

Montgomery College
Academic Services Council Meeting Minutes
Tuesday, September 14, 2023
1:00 PM– 3:00 PM
(*via Zoom*)

Attendees

Present: Nawal Benmouna, Silas Burris, Dianne Cherry, Zhou (Jojo) Dong, Antonette Jones, Erin Marcinek, Elysse Meredith, Tilandra Rhyne, James Sniezek, Nicole Sushka.

Absent: Elizabeth Benton, Angeline Manouchka Keptchou Doya, Ariel Fernando Rattner, Annie Welsh

Proxy: Fetwi Gubsa proxy for Annie Welsh

Guests: Shakenna Adams-Gormley, Sharon Fechter, Kimberley McNair, Clevette Ridguard, Yvette Taylor

Call to Order

Chair Tilandra Rhyne called the meeting to order at 1:00 p.m.

Constituent Concerns

- **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.

- Constituent Concerns – no concerns raised today

Approval of Minutes and Agenda

- May meeting minutes
 - Miriam motioned to approve the minutes as edited, Erik seconded
 - Minutes are approved unanimously

SVP for Academic Affairs Remarks – Dr. Sharon Fechter

- Enrollment growth – we're at 104% of projections and trend over Summer I, Summer II and Fall
- We want to focus on retention
- Make sure students feel they belong
- Create a sense of belonging for everyone, including faculty, staff, and administrative colleagues as well

- Transformational Aspirations: access, completion, post-completion success, and contribute to the life of our community
- Educational and organizational excellence
- Academic services – students are at the center

Enrollment Management Update – Dr. Kimberly McNair

- Last summer and fall activities
 - Meetings with the SVPs about their goals for the enrollment management plan
 - environment study
 - Information sessions to introduce enrollment management to college community
 - Feedback sessions on the campuses and online, feedback collected and shared with SVPs
- Key in moving the enrollment management work forward
 - SVPs Committed to having collaborations as opposed to silos
 - Ownership and getting enrollment management into our lexicon and our culture
- August – Dr. Williams approved the plan
- Plan goals
 - 12% average increase in enrollment by FY 25 (baseline is FY 22, includes credit and noncredit)
 - Not all work is included in the plan, but the work is important nonetheless
- Committees – some members have been identified but still seats open for volunteers
 - Steering Committee
 - Outreach and Recruitment Committee
 - Retention and Student Success Committee
 - Meet monthly at a minimum
- Finalizing website, and plan should roll out by the opening meeting
- “Enrollment management is everybody’s responsibility”
 - Everybody’s work supports enrollment
 - Examples of this for different departments and areas
 - This is going to require a cultural shift
 - People want to know how they can contribute and have a purpose
- How can faculty get involved with enrollment management
 - Faculty can attend recruiting and outreach events in MCPS schools and community
 - Think about how we can connect with each of these groups: current students, prospective students, applicants
 - Plain language vs. lingo in our syllabus and other communications with students
 - Departments can send welcome letter to students who expressed interest in their program
 - Departments can invite perspective students to open house of their programs
 - Reach out to Emily Schmidt who oversees marketing

- Auditing our enrollment system to remove barriers to enrollment, what can we simplify?
- The college has purchased TargetX customer relations management (CRM) system
 - Currently, admission process is entirely manual, and then 24-48 hour wait before the student can claim their M#
 - The CRM system will automate some of this
 - The CRM system is only a tool, policies and procedures will also need to change
 - Policy and procedural changes are not currently in the enrollment management plan, as the plan prioritizes what we can do immediately to improve enrollment
 - For example, our image and identity - Who are we as Montgomery College?

Achieving the Promise Academy Update – Nik Sushka

- New scheduling system for tutoring and coaching sessions – Accudemia
- Elysse has been part of the team tasked with choosing and implementing this new system
- One website for all the college’s scheduling for academic support services such as tutoring and coaching <https://montgomerycollege.accudemia.net>
- Walk-in services without appointments are also available at the tutoring centers
- Faculty and staff view of the page is different from student view of the website
- Faculty will be able to see reports of a student’s usage of the tutoring and coaching services (if permission was given to share that information)
- Accudemia is not a replacement for StarFish
- Please be an advocate for students to connect with coaches – drop-in coaching, personal coach, and embedded coaches
- Student learning community - Please share workshops, panels, and other events to ATPA so students can get connected to these opportunities
- Studentlingo – suite of self-paced workshops for students, topics include study skills, stress management, time management, etc. Action plans for each workshop encourages students to apply what they’ve learned.
- Faculty can refer students to coaching through the ATPA website: <https://www.montgomerycollege.edu/academics/support/achieving-the-promise-academy/index.html>
- High priority gateway courses are targeted for embedded coaches, though some departments do not have enough staff to have embedded coach in every section of the course

Chair’s Report – Tilandra Rhyne

- 2023-2024 College Council Theme – Cultivating connections across the College community to empower everyone’s voice
- President’s Advisory Committee Updates
 - Mission statement: Montgomery College is where students discover their passions and unlock their potential to transform lives, enrich the community, and change the world

- WDCE enrollment numbers are up
- Fall enrollment numbers are up since last year
- Search for new SVP/Provost position is underway. Expected start date is early 2024
- The Leggett and East County buildings are expected to open by spring of 2024. The High-Tech Manufacturing Facility at the PIC MC Technology Complex is expected to open this December
- Search for new Director of Policy and Procedures is underway through the fall.
- MC Governance Nominations & Elections Committee
 - The College Council is asking chairs, fellow council members, and their constituency base for volunteers to become members of the Nominations & Elections Committee.
 - This committee will be tasked with coordinating Governance Day on all three campuses as well as help with promoting and marketing the elections & nomination process.
 - The committee tasks are:
 - Planning and coordinating Governance Day on all three campuses and other locations (fall and spring semester)
 - Promoting and marketing the governance elections & nomination process.
 - Chair and committee member volunteers must be submitted by Monday, September 25, 2023
 - Send names to College Council Mailbox
- Policy & Procedure- 41002CP Equal Opportunity and Non-Discrimination
 - The College Council and the entire College community is invited to review the changes and submit comments. The proposed changes and an online form for comments can be found at the P&P webpage (scroll to the bottom), where a redline version of the changes is posted as well as a document containing the current and proposed language side by side for easy comparison. Feedback is due by October 6.
 - <https://www.montgomerycollege.edu/policies-and-procedures/index.html>
- Nobel Laureate Speaker Series sponsored by the Germantown Office of the Vice President and Provost & Collegewide Stem Unit
 - Monday October 23 – Dr. John C. Mather
 - Monday, November 6 – Dr. William D. Phillips
 - TBA – Dr. David J. Wineland
 - Globe Hall, Germantown Campus
- The Student Health and Wellness(SHaW) Center Updates
 - Basic Needs Security Community Resource Fair
 - Rockville Campus: September 13, 1 pm – 3 pm, outside Theatre Arts
 - Takoma Park/Silver Spring Campus: September 20, 2 pm – 4 pm, in the Student Services Building Atrium
 - Mobile Markets

- Wednesday, September 13, at Rockville (RV) Campus outside the North Garage (NG) from 10:00 am – 12:00 pm
 - Wednesday, September 20, at Takoma Park/Silver Spring (TPSS) Campus in the Student Services Center (ST) Atrium
- Hispanic Heritage Month
 - 2023 Montgomery College Hispanic Heritage Month Kickoff on Thursday, September 14th, 6-8:30 p.m. in the Cultural Arts Center
 - This year's theme is ***"Latinos: Driving Prosperity, Power, and Progress in America."***
- President's Town Hall
 - Tuesday, September 19, 2023, 2 p.m.
 - Access: Building a College-going Culture
 - Questions can be submitted in advance to town.hall@montgomerycollege.edu or asked live during the Zoom event.
 - <https://www.montgomerycollege.edu/events/town-hall/index.html>
- Montgomery College Chapter of AAWCC Fall Conference
 - Friday, November 3, 2023, Germantown Campus
 - For more information and general questions about the summit, contact: Dr. Tykesha Reed by email or by phone: 240-567-3047
- MC Wellness Update
 - The TP/SS Exercise Science Department is recruiting faculty, staff, and students to participate in the Exercise is Medicine, On-Campus Personal Training Program for their Fall 2023 student cohort
 - This fitness initiative is designed to provide the PHED 240 students with experiential education while providing the MC community access to no-cost fitness assessment testing, cardiorespiratory programming, and resistance training instruction.
 - Participation requirements include:
 - Be a current MC faculty, staff, or student.
 - Be available for all training sessions on the TP/SS Campus.
 - Days/Time: Mondays & Wednesdays from 11 a.m. to 12 p.m.
 - Dates: October 2nd through November 8th.
 - Sign up: <https://www.surveymonkey.com/r/KRTBYHJ>
 - For questions or additional information, contact Megan Cooperman
- Invitation to Participate in Your Voice, Your MC Action Plan Open Forums
 - All employees are invited to participate in upcoming Action Planning Open Forums. These forums are an integral part of the College's ongoing commitment to foster an inclusive, open, and action-oriented culture within our organization.
 - Tuesday, September 19, 2023, at 10 a.m. - Collaboration
 - Wednesday, September 20, 2023, at noon - Strengthening Trust in Leadership
 - Thursday, September 21, 2023, at 2 p.m. - Manager Effectiveness/Performance Management

- Alternative Feedback Method - If you are unable to attend the Open Forums, we welcome you to share your thoughts and ideas. Feedback forms will be available soon. Look for a link in Employee Matters and on the YVYMC website.
- The Office of Equity & Inclusion
 - 1500 Employees have participated in the antiracism training
 - Sign-up for trainings on Workday, both in-person and virtual
 - Trainings can be arranged for departments
- Safe Zone Training
 - 9/14, 9/29, 10/13, 10/27, 11/9, 12/5, 12/18
- You Belong in Governance
 - All employees and students belong here
 - Get more people involved – in the councils and the ad hoc committees

Academic and Student Affairs Distinctions and Commonalities Discussion – Council

- Academic Affairs and Student Affairs – how are they the same, how are they different, and how can we strengthen communication between the two?
- There is perceived significant tension between Academic Affairs and Student Affairs – how can we begin to heal from this?
- Students
 - Students see counselors during intake but then are passed along to program advisors – this should not be a transition that is forced upon students
 - Councilors connect students to programs and majors but some students do not end up in the right majors
- Employees
 - Part-time counseling faculty and part-time ATPA faculty are not eligible for advancement and good-faith consideration that are part of the union agreements
- Bring in the constituents and have their voices heard and documented in governance meetings
- Alt-ESH is calculated differently, which can cause issues with such things as filling out forms for student loan forgiveness, and also do not suggest the sense of value that the alt-ESH assignments have
- The alt-ESH and ESH difference is also not clear at the frontend
- Even though certain alt-ESH activities are described in the bargaining agreement, not all employees are members of the SEIU, that's stipulated in the bargaining agreement and the P&P
- Some part-time faculty are hired as instructional part-time faculty by their departments and depending on how many sections they teach, they may become members of the SEIU, but they may not if they do not teach enough sections
- The College's P&P has very prescriptive things about rank advancement – this is a multi-faceted issue

- The ESH is coded differently in the part-time faculty contract, but they are paid the same way, whether is tutoring, coaching ESH, teaching ESH, it's the total number of hours logged in. The policy can be updated.
- Different calculations are used for alt-ESH. For example, non-instructional and special project ESH is not calculated using the 1:30 hour rate.
 - ESH is only defined in the AAUP contract and all the other teaching contracts use that definition.
 - The SEIU leadership must bring up the policy update during negotiations.
- This issue needs to be documented
 - Compose/collect concerns by constituent group: part-time faculty, staff, full-time faculty
 - We can ask the College Council for a survey of the constituent groups
- Jim will write up this concern and share with Tilandra to bring to College Council

Nik:

- Constituent town halls
- Lack of career ladders and lack of progression within many roles such as ATPA coaches
- What are system issues that have kept student affairs and academic affairs from working together?
- What is the institution solution instead of the piece-meal solution?

Academic Services Council Goals Discussion – Council

- Goal from last year – make registration more equitable and inclusive
- Possible new goal – better and friendlier communication with students regarding registration, payment, etc.
- Bring all the councils together to address overlapping goals and concerns
- Governance retreat – one or two questions to be addressed in 2 hours by representatives from all the councils
- We could have a meeting during Professional Week in January

Other Announcements, updates, closing remarks - Council

- None

Adjournment

- Motion was made to adjourn by Silas, seconded by Elysse
- Without objection, meeting adjourned

The meeting was adjourned at 3:02 p.m.