

MC GOVERNANCE

OPERATIONAL SERVICES COUNCIL

MEETING MINUTES

Thursday, October 12, 2023

2:00-3:30 pm (Zoom Meeting)

Attendees

Present: Christine Crefton, Tonya Addleman, Chris Cusic, Margarita Silva, Adam Reid, Liz Greaney

Absent: Rishi Nixon, Michelle Agostini, Ramon de la Cruz

Proxy: Terry Evelyn as proxy for Marv Mills, David Jean-Julien as proxy for Terri Bailey

Guests: Clevette Ridguard, Josephine Trawick, Gregory Sember (FT Faculty representative today)

Call to Order

There is a quorum to conduct business. The meeting was called to order at 2:10 pm by the chair.

Approval of Agenda/Minutes

Chris made a motion to approve the minutes as corrected. Tonya seconded. The minutes were approved as corrected. The meeting was recorded for internal use only.

Constituent Concerns

1. **Air conditioning on the shuttle buses** during August and early September was not working. This was during a heat advisory alert. Shuttle felt like a sauna. Would like to make sure the shuttle buses are adjusting the airflow while they are in operation. *Referred to Marv Mills.*
2. **Request for at least 1 non-binary restroom on each campus.** *Referred to Marv Mills.*
3. **INK printing kiosks** – Kiosks are regularly non-functional, requests for support have gone unanswered, negative impact on students. *Referred to Liz Greaney upon receipt last week. Liz to provide an update later in this meeting.*

Chair's Report – Christine Crefton shared updates on the following topics. See the chair's report for details. Cybersecurity Awareness Month, Family Empowerment Resources Fair, MD Male Student of Color Summit (October 20), Hispanic Heritage Month, WDCE Harvest Fest, Free Employee Flu Shots at Benefits Fairs, Bringing in the Bystander: Bystander Workshop, MC Raptor Sports Schedule, Mobile Markets, Leadership Development Institute, IgnITE Hub events, Health & Wellness Opportunities, Looking for people to serve on the Communications and Elections Committee for College Council, Governance Awareness Days (Nov 1 & Feb 1).

Ombuds Presentation - Billy Struemke started as Ombuds for MC on July 24, 2023. During his presentation he explained what an Ombuds does, why it's helpful to work with him, and the services he provides for the individual and the College. Billy stressed that everything is confidential. He is required to provide an annual report but that will only show trends, not individual situations. He provided his contact information.

New Business

Constituent Concern Updates

1. **Process for IT Hardware and Software Requests** (Chris Cusic): Currently a PDF form that is sent IT Resources inbox. Sender does not receive an acknowledgement or receipt or any updates as the request moves through the process. Chris noted the concern and said his team is looking into using Workday to digitize and automate the process. He will continue to provide updates.
2. **RV North Garage EV Charging Stations** (Terry Evelyn): There are 20 stations and 4 of them are not working. James' team is having trouble getting parts to fix the stations (there is now newer technology). Considering the options. May need to replace them. By November they will have a plan in place for repairing the 4 stations.
3. **INK Kiosks are not-functioning** (Liz Greaney). Liz did a walk around with a student worker to assess every INK kiosk on all campuses. Several were none functioning because of paper jams, lack of toner, or lack of paper. Those have been fixed and are functioning. Some have black screens or other issues that will require the vendor to diagnose and fix. Where there are multiple machines in a space (library), she was able to restore at least half of the kiosks to working condition. Will need to work with the vendor to come up with better solution for maintenance of the machines. New director of auxiliary services will be in place October 30, until then concerns should be directed to Liz. Chris also shared that he is taking over management of the IT Help desk and the basic requests may be something that his team will be able to absorb.

Regular Updates

Facilities Update (Terry Evelyn) (more information and details in monthly report)

1. **Facilities Master Plan**. Prepared every 10 years. Will be bringing the plan to the Board for approval and then submit to the state in February 2024.
2. **East County Education Center** – MC is leasing the building in a way that allows us to make renovations. Occupancy goal is April 2024.
3. **HVAC Renovations Follow Up** – Need to follow up on renovations that were made because of COVID. Time to use money was limited. Met deadline but need to do some training and other follow up.
4. **Leggett Building at TPSS** is a few weeks behind schedule (supply chain issues) some of the large items only started to arrive in July. Expect substantial completion in May 2024. Furniture and IT will need to be set up. Projecting to have space available for classes for fall 2024.

IT Update (Chris Cusic)

1. **Cybersecurity Awareness Month** (October) – think about passwords and how you are storing those. Use dual-factor authentication.
2. **Modernization of academic environment** – continuing efforts to meet the needs of faculty, staff, and students.

Safety Update (Adam Reid)

1. **Emergency Preparedness** - Mike is busy with outreach work and efforts.
2. **Public Health/Environmental Safety** – opioid training planned for RV last month fell through. Trying to find a date to reschedule at RV and also planning TPSS event. Early spring semester.

3. **COVID Inquiries** – We have been receiving 3-4 email a week asking for guidance. Do not need to report any more. Encourage people to stay home if they are not feeling week. They have received a small batch of COVID tests – distributed a few to each campus. They are available at public safety on first come, first serve basis. Still have plenty of masks.
4. **Public Safety** – will be conducting a system wide test. Trying to find a good date. MC's Annual Public Safety Report (published in accordance with Clery Act) is available online (published October 1st each year). National Campus Safety Awareness Activities went well on all campuses.

Business/Financial Update (Liz Greaney)

1. **Annual financial statements** to MHEC and to leadership. Board of Trustees to accept them during their December meeting. Posted on website.
2. **Third Audit** – finishing Federal Compliance Audit. Due Dec 31st.
3. **FY25 Budget Planning Memo** sent yesterday to cost center managers and administrators. Also available on operating budget website. Dedicated email: budget@montgomerycollege.edu Liz Greaney or Linda Hickey will answer question sent to this address.

FY24 Goals Discussion – OSC goals due Oct 27th. *Christine will send out template via email for comment.* Decided on one goal - producing 2 podcast (Nov/March).

Adjourned

Chris made a motion to adjourn; Margarita second. The meeting was adjourned at 3:30 pm.