

MONTGOMERY COLLEGE GOVERNANCE
Academic Services Council Meeting Minutes
Monday, November 11, 2024
via Zoom
11:00 AM– 1:00 PM

Attendees

Present: Transcie Almonte-Sabio, Elizabeth Benton, Silas Burris, Dianne Cherry, Christina Gentile, Valerie Lantz (proxy for Nawal Benmouna), Fatima Mbodji, Elysse Meredith, Angela Nissing, Tilandra Rhyne, Nik Sushka, Lauren Chin

Absent: Josiah Ridgeway

Guests: Sally McClean, Erik Swanson, Shakenna Adams-Gormley, James Sniezek, Owen Powers, Faith Nchang, Joan Rozario, Nghi Nguyen, Michelle Chan, Lisa Burl, Vanesa Vargas, George Rice, Melissa Gregory, Josephine “Jo” Trawick, Nafessa Azizi, Debbie Van Camp, Nadine Hayles, Caroline Barry, Sharon Maxwell, Bud Ward, Jenny Hatleberg, Angie Moy, Lucy Vitaliti, Hamrawit Tesfe, Meghan Gibbons, Suzette Spencer, Harry St Ours, Ashleigh ?

Invited Guests: Dr. Jeffrey McGill, Anna Hamilton, Dr. Arlene Blaylock, Ross Conover, Shinta Hernandez, Dr. Jermaine F. Williams

Academic Services Council Liaison: Dr. Deidre Price, Senior Vice President for Academic Affairs/College Provost – Dr. Michael Mills, proxy

Call to Order

Chair Tilandra Rhyne called the meeting to order at 11:00 a.m.

Constituent Concerns

- Need for IT Support on weekends, particularly on Saturdays. Request came from TP/SS but would be good for all campuses.
- Some type of bookstore or vendor at ECEC.
- Concern from program managers at WDCE about the need for clarity about turning on camera during Zoom class sessions. Need a syllabus statement.

Approval of Minutes and Agenda

- October 14 meeting minutes
 - Minutes are approved.

Overview of the Operational Effectiveness, Strategic Initiatives, and Campus Dean Roles – Dr. Jeff McGill, ASVP, Operational Effectiveness,

- One of Main Goals – looking at work process, ways to reduce redundancy, adoption of systems/technology to improve day-to-day workload to free us up to support students/team, involved in strategic planning and initiatives across academic affairs.

- Workforce Development Registration process – looking for new software to allow students to register and pay up front and allow industry members to get their students in more rapid succession.
- Data-informed decision making – how the college can improve things by looking at data analyses; work with John Hamman about how we look at this data and make recommendations to senior members of AA; influenced by industry hires and industry demand to ensure students are on a career pathway for life-sustaining wages to improve living status.
- Cross-collaboration internally and across divisions of AA, SA, and business operations to work across areas to improve operations and communication before decisions are made and before implementation begins.
- Welcomes conversation about concerns from various areas and how his area can better support our efforts.
- One of biggest priorities for the year is workforce academic alignment – on ramps for students either coming from workforce and heading into academia or in academia heading to workforce; help students who need to upskill; ensure students are prepared at whatever point they are; how more closely connect WDCE and academic programs.
- With the restructure, we moved away from the VPP model. Now, academic deans focus on academic programs, what happens in the classroom, curriculum, faculty. Campus deans focus on how is the building operating, are we coordinating facility usage, are we sharing space appropriately, are we handling all academic affairs things that occur outside the classroom, how are we coordinating with the rest of academic affairs on various campus-based events; bringing groups of students to campus should begin with the campus dean's office.
- For large events, VIPs on site, large campus tours or visits, these should go through the campus deans to ensure appropriate parties are aware of upcoming event. For example, we want to ensure government relations and the president's office know when we have VIPs on site and will work with Mary De Luca to market events.
 - Right now, you can reach out to campus dean directly about events.
 - Developed an MS List to submit events to ensure campus deans are aware of events. By January 2025, MS List will be beta-tested – you can fill form and it will automatically notify everyone based on requests.
- Interested in reducing redundancy – such as, multiple systems that do the same thing or areas using different methods to achieve the same thing. Would look into which system was intended for use and how to find the standardize processes.

Student Registration Process – Anna Hamilton, VP of Information Technology and Chief Information Officer

- College is moving toward Banner in the Cloud or SaaS (Software as a Solution)
- In terms of legacy processes, systems, and manual work being done, we are reviewing what we have currently, are thinking about how we utilize back-end systems, how we are working with student registration on the credit and the non-credit side, create student experience where they don't have to think about what type of student they are

or the different forms to apply, be onboarded, advised, graduate – we need a very simple, modernized and accessible system that is easy to navigate.

- Will develop a core project team to consider these things that touch our students and impact day-to-day work to simplify processes and have these live within one system.
- Look at all business processes and why? Why are we doing things the way we are? Think about the baseline/foundation so we are working the same way.
- Looking at how to build framework as an institution to develop a modernized intuitive interface where a human manual intervention is not needed. Considering who should be part of this discussion to simplify our technology.
- Long-term project with goal of March 2026, but there are iterations that need to happen first. We need to leverage data we have at the college, use it meaningfully, give to the right offices, and have conversations within your offices about manual work – tell people on those teams to bring it forward.
- System in Cloud builds intelligent workflows; part of shifting to any technology is not intended to remove human touch but to make us more efficient. What’s really important about a community college is that we build that sense of community for students and an opportunity for us to gain time to connect with students in a different way and connect them with resources. We want technology to be effortless for them, they should not struggle to understand how to use the technology so we can focus on different conversations with them.

Data Summit and Let’s Talk Data Series – Dr. Arlene Blaylock, Director of OIRE; Ross Conover, Senior Research Analyst in OIRE

- At Data Summit in August 2024, Dr. Tate Kellogg was the guest speaker.
- This was followed by Let’s Talk Data Series to learn more about dashboards that would be made available to the public, how to democratize data and where to find this data.
- Live Daily Enrollment Dashboard – only updates if enrollment changes, allows filtering of data (demographics, total bill hours, declared major, term attendance, number enrolled by student type and total enrolled students).
- Dashboard includes an introduction that explains how to use the dashboard and provides definitions of elements in dashboard.
- This does not present census level data; if need this, important to reach out to OIRE for more recent data since data changes every day.
- Live enrollment dashboard updates for new semester based on timing of when enrollment reports begin.
- Link to dashboards: https://app.powerbi.com/links/jAD50lc3pF?ctid=4d401e0b-6552-4e08-bd38-a8d15ca0ddd9&pbi_source=linkShare&bookmarkGuid=ceed2340-ade8-4bfe-910f-76b9794cc68f

Academic Support Services – Dr. Shinta Hernandez, Dean of MC Online & Academic Support

- As of July 1, role expanded from dean of virtual campus to Dean of MC Online and Academic Support with recent restructure.

- Learning centers were overseen by different deans and aligned by discipline. Now organized under one dean.
 - 12 learning centers total
 - Welcoming space to build culture of belonging – know where located, how to renovate to make space welcoming to students, focus on specific student populations to bring them in and offer them a safe space to learn and succeed.
 - Offer dual language support in over 30 languages by staff.
 - Collaborations – academic departments, WDCE, Dual enrollment, ATPA, ELITE, Raptor Central, etc.
 - Peer Tutor Program – experiential learning opportunity
 - Data collection and analysis – Accudemia and Brainfuse
- Different models for tutoring offered through learning centers: tutoring, exam study sessions, digital literacy and tech assistance, workshops and orientations, calculator loaner program, laptop loaner programs, various professional development opportunities
- Learning center achievements – over 35,000 student visits in spring 2024, 5000+ unduplicated students; greater success in ABC Rates in Fall 2023 for students who use the center; Brainfuse (online tutoring available for any class format) – Fall 2023-Spring 2024, 1000+ students took advantage of this online tutoring at any time
- ATPA = Achieving the Promise Academy (ATPA) Components
 - Personal academic coaching, embedded academic coaching, drop-in coaching (virtual), student learning community
- ATPA Key Services Offered – academic coaching (1-on-1 and groups), StudentLingo, conferences and events, tuition and book voucher assistance (students with PAC only), academic supplies (notebooks, writing supplies, etc.), laptop loaner program, PD for staff and faculty coaches (not general student population)
- ATPA Achievements
 - One program, four coaching supports – coaching for holistic academic success, developing academic skills, fostering academic belonging, and connecting to MC resources.
- When July changes occurred, the listening tour and following steps began to reimagine academic support and timeline.
 - Listening tour – Summer 2024
 - Retreats and Discussions – Fall 2024
 - CAR Report (Dec. 2024)
 - Recommendations (Fall 2024)
 - Reimagination (FY 2026)
- Organizational Structure of Expanded Role
 - MC Online – Faculty training (DFTL, Online teaching); Common Courses development & delivery; QM Course Certification: Quality Assurance Microcredential; MC Open Initiatives
 - Learning Centers – Faculty Tutoring Opportunities; Peer Tutor Opportunities; Brainfuse

- ATPA – Faculty coaching opportunities; Student learning community opportunities
- Will need to consider if listing the home campus for a DL class in online schedule of classes would be possible and best way to do this to reduce confusion for students.
- Can we require students to turn cameras on during remote lessons? Need to continue conversation around this where we respect the sensitivity around this. If concern is about engagement, more than if cameras are on or off, we can talk about what kind of activities could authentically engage and showcase that students are in the class.

Presidential Remarks – Dr. Jermaine F. Williams, College President

- So many people here! Nice engagement in conversation.
- Thank you for all you do in your daily roles. Your service in participatory governance is integral to college moving forward in an effective, efficient and innovative way.
- Votes still being counted and congressional seats still up. I hope you voted and I hope that you made your voice heard during the elections. Deeply appreciative of all faculty and staff who made themselves available to civic engagement because it is so critically important.
- Thinking about our institution, one that's committed to leveraging this educational, social, psychological, emotional experience that we provide, this comprehensive, holistic experience that we provide at MC as a mechanism for social transformation. I get to stand both figuratively and literally in person and virtually, shoulder to shoulder with individuals who truly believe in our mission, in our vision, in our strategic goals and our transformational aspirations. As MC, we have our sights set on the important things we think will help change our communities and that we're committed to. Deeply appreciative of this every day.
- Thinking about engagement, we think of impact. The College launched an historic campaign, our biggest capital campaign ever, \$50 million capital campaign was launched just a few weeks ago at Catherine and Isaiah Leggett Math and Science Building at TP/SS campus – Theme = "Our College, Our Community, Our Future"
 - Led by Ike and Catherine Leggett, contributors to the college
 - Heard from a current student and an alumnus, who shared passionate, lived experience of our students. Clearly see impact of MC.
- Welcomed hundreds of Latina MCPS high school students to the Latina Legacy event at TP/SS campus – was absolutely fantastic.
- First generation college day that just occurred. Held ceremonies or events for our students at Raptor Central on each campus with snacks and MC swag to build a sense of belonging.
- Town Hall is coming up on Tuesday, November 12. Our first town hall of the year around transformational aspirations and the first one will be about access.
- Appreciation for this council's goals for the academic year in terms of increasing knowledge and awareness of academic resources by inviting guest speakers to council meetings. Your other goal to collaborate with Student Services and Success Council to

identify current academic and student resources to provide this listing to academic affairs leadership with the hope of creating a comprehensive list.

- Thank you from the bottom of my heart for all you do to move the college forward in your daily roles and members of governance.

Chair's Report – Tilandra Rhyne

- 2024-25 Governance Theme: “Bold Transformations to Empower All Voices and Thrive Together”
- Stay informed & engaged: Employee Matters, The Monday Minute and Inside MC
- New Series: “Bow Tie Chats” - <https://go2mc.me/bow-tie-cybersecurity-im>
- Town Hall tomorrow, 11/12/24 at 2 p.m. on Zoom about Bold Transformations in Access
- Celebrate Native American Heritage month with the MC Library during November
- Student-focused LinkedIn workshop at TP/SS on Thursday, 11/14
- Employee Services – Virtual Career Exploration for middle school, high school and college students hosted by the Montgomery County Commission for Women and Montgomery Women on 11/21
- Presidential scholars program currently accepting applications for spring – specifically for men of African-American heritage – application: <https://www.montgomerycollege.edu/special-programs/presidential-scholars-program/apply.html>.
- Turkey Trot, Monday, 11/25 at 12:30 pm on the RV track; open to all students, employees and their spouses
- OEI Fall 2024 Programming will include on campus sessions on Understanding and Countering Anti-Muslim Discrimination, Understanding Jewish Identity and Antisemitism, and Defining, Understanding, and Responding to Bias on Campus.
- Become an OER Advocate – Contact Christine Crefton for more information or questions.
- Microsoft Essentials workshops this fall offered – <https://www.montgomerycollege.edu/offices/elite/microsoft-office-essentials.html>
- Safe Zone Trainings – shortened to 6.5 hours, register through website: <https://www.montgomerycollege.edu/life-at-mc/mc-pride/>
- MC wins \$562,500 campus safety program grant – one-time award to provide a security system at ECEC, purchase public safety vehicles that will be deployed across the institution, and install state-of-the-art video surveillance cameras.
- Looking for members of MC Governance Communications, Nominations and Elections Committee – Tasked with promoting Governance Awareness Day activities and helping to promote and market governance, elections & nominations process. If interested, please email College Council or to Tilandra directly.
 - Spring Awareness Day in February
- Student Wellness Center:
 - Free food on campus for students on each campus and ECEC.
 - Upcoming Mobile Markets at each campus. Always seeking volunteers and can access information on Student Wellness website.

- Kaiser flu shots still available on 11/11 at TP/SS campus

Other Announcements, Updates, Closing Remarks – Tilandra Rhyne

- College Council – perhaps they can help us know what resources are available to students for mental health, immigration, etc.?
- Please continue to spread the news about our meetings, bring a faculty/staff/student to our meetings.
- Reminder – goals for year putting a group together to identify current resources available at the college to develop a more comprehensive list and we will do this with the Student Success and Services Council and the GT Campus Council chair. Need two members from our council to participate.
- At next College Council meeting, Tilandra will facilitate a student panel and would appreciate any student volunteers.

Adjournment

- Motion was made to adjourn by Christina, seconded by Transcie.
- Without objection, the meeting adjourned.

The meeting was adjourned at 1:04 p.m.