



Monroe Community College

STATE UNIVERSITY OF NEW YORK

Division Highlights

Month of September, 2020

Chief Diversity Officer

Programming:

- Dr. Eddie Moore, Jr's., virtual presentation entitled, "America is Changing: Are You Ready?" - September 18, 2020 (recording to be shared with Board when it becomes available).
- The Diversity Conference Series presents, "Mental Health and Wellness in Diverse Communities." - October 2, 2020, from 8:45 AM – 3:30 PM. (virtual and registration is required)

Personnel:

- N/A

Partnerships:

- Co-Chair for the Western New York Diversity Officers (WNYDO) Council
- Board of Trustees Member, Urban League of Rochester (Spring 2019 – present)
- Board of Trustees Member, Vertus Charter School (Expected - October, 2020)

Other Highlights:

- The Diversity Conference Series presents, "Mental Health and Wellness in Diverse Communities." - October 2, 2020, from 8:45 AM – 3:30 PM. (virtual and registration is required)
- Fall 2020 [Diversity Events Calendar](#)
- Working with Kristin Lowe, Director of Human Resources to conduct exit interview for all faculty/staff who have separated from the college via layoffs or Voluntary Position Elimination Program (VPEP)
- Co-Leading the President's Emerging Leaders Program (PELF) and the Leadership Education and Development (LEAD) formerly led by Dr. Joel Frater and Dr. Sheila Strong.



Division Highlights

October 2020

Student Services

Programming:

- Online audience growth continues in a positive direction. Since the beginning of the fall semester, we have seen a growth in engagement numbers: Twitter (117); Facebook (44); Instagram (87); and LinkedIn (167). The total number of MCC's social media audience across all channels is now up to 93,626. Upcoming virtual Admissions events scheduled: Fall Open Houses (10/24 and 11/14); weekly High School Admission Information Sessions through December; High School Counselor Workshop; Adult Information Sessions; and a General Information Session.
- The second video installment of "Talkabouts with Dr. Kate" focused on members of our Men of Excellence program.
- Thank you to those who were able to participate in the virtual 9/11 Ceremony. Almost 70 attendees logged in, including 4 local media organizations (features appeared on Spectrum News and WXXI).
- Student Life and Leadership Development welcomed 114 students this fall into Phi Theta Kappa membership. In addition, over 100 students participated in the Student Life Fair, visiting club and organization tables within an interactive virtual platform.

Personnel:

- Collaboration continues to be the theme throughout Student Services. During August, our busiest time for providing advisement and registration services, the following departments assisted Advisement and Transfer Services: Admissions; Athletics; Business Administration; Downtown Student Services; Educational Opportunity Program; Global Education and International Services; Health Professions; Nursing; Schools@MCC; STEM; and Testing.

Partnerships:

- Health Services continues to partner with the Monroe County Health Department on Residence Life student contact tracing, tracking and supporting symptomatic and positive MCC cases and reporting via the SUNY Health Status Portal, as well as continued collaboration with MCC's Public Safety Department to conduct on-campus pool testing for students and employees working, per SUNY guidelines.
- Since mid-August, Dreamkeepers has processed 127 student requests for support: Brighton (100); Downtown (21); Public Safety Training Facility (1); and Applied Technologies Center (5).



Division Highlights

Months of July-September 2020

Economic Development and Innovative Workforce Services (EDIWS)

Programming:

- FWD Center continues in the design phase with the 5th and 6th floor abatement in process and design work is entering its final phase preparing for the bid process for construction.
- The work of the MCC Optics Technology program to address a shortage in the technician workforce was highlighted in the most recent University of Rochester Hajim School of Engineering e-newsletter.
- The VP Office is developing a multi-agency co-location partnership recruitment plan for the Downtown Campus with a goal of presenting a draft version in late October.
- EDIWS is preparing to launch a new SkillsMatch tool that will align skillsets of prospective students to “next step” skills taught within CTE and workforce curriculum offered through the School of Applied Sciences and Technologies.
- Design work is wrapping up for the Optical Systems Technology New Precision Optics Manufacturing Lab. The work is funded by a \$4.4 million grant from the Department of Defense in a program named The Defense Engineering Education Program in Optics – (DEEP OPS). This renovation focuses on converting an electronics lab for use as a precision optics lab.

Partnerships:

- The Workforce Development Institute is preparing to launch the Future Skills Exchange (<https://futureskillsx.org/>), a free web-based marketplace that connects New Yorkers who seek courses, certifications, apprenticeships, and credentials directly to the education and training providers who deliver them. MCC’s Economic and Workforce Development Center (EWDC) is supporting the Rochester, NY launch, with MCC workforce programs being listed in the exchange.
- The Economic and Workforce Development Center (EWDC) is working with Thermo Fisher Scientific to resume Set-up Technician training for 11 staff members. The gross revenue for this training is: \$45,000
- The EWDC will deliver On-the-Job Train-the-Trainer training to 45 Eastman Kodak Company Journeymen in Kodak’s Apprenticeship program. This \$15,000 training program is receiving support from the MCC & County partnership - Mpower.

Other Highlights:

- EDIWS has completed a new Career Services plan that will actively incorporate education to employment, skills analysis and work-based learning supports services for students. Roll-out will begin in mid-fall term.
- In early September, the EWDC launched a survey to identify the needs of local industry as we move to post-COVID recovery status. The survey was distributed to 8,366 contacts from the MCC Business and Industry database, as well as partner lists from Greater Rochester Enterprise, and the County of Monroe.
- In preparation for the launch of the FWD Center in early 2022, the EWDC has begun working on a 12-14 month public relations plan (in partnership with GCR) and the development of a FWD Center brand identity.



Division Highlights

Months of August and September, 2020

Administrative Services

Programming:

- **The MCC App latest update delivers boost in usage!**

For Students:

- The App was originally created to give students quick access to information on MCC Services
- The App has added Blackboard course information that allows students to interact with their class, post discussions, view assignments and grades and integrate due dates into their phone calendars.
- A major upgrade to the design and features was released on March 19th 2020. Feedback on the upgrade has been overwhelmingly positive. Students are commenting on the app and sharing it with friends. Currently the app scores a 3.9 in the google play store and an astounding 4.4 in the Apple App Store.

Overall, App usage has steadily increased with August and September 2020 being the highest usage on record. We currently experience an average of 1,100 unique users a day.

- **Technology Services created a custom-designed COVID self-assessment screening tool** (<https://www.monroecc.edu/covid/>) **for employees and students coming to campus**, making it accessible on the MCC Mobile App and the web, integrating the self-assessment with the COVID swipe stations at the campus entrance, and providing Public Safety an integrated view of the data.

Personnel:

- **Custodial Operations modified their assignments to address COVID-19** - Recently, the schedules of cleaners and custodians were modified to address the increased needs of disinfection across campus during the days and nights. This necessitated moving staff from Downtown and from night shifts to days shifts to properly staff the needs. With the cooperation of the complete campus, night time cleaning has been reduced in inactive areas and increased during the daytime when there is more activity. Touch points and restrooms are being cleaned more often.

Partnerships:

- **Insurance Program Costs have been reduced by 2% in market with double-digit increases standard** - MCC's 2021 insurance program renewed at a net cost reduction of two percent with no exclusions for COVID-19 related liabilities. With very "hard" insurance markets, particularly with the added risks of COVID-19, most Higher Ed insurance programs witnessed double-digit premium increases, many with new exclusions for COVID-19 related liabilities. In addition, as MCC teamed with seven other UNYCC schools to bulk purchase auto coverage from new carrier Church Mutual, our average rate per vehicle declined by 10% vs. the incumbent carrier proposal which reflected a 9% increase. On net, MCC's insurance plan for 2021 reflects a 2% cost reduction as compared to the expiring 2020 program.
- **Budget Scenarios and Position Management** - Even before the onset of COVID-19 and the College's move to remote operations March 23, the Budget Office began in earnest to significantly pare the 2021 budget to address both significant revenue reductions due to continuing enrollment declines as well as cost pressures related to employee salaries and benefits. The Budget Office, with support from HR, provided position data to senior leadership to determine which positions could be eliminated, positions to be vacated as part of the VSIP, as well as selected lines for non-renewal or simply for elimination (open/budgeted).

As part of the initial budget development process and the ensuing impacts of COVID-19, additional cost cutting measures, personnel reductions, and financial modeling were required. Here are a few bullet points capturing this year's process:

- Options incorporating varying enrollment levels, state and federal funding streams, county sponsor
- Weekly reporting to SUNY of costs incurred related to the College's COVID-19 responses

Given the Board's directive to reduce 2021 costs by ~\$12M, identification of additional position reductions was required. Work on position elimination lists started at the end of May with seven (7) iterations of the first document. Once talks with the unions became finalized, an offer of a voluntary position elimination program for the FA began, which required new listings with different positions and savings than initially proposed. 96 total positions were eliminated for a salary and benefits saving in excess of \$8.5M

- 30 FA positions
- 5 Faculty
- 15 CSEA
- 46 Vacant positions

- **Facilities Master Plan (FMP)** - The current FMP is out of date and many changes have happened on MCC campuses including a downturn in enrollment, changes in leadership, and changes in programming. COVID 19 has exacerbated these issues and also added changes in teaching modalities. Prior to the COVID 19 campus shutdown, a number of information gathering sessions were held on MCC campuses. Additionally, an energy assessment and a deficiency assessment were conducted. The Smith Group and the Steering Committee have continued to meet virtually over the past few months.

GUIDING PRINCIPLES:

- Establish an Adaptable Framework of Planning Priorities
- Improve Space Quality and Utilization to Meet Changing Market Demands
- Nurture Equity, Opportunity, and the Advancement of Underserved Populations
- Enhance Collaboration with Active Learning Environments and Lounge Spaces
- Connect and Partner with the Community to Support Regional Growth

Educational Gateway for a final FMP is expected in October.

Other Highlights:

- **During August and September 2020, Printing Services received a total of 445 combined orders for course packs, manuals, class handouts, signs, posters flyers, letters, forms, envelopes and bills.**
 - Course Materials for the Bookstore numbered 95 different packets. These materials will bring over \$30,250 back to the College's general fund.
 - In preparation for the return to campus many departments ordered directional and informational signs. For Parking Services alone, we completed 112 entrance, face coverings, elevator signs and ID posters. Dental Hygiene had us complete 27 directional and PPE signs and posters.
 - The Foundation's annual Scholarship Open generated 6 orders for us to help support their efforts. We created 2 Pledge Boards, 2 Hole Sponsor signs, 2 Sweepstakes Boards, 500 cart info signs, and 300 perforated Raffle tickets.
 - PSTF ordered 7 different manuals as well as course announcements, performance sheets and name plates. Some of the manuals included Physical Fitness Instructor, Aerosol Restraint Manuals, and Interview and Interrogation Manuals.



Division Highlights

Month of October, 2020

Academic Services

Programming:

- News from the TCC: Gena Merliss started her Professional Leave for the Benefit of the College on Aug. 24; Amy Burtner assumed the role of acting coordinator through August 2021. The TCC launched the [2020-21 programming](#) theme of *Committing to Equity-Minded Pedagogy*. TCC events for August and September include First Year Faculty Kick-Off and September meetings; Adjunct Kick-Off; Second Year Faculty Series; Adjunct Supper for Success; and TCC Conversation #1: 'Talk to Teachers' with Professor Tokeya Graham.
- Assistant Professor Betty Mandly has begun planning for a fully-online accelerated Addictions Counseling Certificate to be launched in January 2021, which will allow students to earn their certificate in 8 months. She is submitting an application to have the program considered for the SUNY Online initiative.

Personnel:

- MCC Senior Budget Specialist, Denise Thomas, was accepted into the SUNY SAIL Institutes prestigious 2020 Business Officers' Leadership Academy. Denise was offered a full scholarship to participate in the five month-long academy which will include eight learning sessions and conclude with a full-day capstone/graduation event. According to Denise, "It is an honor to have been nominated and selected for this leadership academy. This is the first year that SAIL has selected protégés from community colleges for this particular institute and I am one of three representatives. The program will provide me with leadership skills, a deeper understanding and better use of data and exposure to resources throughout the SUNY system which will benefit MCC and our students."
- The Center for International Studies at Cornell University, welcomed William Drumright Jon Little, and Nayda Pares-Kane as [Community College Internationalization Fellows](#). Through the fellowship, faculty will prepare students to become global-minded citizens by collaborating with Cornell's area studies programs and the South Asia Center at Syracuse University. Projects will focus on engagement with Latin America, South Asia, or Southeast Asia cultures and may include developing a new course, a new unit for an existing course, or developing a service learning component to an existing course that encourages the exchange of diverse perspectives.



Partnerships:

- MCC is one of 4 SUNY schools selected to participate in the New Learning Compact (NLC), a framework for professional learning and educational change developed by Every Learner Everywhere. NLC will host a series of six virtual institutes to help colleges bring together a cross-institutional group to work through the framework. NLC is also seeking to support improved teaching and learning and institutional capacity-building for the 2020-21 academic year. Teams will emerge from the institute with a well-developed action plan for this academic year.
- Associate Professor Lena Shiao's partnership with Head Start is now in its second year of supporting a cohort of employees to complete their Early Care Certificate; required courses are offered at a central Head Start location



and are scheduled and paced according to the needs of these employees. Fees are covered through a combination of Head Start tuition reimbursement and financial aid.

- Assistant Professor Eileen Radigan partnered with Kelly Brown Lonis and Jim Gertner from EDWIS, and Erin DiCesare, Director of Learning and Organizational Development at Mary Cariola Center were awarded a grant to offer onsite coursework so employees will be able to fulfill requirements of a Teaching Assistant credential. Coursework for the grant will provide employees with education for teaching and supporting the behavior and communication of people with developmental disabilities. The grant is part of the Consolidated Funding Application, Workforce Development Initiative.

Other Highlights:

- Elizabeth Baxter accepted the position as Project Director for the \$2.25 million, five-year Title III grant, Advancing Pathways for Partnerships in Learning through Integration of Education and Data (MCC APPLIED). The project involves supporting systems that ensure students will confirm active career pathways and engage in high impact practices. The model is designed to decrease student loan default rates by integrating student career and financial plans with academic pathway planning and promote financial literacy through understanding financial outcomes of careers and implications of student debt. Integrated technology will provide students with a curated view in order to support the guided pathways model.
- The Instructional Services Team has been hard at work supporting faculty, staff, and students for the fall semester.
 - *Virtual Campus* efforts:
 - 804 faculty attended Zoom drop in hours hosted by Virtual Campus staff
 - 96 percent of faculty completed the required Blackboard training
 - Offered additional training in other Blackboard functions, multiple Zoom sessions on secure rooms and tips & tricks, using videos in courses, and ensemble video quizzing
 - *Library*: both the LeRoy V. Good Library (Brighton) and Anne Kress Learning Commons (DC) are spaces that students can go to for academic support and to access technology this fall. The library implemented a reservations system to manage visits and so far there were 266 reservations for the Brighton library and 11 reservations for the Downtown Campus. Also, 332 students enrolled in the College Researcher Badging course in Blackboard as part of the coursework for a class.
 - *Learning Resources* supports students through the Student Technology Helps Desk.
 - Since August 1st, the Help Desk has responded to over 1000 voicemails and 2,225 emails from students. Since August 24th they have also answered 200 live calls.
 - The team supports faculty and staff with classroom technology and zoom meeting/webinar support. They spent the summer ensuring that classrooms are ready for on campus classes.
 - The team took on the role of supporting Zoom webinars and have facelifited 20 Zoom webinars and meetings since August 1st.
 - Academic Learning Environments has been working to ensure that faculty have the tools they need to successfully teach remotely. So far, they have distributed over 130 laptops and other computers, over 150 webcams, and 35 document cameras; request are on-going. Other work included preparing classrooms for on-campus instruction, relocating on-campus offices to enable closing buildings to save on costs, and facilitating the rollout of Zoom (MCC now has 3,120 active users).



Division Highlights

Months of August and September, 2020

Institutional Advancement Division

G. Wood Details

Foundation:

- Scholarship Transfer – For the 2019-2020 academic year, the MCC Foundation has sent the college a total of over \$2.3 million dollars. This includes awarding \$1,331,441 in scholarships. The Foundation endowment has now grown to over \$15.3 million.
- Scholarship Open – The Foundation successfully held the 36th Annual Scholarship Open on September 14 at the Country Club of Rochester. The tournament raised \$75,000 net in support of student success at MCC.

Government and Community Relations (GCR):

- MCC Presidential Search Committee – GCR continues to manage the MCC Presidential Search website, reflecting the most up-to-date actions and timeline around the current search process.
- MCC Fast Fact brochure – Due out this fall, the brochure is a snapshot of the top highlights and data points over the last year at MCC.
- MCC COVID-19 website – GCR facilitates the re-opening plan and related updates on this webpage.
- Finger Lakes Regional Economic Development Council (FLREDC) and its Higher Education Committee – This year's FLREDC report will focus on economic and financial recovery strategies for the region. As higher education will play an outsized role in the recovery, GCR ensures that MCC is represented on the council and in this year's report.
- 2020 MCC Annual report – Submitted to SUNY on September 1, 2020.

Institutional Compliance and Internal Audit:

- Single Audit – The Institutional Compliance & Internal Audit department is performing the work for the federal external audit remotely using a secure portal provided by the College's external audit firm Bonadio. This has allowed Institutional Compliance & Internal Audit to keep with the current audit schedule and minimize the amount of time the external auditors need to be on campus.
- Freedom of Information Law (FOIL) – The Institutional Compliance & Internal Audit department recently assumed responsibility for FOIL. Institutional Compliance & Internal Audit developed a process to ensure efficiency, accuracy, and consistently for

responding to FOIL requests in the future. Additionally, a complete review of the FOIL webpage is underway to ensure the College is in compliance with the law.

Institutional Research (IR):

- College Strategic Plan – The college strategic plan was updated with information through fall 2019. Once fall 2020 census occurs another update will occur to directions 1 and 2.
- Research on laptop recipients – A detailed report was created showing the number of laptops handed out during the COVID-19 pandemic along with a profile of the students who received them. This information is being used to identify student populations who need computer and internet access the most and how to best provide them with these services.
- 2020 Summer Enrollment Highlights Document – At the end of each semester an enrollment highlights document is created showing the number of students and select demographic information. This file is located on the IR website under internal resources and can be accessed at:
<https://employees.monroecc.edu/webdbs/researchdept.nsf/internal+pages/internal+data?open>
- CircleIn – Research was conducted on the impact of CircleIn at MCC. CircleIn is a remote study and learning environment where students can come together and collaborate on course material. The research indicates that students who participated in the CircleIn program had higher term GPA's than students who did not participate.
- Presentation to SUNY leadership concerning single parent outcomes – Mary Ann DeMario in the IR office was asked to present her research on the MCC child care center and student-parents at a virtual gathering of SUNY colleges and administrators. The colleges in attendance were those who received the Family Empowerment Community College Pilot Program funds. Mary Ann also provided information for 3 different media articles, one can be found at
<https://www.deseret.com/indepth/2020/9/19/21424506/student-parent-challenges-covid-two-generation-support-community-colleges-universities-fafsa>
- Title III dashboard – In partnership with the Title III coordinator, a dashboard was created that tracks the overall outcome of students at MCC in terms of retention and overall graduation rates. This information will allow the college to closely monitor the retention and enrollment patterns of specific student populations on campus and setup interventions where appropriate.