



Governance Gazette

the newsletter of Brookdale Governance

Mid-October 2010

Chair's message

Hello everyone,

Some very interesting ideas and suggestions arose at the last Forum during the Steering Student Representative presentation—Governance is now engaging more students! There are more students serving on the Standing Committees, our Steering Student Rep interacts with the Student Life Board and with the students on committees, and will be getting involved with students at the Branch Campus and Higher Education Centers. Everyone benefits from ideas shared at the Forum!

At this, the third Forum of the year, Academic Standards presents on students repeating courses—the impact on students and potential causative factors contributing to the need for students to repeat courses. Honors will present on determining the criteria for designating a course as having Honors status. This is the first year of the new cohort-based Honors program, and the updated website contains their mission statement as well as program and course information. It's a very exciting time for Brookdale's Honors program!

College Life will discuss their charge to create a clearinghouse of subject matter experts, topics, and publications from the Brookdale community for use by internal and external constituencies. Student Development presents on evaluating and recommending changes to the policy on computer resources, networks and facilities, including proper usage of the Portal; they are also reviewing and revising, as needed, the findings of 2007-08 on student email account guidelines.

See you at the Forum!

Marianne Drake
Governance Chair

October 19, 2010

FORUM MEETING

11:45 in Twin Lights I & II

***Also on Bluesnet and broadcast to the Western Monmouth Branch Campus and the Wall, Eastern Monmouth, Long Branch, and Northern Monmouth Higher Education Centers.**

Agenda

- 1. General Announcements-What's On Your Mind?**
- 2. Academic Standards –Students Repeating Courses** *Glenn Noe and Kathy Pultar, Co-Chairs*
- 3. College Life – Clearinghouse of Experts at BCC**

Anne Marie Sparaco and Allison Fitzpatrick, Co-Chairs

- 4. Student Development - Computer Resources, Network & Facilities Use**
Diana Glynn and Rosemary Kochman, Co-Chairs
- 5. Honors Committee – Developing criteria for designating a course as having Honors status**
Laura Neitzel and Jonathan Moschberger, Co-Chairs

ISSUES

ACADEMIC STANDARDS

Academic Standards has been working on their first charge: Investigate the frequency of students repeating courses, impact on students and the

potential causative factors contributing to the need for students to repeat courses. Investigation has been conducted using a three pronged approach.

Investigate the frequency of students repeating courses:

The committee recognized the need to first determine the extent of the problem and identified 20 courses to investigate. The group of courses includes 15 that were selected as part of the previous course repetition charge (2001). A committee member has provided the following information on the frequency of repetition in the twenty courses identified. The results over 2 semesters are as follows:

Number and Percent of Repeaters in Selected Courses

	<i>Fall 2009</i>	<i>Spring 2010</i>
Total Enrollment	18,686	14,864
Number of repeaters	2,902	2,812
Percent of Repeaters	15.5	18.9

Data prepared by PAR, September 2010

Number of students repeating 2, 3, 4 and 5 times in selected courses

<i>Number of attempts at course</i>	<i>Number of Repeaters (Fall 2009)</i>	<i>Number of Repeaters (Spring 2010)</i>
2	37-294	38-284
3	7-78	4-72
4	2-22	1-23
5	1-9	0-9

Data prepared by PAR, September 2010

Impact on students: Our student representatives have surveyed students, asking questions such as, “What are the reasons students repeat courses?” and “Should there be a cap on the number of times a course can be repeated?” Committee members have also surveyed their colleagues regarding the impact of students repeating courses. Responses are as follows: Students get closed out of courses due to the fact that repeaters can register first. This may impact student’s ability to take sequenced courses toward degree requirement.

Courses that have been repeated are not always eligible for Honors or Deans list participation. Repeaters should take the course as soon as possible to facilitate the best possible outcome.

- Is there a point of “benefit to learn” for the student?

- Should there be a limit to the number of times a student can repeat?
- If so what should that limit be?
- Should there be an intervention at some point?
- What should that intervention be?
- How do we flag these students?

A committee member surveyed several Community Colleges regarding their policies on repeating classes. The committee reviewed this data and as a result generated the above list of questions. A summary of the survey is listed below. Several Colleges allow or require:

- Unlimited attempts to repeat courses
- May repeat 2 or 3 times without permission
- Third attempt requires permission and probation (1 College)
- Permission may be from Department Chair or Academic Dean
- All attempts and grades appear on transcripts
- Most Colleges use the highest grade for the GPA (1 College uses most recent, 1 averages 2nd and 3rd attempt)
- Transferred courses cannot be repeated
- Official withdrawals are not counted as an attempt (2 Colleges)

Potential causative factors contributing to the need for students to repeat courses: The committee was able to identify a number of potential causative factors as follows:

- Students do not understand and/or do not follow the current withdrawal policy, receive a “F” and repeat to improve their grade
- Issues regarding maintenance of medical insurance
- Students who are doing poorly withdraw to avoid receiving a “F”
- Not being prepared for the course level work and failing
- Not completing course work and failing
- Competing life demands that interfere with their academic success
- Economic factors
- Students like to take certain courses and keep repeating them (art, photography, golf)
- Special Needs Students

The committee has one vacant position for a Learning Assistant. We meet in MAC 202 and Co-Chairs Glenn

Noé and Kathy Pultar invite any interested parties to attend our meetings.

COLLEGE LIFE

The College Life Committee will be presenting at the next Forum to discuss their charge which is, "Create a clearinghouse of subject matter experts, topics, and publications from the Brookdale community for use by internal and external constituencies for such purposes as professional development, in-house training, student programming, conference follow-up, student and community programming, and public relations/marketing."

The committee will present their findings from other institutions, outreach results from Human Resources and College Relations, ideas about how to use the resources we currently have in place and next steps. The committee will also be seeking input from the college community on some questions the committee has raised during our work sessions.

STUDENT DEVELOPMENT

Charge for 2010-2011 – Amended:

Evaluate and recommend appropriate changes to Policy 2.9000 Computer Resources, Network & Facilities Use along with the companion Regulation 2.9000 to include proper usage of the portal, ensuring access and security. Recommend strategies to keep future technology advances in line with revised Policy and Regulation. Review, revise if needed, and reaffirm, the committee's findings of '07-'08 on "Student Email Account Guidelines" in the context of the current review of the student email policy.

Explanation:

While the current Regulation was updated in 2009 to bring it in line with compliance related to permitted/authorized usage, privacy, protection of intellectual property and copyright information, etc. it should be reviewed to take in to account these issues as they relate to accessing the College Portal. Also recommend strategies (checks & balances) to ensure security and access for future technology enhancements the College will eventually explore.

The Student Email Account Guidelines [Student Development Committee Recommendations – May 2008] should be reviewed as part of this charge. The committee should revise the Guidelines, if needed, and reaffirm these findings.

In the academic year 2007-2008, the Student Development Committee was charged with the following:

1. Identify the types of information that the college conveys to students via their Brookdale Community College email accounts.
2. Examine the mechanics and identify constraints of our current email system and make recommendations as needed.
3. Develop guidelines for the administration and student use of email accounts.

The current Student Development Committee has been asked by Steering to re-visit these charges, and revise and reaffirm the recommendations that were made.

With input from Patty Kahn, Executive Director of Information Technology, and Ben Broder, Director, Technical Services, the Committee has reviewed the 2008 Recommendations, and made the following observations (the observations are in blue):

Background Information from Student Development Committee Recommendations: 2007-2008

"Currently, the 2007-2008 college catalog states: "All students are assigned a Brookdale e-mail address upon registration. You will receive critical information such as grade and graduation notices and registration announcements. It is vital for you to regularly check your Brookdale e-mail." (Page 21) However, the college has not determined what critical information is to be or should be sent via email, and students have raised issues regarding storage, SPAM, retrieval, etc. In a continuing effort to address the need to more effectively communicate with students, and in anticipation of implementing the 2006-2007 "Green Initiative", which recommends using e-mail over paper, guidelines need to be put in place to maximize the effective use of e-mail. Responsibility of the e-mail account on the part of both the student and the college must be addressed in the guidelines. Because email to students may contain sensitive information, these guidelines should be consistent with all state and

federally mandated regulations concerning the security of student records.”

Key Points

1. *Constraints* of the existing BCC email system include:

- Storage; limited storage leads to many problems (opening email, sending attachments)

Our in-house system was limited to 20 megabytes per student.

The Google Apps for Education solution, installed in May 2009, removed that constraint and offers students up to 8 gigabytes.

- SPAM; student accounts are not protected by Barracuda

Our in-house system originally had no spam protection, and was later protected by a moderately effective filter called SpamAssassin. When we moved to Google, our students got Postini spam protection, which is excellent.

- Passwords; persistent problems with student passwords

Currently student email authentication is done via the MyBrookdale portal, which features a self-service password reset called “NetID”. For issues that aren’t handled by the self-service solution, we provide access to a 24x7 helpdesk.

- Policy; there is currently no college policy regulating email

There is still no formal policy covering email, other than what is afforded by the acceptable use policy (2.9000R)

2. *Students currently do not use their BCC email accounts* for these reasons:

- Unreliable
 - o passwords do not work
 - o cannot open email (storage issue)
 - o cannot send attachments (storage issue)

- o SPAM (not protected)

The issues detailed above have been solved with the move to Google and the MyBrookdale portal

- Unaware
 - o students do not know that they have an account (especially PT students)

New students are given their email credentials in the President’s letter. With the amount of publicity that has been given to the launch of the Brookdale portal, this should be a much smaller issue than it once was.

- Not Required
 - o teachers do not require use of BCC email

Many faculty are now using the Brookdale email account, as the “email your class” function in WebAdvisor is popular. That said, many are using the communications facility that is part of the Angel Learning Management System. The Registration and Records office sends vital communications via email, so it is definitely required.

- Preference
 - o students prefer their personal email accounts

The issue that students prefer to use their own email account is still true with at least some of the student body. Students do have the option of forwarding their Brookdale account to their preferred address.

3. *ITAC is currently investigating BCC email as part of college-wide technology issues.* ITAC recommendations are due Spring 2008. Email is specifically mentioned under ITSP III “Strategic Goal – Communication”.

ITAC endorsed the move to Google, which happened in May 2009.

Recommendations

1. All official College communication to students will be sent to their assigned Brookdale email account
 - This new policy and regulation will not impede:

1. Faculty’s prerogative to communicate through desired means (e.g., ANGEL)

2. Student's prerogative to forward to personal email

2. Current technological constraints confound a reliable and efficient student email system. Among the constraints that must be addressed are:

- Storage capacity
- SPAM filters
- Return receipt technology
- Attachment capacity
- Personalized email
- Single password (email, web advisor, etc.)
- Trouble-shooting support system

The technological constraints have been addressed with the move to Google, so the above section is obsolete.

The Committee recommends removing the above because it is obsolete, and substituting the following:

The Committee endorses using Brookdale e-mail addresses for all routine communications with students. There will also be specific communications, such as e-mails warning students about drops for non-payment, letters of acceptance, etc. that will be sent, as appropriate, to Brookdale student e-mail addresses on file.

3. Guidelines for the Administration and Student Use of Email Accounts should be developed in the following areas:

- Introduction and Purpose. Describe the role of electronic communications, the relationships to supporting the college mission, and the advantages of such communications. Underscore the critical nature of available access to this medium.
- Use of Email. State that the email system is an official means of communication with students. Indicate the need for accessing email on a regular basis, and emphasize the critical nature of time-sensitive communications. Identify the entity responsible for overseeing/coordinating aspects of the system.

- Assignment of Student Email Addresses and Accounts. Denote who is provided email accounts, when accounts are set up and when accounts are deleted.
- General Guidelines. Present information on email format and the use of distribution lists, attachments, storage, list serves, etc. Also include information on appropriate and inappropriate content.
- Privacy/Confidentiality. Note inability to ensure privacy/confidentiality of electronic communications.
- Educational Uses of Email. Support faculty incorporation of electronic communications in course instruction and promotion of student learning. Stipulate necessity for including in syllabi how e-learning tools are to be used. State the Colleges commitment to providing student access to such tools.
- Personal Use. Acknowledge a reasonable expectation that electronic communication may be used for personal use, and state that such use should not disrupt university/college business, be used for personal gain, or interfere with an employee's ability to perform job.
- Authorized Access and Disclosure/Service Restrictions. Describe when inspection, monitoring, and disclosure of email may take place in response to matters such as usage violations and critical operational needs.

Authorized access and disclosure needs to be revised. Google will not reveal the contents of student related email except under court order. (Any communications with faculty and staff are archived and accessible)

The current Student Development Committee is recommending the above changes to the May 2008 recommendations based on the implementation of Google Apps for Education and MyBrookdale Portal which has solved many of the constraints enumerated above.

In addition, the Committee endorses the Guidelines for Administration and Student Use of Email Accounts originally set forth in 2008.

The Committee is also working on evaluating Policy 2.9000 Computer Resources, Network and Facilities Use, and Acceptable Use Policy 2.9000R. We are in the process of setting up sub-committees to review and compare computer use policies from Sinclair Community College, Miami Dade, Anne Arundel and Loma Linda University to Brookdale's current policy. In doing so, we are endeavoring to revise our current policy to include technology upgrades and to address the problems raised in the Recommendations from 2008.

Diana Glynn – dglynn@brookdalecc.edu – ext. 2423

Rosemary Kochman – rkochman@brookdalecc.edu – ext. 2350

Honors Committee

Co-chairs: Jonathan Moschberger and Laura Neitzel

This year, the Honors Committee has been charged, through Academic Council, to “determine the criteria for designating a course as having Honors status.”

An Honors section of a General Education course uses the same syllabus and pursues the same course learning outcomes. In the addendum, individual instructors designate the reading assignments and course requirements that differentiate the course as an “Honors” section.

Based on work the Honors Committee did in the past, we are building a rubric that helps define the differences between a regular and an Honors section. We have designated four categories: 1) course materials, 2) course requirements, 3) course approach or management, and 4) assessment. We have not yet begun to develop the criteria within each of these categories.

We look forward to presenting our work to date and obtaining the guidance of Forum participants.

REPORTS

REPORT ON THE OCTOBER 5 FORUM

Governance Chair Marianne Drake welcomed everyone to the Forum. Diversity Council co-chair Rasheda Young presented an exciting mix of programs that will be offered throughout the year. See the last Gazette for a complete list.

Norah Kerr-McCurry and Dara Evans, co-chairs of the Professional Development (PD) committee, showed the Forum the current PD website which includes information and a flow chart to help explain the application process. A subcommittee is searching for and deleting outdated information on the Brookdale website to reduce confusion. The committee will continue to seek ways to reduce any confusion on the process.

Gail Harrigan, Vice-chair of Governance and Alec Moran, Student Life Board President opened the first discussion on the Steering Charge to formalize the role of the Student Steering Representative to Governance. Issues that were discussed included:

- Support for a second representative from the student body to Steering, possibly someone who would be responsible for maintaining a relationship with the HEC's and branch campus,
- Ways to continue to encourage more student participation at Forum,
- Exploring ways to include student participation on the college-wide committees,
- Types of incentives to support student participation

Dr. Jim Sulton gave an update on the Brookdale Tobacco-Free Action Plan. He discussed how it will be enforced, described the communication plan which will begin in mid-October and the Information campaign which will include cessation programs. Concerns from the Forum audience included:

- how the program will be instituted at the branch campus, the Higher Education Centers and at High Tech HS
- how the fines obtained from enforcement will be used
- what will happen to the gazebos

- how to ensure lots 7 and 1 will not generate tobacco related trash that is potentially hazardous to the reservoir

There will be a special Forum on making Brookdale a tobacco-free campus on December 1, 2010 at 4:30 pm. All are invited.

BASIC SKILLS

The Basic Skills Committee is finalizing the Basic Skills Program Review. During this academic year we will further investigate areas of the program that we have determined need attention. The committee has noted long time areas of concern such as student motivation and attentiveness to the importance of the placement tests, and student motivation in the basic skills courses.

The committee is very strong in membership this year, having three new positions added as ex-officio to the membership. These new positions are Director of OBCD, Director of EOF and Director of Disability Services. Additionally, the committee has representatives from Recruitment, Transfer Resources, PAR, Testing Services, Counseling, learning assistants from across the college, faculty from each basic skills discipline as well as faculty from non-basic skills areas. Our first meeting took place on September 23rd and the major focuses were student preparedness for the placement test and the recommendations from the Basic Skills Program Review. The committee members are currently reviewing those recommendations. The sections of the Basic Skills Program Review are posted on the Basic Skills Committee Angel page. Any member of the college community who would like to have access to the Basic Skills Angel page may email Chair, Arminda Wey at awey@brookdalecc.edu. The next Basic Skills meeting will be on October 28, 2010 in ATC217 at 11:45 am.

IPEC INFO CORNER



Did you miss the **White House Summit on Community Colleges?** The summit presented an opportunity to bring together community colleges, business, philanthropy, federal and state policy leaders, and students to discuss how community colleges can help meet the job training and education needs of the nation's evolving workforce, as well as the critical role these institutions play in achieving the President's goal to lead the world with the highest proportion of college graduates by 2020.

Watch the video of the closing session, read related articles and participate in the discussion of this historic event by logging in to the **IPEC BLOG** [Mid-October-2010 Gazette -101310 draft1.doc](#)

WHAT'S ON YOUR MIND/ANNOUNCEMENTS

WHAT'S ON YOUR MIND? BRING IT TO FORUM OR EMAIL YOUR THOUGHTS TO mdrake@brookdalecc.edu

There are still vacancies on multiple standing and college-wide committees. Contact Amy Gingold agingold@brookdalecc.edu for information. Please get involved.

IMPORTANT DATES IN OCTOBER/NOVEMBER

October 19	Forum
October 26	Standing Committees
October 27	General Education Committee
October 28	Basic Skills Committee & Honors Committee
November 2	Forum
November 9	Standing Committees