
MONTGOMERY COLLEGE GOVERNANCE
STUDENT SERVICES & SUCCESS COUNCIL MEETING
Thursday, December 10, 2020 2:00 – 4:00 pm
Zoom
MINUTES

Attendees

- Members Present: Benita Rashaw, Nik Sushka, Ernest Cartledge, Keiva Jones, Mark Levine, Juliza Majano, Tonya Mason, Tahrea Mensah, Maria Moreno Uribe, Dontavies Newton, Tyra Peanort, Judy Taylor
- Members Absent: Latoria Strickland
- Guests: Natalie Thompson, Marcus Rosano, Emily Schmidt

Call to Order

Chair Benita Rashaw called the meeting to order at 2:02 p.m.

Constituent Concerns

None.

Agenda

The agenda was approved.

Minutes

The November 12 meeting minutes were approved as written.

Chair Report

Benita Rashaw reported out on updates from College Council. Updates available by request

Old Business

MC Mobile App

The council discussed using technology to our benefit to inform students of upcoming events and deadlines and keep them engaged in our remote environment. Tyra Peanort presented some research on best practices, student preferences and various mobile app features.

Video Project= Resources for Students

Mark Levine, Tyra Peanort, Tahrea Fleming Mensah, and Dontavies Newton presented. Ideas included Facebook Live/YouTube/Instagram, short videos and Q&A documents.

New Business

Natalie Thompson, OBS

Natalie Thompson presented on the Office of Business Services. Since COVID-19, Cashier's were closed and there was no phone contact. Temporary phones have been assigned but not publicized on web. The acctrec@montgomerycollege.edu is the primary point of contact. There are three cashier's total; two are the primary responders to email inquiries.

The delete for non-payment process was discussed and how OBS and other offices try to relay the payment and delete process with students. Also, this discussion highlighted that not everyone is aware

that students can register for spring 2021 even if they have an outstanding balance from fall 2020.

Marcus Rosano & Emily Schmidt, MC Communications

Not much recent feedback from students that an app is desired. Preference is email and InsideMC weekly. Currently exploring text solutions for enrollment, financial aid, deadlines and other information. Texting solution will require students to opt in. Looking for a way to figure what students use and how to leverage those applications here at MC. Students say in surveys that they prefer email communication, but in reality that is their preference for communication with faculty.

Announcements & Adjournment

Meeting adjourned at 4:01 p.m.

Next Meeting

The next scheduled meeting will be on Thursday, February 11, 2021 from 2:00 p.m. to 4:00 p.m. via Zoom.

Ernest Cartledge
Student Services and Success Council Secretary