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## MONTGOMERY COLLEGE GOVERNANCE

Academic Services Council

February 9, 2017

SC 151

2:00 p.m. – 3:30 p.m.

### **Attendees**

Members Present: Gloria Brewer, Debra Bright, Amanda Darshanie Gamage, Cathy Giovannetti, Cathy Henley, Lori Kaufman, Julie Levinson, Jason Lee, Valerie Tanner

Members Absent: Jona Colson, Monique Davis, James Findlay Kennedy, Kathy Michaelian,

Guests: Dr. Mark Carmody, Dr. Monica Brown, Dr. Jamin Bartolomeo

### **Call to Order**

Chair Cathy Giovannetti called the regular meeting to order at 2:05pm. A motion to accept the agenda was approved by consensus when reviewed post presentations.

### **Open Comment**

No constituent concerns.

The Chair used this time to introduce a new council member, Cathy Henley, who will replace outgoing member Kevin Long. Cathy introduced herself and talked briefly about herself and her experience at the College.

### **Approval of Minutes**

The January 19, 2017 minutes were approved by consensus.

### **Presentations**

#### *New Rockville Parking Garage*

Dr. Mark Carmody spoke to the council about the new Rockville parking garage. Four of the seven levels are open at this time. The garage has indicators of free space on the first level, charging stations for electric cars, ADA specific parking spaces, specific spaces for parking vans, cameras monitoring garage activity, well lit areas, patrolling security officers, emergency phones, and a security office within the garage with occasional staffing. He noted that the other three levels will be opened upon full completion of the elevators. He shared that WiFi capability is planned. The garage is opened Monday-Saturday and closed on Sunday. College hangtags are the only requirement to use the garage. Dr. Carmody noted that the garage was being actively used and that he expected an increase in activity as construction starts on the new student services building.

Council members asked for various cost information and questioned the continued use of other campus parking lots. He gave cost estimates and noted that Lot 13 would continue to be open for use at this time. Dr. Carmody was also asked to look into better identification of the type of free spaces that were available in the garage as some spots such as ADA or electric charging are for restricted use and not open to all. He was also asked to look into insuring that facility signs and markings were clear and easy to read and that reserved spaces were available for employees who travel collegewide and often run into parking problems. Dr. Carmody will look into all questions.

#### *Student Affairs Updates and Assessment Centers*

Dr. Monica Brown and Dr. Jamin Bartolomeo visited the council to address questions regarding the assessment centers. Cathy Giovannetti briefly described constituent concern regarding center hours and staffing. Dr. Brown replied that they had spoken with multiple councils to hear concerns. She mentioned that changes in staff funding and the loss of temporary employees created a need to examine service demands and levels and review and realign staff. In order to maintain service at peak levels, they have

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used some temporary employees and students. They continue to assess current needs based on activity data, shift support as needed and streamline their processes.

Council members asked various questions to which Dr. Brown and Dr. Bartolomeo responded noting that they continue to reassess all student services in support of student needs and flexibility. Dr. Brown spoke about how the role of the assessment centers had changed such as to assist with makeup tests, group testing and distance learning testing and that this role continually needs to be reassessed. They described how other schools deal with the same issues such as using E-proctors which will be a pilot program this spring at the College, charging a fee for professional proctors, and using scheduling software to better align scheduled test dates with student needs. This scheduling approach is planned via Blackboard at the College. Weekly staff meeting needs, the 48-hour request processing time standard, current closing times were all identified as practices that are being reassessed. They asked council members to contact them for specific needs and agreed to return to the council to share information after additional analysis and assessment is complete.

Dr. Brown also noted that they will be reassessing the On Time Registration process so to determine how best to resolve issues so to move forward and service student needs.

### **Continuing Business**

Cathy Giovannetti read a Faculty Council statement regarding the recent travel ban imposed by the federal government and its impact on College employees and students. The Academic Services Council unanimously agreed to endorse the statement and lend support.

### **New Business**

#### *Committee Update*

Lori Kaufman presented a Draft Academic Services Council Outreach Strategy proposed to be taken up by the 2017-2018 council. Members discussed the benefits and requirements of a council specific email distribution list and a council wide newsletter. The newsletter will be further discussed with Tacy Holiday.

Valerie Tanner presented a process and form to assist the council in examining and defining its role as a governing body in support of student success. The process provides for both quantitative and qualitative assessment and tracking, prioritization and reporting. Cathy Henley will work on developing an Excel tracking document to support this work.

Valerie also showed how the council could use the process to interface with each student service area developing questions and starting a conversation. Julie, Valerie and Amanda will pilot the service area interface.

### **Announcements and Adjournment**

Amanda reminded council members that Avenue Q will be playing at the College from February 22-26.

A motion to adjourn the meeting was made and accepted unanimously. The meeting was adjourned at 3:50 p.m.

Gloria Brewer  
Academic Services Council Secretary