



## **Operational Services Council**

30 January 2020

Central Services S108

2:30-4:00 pm

### **ATTENDEES**

Members Present: Ed Riggs, Chair; Raquel Bunai, Christina Devlin, Liz Greaney, Alice Langholt, Jane-Ellen Miller, Mark Pace, Kristen Roe

Members Absent: Keissy Alfaro, Anjel Jaxsen, Rebecca Rahman, Marvin Mills, Angela Nissing, David Sowards

Guests: Clevette Ridguard, Governance

### **CALL TO ORDER**

Ed Riggs, Chair, called the meeting to order at 2:35 pm.

### **AGENDA/MINUTES**

The agenda was approved by a voice vote. The minutes of the December 12, 2019 meeting were also approved by a voice vote as to their content with emendations as necessary to correct small typographical errors.

### **OPEN COMMENTS**

There were no speakers in the open comments period.

### **CHAIR REPORT**

Christina Devlin gave a report about the Governance Training meeting held on January 23, 2020, which she attended as the OSC representative:

- All governance members are reminded that they can participate and encourage others to volunteer to help with the communications process for governance nominations. The process is lengthy because part of the voting period stretches over spring break in 2020.
- All councils are encouraged to review and update their goals as needed. It is possible for councils to update goals as they work through the goals during the year.

There was a brief discussion at the training about why the College Council Chair is elected by the outgoing council members

- Key topics in Roberts Rules of Order and an ice-breaker activity with art were also part of the meeting.

## **MARKETING AND THE OSC**

Jane-Ellen Miller reported on a successful visit to Employee Services Council. She was asked to return to give more IT updates and OSC information at a future meeting. Christina Devlin reported that she will visit the Germantown Council on February 4, 2020.

The group entertained a lively discussion about the problem of access to meetings, as Kristen Roe recommended we consider access and knowledge about the OSC as separate issues. In addition, the group considered, based on a comment from Liz Greaney, whether or not some of the councils have too much overlap, which results in people not knowing where to get help or information. We agreed that one benefit of the governance system is that concerns can move through governance and generate recommendations as long as they are brought to *a* (any) council.

Other suggestions to forward knowledge about governance and the OSC include the idea of an interactive flow chart or graphic to show where concerns can be brought—perhaps with a bot or other software.

The group discussed how we can advertise on social meeting and via Montgomery College signage and Raquel and Kristen plan to work together outside the council on some of our messaging.

## **REGULAR UPDATES**

### **Facilities**

Dr Mills was not able to join us and we anticipate a facilities report at the February 13 meeting.

### **Parking and Transportation**

Mark Pace updated the group about some ongoing projects in transportation:

- The shuttle contract is going out for bid as the current 5-year contract will expire soon. Based on previous bids, we may have as many as 10 interested companies, but in reality, only about 3 will be able to offer the level of service we require.
- He will be our OSC information representative to Student Council, which of course did not meet during the winter break.

### **Information Technology**

Jane-Ellen Miller gave an IT update that included the following items:

- Adobe: this suite of software is now available at the college through the Adobe Creative Cloud. While we had been investigating using this form of Adobe software, we had to move up the implementation when Adobe informed us that college and universities all needed to use their “named user” model. faculty will use their logins in the classroom and a smaller suite of tools that requires student login are used in the student computer labs.
- Workday: Marathon meetings to help administrative areas revise business processes to use Workday are ongoing and intensive, but keeping up to schedule for the transition.
- ZOOM: our new conferencing software to be available in the first half of March. The first 1500 licenses will go to council leaders and managers, but employees can request a

license to use. This software will likely be a boon for governance meetings as a meeting invite can be used as a link for any attendee.

- Workshops will be scheduled to update users for the new version of Banner

### **Business Services**

Liz Greaney reported on the current work in her area (in addition to the Workday business processes marathons)

- The Board of Trustees adopted the Montgomery College 2020-21 budget at its most recent meeting. It's a flat budget both from the point of view of the college, county, and students. No Montgomery College budget is final until approved by the County Council, which happens in May.
- The Governor has recommended a change in our state aid formula which may impact state aid to the College. At this time, it is too early to determine.
- Audits are ongoing, especially Maryland Higher Education Commission audits of grants
- There may be opportunities for internships in business services for students with experience in accounting.

### **ANNOUNCEMENTS AND ADJOURNMENT**

Liz Greaney made a motion to end the meeting, which was seconded by Jane-Ellen Miller. The meeting was adjourned at 3:50 pm as our Chair reminded us that the next meeting will take place in just two weeks.

The next meeting of the Operational Services Council will take place on February 13, 2020 in Central Services from 2:30-4:00 pm.