

**Montgomery College**  
**Academic Services Council Meeting Minutes**

Thursday, May 09, 2024

1:00 PM– 3:00 PM

*(via Zoom)*

**Attendees**

*Present:* Nawal Benmouna, Silas Burris, Dianne Cherry, Zhou (Jojo) Dong, Antonette Jones, Valerie Lantz, Elysse Meredith, Deidre Price, Tilandra Rhyne, Nik Sushka, Annie Welsh

*Absent:* Elizabeth Benton, Jack Casimir, James Sniezek, Zahra Sarfraz

*Proxy:* Jojo Dong for Jim Sniezek

*Guests:* Dana Baker, Lauren Chin, Janice Du Four, Fizie Haleem, Anna Hamilton, Christina Gentile, Timothy Lantz, Guillermo Laya, Tonya Masson, Janee McFadden, Angela Nissing, Marcus Peanort, Tykesha Reed, Clevette Ridguard, Suzette Spencer, Moeen Taj, Bill Witte, Jessica Zelt

*Academic Services Council Liaison:* Dr. Deidre Price, Senior Vice President for Academic Affairs/College Provost

**Call to Order**

Chair Tilandra Rhyne called the meeting to order at 1:01 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.
  
- No constituent concerns were raised today

**Approval of Minutes and Agenda**

- April 25 meeting minutes
  - Nawal motioned to approve the minutes as edited, Silas seconded
  - Minutes are approved unanimously

**Chair's Report** – Tilandra Rhyne

- 2023-2024 College Council Theme: Cultivating connections across the College community to empower everyone's voice

- Stay informed and engaged
  - Employee Matters
  - The Monday Minute with Dr. Williams
  - InsideMC
- Memos and Notifications
  - Compliance Office: Drug Free Schools and Communities Act
  - Community Engagement: ENGAGE with MC Special Voting Issue: Get Ready to Vote MC! Important Voting Information for Maryland's 2024 Primary Election
  - MC Media Relations: Montgomery College's Center for Early Education on the Germantown Campus Achieves Prestigious GS-42 Green Seal Certification
  - Office of Human Resources and Strategic Management: Approval of Updates to Flexible Work Arrangement Procedure & Compensation Increases for Fiscal Year 2025
  - MC Communications: Appointment of the Director of the Institute for Part-Time Faculty Engagement and Support & Organizational Updates in Academic Affairs
- MC Wellness: May Newsletter
  - May is Women's Health Awareness Month and Mental Health Awareness Month
- Spring 2024 Mobile Markets
  - Germantown Campus - January 31, February 28, March 27, April 24, June 5, July 3, July 31
  - Rockville Campus - February 7, March 6, April 3, May 1, June 12, July 10, August 7
  - Takoma Park/Silver Spring Campus - February 14, March 20, April 10, May 8, June 26, July 17, August 14
- Commencement 2024
  - Friday, May 17, 2024 at the Rockville Campus
  - Call for Volunteers – email [events@montgomerycollege.edu](mailto:events@montgomerycollege.edu)
- Spring Closing Week Meeting Schedule
  - Monday May 13
    - Dr. Harry Harden Jr. Student Academic Excellence Awards Ceremony, Rockville Campus, 3 – 4 pm
  - Tuesday, May 14
    - Academic Affairs Meeting, Zoom Meeting, 9:00 – 10:30 am
    - Campus Meetings, In-person Picnic, 11:30 am – 1:00 pm
    - Commencement Rehearsal, Commencement Tent Rockville Campus, 2 pm
  - Wednesday, May 15
    - Spring Closing Meeting, Globe Hall Germantown Campus, 9:00 – 11:00 am
    - Union Meetings, Zoom, AAUP 11:30 am – 12:30 pm, AFSCME 11:30 am – 12:30 pm, SEIU 11:15 am – 12:15 pm
  - Thursday, May 16
    - Dean Meetings, 9:00 – 10:00 am

- Discipline Meetings, 10:30 am – 12:00 pm
  - Friday, May 17
  - Commencement Ceremony, Rockville, 10:30 am
- Required Training
  - The Journey Toward Becoming an Anti-Racist Institution – 6/30/24
  - DataSecurity @MC – Annual Review FY 24 – 6/30/24
  - Bridges: Building a Supportive Community – Clery Act and Title IX – 6/30/24
  - Shatterproof – 6/30/24
  - Digital Fundamentals for Teaching and Learning 20 hours

### **Constituency Concern Tracking Report Review – Elysse Meredith**

- Unfriendliness of automatic emails to students after registration
  - Referred to Student Services & Success Council for collaboration
  - Discussed in 11/9 Session
  - Council will review language and give recommendations
  - 11/9 Closed
- Communication issues between Academic Affairs and Student Affairs
  - Confer with Dr. Fechter
  - 10/12 Closed
- Potential inequitable compensation due to rank calculations for PT faculty
  - Beyond the scope of governance; concern will be forwarded to the unions and HRSTM
  - 10/12 Closed
- Examity live proctor privacy concerns
  - Guillermo Laya is the contact and Tilandra reached out; he has been working with Examity to address the concerns; need more details to address the specific concerns
  - Examity and Assessment Centers have information on their websites on how to check if computer is compatible.
  - Assessment Centers offer Zoom office hours before exams to review, and Assessment Center staff are available to help with troubleshooting.
  - Examity is not the only option: in-person Assessment Center testing; Blackboard testing; in Zoom.
  - Guillermo will attend December meeting to give more feedback.
  - Addition from Jim Sniezek: Professors set Examity level of security; “standard option” of exams is in-person even if DL > Elena Saenz checked with Shinta and noted that the standard for a DL class is a DL exam
  - Addition from Jack Casimir: The live proctor is the problematic issue
  - Addition from Nik Sushka: DLC can make virtual desktop for students using Chromebooks (has an associated cost)
  - 5/9: Guillermo Laya attended multiple meeting sessions in SP24; discussions are ongoing.
- Ink Printers are non-functional

- Sokol Mato sent internal repair to check all; they should all be working at this point. If they are not working at this point, they either have not been reported to Sokol and were missed in the initial review, or need a higher-level repair.
- Questions:
  - Can we get a map on each printer of the closest ones (Jojo)?
  - Can we have contractors or internal staff check fortnightly/monthly on operations
- Sokol attended SP24 meetings to discuss this and other issues and is working on a resolution.
- Ongoing
- CMSC116 has only one professor for all three campuses with only one class
  - Zahra added that students are taking it elsewhere (UMD) since they can't take it here
  - As of 11/9, Jojo reported same on biology and ENES240
  - Nawal noted that it is an enrollment issue – there is not enough demand to offer more sections. Remote sections are offered; have not developed DL sections.
  - Nawal and Zahra are going to discuss more about options.
  - 5/9 Closed
- Bathrooms are inaccessible to students in wheelchair without assistance @ TPSS
  - Jack and Ali Fadi have spoken; the bathrooms have been tested and seen to have appropriate opening times but inappropriate closing times based on ADA standards. Adjustments have been made, but it is unclear whether the situation is fully resolved.
  - 5/9 Closed
- Post on inside MC about governor Moore suggesting community college collective budget be cut by \$22.5 million. This is a state concern for all community colleges if it moves forward to become law. Students will have to pay more and student services may become more restrictive. MC may need more faculty support on a large scale to advocate against this recommendation.
  - Beyond scope of Academic Services Council, but important information that may have significant ramifications that will have impact on a significant scale
  - Referred to College Council
  - 2/12 Closed
- A faculty member recently tried to make accommodations for a DSS student to set up alternate testing arrangement with assessment center. Found the hours to be inconsistent. Reached out to Guillermo Layla, who informed them that the first half of the semester hours are 8:30-5:00pm, Monday-Friday; second half of the semester evening hours until 7:30pm. This puts evening students in a predicament of having to take off from work in order to gain access to the assessment centers, it also causes confusion due to the hours changing in the middle of the semester. Consistency and awareness of hours of operation is needed.
  - Invite Guillermo Layla to upcoming meeting
  - Confirmed to attend April meeting

- 5/9: Guillermo Laya attended multiple meeting sessions in SP24; discussions are ongoing.
- Bookstores are not open during the first week of classes during evening hours, leaving evening students without the ability to purchase needed textbooks while on campus. This issue also extends to weekend students. A faculty member made a phone call to the Germantown campus bookstore this semester and were able to have the hours extended during the first week. Additionally, Sherwin Collette was also contacted and he immediately reached out to each campus bookstore manager to ensure evening hours were accommodated for the first two weeks of classes. However, the concern is that there is some level of continuity in this service being offered beyond the first two weeks of classes to also take into account the many late start classes the college offers.
  - Sokol attended SP24 meetings to discuss this and other issues and is working on a resolution.
  - Ongoing

**Student Affairs and Student Resources** - Marcus Peanort, Dean of Student Affairs, Dr. Tonya Mason, Dean of Student Affairs, and Janee McFadden, Dean of Student Affairs

- Marcus Peanort – GT Student Affairs and Student Access
  - Student Access includes Germantown Counseling and Advising, Records and Registration, Recruitment, Assessment and Testing Centers, Raptor Central
  - Raptor Central is a one-stop-shop for new and continuing students, a resource and way finder for students and visitors to the college
  - Raptor Central is a touch point for students who don't know where to go – the Raptor Central staff can point them to the right direction
  - The 5000 number (240-567-5000) is another arm of Raptor Central that can help refer students out to support areas based on their needs.
  - Recruiters in schools and community events can also share information out.
  - Raptor Central and Recruitment are the areas that are providing the most support to our students and providing information to them about resources
- Janee McFadden – TPSS Student Affairs and Student Engagement
  - Student Life
    - New student orientation – in-person and virtual
    - Other departments also participate in orientation
    - Get Engaged and Get Involved sessions throughout the semester
    - Raptor Week at the beginning of the semester
    - Students can opt-in to a texting service and receive blasts about resources available
    - Resource Fair within the first few weeks of the semester
  - Student Employment Services
    - Students elect into a job finding resource
  - Athletics
    - Own internal orientation for students
  - Takoma Park Counseling and Advising
- Tonya Mason – RV Student Affairs and Student Success

- Combat to College Veterans Program
- Counseling and advising at Rockville and how they function collegewide
  - Ideally all students are starting with an advising session
  - Counselors meet with students throughout their journey at MC
  - Student Success (STSU) courses
    - STSU 100 - First Year Seminar
    - STSU101 – Seminar for international students
    - Taught by counseling faculty and tailored to student needs
  - Summer Success Bridge Program
  - Emailing and social media
- Word of mouth has more weight
  - Student employees help with spreading the word about resources
- Disability and Support Services
- First Year Experience Program
- TRIO Program
- Student Wellness Center (SHAW Center)
  - Social Resource Program (e.g. laptops for students)
- It is important to use a multipronged approach to sharing information to students
  - Website
  - Flyers
  - Social media
  - Student ambassadors
  - Repeated exposure to this information for students
- Questions
  - Valerie: Advising Day and Advising Week – Can we have the college community coming together to promote it? Many students through advising day is just a day off and didn't know they were supposed to be attending advising events.
    - Tonya: Fostering good relationships with the counseling and advising department chairs is important. Advising day looks different on each campus, depending on who wants to be involved with it. The intention was to give students the space and opportunity to connect with various programs and explore what the college has to offer. It has evolved over the years. My recommendation is to reach out to the chairs group for coordination, especially making sure the counseling and advising chairs and part of the discussion and make some decisions about what the day should look like.
    - Valerie: I am a chair. This is something the chairs have discussing and have sent recommendations (not sure who to, maybe Dr. Price?).
    - Marcus: A logistical issue – there is no shuttle service on Advising Day.
    - Valerie: Who is in charge of Advising Day?
    - Dr. Price: I can look into that. Will I be receiving a proposal?

- Valerie and Christina: Last fall the feedback was sent to Sharon Fechter, the Interim SVP. It was recommendations and feedback from all chairs, including counseling chairs. We can forward that to Dr. Price.
    - Tonya: Recommendation – share the feedback and recommendations with Dr. Brown as well.
- Valerie: What sort of information are sent out via social media and text to students college-wide? For example, tutoring services at the Science Learning Centers.
  - Janee: The text service is severely limited in the number of characters you can send in the text and the number of texts you can send in the academic year. It's a third party system we contract with, which has an agreement and pricing based on the number of texts. We would have more freedom with an email list when students sign up and give permission to receive these communications.
  - Tonya: Starfish is a great platform to push information to students and to subsets of students. The feedback from students is they are not reading emails and the college has also put limitations on mass emailing students in the last 5 years. The communications that give a shorty highlight and then a link to more information on our website have been helpful. Word of mouth from peers goes a long way. Different types of communication land differently with students, so we need to use multiple ways to communicate with students.
- Lauren: I am a part of SGA and we were discussion communication with students. We were not aware that we already have text and email system already established. It would be good if someone from student life can come to SGA meetings this fall and talk about the texting service.
  - Janee: It's good to know that the SGA was not aware of the texting service. This could be because we are restricted in how much we can push out. We all have important information we want to get out to students but there's a delicate balance of it not being too much so they don't pay attention to it anymore. I will make sure the student life offices are connecting with the SGA on each campus.
- Tilandra: How are students notified about opting into the texting service?
  - Janee: Students can sign up during orientation, Raptor Day and other student life events. However, these are the students who are connecting with student life and not all students are. The only communication that goes out to all students is the one that introduces them to the college once they have applied and registered. This list of "new students" is generated by the folks in Banner and IT. Once we reach out to students on this list and let them know we are here, there is no more full direct blast to students.
- Marcus: As mentioned, based on the text/email conversation, I'd be curious to know the College's appetite for (re)consideration of a MC app - particularly student interest/usage of such. It could potentially be a source to push

notifications to students based on their interests. We've had various versions in the past that seemed underutilized (anyone remember GradGuru?), so perhaps now is a better time to revisit this type of communication/engagement tool.

**MyMC Portal Update** – Anna Hamilton, Vice President of Information Technology and Chief Information Officer

- Current MyMC Portal has an underlying technology that customizes the page depending on the role of the user. This technology is being updated by Ellucian, the same company that runs Banner. This update offers us an opportunity to update the MyMC portal.
- June 20, 2024: MyMC Portal Modernization
  - Fresh interface: A sleek and modern interface that is both visually appealing and easy to navigate.
  - Personalization: Personalized and customized dashboards based on your role at the College.
  - Mobile App: Seamless access to a new mobile application.
- Student View
  - Dashboard with customizable cards
  - Locked cards cannot be moved or deleted
  - Other cards can be changed
  - Web Links – student can customize this with their own links
- Faculty View
- Employee View
- Communication Vehicles
  - May – June
    - Cabinet
    - Collegewide Email
    - Project Website
    - Council Meetings
    - Inside MC Online
    - Digital Signage
    - Monday Minute
    - Social Media Posts
    - Blackboard Message
  - June – August
    - Go-Live Email
    - Blackboard Message
    - Webinars
    - Navigation Video
    - Job Aids
    - Student Information
    - Employee Information Sessions
    - MyMC Content Strategy Committee Meetings
  - Late August – Fall Semester



- Targeted Emails to Faculty/Students
  - Blackboard Message
  - Student Information Sessions
  - Employee Information Sessions
  - Council Meetings
  - MyMC Content Strategy Committee Meetings
- MyMC Content Strategy Committee (CSC)
  - Student Affairs
  - Financial Aid
  - Marketing
  - Faculty
  - HRSTM
  - OIT
  - Counseling & Advising
  - Raptor Central
  - Registration
  - Student Leaders
  - WD&CE
  - The CSC manages changes and requests, coordinates information and feedback sessions, and continuously enhances the MyMC portal experience.
- Announcements in MyMC in each of the views, the CSC will help develop what these messages look like and their frequency
- Card for new students – how do we define “new student”? Under 10 credit hours? This is a need we heard from one of the other councils.
- Q&A
  - If apps that we currently have access to are missing after change over, do we just contact IT or will we have to apply to get access again? For example, Chairs and some faculty have more access to certain tools for advising.
    - This comes down to the content strategy committee. Collectively, we need to decide what belongs on there and when a card needs to be created.
    - Access to applications will not go away completely, but they may need to be access differently. The links card can be used by users to add access to applications they use frequently.
  - When the new MyMC portal launches on June 20<sup>th</sup>, how will this affect student access to Blackboard for those taking summer courses? In particular, DL students who need to access Bb to get to Examity to take tests?
    - There is a Resources card in the Student View in the new MyMC portal that contains the link to Blackboard, Email, Counseling and Advising, and Calendar.
  - Where can we direct students who have issues using the new MyMC portal?
    - The IT Service Desk is a great place to start. They can help users navigate the portal. If what the user is looking for is not there, the IT Service Desk can send the feedback to the Content Strategy Committee.

### **First Year Experience - Dana Baker, Non-Instructional Faculty, First Year Experience**

- Montgomery College website -> Counseling & Advising -> Orientation and First Year Experience
- Mission: To educate, empower, engage, embrace, excite, enrich, and help students explore the many options and opportunities they have not just here at Montgomery College but also in the college environment as a whole.
- New Student Insider's Guide
  - Planner
  - General Education Program
  - Career and Employment Services
  - Starfish
  - Transfer Resources
  - International Student Resources
  - Adult Learners
  - Library
- Freshman Toolkit
  - Stapler
  - Paper clips
  - Posted notes
  - Robber bands
  - Scotch tape
- MC Bag
  - Water bottle
  - ID lanyard
  - MC graduate mortarboard stress ball
  - Coloring book and bookmark
  - Inspirational message tissues
  - Post-it notebook
- Visible on all three campuses and participate in recruiting events
- Summer Bridge Program
  - Program for new students to jumpstart their college career
  - Offered at Rockville
    - General students
    - Student athletes
    - STEM students
  - No cost to students – supported by financial aid
    - Students must attend the entire program
    - Earn a grade of C or better
  - Flyers in counseling offices and going out on social media
- FYE partners with many other programs
  - SGA
  - Academic Affairs

- Transfer fairs
- You Belong campaign
  - New bag says “From Beginning to End You Are MC”
- STSU classes
  - Prior to the 60-credit limit, any student can take the STSU coursework with financial aid
  - With the 60-credit limit, only students in programs with a free elective can take STSU with financial aid
  - The Summer Bridge Program was created to get the same information in STSU classes to students who cannot take the course
- How do we get the Student Insider’s Guide to all students?
  - Link to guide from the FYE website
  - Departments can reach out to get boxes of the guide

**Assessment Center Update** - Guillermo Laya, Collegewide Assessment Centers Director

- Examity is merging with Meazure (formerly ProctorU)
  - New program will provide more protection for testing and give more access to the proctor on the students’ computer
  - New program may create more privacy concerns for students
  - Working with IT Security and Title IX and Minor Protection to address issues that might arise
- Weekend and evening hours
  - Not offering Saturday hours this year
  - Fall 2022 – Fall 2023 only 9 students took final exams on Saturday
  - Longer hours Monday – Thursday, busiest times are 11 am – 2 pm (both in-person and online)
  - Last three semesters we have not seen a lot of early (8 – 10 am) exams
  - Online piece is still very strong – faculty and students are using this platform
- Blackboard transition to Ultra will also affect faculty and student interactions with Examity
  - This summer we will see what the platform will look like and we will be able to send out information to faculty on how to find these tools.
  - Summer I will not have any changes – still using Examity.
  - Summer II will have some information on the changes available and by fall hopefully the new platforms will all be set up.
- Can we put a link to the Assessment Center website in the course notes for classes that require online proctoring so students know when they signup for a course what the testing environments look like?
  - Assessment Centers have two webpages, one of academic testing, which is behind MyMC, and one for placement testing which is public.
  - Yes, these links can be shared.
  - There is training and even the ability to run a sample test with a class, but this happens after the students register and are enrolled in the class.

- Dr. Price will take this suggestion back to her team and discuss.
- Faculty have different expectations for their exams and the syllabus is the only place where this more nuanced information can be found.
- ALEKS math placement test will become proctored in-person and online via Examity/Meazure
  - Target is early June
  - Information will be shared with student services, ACES, etc. to help let students know of the change
  - Before the pandemic, we used Accuplacer and we did offer Saturday hours for placement testing. Counseling was also open on Saturday and students could get their placement test done and continue their advising appointment with the counselor to register for classes for Monday.
  - Coming back from the pandemic, everything had moved online – placement testing and advising. The need for the weekend hours was not there.
  - The ALEKS testing for math placement gives students a year to work on their assigned modules after Test 1 and there is no need for the students to rush. This is the message the math department want to send to students – take their time and not rush. The get two attempts, Test 2 and Test 3. These are now proctored and timed (3 hours) so students should take them more seriously. This may mean more students will need Test 3 than before.
- Changes to the guided placement testing webpage will be rolled out in September/October to cover the next peak registration period
- Assessment Center Zoom office hours have staff available to help faculty and students
- Assessment Center Hours
  - August – September and January – February are peak registration and placement testing periods. Work with Raptor Central and Counseling to get students into placement testing.
  - March – May and October – December are more relevant for academic testing so we shift to evening hours Tuesdays and Wednesdays for midterms and final exams. Since we have limited staff hours available and we still need to offer morning and daytime hours, we cannot offer evening hours 4 days a week.
  - With the numbers we are seeing, weekend hours are not warranted. Staff have to have a regular work week and we cannot ask them to work additional hours on weekends.
- Assessment Centers will be under Dr. Carolyn Terry starting July 1. We will see what changes this new leadership will bring to Assessment Centers.

### **Goal Plan Review**

- Tilandra, Elysse, and Jojo will meet with Anna Hamilton next Monday to discuss the registration and course listing piece of our goal

### **Adjournment**

- Motion was made to adjourn by Antonette, seconded by Elysse

- Without objection, meeting adjourned

The meeting was adjourned at 3:04 p.m.