

Operational Services Council

Meeting Minutes

Friday, September 19, 2025

2:30 pm- 3:45 pm

Attendees

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

Absent:

Guests: Yvette Taylor, Shakeena Adams Gormley,

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

Lisa Moore Evans, secretary took roll (attendees noted above). There were no previous meeting minutes presented for approval.

Constituent Concerns Chair reported one this council received one constituent concern which was not applicable for this council to address and resolve. This concern which was of a sensitive nature was appropriately forwarded to the appropriate Campus and person to address and resolve. We will advise this council once the matter has been resolved in order to close it on our tracking report.

Goal Discussion

- Angela Dawson proposed that we establish a goal related to customer service. The goal was deemed to be too broad and not under the purview of the OSC.
- Jona Colson raised public safety as a “focused direction” for a potential goal.
 - Adam Reid provided an update on Public Safety. The Board approved a new policy related to public safety and
 - How is public safety communicating the new policy to faculty, staff and students? Largely by word of mouth
 - How does the new policy affect off-campus locations?
- Gloria Barron proposed continuing the previous goal related to The Spiffy Closet and offered to help facilitate it.
- Kateema Lee asked about how changes to the bookstore and related processes are communicated to faculty, staff and students.

Chair's Report

There was no Chair's Report presented for this 1st meeting.

VP Reports

- Anna Hamilton provided an update on IT. The college is implementing a new platform for registration system. Go-live is TBA but may occur in October. Financial aid, accounts receivable and grade entry modules will be updated following the registration.

- Carla Pullen provided an update on facilities. The college is reimagining how spaces may be used. Gathering input on the new student services building in Germantown.
 - The new student services building is entering the design phase.
 - Plans are underway for a 4th full campus in the east county.
- Adam Reid provided an update on Public Safety. The Board approved a new policy related to public safety an
 - How is public safety communicating the new policy to faculty, staff and students? Largely by word of mouth
 - How does the new policy affect off-campus locations?
- Liz Greaney provided an update on changes to the bookstore, specifically that a team is working on the communications plan. They are making their rounds to the various councils. Liz offered to provide OSC feedback to said team.
 - Said that the college is in the midst of its final annual financial reporting audit, which is due to MHEC on 10/1/2025.

Tracking Report

- 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

New Business

Adjourn

Margarita Silva motioned to adjourn; Charlotte King seconded the motion.
Adjourned at 3:34p.m. Next meeting, April 10, 2025.