2018-2019 Annual Governance Report

MONTGOMERY COLLEGE

Presented by:
Dr. Clevette Ridguard
Mr. Brad Pabian
June 2019

Executive Summary

2018-2019 academic year was an exciting year for governance. The Director of Governance position was shared by two administrative associates, each with lead responsibility for half of the twelve councils. This arrangement required increased collaboration and synergy between the two associates, who just met and had not worked together before. We purposed to lead the governance process with a united voice and a shared vision. We started the year by outlying our goals as following:

- Leave participatory governance better than we found it
- Provide excellent governance training to ensure all councils have the confidence and information to conduct governance business starting at the beginning of the fall semester
- Provide support and leadership to the participatory governance process and all councils as needed
- Complete all assigned Presidential projects

Much was accomplished this year. Below is a list highlighting the year's major accomplishments.

- Created governance numbering and tracking system to organize and provide history and disposition for over 50 recommendations
- Conducted major training workshops for all governance members and council chairs
- Conducted spring semester refresher training for governance leadership
- Provided a notebook of resource materials for all governance membership
- Provided guidance for the updated governance website
- Integrated social media into governance marketing and election campaign
- Completed two successful governance nominations and elections cycles with over 1700 nominations and 1300 voters
- Coached all governance chairs and leadership team on Robert's Rules of Order
- Developed governance recommendation workflow chart
- 2018: 13 recommendations submitted to president; 12 recommendations approved
- 2019: 14 recommendations submitted to College Council; 12 submitted to president and 12 recommendations approved by president
- Major Recommendation Outcomes/Results
  - Increased shuttle seat capacity
  - Extended Library hours during exams (mid-term and final weeks)
  - Offered Flu shots on all three campuses during fall semester
  - Offered Feminine Hygiene Products on all three campuses
  - Revised telework procedures/alternative work schedule
- Recommendations approved and plans underway to increased communications in variety of areas:
  - Improve EAP and Employee Compensation information

- o Improve visibility of Student Concern Icon on MC website
- o Add Academic Learning Centers web link on all course syllabi and blackboard template
- o Develop Communication Best Practices Video for Managers
- o Investigate offering Student Scholarship Fair
- o Assign taskforce to develop recommendations for the inclusion of WD&CE students in College activities

Governance Year

The governance year started off with collaborative meetings with the co-administrative associates and developing a strategy of how to approach the year. Dr. Clevette Ridguard started March 15, 2018 and Mr. Brad Pabian started June 15. From mid-March to the end of the semester, responsibilities included planning for Spring Closing meeting, completing the governance election cycle, and managing the MC Innovation Grant Fund process. We closed out the academic year with elections of the new governance officers.

During summer of 2018, the Directors of Governance interviewed the past chairs and other governance leaders for the purpose of assessing governance needs. We met with the following persons: 1) David Anthony, 2) Page Whittenburg, 3) Edward Riggs, 4) Maria Davidson, and 5) Shane Doyle. In addition to meeting with governance leadership, we held introductory meetings with the four senior vice presidents to determine how we could serve them and the governance process.

The leaders informed us of what things were working well and where improvements could be made. These comments from the past governance leaders' experience and the senior vice presidents informed the upcoming governance training in August 2019 during professional week.

Governance Training Fall Professional Week

There was a half day training for all governance members and a full day training governance leadership. 84 governance members attended the training. Each governance member on all twelve councils was given a note book with 4 key sections:

1) Agenda and Handouts
2) Handbook, Constitution, and Guidelines
3) Communication Tools and Robert's Rule of Order
4) Council Chairs Information (Templates, Guidelines, etc.)
5) Other Notes

Survey results from governance training feedback indicated that the training was very successful. With a 70% response rate, nearly 90% respondents agreed or strongly agreed that the training was useful for new and returning governance members. There was sufficient

information provided about roles, expectations, and processes and they have a clearer understanding of governance.

Governance Compensation

The governance directors established an ongoing procedure and contact liaison with HRSTM to ensure that all governance chairs were paid appropriately and timely.

Coaching as Directors of Governance

We each had numerous on-going conversations throughout the academic year with our individual governance chairs, particular with those chairs for whom we were assigned. We met monthly with the governance leadership consisting of College Council chair, vice chair, and secretary.

Governance and the Strategic Plan 2025

The College Council chair and twelve council chairs were appointed as members of the strategic planning committee. Working with the Director of Planning, the governance leadership team developed an application form and process for college wide faculty, staff, and administrators to participate in the MC Strategic Plan 2025.   Using this process, an additional 25 members of the College community had an opportunity to participate in the strategic planning process. The director of Governance reviewed and vetted all the applications and created an informational spreadsheet (name and identifying info roster) to present to the Planning Office.

Nominations and Elections

Two successful voting processes were conducted. Working with Simply Voting software vendors and our OIT and HRSTM offices, the software was populated appropriately and nominations and voting was conducted timely. Also, we utilized social media for the first time to help engage the College community.

Office of Ethics, Risk and Compliance and Governance Collaboration

We successfully resolved the first ethics complaint against a council member. Governance directors met with the Director of Compliance and her team to create and execute a plan of action. The issue was resolved appropriately and all concern parties were satisfied with the outcome with no further incident occurring or action required.

Governance Recommendations

Governance Numbering and Tracking System

Starting this year, each governance recommendation was assigned a tracking number, the first two digits are the year followed by a dash and the next two digits are the sequential number of the recommendation in a given year. Starting with 2017, now all recommendations have a year code (17) and a number code (01) assigned to the individual recommendation.

Governance Memos

For every College Council recommendation that was approved to move forward to the President, the College Council received a memo addressed to the College council chair regarding the disposition of the recommendation. There are three possible dispositions:

1) Approved
2) Not Approved
3) Addressed

Governance Implementation Tracking System

Approved recommendations that require additional implementation steps and monitoring are tracked until completion date. These recommendations are assigned to senior leadership by the President. The Director of Governance created a roster of those recommendations and they were discussed at the senior leadership meeting with the College Council chair, all the senior vice presidents and those responsible for recommendation implementation.

- 18.01: Increase Part-time Faculty Representation on the Functional Councils
- 18.02: Increasing Shuttle Capacity
- 18.03: Availability of Feminine Hygiene Products on Each Campus
- 18.04: Extending Library Hours
- 18.05: Hire Noncredit Students as Student Assistants
- 18.06: Waiving Application Fees for Noncredit Students
- 18.07: Online Grievance and Complaint Process for Administrators
- 18.08: Modification to Procedure 38001CP
- 18.09: Modification to Procedure 11005CP
- 18.10: Modification to Procedure 32500CP
- 18.11: Telework Status Request
- 18.12: Access to Affordable Flu Vaccine for Students
- 18.13: Staff Member of the Year Award
- 19.01: Improved Communication Plan for Employee Compensation
- 19.02: Training Opportunities on Governance
- 19.03: Academic Learning Center Information on Syllabi
- 19.04: Scholarship Fairs Investigation
- 19.05: WD&CE Student Inclusion in College Activities
- 19.06: Faculty Council Sabbatical Workshop
- 19.07: EAP Funds Communication
- 19.08: Thank you for Sharing Equity & Inclusion Survey Results
- 19.09: Student Concern Icon on MyMC
- 19.10: Civility Norms in Employee Handbook
- 19.11: Course Cancellations Communication
- 19.12: Communication Training for Managers

2018-2019 Recommendations and Constituency Concerns and Summary

Total # of Recommendations Reviewed = 15

Total # of Recommendations Passed to the College President= **13**

Council	# of **Recommendations** made to College Council	# of **Constituent Concerns** Addressed	# of **Referrals** made to other governance councils.
Administrator Council	0	1	1
Faculty Council	2	8	4
Staff Council	6	13	3
Student Council	3	4	0
TPSS Campus Council	0	22	2
RCK Campus Council	0	9	0
GT Campus Council	0	10	0
WDCE Council	1	7	1
Academic Service Council	2	5	0
Operational Services Council	0	12	1
Student Services Council	0	6	1
Employee Services Council	1	17	3
Totals	**15**	**114**	**12**

Recommendations Themes

Key Themes of College Council Recommendations

- Improved College communications with employees and students
- Equity & Inclusion
- Student and Faculty Academic Resources

Constituent Concerns

Total # of Constituent Concerns addressed by governance councils= 114

Key Themes of Constituent Concerns

- Public Safety
- College HRSTM Policies and Procedures
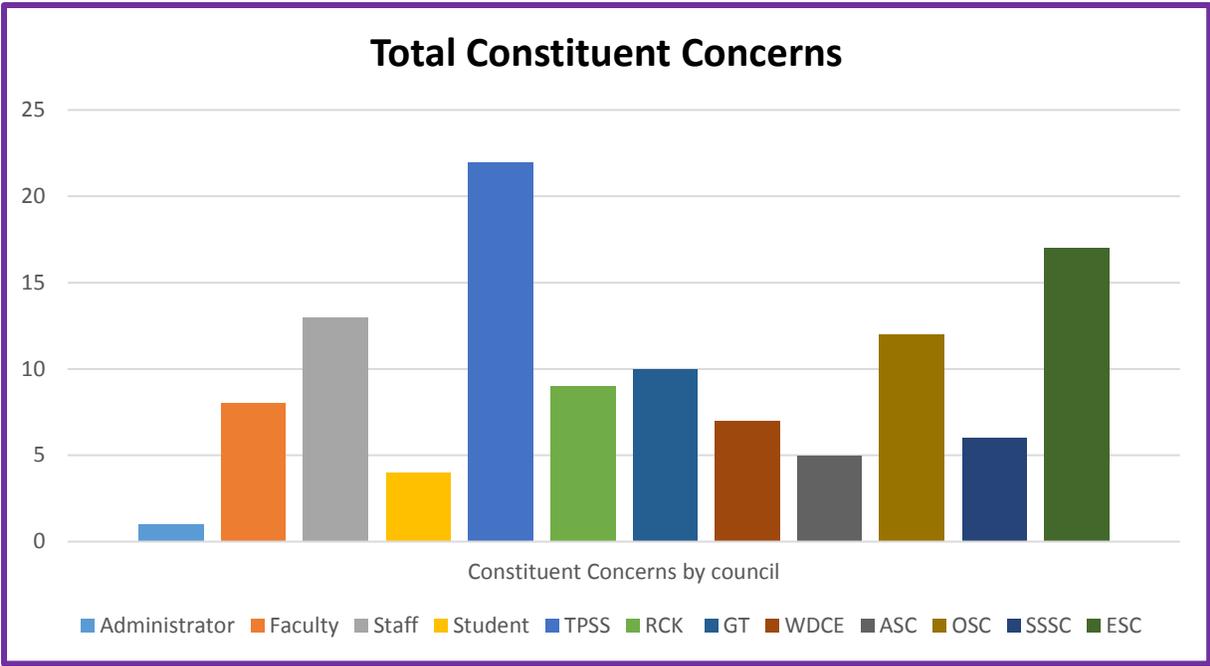- General College Facilities and Operations
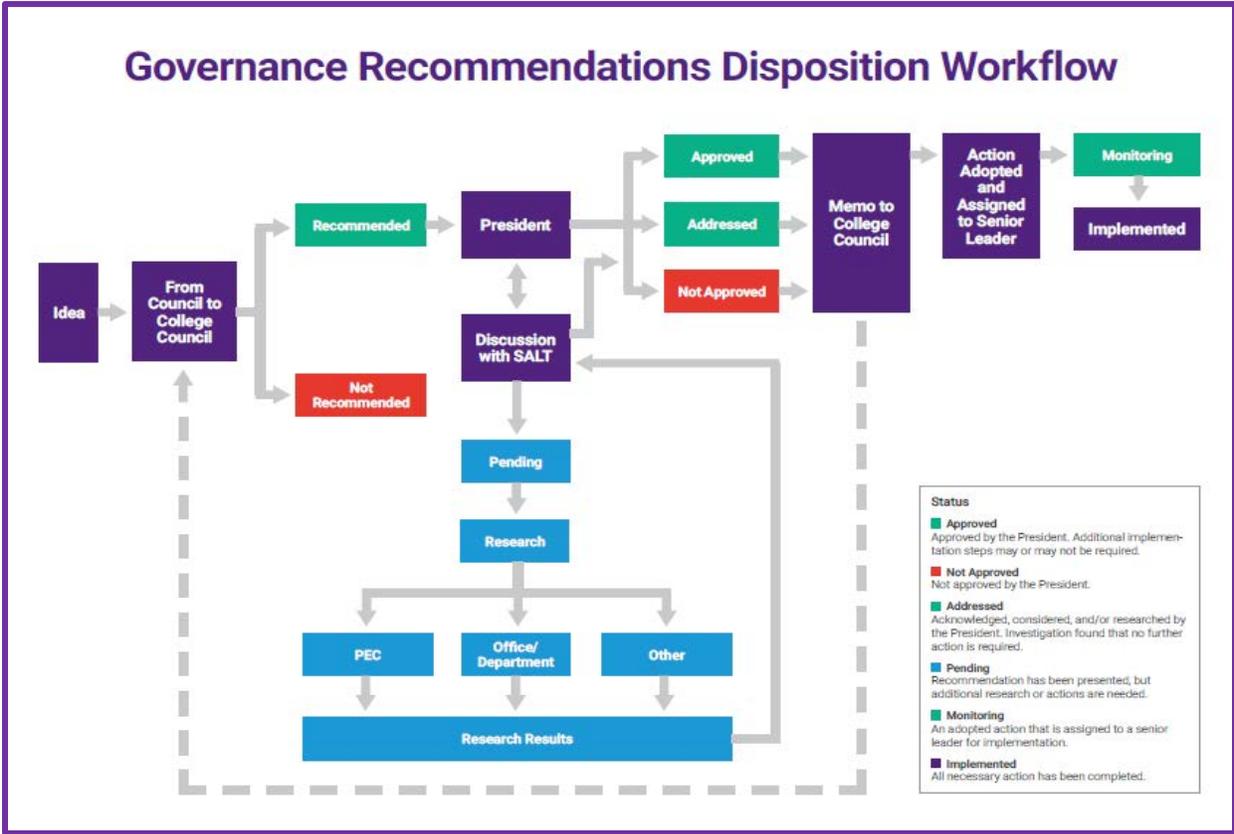
Chart of Constituency Concerns

Chart of Workflow of Governance Recommendations

Social Media Campaigns for Governance AY18/19

Governance Nominations 30 second video- College Council members shared why serving in governance is important to them and encouraged the College community to get involved by nominating themselves, a co-worker, or a student. Was posted on 2/25/19 & 2/28/19.

Governance Elections 30 second video- voiceover encouraged employees and students to get out and vote for governance elections. It was accompanied by video clips of three distinct changes at Montgomery College as a result of governance: extended library hours for students during finals week, bus shuttle service and increased capacity, and inclusion of PT staff member of the year award. Was posted on 3/27/19 and 4/3/19.

As part of the Governance Nominations & Elections Committee, a special thanks goes to Nghi Nguyen and Byron Jamison, who created all the videos.

Twitter

	Impressions	Media Views	Total Engagements
Nominations Video 2/25	1,414	218	24
Nominations Reminder 2/28 (no video)	1,358	-	7

	Impressions	Media Views	Total Engagements
Elections Video 3/27	1,150	105	11
Elections Reminder 4/3 (no video)	675	-	9

Facebook (only nominations video stats were provided)

	People Reached	Video Views	Engagement
Nominations Video 2/25	1,343	281	42
Nominations Video 2/28	1,238	52	13

LinkedIn

	Impressions	Video Views	Likes
Nominations Video 2/25	6,374	1,400	15
Elections Video 3/27	6,337	1,483	15

Instagram

	Views
Nominations Video 2/25	341
Elections Video 3/27	292

Other Presidential Projects:

MC Innovation Grants

Dr. Clevette Ridguard had oversight for this project. I manage the MC Innovation Advisory Committee that reviewed the grants. Held elections for the new chairs of the committee. I set up the grant process in the Submittal software, reviewed the charge to the committee, and was responsible for adding two new members to the committee to have full representation from all departments of the College. I managed and facilitated the grant review process and help write the summary report. I co-presented the summary report and findings to the President's Executive Council. I met with Vice President of the Foundation and worked with foundation coordinator to assist with software set up for the MC Foundation Health Science Grants. Along with the Director of Foundation Finance and the Vice President of Foundation, we reviewed the Final Grant Reporting Form that I created.

College Opening Meetings

The Governance Directors helped plan and manage two spring closing meetings, one fall opening meeting, and one spring opening meeting. They were committee meetings, sub-committee meetings, review of programs and agendas, and decisions about themes and speakers. The meetings required a myriad of coordination within the President's office and other departments in the institution.

"Food for Thought" Breakfasts with the President

The Governance Directors staffed 13 breakfasts held by President, on all three campuses, WD&CE, and Central Services during the academic year. Dr. Pollard randomly invites college employees to participate in a breakfast meeting to discuss varies topics of College community concerns and to listens concerns or issues. The director of governance take notes and provides a record of the breakfast and conducts any follow-up assignments per the determination and the direction of the President. Mr. Brad Pabian served as the lead on this project, with Dr. Ridguard serving as back-up.

Staff Enrichment Day

Dr. Clevette Ridguard had oversight for the Staff Enrichment Day. This event was planned by the Staff Enrichment Day committee and chaired by two co-chairs. The theme was Equity and Inclusion. Budget was $9000.00. The feedback from the staff who participated in the day was very favorable. Plans are underway for next year's event. I have met with the past chair (Shakenna Adams) and incoming chair (Tilandra Rhyne) for the FY 20 day. The SED will be held at the Takoma Park Silver Spring Campus. Special thanks was extended to SED Committee for a job well done.