



## **Operational Services Council**

12 September 2019

Central Services S108

2:30-4:00 pm

### **ATTENDEES**

Members Present: Ed Riggs, Chair; Raquel Bunai, Christina Devlin, Elizabeth Greaney, Alice Langholt, Angela Nissing, Vice-Chair; Jane-Ellen Miller, Marvin Mills, Mark Pace, Rebecca Rahman, Kristen Roe, David Sowards

Members Absent: Keissy Alfaro, Anjel Jaxsen

Guests: Clevette Ridguard

### **CALL TO ORDER**

Ed Riggs, Chair, called the meeting to order at 2:35 pm.

### **AGENDA/MINUTES**

The Chair distributed the agenda and called for its approval. A motion to approve was made by Jane-Ellen Miller and seconded by David Sowards. The agenda was approved by a voice vote. The minutes of the 9 May 2019 meeting were also approved by a voice vote.

### **INTRODUCTIONS**

The chair asked all the members of the council to introduce themselves to the group.

### **SECRETARY ELECTION**

Ed Riggs opened the floor for nominations for a Secretary for the council, since the group had agreed at the last spring meeting to postpone the secretary selection until the start of the new school year. David Sowards moved that Christina Devlin who had acted as de facto secretary in 2018-19 be elected to serve in the position this year. The motion was seconded by Angela Nissing, and approved unanimously. The newly elected secretary mentioned that note-taking and writing assistance would be helpful. Rebecca Rahman, one of the student members, nominated herself to act as co-secretary, a nomination which was seconded by David Sowards and approved unanimously.

### **OPEN COMMENTS**

While there were no visitors, members of the council used the open comments time to bring up issues brought to them by their constituencies.

The Chair mentioned that he had received comments about problems with two-factor authentication for part-time faculty, including a situation in which push notifications created an endless feedback loop and other times when login waits seemed excessive. Jane-Ellen Miller responded for IT noting that the helpdesk can always be reached by phone to give a login code and noted that all faculty have access to confidential and valuable data that is protected by two-factor authentication.

The Chair mentioned that faculty using Adobe software seemed to have older versions on their computers than appeared on the student workstations. Jane-Ellen Miller said that she would check the Adobe licensing and report back to the group. The college may be paying for licenses for software products we are not using and deans and chairs are planning a survey to help figure out what software is being used to reduce the cost of paying for unused licenses.

Alice Langholt asked about room scheduling because she and other part-time faculty have encountered issues when needing to set up specialized equipment for a class. Angela Nissing mentioned that the new Ad Astra scheduling software may help with this problem, but that acute problems can be brought to department chairs.

## **REGULAR UPDATES**

### **Information Technology**

Jane-Ellen Miller gave an IT update.

1. Two-factor authentication will be required for faculty by September 30 2019. Users can be reminded that they can click a box so that they can authenticate once every seven days as long as they log in to Montgomery College systems with the same browser. We do not anticipate, she noted, asking students to use two-factor authentication.
2. A group is being convened to create an Information Technology master plan, one which looks forward to the types of technology we may need to acquire and use over the next five years. This plan is a strategic plan and not simply a replacement or purchase list.
3. Over the summer, a working group from several areas created a form so that members of the Montgomery College community can be identified in their records by a preferred name, including in Blackboard and on student rosters.

### **Facilities Update**

Marvin Mills gave a facilities and security update with information about new buildings and public safety officers highlighted:

1. New Buildings
  - a. Germantown: the re-envisioned Sconce and Applied Studies building will have had delays, but will be substantially complete by the end of October
  - b. Rockville: The new Student Services building is on track for completion at the end of December 2019
  - c. TPSS construction: Science South and Falcon Hall will soon be demolished to make way for the new science building. Angela Nissing asked when the Falcon parking lot on the TPSS campus would close: in the middle of October.
2. Safety and Security

- a. Steve Drummond is the interim Director of Safety and Security. A nationwide search for a permanent Director will be undertaken in the next nine months.
  - b. The Department of Public Safety (DPS) has started the process of upgrading fourteen Public Safety Officer positions to Campus Police Officer. DPS is also undergoing a top-to-bottom review of its staffing; deployment; procedures and training to ensure that MC is a safe and welcoming environment. DPS does not anticipate that any officers will be armed but they will now have Special Police Officer commissions.
  - c. Message boards are being reconfigured to work with the emergency notification systems so that all places where messages are displayed show the same message. In the meantime, these boards are off and there are new clocks. David Sowards mentioned that it would be helpful to have some clocks in other public areas.
3. Field updates
    - a. Soccer and football fields have been recently repaired and renewed so that games will be taking place on the campuses.

### **Business Services**

1. New policies and procedures for procurement are being reviewed. These policies and procedures had not been updated for some time and contained out of date processes and dollar amounts for items requiring procurement as well as separate and contradictory policies. The new policies and procedures along with a review of purchasing card used will streamline the use of purchasing cards and make small dollar transactions more efficient. Because these are policy and not just procedural changes, they will be approved by the board.
2. An audit for the fiscal year ended June 30, 2019 is drafted and being reviewed. This audit goes to the Maryland Higher Education Commission by October 1 and is consolidated with country statements as we are considered a county agency. The next audit is a separate federal audit for grants that will also be prepared in October.
3. The budgeting process for fiscal year 2021 is underway and for the first time, the plan is to create a two-year budget covering fiscal years 2021 and 2022.

### **CHAIR UPDATE**

Ed Riggs gave a chair update about business that had come to the recent College Council meetings, for which he serves as our able representative. He noted that there will be a continuing education training session for governance in January, and that all councils are asked to create one goal for the year that is related to student success. Clevette Ridguard will be the governance administrator for the 2019-20 school year.

The chair also noted that members of the OSC are requested to review proposed policies and procedures updates. In addition to information mention about procurement, there will be some change in policies related to retaliation and there may be changes related to minors on campus and in the classrooms. Regarding the latter, Kristen Roe who serves as the Youth Protection Coordinator, mentioned that the background check procedures differ for employees based on the students they work with. Faculty working with early college students undergo background checks with continuous monitoring, for example, but most employees do not. The college is

reviewing other ways to structure policies that protect the increasing number of under-eighteens on our campuses as early college and dual-enrollment programs grow.

### **COUNCIL GOALS**

The chair noted that there was not sufficient time at the first meeting for the group to have a substantive discussion of the council's goals for 2019-20. Because the goals are due October 31, after the next meeting, he suggested that each member of the council email him some proposed goals for the year. He will share Dr Pollard's collegewide goals and will compile the proposed council goals for discussion at the October 12 meeting. The Chair requested that all members keep in mind how their proposed goals impact student success.

### **ANNOUNCEMENTS AND ADJOURNMENT**

David Sowards reminded everyone that the Germantown Soccer for Peace Event would take place on September 18. Ed Riggs thanked the group for their participation in a lively first meeting and the meeting was adjourned at 3:59 pm.

The next meeting of the Operational Services Council will take place on October 10, 2019 in Central Services from 2:30-4:00.