

**Montgomery College**  
**Academic Services Council Meeting**  
**Minutes**

Thursday, November 14, 2019

1 – 2:30 PM

TP/SS Campus Cafritz 143

**Attendees**

*Present:* Colleen Dolak, Arthur Katz, Regennia Williams (via Zoom), Veronica Bahn (via Zoom), Samantha Veneruso (also acting as proxy for Robin Flanary), Tanya Harris (via Zoom), Monique Davis, Debra Bright, Milton Nash

*Absent:* Adaora Nwigwe, Kimberly Murphy, Sydney Cauley

*Proxy:* Erica Bailey (for Adaora Nwigwe)

*Guest:* Sue Haddad, Disability Support Services

*Liaison:* Clevette Ridguard

**Call to Order**

Chair Colleen Dolak called the meeting to order at 1:19pm. The meeting was recorded for internal use.

**Approval of Minutes and Agenda**

October 2019 minutes and the agenda were approved as written.

**Constituent Concerns**

No constituent concerns were presented.

**Chair's Report**

Chair updates:

- Secured Kimberly Murphy as proxy for the 10/22 College Council meeting
- Attended the 11/12 College Council meeting
- Working with Dr. Ridguard to fill the part-time faculty member vacancy
- Scheduled Zoom call for this meeting
- Met with Dr. Rai as the academic liaison
- Emailed and uploaded documents to Teams
  - Don't think that we should use, so will send them out periodically
- Invite Donna Kinerney, WDCE, to next meeting
  - Haven't heard back yet

College Council Updates

- Invited to bring a constituent to last council meeting
- Food pantries are accepting donations for food and warm clothing
- At the College Council 10/22 meeting

- John Hamman presented on data summit
- Margaret Latimer presented on scheduling
- College Council 11/12 meeting
  - Presentation from Vicki Duggan, Office of Compliance, Risks, and Ethics
  - Goli Trump presented on internal audit process
  - Dr. Ridguard provided some governance information

Council photo today

The chair would like to recommend, based on the council's previous actions and conversation, to draft a recommendation to the College Council on the assessment center issues.

Will need further discussion

Future activity - meeting with Dr. Rai

### **Unfinished Business**

- Samantha Veneruso - issues with assessment centers
  - Understand that they're strapped for resources
    - Don't think that they can do anything else because they have found all the workarounds they can with the resources they have
  - Suggested the council to make a recommendation to the College Council about the needs around the assessment centers, resources available around the assessment center and pursue additional resources as needed.
    - Issue – more frequent night and Saturday classes
      - Cater to a different group of students
    - Response: Students don't use it at those times.
      - The closing times has been very problematic.
        - Not enough time
  - The assessment center is aware of the issue.
    - They have limited resources, but have tried to look at creative ways for proctoring exams.
  - DSS survey – feedbacks from students
  - Question – do we want to create a recommendation? Is it a big enough question to bring to the College Council? Or, is this something that everyone is doing the best they can to come up with a solution?
    - Dr. Ridguard asked the question...it was problem everywhere. Is there any research or documentation to go along with the recommendation?
      - Constituent concerns emails and data from DSS
    - Student and faculty – closing makes it hard to get in and complete their test
      - Chair suggested that the issue was insufficient staff.
      - Closed for staff meeting and preparation
        - Provide online proctoring and alternatives
          - Doesn't solve all the problems
    - Task force should explore creative solutions that could be suggested or proposed.
      - A council member expressed that she was uncomfortable with the council recommending the solution. The council should recognize the

concern as a problem, bring it to the College Council, and suggest that it needs to be investigated. The College Council should be in the position to say whether a task force should be formed or if the council should respond to the concern in a different way.

- Disadvantage for certain people
  - Equity - should be prepared to have all the resources available for the students
- Student affairs
- Samantha motioned to support writing a recommendation to the College Council and Arthur seconded the motion.
  - Vote – unanimous approval
  - Samantha will work on something by next Wednesday.
    - The chair will also collect more information.

### **Disability Support Services – Sue Haddad**

- Vision is to create a barrier-free, inclusion, and welcoming environment for students with disabilities so that they can thrive and achieve their goals at the college.
- Provide services that goes beyond accommodations.
  - Self-advocacy – assist students in terms of communicating their needs at the college level and navigating the entire college experience
  - College-wide Assistance Coordinator
    - Provides state-of-the-art assisted technology for students with disabilities
      - Any tools, software, or equipment that helps overcome a certain challenge
  - Referrals
  - Educational outreach
  - Social justice model of disabilities
  - Partnership with the Division of Rehabilitation for Students on the autism spectrum
    - Mostly for students on the autism spectrum who are degree-seeking
  - Provide general counseling and advising services
  - DSS learning labs on each campus
    - Offer a space for them to study and do their work
    - Tutoring support
      - Focus on writing
  - Community outreach
    - Strong relationship with MCPS
    - Working with Walter Reed
      - Provide education on autism for parents of students who have autism and how to manage transition to college
- Collect data on numbers of students that are serve and what kinds of disabilities the students present with
  - Question - where is it tracked?
    - Tracked in banner
    - Not everyone has access to the data

- Majority have invisible disabilities
  - 1/3 have multiple disabilities
- Top 5 approved accommodations
  - Extended time on test
  - Notetaking and lecture notes
  - Assisted technology
  - Reduced distraction in testing area
  - Auxiliary aids
- DSS student survey
  - Asked about students' experience
    - Positive in a sense that the students report that the accommodations that they received meant their needs, agreed that they had a positive relationship with the DSS counselor, and the application process was easy.
      - Enter general information on the application, which can be found on DSS website.
        - Upload documents online or bring in after making appointment with counselor.
        - Fairly easy to apply
        - Appointment during non-peak times – students contacted within 1-2 days
        - Appointment during peak time – students are contacted but may not be able to see them until 1-2 weeks later
        - The chair asked if there is requirement for documentation.
          - Most come with some documentation from high school
          - Documentation shows if that person has a disability (a record).
          - There are forms that can be taken to medical doctor to be filled out.
          - Documentation needs to somehow support the disability. There needs to be some level of documentation.
          - If there are no documentation, then DSS counselor will have a conversation with student and make a referral.
- Difficultly in implementing:
  - Notetaking accommodation
    - Not getting the notes
  - Flexibility with attendance
    - Students made comments that the accommodation was ignored.
    - Several cases indicated that college and university must take on a more hands-on approach on this accommodation.
    - Had seven information session this semester. Worked with college-wide chairs to get this information out.
      - Will be more involved
    - What is the accommodation?

- Student may have a chronic condition that impact their ability to attend class regularly.
  - Should not be penalize for missing a class, deadline, or exam if it was do to their chronic condition.
  - Need to have conversation with faculty, can't put students in the middle to negotiate.
- Question – Is technology, like Zoom, available and useable?
  - It would be a possibility.
    - The chair expressed that the college is planning on transitioning from Go to Meeting to Zoom.
      - May be an option
      - The vast majority of the students should be able to utilize it.
      - A council member expressed that there's still a lot of things to consider.
    - Students made a lot of comments regarding testing accommodations
    - Students indicated that feeling that they were not heard by their professors
    - Prioritized goals for this year
  - Question - is there something that this council can do to help support DSS?
    - Have to think about it
    - Need feedback from faculty
    - Communication with faculty and alumni is important
  - Universal design learning strategies
  - College is going to participate in the ADA self-study
    - Working with Christopher Moy and Eric from facilities
    - Goal is to get an outside consultant
      - Looking at policy, program, procedures, and more
  - May generate some college-wide recommendation

### **New Business**

No new business was presented.

### **Announcements**

- Ethical Expectations booklet – available online
- Basketball Schedule
  - Governance day on 12/4 – attend the games if possible
- Equity and Inclusion Panel on 11/22
- Invitation to next governance meeting on 12/12
- January meeting is schedule for 1/9 – postpone it or cancel it?
  - Monique motioned to cancel January meeting.
    - Vote – unanimous approval

### **Adjournment**

The meeting was adjourned at 2:24pm.