. A = indicates the presenter is Available for background information if requested.

APPROVED;

ATTEST TO;

 Ms. Erica Skatvold, Board Chair

 Dr. Laurie Chesley, President



CENTRAL OREGON
community college

**CENTRAL OREGON
COMMUNITY COLLEGE**
Board of Directors' Meeting, Special Session
AGENDA

Thursday, August 20, 2020 – 1:15 PM

Location: Zoom / Facebook Live

TIME**	ITEM	ENC.*	ACTION	PRESENTER
	<i>Board of Directors Present:</i>			
	Erica Skatvold – Chair, Joe Krevowicz, Laura Craska Cooper, Alan Unger, , Jim Clinton, Bruce Abernethy, Oliver Tatom			
1:15 pm	I. Call to Order			Skatvold
	II. Agenda Changes			Skatvold
	A. No agenda changes			
	III. Public Comment			Kovitz
	A. No public comment			
	IV. Old Business*			Chesley
	A. Updates to College's Re-Opening Plans			
	1. Laurie provides Powerpoint presentation w/ Agenda for the following:			
	a. Review of original plan			
	i. Original plan approved 7/8/20 to resume on campus course offering while maintaining safety in accordance with HECC & OHA.			
	b. Rationale for change			
	i. Review of national, state & local public health trends and data. Not an overwhelming positive trend towards meeting guidelines to re-open. Age group of 20-29 are highest.			
	ii. Decisions of local K-12 districts			
	iii. Assessment of risk for the College and local communities – No liability coverage for those who get sick.			
	c. Overview of Revised Plan –			
	i. Program revisions/ Faculty - Presented by Betsy Julian			
	1. 5 Levels – 1 thru 5, Level 2 is summer programming. Moving to Level 3.			
	2. Mix of classes offered remotely vs. in-person. Only classes where courses are required for program			

completion, and within those, in-person learning is required comparative to the learning received remotely. CTE (Skills based, hands on classes) are offered in person. Most will be hybrid, skills in person and lecture online.

- ii. Student Services – Presented by Alicia Moore.
 - 1. Residence Hall will close. Students are being notified. Making every effort to stay connected with students. 150 students completed application process. 25% engaged in CTE, vast majority were transfer/exploratory.
 - 2. Mazama & Library will be closed to the public.
- iii. Laurie reminds applicable to all campuses. Will reassess prior to Winter term.

d. Impacts – David Dona

- i. Budget impact – David indicates that financial impact over the last 2 terms was significant. Not as impacted as other colleges based on the conservative fiscal & budgetary actions of the President, E-Learning & Faculty able to pivot quickly & successfully. Finished the year in positive position of approx. \$985k. State support continues for now.
- ii. Betsy Julian offered kudos to faculty for taking on new challenges & E-learning for being so helpful. Automotive was the ONLY program not offered Spring term 2020. Student Services and their communication to alleviate student anxiety about changes & impact on learning.
- iii. Laura Craska Cooper advised COCC staff to consult with vendors to work with contracts language.
- iv. Overall David is comfortable with where are.
 - 1. Joe K. – question about unemployment insurance. COCC is self-insured, carry over between 200-300k per year to cover potential expenses.

e. Next Steps

- i. Dan Cecchini is leading a task-force to help improve remote working conditions. Team is reviewing. Supervisor training for remote work environment. Betsy working on improvements. Alicia & team working on campus morale high & positive mental health. 3 surveys sent out to assess on what to do, how we're doing, any recommendations.

f. Points of Pride

- i. History of strong financial stewardship.
- ii. Faculty & staff are seeing opportunity.
- iii. Students, faculty & staff are being strong & gracious.
 1. Jenn Kovitz & team are creating Spanish COVID-19 outreach.
 2. Matt McCoy – reopening task force is dealing with complex issues.

Questions/Comments? Oliver Tatom comments – being away from work on vacation allowed time to be distant and that COVID is not such a big deal. However, returning to clinic will be reminded of how serious this is. Very grateful that the college is deciding to make changes & stay closed. Erica Skatvold – appreciative of the thoughtfulness that Laurie & staff are doing to keep community & college healthy and safe. Laurie Chesley reminds Board that reviewing the reopening plan will continue. Will be receiving monthly updates as expected. Alan wanted to second all that was said & thanks to President Chesley for leading the team. President Chesley reminds Board of meeting in September, and that they will be receiving monthly updates as expected.

2:05pm V. Erica Skatvold adjourns Board of Directors' Meeting for 8-8-20

*Material to be distributed at the meeting (as necessary).

**Times listed on the agenda are approximate to assist the Chair of the Board.

APPROVED;

ATTEST TO;

Ms. Erica Skatvold, Board Chair

Dr. Laurie Chesley, President

Central Oregon Community College
Monthly Budget Status
Highlights of July 2020 Financial Statements

Cash and Investments

The College's operating cash balances currently total \$28.7 million. The average yield for the Local Government Investment Pool is down to 1.21 percent from last report of 1.30 percent.

General Fund Revenues

Tuition and fee revenues represent fall term enrollment as of the end of July. The budgeted transfers-in have been posted for the year.

General Fund Expenses

The expenses include the required budgeted inter-fund transfers-out for the fiscal year.

Budget Compliance

All general fund appropriation categories are within budget.

Central Oregon Community College
Monthly Budget Status
 July 2020

Exhibit 6a
 09-Sep-20

<u>General Fund</u>	<u>Adopted Budget</u>	<u>Year to Date Activity</u>	<u>Variance Favorable (Unfavorable)</u>	<u>Percent of Budget Current Year</u>	<u>Percent of Budget Prior Year</u>
Revenues					
District Property Taxes:					
Current Taxes	\$ 18,554,000		\$ (18,554,000)	0.0%	0.0%
Prior Taxes	475,000	108,004	(366,996)	22.7%	14.0%
Tuition and fees	17,939,000	3,987,214	(13,951,786)	22.2%	21.5%
State Aid	8,075,000	2,018,794	(6,056,206)	25.0%	0.0%
Program and Fee Income	40,000		(40,000)	0.0%	7.4%
Interest & Misc. Income	180,000	2,954	(177,046)	1.6%	0.0%
Transfers-In	2,100,000	2,100,000	-	100.0%	100.0%
Total Revenues	\$ 47,363,000	\$ 8,216,966	\$ (39,146,034)		
Expenses by Function					
Instruction	\$ 22,357,817	\$ 430,599	\$ 21,927,218	1.9%	2.0%
Academic Support	4,191,531	243,184	3,948,347	5.8%	5.7%
Student Services	5,249,269	278,723	4,970,546	5.3%	4.6%
College Support	6,037,001	451,627	5,585,374	7.5%	6.1%
Plant Operations and Maintenance	4,770,050	378,200	4,391,850	7.9%	5.9%
Information Technology	4,697,012	528,100	4,168,912	11.2%	10.8%
Financial Aid	112,897	1,950	110,947	1.7%	3.5%
Contingency	800,000		800,000	0.0%	0.0%
Transfers-Out	1,840,620	1,820,620	20,000	98.9%	102.3%
Total Expenses	\$ 50,056,197	\$ 4,133,003	\$ 45,923,194		
Revenues Over/(Under) Expenses	\$ (2,693,197)	\$ 4,083,963	\$ 6,777,160		

Central Oregon Community College
Monthly Budget Status
July 2019

Exhibit 6a
9-Sep-20

	<u>Adopted Budget</u>	<u>Year to Date Activity</u>	<u>Variance Favorable (Unfavorable)</u>	<u>Percent of Budget Current Year</u>	<u>Percent of Budget Prior Year</u>
<u>Non General Funds</u>					
Debt Service Fund					
Revenues	\$ 5,865,252	\$ 1,283,100	\$ (4,582,152)	21.9%	22.5%
Expenses	5,962,457	428,847	5,533,610	7.2%	0.3%
Revenues Over/(Under) Expenses	\$ (97,205)	\$ 854,253	\$ 951,458		
Grants and Contracts Fund					
Revenues	\$ 4,009,354	\$ 146,342	\$ (3,863,012)	3.7%	1.0%
Expenses	4,210,893	137,155	4,073,738	3.3%	5.1%
Revenues Over/(Under) Expenses	\$ (201,539)	\$ 9,187	\$ 210,726		
Capital Projects Fund					
Revenues	\$ 359,198	\$ 309,549	\$ (49,649)	86.2%	84.7%
Expenses	3,792,052	86,855	3,705,197	2.3%	3.6%
Revenues Over/(Under) Expenses	\$ (3,432,854)	\$ 222,694	\$ 3,655,548		
Enterprise Fund					
Revenues	\$ 6,094,984	\$ 417,915	\$ (5,677,069)	6.9%	6.7%
Expenses	6,908,188	2,027,000	4,881,188	29.3%	25.5%
Revenues Over/(Under) Expenses	\$ (813,204)	\$ (1,609,085)	\$ (795,881)		
Auxiliary Fund					
Revenues	\$ 8,099,716	\$ 3,312,955	\$ (4,786,761)	40.9%	37.2%
Expenses	10,787,175	1,936,115	8,851,060	17.9%	19.9%
Revenues Over/(Under) Expenses	\$ (2,687,459)	\$ 1,376,840	\$ 4,064,299		
Reserve Fund					
Revenues	\$ 12,206		\$ (12,206)	0.0%	0.0%
Expenses	525,000	499,119	25,881	95.1%	93.4%
Revenues Over/(Under) Expenses	\$ (512,794)	\$ (499,119)	\$ 13,675		
Financial Aid Fund					
Revenues	\$ 14,963,870	\$ 232,182	\$ (14,731,688)	1.6%	5.0%
Expenses	15,039,975	600,371	14,439,604	4.0%	3.9%
Revenues Over/(Under) Expenses	\$ (76,105)	\$ (368,189)	\$ (292,084)		
Internal Service Fund					
Revenues	\$ 215,176	\$ 1,760	\$ (213,416)	0.8%	0.8%
Expenses	251,785	6,859	244,926	2.7%	12.5%
Revenues Over/(Under) Expenses	\$ (36,609)	\$ (5,099)	\$ 31,510		
Trust and Agency Fund					
Revenues	\$ 9,799	\$ 396	\$ (9,403)	4.0%	8.6%
Expenses	18,050		18,050	0.0%	0.0%
Revenues Over/(Under) Expenses	\$ (8,251)	\$ 396	\$ 8,647		

Central Oregon Community College

Cash and Investments Report

As of July 31, 2020

College Portfolio	<u>Operating Funds</u>	<u>Trust/Other Funds</u>
Cash in State Investment Pool		
4089 - General operating fund	\$ 27,757,258	
3624 - Robert Clark Trust		\$ 385,600
July Average Yield 1.21%		
Cash in USNB	\$ 932,626	
Cash on Hand	\$ 4,600	
Total Cash	<u>\$ 28,694,484</u>	<u>\$ 385,600</u>



Central Oregon Community College Board of Directors: Informational Item

Subject	ITS Annual Report to the Board
Strategic Plan Initiatives	SE-2: Increase access to academic programs and courses on all campuses and online.
	IE-2: Develop uniform, effective and efficient processes.
	IE-4: Improve information sharing practices and platforms.
Prepared By	Dan Cecchini, Chief Information Officer

A. Background

The COCC Strategic Plan—developed under the approval of the COCC President and the Board of Directors—along with rapid changes in the education technology landscape continue to influence the direction that technology at COCC will take in the coming years. The ITS Master Plan has been a roadmap for incorporating those changes to more effectively align with the COCC Strategic Plan. Implementation of the ITS Master Plan will be a continual process, and the pace of progress will depend upon a number of circumstances, including the availability of human and financial resources.

While continuous improvement is a central theme to ITS activities, one cannot understate that the sound operational foundation of ITS is crucial to the success of many initiatives undertaken by ITS and other departments at COCC. ITS team members are constantly working in the background to help ensure that College operations run smoothly and that COCC can function effectively as a modern educational institution. ITS operations have been challenged this last year due to COVID-19 and associated spending and hiring impacts. However, ITS has still managed to deliver the technology that COCC needs in order to operate efficiently and continues to do so in the online-first environment in which the College currently finds itself.

The ITS organization is comprised of nine teams and a total of twenty-six employees who currently support and maintain more than 20,000 COCC staff and student accounts, 1800 desktop computers, 400 laptop computers, 180 servers, 120 network switches, 140 wireless access points, dozens of large software integrations, several hundred desktop software applications, and multiple websites with more than 7,000 active web pages. ITS is also heavily involved with new hardware and software requests, computer lab oversight, end-user support, project management, information security, digital content production, hardware and software lifecycle replacements, network and telephone services, software development, email administration, and more.

In addition to supporting ongoing operations during this past year, ITS was able to make progress on several key components of the ITS Master Plan. This report to the COCC Board highlights ITS's COVID-19 response, operational support of the College, as well as improvements to technology systems, support, and processes at COCC since the last report to the Board.

B. COVID-19 Response

Planning

ITS leadership began discussing contingency plans around COVID-19 in late February and, on March 2nd, ITS staff began implementing protocols for sanitizing computer lab equipment for students following CDC best practices. Over the next several weeks, ITS staff began work on developing responses to different pandemic response scenarios ranging from supporting some telework to full campus closures. With the announcement by President Chesley on March 17th that all staff, wherever possible, would begin teleworking/work-from-home the following week, we began to put these plans into action.

Technology

In support of the College's shift to remote learning and working from home (WFH) in March 2020, ITS configured and provided over one hundred laptops and over 80 webcams for employee use at home. This four-fold increase in demand for checkout laptops was met by repurposing classroom laptops retrieved from across all four campuses. In addition to making over 100 laptops available, ITS staff built out new servers and reconfigured several hundred staff accounts to allow users to begin working from home, while still connected to COCC computing resources. ITS staff also moved the Info Booth switchboard to softphone technology, allowing College Relations staff to manage telephone calls from home. With the rapid shift to online instruction and working from home, new communication tools and storage options like Microsoft Teams and Microsoft OneDrive were made available to staff and faculty. Although most College courses moved to online instruction, the computer labs remained open and available at all four campuses for use by students who needed access to computers and the internet. ITS Digital Media Services assisted a number of instructors with recording of classes to present online to students and our web developer worked closely with Instruction to ensure that information for hundreds of classes was updated on our website to allow for a seamless student experience during both the Summer and Fall registration periods.



Training



Several weeks after the College shifted to a telework environment for most staff and faculty, the ITS Department began offering weekly "tech talks" every Friday during the lunch hour. The first Tech Talk was on April 1st and covered information security and best practices for working remotely. The ITS Department began partnering with other departments and covered topics on everything from working remotely while using an Apple computer to using Zoom productivity and best practices. In addition to these Tech Talks, ITS created online resources to assist staff and faculty with the move to work from home and linked to other remote resource pages created by other departments. In late June, with ITS supporting students directly and in new situations, staff went through FERPA training to ensure that student data was being handled appropriately during these interactions.

C. 2019-2020 Completed Initiatives

In the 2019-2020 budget year ITS completed the following initiatives:

Network Building Upgrades	Audiovisual Upgrades
Streaming Classrooms for Distance Learning	Computer Endpoint Management
College-wide Scheduling Application Moved to the Cloud	CRM Implementation Completed
Upgraded Email Protection	COCC Mobile Continued Maturation
Qualtrics Expansion	Pioneer Data Center UPS Upgrade
Bookstore Point of Sale System Upgrade	Work from Home Transition - COVID-19
Information Security Awareness Training	Vulnerability Assessment and Remediation
PCI Compliance Attestation	Information Security Incident Responses
Chat Tool Research and Selection	Online Class Schedule Update

All initiatives completed during the 2019-2020 budget year directly support at least one of COCC’s four strategic goals, and the following graphic visually represents the number of completed initiatives related to each goal.



During the past budget year ITS focused heavily on improving the student experience, and presented the rest of the College with multiple opportunities to both significantly improve existing institutional processes and utilize resources more effectively.

Highlights of Completed Activities

Network Building Upgrades

The ITS department is continually focused on improving network performance and technology services. Recent projects include upgrading specific COCC campus buildings by updating the entire network system and replacing equipment that was fast-approaching end-of-life status. These buildings include the Pioneer Building and Data Center, Campus Center, Boyle, Mazama, Metolius, Barber Library, Redmond Building 3, and the Madras campus. These upgrades ensure that these buildings will continue to run smoothly for another seven to eight years.

Audiovisual Upgrades



To provide standard instructional spaces across all College classrooms, ITS replaced sixteen older video matrix switchers with Crestron media management systems. Crestron enables instructors to control projectors, sound, computers, and media from a touch panel at the podium and allows remote management by ITS AV support staff. Additionally, ITS enhanced the BEC Boardroom AV experience by adding a Crestron room control system, a second laser projector and projection screen, as well as ceiling speakers.

Streaming Classrooms for Distance Learning

Following a successful pilot of distance learning technology purchased under Title III, ITS worked with Instruction and eLearning to create dedicated, high-quality audio and video streaming between Bend (PON 222), Redmond (RDM 124), Madras (MDR 114), and Prineville (PRI 124). These distance learning classrooms are configured to accommodate both primary teaching and satellite classrooms. The streaming design allows instructors to teach classes at any location, broadening COCC's ability to offer courses and allowing all students an in-person experience. A new streaming classroom in Baker Library (LIB 001) will be ready for Fall term 2020 and will include high-definition Vaddio cameras, microphones, and room controller. Additional streaming classrooms are planned for the remote campuses, dependent on funding approval.

Computer Endpoint Management



ITS replaced outdated Symantec Altiris imaging servers with Microsoft System Center Configuration Manager (SCCM) servers to provide remote control, patch management, software distribution, operating system deployment, and hardware and software inventory for over 2,200 personal computers. SCCM improves the efficiency of endpoint management and saves over \$23,000 per year in license expense. As older computers reached end-of-life, ITS replaced 385 desktop, small form factor, micro, and laptops computers during FY19-20.

College-wide Scheduling Application Moved to the Cloud

For almost twenty years, COCC staff had been using CollegeNET's S25 room-scheduling software suite to schedule COCC classrooms for Instruction each term. Staff had also used CollegeNET's R25 room-viewing software for both internal and external room reservations across all four campuses. The servers for these applications were managed by ITS staff here on campus, and could be accessed by staff and

faculty from their web-browser. In September of 2019, after several years of planning and preparation by a cross-departmental team from Instruction, Student Services, Campus Services and ITS, we were able to migrate our data to the cloud from servers here on campus, and went live with 25Live, a replacement scheduling and room viewing Software as a Service (SaaS) product by CollegeNET.

CRM Implementation Completed

The College is continually looking for ways to improve our student communication, recruitment, retention, and monitoring processes to improve the student experience at COCC. In late 2018, Student Services put together an RFP committee that consisted of members from Student Services, ITS, Instruction and College Relations to evaluate Customer Relationship Management (CRM) applications for higher education. An RFP was issued in March of 2019, and three months later, the RFP committee selected FireWorks by Fire Engine Red as the final candidate. In June of 2019, members of ITS joined an implementation team led by Student Services and kicked off an 11-month long implementation of this new CRM. The first phase of the new CRM went live in May of 2020, including an integration with Banner, the College's ERP system.

Upgraded Email Protection

In the Summer of 2019, COCC experienced a dramatic increase in the number of phishing attempts and email account compromises. Even more alarming was the fact that many of these attempts were targeting students and/or written in such a way as to look as though they were coming from COCC staff and faculty, which contributed to this increase in compromised accounts. While COCC already had multiple layers of defense against such attacks, ITS staff worked together for the next several months to reconfigure both our staff and student e-mail flows, incorporate Automated Threat Protection (ATP) cloud services and begin marking all external e-mail with the warning "External Email – Use caution with links and attachments" in red text. These changes have provided advanced SPAM and anti-phishing protection for our staff and students and, over the past year, we have seen a tremendous decline in the number of successful phishing attacks and compromised accounts.



COCC Mobile is Turning 2!:



The COCC Mobile app went live two years ago this September. Over the past two years, we have had more than 7,500 downloads, and the app is popular with students, staff, and faculty. As with most mobile applications, the COCC Mobile app was built with the intention of providing information to mobile users with as few clicks as possible. There are many popular search functions within the COCC Mobile app that allow a student to access useful information like their COCC e-mail, Campus Maps, Bobcat Web, Course Catalog, Class Schedule and Campus Directory – all within just one or two clicks. However, we still have many features that have not yet been activated and look forward to working with other departments to continue to improve the student experience.

Qualtrics Expansion

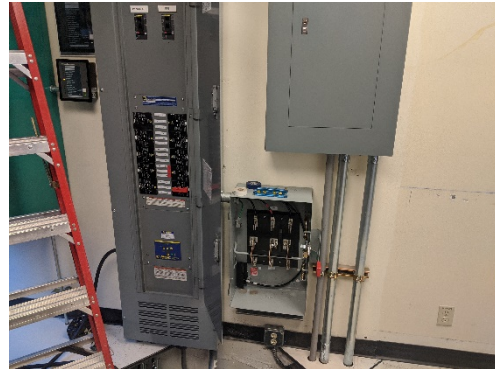
In late 2017, Institutional Effectiveness (IE) began looking at replacing our then current Survey Tool (Survey Monkey) with a more secure, professional survey platform and chose Qualtrics. In early 2018, IE began implementing Qualtrics for College surveys. Over the next year, use of Qualtrics began to rapidly

expand beyond Institutional Effectiveness as other departments quickly adopted this new tool. After observing the growing adoption of the tool, a group was formed to explore whether or not Qualtrics could be integrated with other College systems and customized in such a way as to provide a useable Directed Self-Placement tool on a broader scale. A project to customize and integrate Qualtrics with Banner and single sign-on was started and the Directed Self-Placement expansion went live in April of 2020.

Pioneer Data Center UPS Upgrade

The ITS datacenter is located on the lower-level of Pioneer and houses all primary servers and storage systems for the College. At present, there are over one hundred and eighty different computer servers at this location, including our e-mail and web servers, as well as our voicemail servers and network storage array, which is used for student, staff and faculty document storage, among other things. It is critical that this datacenter is cooled properly and protected from both fire as well as any type of electrical outage or surge.

When the datacenter was designed 14 years ago, as part of the generator power back-up, a large uninterruptible power supply (UPS) was installed. This UPS has large banks of batteries and protective circuits that go bad over time, as large loads of electricity are constantly cycled through the system. This last December, ITS staff worked with contractors to replace this aging UPS over the Winter Break. This work took four days and required powering down all 180 computer servers, as well as dozens of other systems, and then bringing all of these systems back online afterwards.



Bookstore Point of Sale System Upgrade

Beginning in early 2020, ITS partnered with Bookstore staff to upgrade the Point of Sale (POS) system that runs transactions for the Bookstore and processes customer payments. The POS system consisted of a server and nine POS cash registers, and was running on hardware that was at the end of its useful lifecycle. ITS worked to create a virtual server hosted within the COCC datacenter to ensure that the new server would exist in an environmentally controlled location and run on supported hardware. Once the new server was set up, ITS and the Bookstore engaged the POS vendor to transition all relevant data and connections from the old server to the datacenter server. Once all data and connections were established, the old POS server was decommissioned, appropriate components were disposed of, and all sensitive data was sanitized.

D. ITS Technology Assessment Processes

Current Context

ITS has adopted multiple internationally-recognized technology standards and best practices as the foundation for ITS's internal processes. These include: Governance of Enterprise IT (GEIT) standards to ensure the IT resources of an organization are used in an effective way in order to fulfill stakeholder needs and deliver value; COBIT5 to provide a framework for the governance and management of enterprise IT; and ITIL to provide a framework of best practices for delivering IT services.

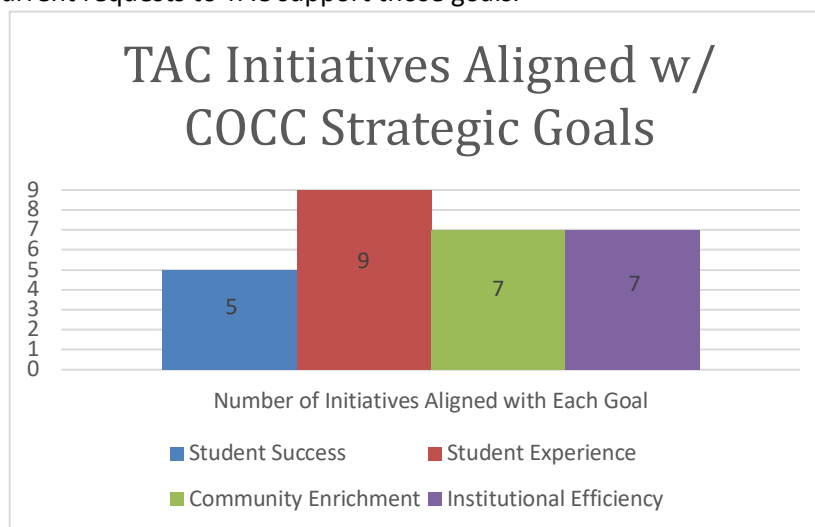
ITS also has a dedicated and certified Information Security Administrator and a Technology Project Manager to assure the use of practices in both areas. The InfoSec Administrator and Technology Project Manager provide critical inputs and technical reviews of RFPs, vendor contracts, and proposed technology vendor implementation plans to assure safe, secure, and timely completion of projects.

The New Project Evaluation Team (NPET) and the Technology Review Team (TRT) processes were developed to operationalize GEIT, ITIL, and COBIT5 standards and frameworks at COCC. The NPET and TRT processes create data inputs for the FIAT budgeting process, which are then used during their evaluation process. These processes also provide inputs for the president to use in evaluating technology investments by the College. These processes are regularly reviewed and refined as part of process improvement. The NPET and TRT processes are the first holistic, objective, standards-based approach the College has created and used for technology investments. Additionally, they also provide the College with estimated total cost of ownership (TCO) and an estimated return on investment for technology initiatives.

Technical Advisory Committee

Status

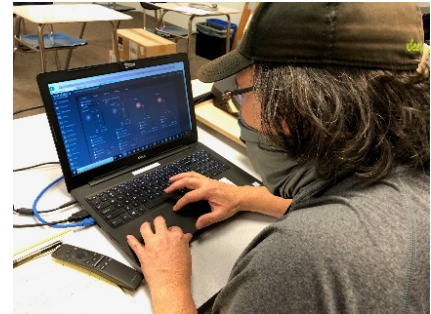
The Technical Advisory Committee (TAC) provides guidance for new and existing technology at COCC, gives an opportunity for non-ITS employees to provide input on the technology experience at the College, processes requests for new technology projects, and monitors the progress of current technology projects. TAC contains a sub-group that evaluates project requests and provide feedback to the requestor in order to better define what a given project's goals are. All project requests submitted to TAC are encouraged to support COCC's strategic goals. The following chart visualizes the breakdown of how the nine current requests to TAC support those goals.



Details of TAC Requested Initiatives

Library 001 Streaming Classroom – Active

Over the past few years, ITS has evaluated and implemented limited streaming classrooms across COCC's multiple campuses. During the initial phase of evaluation and implementation, a classroom in Ponderosa was set up for streaming capability. Over time, however, it was discovered that the room did not lend itself to high-quality streaming content due to room size and construction materials. The classroom Library 001 was selected as an optimal replacement to the room in Ponderosa due to its limited size and improved acoustics. Starting in the Summer of 2020, the ITS End User Support group began configuring and installing an improved streaming system in the classroom with the support of eLearning. The project is expected to be ready for the start of Fall term.



HR Compliance Management Software – Active

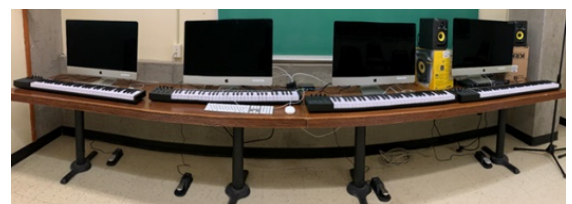
HR maintains several key items related to employee pay, pay equity, job creation, and other additional items. In the past, these items were tracked manually via multiple systems or spreadsheets. In order to improve efficiency and centralize the required information, a hosted system was purchased by HR. The new system does not integrate with any other COCC systems, and information entry is still largely manual, but the reporting and updating processes are now in one central location. The implementation of the new system is still ongoing.

Campus Copier Replacement – Active

The contract governing the copiers at COCC was set to expire in June 2020. The contract also applies to the lease of the copiers to COCC as well. A request was submitted to sign a new support agreements and lease in the summer of 2020. After research and negotiation it was decided that COCC would remain with the current vendor, but we would replace the current copy machines with newer versions as part of the lease agreement. The documents were signed, and the project team is currently working with the vendor to schedule the deployment of the new copiers as well as upgrade the server running the copying system in the background. The project should be completed in mid-to-late Fall 2020.

Apple Music Lab – Pending Business Decision

An opportunity was identified to create a new music composition class at COCC for a trial period that involves minimal hardware cost to the College by using in-stock Mac computers during the trial period. The computers have been identified as satisfactory for a trial period even though they are at the end of their lifecycle. At this time, the project team is waiting for Instruction to identify the location for the new classroom, and selection has been slowed due to COVID-19 and the need for a larger space than initially required in the project request. Once a location for the class is identified, the project team can move forward.



CollegeNow Workflow Application – Pending Executive Approval

A request was submitted for a new system to aid in the requesting, scheduling, approval, faculty mentorship assignments, and general workflow for the CollegeNow program at COCC. The current processes are a patchwork of existing systems and manual process that are time-consuming and relatively complex. The new system would centralize the work and reduce the amount time required to

accomplish the same level of current workload. The project is pending executive approval before contact with a vendor can be established and a contract can be pursued.

Chandler Lab Laptop Cart – Pending Executive Approval

A request was submitted to replace the existing computer lab machines with laptops and a cart to house them. The goal is to provide a more flexible space for instructors to use as opposed to a static computer lab, while also providing the potential to use laptops in the space adjacent to the lab currently under renovation. The request is pending executive approval for funding and delays in the Chandler building renovation plan.

EMSI Career Coach API Suite – Pending Executive Approval

A need within COCC was identified to improve the listing and descriptions of course offerings as well as associating courses offered with the current job market and future career paths. EMSI provides opportunity to automate the association of class offerings with future employment and can update the information on a quarterly basis. Additionally, the information presented would be consistent in display and context across all class offerings. The project is pending executive approval before a contract can be pursued.

ProctorU – Pending Executive Approval

A need was identified for online monitoring of tests and exams offered by online classes at COCC. ProctorU is a leader in offering remote proctoring services to students via screen-sharing and webcam monitoring. The project is pending executive approval before a contract with ProctorU can be pursued. However, due to immediate demand, eLearning has moved forward by implanting an interim solution called Honor Lock. Honor Lock is a temporary solution to a current need, and a decision regarding ProctorU is still required.



Madras Second Zoom Classroom – Pending Executive Approval

A need at the Madras COCC campus to offer additional classes for reduced cost was identified. The simplest way to offer additional classes for students is to install an additional streaming classroom in Madras. The request would provide for improved technology compared to the current streaming classroom, as well as open opportunities for students and the community at large. The project is pending executive approval and funding before an implementation can begin.

Completed TAC Highlight

Chat Tool Project (sub-group)

In late 2019, ITS brought a request before the Technical Advisory Committee to begin evaluating the various chat tools used across campus and see if we could bring forth a recommendation that we could support long term. The recommendations of this committee were being finalized in early March, concurrent with the declaration of the COVID-19 epidemic.

The final recommendation, Microsoft Teams, has been widely adopted across campus for individual and team interaction while working remotely.



E. Challenges to Providing High-end Technology Services

ITS is working through difficulties on several fronts that are beginning to challenge current levels of service and the delivery of high-end technology to COCC's students and employees. These include the continued long-term College-wide budget challenges, ever-increasing requests for new technology and

integrations with existing technology, the need to replace outdated and obsolete technology that was funded initially via grants or bonds, staff hiring challenges due to COVID-19, and the transition to work from home scenarios that slow processes and collaboration. ITS staff also run consistently at a very high capacity that demands all available time be devoted to operations or projects. As a result, necessary training for ITS staff is difficult to accommodate. However, despite these challenges, ITS staff still continue to strive to deliver the services and solutions that COCC and its students need in order to succeed in their respective missions.

**Central Oregon Community College
Board of Directors: Resolution**

**Prepared by: Sharla Andresen - Director of Contracts and Risk Management
Joe Viola – Director of Campus Services**

Subject	College Air Filter Maintenance Services
Strategic Plan Themes and Objectives	
Institutional Sustainability	IS.6 – Further develop and enhance facilities to ensure quality and viability.

A. Background

In an effort to continually offer air filter maintenance services to all of the College's Campuses a formal Invitation to Bid was issued and on July 27, 2020 the College received three responsive bids. After careful review, a decision has been made to recommend award of the College's air filter maintenance services contract to the lowest and responsive bidder Camfil. This contract is expected to be approximately \$21,887.98 a year with an initial contract period of three years and two-one year options for renewal

B. Options/Analysis

- Accept the bid proposal and award the air filter maintenance services contract to Camfil.
- Not accept the bid proposal for the air filter maintenance services and go out for a new solicitation.

C. Timing

Award of the contract at this time will allow for the continuation of air filter maintenance services to all of the College's campuses.

D. Budget Impact

Funds have been budgeted for these services.

E. Proposed Resolution

Be it resolved that the Central Oregon Community College Board of Directors approves the proposed contract for air filter maintenance services be awarded to Camfil with an initial contract period of three years and two one-year options for renewal.