

To: Montgomery College Colleagues
From: Dr. Jermaine F. Williams, President
Subject: **Transforming Student Support Services**
Date: October 4, 2022

The services that support students in their academic and personal success at Montgomery College are critical to propelling them forward. As you may know, the Student Affairs division has undergone substantial changes in the last 10 years, and I am appreciative of Dr. Monica Brown's leadership. Student Affairs is on a continuous journey and embracing opportunities to reimagine how students are impacted by College processes and services. Considering the division's commitment to continuous learning and the centrality of student support to our mission—most recently identified in the report of the Presidential Transition Advisory Committee (PTAC)—I have accepted Dr. Brown's proposal to enlist the assistance of a consulting firm, Segal. They will help to ensure that the College remains focused on existing, and new, student-centered solutions to our opportunities and challenges.

As practitioners and scholars—and some of us who are both—we know that an outside lens on processes can often jumpstart innovative change. The College's efforts to support students equitably throughout their MC journey is essential. In other words, even before they are officially MC students, our services have a major impact. The consultant's review of our current processes will be done with an eye to streamlining them, re-focusing on equitable programs and services, and advancing the One College design.

This review process is expected to take approximately four to six weeks to conduct. In preparation, the College will share documents and data with Segal. In-person and virtual interviews with Segal will be scheduled with select College and community representatives in October. I encourage your participation if you are invited to engage. Some interviews will take place outside of Student Affairs since our processes cross several divisions, and input from diverse perspectives is valuable.

Student Affairs plays a fundamental role in advancing access, completion, and post-completion success at MC. Faculty and staff in the division do exceptional work to support students and have shown remarkable agility and commitment in responding to the pandemic and the rapid changes in student needs that resulted. Based on what many have shared with me, I know that there is excitement around continuous learning and reimagining the College's work. This enthusiasm and subsequent action will empower us further to maximize our impact on students and the community.

Thank you for your collaboration.

