

MONTGOMERY COLLEGE COMMUNITY ENGAGEMENT



2016 Annual Report

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COMMUNITY ENGAGEMENT AT MC

Community engagement is an effort involving numerous faculty and staff across various areas of the college. In 2014, the College created the Montgomery College Office of Community Engagement. The office advances a strategic plan to be more present, engaged, and available in the community through multiple approaches. These include: operating community engagement centers, establishing partnerships with nonprofit organizations, participating in community events, grass roots community outreach, and regular communication with all stakeholders.



INCLUSION FOR A STRONGER COMMUNITY

When I consider the College's robust community engagement efforts, I am often astounded by their breadth. There is almost no area of Montgomery College that is untouched by the work of our community engagement teams: financial aid workshops, tutoring sessions, career days, ESOL classes, kindergarten visits, and more. All of this activity is, of course, aimed at inclusion. I have been talking all year about the idea of "radical inclusion" and how we must push beyond our comfort zones to connect with people who might not see themselves as college students. People who are speakers of languages other than English, first-generation college attendees, K through 12 students who are struggling academically—these are just a few of the groups that our community engagement efforts have reached this year.

Among our many other achievements, I am particularly proud of the continuing work of our two community engagement centers. Meeting the community in its own neighborhoods is an essential element on the road to fuller inclusion. Providing services and information in languages other than English is another way in which we are bridging gaps so that everyone can connect with the College. As we collaborate with business leaders to expand our reach, we also are creating networks that will serve the needs of our community members more thoroughly.

As I reflect on the past academic year, I am impressed and inspired by the work of our staff. By opening more gateways to opportunity through Montgomery College they are building stronger, more inclusive communities for all of us.

Dr. DeRionne Pollard
President

MC IN THE COMMUNITY

OPENING PATHWAYS TO MONTGOMERY COLLEGE



At Montgomery College, community engagement means informing, consulting, participating, working in partnership, and reaching out to people who may not have thought of themselves as college students. Our office has extended the College's outreach to underserved populations throughout Montgomery County through various communication pathways.

Social and Traditional Media

By sharing information about our programs and activities across cable TV, social media, and e-newsletters in multiple languages, the Community Engagement Office highlights opportunities, events, and resources for our target audience. We launched a community engagement Facebook page and Twitter account, as well as MC Latino, a Facebook page in Spanish. Our Amharic videos are the College's top 20 viewed videos.

Multilingual Outreach

We increased access to Montgomery College for the county's limited-English proficient residents, who comprise approximately 15 percent (more than 130,000 residents) of the population.* In 2015, the College contracted with Schreiber Translations, Inc. to offer in-person interpretation services, as well as written translation services for many languages. The service is available to College departments for translating documents, such as brochures and flyers, into multiple languages or for in-person interpreters at a College event.

Community Events

Dozens of College representatives attended more than 120 community events and celebrations throughout the year to network, engage, and build relationships with community leaders and partners. These events included cultural celebrations, academic fairs, and housing rehabilitation with volunteers (see Community Events section for highlights).

Partnerships

Working with nonprofit, government, and business organizations allows us to combine resources with entities that share similar community engagement objectives. Our partner organizations (See Partnership section) help us extend the College's messages of accessibility, support, and higher education/workforce training options to a wider array of community members than we could reach alone.

*Source: 2014 American Community Survey, One-Year Estimates, Table B16004.



WELCOME TO COMMUNITY ENGAGEMENT

Dear Colleagues
and Community Partners,

It gives me great pleasure to share with you the many partnerships, events, and activities that the various areas of the College participated in this past academic year—from Academic Affairs to Student Life to the Office of Financial Aid—just to name a few.

This report features a few highlights of our community engagement work. I hope that by reading it, you will be as inspired as I am to continue to fulfill our mission to empower our students to change their lives and enrich the life of our community. We look forward to partnering with you in the upcoming academic year.

We are the community's college.
See you around the county.

Sincerely,
Karla Silvestre
Director of Community Engagement

MOVING OUT INTO THE COMMUNITY

Community Engagement Centers

In 2015, the College opened two community engagement centers that provide information, workshops, workforce development classes, guidance/advising, and application assistance in post-secondary education. The first opened in February at the Gaithersburg Library. A second location in Silver Spring opened in June. College staff, who are bilingual, are on location to answer questions and connect residents to College and community resources during center hours. This work is possible thanks to our partnership with the Gilchrist Center for Cultural Diversity, the Eastern Montgomery Regional Services Center, and the Gaithersburg Library. Both centers have seen significant activity and community participation.

Charles E. Gilchrist Center for Cultural Diversity at the Gaithersburg Library

18330 Montgomery Village Ave.
Gaithersburg, MD 20879
240-777-4959



East County Community Engagement Center at Eastern Montgomery Regional Services Center

3300 Briggs Chaney Road
Silver Spring, MD 20904
301-890-1983



PERSONAL SERVICE, PRACTICAL INFORMATION

Smart Staffing

Our Community Engagement Center specialists speak multiple languages, providing access for people who speak English, Spanish, Amharic, and Arabic, as well as many other languages through an over-the-phone interpretation line. Staff are ready to help anyone take the next step toward success, whether advanced classes or basic computer skills.

Individualized Services

Community members can talk directly with Educational Opportunity Center (EOC) staff who are proficient in giving career and academic advising, assistance with GED certification and ESOL class enrollment, resume writing and review, FAFSA and scholarship application assistance, and financial information. For those interested in attending Montgomery College, College recruiters met with individuals inquiring about financial aid for attending college and Montgomery College programs (by appointment).

Courses and Workshops

Generous individual, foundation, and corporate donors made it possible for the community engagement centers to offer career development and other courses at no or

very low cost to students. For example, the Washington Area Women's Foundation supported the Student Career Exploration course and gave low-income women a jump-start into a meaningful career.

Courses for the general population aim to increase knowledge and skills for employment. Throughout the year the College offered workforce development classes, such as Child Growth and Development (90-hour certificate), SafeServe, computer classes in English and Spanish, English as a Second Language, Employment Bootcamp, and Career Exploration. In April and May 2016, a five-week computer course, Microsoft Office Computer for the Workplace at the Gaithersburg center, provided practical experience with Word, Excel, and PowerPoint.

Workshops requiring a shorter time commitment included: How to Pay for College, GED Information Session, Citizenship Application Clinic, Apartment Maintenance Orientation, Financial Planning, and Working in Childcare. Classes at the centers are free; residents pay for materials only (\$15) or for the cost of the book. The Montgomery College Foundation provided \$57,000 in scholarships and funds for books to students taking classes at the centers.

ENGAGEMENT CENTER ACTIVITY BY THE NUMBERS

(two-year totals)

10,750

RESIDENTS VISITED CENTERS

437

PEOPLE MET WITH AN ADVISER FOR ONE-ON-ONE CONSULTATIONS

496

ATTENDED INFORMATION SESSIONS ABOUT COLLEGE PROGRAMS

\$57,000

SUPPORT TO CENTER STUDENTS FROM MONTGOMERY COLLEGE FOUNDATION

595

STUDENTS TOOK A MONTGOMERY COLLEGE CLASS AT A COMMUNITY ENGAGEMENT CENTER



COLLEGEWIDE COMMUNITY ENGAGEMENT HIGHLIGHTS

With renewed energy and attention to inclusion, the College is following Dr. Pollard's leadership toward reaching underserved populations like never before. As the county population continues to increase in diversity, emphasis is placed on Montgomery College fulfilling its mission to help students achieve their educational goals, learn new skills, and join the workforce as skilled workers.

Reaching Spanish-speaking Adults

Montgomery College continues to produce a Spanish language radio and TV show, entitled "Mi Escuela es Su Escuela," on Radio America 1540 AM. Through this media the College promotes its services to Spanish-speaking audiences. Twenty-four radio shows and 12 TV shows last year conveyed key information about Montgomery College topics and events.

Serving Veterans

The College continues to enhance services and programs for US military veterans seeking training and academic credentials. A newly dedicated study space for women veterans, the first in the country, provides workstations and information to female veterans, an often overlooked subset of new or returning students.

A new Memorandum of Understanding (MOU) with the Maryland Department of Veterans Affairs paves the way for opening a Service and Benefits Program on the Rockville Campus, which will assist veterans and eligible dependents in acquiring their benefits. With an estimated 46,000 veterans residing in Montgomery County, the on-campus location will benefit both the student veteran populations and veterans throughout the region.

The Combat to College program creates a welcoming environment for veterans and service members who are transitioning into college, while adapting the skills they developed from military training and combat experience.

Engaging the Incarcerated

Since 2012, the College has partnered with the Montgomery County Correctional Facility to bring college programs to residents of correctional facilities with the county. Through a program called the Model Learning Center, classes are offered in workforce development, developmental reading and math, building trades, and digital literacy. Inmates also receive academic support and counseling. They are encouraged to begin the Montgomery College application process and academic testing for admission. Tablet computers were provided to allow inmates to pursue online courses and independent learning. The program is supported by the Montgomery College Foundation in the form of funding and scholarships.

ACADEMIC AFFAIRS

New Partnership with Latino Parents and Students at Two County Schools

Montgomery College partnered with Identity, Inc. in support of its 21st Century Community Learning Centers at Montgomery Village and Neelsville middle schools. The four-day-a-week program keeps youth involved in activities that promote school engagement and connection. The program includes sessions in study skills, leadership training, service learning, and character development skills. Each school has a cohort of more than 30 Latino students engaged in the program.

For the past two years, the College has provided a STEM experience to both schools one day a week in an effort to encourage the middle-school students to pursue science, technology, engineering, and mathematics (STEM) in future careers and college education at institutions including Montgomery College.

At monthly Parent Program meetings, College staff presented on various topics, including: access, admissions, financial aid, Workforce Development and Continuing Education programs, the three campuses and their unique programs, college support services, and youth programs.

A Saturday event last spring at the Germantown Campus gave families the opportunity to become more familiar with campus facilities and try out college courses. The day began with a welcome from the campus provost, followed by tips on preparing for college, a job skills class, a MyMathLab class (for parents), and a tour of the bio train room and cyber lab activities (for students). The day included lunch and a panel discussion with former MCPS students and MCPS parents on successful transitions to college. For many, it was their first time on the Montgomery College campus, and for most it was their first college class.



The College's offices of Academic Affairs, Access, and Financial Aid promote access to higher education each year via three major community events: the Scholarship Conference, College Goal Maryland, and the College Career Expo. Each event attracts hundreds of students and their families.

Scholarship Conference

In 2015, more than 800 MC and MCPS students and their parents attended the Tenth Annual Montgomery College Scholarship Conference, held on Saturday, October 10, at the Universities at Shady Grove. The event provided information and workshops on scholarship opportunities at local colleges and universities, and assistance with completing the Free Application for Federal Student Aid (FAFSA). Twenty-six information tables were staffed by representatives from four-year universities, nonprofit organizations, and Montgomery College programs. Keynote speaker Marianne Ragins, who won more than \$400,000 in scholarships, shared tips on how to secure a scholarship.

Conference Workshops

- How to Write a Scholarship-Winning Essay
- Transferring to Four-Year Schools: Understanding the Process
- Transfer Scholarship Winners: A Student Panel

College Goal Maryland

College-bound students and their families received assistance filling out the FAFSA form at two 2016 College Goal Maryland events, held on two Montgomery College campuses in February (Germantown and Takoma Park/Silver Spring). College Goal Maryland is free and open to

the public, including current college students who are renewing or filling out the FAFSA form for the first time. The FAFSA form is required by colleges and universities to qualify for scholarships, grants, and loans. Students and families had the opportunity to meet with financial aid professionals and use the Montgomery College computer labs to submit their FAFSA form online. Information about Maryland state grants and scholarships was provided, as well as enter a drawing for a \$500 scholarship. Spanish interpreters were available at both events.

College and Career Preparation Expo

In April, a record 1,018 attendees turned out for the opportunity to meet with representatives from businesses and universities at the College and Career Preparation Expo, held on a Saturday afternoon at the Bioscience Education Center on the Germantown Campus. The expo targeted students in grades 6 through 10 and their parents. Attendees received information and resources on careers, higher education, financial aid, and scholarship opportunities to students and their families. The expo is an annual event sponsored Montgomery College, Montgomery County Public Schools, and the Universities at Shady Grove.

Expo Breakout Sessions

- If I Knew Then, What I Know Now! College and Financial Aid Planning from a Parent's Perspective
- Dual Enrollment
- Realizando sus sueños ... camino hacia la universidad (Realizing Your Dreams ... the Road to College)
- Achieve the College Dream, Explore the MCPS, MC, and USG/UM Pathway



K to College Initiative

Kindergarten students at three Montgomery County public schools learned about the college experience, athletics, and student life opportunities that await them directly from MC students and staff who visited the schools and led activities. In 2016, the K to College Program's participating schools were Captain James Daly Elementary School (Germantown), Beall Elementary School (Rockville), and East Silver Spring Elementary School (Silver Spring).

Kindergarten Career Day

Kindergarten students at two MCPS schools—Fox Chapel Elementary School and Daly Elementary School—and their parents participated in a College and Career Day event, hosted by MC. The 160 kindergarten students, parents, and teachers rotated through presentations and hands-on activities. Each activity focused on the type of education needed for specific careers, and the types of jobs students can do with different types of degrees or career training. Rotations included radiology, nursing, chemistry, engineering, computer gaming and simulation, cybersecurity, media, and education. The children also met representatives from Montgomery County Police and Fire and Rescue departments, as well as Dr. Sanjay Rai, MC senior vice president for academic affairs, and Sylvia Morrison, MCPS director of the Department of Instructional Programs.



Low-Income/First-Generation Student Support

The College's Educational Opportunity Center (EOC) provides assistance to Montgomery County low-income/first-generation residents who wish to enter or re-enter college or a vocational program. Residents receive one-on-one and/or group assistance with completing college forms and applications for financial aid (e.g., the FAFSA), scholarships, and admissions. Additionally, they receive guidance with career exploration, financial literacy, GED practice testing, enrollment in GED preparation, and English as a Second Language program. The EOC is a Trio program, funded by the US Department of Education. It provides these services on site at partner institutions and on campus.

Small and Minority Vendor Procurement Workshops

The Office of Procurement holds small and minority vendor workshops two times a year to introduce these vendors to the College and its procurement processes and upcoming bid opportunities. The workshops also provide and review guidelines for locating and obtaining bid solicitation documents, responding to bid opportunities, and partnering with larger firms. The Office of Procurement also participates in local and state procurement conferences that serve the same purpose.

VISIBILITY AT COMMUNITY EVENTS

The College reached thousands of community members—students, relatives, friends—throughout Montgomery County by participating in festivals and other community celebrations.

World of Montgomery Festival

Nearly 7,000 people attended the World of Montgomery Festival, the county's annual multicultural festival. Held at the Rockville Campus for the first time, the festival included exhibits on the four countries with the largest immigrant populations in Montgomery County: China, El Salvador, Ethiopia, and India. The family friendly event inspires multicultural appreciation and understanding by showcasing international music, food, dance, exhibits, hands-on arts and crafts, and immersion activities. The free event included an international village, a global kitchen with chef demonstrations of traditional ethnic food, a craft market, a parade of cultures, two performance stages of traditional dance and music, traditional arts, and fun interactive activities. The event is sponsored by the Fund for Montgomery and is organized by Montgomery County Office of Community Partnerships, Montgomery College, and the KID Museum.



Game-Changer Conference for Males of Color

Montgomery College's dean of student engagement represented the College at the annual UCF, Inc. Game-Changer Conference, held at the Universities at Shady Grove in April. The conference, which is cosponsored by Montgomery College with support from the Office of Community Engagement, provides a series of workshops designed to promote success in education and life for elementary and middle school males of color. Approximately 500 Montgomery County students attended the conference.

Habitat for Humanity Assistance

More than 40 Montgomery College students volunteered this year with Habitat for Humanity affiliates locally and afar. Through the College's Alternative Breaks program, students helped build affordable homes in Montgomery County, and in Delaware and South Carolina, during the spring and summer breaks. In addition, academic Service Learning programs in interior design gave students the opportunity to create appealing displays in Habitat's ReStore locations, which helped increase funds raised through sales. During summer 2016, the Service Learning program offered courses with Habitat for Humanity and Montgomery County Senior Villages to help seniors age in place with home renovation and weatherization projects.

Athletes for Homelessness

Last October, the MC volleyball team and coaching staff volunteered at the Montgomery County Coalition for the Homeless (MCCH), in Rockville. The MCCH is a community-based nonprofit organization that helps provide permanent and transitional housing, emergency shelter, and supportive services for people experiencing homelessness. The team brought in new donated items (e.g., toiletries, kitchen utensils, towels, cleaning supplies) to make welcome-home baskets for families and individuals who were being placed in permanent housing. One of the baskets found its way into the hands of an MC employee, Richard, who has been a part of MCCH's permanent supportive housing program since January 2013.

PARTNERSHIPS





COMMUNITY PARTNERS

By combining resources with other organizations, the College's faculty and staff are developing opportunities for training, student internships, employment, and other professional development.

Community and Government Partners (FY16)

Asian American LEAD
 Career Catchers
 CASA de Maryland
 East County Regional Center
 Ethiopian Community Center of Maryland
 Family Justice Center
 Family Services
 Future Link
 Gaithersburg Library
 Gilchrist Center for Cultural Diversity
 Health and Human Services
 Housing Opportunities Commission
 Identity, Inc.
 Leadership Montgomery
 MCAEL
 Montgomery County Department of Corrections
 Montgomery County Public Schools
 Montgomery History
 Unity Christian Fellowship Youth Organization

CORPORATE PARTNERS

Working with business, government, trade, and community organizations helps ensure our training and education programs meet real-world workforce demands.

Amarex Clinical Research

A collaborative program between Montgomery College and Amarex Clinical Research, a pharmaceutical product development company based in Germantown, helps fill the need for personnel to run clinical trials required by the FDA for marketing approval of all biomedical products. The MC-Amarex program, Clinical Project Manager: Careers in Clinical Research, introduces the core competencies essential for a successful clinical project career.

Since 2012, Montgomery College has trained more than 120 new clinical trial managers through five cohort programs, which are open-enrollment courses. Many course graduates have been hired by Amarex and other clinical research companies. In one cohort, several students came from the College's East County Community Engagement Center, which demonstrated how the program helps the centers connect residents to training opportunities that lead to jobs.

Our Corporate Partners

ABC
 Accenture
 Adventist HealthCare
 Air Conditioning Contractors of America
 Amarex
 BioMaryland
 The Community Foundation
 Department of Economic Development
 Discovery Communications
 Holy Cross Health
 Lockheed Martin
 Marriott
 MedImmune
 Mental Health Association
 Moving Maryland Forward
 NIST
 Tech Council of Maryland
 WANADA
 Washington Area Women's Foundation
 Workforce Investment Board

NONPROFIT PARTNERS

Montgomery College and Holy Cross Health signed a Memorandum of Understanding (MOU) that provides for the expansion of the already robust partnership between our two institutions. Under the agreement, Holy Cross Health constructed and opened its newest hospital, Holy Cross Germantown Hospital (HCGH) on the Germantown Campus in fall 2014.

Holy Cross Health

Holy Cross Hospital is the anchor resident and partner in the Pinkney Innovation Complex for Science and Technology at Montgomery College (PIC MC). The reality of a working hospital as part of an integrated academic, business, and research campus increases opportunities for clinical rotations for MC students. It also provides opportunities to engage students and faculty through internship, employment, research, faculty exchanges, and other professional development.

The MOU supports the need to graduate more nurses and helps the College meet its goal of doubling the number of nursing graduates and providing other important educational and job opportunities in multiple fields. The MOU reflects the commitment of Holy Cross Health to these goals through the establishment of a fund with the Montgomery College Foundation to support initiatives that enhance health care education and/or health care workforce development and training.

STAYING CONNECTED WITH INDUSTRY AND COMMUNITY LEADERS

Montgomery College President DeRionne Pollard meets regularly with CEOs in Montgomery County to solicit guidance on workforce development trends and curricular changes tied to industry needs. In addition, Dr. Pollard leads a President's Roundtable, an advisory group comprising community leaders interested in addressing issues related to education, workforce development, access, community engagement, and student success. Chaired by the president, the roundtable meets three times a year.

CAREER PLANNING AND WORKFORCE RESOURCES

NONPROFIT RESOURCE DAYS

Montgomery College Workforce Development and Continuing Education, along with other College departments, sponsored a half-day program to showcase continuing education programs of study and certificate programs. Nearly 50 nonprofit caseworkers attended one of two programs, which presented Career Coach, an online interactive career planning and job search tool and the Montgomery College Career Planning and Training Resource, a 200-page guide (available online) containing program contacts, course descriptions, and resource information for a client seeking information about job-ready programs. To date, Career Coach has more than 19,000 visits. Data for the new online guide, at montgomerycollege.edu/wdce/jobskills, will be available next year.

Career Coach

Find the Career That's Best for You.





Contact us

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montgomerycollege.edu