

Montgomery College
Academic Services Council Meeting Minutes
Thursday, October 8, 2020
10:00– 12:00 PM
(via Zoom)

Attendees

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

Absent: Robin Flanary, Muhammad Kehnemouyi, Andrea Campos, Juan Bonilla-Martinez

Guests: No guests today.

Call to Order

Chair Colleen Dolak called the meeting to order at 10:05 although we did not yet have a quorum. Agenda was modified to reflect.

Constituent Concerns

- **Chair proposed we bring up constituent concerns while waiting for a quorum**
 - IT Support Hours are available at different hours than for students.
 - It appears, according to the website, that students have access call-in hours for Sundays; faculty do not
 - Could faculty also have access on Sundays
 - Will faculty be turned away?
 - Is it a typo?
 - It's worth trying to reach out
 - IT Chat Bot works well
 - Faculty and staff experience with IT: problems have always been swiftly handled
- Conclusion: further investigation needed

Quorum achieved at 10:10.

Approval of Minutes and Agenda

- October Agenda approved
 - Chair requested a motion to approve the agenda.
 - Motion to approve was made and seconded
 - Vote – majority/unanimous approval via Zoom (all present (9) approve)
- September Minutes
 - Some minor language adjustments requested
 - Corrections to some of the information re: counseling & advising
 - Corrections made
 - Chair requested a motion to approve the emended September minutes
 - Motion to approve was made and seconded

- Vote – majority/unanimous approval via Zoom (all present (9) approve)

Constituent Concerns (Continued)

- **Our role:** The Academic Services Council is to consider discussions on academic support programs including assessment centers, labs, registration, scheduling, website information, and transfer and articulation agreements, and forward suggestions to the College Council, the Senior Vice Presidents or other councils, as appropriate, for further consideration and/or action.
- **Concern presented re: virtual learning center login for students**
 - Labs' remote access to virtual system
 - Every Learning Center has their own management system
 - Students must create a different login for each campus
 - Students were not able to access all platforms with one set of login credentials
 - Streamlining would be beneficial for students
 - Math & Science and Learning Centers have changed at the beginning of the current semester
 - Students can access all campuses with one login
 - WRLC
 - Creating one login for all campuses was one of the topics of discussion
 - Managers were concerned it would create more work for short-term benefits
 - Could create more confusion for students
 - There is a way to create different schedules on one page
 - Could that be a possibility
 - Students struggle to create and keep track of four (4) different logins
 - Sample Learning Center search
 - Virtual Tutoring Online Support
 - STEM learning centers have been brought together
 - WRLC have not been brought together
 - We see how it could create confusion
 - So we are aware of a specific remote learning issue
 - Hopefully remote learning is only temporary
 - Maybe some language needs to be included to alert students to the need for additional login credentials
 - Can make recommendation to IT
 - Conclusion: Chair will write an email to IT to suggest
 - Question from the floor: Do academic support services fall under our umbrella? Such as ATPA, ACES, TRIO, Boys2Men, the upcoming Presidential Scholars, ALMA, etc.

- Discussion
 - Might fall into our purview with re: our Constituent Concerns
 - We can help refine practices
- Conclusion: We should consider concerns if they arise

Chair's Report

The chair provided the following information:

- Chair has received a promotion to Annual Fund Manager
 - Chair will share updates this month
- Goals due by month's end

New Business

- **Goal Discussion**
 - Our decided goals:
 - to increase student participation
 - raise awareness in the student body
 - to collaborate with other Councils
 - Do we need to make a specific goal of which other Councils we would like to collaborate with
 - Or do we leave it open-ended
 - Timeliness is a factor when selecting our goals
- Working to the draft our goals together
 - Goal 1: to recruit active student members
 - Discussion
 - Measurement
 - At least one guest student attending each meeting
 - At least one student member on our roster actively participating
 - How to achieve:
 - Members will invite students to our meetings
 - We can engage Student Life
 - Student Senators are already participating in governance
 - We can invite them if they would like to attend
 - They can raise concerns and share opinions on a concern
 - Could draft an article
 - Circulate the meeting flyer via email
 - Make an announcement about our next meeting
 - Share on Inside MC
 - Faculty can invite students
 - Questionnaire
 - Students' other time commitments as barriers
 - Advocate for how ASC is related to student success and meaningful

- Optimize for student success
 - Use apps or the website to convey meeting information and importance of student involvement
- **Goal 2: Collaboration with other Councils**
 - Should we consider a different goal?
 - Discussion
 - We can select a different goal
 - Perhaps more meaningful and powerful as we transition back to in-person
 - Do we want a voice in how we transition back to in-person?
 - Areas of Coordination we can investigate
 - Clarification: there still will be virtual services after we go back in-person
 - It would be great to have managers or representatives of managers from virtual services come to our meetings
 - Have as an agenda item to get overview of services planning
 - What's working well?
 - Can we maximize what's working well
 - Accessibility
 - Encourage some other areas to have a Chat Bot
 - Still receiving student concerns
 - How do students communicate with a live person when we are virtual
 - Other departments need to have Chat Bots with live people
 - It's helpful for students to access a live person
 - How would we make that a time-bound goal?
 - How do we build internal community
 - enhance transformational teaching and learning practices
 - Get an idea of what systems are in place and how things could change
 - Optimal for student success
- **Conclusion: Outcome of discussion: Chair proposes we change our second goal from "collaborate with other Councils" to "investigate continuation of virtual student services"**
 - Specific language TBD
 - Chair requests a motion we change our second goal to **"investigate continuation of virtual student services"**
 - Motion to approve was made and seconded
 - Vote – majority/unanimous approval via Zoom (all present (8) approve)
 - Those present mocked up some language for our second goal
 - Members had to depart for other obligations before we could vote on specific language
 - Language will be circulated via email for virtual vote tabulation

Announcements & Adjournment

- Draft minutes will be sent out soon
- Plan for second Thursday of the month for our next meeting: November 12th, 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 (7) approve)

The meeting was adjourned at 11:29 pm.