

MC GOVERNANCE

OPERATIONAL SERVICES COUNCIL (OSC)

THURSDAY, DECEMBER 3, 2020

2:00 PM – 3:30 PM

VIA ZOOM

ATTENDEES

Members Present: Ed Riggs, Chair, Raquel Bunai, Stacy Ford, Patty Gorski, Liz Greaney, Alice Langholt, Sally McClean, Jane Ellen Miller, Marvin Mills, Angela Nissing, Adam Reid

Members Absent: Patty Gorski, Donna Schena

Guest: Yvette Taylor

CALL TO ORDER

Ed Riggs, Chair, called the meeting to order at 2:11 p.m.

AGENDA

The agenda was unanimously approved.

MINUTES

Marvin Mills approved the minutes from the December 3, 2020 meeting. Jane Ellen Miller seconded.

CONSTITUENT CONCERNS

At the November 12, 2020 OSC meeting, Tonya Baker brought a constituent concern regarding administrative staff being able to designate a host for Zoom meetings. We had heard that by January, 2021 there would be changes in Zoom to take care of this concern.

- ✚ Jane Ellen Miller responded that Tonya Baker sent IT a request on January 27, 2021 since the changes haven't been made to Zoom. Phong Banh, Director of IT Application and Web Services, will reach out to Tonya to discuss what the concerns are and how this issue can be resolved.

Stacy Ford forwarded a constituent concern from a student asking why faculty has access to LinkedIn Learning but students don't.

- ✚ Ed Riggs responded that it was his understanding that students did have access to LinkedIn Learning because when it was Lynda.com the students had access to it.
- ✚ Jane Ellen Miller believes that the students do have access to it but will check.

REGULAR UPDATES

Facilities

Marvin Mills, Vice President of Facilities and Security, presented highlights from

Capital Projects

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 connect the addition to the existing building has been completed and only close out activities and warranty work remain.
- ✚ **High Technology and Science Center ADA Elevator Addition:**
Elevator in progress with 6 to 8 weeks remaining to completion. Elevator door frames are scheduled to be installed next week. Elevator jacks have been installed up to the 4th floor. The metal panels for the elevator enclosure have been released for fabrication. Grunley has stated there is about 10 weeks lead time. The elevator work will be complete prior to the delivery of the panels. Grunley will provide interim painted plywood finish in the interim. Elevator installation is expected to be complete by the end of March.

Rockville Campus

- ✚ **Student Services Center:**
Site work around the existing amphitheater has been completed and punch list activities are in progress. Asbestos abatement and removal of hazardous materials in the old Student Services building will be completed by the middle of January. Asbestos abatement and other hazardous materials (PCB containing caulk around windows) is complete as of January 22, 2021. The City of Rockville is requiring a demolition permit for the old Student Services building. The College is in the progress of obtaining all necessary clearance letters from the utility companies for submission to the City of Rockville Department of Permitting Services to obtain the demo permit. Demolition of the existing student service building is expected now to start in mid-February.
- ✚ **Soccer Field Complex:**
Soccer Field project has been completed and the contractor is completing close out activities.
- ✚ **Macklin Tower MBI Finance Suite 100:**
Baltimore Contractors, Inc. is making steady progress on the construction of the MBI Finance Lab. Work in progress includes electrical and mechanical rough in work on the first and ground floors. The air handler unit has been delivered and installed in the basement of the building. The installation of new ductwork is in progress on the first floor. Field measurements have been taken for the exterior ticker, and the ticker will be installed in 8 to 12 weeks. Patching and waterproofing of the supports at the terrace is scheduled to be completed in the next two weeks.
- ✚ **Mannakee Center for Training Excellence Second Floor Renovation:**
Oakmont Contracting LLC is making good progress on the second-floor renovation project. Current work in progress includes wall framing, electrical rough-in, and network cabling work. Structural The rooftop mechanical unit has been delivered to the riggers yard and is expected to be installed at the end of February. Steel modifications are

required to be made to the roof prior to the installation of the new unit. Ductwork and ceiling mounted mechanical units are being installed on the second floor. The renovation project is expected to be complete by May 2021.

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/>

Asbestos abatement and removal of mercury containing flooring under the Falcon Hall gym wooden floor was completed in Fall 2020.

Three subcontractors are currently working on the project. Eastern Branch, the sitework subcontractor, is installing erosion and sediment controls, removing existing light poles and emergency phone towers, demolishing existing parking lot curbs and gutters, and removing trees in compliance with the tree removal permit. Demolition of the existing tennis court retaining wall is expected to be completed in January.

D&H Demolition continues with soft demolition activities in Falcon Hall and Science South. The demolition permit will be issued once clearance letters are obtained from all public utilities. Barton Malow and the College are working on obtaining these letters. In the interim, preparations and temporary shoring are being installed prior to the demolition of the bridge between Science North and Science South.

JLN, the site utility subcontractor, is working on locating, cutting, and capping all utilities connected to Science South and Falcon Hall. The emergency generator serving Science South is also being relocated per the contract documents. They will also layout and install storm drain manholes on the site through January.

Campus Facilities Operations

Germantown Campus

- ✚ Red Cross: An additional Red Cross blood drive has been arranged for March 16th & 17th in the BE Conference Center.
- ✚ MD Amateur Radio Club: The MD Amateur Radio Club Outstanding Service Award was presented to John Day for his collaboration on maintenance of MARC equipment housed in the HT building.
- ✚ MAPEL Center: The MAPEL Center within the newly refurbished SA building is ready for opening for the Spring 2021 Semester, offering additional student support.

Rockville Campus

- ✚ Risk Assessment: On December 20, 2020, FM Global conducted its semimanual risk assessment of the boiler and machinery located on the RV campus. Potential hazards and conditions were evaluated, and recommendations were submitted to include infrared scanning on all low-voltage switch gear and providing sprinkler protection in all un-sprinkled areas. The recommendations are offered as FM Global's best property loss prevention advice. Campus facilities will act on the recommendations to add infrared

scanning to the list of ongoing preventive maintenance and evaluation of non-sprinkled area for future inclusion of sprinkler systems.

Takoma Park/Silver Spring Campus

- ✚ Cafeteria Renovation:
- ✚ Campus Facilities are collaborating with the College Architect to complete the upgrades requested by the Auxiliary Services and the new food & beverage provider.
- ✚ Preventive Maintenance: Several preventive maintenance projects have been completed or are in progress, including the performance of quarterly sprinkler inspections, elevator emergency phone maintenance, installation of plumbing backflow preventers, installation of BTU meters, installation of refrigerant detection systems and HC and ST boiler repairs.
- ✚ Building & Grounds: The custodial team continues to perform deep cleaning of closed buildings, including dusting of high areas and upholstery dirt extraction.
- ✚ A scrim featuring MC promoting graphics was installed on a fence along Burlington Ave. to increase visibility to the College.
- ✚ On the Silver Spring Campus, speed bumps will be installed along Jessup Blair Park Drive and King Street to enhance vehicular safety.

Campus Facilities Operations - Collegewide

- ✚ Collegewide Access Control: An access control contract with a total cost of \$750, 336 was awarded to Johnson Controls, Inc. Scope of work includes upgrade of access control software, limited hardware upgrade and upgrade of the student ID system. Implementation began in July 2020 and is currently underway on all three campuses. Work associated with the contract is 95% completed. The new upgraded system is online and functional at all college locations. Punch list administration is in progress and the project is expected to be 100% completed sometime in spring 2021.
- ✚ RAVE Display Board Project: Facilities is working in collaboration with IT to implement Phase 3, the final phase of RAVE display boards project, in the outstanding 220 classrooms across the three campuses. All new hardware needed for this project is on hand. Site cabling is currently underway and is about 95% completed. Completion of all work associated with this project is scheduled to be completed circa Spring 2021.
- ✚ Spring 2021 Campus Activities: Campus Facilities, both Central Facilities and Campus Facilities, are working with Academic Affairs, to include WDCE, on the scheduling of classes for the Spring 2021 Semester. Campus Facilities are also coordinating with the VPP's for possible opening of computer labs on each campus.
- ✚ Fall 2021 Campus Planning: In coordination with other AFS units, Facilities will be participating in a "desk-top exercise" on how the College will, possibly, re-open for Fall 2021 Semester with consideration for COVID-19 protocols still being in place (i.e. recommendations for class scheduling with considerations for: wearing of face coverings, social distancing, cleaning/disinfecting time allowance, occupancy rates, control of facility access, etc.
- ✚ COVID-19 Responses for January 1-22, 2021: For January 1-22, 2021, there were 7 case reports of which all 7 were confirmed positive by physician diagnosis. As appropriate, notifications were sent out to leadership and communications. The College's COVID-19 protocols were put in motion to 1) secure the area by Public Safety, 2) clean and disinfect the area of exposure by Facilities, 3) alert the MoCo Health Department of the

exposures for contact tracing, 4) coordinate with HRSTM and/or Student Affairs for instructions to affected staff or students and 5) assist Communications with the message on the exposure.

Questions for Marv Mills

- ✚ Sally McClean had heard that the elevators in the Germantown SA building were having issues.
 - Marvin had not heard of anything but will have his Facilities team check on it.
- ✚ Ed Riggs asked if Marvin has heard anything regarding the campuses opening back up in the fall.
 - Marvin responded that Administrative and Fiscal Services is going to have a series of tabletop exercises to talk about returning to campus and how that's going to look for the College.

IT

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

- ✚ Workday is on track.
- ✚ MCLearns moved to Workday and went live on December 18.
- ✚ IT is working on communications regarding job performance and goals for staff and faculty which will move to Workday in July.
- ✚ IT is working on a wireless plan to provide wireless access in the student parking lots on all three campuses. IT is hopeful that this can be funded through the CARES Act.
- ✚ There is a new online health assessment that needs to be taken for anybody that comes onto the campuses.
- ✚ Student Advisors and Financial Aid needed additional ways to contact students. IT created a chat box and it has been very effective in communicating with students.
- ✚ Advancement and Communications, Academic Affairs, and Student Affairs were instructed to call students for enrollment purposes. With the help of Microsoft Teams, IT was able to create a connection with staff members personal work computers to call the students rather than having to use their personal cellphones.

Question for Jane Ellen Miller

- ✚ Sally McClean mentioned that in Workday it's not clear where to find the list of courses. In MCLearns, the courses were listed under "schedule of classes."
 - Jane Ellen responded that Workday is a cloud based system and they have their own names for their applications.

Office of Business Services (OBS)

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

- ✚ The Board of Trustees (BOT) approved the FY 2022 budget to send to the County Executive and County Council. Highlights of the budget are:
 - Access
 - Affordability
 - No increases in tuition and fees
- ✚ The College is experiencing revenue pressures along with the County and State.
- ✚ College enrollment numbers are down.

- ✚ The operating budget can be found on the OBS website at [Operating Budgets | Montgomery College, Maryland](#).
- ✚ The capital budget can be found on the OBS website at [Capital Budgets | Montgomery College, Maryland](#).

Public Safety

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

- ✚ There were four positive COVID cases reported at the College.
- ✚ Public Safety is continuing to work with their response and recovery efforts due to the pandemic. They are also looking into vaccine planning.
- ✚ Public Safety opened their central dispatch center. All phone calls go to the dispatch center and then forwarded to the campuses giving the College a better handle on tracking and compliance.

Question for Adam Reid

- ✚ Sally McClean heard that teachers can get the vaccine. It was originally only for K-12 but it has been extended to College faculty.
 - Adam responded that it's correct. There are a lot of pre-registration tiers that are open. The County has asked the College to identify who are the most prevalent folks to be on campus giving those employees prioritization for face-to-face access.
 - Ed responded that Montgomery County is all over the place in terms of distribution.

CHAIRS REPORT

Ed Riggs reported that College Council hasn't met so he doesn't have a Chairs report.

GOAL PLANS

- ✚ Stacy Ford provided information for OSC to meet their marketing goals. (*Located in the Addendum*).
- ✚ Ed Riggs would like OSC to provide Stacy feedback by Wednesday, February 3rd.

ADDENDUM

Web Content

The Operational Services Council examines and discusses the effectiveness of College fiscal and auxiliary support services (e.g., technology, facility management, finance, public safety, and community resources). In addition, this council holds monthly meetings concerning the resources needed for students, faculty, and staff to conduct required work across Montgomery College's campuses. Once information is obtained from students, staff, and faculty members, recommendations to the College Council or other councils are conveyed, as appropriate, for further consideration and/or sustainable action. Members include Montgomery College students, part-time faculty, full-time faculty, and staff. All concerns and questions are welcome.

Notes from Emily on web content to update:

Add how to attend a meeting, add general OSC email as a PoC, examples of what is appropriate context and what is not, add button to online form with information on what, when and how to use it.

InsideMC

<<<Awareness>>>



Title:...

Wonder what is currently happening in operational areas such as Public Safety, Facilities, Finance, and IT?

What is Operational Services Council?

The Operational Services Council examines and discusses the effectiveness of College fiscal and auxiliary support services (e.g., technology, facility management, finance, public safety, and community resources).

Learn more about the Operational Services Council <<<link>>>

How to engage with the Operational Services Council

- Come and listen to firsthand information from leaders in these areas by attending part of the council meetings. Email the council at operationalservices@montgomerycollege.edu to get access to Zoom meeting information.
- If you cannot attend a meeting, then learn more by reading meeting minutes on the [Operational Services Council](#) webpage
- **Now available** - You may provide feedback and ask questions through the [Operational Services Council Feedback form](#) on the governance website.

Other MC Governance councils

- [Academic Services Council](#)
- [Administrator Council](#)
- [College Council](#)
- [Employee Services Council](#)
- [Faculty Council](#)
- [Germantown Campus Council](#)
- [Rockville Campus Council](#)
- [Staff Council](#)
- [Student Council](#)

- [Student Services and Success Council](#)
- [Takoma Park Silver Spring Campus Council](#)
- [Workforce Development and Continuing Education Council](#)

<<<Action – attend meetings to get information>>>

Logistics: Send the week prior to the meeting



Title:....

Next week is the Operational Services Council Meeting at 2pm.

Come and listen to firsthand information from leaders in these areas by attending part of the council meetings. Learn about what is currently happening in areas of technology, facility management, finance, public safety, and community resources.

Operational Services Council Meeting

Date: <<<insert Date>>>

Time: 2 p.m.

Platform: Zoom meeting

Email operationalserevices@montgomerycollege.edu 021to get access to Zoom meeting information of provide feedback using the [Operational Services online feedback form](#).

[Council's messaging](#)

[Student focus points](#)

- Operational Services Council is also a place where leaders come together to talk about how the college runs.
- Some of the areas and topics includes: Bookstore – Technology – Public Safety – Budget – Facilities – Parking – Food Services
- This is also the place where you can come to bring questions, concerns, or ideas about any of these topics!

[How can I get information on operational services?](#)

- Come hear from the leaders who have the most up to date information on the 2nd Thursday of every month at 2:00 pm – get the info first hand. Request the Operational Services Council meeting Zoom information by email at operationalserevices@montgomerycollege.edu .
- You can also provide questions and feedback using the [Operational Services Council feedback form](#) on the OSC website. And yes, you can be anonymous.

- You may reach out to one of our members listed on the [Operational Services Council website](#).

Other Governance council focus

The Operational Services Council examines and discusses the effectiveness of College fiscal and auxiliary support services (e.g., technology, facility management, finance, public safety, and community resources).

Operational Services Council is also a place where leaders come together to talk about how the college runs.

Some of the areas and topics includes: Budget – Facilities – Bookstore – IT – Public Safety – Parking

This is where you can come to bring questions or concerns or ideas about any of these topics!

- Come hear from the leaders in areas such as Finance, IT, Public Safety, and Facilities who have the most up to date information on the 2nd Thursday of every month at 2:00 pm – get the info first hand. Request the Operational Services Council meeting Zoom information by email at operationalserevices@montgomerycollege.edu .
- You may also provide questions and feedback using the [Operational Services Council feedback form](#) on the OSC website. And yes, you can be anonymous.
- You may also reach out to one of our members listed on the [Operational Services Council website](#).

<<<Insert examples of questions that have been brought up the council>>>

	Spring 2021	Summer 2021	Fall 2021
Communications and Awareness OSC team:	Develop and post about OSC messaging	Prepare event messaging	Post awareness and event messaging. Evaluate pre/post metrics for web and establish baselines for other channels.
Online feedback form OSC team:	Establish processing procedure for submissions. Review online form and post to OSC webpage.		Refine process for submissions
Student Outreach (event) OSC team:	Plan and prep for event	Finalize marketing information and send to Communications and Awareness subgroup.	Run event and document metrics
Employee Outreach (event) OSC team:	Plan and prep for event	Finalize marketing information and send to Communications and Awareness subgroup.	Run event and document metrics

TIMELINE COMMENTS

-  Develop and Post about OSC Messaging: A small should work on language for Inside MC Online discussing:
 - What OSC is
 - How OSC fits in the governance structure
 - Action items on how people can engage
 - Stacy thinks putting together an online form would help with this.
 - Stacy, Angela Nissing, and Patty Gorski have volunteered to work on this.
-  Student Outreach: Student Councils and Student Senates should be the target.
-  Employee Outreach: This is a target audience that can be done via Inside MC Online, emails, and visiting other governance councils.
 - Ed will need volunteers to visit other governance councils.
 - Jane Ellen, Liz, Adam, Ed, and Raquel can visit other councils.
 - Ed mentioned that once the messaging has been developed the volunteers can start the visits.
 - Stacy will help work on messaging.

ADJOURNMENT

- ✚ The meeting was adjourned at 3:27 p.m.
- ✚ OSC meetings for spring 2021 are from 2:00-3:30 p.m. on the following dates:
 - January 28
 - February 11
 - March 11
 - April 8
 - May 13