

Office of Compliance, Risk, and Ethics

MONTGOMERY COLLEGE

Compliance Matters

Spring 2018 Issue 1

SpeakUpMC Climate Survey

Montgomery College is conducting its second SpeakUpMC Climate Survey on Sexual Violence and Misconduct until February 28, 2018.

We Need *Your* Help to Encourage Students to Participate in the Survey

Students are being asked to participate in the SpeakUpMC Climate Survey. The climate survey is conducted every other year as required by Maryland Legislation, HB571. We are relying on faculty and staff to encourage students to take the survey. The survey can be accessed on the [SpeakUpMC webpage](#). It is also available directly through [this link](#).

What do students need to know about the survey?

- * The survey is completely voluntary, anonymous, and confidential. It will not be tied to students' lives at Montgomery College in any way.
- * The survey should take approximately 10-20 minutes to complete; students may skip any questions they choose.

Students and faculty can also visit the [SpeakUpMC website](#) to:

- * Find out about confidential and non-confidential support resources
- * Hear a message from Dr. Pollard
- * Find out what Montgomery College students have to say about sexual violence
- * Take the "It's On Us" Pledge to help stop sexual violence
- * Access various resources pertaining to Title IX and sexual violence

Please contact Title IX Coordinator, [Christopher Moy](#), with any questions.

Montgomery College is committed to fostering a safe and inclusive environment. Thank you for encouraging Montgomery College students to speak up about sexual violence and misconduct!

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Office of Compliance,
Risk, and Ethics

Visit us online:

[montgomerycollege.edu/
compliance](http://montgomerycollege.edu/compliance)

MC

**MONTGOMERY
COLLEGE**

Save The Date! April 26, 2018

2nd Annual College Wide Take Our Daughters and Sons to Work Day Event

Join millions of Americans in participating
on April 26th, 2018.

DaughtersAndSonsToWork.org



Plans are underway for a college wide event. Employees may choose to participate at one of four sites: Rockville, Germantown, Takoma Park/Silver Spring, and Central Services Building. This structured program will run from 9 a.m. to 1 p.m. Employees may register for any of the four sites and are not limited to the campus where they work. Registration will be capped at 50 participants per site (20 for Central Services), so be sure to register early! **A parent or guardian must accompany each registered minor, so be sure to ask for supervisor approval to participate in the event!**

The theme for this year's event is "Service Force" – encouraging children to be agents of positive change to ensure a brighter future for themselves and others.

Registration will open in early March. Look for future announcements in InsideMC.



Participation is open to children ages 8 to 18, although children 14 years old and under will benefit most from the planned activities. Children ages 15 to 18 might consider accompanying their parent/guardian to work. In addition, all employees are welcome to bring their child to work for the day (ages 8 to 18 only), with supervisor approval, as long as the parent maintains direct supervision over the child throughout the day. Employees are welcome to bring other special children such as a grandchild, niece, or nephew.

Questions about the day should be directed to [Kristen Roe](#) at 240-567-4279.

Highlight on the Office of the Ombuds (öm'büdʒ)

Have you ever wondered what the Office of the Ombuds at Montgomery College is or what it does? It is a free and confidential resource that is there for you, a college employee at any level in any division on any campus or worksite, to obtain help with working through any kind of workplace conflict or issue. While you are welcome to reach out to the Office of the Ombuds at any time, it may be ideal to do so when you have an issue at work that is interfering with your ability to work productively or well.

Importantly, the Office of the Ombuds is required to follow several unique principles as outlined by the International Ombuds Association (IOA), the organi-

zation that oversees the ombuds profession. First, the Office of the Ombuds must keep private conversations with employees confidential (unless there is "imminent risk of serious harm" or the employee gives permission to break confidentiality). This is not just a "best effort" commitment. This is a mandate.

Second, the Office of the Ombuds must be neutral and unaligned. Not only does this allow the ombuds to approach issues fairly and objectively, but also it provides the employee-visitor with a safe space where he/she can make his/her own best choice as to what to do next and is not told what must or should be done. While impartiality is the norm, two

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things for which the Office of the Ombuds does advocate are fairness and communication. Conflict inside and outside of MC often begins or is exacerbated by a perceived lack of fairness and/or poor communication.

Third, the Office of the Ombuds is an informal resource and does not participate in formal proceedings related to concerns brought to the office. One example of its informality is that the Office of the Ombuds does not keep case files of individual cases (though it does aggregate data anonymously for annual reporting). In fact, notes taken during meetings with employees are ultimately shredded. Another example of the office's informality, it does not participate in disciplinary procedures or grievance procedures. Still, the office can help employees before or after they enter/engage in such procedures or other formal processes.

Fourth, the Office of the Ombuds is independent in structure, function, and appearance to the highest degree possible in the organization. Interestingly, many employees ask if the Office of the Ombuds is a part of HRSTM, Compliance, or the Administration. The answer to all of these questions is a firm, "No, it is not part of these organizations." This independence further secures the ombuds neutrality and impartiality, allowing the Office of the Ombuds to be a unique space for open discussion.

Employees can seek out the Office of the Ombuds any time there is a workplace conflict that they want to discuss without fear of retaliation or reprisal. In fact, Dr. Pollard supported the rewriting of the Ombuds policy and procedure to expressly state that no retaliation is allowed where employees use or cooperate with the Office of the Ombuds. This updated policy and procedure should be finalized and enforceable by June 2018.

Common concerns that are brought to the Office of the Ombuds include, but are not limited to:

- Interpersonal conflict with a supervisor, co-worker, or supervisee
- Career advancement
- Hiring or appointment decisions
- Retaliation
- Departmental politics
- Disability
- Perceived discrimination and harassment
- Ethical or unprofessional conflict
- Dismissal and resignation
- Work-life matters
- Questions about health and safety
- Unfair practice or process (possible violation of policies and procedures, laws, or otherwise)

Finally, no problem is too small or too big to bring to the Office of the Ombuds. While conflict is often easier to resolve at an early stage, bringing conflict to the office at any time is appropriate and welcome.

Once an employee makes an appointment with the Office of the Ombuds, the ombuds can help in many ways. Please refer to the [Office of the Ombuds website](#) for further information.

To make an appointment with the ombuds for a confidential, informal, impartial, and independent conversation, please contact the [Office of the Ombuds email](#) or call 240-687-6188. To learn more about the ombuds at Montgomery College, see the [Office of the Ombuds website](#).



Montgomery College Ethics Survey—Starting February 26, 2018

Montgomery College is committed to the ethical pursuit of the College's mission, vision, and goals. We are asking for employee participation in the ethics culture survey in support of Montgomery College's commitment to providing a positive and ethical work environment that is compliant with the laws and regulations of the United States and Maryland.

College employees have long demonstrated their commitment to an ethical environment, and the College has taken the opportunity to formally focus on ethics by recently implementing an ethics program for employees. Your answers to the survey will help us better understand how you feel about important ethical issues at Montgomery College. As we gather data, we will be able to measure changes over time, plan the ethics program, and develop recommendations for actions to enhance the College's ethical culture.

Help us to focus our ethics program to meet your needs. Your input will give us important insight on what is working well and what needs attention in our ethical climate.

The survey deadline is midnight on Friday, March 9, 2018.

Your response to this survey is anonymous. This survey is being conducted by Quantisoft, LLC, an independent survey company, on behalf of Montgomery College.

The ethics survey will take approximately 20 minutes to complete. Please set aside time to complete the survey before you start. Your time and comments are appreciated.

This ethics culture survey is being conducted using an online survey, and employees can check their MC email for the Ethics survey link. You can complete either an English version or a Spanish version of the survey. Computers are available in campus libraries and in the welcome centers for you to use to complete this survey.

We will share key aspects of the survey results with employees after receiving the report from Quantisoft. If you have any questions about the ethics survey, please contact the [Office of Compliance, Risk, and Ethics](#).



Spotlight: Goli A. Trump, Internal Audit and Advisory Services Director



Internal audit at the College has a new paradigm and a new face. The new Internal Audit and Advisory Services Director started at the College in December. Goli A. Trump joins our office and brings over 25 years of experience as an auditor, strategic advisor, and accountant in industries of higher and primary education, technology, disability employment advocacy, marketing, biodiesel, and educational games manufacturing.

Goli's objectives for internal audit are to support the College in achieving its goals and mission, by looking at the College with a fresh set of eyes, and auditing various programs, operations, and systems. Looking beyond the financial statements, Goli will determine whether controls are working, and suggest improvements to increase efficiency and effectiveness. While internal auditors can audit anything, Goli is following a risk-based approach for an annual audit plan, with input from leadership and business units, and regard for the current landscape of external and internal risks.

In addition to following a set of prescribed audit standards (set by The Institute of Internal Auditors), Goli also brings her broad experience and skills to provide counsel to leadership and the College community. In her capacity as an advisor, Goli delivers consulting, facilitation, and review services to persons or groups that request her help. Elements of when you might ask to engage internal audit and advisory services include:

- * Find out what is working and what is not;
- * Keep an eye out on the organizational climate;
- * Advocate improvements, and;
- * Raise red flags.



Over the next year, Goli will be performing one to four audits and developing a tool for the College to monitor past audit findings and recommendations conducted by external and internal parties. She is also meeting with College offices to discuss the ways that “internal audit and you can work together,” so reach out to Goli to schedule an introductory meeting!

[Goli Trump](#) can be reached at 240-567-9191.

Q & A—Good Faith Reporting



Q: I work in the evening and believe someone I work with is doing something wrong when less people are around. I typically try to mind my own business, but I hear, “see something, say something”. I want to do the right thing, but also don’t want to get in trouble for saying something to bring attention to the problem.

A: Employees are encouraged to “see something, say something”. Employees can share a concern with their manager, or if preferred, another option is to share the concern through the EthicsPoint reporting line:

Toll-free Reporting: 844-572-2198

[Online Reporting](#)

If your concern is based on what you truly feel and you make a report, it is considered doing it in “good faith”. Reporting a concern in good faith protects you against any action or threat against you because you shared your concern. The College encourages good faith reporting as it helps to prevent wrongdoing and to protect all of us.

The College has a policy that provides protection against retaliation for making a good faith report. See College Policy and Procedure [61008-Reporting Suspected Fiscal Irregularities or Fraud with Whistleblower Protections](#). No individual, who, in good faith, reports a violation or suspected violation shall suffer harassment, retaliation or adverse employment, academic, or educational consequence.

Often times people see wrongdoing long before it is brought to light. The sooner we address concerns, the sooner the concerns will be reviewed and, if necessary, corrected.

Office of Compliance, Risk, and Ethics

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**NOTE NEW OFFICE LOCATION in MK FOR
ADA COMPLIANCE/TITLE IX OFFICE**

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