Montgomery College
Academic Services Council Meeting Minutes
Thursday, May 13, 2021
10:00– 12:00 PM
(*via Zoom*)

Attendees
Present: Veronica Banh, Shelly Bennett, Erika Bucciantini, Colleen Dolak, Robin Flanary, Fiona Glade, Muhammad Kehnemouyi, Kiersten Newtoff, Theodore Shusterman, Adaora Nwigwe (Proxy for Alex Galen)

Newly elected: Shakenna Adams-Gormley, Carlo Sanchez, Jan Shapiro, Erik Swanson, Miriam Zemen

Absent: Tonya Harris, Milton Nash

Guests: Guillermo Laya, Assessment Centers Director; Paul Miller, Professional Development Director of ELITE; Clevette Ridguard; Benita Rashaw

Call to Order
Chair Colleen Dolak called the meeting to order at 10:15

Approval of Minutes and Agenda
- April Minutes
    - Chair requested a motion to approve the April minutes
        - Motion to approve was made and seconded
    - Approved as it stands; Vote – majority/unanimous approval via Zoom (all current present approve)

- May Agenda approved
    - Chair requested a motion to approve the agenda.
        - Motion to approve was made and seconded
    - Vote – majority/unanimous approval via Zoom (all present approve)

Election of New Officers
- Election of new members to board roles
    - Description of roles & responsibilities
    - Nominations
        - Chair Nominations
            - Shakenna Adams-Gormley
            - Fiona Glade

        - 2021-2022 Chair Election: Shakenna Adams-Gormley

        - Vice Chair Nominations
            - Fiona Glade

- 2021-2022 Vice Chair Election: Fiona Glade

- Secretary Nominations
  - Jan Shapiro

- 2021-2022 Secretary Election: Jan Shapiro

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
  - **There were no constituent concerns raised today**

Guest: Guillermo Laya College-wide Director of Assessment Centers

DRAFT

- There have been a number of changes to move services online since the pandemic
  - The placement process is handled by the departments
    - Remote Placement Process
      - New students
      - Returning students
    - Assessment Center website updated frequently
    - ACUPLACER is not utilized
      - except for MCPS, but have not received any this year
      - Most centers are closed
  - Academic Testing
    - Remotely using an online platform
    - ProctorU/Examity
      - Faculty remote engagement to process students' assessment
      - Blackboard compatibility
      - the camera records the session; AI-driven; not one-to-one proctors
    - For DSS students & assistive technology
      - Zoom DSS sessions & appointments
      - No lockdown capability

- Constituent concerns
  - Sexual harassment concerns of students with third party proctors
    - Contact Compliance Office
      - Strong compliance recourse
      - Tools on campus available
    - Informing faculty & students imperative

  - Privacy violation concerns
    - Computer application installation

- Students need to download application in their computer
  - That is the technology right now
  - With Examity, we have the option to delete information gathered
  - If information is deleted, students must download again
  - Currently, information is deleted at the end of the academic year
- There is a process for adopting new services
  - Examity has an endorsement from the State of Maryland & has been reviewed by OIT
    - Examity was reviewed before adopting
    - We have a channel for investigation complaints
    - Standard practice is for proctor to review room and give few/no breaks
      - Breaks are established by the faculty
- Student can be tested in other methods
  - Blackboard
  - Zoom
  - Respondus
- Students might not know what to do if there is a problem with Examity
- Students need to address concerns with faculty
- Since the pandemic, we have had to use online options
  - Further questions we are addressing & developing now that we have learned more about our remote environment:
    - policy
    - equity
    - privacy
    - complaints
      - It's a big issue that needs to be college-wide and not piecemeal through departments when all is said and done
- We (MC) can review student concerns; there is video of students' exams

- <u>Conclusion: this is still an issue & with advancing technology, things will change. There is an evolution of proctoring technology. Raising concerns through the Council as this tech develops may be the best course.</u>

- Placement tests' process is handled by the departments for summer & fall
  - Individual department process
  - Departments will have to decide to go back to Accuplacer for the spring
- Could we have a demonstration of how the process works for Examity
  - The pathway is unclear for what students should do or where to report issues
    - Could there be a POC for problems?
    - <u>Structure needed for communication to & through faculty & students</u>
- ELITE also offers a workshop on Proctored Exam Using Zoom with Respondus Monitor and Respondus LockDown Browser

Chair's Report

The chair provided the following information:

- Goal reports are due by the end of the month
  - Goal 1: increase student engagement
    - Even without student members attending, we have made progress on student involvement through constituent concerns
  - Goal 2: to make a recommendation to the College Council regarding continued online modalities & virtual services
    - this is ongoing
- 10 separate constituent concerns have been raised this year
  - This is substantial
  - Pending:
    - remote lab access
    - tutoring website
      - alignment
    - third party online proctoring
- 60% of MC employees engaged in the Governance Election Process
- The election for the College Council is coming up May 13
- Visit governance website for answers to questions
  - Or contact Clevette Ridguard
- The MC2025 Year 1 Update document was sent via email to all members for review
- Board of Trustees has asked for feedback on remote learning environment
  - Chair Colleen Dolak shared our common experiences
    - easier to meet with more people from different geographical locations
    - less connectivity & other struggles unique to the online experience
- Montgomery College draft document: Anchoring Transformation, Catalyzing our Community was also shared via email to all members with initiatives
  - Updates from Presidents' Office
    - 12 new initiatives are under consideration
    - additional information is available on the governance website
    - Student panel also shared
- College Council Minutes
  - summary provided by Chair Colleen Dolak
  - available on the website

Old Business

- Third part online proctoring
- Assessment testing
  - Possible ideas
    - faculty receive training on how Examity works before adoption
    - FAQ list for faculty & students
      - from Assessment Centers maybe
      - or through department channels to faculty & students
    - adopt a POC for concerns for faculty & students to report
      - through counseling?
    - syllabus addenda for options for students

- Can there be a note for students to determine ahead of time in the registration process
- Policy needed in the P&P
  - rules & regulations needed for how proctoring will be implemented
- Faculty Council needs to be involved
  - Making a recommendation: a joint recommendation with the Faculty Council regarding a policy on online testing
    - 2021-2022 Council: consider moving ahead on meeting with chairs of multiple councils & Paul Miller & assessment centers moving forward to iron out details

New Business
- No new business raised today

Announcements & Adjournment
- Draft minutes will be sent out soon
  - Motion was made to adjourn, seconded
  - Without objection, meeting adjourned

The meeting was adjourned at 11:30 p.m.