

Montgomery College
Academic Services Council Meeting Minutes
Thursday, November 9, 2023
1:00 PM– 3:00 PM
(*via Zoom*)

Attendees

Present: Nawal Benmouna, Silas Burris, Jack Casimir, Dianne Cherry, Zhou (Jojo) Dong, Antonette Jones, Valerie Lantz, Elysse Meredith, Tilandra Rhyne, Zahra Sarfraz, James Sniezek, Nik Sushka, Annie Welsh

Absent: Elizabeth Benton

Guests: Ernest Cartledge, Ali Fadl, Elena Saenz

Call to Order

Chair Tilandra Rhyne called the meeting to order at 1:00 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.

- Constituent Concerns – no concerns were raised today

Approval of Minutes and Agenda

- October meeting minutes
 - Jim motioned to approve the minutes as edited, Elysse seconded
 - Minutes are approved unanimously

Chair's Report – Tilandra Rhyne

- MC Governance Communication & Elections Committee seeking volunteers
- Governance Awareness Days
 - Nov. 1, 2023/Feb. 1, 2024, 12:00 – 1:00 pm
 - RV: Student Services Lobby
 - GT: Raptor Central Lobby
 - TPSS: Nunley building Cafe
 - WDCE: MKE Lobby
 - CT: Lobby

- FY 24 Classification and Compensation Study Overview Presentation at the College Council Meeting on Tuesday, November 14, 2023, 1:00 pm
 - Meeting is open to all governance council members
- Governance Annual Report 2022 – 2023 is available on the governance website
- Finalists for the Senior Vice President for Academic Affairs/College Provost Open Forums
 - Monday, November 13, Finalist A
 - Tuesday, November 14, Finalist B
 - Wednesday, November 15, Finalist C
- Monthly Tech Career Workshops in the IgnITe Hub
 - December 12, 2023: Job Search Strategies
 - 12 – 2:30 pm
 - Hybrid event in person at IgnITe Hub and online
- MC Wellness: World Kindness Day is November 13
- Latin Asian Fusion Celebration: Tuesday, November 14, 2023
- MC Wellness Turkey Trot: November 16
 - 12:30 pm Rockville campus track
 - Virtual Zoom Turkey Workout at your desk at 10:00 am
 - Turkey Stretch at 3 pm
- SHaW Center Mobile Markets
 - TPSS – November 15, December 13
 - GT – November 29
 - RV – December 6
- Racial Healing Circle: November 20, 9:30 am – 11 am at Germantown BE 160
- 2nd Annual Hunger Banquet: Tuesday, November 21, 12:30 pm – 2:00 pm at Germantown HT 216
- Native American Heritage Month – November
- First Fridays Book Discussion Series: *We Want to Do More than Survive*
- Employment and Engagement Opportunities for Students
- Outstanding Faculty Awards – nominations due by Friday, March 1, 2024
- Outstanding Staff Awards – nominations due by Friday, March 1, 2024
- Staff Distinguished Award – nominations due by Friday, February 9, 2024
- Updates to and Guidance for Flexible Work Arrangement Procedures
- MC Employee Insights: 2024 Fiscal Update
- Open Enrollment: October 30 – November 17, 2023
- Last day for staff and administrators to use personal and annual time off for the calendar year is December 22, 2023

Student Registration Process Discussion – Ernest Cartledge, Director of Records and Registration and College Registrar

- At the end of Spring 2023 an update for the College’s registration process was rolled out. The update did not address the issue our Council brought up last year. In particular, the ability to register for all linked CRNs at the same time (e.g. lecture + discussion + lab).

- Can we keep the back-end (internal structure) the same but change the front-end (external) user-experience for our students?
 - This is a discussion that needs to happen with IT
 - Example: Coursicle.com
 - MC has explored schedule building software but has not pursued any procurement of any software
- Can we make how-to-register videos for students or offer info-sessions for students?
 - This can be a provisional solution until the registration system can be updated or fixed
 - Registrars' Office will work with MC TV to produce updated videos
- There are currently two ways students can register: the old system and the new system
 - It has not been decided when the old registration system will go away, it will depend upon usage of levels of old and new system
 - The College recognizes the registration issues and Dr. Williams is working on this with the Enrollment Management office headed by Dr. Kimberly McNair
- Payment reminder email sent to students upon registration
 - Students are dropped for non-payment 3 weeks prior to the semester begins.
 - Words such as “you must pay today” and “if you are expecting financial aid to hold your classes immediately contact them” can be anxiety provoking
 - Add a general contact such as Raptor Central for students who don't know which office to contact
 - This email is sent periodically if their account has an outstanding balance, which could result in students receiving the email after they have made payment arrangements if the payment has not been posted
 - There is a welcome letter sent to students when they apply to the College, which students receive prior to registration
 - Council members will work on editing the email and send back to Ernest with our recommendations
- Can we add a link in the course listing to a pdf of the syllabus?
 - Yes – need discussion with IT but should be technically possible

Old/New Business

Constituency Concerns – Elyse Meredith

- Privacy concern with Examity Live Proctor and non-compatibility with Mac computers
 - Guillermo Laya, Assessment Center Director, is working with Examity to address these issues
 - Examity provides resources to help faculty and students on their website
 - Assessment Center staff also aid faculty and students with using Examity, including zoom office hours
 - Specific data and testing information from the specific students experiencing the issue is needed to further pursue solutions
 - Guillermo will attend the Council's December meeting

- Courses requiring testing through Examity can include a note to this effect on the course listing
- Recommend that the syllabus template include testing options for the course
- What is the standard testing format for each course?
 - Distance learning classes – distance exam
 - Hybrid classes?
 - Hyflex classes?
- Can we provide “virtual desktop” for students to use with Examity to eliminate some of the technical issues?
 - These come at a cost to the College
- Can we have students VPN into computers at the Assessment Centers?
 - We need to ask IT
- INK Printers
 - Sokol Mato, Director of Auxiliary Services, oversees the printers
 - Most printers have been serviced and are working
 - Attach to each printer a map with locations of all printers in each campus
 - Elysse will take this concern
- CMSC 216 has only one professor and one class available for all three campuses
 - ENEE 240 and Biology for Engineers class are in the same situation
 - This is an enrollment issue – not enough enrollment to be able to offer multiple sections to meet the 85% filled-seats (this is when the budget balances)
 - The SET area chairs are looking into better times for scheduling these courses
 - Nawal will take this concern
- Bathroom doors at TPSS campus
 - Jack met with Ali Fadl to address the issue
 - The doors are still not opening automatically
 - The doors are working well in the Commons but not in the ST or Science Building
 - Jack will take video of the doors to show the difference and email Ali to show what the problem is

Council FY24 Goals – Tilandra Rhyne

- ASC Goal #1
 - Dr. Ridguard’s recommendation: identify gaps between services and support the College offers and what the students are aware of, then make recommendations to the various offices on how to better advertise their services to students
 - New wording for Goal #1: The Academic Services Council will investigate touchpoints of how new and returning (credit and non-credit) students are informed of how to access academic and support resources, identify what is readily available, and make recommendations to help fill identified gaps
 - Zahra will use ASC social media accounts to help promote our goal

Adjournment

- Motion was made to adjourn by Jim, seconded by Elysse
- Without objection, meeting adjourned

The meeting was adjourned at 3:01 p.m.