

# MC GOVERNANCE

## GERMANTOWN CAMPUS COUNCIL

### MEETING MINUTES

Tuesday, November 03, 2020; 2:00 – 4:00 pm

Zoom Meeting

#### Attendees

*Present:* Tonya Baker, Amanda Darr, Mais Alraee, Margaret Latimer, Jennifer Capparella, Christopher Cusic, Charlie Jackson, Brandon Mollock, Paul Jenkins, Lori Kelman.

*Absent:* Maurice McCambley, Abo-keze Ewimbi, Sharon Anthony, Blessing Anyim.

*Guests:* Allison Whaley, Elizabeth Greaney, Tim Kirkner, Erica Hepworth, Julie Levinson, Katie Mount, Marcella Karp, Andrew Scheppler, Fizie Haleem, Christin Slaughter, Janine Askins

*Liaison:* Clevette Ridguard

#### Call to Order

There is a quorum to conduct business. The meeting was called to order at 2:01pm by the chair.

#### Approval of Agenda/Minutes

The agenda and minutes were approved as written. The meeting was recorded for internal use only.

#### Constituent Concerns

- Chair brought forth a concern about the inability to assign alternate host in Zoom.
  - Need to sign on and change host
  - Will attend OSC meeting

#### Office of Ombuds – Allison Whaley

- Introduction of new [Ombuds](#)
- 4 Principles: independence, informality, neutrality and impartiality, and confidentiality
- Understand the role and act as a guide to resolution
- Different from other college resources – 4 principles
  - Work together to ensure all sides are heard
- Main purpose – help all employees seek confidential assistance in resolving workplace concerns
- Education and empowerment
  - Make dispute resolution a part of the culture
  - Develop education models of individuals or groups that use their challenges as examples
- Can serve as non-voting member and resource member
- Reach out early and often – more options
- Contact: 240-234-0567 or [ombuds@montgomerycollege.edu](mailto:ombuds@montgomerycollege.edu)

- Question – Are you willing to meet off campus?
  - Yes, speak in comfortable environment

### **Counseling and Advising Update – Starfish Team (Tim Kirkner, Erica Hepworth, Julie Levinson, Katie Mount, Marcella Karp)**

- StAMP Guiding Principles
  - Agility and relevance/Anticipate evolving needs
    - A decade’s long journey of continuous innovation
    - Collect feedback and make improvements
  - Work collaboratively collegewide
  - Start Smart and common student experience
    - Student-centered processes – merged into one service
    - Improving processes for a successful student experience
    - Working to improve onboarding process for students
      - Will provide more information later
    - [“CAN Page”](#) – Counseling and Advising Network
      - List all of the ways to connect with Counseling and Advising
      - Live chat and Chatbot
      - Make appointments
      - Button driven process
      - Bot collects information
      - Documented in Starfish – SpeedNotes and Degree Planner
  - Measurable Outcomes and Data Analysis
    - Students’ meetings documented in Starfish – 8967 documented meetings
    - Monthly surveys about students’ experience – follow up on comments
    - Chatbot pilot objectives
      - More effective onboarding
      - Make sure students get connected to the right people
      - Reduce wait time
      - Get better understanding of students
    - Survey at end of chat – reach out to students regarding their experiences
  - Use data to guide decisions
  - Collaborative effort
  - Other departments are also looking into chatbot and live chat
- Question – Is there any integration with Starfish with faculty office hours when it's one person and not a team?
  - Direct link – give students a link to directly schedule an appointment on your calendar

### **Administrative and Fiscal Services FY22 Budget Update – Elizabeth Greaney**

- 10/12 Budget memo – set the tone and the philosophy for how to approach next year's budget
- A lot of uncertainty at the moment
- Watch [Budget Forums](#)
  - Can send questions to [budgetforums@montgomerycollegu.edu](mailto:budgetforums@montgomerycollegu.edu)
- Budget for next fiscal year will be approved by Board of Trustees in May

- 3 major sources of revenue: county, tuition, and state
- Question – CARES fund from an institution perspective? How was it used?
  - Grant opportunities comes every year, but this year has been unique with regard to the pandemic and the federal stimulus packages
    - Emergency money to students
    - Institutional side – established governance group and application for use of funds with criteria that needs to be evaluated
  - Delay – high demand for laptops and devices
- Question – What is the message you want MC to hear about budget?
  - Be cautious in uncertain times
  - Evaluate what you need now and do it
  - Help us understand what's changing and what's different
- Bradley Bridges, Director of Auxiliary, will soon launch collegewide committee to help see how we can continue to build on what we do and expand beyond what we do.
  - Free feel to reach out to Bradley Bridges – invite to meeting
- Question – Does this year's enrollment affect the amount of money the College gets from the state this year or next year?
  - Budget is a 2-year lookback
- Will provide ongoing communication

### **Provost's Report**

Provost Margaret Latimer presented the following information and updates:

- Good idea to invite Bradley Bridges to meeting
- Most not trained to think about generating more revenue
  - What can we cut?
  - PIC MC and businesses on campus
  - Share any ideas you may have
- Spring planning – continue remote and online through Spring Break
  - Hope to have a small number of classes on campus
  - Developing scheduling
- Return to campus protocol
  - Mandatory webinar in MC Learns
  - Self-assessment – show confirmation email at check-in point on campus
    - Germantown Campus – BE Building
- Reminder to get flu shot
- Traveling and gatherings – keep in mind everyone's health and safety
- Engage with students and community to promote the College
- Elevator in HT should be near completion – anticipated completion in early Dec
- Question – Dr. Brown was holding open forums with students about commencement. Do you know if there has been any discussion about commencement?
  - Have not heard anything yet
  - Council members expressed that virtual commencement was very good

### **Chair's Report**

The chair provided the following information and updates:

- College Council
  - Academic Affairs Update – continuing and improving on what we’re doing
  - ELITE – new programs and seminars
  - Staff Enrichment Day – request to delay until able to meet face-to-face
  - Staff Council recommendation – tuition waiver for dependents of deceased MC employees
    - Recommendation was sent back to Staff Council to be revised
  - Dr. Pollard talked about [FY21 Institutional Goals](#)
  - [Compliance and Ethics Awareness Week](#)
  - [Mobile Market](#) on 11/4 at Germantown Campus
  - [Frank Islam Athenaeum Symposia & the Annual Bella Mischkinsky Memorial Lecture presented by the Paul Peck Humanities Institute](#) via zoom on 11/10 at 12:30pm
  - “The Feelings Within: Mental Health & Well-Being in Higher Education” – 11/13 at 2pm
  - Open Enrollment ends 11/16
    - Update contact information on Workday
  - Policy open for comment until 11/16 on [P&P site](#) – Conflict of Interest
  - Second Virtual Campus Coffee – 11/17 from 1pm-2pm
  - [Office of Equity and Inclusion: Let’s Talk Empathy](#) – 11/17
    - Post-election conversation
  - 2020-2021 Academic Calendar is out – make comments by 11/20
  - Reminder to check out Budget Forums
  - John Hamman presented about enrollment trend
    - More students taking courses on multiple campuses

#### **Announcements**

- Registration for Monday, 11/30 at 4pm biotechnology webinars with Noble Prize Winner: [https://docs.google.com/forms/d/e/1FAIpQLScN1kHMC5rC0KXKf\\_iUCP5QviQZsdC7t6pi\\_D5-Shns\\_rBOew/viewform](https://docs.google.com/forms/d/e/1FAIpQLScN1kHMC5rC0KXKf_iUCP5QviQZsdC7t6pi_D5-Shns_rBOew/viewform)
  - Register by 11/13 to get link to view documentary
    - Will collect questions for live Q&A
    - Require pre-registration but open for everybody

#### **Adjourned**

The meeting was adjourned at 3:55pm.