

MC GOVERNANCE

OPERATIONAL SERVICES COUNCIL (OSC)

THURSDAY, OCTOBER 8, 2020

2:00 PM – 4:00 PM

VIA ZOOM

ATTENDEES

Members Present: Ed Riggs, Chair, Raquel Bunai, Stacey Ford, Patty Gorski, Liz Greaney, Kelli Hill, Alice Langholt, Sally McClean, Jane Ellen Miller, Marvin Mills, Angela Nissing, Adam Reid, Donna Schena, Pam Taylor

Members Absent: Andrew Arnold, Ashley Jones, Pam Taylor, Vani Samaroo

Guests: Clevette Ridguard, Mark Pace, Emily Schmidt

CALL TO ORDER

Ed Riggs, Chair, called the meeting to order at 2:07 p.m.

AGENDA

Mark Pace, Parking and Transportation Manager, was asked to attend the meeting to discuss the constituent concern regarding parking fees. However, since Donna Schena is on the OSC and had sent out a memo to the College community earlier that day discussing why the parking fees will still be assessed, Mark did not need to address this constituent concern.

MINUTES

The minutes from Thursday, September 10, were approved by Jane Ellen Miller and Marvin Mills seconded the motion. Ed Riggs asked the committee to email Raquel Bunai, OSC Secretary, if any edits need to be made on the minutes.

CONSTITUENT CONCERNS

- ✚ Sally McClean brought forward a constituent concern regarding parking fees. Why do MC students and employees have to pay for parking fees when most people are in a remote environment?
 - Donna Schena, Senior Vice President of Administrative and Fiscal Services, responded that MC had to use bonds to pay for the parking structures. The bonds contain requirements that identify specific revenue sources to ensure the College repays the debt. Within the bond document, it states that the payments will be made from revenue generated through student and employee parking fees. It also states the fees cannot be waived which would put paying the bond at risk.

- ✚ Kelli Hill brought forward a constituent concern regarding the work on the Takoma Park/Silver Spring Campus. She asked if the work on the parking lot was going to extend to Takoma Road.
 - Mark Pace responded that half of the parking lot will come back after the Math and Science building has been constructed.
 - Donna Schena discussed that the work on that building had been put on hold temporarily because there was a tree issue with the Takoma Park residents.
- ✚ Angela Nissing brought forward a constituent concern regarding that three of her faculty members have had their technology break down within the last week and now are teaching and grading papers using their personal cellphones. This is a concern if MC is requiring faculty to teach remotely but they don't have the means to do so. They have submitted a request to IT for new laptops but are still waiting.
 - Jane Ellen Miller responded that IT distributes equipment every Wednesday and said that no one who has put in a request has been denied.
 - Jane Ellen also requested that Angela send her an email with the names of the faculty members that need the laptops.
 - Jane Ellen mentioned that there has been an order in for laptops for over three months but, unfortunately, they have yet to arrive. Also, when the College got the funding for 340 additional laptops, IT is still waiting for their arrival. Since so many people are working remotely, there has been a huge delay, but the College continues to receive laptops around 12 at a time.
 - Sally McClean brought up that she's also waiting for a College laptop because she's unable to use her College screen on her personal laptop.
 - Jane Ellen responded that MC doesn't have the ability to do a screen share on a personal computer. The ultimate goal for IT would be to give everyone a laptop with a docking station in case we have to go to remote work again, we'll be prepared with College equipment.
 - Jane Ellen discussed that since last March, MC has distributed over 700 laptops. Initially, they discussed being loaner computers, however, after further discussion of the future of remote work, MC is looking at how everyone gets a computer permanently.

CHAIR'S REPORT

Ed Riggs, Chair, reported the following from College Council:

- ✚ Talent Share Program was discussed where staff that are not utilized are looking to be reassigned into units that could use their help to fill in the gaps.
 - Donna Schena shared that in the latest Employee Matters newsletter from HRSTM, it discussed the Talent Share Program which highlighted the first successful pairing in IT where an employee mentioned that they had time during the week and were able to make a connection with a new department. Donna has also been able to make a connection with one of her employees in AFS who is completing her dissertation on the academic side. Donna has spoken to Dr. Sanjay Rai to give her employee the opportunity to work on the academic side

one day a week. This is a good opportunity for employees to learn from other areas if they are able to do so given the current remote working environment.

- ✚ Dr. Monique Davis gave an update from the Corona Advisory Team (CAT).
- ✚ There was a discussion on governance council goals.
- ✚ Dr. Clevette Ridguard gave a governance presentation.

REGULAR UPDATES

Public Safety

Adam Reid, Interim Director of Public Safety, provided the following updates:

- ✚ The Central Dispatch Center is about 85% complete. The target is to have a soft launch at the end of the month. The radios are almost wrapped up, the monitoring system is in place, and all the communication dispatchers are working on the campuses. This will be an outstanding opportunity to streamline processes and everybody being able to use the 333 number. This will be a step in the right direction for bringing up public safety to where it should be, where it will head in the future, and support the College in the best way. Once dispatch is opened up, Adam will have a walk-thru and share pictures. The center looks beautiful. This project has been about a year in the process so everyone is excited to get it opened.
- ✚ As far as staff, when Adam took over he noticed a lot of silos per campus operations. There were a lot of different trainings per campuses without much consistency. Adam spent a lot of time working on consistent standardized training for the public safety officers to have them all on the same page. The first phase of the standardized training has been rolled out based around FEMA, ICS, and emergency response training. So far the training has been working out very well and there has been a lot of positive feedback. Given the condition of the pandemic and not being fully staffed in certain areas, this gives the officers something to do when they're not busy. There will be another segment in December. They're going to work closely with the county and with Sharmila Pradhan's team. Adam would like to expand and offer as much training to the officers as possible so that it's consistent throughout the College.
- ✚ The Special Police Academy (SPO) has partnered with WDCE. Steve Drummond who was the prior director at MC is taking the lead with shepherding the process with the SPO's. Effective October 1, special police in Maryland have minimum baseline requirements of in-service and pre-training before being appointed as an SPO. MC has sent all of our SPO's through a prior training program before being appointed, but saw this as an opportunity to market to the State, other institutions, or anybody who would employ an SPO and accredited by the Maryland Police Training Commission for the special police certifications. It's very exciting for MC to be on the front line of this. There had been other programs at other colleges but they do not meet the requirements of what MPT and the State Police set forth, so MC is ahead of the game. MC is actively building up the curriculum and have all the baselines set. They are trying to fill in some pieces with instructors who will teach some of the modules and are looking at a January, 2021 start. Ninety percent of the program will be delivered through Zoom, however, there will be a

small in-person component. MC has worked with Anne Arundel Community College which will host the in-person training.

- Adam has been working closely with Rose Garvin on a FEMA grant. The federal government has set this grant forth for protective gear such as PPE supplies, barriers, and things that are related to the pandemic that don't fall under the CARES Act. They are close to submitting their first return for reimbursement and the institution will wind up getting back close to \$95,000 thanks to everyone who has been tracking and recording their purchased for personal protective gear to help keep the institution and employees safe from the conditions related to the pandemic. This grant is constantly being modified and the federal government dictates the terms, but MC is looking at submitting this grant again next year, probably in February or March. Adam mentioned that Heather Milke and Russ Peterson have been doing a great job of keeping track of all these purchases which is essential for this grant.

IT

Jane Ellen Miller, Interim Chief Information Officer, provided the following updates:

- The Information Technology Alignment and Planning (ITAP) group, made up of constituents from across the College, facilitated a five-year IT Master Plan that is in alignment with the MC2025 Strategic Plan, MC Resilience Plan, and the FY2021 Institutional Goals. Jane Ellen thinks that OSC should take some time to look at the IT Master Plan which has been designed as an ongoing working document with set strategies to get MC to the end game with the idea of working with IT on and off campus. In March, this group had to pivot because the College went remote due to the pandemic. Previously, their focus was on the campuses but they had to figure out how to do everything remotely. The IT Master Plan is going to PEC later this month and then will become a working document in line with the College's strategic plan.
- IT is assisting with this remote environment and has worked to develop minimum hardware standards that are published on the OIT website. This has been shared with the VPP's and deans and it basically talks about the types of hardware needed to do College work. There is a link on the website that gives a person the specs so that, for example, if an employee is in General Studies there is a spec for that program and the price for it. The specifications are based on programs. There is also software still available for the students to have access to.
- Workday is getting towards the end of the road. There are five major phases within the Workday implementation. Three have been completed and two-thirds away from completing the fourth one. The system has been built and designed. There are 40 employees at the College that has been working on every potential process for payroll, finance, and HRSTM to revise and ensure it's more efficient. They went through a Cycle Test 1 of testing all 6,000 of those processes and are now in Cycle Test 2 and two-thirds of the way of testing those same processes with the idea of being able to tweak and refine them but also getting them comfortable to use the system. They will continue in Cycle Test 2 through December then there needs to be a Banner upgrade and in addition to that, but also bring out a new instance of Workday so that in March they'll

run one more test, Cycle Test 3, which will be the last one. This will continue March through July, then start the deployment and training to the College. There will be staggered goal lines. The employees at MCLearns are currently in training to operate their system through Workday, which will go live in January, 2021. There will be an HCM module that will start in July, 2021.

- ✚ There is a Banner upgrade every December, primarily regulatory (i.e., IRS codes, financial aid codes, HR codes, etc.). There is a campus-wide team that works on it and come up with the dates to work on it that doesn't impact grades.

Facilities

Marvin Mills, Vice President of Facilities and Security, provided the following updates:

Germantown Campus

- ✚ Science and Applied Studies Building on the Germantown Campus – Phase One
Hess Construction + Engineering Services substantially completed the renovation and addition in January, and the College began holding classes in the building at the start of the Spring 2020 semester. The stage 3 work to complete the connection of the addition to the existing building resumed at the beginning of July and is expected to be complete by the end of October.
- ✚ High Technology and Science Center ADA Elevator Addition
The construction of the new ADA elevator pit and structural steel was in progress when the work was suspended by the College due to the COVID-19 pandemic. Work resumed in the middle of July and the contractor continued with the installation of structural steel and utilities to support the elevator in the new elevator machine room.

Rockville Campus

- ✚ Student Services Center
Grunley Construction Company, Inc., substantially completed the project at the end of April and received a 60-day temporary occupancy certificate from the City of Rockville on April 27. Site work around the existing amphitheater is in progress and is expected to be completed sometime in October. Campus Public Safety office was moved from Mannakee to the new Student Service Center at the end of September. Demolition of the existing student service building is expected to start in November once staff has been moved into the new building.
- ✚ Soccer Field Complex
Soccer field project is substantially complete and the contractor is completing punch list activities. Montgomery College's IT department is working to complete WiFi connectivity to the field and building.
- ✚ Macklin Tower MBI Finance Suite 100
Baltimore Contractors, Inc., was awarded the contract for the renovation of the VPP suite in Macklin Tower to become the MBI Finance Lab. The building permit was issued on June 29, 2020, and the College issued a Notice to Proceed to the contractor on July 6,

2020. Demolition was essentially completed by the end of July. Work in progress includes framing of interior partitions and electrical and mechanical rough-in work.

✚ Mannakee Center for Training Excellence Second Floor Renovation

Oakmont Contracting LLC, was awarded the contract for the second-floor renovation of the Mannakee building. The building permit was issued on July 30, 2020, and the College issued a Notice to Proceed to the contractor on September 17, 2020. The contractor has mobilized to the site and preliminary construction planning is in progress. The College moved personnel and furniture out of the third floor work area on September 16 and 17 and will move personnel and furniture from the second floor work area in the middle of October. The renovation project is expected to be completed by May, 2021.

✚ Elevator Repair Projects

All legal issues with Thyssen-Krupp have been resolved. A Purchase Order is being prepared for repairs to the CB and CS elevators.

Takoma Park/Silver Spring Campus

✚ Catherine and Isiah Leggett Math and Science Building:

Project information is available at <http://mcblogs.montgomerycollege.edu/tpss-math-science-building/>

SmithGroup, the architect of record, completed the construction documents for the building and Barton Malow received bids on July 31, 2020. Submitted bids are being evaluated and Barton Malow will provide a GMP No. 4 contract amendment to the College in October. The award of this contract amendment is scheduled for the November Board of Trustees meeting.

The GMP No. 2 Amendment to contract #567 was awarded to Barton Malow at the March Board of Trustees meeting and their contract has been amended accordingly. A demolition permit is pending the issuance of the tree removal permit by the City of Takoma Park.

The GMP No. 3 Amendment to contract #567 was awarded to Barton Malow at the June Board of Trustees meeting and their contract has been amended accordingly. The construction permit is pending the issuance of the tree removal permit by the City of Takoma Park.

Pandemic Operations

- ✚ Where applicable, Facilities administrative operations have totally converted to remote work, to be performed through December 2020
- ✚ Directors formulated plans for returning to the “new normal” operating conditions and determined which facilities should be operated for Fall 2020, by studying RtB/RtC documents from several government and professional associations.
- ✚ Facilities staff established social distancing requirements impact room occupancy (classes, office settings, meetings, restrooms, dining areas, athletics, rentals, etc.). Signage has been established in all occupied facilities.

- ✚ Facilities staff is continuing to work with CAT, Academic Affairs, and Student Affairs on building occupancy for Spring 2021, to include possible athletic events.
- ✚ First five weeks of Fall 2020 had no issues with classes.
- ✚ Facilities has responded to several potential or actual COVID-19 exposures with cleaning and disinfecting the areas in question.
- ✚ Facilities staff met with Dr. Rai and the VPP's to identify and prioritize deferred maintenance projects for the upcoming 18-month period.

Office of Business Services

Liz Greaney, Chief Business/Financial Strategy Officer, provided the following updates:

- ✚ Confluence of Fiscal Years
 - Fiscal year 2020 closed with completion of the audit of our external financial statements and enrollment numbers.
 - Fiscal year 2021 is ¼ of the way behind us and the first quarter financial report will be presented to the BOT during the October 19, 2020 meeting.
 - Fiscal year 2022 budget development is underway. Look for the following:
 - Budget Outlook memo from Liz Greaney scheduled for Monday October 12, 2020
 - Meeting with College Council scheduled for Tuesday October 13, 2020
 - Budget Outlook presentation to the BOT during the October 19, 2020 meeting
 - Budget forums scheduled for late October, one in the morning and one in the afternoon via ZOOM
 - We have one more audit that is still in progress for the fiscal year 2020 which is commonly referred to as the Single Audit. It is a required audit because we receive federal grant money, the biggest of which is student federal aid.
- ✚ Workday is in the testing phase, Cycle 2 of three cycles. In this cycle, we are testing configuration, functionality and viability of our plans. Our testing is on various work streams including accounts payable and expense reimbursement, business assets, grant and financial accounting, banking, etc.

MARKETING STRATEGIES

Ed Riggs discussed that Emily Schmidt, Director of Marketing, went to an OSC meeting last year because one of the goals was to market the council. Many people in the College community are unaware what OSC does. Last year, several members of OSC visited other councils and discussed what OSC does. Ed invited Emily back to see how we can further market OSC.

Emily welcomed everyone and discussed the following:

- ✚ The number one priority this council needs to work on is getting the OSC webpage updated.
 - What does OSC do?
 - What is discussed at the meetings?
 - How does OSC respond to those discussions?

- ✚ Emily discussed that one of the council members should put together a draft of information and she can edit it.
- ✚ Once the webpage is up-to-date it can be shared on Inside MC Online, social media, etc.
- ✚ Stacy Ford volunteered to work with Emily to draft information for the OSC website.
- ✚ Mark Pace had a good marketing example for OSC last year. Emily will reach out to him to get it.

OSC GOALS

- ✚ Goals are due November 1, 2020.
- ✚ OSC met their marketing goals last year, however, Ed would like to continue marketing as one of the goals for FY21.
- ✚ Ed would like the OSC members to visit other governance councils starting this December.
- ✚ The other council goals are about student success but OSC is mainly about process.
- ✚ Ed would like this council to come up with some ideas for a second goal and email it to him within two weeks. Since the next meeting is past the November deadline, we will all need to work together via email. Ed will email everyone ideas.
- ✚ Kelli Hill asked Ed if we could get a better description of what OSC does that might better help work on future goals.
- ✚ Stacy Ford asked if the outcomes of these goals were awareness and engagement.
 - Ed responded that they were but also added knowledge of OSC. When discussing engagement, the conversation could be about funneling constituent concerns directly to OSC instead of getting it second hand.
- ✚ Alice Langholt suggested putting together a list of questions with short answers that could be sent out to market the conversations happening in OSC.
 - Stacey Ford responded that we need to get the information to develop those questions.
 - Kelli Hill responded that she could assist with putting something together but would also need that information.

ANNOUNCEMENTS

- ✚ Since a large group of council members have to leave OSC meetings early due to a scheduling conflict, Ed will reconfigure future agendas to have the Public Safety, IT, Facilities, and OBS updates first, combined with constituent concerns immediately after that pertain to the unit that just presented their updates. Guest speakers will present at the end of the agenda.
- ✚ Jane Ellen Miller will introduce the IT Master Plan at the November 12 meeting and will need 20 minutes for her presentation.
- ✚ Email Ed Riggs goal ideas within two weeks.

ADJOURNMENT

- ✚ The meeting was adjourned at 3:46 p.m. Alice Langholt approved, Stacy Ford seconded the motion.
- ✚ The next OSC meeting is scheduled for November 12, at 2:00 p.m.