

To: Dr. Tracey Smith-Bryant, College Council Chair

From: Dr. DeRionne P. Pollard, President

Subject: **College Council Recommendation 19-09: Student Concern Form Icon**

Date: June 28, 2019

Thank you and all the members of the College's participatory governance system for your leadership in considering issues of importance to the Montgomery College community. I have received and reviewed the College Council's recommendation 19-09: Student Concern Form Icon. The document presented to me by the College Council is attached.

On May 14, 2019, the College Council voted to move recommendation 19-09 forward to the president. Due to a number of constituent concerns from students regarding not knowing where and how to make complaints on a variety of subjects, this action recommends that an icon be created on students' MyMC homepage that links directly to the Student Concern Form.

Based on my review, I am approving this recommendation and assigning it to Ms. Donna Schena, senior vice president for administrative and fiscal services for implementation.

Thank you for your dedicated service to Montgomery College's governance system and all of the work you do to support Montgomery College's mission and vision. Please do not hesitate to contact me if you have further questions or concerns.

Attachment

cc: Senior Administrative Leadership Team
Director of Governance (Administrative Associates)
2018-2019 College Council Chair, Ms. Catherine Giovannetti



Governance Recommendation

Council submitting the recommendation: Student Council Council Chair: Dini Khiangte	
Date: April 24 th , 2019	Recommendation Presenter: Dini Khiangte
Recommendation Issue or Concern: <i>(Provide background reasoning or justification for recommendation)</i>	
<ul style="list-style-type: none"> • Many students have complaints/concerns but have no idea where or how to file them. <i>“For example, a student brought a concern to a council member about a professor who said to her something considered to be racist. Another example is a constituent brought a concern regarding the rudeness of the cashier in the RCK Campus cafeteria. Both students didn’t know where to report their complaints.</i> • Therefore if students knew how to access this information, more complaints would be registered • There is a page where students can file these concerns finding the actual place is very complicated • MyMC is accessed almost everyday by students and many know what each button on their homescreen is used for. Inserting a button for student concerns will allow easy access to the student concerns forms as well as informing them the existence of this option • An incident form is available on the home screen of MC registered desktop computers as well as staff MC accounts but not for students • The button would give access to both the Incident Report form and Student concerns forms. They will both be readily available and jointly included in the MyMC page. 	
Resolution:	
Motion passed for a student concern button to be added to the MyMC home page and link to the student concern form page on the Montgomery College website.”	
Student Impact: <i>(Explain the impact of this recommendation on MC students)</i>	
Students will know how to report issues Better environment for the students and others members of the college	
Economic Impact: <i>(Explain cost factor or any economic impact of this recommendation, if known)</i>	

Disposition: *(Complete once decision is made by College Council)*

College Council voted to submit recommendation to President for action on 05/14/19.