

Operational Services Council

Monthly Session | Meeting Minutes

Thursday, September 8 2022

02:00 PM - 03:30 PM

Mr Joe Marshall
Chair

joe.marshall@montgomerycollege.edu

Dr Christine Crefton
Vice Chair

christine.crefton@montgomerycollege.edu

Mr Rishi Nixon
Secretary

rnixon8@montgomerycollege.edu

CONTENTS

Item	Member	Page
HIGHLIGHTS		03
MEMBER ATTENDANCE		04
GUEST ATTENDANCE		05
CONVENING	Mr Joe Marshall	06
ADMINISTRATIVE REPORT: FINANCE	Ms Liz Greaney	08
ADMINISTRATIVE REPORT: PUBLIC SAFETY	Mr Adam Reid	09
SPECIAL REPORT: ACCESS & ENROLLMENT	Dr Kimberly McNair	10
ADMINISTRATIVE REPORT: FACILITIES	Mr James Gillis	12
ADMINISTRATIVE REPORT: IT	Mr Chris Cusic	14
CHAIR REPORT	Mr Joe Marshall	15
ADJOURNMENT	Mr Joe Marshall	17
PASSED MOTIONS		18

HIGHLIGHTS

07 | Parking

The College has waived all parking fines accrued prior to, and during COVID as part of the emergency assistance provisions. Until now, the College has been discreetly declining to pursue traffic violations, effectively forgiving all fines. This directive will shortly come to an end.

08 | Workday

The Workday system for College employees will be shut down Sept 10, 11 2022 for scheduled maintenance.

09 | Campus Security

September is National Campus Safety Awareness Month. Public Safety will be providing safety presentations to MC offices at request, and a memo will be sent out on safety guidance, Friday (September 10 2022).

16 | Mental Health Awareness

The OSC has been exploring an action plan on increased communication of mental health guidance as one of its goals, due to the lack of information posted about it on the MC website.

10 | Strategic Enrollment Management

There are five parts to the College's SEM plan:

1. Outreach
2. Instruction
3. Data Analysis & Assessment
4. Policy & Procedure
5. Community

As for the recent enrollment report, MC has overshot projected enrollment, but still had a slight decline from last year. This is due to four-year institutions increasingly drawing in community college students with admissions incentives.

14 | 2FA

Two-factor authentication will be phased in as a login requirement for MC accounts starting October 3 2022. This will involve verifying your login through a mobile device.

MEMBER ATTENDANCE

Councilmember	Constituency	Seat	Attendance
Terri Bailey	Full-Time Faculty	MEMBER	PRESENT
Jill Kronstadt	Full-Time Faculty	MEMBER	PRESENT
Wendy He	Full-Time Faculty	MEMBER	ABSENT
Mohammad Ahmed	Part-Time Faculty	MEMBER	ABSENT
Kam F. Yee	Part-Time Faculty	MEMBER	PRESENT
Rishi Greg Nixon	Student	SECRETARY	PRESENT
Ana L. Gonzalez Nolasco	Student	MEMBER	ABSENT
Joseph A. Marshall	Staff	CHAIR	PRESENT
Christine Crefton	Staff	VICE CHAIR	PRESENT
Tykesha K. Reed	Staff	MEMBER	PRESENT
James Gillis	Facilities	DESIGNEE	PRESENT
Adam Reid	Public Safety	PERMANENT	PRESENT
Chris Cusic	IT	DESIGNEE	PRESENT
Elizabeth (Liz) Greaney	Finance	PERMANENT	PRESENT
Chenequa Danielle Holland	WD&CE	MEMBER	PRESENT

GUEST ATTENDANCE

Attendee	Capacity	Reason for Attendance
Clevette Ridguard	Director of Governance	Hear discussion of council goals
Kimberly McNair	Director of College Access & Enrollment	Presentation on Strategic Enrollment Management
Yvette Taylor	Executive Associate	Monitor council meetings
Jon Pointer	Constituent	Constituent concern for update of College Directory

CONVENING

Quorum

Twelve members of the Council were present, constituting a full quorum to proceed with business.

Call to Order

Joe Marshall, Chair, called the meeting to order at 02:02 PM.

Meeting Agenda

Mr Marshall asked if everyone had reviewed the meeting's agenda, sent out one day prior (see Addendum I). Most members affirmed.

Previous Minutes

Mr Marshall asked for any amendments to the previous session minutes for May 2022 (see Addendum II), and requested the Council move ahead with approval.

Chris Cusic moved to approve the previous minutes, Jill Kronstadt seconded the motion. The motion passed.

(Motion I)

CONVENING

Constituent Concerns

Jon Pointer, a staff member, raised a constituent concern on the quality of the College Directory. Mr Pointer said that the College Directory has been inaccurate for some time, especially with office locations. Even the Mailroom has moved past the Directory and just relies on general knowledge of where everyone can be found.

Joe Marshall recalled that the issue had come up before to the Operational Services Council. He noted that IT had soft-launched guidelines for email, and as a result, most College employees have updated contact and location information in their Outlook profile. He suggested that HR may be able to tackle this issue more effectively.

Chris Cusic said that the issue is of high importance, and it may even be worth raising it to the College Cabinet. Liz Greaney mentioned that the Workday interface can map offices to the square foot with information from Facilities. In Workday, locations are mapped out for the campuses, although the level of precision is much lower than it can be.

Joe Marshall said that, anyhow, he would bring the issue to the College Council.

Jon Pointer added a second concern. As a Parking Appeals Committee member, he explained that students were facing much confusion when it came to the parking permits, temporary passes, parking locations, and fines. He asked what the situation on parking fines was and how or whether they were being enforced as of late.

James Gillis, representing Facilities in VP Marvin Mills' absence, answered that the College has been quietly forgiving parking fines accrued during the pandemic for the past three years, so effectively, there haven't been any real penalties. MC has not officially announced this, and it will be phased out likely this semester as need for pandemic aid expires.

Terri Bailey asked if the College's COVID emergency support (family expenses assistance, food and rent support, etc.) included any provisions for previous parking and traffic fines, or just COVID-accrued ones.

Mr Gillis responded that yes, the emergency provisions did wipe out all accrued parking fines, even prior to COVID.

ADMINISTRATIVE REPORTS

College Financial Report Chief Business & Financial Strategy Officer

Liz Greaney, Permanent Member, volunteered first to provide her administrative report for Finance as Chief Business and Financial Strategy Officer.

Ms Greaney announced that the Workday platform would be under a scheduled shutdown the weekend of September 10 and 11 2022. This is going to be the second of six scheduled shutdowns for upgrades and maintenance per six months.

Some Workday upgrades are essential to continue service, she explained, and some are optional to optimize services. The downtime will be used for both.

Ms Greaney said that the College would begin planning the FY24 budget shortly, and that was the primary upcoming project for Finance. Recently, she has commissioned a team to test functionality for budgeting in Workday ahead of FY24. The team had been working in July and August, but will continue through fall as more work is required.

College Safety Report Director of Public Safety

Adam Reid, Permanent Member, provided his administrative report next, as Director of Public Safety.

Mr Reid announced that Public Safety has hired a new Emergency Preparedness Manager, Mike Hardy. Mr Hardy has had over 30 years of experience in the same capacity for Montgomery County Public Schools, and experience in the Cabin John Fire Company. Mr Hardy will be responsible for Public Safety outreach, planning, and preparedness initiatives.

At present, Mr Hardy has been distributing STOP THE BLEED first aid kits around the campuses.

Mr Reid announced that Public Safety is interested in conducting a new round of emergency preparedness presentations in MC offices, he is putting out a call out for anyone who would like either him or Mr Hardy to complete these to contact Public Safety.

ADMINISTRATIVE REPORTS

College Safety Report *continued.*

Over the summer, the Public Safety staff has gone through rigorous training programs in the summer with a focus on situation de-escalation and mental health.

Public Safety has also partnered with the region's FEMA unit for preparedness against domestic terrorism: specifically, counterterror strategy, prevention, and early warning monitoring.

September is National Campus Safety Awareness Month. In the past, Public Safety has partnered with local PDs, fire departments, drug & alcohol enforcement, domestic violence prevention and other related organizations.

A memo will be released college-wide and on InsideMC, on September 9, with campus safety events that Public Safety is holding this month.

Mr Reid has issued a directive to College uniformed officers on being helpful to the general college community. This is working in many little ways, like accompanying students through campus at night, and handing out ICEE pops this summer!

On September 7th, the College received a Public Health update on COVID policy in the fall semester. So far, testing requirements have been eased, but masking is sustained for instructional spaces.

Mr Reid has observed the college community continuing to take sufficient COVID precautions. Numbers remain low and COVID resources are well-stocked throughout campuses, thanks to the County.

SPECIAL REPORT

College Enrollment Report Director of Access & Enrollment

Kimberly McNair, Guest Presenter, arrived at 02:45 PM and presented her special report on Strategic Enrollment Management, as Director of College Access and Enrollment.

Dr McNair's presentation on Strategic Enrollment Management (see Addendum III) included five activities that bolster the College's enrollment strategy:

1. Outreach:

Drawing students to MC by promoting the College.

2. Instruction:

Effective teaching in *and* out of the classroom, directing students to the best College resources.

3. Data Analysis & Assessment:

As staff, assessing growth in terms of student progress.

4. Policy & Procedure:

Writing student-centric policy, and having effective implementation.

5. Community:

Creating a sense of belonging at MC through faculty engagement in the classroom.

Dr McNair announced that the SEM initiative will include information sessions, feedback opportunities, and planning, especially for a post-2025 long-term college outline.

Chris Cusic asked what Access & Enrollment's perspective was on the recent year's college enrollment report and how they interpret the numbers.

Dr McNair pulled up the enrollment report and presented it. The numbers came out higher than projected, but they are lower than last year. While overdoing expectations is good, Dr McNair explained, MC expected enrollment to be lower.

Maryland's four year institutions have been aggressively drawing in students from community colleges in recent years, either by lowering requirements for students who previously couldn't get in, or offering better financial aid packages for students who couldn't afford it, and lower enrollment is as a result of that.

SPECIAL REPORT

College Enrollment Report *continued...*

In response to a question from Joe Marshall, Dr McNair explained that the College's Student Information System (SIS) is hosted with a product called Banner, by Ellucian. Ellucian has told users that they will be discontinuing the Self-Service Registration module of Banner in July of 2023, which has forced the College to look for an alternative to its applications system.

This shutdown will result in a partial overhaul of the MC admissions process, and the College will have to explore a new system for them, likely a CRM (Client Relation Management) one. Setting up the CRM system is estimated to take 8-12 months to complete. On the plus side, implementing it will automate admissions and lead to far lower processing times.

ADMINISTRATIVE REPORTS

College Facilities Report Director of Rockville Campus Facilities

Marvin Mills, Permanent Member as Vice President of Facilities was unable to attend and temporarily designated James Gillis, Director of Rockville Campus Facilities, to deliver his report.

Mr Gillis updated the OSC on select sections of the report (see Addendum V for the full Facilities Report).

1. Takoma Park / Silver Spring Campus: Resource Center Library

Project Manager: Kerry Norberg

The library is undergoing a full remodel, interior and exterior. The architects: RRMM, and builders: Gilbane will prepare a cost estimate by the end of the month. The 12-month project is set to start with demolition in January 2023.

2. Rockville Campus: North Garage

Project Manager: Brian Benhaim

A complaint has been leveled against the top floor lighting of the garage. After consulting with the complainants and the City of Rockville, MC has shut down the top floor while light levels are lowered. Unfortunately, during the process to reprogram the lights, several equipment failures were identified. A maintenance project will move forward for the garage lighting once funding is approved.

ADMINISTRATIVE REPORTS

College Facilities Report *continued...*

3. Germantown Campus:

Humanities & Social Sciences Building

Project Manager: Daniel Dalgo

Construction documents for the HS building's HVAC upgrade will be finalized at the end of September. The project is HEERF-funded (government fund for pandemic-related expenditure at colleges) since it brings the HVAC system up to regulation and improves air circulation in the building to address COVID transmission.

In light of this increased attention to air quality, Mr Gillis mentioned that Facilities has also been testing UV air purification technology on all campuses.

4. College-Wide:

Student Parent Inclusion

Project Manager: Kerry Norberg

Mr Gillis announced the addition of baby-changing stations to family restrooms throughout the College. The Rockville campus is the last one yet to complete all the upgrades. The initiative has also included the adding nursing pods throughout campus for mothers with newborns.

ADMINISTRATIVE REPORTS

College IT Report Director of Instructional Technology

Chris Cusic, the CIO's permanent designee to the Council, and Director of Instructional Technology, provided an IT update.

Mr Cusic repeated that Workday would be down for all College employees this weekend (September 10, 11 2022).

He also gave a reminder that 2FA (two-factor authentication) will be implemented as an IT security measure this semester. It will be required to sign into all Montgomery College accounts following October 3 2022. 2FA means when a user signs in, they will be required to verify their sign-in through another device (mobile app, phone call, or passcode). This is to ensure that accounts remain secure and have another layer of protection beyond just the password.

Finally, he announced that OIT will be upgrading the Germantown Campus' phone systems on September 20 2022, and they'll be inaccessible during that time.

COUNCIL REPORT

Council Chair Report Goal Planning

Joe Marshall, Chair of the Operational Services Council, presented his report.

In absence of a College Council meeting, Mr Marshall began discussion on the Council's goals for the academic year. He floated three potential Council goals for the year using the SMARTIE (Specific, Measurable, Actionable, Relevant, Time-Bound, Inclusive, Equitable) template (see *Addendum VI for the document*).

1. Mental Health Awareness

The MC website is scant with mental health information, even though there are wide resources at the College's disposal. The OSC could lead an effort to make these more accessible, and promote them through the College community.

2. Reference Sheets:

College Administration

Information explaining College services, including those provided by OIT and Public Safety.

3. East County Planning Communication

Publicizing plans and progress on the East County campus project.

Christine Crefton, Vice Chair, added that Mental Health should be separated as a prime issue. Reference Sheets are promising and very possible. But the East County Communication Plan should be tabled since it's too far down the line.

Mr Marshall asked Chris Cusic (IT), and Adam Reid (Public Safety) on what they thought about Reference Sheets. They both affirmed support, Mr Cusic added that transparency with College services is always good, but approved the Mental Health idea more.

COUNCIL REPORT

Council Chair Report *continued...*

Jill Kronstadt agreed that while internally, there's lots of mental health guidance materials (that she includes in her syllabi each semester), especially on SHAW (Student Health and Wellness), good luck finding it on the main website.

Adam Reid recognized that SHAW is a great resource, and MC's mental health awareness and first aid faculty development classes are excellent.

Ms Kronstadt, Dr Crefton, and Clevette Ridguard added that they are certified in said courses, and added that they were excellent Faculty Development initiatives that should be more accessible to all.

Dr Ridguard, Director of Governance, was attending as a guest to hear Council Goals, and approved Mental Health Awareness as an OSC initiative.

ADJOURNMENT

End of Meeting

Joe Marshall reminded everyone that the next meeting would be the first week instead of the second week of October. (02:00 PM to 03:30 PM, Thursday, October 6 2022)

Chris Cusic moved to adjourn the meeting at 03:15 PM, Tykesha Reed seconded the motion. The motion passed.

(Motion II)

PASSED MOTIONS

No.	Item	Sponsor	Second
I	Motion to approve the previous minutes (May 2022) & meeting agenda (Sep 2022)	Mr Chris Cusic	Ms Jill Kronstadt
II	Motion to adjourn the September 2022 Monthly Session	Mr Chris Cusic	Ms Tykesha Reed

Minutes submitted,
Secretary of the Operational Services Council



RISHI NIXON

MINUTES APPROVED BY COUNCIL VOTE
OSC MOTION I, OCTOBER 2022 SESSION.