

# MC GOVERNANCE

Montgomery College  
College Council Meeting #3 Minutes  
Tuesday, October 13, 2020  
1 – 3 PM  
Zoom Meeting

## **Attendees**

*Present:* Dr. Tracey Smith-Bryant (Chair), Shakenna Adams-Gormley (Vice-chair), Tonya Baker (Secretary), Christine Tracey, Ed Riggs, Transcie Almonte-Sabio, Dr. David Torain, Kimberly Jones, Timothy Kirkner, Dr. Eric Benjamin, Dr. Benita Rashaw, Rebecca Adegeye, Colleen Dolak

*Absent:* Michael Leblanc

*Guests:* Donna Schena, Liz Greaney, Dr. Monica Brown, Dr. Tonya Mason, Erica Hepworth, Julie Levinson, Katie Mount, Marcella Karp, Dr. DeRionne Pollard, Dr. Meghan Gibbons, Dr. Rachel Bonaparte, David Sears, Dr. Kevin Long, Dr. Michelle Scott, Shelly Bennett, Cathy Henley

*Governance Director:* Dr. Clevette Ridguard

## **Call to Order**

There is a quorum to conduct business. Chair Tracey Smith-Bryant called the meeting to order at 1:02 pm. The meeting was recorded for internal use only.

## **Constituent Concerns**

No constituent concerns were presented.

## **Approval of Agenda and Minutes**

The agenda was approved as amended. The minutes for September 22, 2020 meeting were approved as written.

## **Chair's Report and Governance Information**

The College Council Chair provided the following information and updates:

- TPSS Campus 70<sup>th</sup> Anniversary
- Memo – Political Activity and Cabin Fever
  - Be aware of the policy and procedures

- Office of Equity and Inclusion
  - [Town Hall meetings](#)
    - Goal 4: Multicultural Teaching/Learning and Experiences on 10/23 at 12 pm – 1:30 pm
    - Goal 5: Community-wide Opportunities on 10/30 at 12 – 1:30 pm
  - First Fridays Book Discussion
- Flu Clinics and [Mobile Market](#)
  - Flu Clinic on 10/19
- Memo – fraud investigation, parking fees, and budget
- Governance Director updates and reminders
  - Regularly check on Governance Blackboard site
  - Deadline for Council Goals is 10/30
    - Send to [college.council@montgomerycollege.edu](mailto:college.council@montgomerycollege.edu)
  - Send Zoom meeting links to Governance Director and College Council Chair
- Upcoming events
  - Dr. Pollard’s [Presidential Dialogue](#) 10/21 at 7 pm
  - Online budget forums on 10/29 and 10/30

**College Communications (Fraud Memo, Parking Fee Memo and Budget Memo)**

Donna Schena, SVP for Administrative and Fiscal Services, and Liz Greaney, Chief Business/Financial Strategy Officer

- Fraud memo – In September 2019, the College was a victim of fraud.
  - Targeted attack against the College from the outside
    - Funds stolen and placed in fraudulent bank account
  - Provide updates on the fraud situation
    - Loss 2.8 million dollars – recovered 39% of loss
    - Valid invoice was redirected
    - Did not affect the standard operations of the College
    - No evidence that any College employees were involved.
  - New internal controls and fraud awareness training
  - Audit of financial controls, as well as vendors and contracts management
    - Taking the recommendations and enhancing practices and procedures
  - Hoping to recover more of stolen funds
- Parking fee assessment – can’t waive fees because fees are tied to bonds
  - Can stop deduction, but consider the College and personal situation
  - Question – Are there methods to minimize cost?
    - College not at that point according to financial statements
- Budget memo – pandemic caused economic uncertainty
  - College’s aim is to keep the College informed
  - Cautious in planning FY22 and beyond
  - After approval, College was asked to reduce spending for the current fiscal year.
  - Keep current with information and continue conversation
    - Board of Trustees meeting on 10/19

- Budget forums at end of October
  - Question – How does the College compare to other colleges?
    - Nationally, enrollment trend down
    - Most shifted to virtual with some levels of face-to-face
  - Question – How many colleges in MD are increasing tuition as a result?
    - Some colleges planned to increase tuition fees, but didn't execute plan.
  - Council members suggested to each department to discuss and share how to save.
  - Question – Can you explain the cut and restriction in current budget?
    - Fund gradually reduced over the time
    - Asked to reduce spending in the current year
- Please send any questions and comments to [budgetforums@montgomerycollege.edu](mailto:budgetforums@montgomerycollege.edu) by 10/23.

### **Student Affairs Overview**

Dr. Monica Brown, SVP for Student Affairs, Dr. Tonya Mason, Collegewide Dean for Student Success and Rockville Student Affairs, and Starfish Team (Erica Hepworth, Julie Levinson, Katie Mount, Tim Kirkner, and Marcella Karp)

- Update on Student Affairs Master Plan
- Starfish Team – Chat feature
  - StAMP Guiding Principles – key ideas that shape the culture of our discipline
  - Agility and Relevance/Anticipating Students Evolving Needs
    - Collect data and make informed decisions
    - Continuous innovation
  - Work collaboratively
  - Start Smart & Common Student Experience
    - Improving processes for successful student experience – Collegewide Counseling/Advising
      - Streamlined and centralized services
      - Reaching out to students and making early connections (SENSE survey)
      - Merged orientations and advising questionnaire
    - “CAN” (Counseling and Advising Network) page – student only need to go to one place [montgomerycollege.edu/CAN](http://montgomerycollege.edu/CAN)
      - Live chat, chatbot, and Starfish virtual waiting room pilot
      - Chatbot – button driven process
    - Documented in Starfish – meeting outcomes and academic plan
  - Measurable outcomes and data analysis
    - 8967 documented meetings
    - Send monthly surveys to students who have been documented with a meeting in Starfish – learning outcomes
      - Lots of positive comments, as well as feedbacks for improvement
    - Achievable goals
  - COVID-19 Remote Operations

- What's next
      - Chatbot – Natural Language Processing (NLP)
        - Assist others interested in using chatbot or livechat
      - Expanded use/continued implementation of starfish features
- Question – Do you still recruit for instructional faculty cadre? Does part-time or full-time matter?
  - Contact chairs for more information
- Question – Do you continue to use discipline liaisons?
  - Will still have counseling faculty with close partnership with instructional faculty and chairs, and other departments across the College
- Question – In the future, will this also apply to students at WDCE?
  - Hope that other areas will be able to adopt and utilize same tools
  - Also working with Raptor Central
- Council members expressed that it was a great presentation and will connect with Starfish Team for more information.

#### **Dr. DeRionne Pollard**

- No one really knows what the future of higher education holds
  - Important to think about how we're all in this together
- FY21 Presidential Assessment of Institutional Goal Accomplishments – 10 broad goals
  - Advance, monitor, and assess progress towards Board of Trustees Student Success Goals
  - Advance work on implementing and monitoring key student success initiatives
  - Identify and remove barriers to increase access to MC
  - Ensure workday implementation to 85%
  - Develop institutional transfer scorecard to advance student transition from MC to 4-year institutions
    - Evaluating how students experience transfers
  - Meet BOT FY22 Budget Expectations/Advocate for Budget
    - Tuition – don't want to outprice ourselves
  - Develop benchmarks to assess student satisfaction
  - Embrace journey toward Anti-racism organization
  - Drive workforce and economic development strategies with County and private sector
    - PIC MC
  - Protect our mission and outcomes and sustainability
    - Need to think about what risks are acceptable and what are not acceptable
    - Workforce will be different in the future – plan for now and future
    - Technology Master Plan
- Question – Where to find the document?
  - [Updated document](#) has been posted on [Strategic Planning website](#).

**New Businesses**

- Colleen Dolak moved to table new businesses for next meeting and Shakenna Adams-Gormley seconded.
  - Vote - unanimous approval
- Will take council picture at next meeting

**Adjourned**

The meeting was adjourned at 3:00 pm.