



PLAN FOR OPERATION, MAINTENANCE, AND IMPROVEMENT OF THE PHYSICAL PLANT & TECHNICAL INFRASTRUCTURE

PHYSICAL PLANT:

The purpose of this plan is to ensure that the proper procedures are in place and followed to ensure the effective and efficient operation, maintenance and improvement of the physical plant and technical infrastructure. The director is responsible for this plan and will use the following guidelines:

1. The institution's landlord employs full-time maintenance personnel who routinely inspect the condition of the facility, plumbing, and electro-mechanical units and repairs and general maintenance are completed as needed.
2. Inspections of the facility and equipment will be made at least quarterly to determine the condition of the facilities and to identify any needed repairs or replacement of equipment.
3. At least annually, arrangements will be made to inspect and service the heating and air conditioning equipment just prior to the heating season and the air conditioning season.
4. Electrical and plumbing services will be arranged on a contractual "will call as needed" basis.
5. All equipment and supplies will be repaired following the submission of a maintenance request form to the maintenance department. Upon review, maintenance personnel will establish if the equipment or supplies can be repaired, replaced, or disposed of.
6. Arrangements will be made on a contractual basis for periodic heavy cleaning to include mopping, stripping, waxing, and buffing floors on a quarterly basis. If necessary this procedure will be performed more frequently.
7. The students are given daily clean up duties as part of their course requirements to prepare them for responsible sanitation and cleanup of their roles in their profession. This includes cleaning their work station/area, mirrors, sweeping, dusting, vacuuming, restrooms, and emptying trash cans.

The effectiveness of this plan and any needs identified are to be discussed during the ongoing weekly staff meetings and this discussion and evaluation must occur at least annually, ensuring a functional facility which is conducive to the learning process.

The management and execution of this plan is the responsibility of the campus director. It includes all physical plant issues, including all equipment (based on equipment inventory and maintenance plan), all supplies, and all technology (based on the technology plan).

Everything related to the maintenance of the physical and technological plans must comply with relevant state law and any federal codes and be continuously monitored by maintenance personnel.

This plan is to be published on the Institute's website for availability to student and employees.

TECHNICAL INFRASTRUCTURE:

The purpose of this plan is to ensure that the proper procedures are in place and followed to ensure the effective and efficient operation, maintenance and improvement of the technological infrastructure of the Institute.

The current technology is defined in several distinct, yet related systems to support admissions, student financial services, accounting and financial records management, academic staff, Institute organizational management (including cross-campus network infrastructure), curricula and its delivery, student records management, graduate services and telephony.

Privacy, Safety, & Security of Data

Access to confidential information through Institutions' systems should be limited to those employees who have a business reason to have such information. Each employee with access to confidential information should be assigned a user name and password. Only employees with the need to have access to such information should be provided passwords. All databases and imaged documents containing confidential information should be password-protected. Georgia Career Institute will take reasonable and appropriate steps consistent with current technological developments to ensure that all confidential information is secure and to safeguard the integrity of records in storage and transmission. These steps include maintaining the Institutions operating systems and applications and providing appropriate patches and updates in a timely manner.

While the ultimate responsibility for the oversight of this plan rests with the Governing Board of the Institute, campus directors are responsible for the local, daily and periodical application, implementation and evaluation of this plan and will use the following guidelines:

1. Maintenance, (including upgrades and backups), management, and acquisition of all network infrastructure as well as VoIP telephony is maintained in house through a full-time IT manager, who monitors all network, telephonic and user functions of the system across all campuses. IT personnel report directly to the governing board and are tasked with managing any Institutional hardware that is connected to the primary network and in identifying any needed repairs or replacement of equipment. The IT personnel visits all locations to perform a monthly, on-site inspection of major components and meets with the campus directors to learn of any user issues for repair.

2. Admissions Record System: The electronic system for gathering, storing and managing prospective student records is Campus Login.
3. Clinic Retail and Service Management: This system, designed to manage cosmetology retail and client services, is called SalonBiz.
4. SMART student records management technology is the backbone of the academic and financial aid record-keeping of the Institute. Students clock in/out using biometrics, with the SMART system housing all data related to the students enrollment. Each electronic profile stores an electronic copy of the students academic file, hours, grades, lab credits, and any other applicable student data. All student academic and work-based activity is collected, stored, managed and reported by this system. The software resides on the network servers and the data is backed up daily and stored in two locations. One backup is provided by the SMART contract in Arizona and the other in house through internal storage processes. This system is managed by and is under the responsibility of the IT department.
5. Educational content for Cosmetology, Esthetics, and Nail programs is delivered via pivotpointlab.com (LAB), which is a vendor-provided educational platform that houses all educational components. The LAB platform is updated, maintained, and provided to the Institute through partner agreements by Pivot Point International. This platform is used to facilitate distance learning for the Esthetics program at the main campus.
6. Google Educational platform: Since we are a google centric educational facility, we rely on google workspace for our educational needs. Using Google Classroom to assess student progress for programs, Google Forms for creating surveys and quizzes, Google Meet for virtual classroom setting allowing the ability to view instruction through digital whiteboard as well as giving them the hand raise function if they have a specific question.
7. Financial Aid records are collected, stored, managed, and reported by the SMART student records management system.
8. The accounting software in use is currently a Quickbooks application, and is used to enter, manage and report information for the Institute's general ledger, all financial reporting, check and payment management and other accounting and business office functions. Output data from SMART, SalonBiz and other technology is transmitted to the Chief Financial Officer for entry and management of the financial records of the Institute. The CFO is responsible for the daily maintenance of this system under the ultimate management of a member of the Governing Board, Ms. Meadows.
9. All software that provides delivery of curricula content, including all enhancement or corollary software that supports curricula, is managed by the academic director. Special attention must be given to assure that no student has a barrier to the full use of any required online content. This means that it is the responsibility of faculty to provide time, access and equipment use to any student who does not have such access outside of campus. On campus, all students must be able to share in the resources required by any online or internet-based delivery of content. The Campus Director must evaluate individual faculty to ascertain that this policy is followed. Software and online access to content resides on the Institute's network servers and is managed by each faculty educator under the guidance of the campus

directors but the ultimate responsibility for the successful use, maintenance and necessary improvement is the responsibility of the Academic Director.

Computer System and Network Reliability

Computers are monitored on a continuous basis for reliability through on-site IT management. The Institute utilizes cloud-based systems that are accessible as long as a network is present. The Institute utilizes two networks, Comcast & ATT in which one serves as back-up in the event a network becomes unavailable.

Emergency Backups

All cloud based systems are on a continuous backup through the provided platforms. All cloud based systems are accessible through any device with network connection. The Insittute does in-house back-ups for local computers.

At least annually, the campus directors, with the governing board shall meet to jointly review the effectiveness of this plan ensuring a functional facility which is conducive to the learning process and is in keeping with the Mission of the Institute.