

**Montgomery College**  
**Academic Services Council Meeting Minutes**  
Thursday, September 10, 2020  
10:00– 12:00 PM  
(via Zoom)

**Attendees**

*Present:* Veronica Banh, Shelly Bennett, Erika Bucciantini, Colleen Dolak, Robin Flanary, Alex Galen, Fiona Glade, Tonya Harris, Muhammad Kehnemouyi, Milton Nash, Kiersten Newtoff, Theodore Shusterman

*Absent:* Andrea Campos, Juan Bonilla-Martinez

*Guests:* Clevette Ridguard, Director of Governance  
Samantha Veneruso, Professor of English; Chair, General Studies Program

**Call to Order**

Chair Colleen Dolak called the meeting to order at 10:04

**Approval of Minutes and Agenda**

- May 2020 minutes were approved via email in May.
- September Agenda approved
  - Vote – majority/unanimous approval via Zoom (all present (11) approve)

**Introduction of Members New and Old**

- Who we are and why are we interested in governance

**Governance Reflections**

- We are working on gaining and maintaining student participation on the Council
  - Elected students may have had changes to their life situations
  - We need a stronger outreach

**Constituent Concerns**

- Students receive different, sometimes conflicting advice
  - Students receive different guidance from different sources
  - Starfish, Banner
    - Perhaps need a consistent system to be used by both counseling and academic advising
  - Students can go “shopping” for advice
  - Consistent terms occasionally lacking
    - What does “advising” mean?
    - Terms are not uniformly used throughout the institution
  - Faculty access to Starfish
    - There are barriers to faculty participation

- Three different ways of getting to academic advisor program information
- On-boarding challenges
  - Students need to be directed to one intake location/system
    - Video as direction for incoming students
- There are number of processes involved in orientation
  - Remote placement testing
    - Information on website
      - Students don't always do things in a linear fashion
      - May not be a perfect system
- Could students work hand-in-hand with a counseling team throughout
  - An ongoing relationship between students, counselor, and academic advising for each student for the duration of their degree program
- Advising Day Oct 20
  - It's difficult to get students the correct information about all resources
  - Do we have enough information about what other faculty groups are doing
  - Can we have some communication college-wide about what's available
- Program advisors perhaps available over the summer
  - An all-hands on deck approach may be helpful
  - ESH is the questions for program advisors over the summer
- Can there be one platform/system for student counseling & academic advising
- We need to work on our process first
  - Divest our process from the technology
  - Form follows function
    - Fix the process and the tech will follow
- Our directive for ASC does not directly involve counseling and advising
  - It's an underlying current, so it's within our purview
  - We could work with Student Services Council on this

### **Chair's Report**

The chair provided the following information:

- Governance Training
  - Many participated
- Alex Galen (Vice Chair) attended the College Council Meeting 1-3 Tuesday 09/08
  - Management of meetings over Zoom
  - A wide variety of support programs and mental health programs for faculty, staff, and students
  - Recap and feedback of Governance Training

### **Unfinished Business**

- Prior year's goals
  - Student engagement
    - Chair opened discussion that we continue the student engagement goal
      - Motioned and seconded
      - Vote: majority/unanimous approval via Zoom (all present (12) approve)

Decided: one of our goals for the year will be to attract student participation to ASC

## New Business

- **Additional Goal Discussion:**
  - Onboarding process is complex
    - Students can't register and enroll for classes
      - Currently going through a revamping
      - Does the ASC need to get involved
  - Encourage other departments to use the Chat Bot to serve students
    - Counseling uses it
      - Were inundated with questions
      - Useful for questions with quick answers
      - Help students plan ahead
  - Would like more information about systems and services we do have in place already
    - Is the Starfish contract up soon?
    - We might be a good committee to make recommendations

DRAFT

## Pause in New Business:

### Guest Speaker (moved in the Agenda to suit our guest's availability)

Samantha Veneruso, Professor of English; Chair, General Studies Program

Topic: Lending laptops through General Studies

- General sketch of laptop distribution program
  - History:
    - Purpose: increase access to OER materials
    - Credit students only (pivoted this semester to fill a need)
    - There was a grant for Z Courses (grant wrapped up in 2019)
      - To help reduce costs for students
      - Accessibility was an issue
        - Distributing laptops to students eligible for OER or online (goal was to increase access to those sorts of classes)
        - IT participated
        - 200 laptops
          - ¼ to ATPA one-on-one coaching
          - ¾ to General Studies
        - Distributed through General Studies and ATPA
        - 125 laptops still out from last spring
          - Until a safe return plan is in place
    - 150 new laptops for distribution at the end of August
      - Distribution plan was swiftly created and approved
      - Open to any students because of SRT
        - 10-15 laptops are still available
          - Most common reasons for needing a laptop:
            - Only one device in the house
            - Students have old tech at home

- Students have been using mobile devices
  - Laptops lent for whole semester
  - May not be able offer this program for winter or spring
  - Return process complicated
- If IT has the capacity to offer more laptops, they will
- Haven't gone over our limits re: what's available
  - Other moving pieces
  - **Less need that anticipated**
  - Through the MC Foundation there has been other assistance
    - Grant to support specifically ACES students
    - Students keep the tech
  - Not able to continue distribution any longer this semester
- Capacity and infrastructure not in place to sustain this program
    - Created for the emergency situation
    - Students would need to contact General Studies or Foundation if in need of a laptop
    - Laptops will have to come back in
    - This process was managed through the Bookstore before
    - There will be a survey of students later on in the semester
- IT would like more consistency in lending practice between ATPA and General Studies
- Library used to lend laptops also, but likely not now
  - Library laptops were not lent for the entire semester
- If a student is in need, there is a process for students to get assistance

### **New Business Resumed:**

- Policy and Procedure updates
  - There was a email:
    - Three Policy and Procedure Modifications now open for public comment:
      1. 32500-Flexible Work Arrangements – these modifications update the scope and types of “remote work” as well as provide additional clarification around the purchase of College equipment during mandatory remote work status.
      2. 38001CP-Recognition Awards – these modifications streamline the retirement resolution process from individual resolutions to a single, bulk resolution. Those also receiving medallions or other awards will still receive an individual resolution.
      3. 43002CP-Board of Trustees Student Grants and Scholarships – these modifications update the eligibility requirements for Board grants and scholarships.

You can submit your comments by going to the Policies and Procedures website:

<https://www.montgomerycollege.edu/policies-and-procedures/index.html>

The feedback forms are at the bottom of the page. Please share this information with your constituents and urge them to read the proposed changes and provide their feedback. These items will remain open until October 2, 2020.

- No questions about the policy changes were raised.
- New goal discussion resumed:
  - Proposed: our second goal be increased coordination/collaboration with other Councils
  - Chair opened discussion that we consider increased coordination/collaboration with other Councils as our second goal
    - Motioned and seconded
    - Vote: majority/unanimous approval via Zoom (all present (11) approve)

Decided: one of our goals for the year will be to increase our coordination/collaboration with other Councils

### **Announcements & Adjournment**

- Draft minutes will be sent out soon
- Plan for second Thursday of the month for our next meeting: October 8<sup>th</sup>, 10:00-12:00 via Zoom
  - If you can't attend, please send a proxy
    - Please note if your proxy will have voting rights or not
- Please invite a student to join us next meeting
- Motion was made to adjourn, seconded
- Vote: majority/unanimous approval via Zoom (all present (11) approve)

The meeting was adjourned at 11:20 pm.