



Operational Services Council

08 November 2018

Central Services S201

2:30 to 4:00 pm.

Call to Order

Members Present: Christina Devlin, Chair; Jean Yemba, Secretary; Marvin Mills; Laura Anna; Jane-Ellen Miller; Sharon Kauffman; and substitutes Carlo Sanchez (for Mark Pace) and Emmilee Racek (for Kristen Roe)

Members Absent: Mark Pace; Kristen Roe; Kimberly Robinson; Angela Nissing; Elizabeth Greaney, David Sowards.

I. Welcome – Call to Order: Approval of Minutes/Agenda

- a. Operational Services Council meeting was called to order by The Chair, Christina Devlin, at 2:35 p.m.
- b. She reviewed the meeting's agenda and noted that there would not be a business services update because Ms. Greaney and her substitute were both at a required IT training.

II. Review of October 11, 2018 minutes: Chair Christina Devlin.

- a. The chair noted a correction sent by Elizabeth Greaney regarding spelling as well as information about what kind of feedback the Office of Business Services is seeking to improve long-distance travel forms.
- b. A motion to approve the minutes of Oct 11, 2018 with the changes noted was moved by Jane-Ellen Miller and seconded by Marvin Mills. The minutes were approved unanimously.

III. Open Comments

- a. Jean Yemba reported that several WEPA printers were out of order in the Public Safety and Science buildings in Rockville
- b. Sharon Kaufman responded that she would check with the supervisor of the WEPA contract to make sure that the printers received the appropriate upkeep.
- c. Laura Anna reported that the temporary relocation of counseling services to Mannakee challenges students simply looking for the right office and faculty who sometimes walk students to find emergency counseling help. Dr Marvin Mills

said that he could work to make sure additional signage on the pathway to Mannakee is added and that he would work with Dr Tonya Mason, the Rockville Student Services Dean, and Dr Monica Brown noted that there is a need on all campuses for additional wayfaring signage to direct people in appropriate routes from parking and across campuses to their destinations. He also let the council know that the college is considering a Waze app specifically for wayfaring on our increasingly large campuses

- d. Laura Anna also mentioned that the printed student schedules make locations in the Science Center and Science West difficult to differentiate, sending students to stand outside rooms that are not classrooms during the first week of classes. Jane- Ellen Miller noted that she could find out how the names are coded into Banner and that this problem is an excellent example of processes that will be easier to update as we adopt new Ad Astra scheduling software which will work in conjunction with Banner.

IV. Old Business

- a. Christina Devlin brought up the need for a note-taker for the December meeting, and the new secretary, Jean Yemba, volunteered to take notes at that meeting.

V. New Business

- a. The chair reported a few questions from College Council that had been referred to the Operational Services Council.
- b. Mail Services: Slow US and interoffice mail delivery at the Takoma Park-Silver Spring campus in particular continues to be a problem. Sharon Kaufman deferred to Marvin Mills who let us know that a plan is in process to combine and cross train the separate organizations assigned to US and interoffice mail delivery. This combination would increase the number of deliveries per day between campuses and to avoid the using public safety personnel as mailroom backup staff. He expects to report on a plan at our December meeting that could be in place as early as the end of January 2019.
- c. Classroom Door Protocols. A faculty member reported to the TPSS council that a security officer advised that doors should be closed when classes are meeting. Marvin Mills clarified that there is no protocol for doors being open or closed during classes. The only doors that are required to be closed are fire doors. In the light of recent security incidents, however, the need for such protocols might be under discussion and would be brought to governance councils.
- d. Two-Factor Authentication: a number of questions were raised about the accessibility of personal cellphones/public networks especially for part-time faculty with the use of Duo, the two-factor authentication system. Jane- Ellen Miller noted that the timeline, especially for when two-factor authentication will be required of students, is still in flux because we know that students do not all have access to the personal technology used with Duo. While faculty and staff can begin using Duo in January, Duo use will not be required until considerably

later in the year. The timeline for student adoption is still under discussion. The IT security team will make sure that Duo is not required unless we are assured that all users have the ability to access our systems.

- e. In a final item of new business, the chair requested any input for questions and discussion items for the December meeting visitors, the director of Equity and Inclusion, Sharon Bland, and ELITE/Blackboard representatives Mike Mills and Robin Cook. She noted that some concerns about student/student communication have been raised in relation to Blackboard as one example.

VI. Regular Updates

- a. Facilities and Security

Dr. Marvin Mills provided a written update with information about facilities and security and noted that our construction projects are going well and that we continue to update security procedures as we respond to new kinds of incidents. In addition, building projects on all campuses, while delayed by the heavy summer rains, are proceeding well.

- b. Information Technology

Jane-Ellen Miller provided an Information Technology update. She continues to focus on making all our technology accessible and has presented our strategy for accessibility at the recent EDUCAUSE Conference where our work was favorably compared to an Ivy League school. Project plans are being worked out for schedules for moving to new software that more accurately match our training needs and task schedules. A new vendor has been selected to implement the Workday transition, which will include on-site training for both business and human resources units. She noted that Workday is functioning well for this year's open enrollment for benefits. In addition, as we make the transitions to Self-Service Banner and Workday, business processes will continue to be examined and updated. Especially for the transition to a new Banner system, extensive data cleanup will be the first step in making sure the work goes smoothly.

VII. Adjournment – Chair, Christina Devlin

The Chair, Christina Devlin, motioned to adjourn the Operational Services meeting at 4:04 pm.

The next meeting will take place Thursday, December 11, 2018 in CT S201 from 2:30-4:00 pm.