

# Operational Services Council

Monthly Session | Meeting Minutes

Thursday, November 10 2022

02:00 PM - 03:30 PM

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Mr Joe Marshall  
Chair

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Dr Christine Crefton  
Vice Chair

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Mr Rishi Nixon  
Secretary

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## HIGHLIGHTS

### 08 | **Hybrid learning technology trialed in Rockville**

On the Rockville campus, 18 classrooms in the Mannakee building are to be retrofitted for hybrid learning. There will be cameras, mics, and distance learning software implemented in these places. The Sparks Lab at MK318 will be the first to be kitted out and it will be used to train faculty in the new format.

### 09 | **New Student Services Building to come to Germantown**

For the future projects, a 153 000 sq ft Student Services building is planned on Germantown campus. It will be adjacent to the PE building, and will complete the trio of Student Services buildings for all three campuses.

### 10 | **Public Safety Office launches new website**

The Public Safety Office has launched a [new page](#) that it encourages students and faculty to check out. It has great resources and a comprehensive overview of the services that the College's safety office offers. It provides a signup page for the MC Alert, which notifies students of collegewide emergencies and drills. There is also a color-coded chart for the different crisis levels (Red, Yellow, Green, etc.).

### 11-12 | **See special report on Montgomery College's mental health services available at the SHaW Center.**

## **MEMBER ATTENDANCE**

<b>Councilmember</b>	<b>Constituency</b>	<b>Seat</b>	<b>Attendance</b>
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	PRESENT
Rishi Greg Nixon	Student	SECRETARY	PRESENT
Ana L. Gonzalez Nolasco	Student	MEMBER	ABSENT
Joseph A. Marshall	Staff	CHAIR	PRESENT
Christine Crefton	Staff	VICE CHAIR	ABSENT (PROXIED)
Tykesha K. Reed	Staff	MEMBER	PRESENT
Marv Mills	Facilities	PERMANENT	ABSENT (PROXIED)
Adam Reid	Public Safety	PERMANENT	ABSENT (PROXIED)
Chris Cusic	IT	DESIGNEE	PRESENT
Elizabeth (Liz) Greaney	Finance	PERMANENT	ABSENT
Dani Holland	WD&CE	MEMBER	PRESENT

## **GUEST ATTENDANCE**

<b>Attendee</b>	<b>Capacity</b>	<b>Reason for Attendance</b>
<b>Carlo Sanchez</b>	Acting Councilmember, Public Safety	Proxy for Adam Reid to deliver Public Safety Report
<b>Clevette Ridguard</b>	Director of Governance	To oversee the Operational Services Council meeting
<b>Kimberly Robinson</b>	Acting Councilmember, Staff	Proxy for Christine Crefton from the Staff constituency
<b>Kristina Schramm</b>	Acting Councilmember, Facilities	Proxy for Marvin Mills to deliver Facilities report
<b>Maureen Elder</b>	Public Safety Representative	To confirm Mr Sanchez's Public Safety report
<b>Tonya Baker</b>	Vice Chair of the Germantown Campus Council	To hear 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 02:05 PM.

### Meeting Agenda

Mr Marshall asked if everyone had reviewed the meeting's agenda, sent out one day prior (see Nov 2022), 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 Oct 2022).

### Approval

Chris Cusic moved to approve the meeting's agenda and the October 2022 minutes, Kam Yee seconded the motion. The motion passed.

(Motion I)

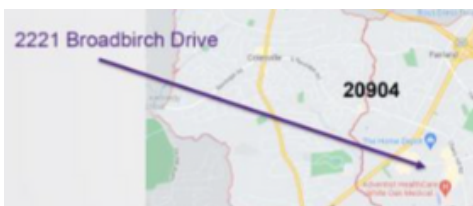
## COUNCIL REPORT

### Council Chair Report Goal Planning

Chair Joe Marshall delivered a brief Chair report. See Nov 2022 Agenda for more information.

Mr Marshall went over the following updates:

1. **Presidential Town Hall (Tue, Nov 15 2022, 11:00 AM - 12:00 PM) at the Cultural Arts Center on the Takoma Park-Silver Spring Campus**
  
2. **Our College. Our Community. Our Future event to recognize county and state leaders (Dec 1 2022, 08:30 AM) at the Duong Student Services Center on Rockville Campus**
  
3. **Announcement on East County Education Center project.**
  - a. The new center will be 55 000 sq ft.
  - b. Within the next few years, it will evolve into a new campus.
  - c. With Takoma Park in 1950, Rockville in 1965, and Germantown in 1978, the College has had 3 campuses for 44 years. The county population has since moved northeast, and that area needs an education center too.



## **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.

Mr Cusic provided an update on the phone migrations. The phone migration on the Takoma Park campus was completed in the end of October. Four-digit extensions for all internal calls are available throughout the College now, except for four places.

The ten-digit extension is still in place for:

- Raptor Central
- Department of Performing Arts
- WD&CE
- Student Financial Aid Services

He noted that the College's Banner software by Ellucian will be under upgrade from 05:00 PM on Friday, November 18 2022 to 05:00 PM on Sunday, November 20 2022.

During this time, several important student services will be offline, including Grade Entry, Class Registration, Transcript Request, View Grades, Pay Bill, and View Class Schedule.

In this coming month, OIT will be working with Facilities to coordinate office moves. Because of HVAC upgrades and renovations across campuses, technology and offices will need to be relocated to different buildings.

On the Rockville campus, there will be 18 classrooms in the Mannakee building to be retrofitted for hybrid learning. There will be cameras, mics, and distance learning software implemented in these places. The Sparks Lab at MK318 will be the first to be kitted out with this and it will be used to train faculty in the new format.



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## **ADMINISTRATIVE REPORTS**

### **College Facilities Report**

#### **Director of Capital Planning, Design, & Engineering**

Kristina Schramm, proxy member for Facilities due to VP Marvin Mills' absence, delivered the Facilities report for this month.

Ms Schramm went over some notable developments in the College's Facilities projects. The Leggett Science building, under construction on the Takoma Park campus, will be completed in January 2024. The building's price tag is about \$100M but there has been some assistance from the state and, most recently, the College has been awarded a special grant of \$1.5M from the Governor to purchase big-ticket items.

Due to the Library renovation in the Takoma Park Resource Center, occupants have been relocated to new offices. The building will be closed for all of 2023, but it will be operational for spring 2022 classes. Facilities has asked for another \$3.5M for the project, due to increasing material costs. Ms Schramm noted the dire supply chain issues and increasing prices as the reason for the request. Because of Maryland's budget surplus, Facilities is cautiously optimistic that the request will be granted.

The expanded project to repair HVAC systems on the Rockville campus will result in the closure of Macklin Tower, the Arts building, the Music building, and the Technical Center on that campus.

For the future projects, a 153 000 sq ft Student Services building is planned on Germantown campus. It will be adjacent to the PE building, and will complete the trio of Student Services buildings for all three campuses.

For FY24, Facilities' comprehensive request for funding is \$54M to progress 26 projects.

## **ADMINISTRATIVE REPORTS**

### **College Safety Report** Assistant Director of Public Safety

Carlo Sanchez, proxy member for Facilities due to Director Adam Reid's absence, delivered the Facilities report for this month.

Mr Sanchez mentioned the new website that Public Safety has launched. It has great resources and a comprehensive overview of the services that the College's safety office offers. It provides a signup page for the MC Alert, which notifies students of collegewide emergencies and drills. There is also a color-coded chart for the different crisis levels (Red, Yellow, Green, etc.).

The page is a great resource for students to learn about the College's security plan and questions on public safety. Thankfully, Mr Sanchez added, there have been no major incidents on campus so far this year and Public Safety intends to keep it that way.

**There was no financial report this month.**

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## **SPECIAL REPORT**

### **Student Access to Mental Health Resources**

#### **Program Manager for Mental Health Services, Student Health & Wellness Center**

Stephanie Will, the College's mental health manager at the SHaW center was invited to speak about the state of access to the college's mental health resources to students and the SHaW Center's outreach.

One of the Center's major initiatives in incorporating mindfulness into its practices. Mindful eating, breathing exercises, drawing, and mind-body medicine, were some of the projects she covered. Her job is essentially to help students with tangible things they can do to relieve stress.

Ms Will's main tip for students is to do things that make you smile. Some of the center's more fun outreach activities have been oriented towards student happiness. She has said that students really love getting reacquainted with kids activities. While the center runs big-ticket special events like puppy-petting parties and massages, these aren't really sustainable. Ms Will finds that students are brought the most joy from the simplest of things. Writing prompts and Play-Doh activities have been a huge hit.

In terms of SHaW's primary activities, it is to provide a strong support network for students to prevent mental health crises and better take care of the student community. SHaW offers support groups and trains peer advocates to work with and support other students, it offers training in suicide gatekeeping to prevent mental health crises. While SHaW does not provide counseling services, it refers students to therapy in the best way they can. The center is endowed with a large federal grant to get students in need access to professionals even when they cannot afford it. The office works with students to see if they qualify for the grant, and if so, it can cover many expenses.

During the pandemic, this has been expanded to all sorts of aid, barring tuition reimbursement, SHaW has provided food, rent, and healthcare assistance to low-income students who qualified.

There are expanded benefits for faculty and staff of the College. SHaW is also a great place to get referrals for other services. It runs F/STAP (the Faculty/Staff Assistance Program) to help employees of the College in any way. The psychology department offers brief counseling sessions, and administrative aides can help with personal issues from finding daycares to planning a vacation.

SHaW and F/STAP's goal is to provide a wide range of benefits to the broader College community.

## **SPECIAL REPORT**

### **Student Access to Mental Health Resources cont...**

Chair Joe Marshall, who invited Ms Will added that he has heard a lot of positive feedback from students regarding the SHaW center. He referenced a College Council meeting where students spoke about the benefits of the center's services. They mentioned they all had very positive experiences with the SHaW center, but agreed the resources were difficult to access.

Mr Marshall asked, to get context for the Council's future goals, whether there was a unified repository for the resources. Ms Will said that there had been a departmental task force set up to create just that, but after the head of that project left the College, the project stalled and did not progress from there.

Terri Bailey, faculty member, added that the SHaW website was a good repository to find the resources already although she hadn't thought about resources for faculty yet. Mr Marshall opened discussion on ways to address this. He added that it could be as simple as bringing SHaW to the top of the college website search results for mental health.

## ADJOURNMENT

### **Unfinished Business: Constituent Concern**

Following the discussion on the SHaw center's search visibility, Kam Yee added, as a side note, that the functionality with the College search bar seemed rather clunky. Each time you made an input to search something, the query could not be edited or re-entered because it would disappear. Rishi Nixon, student member, added that course search had the same issue. Mr Marshall said he would raise it as a constituent concern.

### **End of Meeting**

Rishi Nixon moved to adjourn the meeting at 02:50 PM, Chris Cusic seconded the motion. The motion passed.

(Motion II)

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## **PASSED MOTIONS**

<b>No.</b>	<b>Item</b>	<b>Sponsor</b>	<b>Second</b>
I	Motion to approve the previous minutes (see Oct 2022) & present meeting agenda (see Nov 2022)	Chris Cusic	Kam Yee
II	Motion to adjourn the November 2022 session	Rishi Nixon	Chris Cusic

Minutes submitted,  
Secretary of the Operational Services Council



RISHI NIXON

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