

MONTGOMERY COLLEGE GOVERNANCE
Academic Services Council Meeting Minutes

Monday, December 9, 2024

via Zoom

11:00 AM– 1:00 PM

Attendees

Present: Transcie Almonte-Sabio, Nawal Benmouna, Elizabeth Benton, Silas Burris, Dianne Cherry, Lauren Chin, Christina Gentile, Valerie Lantz, Fatima Mbodji, Elysse Meredith, Angela Nissing, Tilandra Rhyne, Nik Sushka

Absent: Josiah Ridgeway

Guests: Nafeesa Azizi, Bo Chan, Sean Cooney, Valeria Da Silva, Nadine Hayles, Lori Kelman, Bonita Parker, Owen Powers, Clevette Ridguard, Joan Rozario, Eric Scharf, Suzette Spencer, Erik Swanson

Invited Guests: John Hamman, Akima Rogers, Katie Nguyen

Academic Services Council Liaison: Dr. Deidre Price, Senior Vice President for Academic Affairs/College Provost – Dr. Michael Mills, proxy

Call to Order

Chair Tilandra Rhyne called the meeting to order at 11:00 a.m.

Constituent Concerns

- Lack of social gathering spaces on campus for students; fact-finding request on how widespread this issue is and where students may socialize
- Student assistants are expected to complete required trainings but cannot access Workday; they would access trainings through a separate website but may not be aware of this site to raise awareness among those who manage student assistants about where to find these trainings.
- Concern about IT not informing the college about Blackboard issues in a timely manner; multiple faculty having issues accessing their course sites. When IT received multiple emails with the same concern, perhaps IT could send an email with updates to the college community.

Approval of Minutes and Agenda

- November 11 meeting minutes
 - Minutes are approved.

Overview of the OIRE Surveys and Data Usage – John Hamman, Chief Analytics and Insights Officer

- OIRE tries to help others with surveys which are created by other areas.

- Every two years MC does a big climate survey for our employees – Your Voice, Your MC. Last done this past spring and partnered with a 3rd party, Modern Think, to organize the survey. See following link: <https://info.montgomerycollege.edu/offices/human-resources/survey-findings-2023-2024.html>
- Prior to this, we would do multiple employee surveys that had a lot of overlapping questions and might get the same responses. Tried to combine these into one survey. Hope to do the same approach for student surveys.
- Student surveys – sometimes surveys are sent and OIRE is not aware of them, so working to mitigate this. During Fall 2024, four surveys were sent to MC students:
 - Student media preference survey hosted by Office of Advancement and Community Engagement went to students towards beginning of fall, asking how they want to receive information from MC and what they thought about the brand. About 1200 students responded. Two results report for quantitative and qualitative data posted here: <https://www.montgomerycollege.edu/offices/advancement-and-community-engagement/communications/index.html#survey-results>.
 - Student Satisfaction Survey – This is a broad satisfaction survey put out by OIRE to learn about trends, see progress, sense of belonging, programs, tutoring, athletic programs, meal choices, etc. Received 1600 responses.
 - Basic Needs Survey – Learned a lot about our students (who was facing housing insecurity, food insecurity, issues of homelessness). The Hope Center originally put out this survey, but they no longer do this survey – we were able to get in touch with them and received permission to continue doing this survey with modified questions. Received 400 student responses
 - Student-Parent Survey – Questions about who our student-parents are, information about them. Still open but last checked 150 participants so far.
- Biggest benefit when partnering with another vendor is that we can compare our responses to other institutions. They can benchmark responses against the best CC's and universities in the country; get benefit of people whose full-time job is to write questions to ask them in complementary ways, that differ from ours or expand our reach.
- What we need to think about to improve student surveys moving forward?
 - Survey fatigue – Don't know how many surveys go out that do not go through OIRE.
 - No one needs approval from OIRE to send a survey but can serve as a helper.
 - Need to think about what process needs to happen before we can survey students. Need some type of guidelines/guidance on how to send these surveys to students.
 - Should surveys go in front of Institutional Review Board (IRB)? If yes, what types of surveys should go through IRB?
- Ask of this council is to think about this and talk with constituents about what would be a reasonable bar – should there be a size threshold? If additional approval, what should this look like? What software? We don't want to say that areas cannot create and send

their own surveys, but we want to use student and faculty time better instead of over request surveys.

Dual Enrollment – Akima Rogers, Director of Academic Initiatives

- Dual enrollment gives students the ability to be both enrolled in high school and in college at the same time. Classes can be taken on campus, and we bring classes to the high school.
- Dual enrollment programs at MC include Jumpstart to College, Early College, Middle College, P-TECH, Virtual Middle College.
 - Jumpstart to College: jumpstart on education, take 1 or more courses before graduating high school.
 - Other programs students earn associate's degree. Early College students are beginning college courses early in their junior and senior year.
 - Middle College – these students are still in the middle, completing high school courses, AP credits, and college courses to earn the high school diploma and associate's degree.
- 24 different degree options & 4 certificate options
- 2591 students enrolled in 18,976 credits in Fall 2024; We schedule a number of course sections that are either exclusive to our students or are first-option for our students – AY 2023-24, we had 549 course sections in 27 academic disciplines offered at our campuses, USG, or at the high schools, or as distance learning.
- Access for students – Support students in multiple languages Brochures in multiple languages
- In 2024, 261 dual enrollment graduates earned an associate's degree and high school diploma, 21 high school graduates with 50+ college credits while in high school; 23 dual enrollment graduates earned one or more College certificates in addition to their associate's degree
- GPA Excellence – 124 DE students will graduate with honors having achieved 3.5 or higher. ABC rate at about 88%.
- During Summer 2024, held first Maryland Statewide Dual Enrollment Summit at ECEC.
- Will receive a national award from ACCRAO (The American Association of Collegiate Registrars and Admissions Officers).
- Partner with all areas at the college to bring programs, academic support and more to the students. Passport model – send us any events you are doing; we will provide incentives to connect students and have them engage with resources/events.
- Parents are great communicators – newsletters to parents since they will push the students to access the resources.
- How work on scheduling dual enrollment courses with set deadlines and new procedures?
 - Goal is to build out a 2-year plan for all degree students but will serve as a skeleton since we anticipate having over 600 students. It's hard to know how many students will be admitted. Working with Dr. Benmouna and Dr. Campbell.

- The high school counselor, student and parent meet to highlight courses/credits completed and where they stand.
- Transfer pathways can apply to dual enrollment students. In the state of Maryland, students must have 30 more credits to be considered a transfer student. With the rollout of the new ARTSYS, requested dual enrollment students be included to show pathway since it is different from regular college enrolled student.

Translation/Interpretation Services – Katie Nguyen, Administrative Aide in Office of Community Engagement

- MC has contracts with two companies for translation (written) and interpretation (oral) services for languages other than English. This is for faculty and staff use.
- Schreiber Translations – written translation, scheduled in-person interpretation, scheduled zoom interpretation; request service through Katie Nguyen or Karla Silvestre with at least one-week advanced notice.
- CyraCom (formerly Voiance) – only over the phone interpretation or Zoom interpretation; available 24/7; can access using PIN number for department (if you do not know if one exists or need a PIN, you can reach out to Katie Nguyen for assistance.)
- Katie will share a list of languages for interpretation from CyraCom with ASC chair.
- CyraCom does not provide ASL interpretation, but the DSS department might provide ASL interpretation.

Chair's Report – Tilandra Rhyne, Academic Services Council Chair

- 2024-25 Governance Theme: “Bold Transformations to Empower All Voices and Thrive Together”
- Stay informed & engaged: Employee Matters, The Monday Minute, and Inside MC; MC Wellness newsletter; MC ELITE Digest
- Please share with faculty and students the Assessment and Testing Hours for the week of final exams: www.montgomerycollege.edu/assessment.
- Presidential Scholars program is currently accepting applications for spring – please share with first-semester students: <https://www.montgomerycollege.edu/special-programs/presidential-scholars-program/apply.html>.
- FY 24 Governance Annual Report was released and highlights accomplishments from the past year – available online on the Governance website.
- Seeking members of MC Governance Communications, Nominations and Elections Committee – Tasked with promoting Governance Awareness Day activities and helping to promote and market governance, elections & nominations process. If interested, please email the College Council or Tilandra directly. You do not need to be part of governance so great opportunity to get involved and learn about governance without commitment of being on a committee.
 - Spring Awareness Day in February
- Free Food on Campus locations
- Two more Mobile Markets this semester:
 - RV campus – 12/11, 2-4 p.m.; TP/SS campus – 12/18 2-4 pm

Constituency Tracking Report – Elyse Meredith, Academic Services Council Vice Chair

- Reviewed completed and pending items
- Assigned unassigned items

ASC Goal Planning – Tilandra Rhyne, Academic Services Council Chair

- Fact-finding mission; put together committee to work with Student Success Council to compile a central repository/website of academic resources – will provide an update later since work is being done in other circles so do not want to duplicate work.
- Guest speakers for spring: Academic Master Plan updates; Middle States workgroup updates; Library renovations and updates; learn about what services the Student Career & Employment Services offers students; resources related to immigration, federal funding, or general resources for common stressors; student resource boards to post this information; access to more study/social spaces for students; new ARTSYS and when it will be ready for use; update on expanded use of Starfish.

ASC Spring Meeting Schedule -- Tilandra Rhyne, Academic Services Council Chair

- Will send poll so everyone can review their spring availability with their spring schedules in hand before finalizing spring meeting dates.

Other Announcements, Updates, Closing Remarks – Tilandra Rhyne

- No additional announcements.

Adjournment

- Motion was made to adjourn by Dianne, seconded by Silas.
- Without objection, the meeting adjourned.

The meeting was adjourned at 12:56 p.m.