

Operational Services Council

Monthly Session | Meeting Minutes

Thursday, Feb 09 2023

02:00 PM - 03:30 PM

Mr. Joe Marshall
Chair

joe.marshall@montgomerycollege.edu

Dr. Christine Crefton
Vice Chair

christine.crefton@montgomerycollege.edu

Rishi Nixon
Secretary

rnixon8@montgomerycollege.edu

CONTENTS

Item	Member	Page
HIGHLIGHTS		03
MEMBER ATTENDANCE		04
GUEST ATTENDANCE		05
CONVENING		06
CHAIR REPORT	Christine Crefton Council Vice Chair	07
SPECIAL REPORT: YOUR VOICE, YOUR MC EMPLOYEE SURVEY	Scot Brown Chair, Employee Survey Committee	08
SPECIAL REPORT: STUDENT METRICS	John Hamman Chief Analytics & Insights Officer	09
ADMINISTRATIVE REPORT: FACILITIES	Marvin Mills Vice President, Facilities	11
ADMINISTRATIVE REPORT: IT	Chris Cusic, Director, Instructional Technology	12
ADMINISTRATIVE REPORT: FINANCE	Liz Greaney, Chief Business & Financial Strategy Officer	12
COUNCIL BUSINESS		13
ADJOURNMENT		14
PASSED MOTIONS		15

HIGHLIGHTS

08 | **Your Voice, Your MC Survey Now Open to Faculty and Staff**

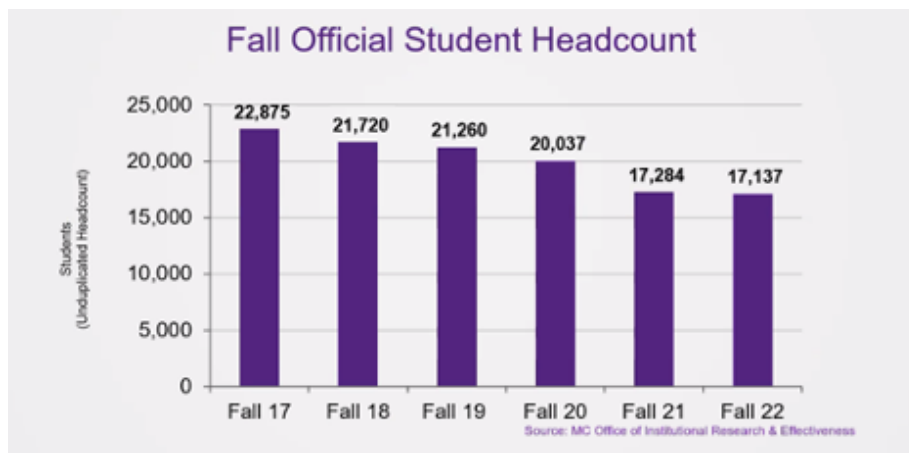
All except student interns, temporary employees, and those employed after Oct 31 2022 are allowed to take the Your Voice, Your MC employee survey. The survey is completely confidential and responses are all anonymous. It is administered by a reputed 3rd-party organization: ModernThink. The data is not owned by MC and does not pass through any College servers. ModernThink is a reputable higher education survey analytics company and will only provide a summary and overview of specific results to the College without any identifying information.

Taking the biennial survey greatly helps the college understand employee satisfaction and will advise its strategic direction.

09 | **Fall Semester Enrollment Shows Promising Numbers**

While enrollment has been on a downward trend, the numbers are stabilizing, as of last semester. Part-time enrollment continues to be high because of the pandemic, and it makes up nearly 2/3rds of the official numbers, a share that has been consistently increasing.

90% of spring semester students are continuing, with only a fraction being new students coming in. However, programs like dual enrollment and MC's increased certifications are bringing in enough new students to see the decline flatten out.



MEMBER ATTENDANCE

Councilmember	Constituency	Seat	Attendance
Terri Bailey	Full-Time Faculty	MEMBER	ABSENT
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	ABSENT
Christine Crefton	Staff	VICE CHAIR	PRESENT
Tykesha K. Reed	Staff	MEMBER	PRESENT
Marv Mills	Facilities	PERMANENT	PRESENT
Adam Reid	Public Safety	PERMANENT	PRESENT
Chris Cusic	IT	DESIGNEE	PRESENT
Elizabeth (Liz) Greaney	Finance	PERMANENT	PRESENT
Dani Holland	WD&CE	MEMBER	ABSENT (PROXIED)

GUEST ATTENDANCE

Attendee	Capacity	Reason for Attendance
Clevette Ridguard	Director of Governance	To supervise the council meeting.
Anthony Fiora	Acting Council Member, WD&CE	Proxy for Dani Holland.
Scot Brown	HR Manager	To present to the council about the Your Voice, Your MC employee survey.
John Hamman	Chief Analytics & Insights Officer	To provide a presentation about the College data trustees council, its work, and recent metrics.
Nadine Porter	Deputy Chief Analytics & Insights Officer	
Rose Garvin Aquilino	Associate SVP for Advancement & Community Engagement	
Donna Kinerny	Dean, Adult ESOL & Literacy Grant Programs	
Ramon Valenzuela	Student	To observe the council meeting for his Leadership Development Initiative project.
Angie M.	Constituent	To hear the council meeting.

CONVENING

Quorum

Ten voting members of the Council were present, constituting a full quorum to proceed with business.

Call to Order

In Joe Marshall's absence, Christine Crefton, Vice Chair, called the meeting to order at 02:05 PM.

Meeting Agenda

Dr. Crefton asked if everyone had reviewed the meeting's agenda, sent out one day prior (see Feb 2022), and asked the members to approve it. Most members affirmed.

Chris Cusic moved to approve the meeting's agenda and Liz Greaney seconded the motion. The motion passed.
(Motion I)

Previous Minutes

Dr. Crefton asked for any amendments to the previous session minutes for November 2022 (see Dec 2022).

Terri Bailey moved to approve the December 2022 minutes and Chris Cusic seconded the motion. The motion passed.
(Motion II)

CHAIR REPORT

Operational Services Council Update

Christine Crefton, Vice Chair

1. There are 5 proposed policy & procedure changes being considered by the Board of Trustees:

- o 31001 - Sexual Misconduct
- o 38002 - Honorary Degrees
- o 68004 - Inspection of Public Records
- o 74001 - Naming Campuses, Facilities, Buildings, Rooms, and Institutes
- o 75005 - Protection of Minors

The MC community is invited to provide their feedback at the P&P webpage. Changes will be considered by the President's Advisory Committee.

2. Outstanding Staff Award and Outstanding Faculty Award nominations close Mar 01 2023.

3. MC Innovation Grant applications due Mar 21 2023.

4. To volunteer for Mobile Markets, contact Sergio Washington.

5. Staff Enrichment Day is Mar 15 2023 at Takoma Park.

6. The 2023 Equity Week is Apr 3 - 7 and nominations for the Excellence in Equity Awards will be open soon.

7. Analytics & Insights's Data is the Sweet Spot Podcast is live with six episodes.

8. The Employee Assistance Program has benefits available for gym, fitness, and wellness program funding.

SPECIAL REPORT

Employee Experience & Climate Survey Briefing Scot Brown, Chair of the Your Voice, Your MC Survey Committee

Scot Brown, Chair of the Your Voice, Your MC Survey Committee arrived to brief the council on the Your Voice, Your MC employee survey. Mr. Brown works in the Office of Human Resources as an outreach manager. All except student interns, temporary employees, and those employed after Oct 31 2022 are allowed to take the survey. The survey is completely confidential and responses are all anonymous. It is administered by a reputed 3rd-party organization: ModernThink. The data is not owned by MC and does not pass through any College servers. ModernThink is a reputable higher education survey analytics company and will only provide a summary and overview of specific results to the College without any identifying information.

Prof. Kronstadt, a full-time faculty representative and professor of English, asked about one of the questions, which asked about supervisors for faculty. She asked whether the English Department Chair at Germantown campus counted as her supervisor or whether it would be the Collegewide Dean of English across MC? The Chair, which is a professor with additional responsibilities, is elected by the other faculty, while the Dean is an appointed instructional administrator.

John Hamman – Chief Analytics & Insights Officer, who was present to report to the council afterward – clarified that, unfortunately, they couldn't distinguish between full-time and part-time faculty since full-time faculty report to the Dean while part-time faculty report to the Chair. Mr. Hamman agreed that this was a worthy change to make and should be clarified on the survey.

Dr. Crefton also added that no IP addresses are saved by Montgomery College and no College divisions used the data. ModernThink is a highly reputable analytics firm. Dr. Crefton asked what some of HR's goals were with the survey were this cycle. Mr. Brown said that the previous cycle's completion rate was 52% (in 2021) and that they aimed to make it higher this time.

Liz Greaney asked what the protection was for taking it twice. Mr. Brown clarified that everyone gets their own username and password for the survey, and it cannot be entered twice. He mentioned that President Williams' goal is also to use the survey data in aiding with the strategic plan refresh.

As a final note, Mr. Brown said that this was the most statistically significant data collection mechanism the College had to interact with employees, and encouraged everyone present to take it.

SPECIAL REPORT

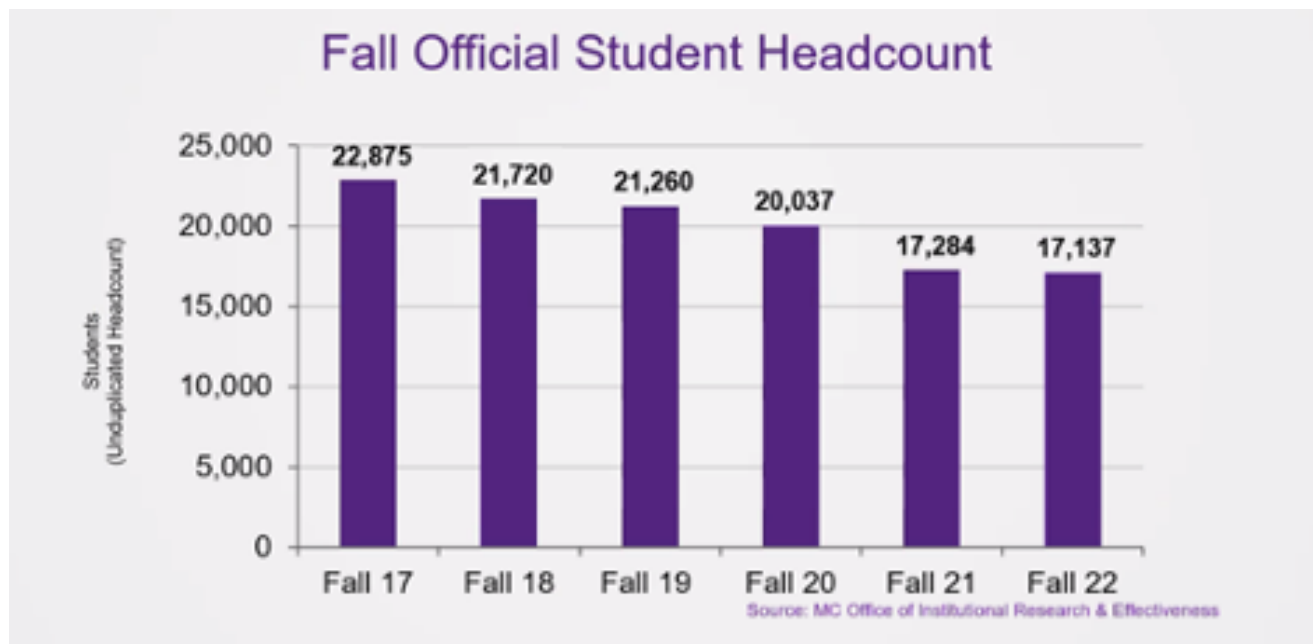
Data & Student Metrics Briefing

John Hamman, Chief Analytics & Insights Officer

John Hamman, Chief Analytics & Insights Officer, arrived with the other members of the Data Trustees Council to discuss recent student metrics and President Williams's commitments to data-informed decision-making. The DTC is a group of senior administrators who own all collegewide analytics and its function is to interpret and set direction for its implementation throughout the organization.

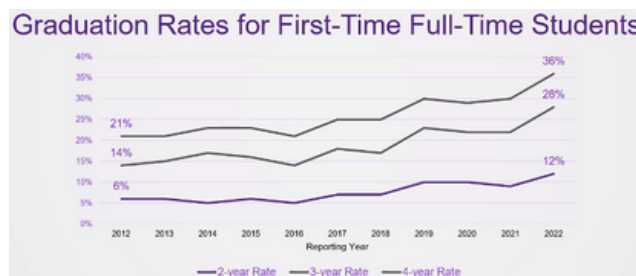
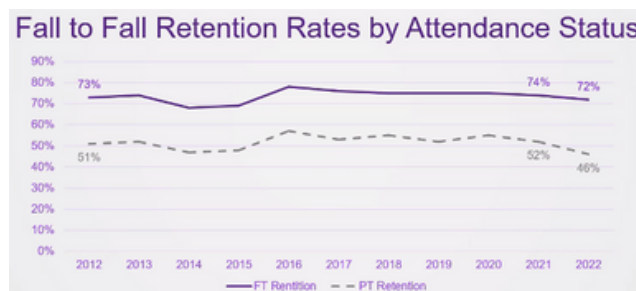
Nadine Porte, Deputy Chief Analytics & Insights Officer; Rose Garvin Aquilino, ASVP for Advancement & Community Engagement; and Donna Kinerny, Dean of Adult ESOL & Literacy Grant Programs, presented other portions of the brief as fellow data trustees.

Mr. Hamman presented first. While enrollment is on a downward trend, the numbers are stabilizing as of last semester. Part-time enrollment continues to be high because of the pandemic, and it makes up nearly 2/3rds of the official numbers, a share that has been consistently increasing. 90% of spring semester students are continuing, with only a fraction being new students coming in.



Data & Student Metrics Briefing ...

Rose Garvin Aquilino presented the next section on gateway courses. Gateway courses – being introductory Mathematics and English, Ms. Aquilino said – are vital metrics of student success. She said that results have been mixed. Registration for these courses is going down, although pass rates are going up. While pass rates are a good metric to gauge commitment and means that more committed students are advancing, ideally, both would go up.



Donna Kinerny presented the next section, for student retention. Retention rate has been hard to measure depending on whether students take a break or continue. The pandemic has had adverse impacts on part-time retention, but full-time students are staying stable.

Among demographic groups, under-19 retention is highest as well as Asian retention.

Although enrollment is falling, and retention has seen a dip, there is one spot of good news: graduation rates are going up, and especially sharply among first-time full-time students. Since 2018, first-time full-time enrollment increased by nearly 10%.

Mr. Hamman finished the presentation with an emphasis on equity. He reaffirmed the importance of gateway math and english as student metrics, and indicated the OIRE website and Operating Budget statistics as a source of more information.

ADMINISTRATIVE REPORTS

Office of Facilities Update Marvin Mills, VP for Facilities

Marvin Mills, VP for Facilities, arrived to provide his regular administrative report to the council. He announced that the Facilities Master Plan, which is the Office's ten-year guiding document through 2033, will finish this year. The process of drafting it began last fall and has been ongoing, with student focus groups, faculty, and academic affairs administrators.

Mr. Mills went over the following updates:

Rockville Campus:

The roof replacement project for the Rockville Campus Center (CC) is being planned for summer. Submittals from CitiRoof have been received and reviewed. Facilities is waiting on materials to arrive. ETA is June 1, 2023.

Takoma Park Campus:

The Student Services Building at Takoma Park (ST) will be undergoing hot and chilled water line repairs. Construction documents are expected by end of Feb 23 2023, the Board of Trustees will vote for approval on April 23 2023, and construction commencement is expected May 23 2023.

The Resource Center at Takoma Park (RC) will also undergo a major renovation, inside and out, including demolition. The building's entrances will be redesigned for increased accessibility and the interior will be gutted and refurbished. The Board of Trustees has approved an initial cost of nearly \$11M.

Mr. Mills presented the council with drone footage of Takoma Park's new Leggett Math & Science Building and its progress. Built on the corner of the campus, Leggett will have greenhouses, wet labs, and science facilities of the highest quality. The project is, suprisingly, on budget, and on track for completion.

East County Center:

MC has signed the lease on the East County Education Center and will proceed into construction documents. The design is complete and construction will begin in summer. Construction documents are in progress. The technical review meeting for the design development drawings has been completed. Mr. Mills is happy to announce that the center is expected to be fully operational by the end of the year, with a library, resource center, state-of-the-art nursing labs, and computer science classrooms.

ADMINISTRATIVE REPORTS

Office of Information Technology Update

Chris Cusic, Director of Instructional Technology

Chris Cusic, Director of Instructional Technology, provided OIT's regular administrative report for the meeting. OIT will be working toward coordinating classroom technology at the East County Education Center. OIT is working to implement Modern Classroom Design of the highest quality with 4K interactive touchscreens available as classroom tools.

The College will also be phasing out Windows 7 over the summer and Mr. Cusic's division is working to review the budget to upgrade and standardize classroom technology across all campuses.

Office of Budget Update

Liz Greaney, Chief Business & Financial Strategy Officer

Liz Greaney, Chief Business & Financial Strategy Officer, provided her update for the budget office.

The County Executive will issue the Montgomery County Operating Budget on Mar 15 2023, and from then, there will be ongoing discussions with the County Council on funding. Ms. Greaney's office will participate.

This year, 3 HEERF Grants (federal COVID relief funds) came to the college, totaling \$77M. \$10M of that went directly into student balances in the form of financial aid, while \$15M went into HVAC repairs, and \$2M in technology support, sending laptops directly to students in need. Annual financial statements have been published on the website and bond ratings for the College are complete, with great results this year as well.

Adam Reid, Director of Public Safety, Health, & Emergency Management, had to leave early due to a prior engagement and was not able to present a council report this month.

COUNCIL BUSINESS

Council Goal Update: Facilities & Public Safety Resources

Christine Crefton, Vice Chair, gave a brief mention to the Council's resources goal planning. Roles were assigned last meeting and work is in progress. Dr. Crefton mentioned using PressBooks, the College's resource for booklets and flyers, to create the resources. She said that she had experience with using it and that it would be highly useful to create the resource.

She brought up Paul Miller, Chair of the Employee Services Council, whose council is also using PressBooks to distribute resources of their own. She said she would speak to Mr. Marshall about contacting them and collaborating on a unified governance template.

Dr. Crefton used the Chair Report slides for this section, and Terri Bailey asked about one of the previous slides. She pointed out that it mentioned gyms were available on all three campuses, although she did not know where the gym was in Takoma Park. Dr. Crefton mentioned that there was a fitness space in one of the buildings, but that it had very little resources. She mentioned that with recent renovations there would be a much larger gym coming.

ADJOURNMENT

End of Meeting

Liz Greaney moved to adjourn the meeting at 03:35 PM, Marvin Mills seconded the motion. The motion passed.
(Motion III)

PASSED MOTIONS

No.	Item	Sponsor	Second
I	Motion to approve the meeting's agenda (Feb 2023).	Chris Cusic	Liz Greaney
II	Motion to approve the previous meeting minutes (Dec 2022).	Terri Bailey	Chris Cusic
III	Motion to adjourn the meeting.	Liz Greaney	Marvin Mills

Authored,

RISHI NIXON
Secretary

MINUTES APPROVED BY COUNCIL VOTE
OSC MOTION I, MARCH 2023 SESSION.