

# MC GOVERNANCE

## OPERATIONAL SERVICES COUNCIL

### MEETING MINUTES

Thursday, September 14, 2023

2:00-3:30 pm (Zoom Meeting)

#### Attendees

*Present:* Terri Bailey, Michelle Agostini, Ramon de la Cruz, Christine Crefton, Tonya Addleman, Chris Cusic, Liz Greaney, Margarita Silva, Rishi Nixon

*Absent:* Rebecca Eggenschwiler, Amanda Small, Barbara Wolff, Masuka Straton

*Proxy:* Kristina Schramm as proxy for Marv Mills

*Michael Harting as proxy for Adam Reid*

*Guests:* Paul Miller, Shakenna Adams-Gormley, Clevette Ridguard

#### Call to Order

There is a quorum to conduct business. The meeting was called to order at 2:02 pm by the chair.

#### Approval of Agenda/Minutes

Ramon made a motion to approve the minutes. Chris seconded. The minutes were approved as written. The meeting was recorded for internal use only.

#### Constituent Concerns

1. Received a concern forwarded from the Staff Council that several of the charging stations in the north garage on the Rockville Campus are not working. *Marv has asked his team to provide an update.*
2. Received a concern in the OSC email about submissions to the IT Resource Management email. Once documents are submitted, there is no follow up or response to emails. Could someone review this process and find a way for end users to know their request has been received and develop a process for updating the status of the request? *Chris will look into this concern and report back at the next meeting.*

#### Chair's Report

1. The OSC will not meet in January. Monthly reports may still be added to the Teams folder.
2. Looking for a few OSC members: FT Faculty, PT Faculty, and a student.
3. Calendar and Reminders: mobile market, Nobel laureate speaker series, President's town hall, AAWCC fall conference, mental health and wellness at MC, anti-racism training, safe zone training, Impact MC, Faculty/Staff exhibition, Hispanic heritage month, lunch and learn with IgniTe Hub (see chairs' report for details).
4. P&P 41002 Equal Education Opportunity and Non-Discrimination Policy – open for review until Oct 6<sup>th</sup>

### **ELITE Professional Development for FY24** (Paul Miller, Professional Development Director)

- Provided an overview of professional development and ELITE's commitment to providing programs, classes, and services that support employees and work teams and impacts student success. (See presentation slides for details).
- Programs & Services – workshops, workshop series, cohort programs, academy career development one-on-one consultation, PD, the HUB (one-stop repository) – always growing.
- Have acted on concerns raised through governance: developed the public safety institute and created the new ELITE catalog to help employees find and link to trainings in Workday.
- Big events: ELITE after dark, faculty showcase, Love of Teaching Conference, Pedagogical Discussions, Tech-it-Out, Office 365 Applications training, Universal Design Center Summit, Maryland H5P Collaborative Network.
- Pathway Programs – communication and conflict; customer service; change management: the people side; effective committees, equity and inclusion.
- Pedagogical training and workshops: online teaching, blackboard collaborate, digital fundamentals of teaching and learning, common course training, open educational resources, instructional learning pathway (Have saved students \$13 million in textbook costs with OERS)
- Q&A
  - How can IT support ELITE? Do more partnering so everyone can be proactive instead of reactive. More communication.
  - What are some best practices or ways to get more feedback from students? Could start with student council but if needed, could work with one of Paul's micro-teams to develop a path forward.

### **MC Rising Professionals Association (MCRPA)** – (Christine Crefton, President of MCRPA)

- Can contribute to a sense of belonging, continuity, mental health, performance at work, engagement, the culture (see presentation slides for more details).
- Provided research about a loneliness, difficulty in making friends, importance of making friends and having friends at work.
- Encouraged to expand our network, to learn new skills, build up reputation.
- Gave steps for getting started and suggested joining MCRPA.
- Established in 2011 – Like-minded people who care about our students and work hard to achieve MC's mission.

### **Facilities Update** (Kristina Schramm)

(See monthly report for details)

- Germantown
  - PIC MC sign under construction, completion in the fall (November)
  - New Student Center Project (153000 gross square feet) – consolidate all student services moved into the new building - new library, new cafeteria. Older portion of SA will be demolished and a new portion to match the recent renovation will be added.
- Rockville
  - SHAW Center being built out in Student Center, progressing well.
  - WRLC – Expanding suite for WRLC, renovating MT 020. WRLC currently housed in HS.

- Takoma Park/Silver Spring
  - Leggett Building – under construction, procuring furniture and equipment – anticipated completion March 2024.
  - Resource center/library – interior and exterior renovations underway – anticipated completion in spring (June 2024)
- Facilities Master Plan (FMP) Update – draft of the final plan to be presented to college campuses – then to November board meeting for review and consideration. Will be finalized at December meeting, then submitted to MHEC in February.
- Q&A
  - Question: A concern will be coming to College Council. Asking about plans for non-binary restrooms collegewide. Details of request will be presented at college council.
  - When will the GT student services building start? March 2024, 2-year design, completed in 2026. Then site work will go forward – need to move water distribution and move electrical feed to that portion of the campus (1 year) add a plant, FY 2027 to start building, anticipated completion FY2029.
  - Asked for an update on ECEC – construction is underway. Anticipated completion will be late February or early March 2024.

#### **IT Update (Chris Cusic)**

- Working with facilities on larger projects already mentioned
- Primary Focus 1<sup>st</sup> quarter: Upgrading and modernizing academic instruction equipment – moving all college technology to a digital platform (Example: VGA and lightening connections to USB connections)
- Evolution of Service Desk – increase in data analytics – drive solution-oriented interactions.
- Follow up from last meeting comments about INK Kiosks: Chris is reaching out to Brad Bridges, hopes to have outcome by next week: IT can be responsible for calls to work on INK kiosks.
- ECEC Updates - New AV standard is being incorporated. Moving away from projectors and more to interaction screens. Modernizing technology.

#### **Safety Update (Michael Harting)**

- Spent summer doing in service training for PS staff, de-escalation training, what safety staff should do during an active shooter training
- Adam and Mike spoke to Montgomery County police, fire, homeland security, emergency management – how we support each other.
- Lunch and learns (campuses and CT) – emergency preparedness (AED, stop the bleed kits).
- Campus Safety Fairs – RV past Tuesday, TPSS 9/21, and GT 9/27. Partners from the safety groups. 25 different vendors and organizations.
- Rockville Goes Purple event, Saturday, Sept 30<sup>th</sup> 8 am – 1:30 pm, partnering with city of RV, mental health and substance abuse agencies, will provide Narcan training
- Finalizing Clary report (annual report), will be ready by end of the month – Sept 30<sup>th</sup>.
- Question – Are trainings in Workday? First priority was completing PS officers training. Last week talked with Mike Mills and Paul Miller about providing training in partnership with ELITE. Working on getting this information out to the students – start with student leaders. More information on Public Safety Emergency Management Webpage.

### **Business/Financial Update (Liz)**

- Annual financial statements for June 30, 2023 (due to MHEC, Oct 1).
- Working on budgeting for FY25.
- Presented to Trustees last week – an overall fiscal outlook, and answered questions.
- Federal compliance report due December 31<sup>st</sup>.
- Meeting with Workday consultant to review configurations and recommend improvements.  
Have completed various trainings in Workday for groups and leadership teams.

### **FY24 Goals Discussion**

1. Create a podcast once a semester.
  - a. For fall, record the beginning of November, edit, complete it before Thanksgiving break, put link in College Council Digest for December.
  - b. Should we focus on a single area or provide brief updates?
2. Adopt a mobile market month – possible second goal
3. Other ideas? Send to OSC email box.
4. Will finalize at next meeting.

### **Announcement**

- WDCE will be having an open house on 10/28 from 10am to 2pm behind the Mannakee building. There will be various non-credit program coordinators at tables to answer questions and activities for the children as well. The marketing team will be posting a flyer soon.

### **Adjourned**

Chris made a motion to adjourn; Ramon second. The meeting was adjourned at 3:25 pm.