

Montgomery College Governance  
Student Services & Success Council Meeting  
Thursday, December 8, 2016 2:00-4:00 pm  
Rockville/MKE 335

Attended: Maria Adams, Ernest Cartledge, Clemmie Solomon, Frances Raphael-Howell, Ayanna Burney, Byron Jamison, Judy Taylor, Bianca Lizano  
Guests: Nina Tavakoli for Eunice Akitobi-Ndoug, Julie Foster, Bo Chan

#### Introductions

Approval of Agenda: Maria Adams went over the agenda, and asked for everyone's opinion/approval about the agenda.

#### Student complaint Systems Update

Julie Foster talked about the Compliance Office and the updates to the student complaint process. Bo Chan also provided information in this discussion with the council.

- Required from Department of Education in 7-8 areas.
- An Institution is either compliant or non-compliant to the federal requirements.
- There are different report formats and evaluation processes done by separate teams (Student identification verifications, Transfer of credit policies and articulation agreements, Title IV program rep, institution's reactions to student complaints)
- Important Area: Student complaints: Confirm effective resolution of student complaints within a reasonable time frame.
- Evidence of a process for making modifications and improvements to the institution as a result of information obtained in handling student complaints, such as a policy on student complaints and procedures for timely handling of student complaints.
- Public location for posting complaints, such as an online location with related policies
- If a pattern of complaints exists, a description of the process and resolutions must be provided relevant to the issue. There is an example from other institution which provides a webpage created for student complaints. MC is building a webpage which includes an area for students to provide feedback and links to the complaint webpage. It is important to route the complaint to right source based on the nature and the level of the complaint.
- MC handles student complaints at different levels to ensure timely responses. Periodically there will be reports provided (one time per semester). The aggregate data will be used to develop trends and to make recommendations for improvements. The webpage will be posted before December 2017.

### Meeting Location and Technology - Spring 2017

- There was discussion regarding whether the council meetings should rotate locations or if technology could be used to allow members to remotely attend the meeting.
- Previously the meetings rotated in different locations
- Maria Adams mentioned that is important to meet in person when voting for election of officers.
- Council members voted to move two of the spring 2017 meetings to other locations.
- Council members voted to hold the February meeting at Takoma Park/Silver Spring and the March meeting at the Gaithersburg Training Center.

### Student Success and the Work of the Student Services and Success Council

Dr. Pollard joined the meeting and talked about her responsibilities and the activities that she is involved with to increase opportunities at the College.

There was discussion about how council members can best advocate for student success.

A member of the Rockville Student Senate, Bianca Lizano, attended the meeting, and Bianca will join the council as a student member for the spring semester.

There was discussion regarding how each member of the Student Service Council has a role in student success. Nina Tavakoli, from the Rockville AEM Department, mentioned how some of the Persian students informed her that having a member of their community would help them better at the college.

### Financial Aid Policies

Judy Taylor provided an updates and handouts regarding Program Objective Enrollment Compliance.

### Transportation and Shuttle Services

Council members discussed the shuttle bus services:

- Follow up with faculty and other councils to obtain feedback about the impact of the shuttle service on class attendance.
- How better shuttle service has a direct impact on student success.
- Bianca Lizano will try to get information on the shuttle timing and services and will help with answering students' questions.

### Other Topics for Future Meetings:

- Course scheduling
- "Z" courses
- Graduation Reception
- 24 hour study room
- Student Service Realignment