MC GOVERNANCE

**Montgomery College Employee
Services Council Meeting
#2 Minutes**
Thursday, October 7, 2021
1 – 3 PM
Zoom Meeting

Attendees

Members Present: (Chair), Dr. Carlos Molina-Rosales, (Vice Chair), Ms. Zenobia Garrison, Ms. Leslie Jones, Dr. Thomas K. Chen, Dr. Victoria Lees, Ms. Kimberly Robinson, Ms. Krista Leitch Walker, and Dr. Atul N. Roy (left earlier).

Absent: Mr. One Boyer, Mr. Charles Henry Cornish and Ms. Alexandra Sofia Lopez

Proxies: None.

Guests: Dr. Clevette Ridguard, Governance Director; Yvette Taylor, Executive Associate I; Ms. Jane-Ellen Miller, Interim CIO; Ms. Lisa Burl, IT Communications Director; Ms. Tykesha Reed, IT Training Coordinator; and Ms. Elaine Doong, HR Specialist.

Call to order

There is a quorum to conduct business. Chair Dr. Carlos Molina-Rosales called the meeting to order at 1:00 pm. The meeting was recorded for internal use only.

Approval of Agenda and Minutes

The agenda was approved with no corrections the minutes for September 21, 2021 was approved as written.

Ms. Jane-Ellen Miller: Workday

- Seventy people are overseeing this college-wide implementation work for Workday
- College's effort Moving to have workday fully up by February 3rd
- The student side will continue to be in banner
- Email communication was sent out this morning related to workday or more guidance please visit link: Workday at MC
- November 27th and January 7th there will be a period where there will not be workday but there will be material available to train on workday for training please visit link: *new Workday navigation video.*

Ms. Lisa Burl:

- Showed a way to navigate MC system to easily find Workday: going to the search engine in MC and typing the word "Workday". Then, choose the first option of the menu, click on it and s new screen will show up with all Workday information currently available. The three topics that users need to concentrate on are:

    1. Workday Communications
    2. Training
    3. Frequently Asked Questions

- The purpose is to make the use of Workday a "second nature' acquired skill for MC employees.
- She stated there will be key aspects of the information on translated into Spanish.

Ms. Jane-Ellen Miller

The overall purpose is to show you how many resources are available to which you have access on MC Website; and what we are asking to this ESC is to become "Workday Information Leaders" by:

    1. Being positive about this move to workday.
    2. Being able to show other employees in you are where to find training on Workday and pointing them in right direction if questions arise.
    3. Being able to help people get training on Workday, which the College may stablish as a required training in the near future.

Tykesha Reed to present a Workday Navigation Overview video, which shows viewers how to move on Workday

- The video is found on Workday/training/workday navigation.

Questions and constituencies concern

- The memorandum received this morning the message given today is to ask for help in changing the culture, "we want people to think differently, to work differently, and we see Workday as a conduit to that shift".

    1. The email was written to provide information about workday and about the blackout period that will happen in the next few days that people keep hearing about but did not know when exactly it was going to happen, in terms when the system was going to be unavailable to users. There will more information sent in writing; but what we did here today is being done at all Governance Councils meeting and is about information technology alignment to promote the implementation of Workday; this is the initial push.

- Understanding the project by showing many ways of explaining the constituencies better ways to get accustomed workday. Selling it in both ways, as a change in culture and as a change in managing system.

Chair's Report (Dr. Carlos Molina-Rosales, ESC Chair)

- The College Council is looking for individuals who are interested in being a part of the Communications & Elections committee this year. Please, announce this to your group and your constituency, and then, send the names of those who expressed interest to collegecouncil@montgomerycollege.edu by Oct 15th.

  1. Mary Genovese, HRSTM Classification and Compensation point of contact, will be invited for our next ESC Meeting. They will present an overview of the MC FY21 Compensation Market Study Implementation Plan.

Ms. Leslie Jones, HR Internal Consultant

- Presented proposed SMART Goals from 9/27 email and explained the extent of her email content

  1. Support the MC Strategic Plan 2025, Goal V. Invest in our employees, by collaborating with the Staff and Administrators Councils to develop and share best practices for the onboarding of employees with a focus on telework and the post pandemic workforce.
  2. Promote the transition to Workday by developing and implementing strategies to support the change.

- Liaison between the ESC and other councils sharing common interests and initiatives, whose task would be to keep the ESC informed.

  1. Liaison goal, represents all employees of the college and which way to inform employees than through this council.
  2. Come out with a coaching program, an ambassador program

- What is the scope related to onboarding of employees in a broader sense or only to staff and administrators?
   A. Related to onboarding of all employees the ESC must look for ways to collaborate with other councils. Onboarding is much more than getting someone started. Therefore, I think there is a shared responsibility, and if staff and administrators have an interest, we should work with them as possible.

- Another concern is related to the word onboarding, which I think is related to new employees or is it that we all employees need to come back to being reoriented, so, what do we mean by onboarding?
   A. Onboarding is about new employees and that has been done remotely for the last year. it's bringing people on, making them comfortable, making them feel part of MC, and helping them to be successful in their role.

- Define the direction, it will have to become a SMART goal and right now we do not have anything written, and perhaps is that we are lacking the specificity that we need, right? We need to clarify the direction we as a council need to take this conversation.

   B. This discussion is table for a later date

Ms. Zenobia Garrison – SEC Goals Initial Discussion

SMART Goals form to guide the council on how to formulate the ESC SMART Goals.

A. Promote the transition to Workday by developing and implementing strategies to support the change".

    A. "Positively support the transition to Workday by helping others learn to navigate the system"

- The council discussed ways to define the goals.

    A. Strategize ways "to work on some of the training and develop a plan for us to take to constituency groups

    B. The function of training is performed by ELITE and they have the trainers, the instructional designers, Workday training is already posted on their website. We need to focus on promoting awareness and asking the groups of the different constituencies to get trained before using Workday.

    C. We could help people to navigate the site if needed, but not taking the training on our own.

    D. Recommend turning FAQs potentially in terms of what to expect, create a drum. Regarding the extension to present the goals when that new deadline would be?

- How we measure our progress if we have not defined our goals?

    A. Suggest putting all these ideas into the SMART Goal Template. The conversation you started is very broad, but after you develop the thoughts into that form, it will bring you down to more specific goals.
        1. We need to also decide what kind of actions verbs we'll use to help us to have measurable goals.
        2. We could gather information via groups formed from our constituencies to know where we should focus on helping the system users to become familiar in the navigation of Workday. That way, we as a council will have specific information about the groups of employees that need support and formulate ways to effectively support them. So, we need to identify exactly what are the constituencies we will target, and what type of support these constituencies need. We, then, will be able to have measure indicators/goals and to plan activities to reach these goals.

    A. Delivering information to the people we will support; it is more reaching out.
        1. We need to decide what are the indicators related to this supporting goal of reaching out so we could measure our efforts.
        2. We also must consider Workday's timeline. Workday Training – June and September – reviews of faculty; recording for faculty for reviews, job aids for completing their part of the review. Is there time to roll out – different constituencies need? Is it measurable? Is it doable? Will be HR rep available to answer questions? We will need to keep that timeframe in mind.

Ms. Elaine Doong, HR Specialist, HRSTM – Engagement Process and Timelines

- Listening to the conversation you have, based on the timeframe, there is training specific to deans and chairs because they will be responsible for launching the system (performance reviews). We also have recorded training for faculty, which is now at Workday learning, which is related on how to complete their part of the review. HR reps are available to answer questions. We have placed a few questions in the Q&As website because I have just that few of questions about how to enter goals.

Thank you for inviting me. I understand you are inviting me in reference to employee engagement, and how can you support employee engagement as a college. Employee engagement starts form the beginning. There are some stages. It starts with the questions asked as a candidate to the position, the first impression, and then through the orientation and onboarding process. We are trying to improve our onboarding for faculty and staff, and I think having this conversation with you will help to generate some ideas. It all comes down to communication and sharing of information.

1. We share a lot of information during the orientation, and orientation is not only a responsibility of our office, but also of the department that they [new employees] are joining. We provide the new employee and the manager of a checklist to start their engagement with the College. So, we want to fully engage from the start and through their career with the College.

2. I am now obtaining the checklist that we send to each, so they know what to expect prior to their first day, what to expect during orientation, what to expect when they report to their supervisor, and their first six months. For instance, how the manager is communicating with the new employee and how the new employee is being included in department's activities, how are they being engaged in department's activities as well as college activities, so they become involved. Identifying a buddy for the new employee to have during the first six months, and that buddy system could continue after the first year, because our incoming system is a process; it is not a one-day thing; it should continue throughout the year, check-ins by the supervisor and that communication piece is very important, and the check-ins are always about their goals, the tasks, how are they doing their projects, duties and responsibilities; also, the managers check-in for information on how the employees are doing, their wellbeing, do you have the resources the employee needs.

3. I think the responsibilities are not just HR's, and the supervisor's, but as well the employee needs to evaluate how we, welcoming members, are treating them; what welcoming activities do you have, which steps are you taking to engage with the department and the college. We give a lot of information, the department and the team, which go back to start about the College, our culture, talking about the goals and how are they going to contribute to the goals, how are they going to start from the first day of their careers, talking about what professional development is available for them. They may start out as an office assistant, but they may aspire to become an instructional assistant; or something else outside of their career path, or transitioning into IT.

So, does anyone has questions?

- The idea of the buddy system, ESC, could work. We always say people leave because of pay, or they leave because of benefits. I will tell you why I stay:

1. it's because of people I work with

2. it's the supervisors and managers

You must keep your employees engaged, but each of them engages differently. We need to give our employees the opportunity to do that since that helped me through, and I think we need to help our employees do that.

1. Support a buddy system

Could you give us some idea about the timeline to bring ideas to the councils?

A. By Thanksgiving or earlier would be great. We always speak in the background about having a buddy system or even a mentor, but officially we do not have program of either one; and if we setup a buddy system, what that would look like? How individuals would be selected? Who will select the individuals? How long would that buddy system last? What they would be sharing or what is their role? So, there are great ideas at the high level but the details, how do we work down the details. Do we invest in someone? It is a time commitment but an important one, because it is going to be adventitious in the long run. We want to retain our employees. I was thinking, when we bring our employees, I do not have hard statistics, but since I coordinate the orientation program, I am not seeing many employees leave for the first six month, once they accepted their employment with the College. I do not see that many; again, I do not have hard statistics, but I do not see them leaving the first year. So, we are doing something right, but we could do things better. Because we spend time, effort, and money to find and bring new people on board. That is an investment right there; the investment needs to continue, and that investment is based on the college culture, our goals,

1. Do we find the individuals committed to our college goals?
2. Today and five years from now?
3. Are we providing enough professional development opportunities?
4. The career path…

Engagement is not just being happy with their job, but how committed and loyal are they to the College.

Dr. Carlos Molina shared insights about a program he saw in Lufthansa.

This discussion is tabled for a later date.

A. We need to be better at engaging PTF, because a little more effort needs to be there to get them more involved in the College activities, events, contributing to how we in-house move the College and things like that. So, you may think about how we started recently or many years ago, when we started doing our formal orientation, some of us did not have a formal orientation.

1. inviting people to join the formal orientation we are giving to our new employees and have senior employees joining us for that orientation.

Dr. Clevette Ridguard suggested the goals don't have to be difficult, they do not have to be complex, and they don't have to be long.

1. You have representation form faculty, staff, administrators on this Council, or you have representation of all phases of employees, you yourself could be a quasi-focus group all within yourselves.

2. Provide input to Elaine on all onboarding process, presenting suggestions on a buddy system that you all seems to have interest about, partnering with to get input from the Staff and Administrator Councils on how to improve the existing onboarding process, all of those are goals within themselves, and very, very doable. In terms of Governance, you have a year to complete the goals. So, even if Elaine may need some initial information before Thanksgiving, you still could be soliciting information, getting feedback, developing a memo to her, or developing a list of ideas, that is an accomplished goal!

You can measure it, you did the fact finding, by having your two speakers, your Workday speaker, your employment engagement speaker here, you could develop based on how you want to engage with these

activities and move forward with that. It does not have to be complicated. Sharing your ideas, sharing your feedback, sharing your thoughts is very important. The feedback you have about the Workday training video, excellent feedback; providing that feedback to Jane-Ellen. On the website, if you saw something missing, reading the FAQs, if one or several of them are not clear, you know, doing that and writing a report and providing that to the people who are actually responsible for doing the training is another way of developing the goals and providing valuable feedback.

Dr. Carlos Molina – closing remarks

Let us share all the ideas we have discussed and any new idea that we may have. I will write the minutes and share them with you all, as well as the ESC contact list. Please, share your ideas with all and each member of the ESC; do we agree?

Adjourned

The meeting was adjourned at 3:05 p.m.