

MONTGOMERY COLLEGE GOVERNANCE
Academic Services Council Meeting Minutes

Wednesday, May 7, 2025
11:00 AM– 1:00 PM via Zoom

Committee Members:	<i>Present:</i> Transcie Almonte-Sabio, Nawal Benmouna, Elizabeth Benton (also proxy for Angela Nissing), Silas Burris, Dianne Cherry, Christine Crefton, Christina Gentile, Elysse Meredith, Josiah Ridgeway, Nik Sushka, Page Whittenburg <i>Absent:</i> Lauren Chin, Fatima Mbodji, Angela Nissing
Academic Services Council Liaison:	Dr. Deidre Price, Senior Vice President for Academic Affairs/College Provost (proxy, Dr. Michael Mills)
Invited Guests:	Dr. Michael Mills, Chris Cusic, Patricia McGlone, Roberta Buckberg, Maria Sprehn, Kimberly Driver
Meeting Attendees:	Fariah Alam, Mohammed Al-Said, John Amoroso, Tracey Bodo, Michelle Chan, Damoroso, Aissatou Diop, Anna Donohoe, Jessame Ferguson, Judy Harwood, Fizie Haleem, Dwayne Henry, Chingling Liu, Patricia Maloney, Clevette Ridguard, Liz Sepulveda, Suzette Spencer, Yvette Taylor, Rebecca Thomas, Lily Tsai

Call to Order

Chair Christine Crefton called the meeting to order at 11:01 a.m.

Constituent Concerns

- Procedural concerns regarding employee reassignments during academic restructuring, specifically a concern about non-compliance with College Procedure 34001CP, Section 4.A.2.B, which requires written notice, rationale, and appeal information at least 2 weeks in advance of reassignment.
 - Motion made by Page to refer this concern to College Council. Seconded by Silas. All in agreement. This council will document the concern in the constituency report and the ASC chair will refer the concern to the College Council for their May 13 meeting.

Approval of Minutes

- April 2nd meeting minutes were reviewed and approved as written.
 - Motion to approve by Dianne Cherry. Seconded by Silas Burris.

Academic Affairs Updates – Dr. Michael Mills, Associate SVP of Equitable Access & Student Success

- Academic Master Plan (AMP):
 - Finalized and set for release next week, alongside the Strategic Enrollment Plan from Student Affairs. Strategies in AMP are aligned with the ongoing Academic Affairs realignment.

- Plan focuses on four main goals: Strengthening student advising; Designing programs and pathways that meet student needs; Enhancing accelerated learning through student-centered teaching; Supporting post-completion success.
- Advising Initiatives:
 - Significant work completed this year, culminating in the "Advising Together" event on April 25.
 - Morning faculty showcase on Starfish usage (100 attendees).
 - Afternoon breakout sessions on advancing advising practices (75 in-person attendees, room capacity limited total participation).
 - Ongoing development of advising tied closely to the Academic Master Plan.
- Council Support for FY26:
 - Council members encouraged to review the Academic Master Plan and consider how they can support implementation.
 - Anticipated focus in FY26: improving student retention and completion.
 - Council may contribute through enhanced support services and strategic involvement in plan execution.

IT Service Desk Update – Chris Cusic, Director of Instructional & Administrative Services

- Wanted to be more service-oriented, ensure student participation in new service desk system, create better clarity, collaboration, transparency, and efficiency
- Went with new company called Team Dynamix that specializes in creating IT service desks for higher ed institutions
- New system allows modification and creation of automated workflows for routing and resolution, enhanced ticket visibility and tracking for users, centralized knowledge base for self-service; customizable service catalog by user group (students, faculty, staff); front-end designed for quick access to common support areas (e.g., login issues, classroom tech, Blackboard).
- Streamlined and transparent support process; greater student accessibility and inclusion; real-time collaboration and status updates on tickets; improved data for IT decision-making and trend analysis.
- Phone/chat options remain unchanged; users are encouraged to submit tickets through the new portal; system is mobile-friendly and meets current accessibility standards.
- A future goal would be to expand language support.
- Rollout & Communication Plan:
 - Targeted full transition by end of June.
 - Summer outreach and training to prepare faculty, staff, and students.
 - Continued promotion and feedback collection through Fall (August–October).
 - Emphasis on grassroots engagement (department visits, governance councils, student life, etc.).
- Support Materials: short instructional videos (~1 min) for quick learning; faculty requested “cheat sheets” for ease of use and training.
- Live Support Considerations: emergency classroom support will still be handled immediately via phone; clear directions provided for urgent vs. standard issues.

- Presenter asked for feedback on system usability and rollout effectiveness; suggestions on how to better reach faculty and students; ongoing user input to evolve and improve the system.

Student Employment Services Overview - Roberta Buckberg, *College-wide Employer Services Specialist* & Patricia McGlone, *Student Employment Specialist*

- Student Employment Services (SES) supports both students and local employers in job placement and career development.
- SES supports students by focusing on student assistance, including resume writing, interview prep, and job search strategies; encouraging students to seek employment related to their academic majors and offers internship guidance; staff presence across all three campuses (Germantown, Rockville, Takoma Park); offering workshops, classroom visits, and individualized support.
- The online job board (College Central) provides access to job postings, resources like podcasts and videos, resume templates, and career tips; all resumes uploaded are reviewed and edited by SES staff, who work one-on-one with students; the system matches jobs to student majors and can send text or email notifications for new job postings.
- Employer Engagement:
 - Job Fairs: Annual multi-industry job fairs in spring and major-specific fairs in fall; Employers and job listings are accessible online for ongoing student benefit.
 - On-Campus Recruiting: Tables placed in strategic, high-traffic, or major-specific areas; Schedules are updated each semester.
 - Virtual Employer Events: Recorded sessions include presentations, Q&A, and breakout interviews; Recordings are archived for future student access.
 - Targeted Communication: Employers' opportunities shared via email with relevant student groups based on major.
- Potential collaborations with Academic Services Council:
 - Request for a centralized directory of department chairs and internship coordinators to streamline internship setup.
 - Opportunity to align employer needs with micro-credential development.
 - Agreement to collaborate on employer outreach related to micro-credentials.
 - Example of "job flash" updates shared biweekly with certain departments to enhance student awareness.
- Requests from SES:
 - Improved departmental coordination on internship placements.
 - Departments encouraged to contact SES for job fair partnerships and tailored employment resources.
 - Faculty engagement in promoting SES events and services.
 - Support in identifying and sharing employer needs to inform academic programming (e.g., micro-credentials).

Gen Ed Career Readiness – Kimberly Driver, *Professor of Health Enhancement/Exercise Science/Physical Education Department* & Gen Ed Co-Chair & Dr. Maria Sprehn, *Professor of*

Anthropology & Gen Ed Co-Chair

- To date at MC:
 - 570+ badges have been awarded
 - 28 micro-credentials are available
 - All are hosted on [Credly](#) for digital sharing
- The Gen Ed Career Readiness badge helps students connect general education (Gen Ed) learning with workplace skills, and it aims to bridge the language gap between classroom experiences and employer expectations.
- The badge combines our Gen Ed competencies and NACE (National Association of Colleges and Employers) competencies.
- Skills Highlighted: Communication; Leadership & Teamwork; Critical Thinking & Problem Solving; Professionalism; Diversity, Equity & Inclusion (DEI); Career & Self Development
- Badge Requirements:
 - Complete 3–5 Gen Ed courses across at least 3 distribution areas.
 - Submit an ePortfolio that includes:
 - Two course assignments
 - Proof of community engagement
 - 2 to 4-minute professional communication video
 - 250-word DEI reflection
 - Two SMART goals (Specific, Measurable, Attainable, Relevant, Time-bound)
- The committee needs help raising student awareness and engagement of the career readiness badge and on improving access to user-friendly, free ePortfolio platforms.
- Ongoing outreach includes faculty presentations, flyers, syllabus blurbs, and coordination with learning/career centers.
- The committee co-chairs will continue promotion during the summer and collaborate with Christine Crefton for additional resources and alignment with employer-valued competencies.

Old Business – Dr. Elysse Meredith, *Academic Services Council Vice Chair*

- Review of pending constituency concerns – all closed except 1 pending which will carry over to the next academic year.
- Goals for the current academic year have been met.

Chair Report - Dr. Christine Crefton, *Academic Services Council Chair*

- 2024-25 Governance Theme: “Bold Transformations to Empower All Voices and Thrive Together”
- Be in the Know: Employee Matters, The Monday Minute, and Inside MC and direct emails
- Credit/Noncredit Terminology Survey from the Maryland Higher Education Commission — due May 22.
- Proposed modifications to:
 - Policy 38001 (Recognition Awards) Revisions — feedback due May 14.
 - New Anti-Hazing Policy (42004CP) — feedback due May 28.
- Celebration of Excellence: May 21, 9–11 AM at Germantown Campus, Globe Hall (in-person and livestream).

- Special Recognition Award Nominations due June 10.
- Required Data Security Training (FY25) due June 30 in Workday.
- Graduation volunteers needed for May 23 – sign up online.
- Spring 2025 Professional Week draft schedule now available online.
- IgnITE Hub Fireside Chats: Ongoing in May, featuring leaders from science and industry.
- Mobile Markets continue through summer — volunteers needed.
- Heritage Month Events: Celebrating Asian American and Pacific Islander communities — events ongoing.
- Micro-Credentials: Open Education Resources (OER) Badges available to staff/faculty (Advocate, Creator, Architect, and Excellence); visit the MC micro-credentials site for full badge info.
- MC Rising Professionals: Hosting 5 weeks of events — current focus is “Sparkling Joy at Work;” Virtual sessions for the annual retreat are open to all employees.

Chair, Vice Chair, Secretary Elections – Dr. Christine Crefton, *Academic Services Council Chair*

- Leadership Roles: The Council will elect a Chair, Vice Chair, and Secretary for FY26. These roles are for a one-year appointment, although Council members may serve for two years. Only members of the FY26 Council may vote in the election.
- Responsibilities of the Chair:
 - Sets the agenda and leads Council meetings.
 - Acts as the main contact with other councils and governance leadership.
 - Represents the Council at official College Council meetings.
 - Addresses constituent concerns and serves on the College Council.
- Responsibilities of the Vice Chair:
 - Assumes the Chair’s duties when unavailable.
 - Supports additional tasks as needed.
- Responsibilities of the Secretary:
 - Keeps accurate records of meetings and posts minutes.
 - Tracks membership and attendance.
 - Ensures communication with constituents.
- Council Members’ Role: The new FY26 Council team will help guide the work for the upcoming year, representing various groups across the college, including faculty, staff, students, administrators, and WDCE. Members will focus on advocating for colleagues, supporting institutional effectiveness, and contributing to shared governance.

Announcements, updates, closing remarks - Dr. Christine Crefton, *Academic Services Council Chair*

- No announcements.

Adjournment

- Without objection, the ASC chair adjourned the meeting at 12:47 p.m.