



The mission of CTK Healthcare and Career Institute is to offer quality professional trainings in Healthcare, Information Technology and Business related disciplines.

Plan For Ongoing Operation and Maintenance of Physical Facilities, Technical Infrastructure and if applicable, Distance Education Infrastructure

Scope of the plan: The purpose of this plan is to provide adequacy and proficient operation, utilization, and maintenance for the improvement of all physical facilities, technical infrastructure, and distance education infrastructure at CTK. The plan governs the following aspects of Ongoing Operation and Maintenance of Physical Facilities, Technical Infrastructure and Distance Education Infrastructure.

- I. **Operation and Maintenance of Physical Facilities.** Followings are the scope of this aspect of the plan.
- The facilities are cleaned every day.
 - Lighting, phone line, internet server, furniture, classrooms, and lounge are checked timely manner and bulbs/tubes are replaced as quickly as needed.
 - All safety equipment (fire extinguishers, smoke alarms, security alarm) testing is scheduled periodically to ensure effective operation.
 - Replace the required renewed permit and licenses from regulatory agencies and display them appropriately, as needed.
 - Major mechanical equipment including air conditioners, heaters, and copiers has regularly scheduled maintenance.
 - Contracted repair services are called in on as needed basis for minor repairs and at least annually for major projects/maintenance.
 - Campus needs are reported to the CAO.
 - The facility coordinator communicates with the Landlord to ensure the problems related to common area including parking lots and elevator issues are solved in a timely fashion.
- II. **Operation and Maintenance of Technical infrastructure.** Followings are the scope of this aspect of the plan.
- CTK provides a request form to all faculties and staffs for supplies they need for the continuous use, repair, maintenance and replacement of worn-out equipment such as printer, internet, fax system, internet port, digital storage device and network system to IT coordinator. An email may be used as

an alternative request form to email to IT coordinator. Once the request is submitted, IT coordinator handles the minor repairs. For the larger repair or replacement, IT Coordinator verifies the need and request approval from CFO. The CFO, after consultation with CAO will budget for the repair and/or replace the concerned item

III. Operation and Maintenance of Distance Education Infrastructure: Followings are the scope of this aspect of the plan.

- Check security of LMS system (Moodle) on daily basis, Network server and status of Grammarly Premium to check the plagiarism.
- Updates and upgrades LMS system (Moodle) including its regular maintenance.
- Inform the students and instructor about the maintenance and status of updates of LMS system
- Inform instructors about the changes in the features of LMS system and its impact in the navigation system
- Hold training session to the instructor on LMS systems and other online/computer tools to support the technology
- Inform the internet users policy, copy right policy, and other distance education policy to the instructors and students through email or webinar as needed

Personnel

Physical Facility coordinator is responsible for maintaining the continuous operation of all physical facilities with safety and security. It is the responsibility of the Physical Facility coordinator to report the needs of school to the Chief Administrative Officer (CAO) who verifies if the recommendation is appropriate. CAO furthermore sees if the ongoing operation and maintenance are in compliance with the existing laws and regulations. Similarly, IT coordinator is responsible for operating and maintaining technical infrastructure and distance education infrastructure. CAO ensures all reported conditions and asked CFO to approve the required budget for the maintenance of the physical facilities.

State and Federal Regulations

CTK is committed to compliance with any existing laws, regulations and codes set forth by Federal, State and Local Government. In addition, CTK is committed for compliance with all regulatory provisions set by City, County, State and accreditation agencies such as Texas Health & Human Services Commission (THHSC), Texas Work force Commission (TWC) and Council on Occupational Education (COE).

Availability

This Plan is made public by displaying its hardcopy in the folder at the school lobby so that everybody including students can easily access the plan. Students are surveyed about the plan at the end of the completion of their programs. The survey is considered during annual review. CAO emails the plan to the faculty, staff, and students, upon request.

Revision of the plan

This plan is reviewed annually, and revised for improvement as necessary, by the staff meeting and/or by Advisory body and improvements made as deemed appropriate. The revision of the plan notifies to all the stakeholders of the campus by keeping the revised plan in the main lobby of the campus.