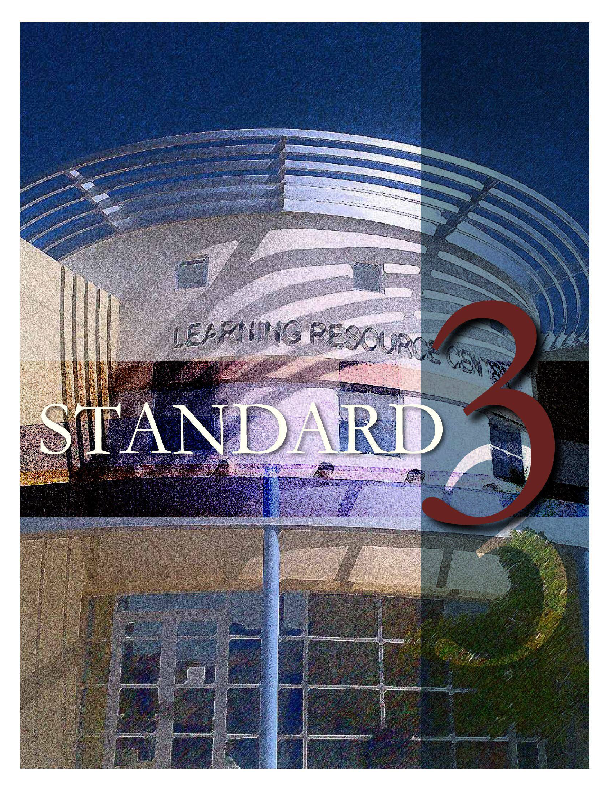
ADDRESSING TEAM RECOMMENDATIONS AND ACTIONABLE IMPROVEMENT PLANS (aips)

***Standard III***



**Introduction**

Standard III focuses on the human, physical, technology, and financial resources the College utilizes to achieve its broad educational purposes, included stated learning outcomes, and to improve institutional effectiveness.

The following are the status updates of the Actionable Improvement Plans that were identified in the ISER and recommendations from the Accreditation Team during their evaluation of the College in March 2012 relevant to Standard III for reporting period Fall, 2013.

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**Team Recommendation**

1. **The College review its resource allocation to the MIS area to ensure that there are sufficient funds to provide training, maintenance, equipment and software support and to implement its technology plan.**

**Action Taken:** Guam Community College submitted a FY2014 budget request for MIS Department an amount of $510,440. This amount lists for a variety of contractual services ranging in scope. It includes funding for official service vehicle maintenance to funds for BANNER and related systems software. MIS receives other funding sources to carry out its mission. This information is still being gathered and data is still needs to be collected. Staffing for MIS remains at 10 people.

**Data has been provided by MIS administrator highlighting current fiscal year funding resources for training, maintenance, equipment and software support to meet the goals of GCC’s technology plan.**

**Status:** Ongoing. Email has been sent to MIS Administrator for more information, especially on progress, challenges, of implementing the ITSP.

**Ongoing.**

**Next Step:**  Budget for FY13 -14 MIS operations, updated technology plan.

Analyze information and prepare narrative for final Fall 2013 report.

The figures are actually for both maintenance and upgrades as well as for the implementation of the Technology Plan when financially feasible considering the limited funding available from all sources.  The Technology Fee and the Title III Grant has paid for the implementation of components out of the Technology Plan (EA/ITSP).  The Technology Fee continues to support as well as upgrade components as detailed in the Technology Plan; however, the college is only able to implement components that are financially feasible with future grant funding expected to fund major parts of the plan that still need to be implemented.

Keep in mind that the Technology Plan is made up by the two documents, the EA and the ITSP, with the ITSP (Information Technology Strategic Plan) detailing the “How”, and the EA (Enterprise Architecture) showing the “What”.  In other words, the ITSP shows us “How” to get to the target architecture, which is “What” the EA shows in the plan.

The following are just a few references in which the Technology Fee, Title III, MIS budget, and Title V has contributed in implementing components of the Technology Plan.  Also note that other building grants and CIP (Capital Improvement Projects) funds have also been instrumental in addressing many infrastructure and equipment needs out of the Technology Plan, such as new and upgraded buildings fitted with new labs, networking conduits, fiber optic and copper cables, communication rooms, smart boards, multimedia projectors, audio/video systems, and power requirements such as line conditioning, generators, etc., etc..

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***Technology IT Architecture (TA)***

**PC Configuration**

Each PC shall have a standard configuration. This “image” shall be stored on the network. Automated software tools shall be used to periodically evaluate the status of each PC on the network. If a PC is in need of “re-imaging” it will be scheduled for an appropriate time and handled via the network.

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***IT Management IT Architecture (MA)***

**MA003 Tools**

IT Management shall have all the tools (software applications, test equipment) necessary to perform all routine maintenance, troubleshooting, and future planning on every component within the architecture.

Related to these two items above:

We have put out both PC and Mac standards and put on bid PC specifications approved by the CTC, and we create, store, and apply master images to the majority of labs, as well as office systems in support of students, using software procured out of the Technology Fee.  This is continuous.  We have also procured Mac server, Mac computers, and software for Mac Systems’ imaging as well as similar system tools for PC management.

MAIN UPDATES as of 9/30/13 for FY12-13:

11/01/2012 – Upgraded Classroom Lab D-9 and Mobile Lab C-1 with a total of 23 PC desktop computers and 23 PC laptop computers, which also included lab spares.  Procured upgrades by using $69,966 of the Technology Fee.

11/21/2012 – Upgraded Classroom Labs C-4 and TC1220 with a total of 50 PC desktop computers which also included lab spares.  Procured upgrades by using $70,350 of Technology Fee.

Other updates related to the above EA / ITSP objectives and strategies:

1st Quarter FY12-13:  Received new MIS Official Vehicle

2nd Quarter of FY12-13 – Completed Allied Health Room 3114 upgrade lab installation, paid for by CACGP grant funds.

2nd Quarter of FY12-13 – Completed deployment and installation of 75 Construction Trades computers at GWHS, SSHS, SHS, OHS, and JFK, 15 each school, paid for by Construction Trades grant funds.

2nd Quarter of FY12-13 – Completed installation of Macintosh desktop systems to co-exist with PC desktops at Student Center Open Lab, totaling $15,644, and paid for using FY11-12 Technology Fee funds. Systems were installed with Macintosh software procured with $11,516.70 of the FY11-12 Technology Fee.

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**MA007 Licensing**

IT Management shall be responsible for maintaining all licensed software media (diskettes, CD/DVD’s) for tracking the location of each use of licensed software; and for ensuring that licensed software is either renewed or replaced before it expires.

Related to the item above:

Yes, through the Technology Fee this is what we continue to do for most of the labs and maintain the licenses also for users’ systems, but funding for departments, sections and/or divisions are used to procure their own licenses, or renewal licenses subscriptions.  We have procured upgrade licenses for MS Office 2010/2011 for both PCs and Macs in the majority of labs using Technology Fee.

MAIN UPDATES as of 9/30/13 for FY12-13:

11/01/2012 – In connection with the upgrade of Classroom Lab D-9 and Mobile Lab C-1, licenses for MS Office and Windows 7 Operating System software were included as part of the total procurement.

11/21/2012 – In connection with the upgrade Classroom Labs C-4 and TC1220, licenses for MS Office and Windows 7 Operating System software were included as part of the total procurement.

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**TS009 Availability**

GCC technological assets shall be highly available. Availability means having information accessible and having a means of accessing it. Availability also means a high percentage of “uptime.” An application or network connection that is functional only 80-percent of the time is not available. The goal shall be 95-percent availability. Striving for 100-percent is unrealistic and too costly to attempt.

Related to the above:

As you know and mostly through Title III and MIS Fund 05 and Fund 11 and sometimes out of the Technology Fee (when applicable), we have implemented and continue to maintain our Integrated Database Management System, or Banner and Luminis for our Student, Finance, Financial Aid, Human Resources, Payroll, Advancement, and MyGCC Portal and e-Mail, Information Systems, etc., which is now our Enterprise Resource Planning (ERP) system composed of a Self-Service tool for both employees and students.  We have also procured contracts for Professional and Technical Services in support of our ERP, and continue to address the needs of our labs, networks, Internet bandwidth, and facilities.

MAIN UPDATES as of 9/30/13 for FY12-13:

10/10/2012 – Contractual Services with Ellucian (formerly SunGard Higher Education or SGHE) in the total of $174,002 out of MIS’ Fund 11 and DAR’s (Development and Alumni Relations) Fund 13, was procured to renew subscriptions for licenses, support, and continued use of BANNER, LUMINIS and all other ERP-related systems.

10/22/2012 – Contractual Services with TouchNet for our student online credit card payment system in the total of $29,340.53 out MIS’ Fund 11 and Title III leftover grant funds, was procured to renew service subscriptions.

11/13/2012 – Contractual Services bid was awarded to TechProven for Professional and Technical Services in support of our ERP, with the award totaling $171,600 and is being paid out of MIS’ Fund 11 and Fund 03 budgets.

06/13/2013 – Contractual Services to renew software subscription services for Oracle Relational Database System via Ellucian, totaling $68,913 was procured out of MIS’ Fund 11 budget.

08/08/2013 – Contractual Services to renew software and support subscription with Ellucian for BANNER’s Financial Aid system, totaling $6,836 was procured  out of MIS’ Fund 11 and Fund 03 budgets.

Other updates related to the above EA / ITSP objectives and strategies:

3rd Quarter FY12-13 – In June of 2013, MIS upgraded Moodle Learning Management System from 1.9 to 2.2, with work-in-progress for the latest upgrade to the 2.5 version scheduled to be completed and on standby by November of 2013.

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**GUAM COMMUNITY COLLEGE EA OBJECTIVES AND STRATEGIES**

***General Overview***

GCC will provide a unified, secure, efficient and reliable IT infrastructure to address current and future needs.

GCC will provide sufficient and cost-effective bandwidth to meet current and future needs.

Related to the above:

Also through Title III, MIS Fund 05, and Fund 11, CIP, grants, and sometimes out of the Technology Fee, we have procured generators, routers, switches, firewalls, UPS, and related licenses of software and systems tools, and virtualized our ERP servers on a blade platform to provide a unified, secure, efficient, and reliable IT infrastructure, we are not yet where we need to be. Among many other things, we have yet to implement a true Help Desk, a Redundant Network and Systems or a COOP (Continuity Of OPerations) site for Disaster Recovery, and have also yet to build a Data Center. We are also still working on many other upgrade projects for our ERP to improve system performance, reliability, and integrity.  On the plus side, we have implemented Campus Wireless for Internet as well as upgraded our Internet bandwidth to a sufficient (for now) total capacity of 100Mbps inclusive of a 3-prong redundant connection to the cloud.

MAIN UPDATES as of 9/30/13 for FY12-13:

10/31/2012 – Contractual Services to renew software licensing and support subscription services with Help/Systems (formerly Dartware) for network mapping, graphing, monitoring, analysis, and security totaling $2,710 was procured using Technology Fee funds.

11/07/2012 – Contractual Services bid was awarded to MCV (now DOCOMOPacific) for 20Mbps bandwidth BroadBand Internet services totaling $12,520 and paid out of Technology Fee funds.

10/01/2012 – 09/30/2013 – Contractual Services for a total of 90Mbps bandwidth Broadband Internet services with GTA Teleguam totaling $54,000 was procured throughout the year using Technology Fee funds.

\*NOTE:  Above services from the two Internet Service Providers comes up to a total of 110Mbps which is an increased upgrade of 10Mbps from the previous year’s 100Mbps bandwidth, which was a result of GTA donating 10Mbps more to GCC.

12/03/2012 – A new CCTV Digital Camera Surveillance System totaling $6,000 was procured for improved security at the computer labs at the Foundation and Allied Health buildings, as well as the Student Bookstore, paid for by the Technology Fee and Bookstore funds.

04/24/2013 – The new BookLog BookStore POS (Point-of-Sale) System valued at $35,794.40 was installed using BookStore’s Fund 12 budget.

08/13/2013 – Contractual Services to renew software licensing and support subscription services with SolarWinds for network monitoring, analysis, and security totaling $6,542 was procured using Technology Fee funds.

08/19/2013 – Contractual Services to renew software licensing and support subscription services with Symantec EndPoint Enterprise Antivirus System via DMR (Data Management Resources) and totaling $8,430 was procured using Technology Fee funds.

10/31/2012 – 07/16/2013 – Contractual Services to renew and to add VeriSign security certificates for the authentication of GCC’s online server services totaling near $5,000 was procured using Technology Fee funds and MIS’ Fund 11.

Other updates related to the above EA / ITSP objectives and strategies:

July of 2012 – GCC’s public website [http://WWW.GUAMCC.EDU](http://www.guamcc.edu/) was outsourced to WSI and also moved from inside the campus’ server and network infrastructure to into the Internet Cloud.

June of 2013 – Migrated our eMail system to the Internet Cloud by using Google’s GMAIL email platform which also comes with many other related Google Apps services such as Google Docs, Google Drive, Calendar, Sites, and many more.  This migration was made possible through the awarded bid for Professional and Technical services contract with TechProven.

1st Quarter FY12-13 – Implemented, as part of the computer standards specifications, security cable-lock system to be installed for all new PC and Mac systems to improve physical security and to deter theft.

2nd Quarter FY12-13 – Registered iMacs from Student Center lab and SSHS Marketing Lab computers to the iCloud for hardware equipment tracking in case of theft.

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***Application IT Architecture (AA)***

**AA002  Access Portals**

As much as possible, the preferred method for full compliance with the standards shall be to provide access to existing applications through web-based portals.  This will leave the individual applications undisturbed while still enabling the realization of the future architecture.   As applications become obsolete they can be replaced without significant changes to the user interface (i.e. the portal).

Related to the above:

GCC’s MIS has continued renewal of the subscription for the SirsiDynix Symphony SaaS (Software as a Service) access for the purposes of providing students an online library resource, at a cost of $12,221.17 annually, paid for out of Technology Fee funds.

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***Technology IT Standards (TS)***

**TS006 Hardware Standards**

The standard PC and server shall be current industry standard

Related to the above:

Out of the Technology Fee, we continue to upgrade labs that are 3 years old or older and according to the inventory and replacement cycle data, and also look for alternate funding sources other than just the Technology Fee.

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***Technology IT Standards (TS)***

**TS003 Network**

The GCC network shall be highly available and reliable, responsive, redundant, and transparent to the user.

Related to the above:

Again, thanks to building grants, CIP, and the Technology Fee, we have achieved a small level of redundancy on our current network, but we have immediate plans underway to improve on this and increase the redundancy level by putting in place multiple routing legs within the network for greater efficiency and reliability.

MAIN UPDATES as of 9/30/13 for FY12-13:

03/15/2013 – An Information Technology Capital Outlay bid (WESCOM) totaling $68,905.83 was awarded to Pacific Data Systems (PDS) to increase redundancy and improve efficiency of the campus’ local network traffic involving primarily the west side of the network topology map.  This project was paid for by the Technology Fee funds.

Other updates related to the above EA / ITSP objectives and strategies:

April of 2012 – GCC’s Campus Wireless WiFi network project was completed and paid for using $132,694.59 of FY11-FY12 Technology Fee funds.

At the completion of each of the new buildings these past couple of years, GCC added VoIP (Voice Over Internet Protocol) telephone services technology on the campus network at the Foundation, Student Center, and Learning Resource Center (Library).

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***Technology IT Training (TT)***

**TT004 Survivability**

Technology staff shall be highly trained at analyzing, designing, and implementing system backups, recovery techniques, hot swapping, mirroring, and other survivability protocols.

Related to the above:

GCC’s MIS has continued renewal of the Symantec Backup EXEC for backup and restore purposes at a cost of $4,184.75 annually, paid for out of MIS’ Fund 11 budget.

**Actionable Improvement Plan (AIP): Human Resources**

1. **Review and revise the performance evaluation tool for staff to improve and enhance the performance evaluation process. (Standard 3.A1b)**

**Action Taken:** The goals and objectives of GCC’sHuman Resources Department is to provide effective support for our employees through periodic performance evaluation and promotion based on merit. One of its performance indicators stresses to review and update staff performance process and tool. Listed on FY2014 Budget request, HR proposed that 100% of administrators and staff will receive training of the staff performance evaluations process. Employees can access and download information on Administrative Directive 95-001, “Instructions for PER, Performance Evaluation – Descriptions of Performance Factors.” This official document can be found on mygcc, under the Employee Services Tab.

Performance Evaluation Training was conducted by representatives of the performance evaluation committee on August 23, 2013, it was given to full time Faculty.

Progress is seen on this AIP. Staff Senate held a meeting on Friday Nov. 1.

**Status:** On going

**Next Step:** HR and Staff Senate (established in May 2012), need to address and force plan implementation and adhere to survey results and schedule for additional training for staff and evaluators.

**Send email and interview committee members (Marlena Montague) for update.**

**2. Evaluate and amend periodically the Code of Ethics Policy for all GCC constituents (including the Board) to align processes and procedures, as necessary and appropriate. (3A1d)**

**Action Taken:**  The Board of Trustees created its own Code of Trustees Ethics and Conduct Policy in 2008. The Code of Ethics Policy has yet to be reviewed.

**Email was sent to HR regarding AIP in September.**

Status: Ongoing.

Next Step: Discussion for all GCC constituents on professional ethics and conduct as well as follow up Board of Trustees scheduled review and update of Code of Ethics Policy. Follow up on response.

**3. Consider backing up all employee records electronically and stored off-campus for additional security. (3A3b**)

**Action Taken:** HR has been diligently working on getting all “official” documentation for active fulltime employees, scanned, back-up and updated. HR’s goal was 80% but due to logistical challenges, they are currently at 5% completion of scanning pertinent material into BANNER.

HR hired a new Personnel Assistant who started on February 25, 2013. She will assume the main role of scanning HR documents and uploading information into BANNER. However, a dedicated scanner is necessary to complete this project and deemed not to be financially feasible at this time. It is recommended by HR Administrator and VP for Finance and Administration that a dedicated scanner be purchased and shared among those divisions that will have heavy use for the BANNER Document Management System (BDMS).

**Status:** Ongoing

**Next Step:** Purchaseof Scanner is still pending, after the bid was cancelled 2 previous times. Follow up on status of scanner purchase.

**4. HR advertise or consider advertising faculty positions within Micronesia to recruit faculty of Micronesia descent to contribute to the diversity profile of GCC Faculty. (3A4b)**

**Action Taken:** GCC recently hired a professional originally from FSM and a former University Of Guam Professor to teach in a newly adopted and implemented program, Family Services. Although this is an adjunct position only, this shows that recruitment and advertisement efforts at GCC HR are effective.

GCC’s faculty is diverse and somewhat reflects the composition of its student population. However, according to GCC Fact Book, the Micronesian student enrollment, vis-à-vis students from the Federated States of Micronesia, Palau, and Marshall Islands, make up 10% of our enrollment. Yet, GCC has not employed any faculty from this specific region.

HR has been very proactive in posting job announcements on GCC’s website. This effective tool is cost effective for the College but may not be efficient in reaching areas where internet access is limited.

**Status**: On-going

**Next Step:** GCC HR continue to make efforts to advertise and actively recruit in outlying Micronesian areas. GCC should utilize its professional network in and around Guam and the region to advertise faculty job vacancies.

**Clarification of Micronesian descriptor should be made. People from Guam, Chamorros, are of Micronesian descent.**

**Actionable Improvement Plan (AIP): Standard III C – Technology Resources**

**5. Develop training standards with MIS personnel for new emergent technologies as documented in the ITSP. (3C1)**

**Action Taken:** GCC posted its Professional Development institutional Priorities for AY2013 – 2014 on August 27, 2013. One of the organizational priorities is “Modernization of classrooms, instructional technology, and facilities.” One of its Academic priorities includes “Enrichment in one’s content area, or improving staff of faculty competencies as related to their work (i,e, licensing, credentialing and certification).”

GCC has entered into a Technical Professional contract with Tech Proven which replaced Ellucian (formerly Sungard Higher Education or SGHE). This agreement specifies that Tech Proven will provide the technical expertise for the BANNER integrated system that is not available internally at this time.

It is noted that developing standard training for MIS personnel is especially challenging. The emerging technologies often occur quicker than can be grasp by tech specialists, while concurrently maintaining, upgrading, and troubleshooting the numerous computers and technology equipment found in classrooms, labs, and offices.

Professional development funding has been available for training. However, MIS faces challenges in acquiring funds for training. This limited funding source is competitive and serves to accommodate all training priorities for GCC staff and administrators.

This is in progress but the development of the “target” standard training for MIS personnel is one of the biggest challenges we are facing due to the speed and the magnitude of changes that occur in the field of technology.  With new emergent technology coming up quicker than we can get training for, the “standard” no longer remains the same and continues to evolve—which is a moving target.  With all the different types of technology gadgets existing and the realm of BYOD (Bring Your Own Device) available today, it is almost impossible to focus on what training to develop.    What we come up with as a standard today only seem to last while the type of technology or software is actually mainstream, which mostly change about every 6 months.  When major changes occur and the college decides to approve their implementation without fully addressing the training requirements, the configurations, specifications, and versions of the hardware or software you are trained for become obsolete and no longer valid or applicable.  This bring into the picture a related challenge that MIS faces with the limited funding from Staff/Administrator Development Funds, especially when pursuing technical training that are not readily available on-island.  At this time, training for MIS personnel is limited to how much is available and the prioritization of the Staff/Administrator Development Funds, which is insufficient to accommodate all the types of standard trainings, or requests that we’ve developed and submitted for in the past.  To truly address this action item, MIS will continue developing and updating training standards that are in support of what is currently within our infrastructure, what is most feasible financially and personnel-wise, and what will make the most positive impact to SLO’s and AUO’s.

MAIN UPDATES as of 9/30/13 for FY12-13:

September 2013 – In addressing emergent technologies and support for iPads in use by GCC students, faculty, staff, and administrators, MIS was successful in getting approval and in procuring two iPad 4 128GB devices for $2,528, using Technology Fee funds.  Through self-training, online/virtual training, on-the-job training, research, and familiarity, one of the iPads will be learned and used by an MIS Computer Technician (also trained on Macintosh system) to directly provide field support, and the other to an MIS Teleprocessing Network Coordinator (with Macintosh background) to provide and address wireless network-related support.

Although not specifically and directly addressing 3C1, the following are training updates for MIS personnel:

September 2013 – Completed remote / virtual training for MIS System Programmer, Kenneth Bautista, on ORACLE 11g Admin II funded by GCC’s Staff/Administrator Development Funds.

July 2013 – MIS Computer Technician, Benny De Leon, completed Mac OS X 10.8 Training

April of 2013 – Completed training for MIS Systems Programmer, Kenneth Bautista, and new Computer Technician, Victor De Roca on the new BookLog BookStore POS (Point-of-Sale) System.

May of 2012 – Training for Windows 7 Enterprise Desktop Administrator (MS 70-686) was approved for MIS Computer Technician, Jeff Fabro, but has yet to complete due to vendor scheduling conflicts (Windows 8 is now available).

June of 2012 – Completed training for Windows 7 Operating System by MIS Computer Technician, Jeff Fabro.

September of 2012 – MIS Computer Technician, Benny De Leon, attended Windows 7 Tips training.

2nd Quarter FY12-13 – Systems Administrator completed Basic e-Maint (Work Order System) Training

2nd Quarter FY12-13 – Computer Technician completed Camera Surveillance training for the Foundation, Allied Health Building, and BookStore DVR Systems from Micropac

2nd Quarter FY12-13 – Systems Programmer completed installation and training of the Lance Carpenter’s Time System (Handpunch 1000 / Pendulum Time Clock System) for GCC’s Cosmetology Program

3rd Quarter FY12-13 – Macintosh system support training in the Philippines completed by MIS Staff Benny De Leon, 3rd Quarter of FY12-FY13, funded by GCC Administrator/Staff Development Funds

**Status:** On going

**Next Step:** MIS develop and update training standards in support of GCC’s technology infrastructure and other emerging technology.

**Review and improve narration for final Fall 2013 report.**

**6. Increase the availability of technology training for all college constituents so that they become familiar in the latest instructional technologies that would gradually lead toward an expanded DE program. (3C1B)**

**Action Taken:** Since the start of the school year, Academic Technologies has provided training on Course Studio, Multimedia Equipment Training for Faculty and Staff, Web Site Training.

Academic Technologies submitted a report that identifies the strengths, weaknesses, opportunities, and threats facing GCC and its technology users.

Results from grant application, *Feasibility Study Strategic Plan on Distance Education Rural Business Opportunity Grant – CFDA#10,* is pending. This grant was to funda cost and needs analyses to determine if integration of DE into the curriculum.

Information was submitted by Academic Technologies. This includes DE quarterly reports and results from faculty technology survey. Additionally, scheduled training announcements have been collected.

**Status:** Ongoing

**Next Step:** Follow up on grant application, *Feasibility Study Strategic Plan on Distance Education Rural Business Opportunity Grant – CFDA # 10.773.*

**Analyze information for final narrative report for Fall 2013.**

**Actionable Improvement Plan (AIP): Standard III D – Financial Resources**

**7. 3D2f. Re-evaluate the College’s contract instrument to see if it can be strengthened or improved.**

**Action Taken**: MaterialsManagement’s performance indicator states that it will develop, implement, and continue to update standard contracts for small constructions or capital improvement projects for the college to manage risk. Its proposed outcome to be 100% of the small construction or capital improvement projects fill have a contractual agreement prepared and approved, tagging of fixed assets will be completed as equipment is received, MM will maintain insurance coverage for auto, crime.

GCC enters into many contracts and MM is managing them at all stages of the process. The list of current bids and contracts can be found on GCC’s website under GCC Bids.

Email was sent to MM for information.

**Status:** Ongoing.

**Next Step:** Follow up, per ISER, on any amendments and improvements to standard operating procedure (SOP) for writing and executing contractual agreements, the addition of definition page for all the technical verbiage or performance-related words, and lastly, legal counsel signature for certification.

**Continue to follow up.**