MC GOVERNANCE

GERMANTOWN CAMPUS COUNCIL
FY 2024-2025 MEETING MINUTES
Tuesday, April 01, 2025 | 11:30-1:00 pm
Zoom Meeting

ATTENDEES

Members Present: Tonya Addleman (Chair); Greg Downs (Vice Chair); Kam Yee (Secretary); Teresa Lew; Erin Marcinek; Milton Nash; John Rouse, John Wysong; Silvia Vargas; Esther Clark.

Members Absent: Karlyvette Acevedo; Kalen Roundy; Al-Hassan Mohamed Bangura.

Liaison: Sharon Anthony.

Guests: Chris Cusic; Shakenna Adams-Gormley; Yvette Taylor; Clevette Ridguard.

CALL TO ORDER

- Meeting was called to order at 11:31 am by Chair Tonya Addleman.
- Meeting rules were read. Guests were welcomed.
- Quorum was established to conduct business.
- Meeting to be recorded for internal use only. No other recording is permitted.

APPROVAL OF AGENDA/MINUTES

- No comments or corrections were offered by the Council members.
- Minutes from the Mar 04, 2025 meeting were approved as written.

CONSTITUENT CONCERNS

Follow-up on previous concerns:

- Parked Vehicles: Sharon reported that despite contacting security, the vehicles parked dangerously on both sides of the road remain. She acknowledged it's a low priority for the county but assured the Council she would continue to follow up due to the safety hazard of reducing the road to a single lane.
- Pickleball Courts: Sharon shared positive news, stating that Terry Evelyn anticipates the pickleball courts will be ready by late spring or early summer. A coach has visited the campus, the tennis courts have been assessed for line painting, and a contractor has been contacted. The main factor pending is funding for the painting. Sharon will follow up with the operations team for a more specific deadline.
- BE Building Banners: Sharon confirmed that the loose banners had been removed. Pole maintenance, occurring twice yearly, is scheduled for the week of April 14, during which all banners will be inspected for replacement needs.

New concerns:

- None were raised. Tonya commended the campus team, particularly Sharon Anthony, for their hard work in keeping the campus community happy.

NEW IT SERVICE DESK SYSTEM – CHRIS CUSIC (DIRECTOR OF INSTRUCTIONAL & ADMINISTRATIVE SERVICES) ☐

Tonya introduced Chris Cusic, noting his long-standing connection to the Germantown campus.

- Introduction: Chris introduced himself and his role in supporting technology across the college, including classroom and office technology. He emphasized that his team and the campus managers are a support structure for all college personnel and encouraged reaching out for assistance.
- New Service Desk Platform: Chris announced a significant change: the IT service desk will transition to a new, modernized platform called Team Dynamics at the end of May. This platform is specialized for higher education and aims to provide more automated, faster, reliable ticketing, tracking, service, support, and collaboration with all end users and stakeholders, including students. Students will be able to submit and track tickets directly.

- Platform Demonstration and Goals: Chris shared a beta version of the new IT service desk interface. His goals for this rollout include socializing the change, explaining the benefits, gathering feedback, and ensuring a smooth transition. He plans to engage with all Governance councils and various groups across the college (campuses, part-time faculty, departments) to provide training and gather feedback. The new system is designed to be customizable and evolve based on user needs.
- Self-Service Focus: The platform prioritizes self-service, enabling users to find answers quickly and submit help requests efficiently. It moves away from the current email-based system, which required manual processing. The new system automates ticket routing and provides immediate responses. Users will be able to view and track all their submitted tickets, including comments and attachments, allowing for real-time communication with IT technicians.
- Interface Overview: The interface is designed to mirror the "My MC IT" homepage. It features prominent buttons for common issues and clear contact information (phone number and chat remain the same, desktop icon remains). Users will submit tickets through the new interface accessible via the MC website and potentially an app.
- Classroom and Conference Room Support Example: Chris demonstrated the ticket submission process for classroom/conference room technology issues, highlighting the pre-populated user information and fields for detailed descriptions. Tickets are automatically routed to the relevant campus team for quick response.
- Feedback and Questions: Chris opened the floor for questions and feedback.
  o Student Communication: Milton praised the inclusion of students and inquired about the communication plan for students. Chris outlined a multi-pronged approach including email, campus visits to student life and student senate, grassroots engagement, and leveraging feedback from the Council. He also welcomed ideas for reaching students.
  o Blackboard Integration: Milton suggested exploring Blackboard as a communication channel for students needing IT support, potentially through a button or information directing them to the new system. Chris acknowledged the existing Blackboard button linking to knowledge base articles and his intention to improve the communication loop between Blackboard support and the IT service desk.
  o Admin Rights: Silvia raised the long-standing issue of lack of administrative rights for the Cybersecurity program, stating that their requests have been ignored, leading to a watered-down program. She requested acknowledgement of the ongoing problem and hoped for a timely and positive resolution, especially given the evolving nature of software and their reliance on freeware. Chris acknowledged the critical nature of this issue and its impact on teaching and learning, assuring Silvia he would bring it to Anna's attention for discussion and resolution. Tonya added that she has also raised this concern with the VP, who is working with the Dean and Anna to address it.
  o Email for Ticket Updates: Greg inquired about receiving email notifications for comments or changes to submitted tickets, in addition to being able to view them on the platform. Chris explained that the system can be configured to send email notifications but sought feedback on user preferences (less email vs. comprehensive updates). Silvia expressed a preference for receiving all traceability updates due to past communication issues. Tonya concurred, preferring to have notifications in one place, especially for requests she has submitted and needs action on. Chris noted that both options are enabled and easily adjustable based on feedback.
  o Individual Notification Preferences: Tonya asked if notification preferences could be set individually. Chris clarified that the current platform configuration applies changes globally (either everyone receives notifications, or no one does).
  o Mobile App: Tonya inquired about a mobile app for the new service desk. Chris confirmed that an app will be available shortly. He reiterated that key contact points like the phone number and desktop icon will remain consistent.
  o Student Communication Preferences: Tonya asked student representative Esther Clark about her preferred methods for receiving information about such changes. Esther suggested posters on campus (though acknowledging limited reach), email (which she checks more often than social media), and instructors mentioning it in class.

MIDDLE STATES SELF-STUDY UPDATE – TONYA ADDLEMAN
- Tonya provided an overview of the Middle States Commission on Higher Education accreditation process.
- Middle States is a regional accrediting agency recognized by the US Department of Education. Montgomery College has been continuously accredited since 1950, with the most recent reaccreditation in 2018. The next self-study report is due in Spring 2027, followed by a site visit. Accreditation is crucial for financial aid eligibility, credit transfer, and continuous improvement.
- Tonya outlined the seven standards for accreditation: Mission and Goals; Ethics and Integrity; Design and Delivery of Student Learning Experience; Support of the Student Experience; Educational Effectiveness Assessment; Planning,

Resources, and Institutional Improvement; and Governance, Leadership, and Administration (primarily focusing on the Board of Trustees). Each standard has specific criteria requiring evidence of compliance.

- The Self-Study process involves a steering committee with three Chairs and seven working groups aligned with the standards. These groups include volunteers from the college community. The self-study has been ongoing since May of the previous year.
- Key milestones include the submission of the self-study design (completed Feb 14, 2025), a self-study preparation visit with a liaison on Apr 28, 2025, community engagement in the fall, a team chair preliminary visit in Fall 2026, and the final report submission and team site visit in Spring 2027.
- Tonya encouraged participation in the informational forum on Apr 28, 2025 and noted a call for individuals to serve as backups for the working groups, with information available on Inside MC.
- A survey was shared in the chat to gather feedback on preferred methods of engagement and information sharing regarding the Middle States process.
- Middle States self-study website is montgomerycollege.edu/msss. Documents, including the self-study design draft, are available.

CAMPUS DEAN'S REPORT – SHARON ANTHONY

- Staff Enrichment Day. Sharon thanked volunteers and those who wrote thank you notes.
- MC Experience/WOW Event Survey is available for those involved in these events at the Rockville campus to gather feedback for future planning.
- The college held a job fair for displaced federal workers and is developing a white paper on support efforts, including reskilling and job search guidance. A dedicated webpage for federal worker support is available on the college website.
- Ripping pole banners are scheduled for replacement in a couple of weeks.
- Governance elections are underway until Apr 11, 2025. Sharon encouraged everyone to vote.
- An event to celebrate the baseball team and their new facilities (press box, benches, shed) will be held on Tue, Apr 22, 2025, starting around 1:30 pm with the game at 2:00 pm. The event will include an anthem singer, a first pitch by Dr. Cabellon, hot dogs, popcorn, and t-shirt giveaways. Volunteers are needed to help with food and shirt distribution. Student life clubs will also participate.
- Counselors Harry Zarin and Mark Levine proposed a scholarship for baseball players called "Spend Our Money Score a Run," suggesting a pledge per home run for the season, managed through the MC Foundation. The idea of a tally of home runs on a webpage was discussed. Concerns were raised about the high initial estimate of 500 home runs (compared to the current season total of 11 home runs and 190 runs). Suggestions included focusing on home runs for a more manageable pledge and allowing a "not to exceed" limit on pledges. The purpose of the scholarship (student aid vs. equipment) will be clarified. The transition to a higher division allowing scholarships was noted. Sharon will clarify details and potentially promote the scholarship at the baseball event and via email.
- Piano Concert @ Globe Hall. Fri Apr 04, 2025.
- Take Your Child To Work Day. Thu Apr 24, 2025. Pre-planned activities @ BE 158: BioTech Lab; Chem experiment; Engineering experiment; Fitness activity; Writing Center creative activity.
- Business Analytics Conference. Apr 25, 2025. Globe Hall & HT Buildings. MCPS HS students to attend.
- Spring Semester Closing Meeting. May 21, 2025. Globe Hall. 'Celebration of Excellence' and awards.
- PTK Convocation. Apr 25, 2025.
- Honor Awards Ceremony. May 05, 2025.
- Sharon is working on finding money in budget to replace worn out furniture on campus.

CHAIR'S REPORT – TONYA ADDLEMAN

Tonya to email Chair's Report presentation slides. Highlights:
- Governance Council. Vote is going on. Mar 31-Apr 11, 2025. Please vote.
- May 06, 2025 meeting. New members to join. GT Campus Council pick officers for 2025-2026 year.
- News from College Council:
  o Universal Design Compliance ADA Title II changes. Evolving focus going beyond just physical barriers. Apr 24-26, 2025: Updates to comply. Summit on Apr 11, 2025.
  o ELITE Professional Development. Few workshops remain in Spring. More coming in Summer.

◻ P&P modifications are open for comment. o Asset Management feedback, deadline Wed Apr 02, 2025.

    o   Acceptable Use of Information Technology, deadline Apr 02, 2025.

    o   Formulation and Issuance of College Policies & Procedures, deadline Apr 16, 2025. o Institutional Risk Management, deadline Apr 28, 2025.

    o   Anti Hazing, deadline Apr 28, 2025.

A N N O U N C E M E N T S

- [John Wysong] Tonya directed the Council's attention to a link shared in the chat by John Wysong, featuring his music. She thanked him for sharing.
- [Kam Yee] Raised a question/concern to College Council about closure of college in emergency. Current guideline from College is to cancel all operation including remote classes, but the P&P does not explicitly say so. Need to clarify whether remote classes can proceed with advanced notice to students. Tonya stated that Academic Affairs is looking/reconsider what should happen in this event.
- [Sharon Anthony] Staff Enrichment Day. A panelist mentioned that there used to be a service award recognition (staff nominated for good service), with minimal cost associated. Sharon would like to see this brought back. Tonya will refer this matter to the Staff Council.

A D J O U R N M E N T

- John Rouse motioned to adjourn. Kam Yee seconded. Meeting adjourned at 12:53 pm.

Next meeting scheduled for Tue, May 06, 2025, 11:30-1:00 pm.
Respectfully submitted by:
Kam Yee, Secretary
Germantown Campus Council 2024-2025