

---

**MONTGOMERY COLLEGE GOVERNANCE  
STUDENT SERVICES & SUCCESS COUNCIL MEETING**

Thursday, May 8, 2025, 1:00 – 2:30 P.M.

**Zoom**

**MINUTES**

**Attendees**

- Members Present: Ernest Cartledge, Judith Taylor, Marcus Peanort, Miho Shimizu, Brenda Crist, Claudia Salas, Bonita Parker, Yabesira Shiferaw, Rosa Garcia, Amiya Rayford, Surayya Johnson, Daniela Castro, Ana Matta, Guillermo Laya.
- Guests: Shakenna Adams-Gromley, Chris Cusic, Varghese Thomas.

**Call to Order**

Chair Ernest Cartledge called the meeting to order at 1:02 p.m.

Welcome and introduction of new, returning and current council members.

**Constituent Concerns**

None.

**Approval of Minutes and Agenda**

Agenda and minutes were approved.

**Chair's Report**

College Council Meeting Updates from April 27, 2025:

- ECEC celebrated its 1-year anniversary on April 30<sup>th</sup>.
- Additional members were needed for the Middle States Self-Study.
- Health and Sciences volunteers were needed for the mass casualty event at TP/SS on April 26<sup>th</sup>.
- Upcoming Mobile Markets: April 23, June 4 and July 2 at Germantown, 10:00 a.m. to Noon. April 30, June 11, and July 9 at Rockville, 10:00 a.m. to Noon. May 7, June 25 and July 23 at TP/SS, 2:00 to 3:30 p.m.
- Free Rapid HIV testing is available at all three campuses. In Rockville, it is offered the first Tuesday of the month from 10:00 a.m. to 1:00 p.m. in the Shaw Center office, room 316. In TP/SS, it is offered the second Tuesday of the month from 10:00 a.m. to 1:00 p.m. in the Student Services Center, room ST302. At Germantown, it is offered the third Tuesday of the month from 10:00 a.m. to 1:00 p.m. in the Bioscience Center, room 160.
- The Student Wellness Centers have free food, snacks, groceries and hygiene items for registered college students. They are available in Rockville, Student Wellness Center-lower level, room SV001; in Germantown, the Student Life office, room SA149 for snacks and food, and SA113 for hygiene products. In TP/SS, food and hygiene products are

available in the Learning Center, CM110, the Dean's Office, ST306, the Institute for Race, Justice and Civic Engagement, P4 202, and HC201. In ECEC, the Learning Center, room 112, has these products available to registered students.

- Dr. Williams shared that a memo titled Align Programs and Personnel for Organizational Effectiveness FY26 will come out later in the week.
- Chair elections for the College Council were held. Dr. Paul Miller was nominated and ran unopposed. Dr. Miller will be the council chair for 2025-2026. He will replace Ms. Shakenna Adams-Gromley. The vice-chair and secretary elections will be held at the next council meeting on Tuesday, May 13 in CT, room S108.

### **Council Officers Elections 2025-2026**

- Chair Ernest Cartledge provided an overview on the roles of the council officers.
- Brenda Crist, council vice-chair, and Guillermo Laya, council secretary, are transitioning out.
- Dr. Surayya Johnson self-nominated for the council chair role. Judith Taylor seconded the nomination. Dr. Johnson ran unopposed. She will be the new council chair for the 2025-2026 term.
- Ernest Cartledge self-nominated for the council vice-chair role. Dean Marcus Peanort seconded the nomination. Mr. Cartledge ran unopposed. He will be the new council vice-chair for the 2025-2026 term.
- Ernest Cartledge nominated Ms. Miho Shimizu for the council secretary role. Judith Taylor seconded the nomination. Ms. Shimizu ran unopposed. She will be the new council secretary for the 2025-2026 term.

### **Presenters**

- Chris Cusic, Director of Instructional and Administrative Services, and Varghese Thomas, IT Client Services Manager presented on the new IT Service Desk structure.
- The new structure is a student-service oriented system that will automatize several services and processes.
- Chris showed the webpage: Welcome to the New IT Service Desk. This webpage will replace the current email IT ticket mailbox.
- This webpage will be used by students, faculty and staff to submit IT tickets for services. Users will be able to track tickets and updates in this page.
- The link to this webpage will be installed throughout the college in administrative and academic stations.
- This webpage is mobile-friendly. It can be accessed via laptop, tablet, and smartphones.
- The current IT phone number and chatbot will remain available.
- This new structure will be available at the end of June. IT Services will collect feedback for improvement throughout the Summer and the start of the Fall 2025 semesters. There will be virtual sessions for the college community to provide feedback.
- Dean Peanort asked that this information be shared with ECEC and Raptor Central to inform new students. Chris plans to reach out to Stacey Gustavson to coordinate.

- Guillermo inquired about a message board in this new webpage to inform the public of any IT issues that could take longer to resolve. Chris plans to have a section to post IT messages related to technical issues or updates.
- Judith Taylor asked if this page would have its own block in MyMC. Chris answered that for now, there will not be a block for IT Services in MyMC. However, he plans to gather feedback and reconsider it if necessary. Judith also wanted to know if the IT phone number will continue working. Chris responded that the IT phone number will still be available for service requests.
- Ernest Cartledge asked if email notifications from IT about a service request would have a description of the update, or it would have a link to the new webpage for details. Varghese shared that the email notifications will have a link that will take users to their ticket to read the details of the notification.
- Chris plans to reach out to Dr. Surray Johnson in the Fall semester to provide an update on this new structure.

### **Announcements**

- There were no announcements.

### **Acknowledgements**

- Chair Ernest Cartledge thanked council members transitioning out for their services: Claudia Salas, Brenda Crist, Yabesira Shiferaw, and Guillermo Laya. He also welcomed returning council members: Bonita Parker, Miho Shimizu, Judith Taylor and Dean Marcus Peanort.

### **Adjournment**

Meeting adjourned at 1:39 p.m.

Guillermo Laya  
Student Services and Success Council Secretary