Operational Services Council
10 October 2019
Central Services S108
2:30-4:00 pm

ATTENDEES
Members Present: Ed Riggs, Chair; Christina Devlin, Elizabeth Greaney, Alice Langholt,
                     Angela Nissing, Vice-Chair; Jane-Ellen Miller, Marvin Mills, Mark Pace,
                     Emilie Racek (for Kristen Roe), David Sowards

Members Absent: Keissy Alfaro, Raquel Bunai, Anjel Jaxsen, Rebecca Rahman

Guests: Clevette Ridguard

CALL TO ORDER
Ed Riggs, Chair, called the meeting to order at 2:44 pm.

AGENDA/MINUTES
The Chair distributed the agenda; he noted a minor change in the agenda to give member Jane-Ellen Miller time to present information about ZOOM conferencing software. Marvin Mills moved to approve the agenda and Mark Pace seconded the motion. The agenda was approved by a voice vote. The minutes of the September 12, 2019 meeting were also approved by a voice vote.

OPEN COMMENTS
There were no open comments at this meeting from constituents.

There was an update about working out alternatives with Adobe Software that is (Photoshop, Illustrator, et. all.) used by teacher and in classrooms since the company is switching to a model of individual licenses, which does not work for just about any school. Schools are trying to work as a group with Adobe to resolve this issue.

The chair mentioned that he had still heard some concerns about using two-factor authentication in the classroom. Jane-Ellen Miller gave an update which included the following points:
- Students are not required to use 2FA; if they have signed up to do so, however, they will need to use their phones to log in to the classroom computers.
- Faculty do not need to log in students in their computer classrooms
- Faculty without phones and those who do not wish to use their own phones for 2FA can receive code or push that permits them to log in or set their office phone as the phone that the 2FA system will call.

- The helpdesk can assist at any time with 2FA and can be called from a classroom phone
- Some faculty cannot bring phones into lab areas; these faculty have and will continue to receive physical tokens.

Angela Nissing noted that some faculty had shared a concern about the 2FA system collecting personal data and Jane-Ellen Miller noted that the 2FA system does not routinely collect data.

CHAIR REPORT

Chair Ed Riggs reported on information and discussion at recent College Council meetings:
- The Council review and recommended some changes to the Student Council to make it easier for students to reach a quorum and conduct business at their meetings, including: using computer conferencing for meetings and changing to composition of the Student Council to include more credit students and fewer WDCE students.
- Dr Pollard reviewed her goals for the college (these have already been shared with the OSC via email).
- HRSTM recently issued a newsletter update to all HR activities
- ZOOM will be the official conferencing software for the college

OSC GOALS

Chair Ed Riggs briefly considered the goal plans that had been sent to him by email and mentioned that if we did not have time to finalize goals at this meeting that we would do so via email, working to make sure we have at least one goal that is directly tied to student success.

The group discussed goals related to communicating more information about operational services to a wider audience, noting that there are regular operations reports that may not be widely shared. This led to a larger discussion about how the OSC can serve as a conduit for better communications among the entire Montgomery College community around how the college operates as a whole. The group agreed that we do not want to "overload" others with information, but to help figure out strategies to effectively share key information. Alice Langholt mentioned that incentives sometimes work, though we all agreed we are limited in how we can provide those incentives. We also agreed that we would like the entire college community to be aware that we are all constituents of the OSC.

REGULAR UPDATES

Facilities

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 has had delays, but should be complete by the end of November.
   b. Rockville: The new Student Services building is on track for completion in January 2020.
   c. TPSS construction: The plans for the new science center have been approved and we continue to work with the local community for a smooth transition to construction and use of the building.

2. Message Boards
    a. 246 message boards are being added so that they appear in all classrooms and the emergency alert systems are
3. Safety and Security
    a. Dr Mills noted the College's public safety operations are no longer part of the facilities area and are now part of Administrative and Fiscal Services.

Business Services
Liz Greaney gave an overview of current projects:
1. Our federal audit for grants that will also be prepared in October and is due December 31.
2. The state of Maryland will be reviewing our large Adult Education and Literacy Grant.
3. Planning for the transition to Workday for business processes is underway with a team that's working on planning.
4. 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.

Information Technology
Jane-Ellen Miller gave an IT update.
1. Workday has a core working group; the system will be configured for testing in the fall of 2020. The working group is actively seeking "Workday Information Liaison," administrative aides that will be a first source of information for others in their areas.
2. Banner 9 software for managing student records will be adopted and business processes for that adoption are also being reviewed.
3. All the new software systems are based on the concept of self-service, which means that all members of the college community will be asked to learn how to use the systems.

In response to a question about student use of Workday; while we are not adopting the student modules for Workday, students will have more self-service access to all software systems.

Jane-Ellen Miller also provide an excellent demonstration of ZOOM conferencing software to show its reliability and ease of use. ZOOM also has strong accessibility features and will be adopted in spring 2020 as the collegewide conferencing software. We will be able to use it for both administrative meetings and student/class meetings. She further noted that while Skype is part of Office 365, Microsoft is not updating Skype.

ANNOUCEMENTS AND ADJOURNMENT
Ed Riggs thanked the group for their participation and the meeting was adjourned at 4:00 pm.

The next meeting of the Operational Services Council will take place on November 14, 2019 in Central Services from 2:30-4:0 pm