

## Summary of Notes from Drop-In Hours and Focus Groups

The chart below summarizes general themes relating to the professional qualifications, characteristics, and priorities of our next president that have emerged from eight Zoom Drop-In Hours and Focus Groups held throughout March, April, and May 2020.

Emerging Themes	Attendees
<p><i>Qualification:</i> Understanding of our students and the particular challenges they face, both at MCC and in the greater Rochester community</p> <ul style="list-style-type: none"> <li>• Mental health concerns, addiction, housing and food insecurity, etc.</li> <li>• Services and resources offered outside of the classroom can retain a student</li> <li>• Evening and weekend services need to be made available to meet student demands</li> <li>• Experience closing the equity gap at previous institutions</li> </ul>	Focus Group – Public Safety Focus Group – Students Zoom Drop-In Hour #1 Zoom Drop-In Hour #2 Focus Group – Non-Contract
<p><i>Qualification:</i> Understanding of the unique challenges and opportunities inherent at MCC</p> <ul style="list-style-type: none"> <li>• Safety and security challenges presented by an open access institution</li> <li>• Mission and impact of workforce development and career technical training (EDIWS)</li> <li>• Guided Pathways Model school</li> <li>• Role of MCC Foundation</li> <li>• MCC reputation – nationally, within NYS, within SUNY, and locally</li> <li>• Enrollment challenges</li> <li>• Fiscal challenges</li> </ul>	Focus Group – Public Safety Focus Group – EDIWS Zoom Drop-In Hour #1 Zoom Drop-In Hour #2 Zoom Drop-In Hour #3 Focus Group – ASLT
<p><i>Qualification:</i> Crisis/emergency management experience</p> <ul style="list-style-type: none"> <li>• Understanding of safety and security challenges facing college campuses – e.g., active shooter training, appropriate training and equipment, etc.</li> <li>• Role in COVID-19 crisis management at current institution</li> </ul>	Focus Group – Public Safety Zoom Drop-In Hour #1 Focus Group – ASLT
<p><i>Qualification:</i> Financial management expertise</p>	Focus Group – Students Zoom Drop-In Hour #1 Zoom Drop-In Hour #2 Zoom Drop-In Hour #3 Focus Group – ASLT Focus Group – Non-Contract

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<p><i>Priority:</i> Improving perception of MCC within the local community</p> <ul style="list-style-type: none"> <li>• As a safe campus</li> <li>• As a transfer school</li> <li>• As local college of choice</li> </ul>	<p>Focus Group – Public Safety            Focus Group – Students            Zoom Drop-In Hour #2            Focus Group - ASLT</p>
<p><i>Priority:</i> Uniting the campus community</p> <ul style="list-style-type: none"> <li>• “When the focus is on students, everything falls into place”</li> <li>• Lead by bringing people together and raising them up (rather than top down)</li> <li>• Ability to build relationships</li> <li>• Ability to bring divisions together (e.g., Academic Services and Student Services)</li> </ul>	<p>Zoom Drop-In Hour #2            Zoom Drop-In Hour #3            Focus Group – ASLT            Focus Group – Non-Contract</p>
<p><i>Characteristic:</i> Able to recognize and utilize the expertise present among College employees (rather than seeking expertise from outside consultants)</p> <ul style="list-style-type: none"> <li>• Delegate and empower individuals to make decisions</li> <li>• A leader not a manager</li> </ul>	<p>Focus Group – Public Safety            Zoom Drop-In Hour #3            Focus Group – ASLT            Focus Group – Non-Contract</p>
<p><i>Characteristic:</i> Accessible and visible to employees and students (within reason)</p> <ul style="list-style-type: none"> <li>• Willing to attend department meetings on occasion</li> <li>• Willing to participate in Public Safety “ride-alongs”</li> <li>• Someone who students and faculty feel is approachable</li> <li>• Visible presence on campus – walking around, engaging with students and employees</li> </ul>	<p>Focus Group – Public Safety            Focus Group – Students            Zoom Drop-In Hour #3</p>
<p><i>Characteristic:</i> Good listener</p>	<p>Focus Group – Students            Zoom Drop-In Hour #2            Zoom Drop-In Hour #3            Focus Group – ASLT</p>
<p><i>Characteristic:</i> Strong collaborator</p> <ul style="list-style-type: none"> <li>• Understand cross-divisional impact of decisions and ensure stakeholders are a part of the decision-making process</li> <li>• Able to quickly establish trust with members of the College community</li> </ul>	<p>Zoom Drop-In Hour #2            Zoom Drop-In Hour #3            Focus Group – ASLT            Focus Group – Non-Contract</p>

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### Listing of Open Forums and Focus Groups held:

1. March 4, 2020 – Focus Group – Public Safety (in person)
2. March 10, 2020 – Focus Group – Students (in person)
3. April 16, 2020 – Focus Group – EDIWS (via Zoom)
4. April 13, 2020 – Zoom Drop-In Hour #1
5. April 14, 2020 – Zoom Drop-In Hour #2
6. April 17, 2020 – Zoom Drop-In Hour #3
7. April 28, 2020 – Non-Contract Administrators (via Zoom)
8. May 5, 2020 – Administrative Services Leadership Team (ASLT) (via Zoom)