

MC GOVERNANCE

OPERATIONAL SERVICES COUNCIL (OSC)

THURSDAY, SEPTEMBER 10, 2020

2:30 PM – 4:00 PM

VIA ZOOM

ATTENDEES

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

Members Absent: Andrew Arnold, Liz Greaney, Ashley Jones, Vani Samaroo

Guests: Clevette Ridguard

CALL TO ORDER

Ed Riggs, Chair, called the meeting to order at 2:34 p.m.

AGENDA

Ed Riggs reported that he will be suspending the agenda for this first OSC meeting as there is a scheduling conflict. Being that this is an informational meeting, the senior leadership provides the information so it is critical that they attend. It has been decided that future meetings will begin at 2:00 p.m., with the senior leaders presenting first on the agenda.

The agenda was unanimously approved by the council members.

REGULAR UPDATES

Facilities

Marvin Mills welcomed the council members. He discussed that every month he gives a Facilities update and reports on what's going on with the College's capital projects and campus operations. He reported the following:

- ✚ The Science and Applied Studies (SA) building on the Germantown Campus Phase I is pretty much complete and has a certificate of occupancy. The building is ready to go.
- ✚ The Facilities Master Plan it is looking at a new student services building on the Germantown Campus. As part of that, we have to give the Maryland Higher Education Commission (MHEC) a Part I and Part II submission which discusses our ideas about how the building is going to function, who's is going to occupy it, and cost estimates on the building. Facilities submitted the forms on May 1, 2020. The design of the building was to start commencing on FY2022, however with county funding now in a desperate situation due to COVID-19, it has been requested to move the design to FY2024.

Facilities understands this issue and will be ready to move forward in FY2024. The building will house all of students services, it will have a new library, a bookstore, and a new dining facility.

- ✚ The Student Services Center (SV) on the Rockville Campus has their certificate of occupancy. Two floors have furniture installed, unfortunately, there has been a delay with the Maryland Correctional Enterprises (MCE) on getting the second and third floors furnished. Facilities is discussing the possibility of moving furniture from current employee offices to the building until new furniture arrives. Due to everyone working remotely until possibly March 2021, Facilities is hoping that MCE will be back up and running by then and can provide furniture for the building. Public Safety will be moving into the building next week and the Vice President and Provost Office has already moved into their space. The Facilities staff is maintaining the building and making sure it's clean. The building has a significant filler and boiler that will heat part of the campus. That infrastructure is up and running smoothly.
- ✚ The soccer field complex is just about complete. Facilities is waiting on a few inspections but are hopeful that by next spring it will be ready for MC's soccer team. It has a field house with a concession stand, it has lights to allow for evening games, and it will also be available for community use.
- ✚ Macklin Tower (MT) has a donor that has helped MC to design an MBI Finance Lab which is basically a "mini Wall Street." MC students will be able to act like they're on Wall Street, they'll be able to take bids on stocks, there will be a ticker running across giving the students a real experience as if they were on Wall Street. This project is underway, however, it required significant modifications to the HVAC unit which Facilities is currently focusing on but feel confident that the rest of the set up won't take too long. Facilities has already identified furniture for the administrative side of the suite and the donor is providing all the computers and equipment for the lab side of the space. It has been a good project and are hopeful it will be completed before the end of December.
- ✚ The Mannakee (MKE) building has pretty much been turned over to WDCE. There is a plan for the second floor to add Health Sciences classrooms, unfortunately, it impacts the third floor because it requires HVAC work, but plans are underway. Due to the pandemic, work has been delayed, but Facilities feels that they will have it ready by next March.
- ✚ The pool in the Physical Education (PE) building in Rockville is going through a structural repair and upgrade. They are also replacing some rusting stairs, patching in the observation windows, removed the asbestos out of the area, putting in new lights, and updating the filtration system that was 30 years old. The project will hopefully be completed by the end of November.
- ✚ The Counseling and Advising (CB) building in Rockville had drainage problems which caused flooding in the basement. Engineers have identified the issues and Facilities anticipate the project will be completed within the next two weeks and ready for occupancy when employees return to campus.

- ✚ Catherine and Isiah Leggett building at the Takoma Park/Silver Spring Campus - the asbestos has been abated in Falcon Hall. All the equipment has been removed, construction fencing is up, the contractor is ready to go, we got a guaranteed maximum price number 3 that there are no change orders so we can do the demolition and start all the site work. That building will need new electrical service, gas service, water service, storm sewers, and sanitation. Everything has been approved and Facilities is hopeful that the work will start in the next couple of weeks.
- ✚ For the guaranteed maximum price number 4, we have all the bids in and will be presented to the Board of Trustees at the October meeting. The project is currently tracking to be well within our budget, unfortunately, a bit behind schedule because we found additional hazardous materials. When the basketball court floor was pulled up in Falcon Hall, below that was a tartan surface floor similar to the one in the Germantown Campus which has mercury and needed to be treated as a hazardous material. That took two months off the project timeline. The other delay was the tree removal which needed to be reviewed by the City of Takoma Park Tree Commission. They didn't have any meetings from January until August. MC presented the tree plan a month ago and are waiting for feedback. The deadline is today. They plan on removing 57 trees that are in close proximity to Falcon Hall and Science South where utilities needed to be installed, however, that area will be replaced with 109 trees. Unfortunately, we are six months behind schedule.
- ✚ Facilities has been working on projects for the people returning to campus to adhere to the guidelines of the Center for Disease Control (CDC), the Department of Health, and the Corona Advisory Team (CAT). Facilities coordinated with Academic and Student Affairs on how they're going to run their classes, who is going to be on campus, work out social distancing measures, install proper signage, and have purchased over 500 additional hand sanitizer stations. Facilities did a trial run in early August in the Automotive Tech lab in the Rockville Gudelsky building and it worked out very well.
- ✚ There was one case of COVID-19 this week. A student had self-reported on Tuesday and MC immediately went into the protocols designed by the CDC. Public Safety and Facilities immediately went in to disinfect the area and also contacted the four students and instructor that were in close proximity to the student. We also gave them instructions on how to contact their healthcare provider and we contacted public healthcare in the County so that they could start contact tracing. All the students and professor in the classroom will have to quarantine for 14 days. The College is well prepared if another case occurs and Facilities has been trained on how to respond to any future outbreaks.

IT

Jane Ellen Miller presented the IT report.

- ✚ There is a limited amount of folks who have returned to campus who are primarily in the STEM labs but also had a need for computers so IT, with health and safety in mind, looked at how to provide that support. The Automotive Tech class in Gudelsky is safely using the computers on wheels (COWs).

- ✚ Currently, IT is not physically going onto the campuses, however, the technicians are set up at home to work remotely. There is a tool called Altiris which gives them the capability to upgrade the machines remotely from home with the browser the Auto Tech class needed.
- ✚ Faculty that does have to return to the campuses will have the ability to call the IT ServiceDesk which will connect them directly with the technician that is familiar with the campus and building and will be able to communicate directly with the faculty member to solve any IT issues. There is another tool called, TeamViewer, where with the faculty members give permission to IT to remotely go into the workstation and fix the problem. IT can also do the same for the student workstations.
- ✚ IT schedules have been rearranged because now there will be an hour between classes to allow Facilities to do a deep clean of the classrooms. IT will provide additional equipment for those classes and physically check in on Sundays to ensure everything is up and running by Monday morning.
- ✚ For anyone going on campus, besides taking the COVID-19 orientation training, they will also need to take the online health assessment which IT worked to automate. It was initially a paper process and still available for people that don't have technology, but IT developed a link to answer questions such as; do you have a cough, do you have a temperature, have you been out of the country, etc. If a person clears all the questions they get a green checkmark and if they are asked while on campus for the health assessment, they can show an email that they've been cleared for the day. The link for the health assessment is <https://www.montgomerycollege.edu/coronavirus/covid-assessment.html>. At the entrances where Public Safety is located, IT developed a QR code so a person can hold up their phone to the code and the health assessment questions will pop up. There is an icon that can be downloaded onto your phone. iPhone users will have to go through five steps and Android users will go through four steps in order to download it.
- ✚ Since Counseling and Advising handles a lot of students, especially during registration, and since the majority of the College community is working remotely, the IT Helpdesk now has a chat feature where students can get answers to their questions. IT is currently working with the vendor to create a chat box which the advising faculty is very excited about. In the IT Master Plan, it discussed the chat box being rolled out in a year or two. However, due to the pandemic, IT jumped on pushing this project up.
- ✚ IT ServiceDesk had always been used during the day strictly for students only and they used a third party vendor in the evening for students and faculty. However, now that most people are remote, the ServiceDesk is available for everyone all day.
- ✚ Adobe is critical for student use. The Adobe vendor let MC use it for spring since everyone was working remotely. However, as we got closer to the fall, Adobe determined they weren't going to do that and said they would increase the price which they quadrupled. IT negotiated with the vendor to cut the price in half which will be available for the next three years.
- ✚ IT also did a virtual desktop called VDI which allows for faculty to be able to access special software that they used when they were on campus. WDCE has a cybersecurity

class that they were going to run from Rockville but had to cancel it because that class has their own network. IT came up with the solution that if WDCE offers this class in the spring, they will be able to assist them with being able to offer that class again.

Administrative and Fiscal Services

Donna Schena welcomed the council members. She discussed that Ed Riggs has asked her to join OSC as a resource member. Unfortunately, she had a scheduling conflict and had to leave the meeting early but is very happy to be part of this council and looks forward to seeing everyone monthly.

Business Services (OBS)

Brad Bridges, reported on behalf of Liz Greaney as follows:

- ✚ OBS is working on the annual audit which has been difficult with staff working remotely. Some staff members have had to physically return to the office to gather materials for the audit.
- ✚ Brad discussed that he joined Montgomery College last May as the Director of Auxiliary Enterprises, which will oversee the bookstore and food service for the College.
- ✚ The College has awarded a new food service contract to Metz Culinary Management. They are not onsite yet but are going to stock the vending machines in the buildings that are currently open. The new vending company, Gilly Vending, is a subcontractor of Metz. Facilities will also be working with Metz to renovate the kitchens and cafes on all the campuses before students return.

CONSTITUENT CONCERNS

Ed Riggs reported that all the constituent concerns last year were handled from within because of the senior leadership that is on this council. However, he said to please share any constituent concerns that you or a colleague may have. Whenever OSC receives a constituent concern, there is always a Q&A afterwards. Ed suggested that for future meetings, following the reports from Facilities, IT, and OBS we can discuss any constituent concerns that come up and pertain to those departments.

There were no constituent concerns for this September 10 meeting.

CHAIR'S REPORT

Ed Riggs reported on the following topics and discussions from College Council:

- ✚ Dr. DeRionne Pollard's 10th Anniversary Celebration as President of Montgomery College will be held virtually this evening, September 10, at 5:30 p.m. Everyone should have received an email.
- ✚ On the Policies & Procedures (P&P) webpage there are some changes. Anyone can make comments on any of the new P&P changes. The link to the P&P website is <https://www.montgomerycollege.edu/policies-and-procedures/>.
- ✚ College Council goals this year are reflecting transition and resilience. Ed will find out if we have to cater OSC's goals to that topic.

- ✚ Stephanie Wills gave a presentation on mental health and how it relates to MC employees during COVID-19.
- ✚ India Hunter gave a presentation on MC Wellness and discussed that MC pays up to \$30 a month through EAP funds to employees interested in joining a gym. Employees must attend the gym at least ten times a month in order to get reimbursed.
- ✚ Clevette Ridguard gave a presentation on governance functionality.
- ✚ Stacy Ford and Andrew Schleppler gave a Zoom presentation. Since Stacey is on this council Ed asked if she could give a short Zoom presentation at a future meeting.

OSC FY2021 GOALS

- ✚ OSC needs to submit their goals by November 12, 2020. This needs to be a discussion at the next meeting.
- ✚ Last year's goals pertained to marketing and getting the word out about OSC to the College community.
- ✚ OSC is important because the College can't function without the things that happen within this council.
- ✚ OSC is mostly an informative council that uses Robert's Rules "lite." If anyone wants to follow strict Robert's Rules, Ed would be fine with that as well.
- ✚ Ed discussed continuing with the goals from last year because OSC did start getting notoriety which he noticed during the voting process. There were a lot more people interested in running for OSC then there had been in previous years.
- ✚ Part of last year's outreach was sending OSC members to attend other governance council meetings to market our council.
- ✚ OSC will be sending out emails to inform the College community when future meetings will be held.
- ✚ Ed is going to invite Emily Schmidt about future marketing efforts for OSC.
- ✚ Ed asked the council to think about what our goals should be for the upcoming academic year. He thinks we should only come up with two goals since we only meet once a month.
- ✚ Ed is going to invite Mark Pace to attend a future OSC meeting and discuss transportation and parking fees which has been a discussion within the College community since most employees are working from home.
- ✚ OSC is adding Adam Reid, Interim Director of Public Safety and Emergency Management, to all future meetings.

ANNOUNCEMENTS/ADJOURNMENT

The meeting was adjourned at 3:46 p.m.

The next OSC meeting is scheduled for October 8, at 2:00 p.m. Ed will send out a Zoom calendar invitation.