

Lansing Community College
Academic Senate Meeting
September 13, 2019, 9-11 am, Administration Boardroom

Senators Present: Marvin Argersinger, Suzanne Bernsten, Ed Bryant, Kevin Bubb, Michelle Curtin, Jeremy Davis, Tim Deines, Monica Del Castillo, Paige Dunckel, , Gerry Haddad, Dawn Hardin, Jennifer Hilker, Mark Kelland, Leslie Johnson, Eliza Lee, Judy Leventhal, Megan Lin, Melissa Lucken, Tamara McDiarmid, Vern Mesler, Larissa Miller, Kari Richards (by phone), Dakeyia Scott, Christopher Smelker, Connie Smith, Tedd Sperling, TeAnna Taphouse, Matt Van Cleave, Denise Warner, Nancy Weatherwax, Sally Welch, Cathy Wilhm, Richard Williams, Melinda Wilson, Alex Azima

Senators Absent: Joe Barberio , Matt Boeve, Nancy Dietrich, Peggy Dutcher, Joseph Long, Ronda Miller, Mark Stevens, Carlotta Walker, Veronica Wilkerson-Johnson,

- I. Call to Order (9:03AM)
- II. Roll Call (9:04AM)
- III. Approval of Agenda (9:05AM)
 - a. Motion to remove consent agenda
 - b. Motion to add communication
 - c. Approved as amended
- IV. Approval of Minutes (9:07AM)
 - a. Typos amended
 - b. Approved as amended
- V. Public Comments
 - a. None
- VI. President's Report -
 - a. Introduce new student Senator. Sydney Duncan. Majoring in criminal justice.
 - b. Looked at membership and would like to add a student services administrator. We would like to appoint a success coach.
 - c. The Academic Senate is taking on a timely feedback initiative. Specifically regarding when students contact us by email or phone. What is an expected time to get back to students? The Senate will lead the initiative. The Senate will start surveying students, faculty, and staff. Then we will open it up to debate. We want to come up with a joint commitment to what we feel is acceptable. First survey is going out today. 3 question survey. Encourage your students to take the survey. The survey is going to be marketed on D2L, direct student email

as well as technology around campus. Survey will be open through the end of the month.

- i. Faculty Jim Luke – Make sure we consider all modalities. Not just what is best for majority. We don't want to hit just the average student.

VII. Provost's Report- Sally Welch

- a. Appreciate senate taking on timely feedback. This is more an HLC initiative thing. We are expecting a visit in the next few years and this should be a topic.
- b. Had first of two listening sessions at West Campus. The purpose is to get to know everyone here at LCC. Sally wants to be around and meet more people. Get to know the programs. Also, had students there and interesting to listen to comments. Learned of West Campus problems. Next listening session will be main campus, may be Oct. 15.
- c. EAS Report – working with the board to have an annual report. Should be October. Want to help the Board to evaluate the President in November and December. Use what was approved by the board in April. This goes through the AACCC as our benchmark. We received a correction of fact report last week. Everything looks really good. We have not gotten a final report (probably next month). Thank you to everyone who worked on this.

VIII. Communications

- a. Senator Michelle Curtin – Senate has been asked to be on a new committee looking at enrollment and retention. Look at Student Affairs and combing with academics. Form a committee to improve enrollment overall. Senators have volunteered but looking for more.
- b. Senator Michelle Curtin – Is representing the Senate on COP committee. New committee, LCC college opporating policy committee. How do we separate ourselves from the board?
- c. Senator Ed Bryant – Faculty prioritization. Approved full time faculty for Science.
- d. Senator Richard Williams – Trying to streamline what students are told about CPR. BLS providers is what they need.

IX. Update on Preferred Name- Director of Enterprise Systems Bill Garlick

- a. Bill Garlick – Share some complexity of this change. Done a lot of analysis in IT. We will have more discussion. We have capabilities of preferred pronoun and gender as well. Data clean up initiative that will need to happen. Process and procedure for both students and employees. How do we initiate a

change? Where do we use legal name? E-Learning is working with D2L in a pilot program to change a few students names. It will start this week and last through the end of the semester. The goal is to expand on that. The complexity is important. Originally started as an IT project. Looked at other schools and their implementation. Moving on from IT and tech standpoint. Looking at larger scope. Communication and coordination is important. Macalester College and Eastern Michigan University are guiding schools. We have come down to two solution sets and the college will need to come to a decision. IT has ramifications either way. Reporting to state, how the campus does business, etc. For example, when we make D2L changes, this impacts reporting for financial aid and gradebook. Faculty need to be mindful of seeing one name in one place and another in another place. If we change the way students are interacted with in class but we don't change how they are being communicated to at home then we are doing them a disservice. Probably 3000 different reports being used. Each of those need to be reviewed for name usage and then we need to decide if they need a legal name or a preferred name. One of the two possibilities is looking at the data definition of what a name is. The implications of breaking many things at the college could happen. That is a coordination piece. There is also a training piece to this. We have to educate entire staff about legal name being used in some places and preferred name being used at other places. Shared with PMRT that this is a cross-campus initiative. Provost Sally Welch and Executive Vice President Lisa Webb Sharp have made a decision to co-lead a group to bring all of campus together to solidify project plans.

- b. Senator Gerry Haddad – What are the concerns of using legal name versus preferred name?
- c. Bill Garlick – We will follow the name guidelines that we have established. Directory has no requirement for legal name.
- d. Senator Richard Williams – Understands the nickname, but need to be careful of criminal implications. Have a stack of people in trouble for using wrong pronoun. Gender plays out differently for gender specific medicine. Some people need to know sex. We need to be careful and cautious and not go preferred pronoun.
- e. Senator Michelle Curtin – Senate had a motion and a vote and have a position that we fully support the use of preferred name and preferred pronoun and use that whenever possible.
- f. Senator Monica Del Castillo – Glad to hear about Provost Sally Welch and Executive Vice President Lisa Webb Sharp spearheading initiative. This initiative was born out of the senate. We have been having this conversation for about 5

years. About a year and half ago Former Academic Senate President Mark Kelland asked Senator Monica Del Castillo to spearhead. Put together a college wide group including IT, registrar, success coach, etc. to do some research into preferred name. Group provided a work plan to IT that included how to go about this and processes. What were the places that we needed to keep legal name, what were the paces that we could change to preferred name? There are other college priorities but students have been waiting at least 5 years for us to get this done. We can no longer wait for other priorities to take its place. Had a student place a formal complaint because the faculty member saw that a student was presenting in a form opposite to the name. Faculty member said the student would only be called by their legal name. This is unacceptable. We need to do some sensitivity training.

- g. Senator Mark Kelland – As this began to stall, SOAR committee went to Chief Diversity Officer Tonya Bailey and now things have started moving forward. Senate may want to take up a resolution.
- h. Senator Leslie Johnson – If a student has credible fears because the gender they express in a face to face class is different than their name, what can faculty and students do? I would encourage the student to place a Title IX claim. The student is having severe mental issues because of that.
- i. Bill Garlick – E-learning is working with D2L to make sure students are allowed a preferred name change.
- j. Senator Tedd Sperling– Are user names and TUIDs going to be affected? What about students with a new last name who got married or divorced?
- k. Bill Garlick - There are other issues with IT that will be affected. It is too hard to make all those changes (and too expensive). We are looking for a systematic approach to fix the name change at large. It is in discussions.
- l. Senator Ed Bryant – Is Eastern Michigan University and other universities having the same complications? Can we learn from them?
- m. Bill Garlick– We did do some analysis. And we knew as they were developing this process the problems they were having. We didn't have to go and do all the custom development. We borrow code as well.
- n. Senator Richard Williams – There is no protection for faculty for using the wrong pronoun. Does anyone understand that is forced speech? Sensitivity does not over come science.
- o. Senator Monica Del Castillo – What can we expect in terms of a timeline? We are running a two person pilot. What is reasonable? Is this going to be a priority, can we anticipate some resolution by Spring break or...?

- p. Executive Vice President Lisa Webb Sharp – E-learning is running a pilot this semester. We thought it was reasonable to have this done by Fall 2020. The complexity is not a small thing. There are multiple initiatives that the same people are trying to manage. It is important for students and employees. We want this to be done quickly but because of the testing and training of faculty that needs to be done it will take time. There are payroll issues, financial aid, IRS issue, etc. Hoping you will be willing to participate.
 - q. Senator Mark Kelland – Complexity of IT issues does not mean the Senate cannot move forward with training issues.
 - r. Chief Diversity Officer Tonya Bailey – In anticipation of the work of Executive Vice President Lisa Webb Sharp and Provost Sally Welch, there are things we can do today. We can go back to our departments and talk to our colleagues and instill inclusion in the workplace. Diversity is everybody's role. We have a responsibility to make sure our classrooms are inclusive before anything moves forward. If we negate the real core matter or valuing differences than we have already lost the fight.
- X. Brainfuse Update – Senator TeAnna Taphouse and Senator Ed Bryant
- a. Senator TeAnna Taphouse - Recommended getting rid of Brainfuse and sending it back to Learning Commons to see what they thought. Last Fall for first three weeks the Learning Commons saw 1310 students. This Fall the Learning Commons saw 1894 students. Seeing more and more students at the Learning Commons. Brainfuse had 211 live sessions, Learning commons has had close to 2000. Learning Commons is doing more tutoring than Brainfuse. Recommend that tutoring could see what could do, add more tutors, get tutors online. Contractually to do any online tutoring there must be training. We have 3 that can do it. Getting more people signed up to start doing this. We have to do another year on Brainfuse. There is a platform on Brainfuse where we can tutor our own students. Talk to Tutoring Services Coordinator Duane Deitrich and we have 85 tutors which includes 6 full time and a posting for 2 more full time tutors. Jill Reglin is lead in the Writing Studio. 3-4 instructors will be helping out. Does not include Learning Assistants because they will not do the online tutoring.
 - b. Senator Ed Bryant – We will offer Brainfuse in some capacity for next year. We want to give students any references we can.
 - c. Senator Michelle Curtin – We had a workgroup get together to look at Brainfuse. They recommended getting ride of Brainfuse and send everything to the

Learning Commons. Contract was extended through December 2020 while working on getting this sent to the Learning Commons

- d. Senator Leslie Johnson – Suggestion that library does a great thing where they partner with other people, other colleges. Can we pair with other colleges and not other corporations or textbook companies?
- e. Senator Richard Williams – What is the biggest challenge you have faced?
- f. Senator TeAnna Taphouse – Lack of tutors. But we are gaining more. We have instructors also tutoring. Looking to hire 25-30 new tutors and that's not including the full time.
- g. Director of Learning Commons Cindy Storie – There are administrative concerns. We have had online tutoring since 2000-2001. Students usually choose face to face option even if taking online courses. What do our students prefer? Times of day that students are requesting online services? We're not seeing high traffic time from 10PM-2AM. Do we really need someone where? Is that the best use of our time if we have a service that is provided? Look at retaining service (like Brainfuse) for those times of day. Might want to look at OER options. The concern is quality of instruction happening. Many other colleges use peer tutoring. We use instructors many times. Scale up for human resources is not available at this time. Coverage for face to face is priority since that is what students prefer. We are looking at what can we do in house, such as the writing assistants. We are working with the Center for Teaching Excellence.
- h. Faculty Jill Reglin – From the Writing Center we are finding conflicting pedagogy from Writing Center and Brainfuse. Brainfuse, they submit a paper and then there is a lot of wordsmithing. In the Writing Center they work with the student. Does the Writing Center want to provide asynchronous and synchronous feedback.
- i. Senator Suzanne Bernsten – Since 2005 we have had a collaboration for research help in line with other colleges. Quality control process was a concern. We learned about other colleges and what other libraries offer.
- j. Academic Affairs Project Manager Rafeeq McGiveron – What would cost be if we in house everything? Right now Cindy said it is \$23/hr for Brainfuse.
- k. Director of the Learning Commons Cindy Storie – We have to take into account the cost and the benefits. Break it down to actually booking with a student from 12AM-8AM, well you can't have 1 person because you need an expert in dev math, stem math, stat, etc. Having experts that are available for all of those offers is hard to calculate. For Brainfuse we only pay for hours we ping in. For operational hours it will be less for learning commons.

- l. Faculty Alex Azima – This goes way beyond cost. One student logged in in the morning, tutor said they didn't understand the problem and told the student to login in the afternoon. Another tutor didn't explain what the student was doing wrong correctly. Our tutors know how to tutor, not just slap down an equation. Brainfuse people get paid by how many people they process.
 - m. Motion for the Academic Senate to approve recommendation by Brainfuse committee to recommend getting rid of Brainfuse and that the Learning Commons develop a plan to provide robust online tutoring assistance in collaboration with the members of the LCC learning community.
 - i. Motion by Senator Michelle Curtin
 - ii. Second by Senator Eliza Lee
 - iii. Approved
- XI. Early Response Time- Success Coach Director Carrie Gregg
- a. Carrie Gregg - Started in 2017. Form revisions went live February 2019. We are getting more quality feedback from faculty which allows to connect to secondary referrals more easily. Gate keeper for all early alerts, but send information to secondary referrals such as learning commons, financial aid, etc. Coach then supports at the same time. Last year 2330 early alert referrals. 2407 of students who ended up with a financial aid issues, 70% came from faculty. Doesn't mean all students engage in process. But a lot of students end up coming to them when financial aid is in jeopardy. Proactively getting reports on students. Thank all faculty for participating. We send Learning Commons all information on who was referred. It is coming full circle, becoming more a network of support. Much more affective system for students. Timeline is still the same. End of week 2-5 and week 8-10. But anyone can submit an early alert at any time.
 - b. Senator Monica Del Castillo – At least 60% of students that counselors see are all new intakes. There is a domino effect in the community. Starting about the second week of the semester we start seeing a lot of new students. Domino effect is being seen so this is definitely working.
 - c. Carrie Gregg – One new thing is that all the incoming students are assigned a success coach, all new students must attend orientation where they will meet their success coach. Nearly 2000 students have already met with their success coach. Early alert will be a much less threatening process since they already know their success coach.
 - d. Carrie Gregg – We meet every students where they're at, including online students. Talking to students by phone, email, chat, etc. Reach out to students by text, call and email just like face to face. Reaching out any way possible. For

student who cannot come to campus, we use text, phone, skype, etc. to make sure they know all the resources available online.

- e. Senator Suzanne Bernsten – Notices a lot of students getting laptops so thank you to success coaches to letting students know.
- f. Senator Matt Van Cleave – How helpful is it to you to get the information later (if can't do early)? If I have difficulty understanding students, it seems like something I can't report early.
- g. Carrie Gregg – If a student is struggling with a language barrier, this is subjective. Best would be a conversation with student. Some alerts can't be identified early. But a late alert is better than no alert. A lot of this takes an entire semester but may help the students for the next semester. A lot of faculty reach out after the semester, and they support students throughout their LCC career. Not just a semester thing but the whole time. Even though it's called early alert it can be identified late (which is early for next semester)
- h. Senator Leslie Johnson – Can Learning Commons make these reports? They might not see a student for a specific course.
- i. Carrie Gregg- Learning commons makes a lot of referrals to success coaches. We have a pretty tight process in place.
- j. Senator Jennifer Hilker– For a course that is purely online, do you have a recommendation of participations/non-participation before a referral?
- k. Carrie Gregg – Anything that raises a red flag should be reported. It depends on what are the faculty expectations for the class. If it worries you, it should be reported. Definitely flexible.
- l. Faculty Cheryl Garayta – Also add for anyone who has issues with language, Chavez Learning Center has tutoring specifically for language barriers and fluency.
- m. Carrie Gregg – We are not the only people supporting the student, we send to all these other resources. Point of clarification, process reports that come from athletic department are completely separate from early alert. Students will not be assigned an academic success coach from this process.
- n. Senator Ed Bryant – Can faculty get an early alert back if a student is having trouble in other courses besides their own?
- o. Carrie Gregg – One thing we are hoping tech wise moving forward is a way to talk with faculty about level of engagement and what is going on with students. Right now that is a manual process. Someday we hope to give you progress reports.
- p. Senator Leslie Johnson – How is this information being distributed and what happens if faculty don't refer anyone?

- q. Carrie Gregg – Distribution has faculty guide on CTE website. Provided information at kick off and on faculty tab. Making mandatory is above Carrie's pay grade. More a plea to get the information.
- r. Senator Gerry Haddad – Sharing information between instructors, is that permitted?
- s. Carrie Gregg – Not sure. Need to look into that. Need to know process. Can share if it affects student success. Have to look into it.
- t. Senator Paige Dunckel – Might be a privacy issue. Students are referred outside academic issues, such as mental issues so faculty may need to know.
- u. Carrie Gregg – Always available by email for questions.

XII. Senate Expectations Discussions Continued

- a. Senator Richard Williams – Maybe a better explanation of Roberts rules
- b. Senator Jennifer Hilker – List of acronyms. Welcome packet for new senators.
- c. Student Senator Dakeyia Scott – Agree student senators should be paid and a student government would be amazing. What is expected as student senators? What does the board expected of us?
- d. Senator Monica Del Castillo – In Student Advisory Committee we are going to begin a conversation about a possible student government at LCC. There are certain areas we hope to talk to and do another survey for students.
- e. Student Senator Dakeyia Scott – A Part of PTK and and student leaders coalitions, would love to help lead students.
- f. Senator Richard Williams – Important for senate to be able to speak freely and protect freedom of speech.
- g. Senator Monica Del Castillo – The one trustee meeting a year, there has been some discussion about inviting trustees to senate meetings. Mentioned to trustee Hidalgo about how the Board might feel about being more connected to the Senate. Putting names and faces together. He was very positive, some trustees would be very interested.
- h. Senator Paige Dunckel – Can someone speak to working on committees?
- i. Senator Michelle Curtin – Always consult with immediate supervisor first about workload. 32 days would be for full time faculty and adjunct should discuss with supervisor about getting half or full pay. Also, working on a list of what all the committees are.
- j. Chief Diversity Officer Tonya Bailey – Not seeing any recommendation for the Senate to reach its full potential and be diverse. Always ways to be inclusive. There needs to be intentionality in being diverse.

- k. Senator Michelle Curtin – Intentionally reach out to Senators who we don't think about.
- l. Chief Diversity Officer Tonya Bailey– Not an actual process on advertising the Senate.
- m. Senator Suzanne Bernsten – Senators are expected on a committee/team. What are other college wide committees?
- n. Michelle- Making a list. Also want people coming to the President when people are serving on committees.
- o. Senator Mark Kelland – Will be looking for new faculty on Curriculum Committee and definitely want to look at diversity.
- p. Senator Mindy Wilson – Could create a nominations committee that could create that pipeline, find people, try to match people to their interests. Committee could build in diversity.

XIII. Potential Future Agenda Items

- a. Waiting on OER update until we get a new director.
- b. Executive Vice President Lisa Webb Sharp – LCC ACE is having a luncheon on Friday Sept. 27. Have a panel of professionals talking about leadership, including Sally Welch, Michelle Curtin, and Pam Blundy.
- c. Senator Paige Dunckel – Find out what is going on in the committees, who is on them.
- d. Senator Monica Del Castillo – Will be taking on leadership of committees. Will report out what committees are doing.
- e. Student Senator Dakeyia Scott – Food cards given by advisors are temporary. Who determines how long a student has access to a food card. Who determines who makes them eligible? Do we still have a food pantry?

XIV. Motion to Adjourn.

- a. Motion by Senator Mark Kelland
- b. Second by Chris Smelker
- c. Approved (10:58AM)

Purpose: *The purpose of the Academic Senate will be to provide faculty input and advice to the administration concerning issues of College-wide educational philosophy, College-wide academic policy, and priorities in the College-wide deployment of capital or financial resources, except as covered by the scope of collective bargaining. The Senate will be proactive and collaborative in its approach, seeking consensus whenever possible,*

and will foster and support effective and transparent communication with the college community. Student learning is the ultimate goal of this body.

Respectfully submitted by Academic Senate Secretary, Eliza Lee.