

Operational Services Council

Monthly Session | Meeting Minutes

Thursday, October 6 2022

02:00 PM - 03:30 PM

Mr Joe Marshall
Chair

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Dr Christine Crefton
Vice Chair

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Mr Rishi Nixon
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HIGHLIGHTS

08 | **Large Construction Projects**

Facilities is submitting its budget proposal to the Board of Trustees for FY24-28. The College is going to complete two major renovations in that time. The College will completely redesign and renovate the Rockville Campus Library on the ground floor of Macklin Tower and an expansive new Student Services building will be constructed on the Germantown Campus. It will be similar to the size of the Duong Student Services Building on Rockville Campus.

10 | **Grant Funding**

Finance reports that last year, Montgomery College received \$80M in public grants. This is a staggering amount, was largely COVID funding. The College's grant office did an excellent job bringing in this capital, which was used to update classroom instructional technology, HVAC repairs to improve circulation, and internet operations.

Additionally, \$40M was used to replenish the College's emergency relief fund. The College dipped into these reserves to provide COVID aid to students, including rent assistance and forgiving \$11M in student debt.

11 | **Public Safety**

Public Safety has released its annual report as mandated by the Clery Act. The results were very good. There were only two incidents in the past three years that actually involved College property. Both were on TP/SS campus.

- Construction storehouse burgled from the Leggett building construction site.
- Facilities golf cart stolen from parking (eventually found and recovered in Prince George's County).

Public safety also conducted demonstrations for National Campus Safety Awareness Month. If you would like to schedule a demonstration, please contact Mr Adam Reid, Director of Public Safety, Health, and Emergency Management.

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	ABSENT
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
Marv Mills	Facilities	PERMANENT	PRESENT
Adam Reid	Public Safety	PERMANENT	PRESENT
Chris Cusic	IT	DESIGNEE	PRESENT
Elizabeth (Liz) Greaney	Finance	PERMANENT	PRESENT
Dani Holland	WD&CE	MEMBER	ABSENT

GUEST ATTENDANCE

Attendee	Capacity	Reason for Attendance
Liz Sepulveda	Acting Councilmember	Proxy for Dani Holland
Clevette Ridguard	Director of Governance	Hear finalization of council goals
Yvette Taylor	Executive Associate	Monitor council meetings
Don Luthor	General Manager, Catering	Addressed constituent concern on catering
Brad Bridges	Director of Auxiliary Enterprises	Brought constituent concern on catering
Stephanie Gallo Krasnoff	Constituent	To observe the Operational Services Council meeting

CONVENING

Quorum

Eleven voting 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 02:03 PM.

Meeting Agenda

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

Previous Minutes

Mr Marshall asked for any amendments to the previous session minutes for September 2022 (see Addendum II).

Approval

Christine Crefton moved to approve the meeting's agenda and the September 2022 minutes, Chris Cusic seconded the motion. The motion passed.
(Motion I)

CONVENING

Constituent Concerns

Joe Marshall recognized Brad Bridges, Director of Auxiliary Enterprises. Mr Bridges invited Don Luther, General Manager for catering on all three campuses for Metz Culinary Management to speak on issues with the food vendor.

Mr Marshall said another council had forwarded a concern about communications and punctuality in the College's catering services. Mr Bridges spoke about the communication issues in that catering was hard to reach, and how they had amended the logistical problems by opening channels of communication. Mr Luther spoke about his long experience in catering, and how he had noticed that expectations of punctuality had gotten a lot less reasonable and much more impatient.

Marvin Mills and Mr Bridges issued a general recommendation, that if food is being requested for an event, it should be requested for 15 minutes before when it will be served at minimum. Liz Greaney confirmed with Mr Luther that he was speaking at Student Council in the next month to address campus catering services.

Mr Marshall said that the logistical issues seemed to be under control with the new communications update, and concluded the matter.

Mr Marshall brought up a second constituent concern from Dana Baker, Faculty Council Chair. Ms Baker had passed on traffic concerns for Rockville Campus. She found that on the intersection by the Duong Student Services Building, vehicles often ran through the stop sign, posing a significant safety risk. Ms Baker requested the OSC to address this issue. Mr Marshall deferred to Adam Reid, Director of Public Safety, Health, & Emergency Management. Mr Reid noted that it was indeed a tricky intersection and he would try to address this issue, which may involve posting a traffic officer. He said it may be likely that he issue a memo or campus directive, but would be opposed to sending a full overtime detail because that would incur too much cost to the College. Measures could include requesting the local police to patrol that section, or even environmental deterrents like flashing stop signs for the crosswalk. Mr Reid reaffirmed that, nevertheless, he would definitely try to address the issue.

ADMINISTRATIVE REPORTS

College Facilities Report Vice President for Facilities

VP Marvin Mills, Permanent Member, asked first to provide his administrative report for Facilities.

Mr Mills said that the projects were going very well for Facilities. The department's primary project is the Leggett building on the Takoma Park Campus. The Leggett Building had permit issues with the city initially, but now they have been resolved and Facilities has nearly been able to catch up fully on progress.

Mr Mills has announced that he will be presenting the Facilities FY24-28 capital budget proposal to the Board of Trustees next week. There will be two major new projects to allocate funds for in the budget. First, it will include a complete renovation of the Rockville campus library on the ground floor of Macklin Tower. The design process will start in the next fiscal year, and construction will take about two years to complete. Second, there will be the construction of a brand new Student Services Building on Germantown campus. It will approximately be the size of the Duong SV building on Rockville campus and will serve the same functions for the Germantown campus.

Last meeting, Jon Pointer, Chair of the Germantown Campus Parking Appeals Committee requested an update on the status of the College's forgiveness of parking fines. As a follow-up, since Mr Mills was not present, he noted that he was working with CBO Liz Greaney to forgive all the fines and that the College has not yet begun to enforce parking violations this semester. Nevertheless, Mr Mills encouraged all the College employees who are able, to get a parking pass. He explained that the College's parking garages are financed on bonds, and the College needs the funds from parking passes to pay those back.

He also added that so far, each campus has its own parking appeals process and committee. Mr Mills said he has proposed a unified college-wide parking appeals committee with representatives from all three campuses and administrators from Facilities and Finance. The recommendation has gone to Sherwin Collette, Senior Vice President for Administrative and Fiscal Affairs. Mr Mills says the whole purpose of the parking penalty process is really just to discourage vehicles obstructing traffic in restricted areas, such as fire lanes, loading docks, and others.

ADMINISTRATIVE REPORTS

College IT Report Director of Instructional Technology

Chris Cusic, Director of Instructional Technology and the CIO's permanent designee to the council, provided his administrative report next.

He said that it would be a short summary. Mr Cusic acknowledged National Cybersecurity Awareness Month, and what the College is doing for it.

He announced that the deadline for students to enroll into 2FA (two-factor authentication) to secure their accounts has passed, and that nearly all are enabled. Rishi Nixon, representing the student constituency, added that he activated 2FA in his account and the Duo push system is much more convenient than call or text.

At the last meeting, Mr Cusic announced the upgrades of Germantown campus' phone systems. This project was part of a collegewide phone system overhaul. So far, Mr Cusic has said, Germantown and Rockville campuses' phone systems have been upgraded. Takoma Park campus' upgrade will proceed on October 18 2022, and the phone lines will be down that day.

ADMINISTRATIVE REPORTS

College Fiscal Report Chief Business & Financial Strategy Officer

Chief Business & Financial Strategy Officer Liz Greaney, Permanent Member, provided her update with the work her office is doing.

Ms Greaney explained that her office was progressing on the College's FY24 budget, and that they were switching to Adaptive, Workday's budget planning module. Ms Greaney said that Adaptive has some interesting features, but they were not able to cleanly migrate from the old system to this one. Workday has said it will try to integrate more. The current work is on the College's operating budget and employee salaries. Ms Greaney says this is the largest portion of the work.

Additionally, her office has sent a draft of the College's enrollment and financials to the Maryland Higher Education Commission, as required, and her team is finalizing the finished report.

After that, Ms Greaney added the plan is to complete the College's federal compliance audit for grants. This fiscal year, Montgomery College has brought in \$80M in government grants. Every grant has unique regulatory requirements for expenditure and reporting of spending. Staying compliant is critical to retain the award funds. Ms Greaney says the magnitude of the grants truly are stunning. Most of it is HEERF funding (pandemic relief aid for colleges) to update the College's internet, instructional technology in classrooms, and HVAC systems. With the College's reserve capital, it has wiped out \$11M in student debt and put \$40M in replenishing the student emergency fund (dipped into during the pandemic to support students in need with tuition, living expenses, and rent assistance).

ADMINISTRATIVE REPORTS

College Safety Report

Director of Public Safety, Health, & Emergency Management

Director Adam Reid, Permanent Member, provided his administrative report next.

Mr Reid brought notice to the publication of MC's annual security report, which was released Sep 29 2022. The report is required by law through the Clery Act (a safety reporting law mandated for every public college). Mr Reid detailed all of the important numbers from the report.

The Clery Act mandates all security incidents in and around the campus to be reported up to a certain radius. There was only two campus-related crimes.

At TPSS campus, a storehouse on the construction site of the new Leggett building was burgled, and some of the contractors tools were stolen. The second was also at TPSS, it was technically classed as a motor vehicle theft, but a Kabota (golf cart for Facilities use) was taken. On top of that, it was actually recovered. A keen-eyed facilities employee traveling down I-495 saw the cart on the back of a truck in Prince George's County and it was eventually recovered.

The other included incidents were in vicinity of the College and are required to be reported, but no MC students or employees were involved.

- **Germantown Campus**

- 2 drug use arrests in vicinity of the campus.
- A burglary from a storage building at Holy Cross hospital within reporting distance.

- **Rockville Campus**

- A dating violence altercation in an MC parking lot. Neither parties were MC students or staff, but were apprehended on MC grounds.

- **Takoma Park Campus**

- There was a public property robbery on a sidewalk adjacent to TP/SS campus.

Mr Reid noted that September was National Campus Safety Awareness Month and the public safety office conducted demonstrations on its outreach days. Officers visited MC offices, in conjunction with EMS, Fire, Highway Safety, and local PDs. The event was also well-received by students and there were many representatives from different areas. The county also sent out recruiters chatting with students about getting involved.

COUNCIL REPORT

Council Chair Report Goal Planning

Chair Joe Marshall presented the Council goals to finalize by the end of the month.

SPECIFIC <small>What is it you want to achieve? Consider including the SWR: what, why, who, where and when.</small>	MEASURABLE <small>How will you know when you have achieved your goal? To be able to track progress and to measure the result of your goal, consider how much or how many?</small>	ACTION-ORIENTED <small>To keep you motivated toward attaining your goal, are there identifiable intermediate actions/milestones? <small>(Unless achievable, otherwise applicable)</small></small>	RELEVANT <small>What results can realistically be achieved given your available resources, including people, knowledge, money and time? <small>(Unless valid)</small></small>	TIME-BOUND <small>What is an appropriate deadline for achieving your goal? How will you track progress?</small>	INCLUSIVE <small>How will you include traditionally marginalized people into processes, activities, and decision making in a way that shares power?</small>	EQUITABLE <small>How will you include an element of fairness or justice that seeks to address systemic injustice, inequity, or oppression?</small>
Mental health awareness at MC	The Council will develop a PDF and/or website with the mental health resources available at the College.	Collect resources, PDFs, and web links. Engage IT's web services team to support the project.	Develop and provide valuable mental health resource to the College's staff, faculty, and students.	Aim for the end of the Governance year. Goal progress will be discussed at all OSC meetings.	Ensure that the resources are posted where they can be readily accessed (website, around campus, etc.)	Survey staff, faculty, and students to ensure they have the needed access to mental health resources.
Quick reference sheets for Public Safety and OIT.	The Council will develop quick reference sheets explaining the services provided by OIT and Public Safety.	Develop or find resources, PDFs, and web links. Determine appropriate location to post new quick reference sheets.	Develop and provide valuable OIT and Public Safety quick reference resources to the College's staff, faculty, and students.	Aim for the end of the Governance year. Goal progress will be discussed at all OSC meetings.	Ensure that the resources are posted where they can be readily accessed (website, around campus, etc.)	Survey staff, faculty, and students to ensure they have the needed access to resources related to OIT and Public Safety.

The two goals Mr Marshall proposed at the last meeting were increasing access to mental health information at the college, and creating public safety and OIT reference sheets on the services available from the two offices.

Permanent Member Liz Greaney raised a concern about the reference sheets needing to be updated and reupdated with new information when there are so many other places they can be found.

Mr Marshall clarified that the sheets would serve as a central compilation of all the materials, and the benefit outweighs the drawback, since other information on the subject is quite inaccessible.

COUNCIL REPORT

Council Chair Report *continued...*

Ms Greaney suggested adding disabilities information to the reference sheet in conjunction with mental health. Terri Bailey agreed and mentioned that information was available from the SHaW center (Student Health and Wellness). Jill Kronstadt added that that information from SHaW should be visible on the MC website when mental health is searched.

Mr Marshall said that making the results more accessible is better. Especially to show all the resources available, like from Public Safety (which is not widely known). He also added that the goals were not set in stone, and we could move away from them if warranted.

Tykesha Reed added that she thought it was a good idea to have the results in one place as a collective repository for the information.

Mr Marshall announced the final goals: increasing awareness for mental health information and creating quick reference sheets with a compilation of the College's available resources.

Ms Bailey added that the Program Manager for Mental Health Services, Stephanie Will, could be a great help in undertaking this. Christine Crefton suggested calling in Ms Will to speak at the next meeting.

To close out the Chair Report, Mr Marshall went over the College reminders to register to vote for the midterm elections this year, and the celebratory events for incoming College president, Dr Jermaine Williams' inauguration. They will be held on: Tuesday, October 11 2022 at Takoma Park, Wednesday at Germantown, and Thursday at Rockville.

ADJOURNMENT

End of Meeting

Rishi Nixon moved to adjourn the meeting at 03:09 PM, Christine Crefton seconded the motion. The motion passed.
(Motion II)

PASSED MOTIONS

No.	Item	Sponsor	Second
I	Motion to approve the previous minutes (see Sep 2022) & present meeting agenda (see Oct 2022)	Christine Crefton	Chris Cusic
II	Motion to adjourn the October 2022 session	Rishi Nixon	Christine Crefton

Minutes submitted,
Secretary of the Operational Services Council



RISHI NIXON

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