

## **Operational Services Council**

Meeting Minutes

Friday, November 21, 2025

2:30 pm- 3:45 pm

### **Attendees**

Present: Fernaundra Ferguson, Byron Jamison, Lisa Moore Evans, Liz Greaney, Adam Reid, Carla Pullen, Anna Hamilton, Rozeta Momeni, Kateema Lee, Craig Benson, Jonathan Colson

**Absent:** Angela Dawson, Rabbia Akbar, Gloria Barron

**Guests:** Dr. Kimberly McNair

### **Welcome and Call to Order**

Chair, Fernaundra Ferguson called the meeting to order at 2:35 pm. She welcomed everyone and acknowledged that we had a quorum should we need to vote on any business presented.

### **Roll Call and Approval of Minutes**

Fernaundra Ferguson took roll and confirmed that the OSC Meeting Minutes from October 19, 2025 were approved and accepted as submitted, secretary took roll. Lisa Evans called the roll and noted absent members and today's guest presenter.

### **Constituent Concerns**

Vice Chair- Byron Jamison presented 3 constituent concerns which were all forwarded from the Student Services and Success Council. The concerns were as follows:

- Concern regarding the lack of a bookstore on the Germantown campus and the inconvenience of having to go to the Rockville campus for book-store-related needs.
- Concern regarding the absence of a student life-based needs space in the Student Affairs Building on the Germantown Campus.
- Complaint regarding "unsafe shuttle bus driver practices".

For all three concerns, Dr. Clevette Ridguard advised Byron Jamison to forward all three concerns to her and she would ensure that they properly addressed by the proper persons/department(s).

### **Chair's Report**

- Fernaundra Ferguson shared information from the College Council Meeting held in November 2025. She shared the following:
  - There is a six (6) percent increase in student enrollment at Montgomery College.
  - The Middle States Accreditation process at Montgomery College is ongoing. If you are asked to participate, please consider doing so. There are four (4) items open for public comment at this time. Please review and participate in this process.
  - The nomination window to nominate faculty and staff are due at 11:509 pm on Monday, November 24, 2025.

- A draft of the Academic Year Calendar covering 2026-2028 is going to be posted for feedback.
- November is Native American History month.
- There is a branding bootcamp series currently underway.
- Sherwin College reported out on the College budget and the Capital Improvement Budget.
- Middle State Steering Committee presented at the Council meeting on Standard two (II), Ethics, Integrity and Compliance.
- Jeff McGill presented information on the Strategic Plan where the goal is to enhance educational and organizational effectiveness.

**Unfinished Business:** Chapter on-screen picture was taken for Governance records. OSC Goal 2 discussed which pertained to providing feedback and an assessment of IT services on campuses after 5pm. Anna Hamilton weighed in and confirmed that there did not appear to be an overwhelming need/request for after 5pm services. This appears to more of a constituent concern more so than a goal. There was no alarming data available to support the request for this item to be presented as a goal for this committee.

Ultimately, this item which was presented was removed as it leaned more toward a concern and the original goal of contributing the Spiffy Closet stands.

**Guest Presenter-** Dr. Kimberly McNair shared a presentation which covered Montgomery College's Enrollment Plan SEP, 2025-2029.

- Dr. McNair thanked Liz Greaney and Anna Hamilton for their input with the College's Enrollment Plan and data.
- The last Enrollment Plan covered the timeframe of July 1, 2022-June 30-2025 with a goal to increase enrollment by goal of 12 %. The college exceeded that goal and increased attendance by 16% during that timeframe.
- The current enrollment plan covers the timeframe of August 1, 2025 – June 30, 2029.
- The Student Enrollment Plan is aligned with the Academic Master Plan and the integrated Marketing Plan as well as the College's Strategic Plan.
- There are three (3) prongs which serve as the foundation of the plan.
  - Help student affairs lead the enrollment efforts of the institution through cross collaboration with other divisions across the college which play a roll in driving student enrollment.
  - Key priorities- Enhance the student onboarding experience, eliminate barriers to student success, strengthen data-informed decision-making and improve evaluation practices.
  - The four Student Enrolment Plan Goals are:
    - Continuous Enrollment Growth
    - Increased Equitable Student Retention & Completion Rates
    - Academic and Career Advising Experiences at Key Milestones for All Students
    - Data-Informed Recruitment and Student Support Services
  - Dr. McNair presented eight (8) items to address selecting and implementing strategies which will support enrollment growth. The Plan is listed on the Student Affairs College page on the college website.
  - Six (6) intended outcomes were presented all geared to grow enrollment across all campuses and increasing retention rates. Aiming for a headcount of

65,000 students across all campuses (credit and non-credit students), and we are currently 19,000 away from goal.

- Plan Timeline: August 2025-Launch, FY 2026-Year 1 execution, FY'27, Midpoint Evaluation, FY'28, Year 3-Acceleration, FY'29, Final Assessment
- Anna and her team along with many others across the college have been instrumental in helping to advance the student admissions software.
- What people can do now to help students:
  - Remind student to register sooner than later for the following semester
  - Students should actually visit the counseling and advising or program advisers in person to ensure that they are registered for the courses that they need in their course of study.
  - Remind student to apply for financial aid not just through the college but through external agencies and companies as well.

### **New Business**

- Vice chair, Byron Jamison will track information that comes in to the Operational Services Council.
- New concern regarding library staff interruptions while on Zoom Office

### **Council Resource Officers**

- Anna Hamilton provided an update on software that students use to apply to Montgomery college is getting a fresh new look.
  - A new application will launch the week of December 1, 2025.
  - The new application will look and function differently as a much more intuitive modernized tool for students to use.
  - The go-live date is December 3, 2025.
  - Employees have been trained on the new system.
  - Anna thanks Byron Jamison for his role in rolling out the new system.
  - Dr. Ridguard chimed in to give kudos to the entire team that was instrumental in rolling out this new system as it was quite a heavy lift for the college and it was a job well done.
- Carla Pullen provided an update on facilities.
  - Time of year when we have varying temperatures this time of year and as such our chiller come on in April and Carla asks for everyone's patience.
  - As we go into the Holiday period, she asks that perishable items be removed and that we spread the word to clean out refrigerators and our respective work areas to keep our buildings clean, sanitary and free of rodents.
  - Plans are underway for a 4<sup>th</sup> full campus in the east county.
- Bob Mueck proxying for Adam Reid.
  - Department is engaging in community outreach activities on the TP/SS Campus.
  - Working with WDCE with MC's Special Police Officer Training Program which is a State approved program that MC officers have to go through to get their special police commissions.
  - Working on doing a drill with Montgomery County Police and Rockville City Police in Macklin Tower hopefully before the end of the school year.
- Liz Greaney shared

- Liz stated that she and her team are in the process of developing the operating budget for fiscal year 2027.
- Will go to the Board for final approval of the submitted budget requested, then it flows through the county executive and the county council through deliberations.
- Working to complete and audit related to federal grant money.

### **Adjourn**

Liz Greaney moved to adjourn; Anna Hamilton seconded the motion to adjourn.  
Adjourned at 3:43p.m. Next meeting, December 19, 2025.