

# MC GOVERNANCE

## OPERATIONAL SERVICES COUNCIL (OSC)

THURSDAY, MAY 13, 2021

2:00 PM – 3:30 PM

VIA ZOOM

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### ATTENDEES

**Members Present:** Ed Riggs, Chair, Raquel Bunai, Andrea Campos, Christina Devlin, Stacy Ford, Chenequa Holland, Harvey LaGuerre, Alice Langholt, Joe Marshall, Sally McClean, Jane Ellen Miller, Angela Nissing, Tykesha Reed, Kam Yee

**Members Absent:** Adam Reid, Donna Schena

**Guest:** Clevette Ridguard

### CALL TO ORDER

Ed Riggs, Chair, called the meeting to order at 2:02 p.m.

### AGENDA

The agenda was unanimously approved.

### APRIL 8, 2021 MINUTES

- ✚ The following correction needs to be made to the April 8<sup>th</sup> minutes under IT on the last bullet.
  - “IT is discussing having docking stations for their employees instead of CPU’s.”
    - The Information Technology Alignment Group made a recommendation to Dr. Pollard that all College employees have a laptop and docking station. That rollout has actually begun. This isn’t just an IT decision and only for IT employees. This decision was made prior to the pandemic.
- ✚ Jane Ellen Miller made a motion to approve the April 8<sup>th</sup> minutes with the IT correction. Christina Devlin seconded the motion.

### OSC NEW MEMBERS (FY22-FY24)

- ✚ Andrea Campos: Student, Rockville Campus
- ✚ Christina Devlin: Faculty, English and Women’s Studies, Christina also has an office on the Germantown Campus
- ✚ Chenequa Holland: Program Assistant, WDCE
- ✚ Harvey LaGuerre: New to MC, Student at UMBC in Social Work
- ✚ Joe Marshall: Systems Engineering Manager, Director of Data Center Operations, IT, Central Services
- ✚ Tykesha Reed: IT Training Coordinator, Central Services

- ✚ Kam Yee: Part-time Adjunct Faculty, Electrical Engineering, Rockville Campus

### **OSC PERMANENT MEMBERS**

- ✚ Liz Greaney: Chief Business/Financial Strategy Officer, Central Services
- ✚ Jane Ellen Miller: Interim Chief Information Officer, Central Services
- ✚ Marvin Mills: Vice President of Facilities and Security, Central Services
- ✚ Adam Reid: Director of Safety & Emergency Management, Central Services

### **OSC CONTINUING MEMBERS (FY22)**

- ✚ Stacy Ford: Technology Coordinator, Office of Compliance, Risk, and Ethics, Rockville Campus
- ✚ Sally McClean: Part-time Adjunct Faculty, English and WDCE, Germantown Campus
- ✚ Ed Riggs: Faculty, Media Arts & Technologies, Special Projects for the Office of the Vice President & Provost, Rockville Campus

### **OSC OUTGOING MEMBERS**

- ✚ Raquel Bunai: Administrative Manager, Vice President & Provost Office, Rockville Campus
- ✚ Alice Langholt: Part-time Adjunct Faculty, WDCE
- ✚ Angela Nissing: Chair, ELAP, Linguistics, and Communication Studies, TP/SS Campus

### **CONSTITUENT CONCERNS**

No constituent concerns.

### **REGULAR UPDATES**

#### **IT**

Jane Ellen Miller, Interim Chief Information Officer, provided the following updates:

- ✚ Did you know you can access Workday to do the following?
  - Manage professional development and training.
  - View and update current benefits information.
  - Create and change personal information.
  - Request name changes.
  - Display position and salary information.
  - Apply to positions through the internal career app. Visit [Workday Training \(montgomerycollege.edu\)](https://montgomerycollege.edu/workday-training) for more information.
- ✚ Coming July 2021 – Talent and Performance Management
  - Employee Self-Service
    - Talent Profile includes job history, talent statement, skill sets, certifications, and awards.
    - Talent details will auto populate into internal job applications.
    - Ability to request feedback and provide feedback to colleagues.
    - All information located online, in one convenient location – no more paperwork.

- Manager Self-Service
  - Reliable data and improved reporting capabilities.
  - Performance reviews in one location for easy access and updates.
  - Ability to provide feedback in the moment to direct reports and colleagues.
  - Career opportunities, interests, and skill sets accessible for direct reports.
- ✚ Please be sure to complete the MC required trainings by June 30, 2021.
- ✚ For more information on Workday, visit [Workday \(montgomerycollege.edu\)](https://workday.montgomerycollege.edu).
- ✚ A question was asked to Jane Ellen from an OSC committee member that in the Workday he noticed that the records of completion from past trainings are not showing up in his account.
  - Jane Ellen responded to give ELITE a call because they do have access to past records.

## **Facilities**

Marvin Mills, Vice President of Facilities and Security, presented the following Facilities report below.

### **CAPITAL PROJECTS**

#### **Takoma Park/Silver Spring Campus -**

##### **Leggett Math and Science Building**

- ✚ Demolition of Falcon Hall, Planetarium and Science South is complete.
- ✚ Site work continues (stormwater management and underground utilities).
- ✚ The Project Team (MC staff, LINK Strategic Partners and Barton Malow-CMAR) conducted an informational forum with interested parties and neighbors on May 4, 2021.
- ✚ Actual construction (foundations) are schedule to start in the next 60 days.
- ✚ Project is on budget, but 6-8 months behind schedule. Barton Malow will do all it can to make up for the delays.

#### **Rockville Campus**

##### **New Student Services Building (SV)**

- ✚ Facility has received its certificate of occupancy.
- ✚ MCE has coordinated for the 2nd and 3rd floor furniture to begin installation in the next few weeks and be complete circa mid-July. Furniture punch list work by MCE is in progress on the 1st and 4th floors.
- ✚ Completion of site work to the east of the Humanities building amphitheater is underway.
- ✚ Demolition of the old student services building is scheduled to start on Wednesday, May 12, 2021 and be complete circa three weeks.
- ✚ Punch list activities remain ongoing in the new SV building and on the site work.

##### **RV TC Elevator**

Life Safety re-inspected the elevator on May 9th and stated all empty conduit in the elevator shaft would need to be removed before the elevator could be certified for use.

The empty conduits were installed for future devices as part of the Phase 2 MNS project. These will be removed and the elevator re-inspected for certification. This work is expected to be completed in the next two weeks.

#### RV MT MBI Finance Lab Suite 100

- ✚ Baltimore Contractors, Inc. is making steady progress on the construction of the MBI Finance Lab. Work in progress includes electrical and mechanical rough in work on the first and ground floors. The air handler unit has been delivered and installed in the basement of the building.
- ✚ The installation of new ductwork is in progress on the first floor. Field measurements have been taken for the exterior ticker, and the ticker will be installed in 8 to 12 weeks.
- ✚ Patching and waterproofing of the supports at the terrace is scheduled to be completed in the next two weeks.
- ✚ Plumbing: scope of work at this floor is minimal.
- ✚ Arrangements are being made to make the space HyFlex, with no addition to the budget.

#### RV MK CTE 2nd Floor Renovation

Contractor is completing finishing work on the second floor. AV equipment is being installed in the new classrooms by the College. Issues involving the rooftop HVAC equipment are being addressed by the design team and the contractor. Final connections to the rooftop condensers are in progress and all new rooftop equipment are expected to be initially started in the next couple of weeks. The College and A/E team are expecting to generate a punch list of work to complete on the second floor this week. Project is expected to be complete by the end of May.

#### **Germantown Campus**

##### GT SA Renovation and Addition Phase 1

- ✚ Punch list work in progress.
- ✚ Final testing and balancing of HVAC system in progress.

##### GT HT ADA Elevator Renovation

- ✚ Project is final stages of completion. Fire alarm upgrades in process. Atrium smoke evacuation beam detectors need to be realigned and adjusted to accommodate the newly installed elevator in the atrium. Elevator adjustor completing installation and the third-party inspection is expected to occur within a week. State elevator inspection to occur prior to Montgomery County certification of the work.

#### **CAMPUS FACILITIES OPERATIONS**

##### On-Campus Presence and Support

Facilities continues its onsite presence at all campus locations in support of instructional and student service activities

##### Collegewide Access Control

An access control contract with a total cost of \$750, 336 was awarded to Johnson Controls, Inc. Scope of work includes upgrade of access control software, limited hardware upgrade, and upgrade of the student ID system. Implementation began in July 2020 and is currently

underway on all three campuses. Work associated with the contract is 95% completed. The new upgraded system is online and functional at all college locations. Punchlist administration is in progress and ongoing. The project is expected to be 100% completed sometime in late-spring 2021.

### RAVE Display Board Project

Facilities is working in collaboration with IT to implement Phase 3, the final phase of RAVE display boards project, in the outstanding 220 classrooms across the three campuses. All new hardware needed for this project is on hand. Site cabling is currently underway and ongoing and is about 95% completed. Completion of all work associated with this project is scheduled to be completed circa mid-Spring 2021. The majority of phase 3 work is focused on the RV and TP campuses.

### Fall 2021 Campus Planning

In coordination with other AFS units, Academic Affairs and Student Affairs, Facilities is participating in a “desk-top exercise” on how the College will, possibly, re-open for the fall 2021 semester with consideration for COVID-19 protocols still being in place (i.e., recommendations for class scheduling with considerations for wearing of face coverings, social distancing, cleaning/disinfecting time allowance, occupancy rates, control of facility access, shuttle service, etc.). *The Office of Facilities plans to have all current O&M staff back on the campuses by July 5, 2021; however, the office has grave concerns on the filling of 40+ critical open positions to allow for normal O&M operations (APPA Level 2) plus the COVID-19 requirements for enhanced disinfecting of restrooms, highly-touched surfaces, and end-of-the-day disinfection of all occupied classrooms/labs/offices.*

### Cafeteria Renovations

Central Facilities and the Campus Facilities are collaborating with the College architect to complete dining area upgrades requested by the Auxiliary Services and the new food & beverage provider. The upgrades are for both eating and food preparation areas. The work at the RV and TP campuses associated with this project is ongoing and are scheduled to be completed before fall of 2021. Work at the GT campus cafeteria, which has a much broader scope of work is expected to go beyond fall 2021. A specific completion timeframe has not yet been established.

### Demo Pictures of the Old RV Student Services Building



## OSC GOALS

- + Ed Riggs reported that every year each the councils have to come up with goals to address that academic year.
- + One of the jobs of being a council chair is constructing a goal plan with the committee.
- + Ed Riggs felt that since many people don't know what the Operational Services Council is or what it does, he wanted to create awareness to the other councils and invite them to attend OSC meetings, especially if they have constituent concerns. More often than not, the problems can be solved at an OSC meeting.
- + Ed Riggs thanked Stacy Ford for putting together the OSC goals and accomplishing a few of them. Stacy did an incredible job and Ed mentioned how grateful he was to Stacy because it was a big job.
  - o The OSC webpage has been revised and now includes the form for constituent concerns. The link for the form is [Operational Services Council | Montgomery College, Maryland](#).
  - o The goal plan is located in **ADDENDUM A**.
- + Stacy Ford mentioned that she's willing to train people to work on the OSC goals which would include:
  - o Marketing
  - o Posting on Inside MC Online
  - o Information needed for Social Media
  - o Forms on the OSC Webpage, which would include:
    - Tracking the forms.
    - How the committee handles the forms when they are submitted.

## CHAIR REPORT FROM ED RIGGS

- + Ed would like to continue with the same OSC marketing goals for FY22 if he is elected OSC chair again.
- + Ed attended made a presentation with his fellow governance council chairs at the April 19<sup>th</sup> Board of Trustees meeting to address how the virtual environment was working at MC.
  - o Ed discussed that he felt the remote environment was working out very well.
  - o From the faculty standpoint, virtual is not for all students.
    - Some students require a classroom environment that could also include coaching and mentoring.

## ELECTIONS

The OSC committee unanimously elected the following officers for academic year 2021-2022.

- + Chair: Ed Riggs
  - o The Chair creates the agendas, runs OSC meetings, attends two College Council meetings monthly, writes reports on constituent concerns and end-of-year goals.
- + Vice Chair: Christina Devlin
  - o The vice chair attends College Council meetings in the Chairs absence and heads different standing committees.
- + Secretary: Joe Marshall

- The Secretary sets up the meeting schedule (second Tuesday of the month from 2:00-3:30 p.m.), takes minutes, and sends the minutes to Yvette Taylor ([yvette.taylor@montgomerycollege.edu](mailto:yvette.taylor@montgomerycollege.edu)) in a pdf format.
- The secretary can use written reports submitted by OSC members in the monthly meeting minutes.

### **ADJOURNMENT**

The meeting was adjourned at 3:24 p.m.

# MC GOVERNANCE

## Governance Council Goal Plan

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**Council Name:** Operational Services Council

**Directions:** Each council submits a list of its goals (a minimum of 2, not to exceed 3; see page 1 and 2) to the Director of Governance and cc College Council the by **October 30**. Councils will complete a brief annual report based on these goals (see page 3) by May 21.

**Issue:** What is one topic or issue your council will consider this year for the purpose of developing a recommendation? (Brainstorm a list of topics and use this list to inform council agendas.)

*Continuation of marketing strategies for OSC. The more advanced integrated marketing strategies were not finalized in 2019-2020 due to the readjustment to the virtual setting.*

**Goal #1: What is the council's goal with regard to address this issue?**

*Clearly communicate to the College Community of College Operational Services and engagement opportunities.*

**Objectives:**

- Develop a campaign to promote employee focused messaging about what OSC does, methods for providing feedback, and opportunities to engage with the OSC.  
Channels: email, InsideMC, and MC social channels
- Develop a campaign to promote informative student focused messaging about OS, OSC, and its roll in governance  
Channels: Social media, (add other student focused channels)
- Establish baseline data and track trends for OSC website, InsideMC, and social engagement.
- Refresh and optimize OSC web content
- Provide student focused event to Student Senates and Student Council to engage students and provide information about the governance system, its role, and the Operational Services Council

**How will you know you have achieved the goal? (Measurement) (Example: We will hear from at least two different speakers on the issue and consider one motion related to this issue)**

*Performance indicators:*



**Website** - page views, bounce rate, clicked links, **Social** - click rates, impressions, and engagement % (need to check if possible, to get stats from InsideMC)

**What is your goal's impact on student success? (Please explain).**

To engage students and provide information about the governance system, its role, and the Operational Services Council. It has been shown that when students have a higher degree of institutional engagement, overall student success improves.

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**Goal #2:**

*Develop static and dynamic methods for obtaining formative feedback funnels to OSC.*

**Objectives:**

- Develop an online form to aggregate feedback using (Survey Gizmo or M.S. Forms) in Fall of 2020
- Establish process for managing and distributing feedback submissions to appropriate stakeholders.
- Provide student and employee focused event or initiative based on feedback.

**How will you know you have achieved the goal? (Measurement) (Example: we will provide a written communication to constituents monthly)**

**Performance indicators:**

Constituent feedback, # of feedback submissions

**What is your goal's impact on student success? (Please explain).**

This is an extension of the first goal and therefore the same student success impact applies.

**Goal Summary & Accomplishments for AY 2020/2021**  
*(To Be Completed in May 2021)*

**(Part I: Please provide a narrative summary of your council's goals and accomplishments and submit this final document by 5/21/21 to the Director of Governance @ the College Council Mailbox.**

**Part II: Please indicate below:**

<b>How many recommendations your council made to College Council for AY 20/21.</b>	
<b>How many constituent concerns has your council addressed for AY 20/21.</b>	
<b>How many referrals your council made to other councils or other Montgomery College departments for resolution for AY 20/21.</b>	