

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

Thursday, November 12, 2020

10:00– 12:00 PM

*(via Zoom)*

**Attendees**

*Present:* Veronica Banh, Shelly Bennett, Erika Bucciantini, Colleen Dolak, Robin Flanary, Alex Galen, Fiona Glade, Tonya Harris, Muhammad Kehnemouyi, Milton Nash, Kiersten Newtoff, Theodore Shusterman

*Absent:* none

*Guests:* Starfish Team represented by: Erica Hepworth, Julie Levinson, Marcella Karp, Tim Kirkner; Constituent students: Jack Stoddard, Vi Nguyen

**Call to Order**

Chair Colleen Dolak called the meeting to order at 10:03

**Approval of Minutes and Agenda**

- October Minutes
  - Chair requested a motion to approve the October minutes
    - Motion to approve was made and seconded
  - Vote – majority/unanimous approval via Zoom (all present (10) approve)
- November Agenda approved
  - Chair requested a motion to approve the agenda.
    - Motion to approve was made and seconded
  - Approved as it stands

**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.
- **Starfish Team Presentation**  
Erica Hepworth, Julie Levinson, Marcella Karp, Tim Kirkner
  - StAMP Guiding Principles
    - Key ideals
    - A decade of work and data collecting
      - Service modalities and methods evolving
      - continuous innovation
      - quantitative and qualitative data from technological tools
      - data-informed decisions

- Collaborative partnerships across the institution
  - shared technology
- Start Smart & Common Student experience
  - one college-wide counseling service under one umbrella
  - “CAN” page
    - Constantly updated
    - especially during peak advising
    - Chatbot for triaging
      - for initial questions to direct incoming students
      - directing students to onboarding resources
      - increasing contact to actual people
        - Live Chat & front desk Admin Aides
        - Chat Bot is button driven
        - Information collected on the frontend in case a full meeting is needed
    - Walk-in meetings via Zoom or phone
      - Students are able to be contacted when it is their meeting time
        - Students don’t wait in a physical waiting room
      - SpeedNotes and Academic Plan
  - Data: Student Learning Outcomes
    - How students are using resources
      - To modify services
      - When is peak demand
    - Measurable outcomes and data analysis
      - documentation
      - surveys
      - feedback of service quality
      - follow-up with students who have not had favorable experiences
  - Chatbot pilot
    - Objectives: for students to be able to make the best use of their time with counselors
      - data analysis of engagements
        - Focusing on reducing wait time
        - virtual tools to immediately engage
        - Who is coming to counseling
          - Better served by another area
          - working on running more smoothly
          - Raptor Central & Financial Aid
            - Considering Chatbot also
  - Innovations’ timeline
    - Quick progression since March
    - There is a need for different methods even as we consider returning face-to-face

- Important for students to see progression
      - AI can learn + natural language processing
    - Where do we go?
      - Can make big changes in short time spans
      - Can be flexible
    - Important to engage students right away
  - Launched on Monday: Online new student orientations merged
    - on-boarding steps all merged into one
      - minimizing enrollment barriers
      - Updating website this week
  - Questions:
    - every student who left a negative comment was contacted
    - there is a lot of frustration
    - students need help resolving problems
- Constituents: student guests
  - Jack Stoddard
    - Dual enrolled student, senior at Northwood High School
    - share his student perspective and experience
      - Online/remote learning
        - advising worksheets are opaque
        - can take a wider variety of classes
      - self-advocacy: where do Dual Enrollment students go?
        - MC advisor
        - Chatbot
        - Raptor Central
        - Starfish
      - Where are students getting their information
        - Information in multiple places may not be accurate
          - Program regulations
          - Or information just in one place
      - Recommendation: work with a program advisor
    - Other Dual Enrollment students have experienced hoops & circles
    - Opening up lines of communication re: Dual Enrolled Students
      - Jack's primary source of advising:
        - Northwood MCSquared program coordinator
        - Northwood HS counselors
        - Chatbot
        - Multiple email chains
        - Advisors/Coordinators at MC
  - Vi Nguyen
    - MC student to Transfer to UMBC
    - Working with Counseling & Advising for 1.5 years
      - Tutoring Website is confusing

- Couldn't make any appointments with Spanish tutoring over the summer
  - Link to Writing Center no link to STEM website
    - Couldn't make appointments
    - Two websites
      - No connection between two websites
      - A link or single login
        - All Math & Science is accessible through a single login
        - Computer Science is completely transferable to UMBC
- Conclusion: we need to speak more about misadvising & streamlining timely & accurate information from departments

### **Chair's Report**

The chair provided the following information:

- Budget memo, Fraud memo, OMBUDS welcomed, enrollment numbers are out
  - Enrollment is down
  - Impact for the spring
- What a post-pandemic college experience might look like
  - Reinventing education
- SMART Goals submitted
- Did reach out to IT

### **SMART Goals Update**

- Submitted
- Progress:
  - Two students presented as guests today
  - Still need student representation on the council

### **Old Business**

- Photo needed to be refreshed to reflect new members

### **New Business**

- Spring registration opened on Monday
  - FAQs on the website

### **Announcements & Adjournment**

- Chair has moved to new role as Annual Fund Manager
  - developing Annual Fund
    - donations under 25k
    - Needs student stories to share with donors
    - Tuesday December 1<sup>st</sup> is Giving Tuesday (non-profits) Montgomery College Foundation
- Reach out to MCSquared & Dual Enrollment to invite a representative to next meeting

- Draft minutes will be sent out soon
- Plan for second Thursday of the month for our next meeting: December 10<sup>th</sup>, 10:00-12:00 via Zoom
  - If you can't attend, please send a proxy
    - Please note if your proxy will have voting rights or not
- Please invite a student to join us next meeting
- Motion was made to adjourn, seconded
- Without objection, meeting adjourned

The meeting was adjourned at 11:23 pm.