

Summary of Proceedings
Meeting of the Board of Trustees
Tuesday, March 10, 2020
5:00 p.m.
Mary T. Norton Room
70 Sip Avenue
Jersey City, New Jersey

Trustees present: Joseph Doria (via conference call); Karen Fahrenholz (Secretary/Treasurer, via conference call); Roberta Kenny; Bakari Lee (Vice Chair); William Netchert (Chair, via conference call); Christopher Reber; Abderahim Salhi (Alumni/Student Representative); Harold Stahl

Trustees absent: Adamarys Galvin, Pamela Gardner, Jeannette Peña, Silvia Rodriguez

Comments from the Public:

LGBTQIA Club President Lizzette Borgono addressed the Trustees and made the following statement:

Good evening. I am here to represent myself as well as the other students in my club. We would like to see the Preferred Name Policy passed. It will allow us to be more effective and to feel more comfortable on campus. Our club's previous secretary voiced her concern about the lack of a policy and how it made her feel unwelcomed on campus. She went through the technical channels of getting her name legally changed, but her birth name was still on her school records. It cost her a lot of dysphoria. She is no longer at the College because she graduated. I just wanted to share how important it is for all of us for the Preferred Name Policy to pass just for general acceptance for ourselves. Thank you for giving me this platform to speak.

Trustee Lee made the following statement.

Thank you for addressing the Board with your concerns, Lizzette. The Preferred Name Policy has made its way through various committees of the board and is on tonight's agenda to be voted on.

Awards, Recognitions and Special Reports

1. All College Council President's Report

All College Council President Lauren Drew offered the following report.

Technology Committee members are continuing their work on classroom technology, and the Development and Planning Committee is continuing their work on student scholarships. They have established a small ad hoc subcommittee, which will soon begin meeting to work on a scholarship in honor of the late faculty member Johanna Van Gendt.

The College Life Committee is continuing its work on planning several events, including the Susan G. Komen Walk for the Cure, a Paint and Sip, and a possible boat cruise on the Hudson. They are also working on an idea for "Wellness Wednesdays," a way of promoting wellness with a portal page to be updated every Wednesday with tips, recipes, and other useful information for employees.

The Student Affairs Committee is continuing their work on the "Children on Campus" policy while also starting conversations around planning and implementing a campus-wide "welcome brigade" for the first weeks of each semester.

The Space and Facilities Committee has started exploring a policy about how to deal with "critters" on campus; that is, how to communicate this information to the respective constituents, the procedure for dealing with this issue, transparency of the process and timeline, etc. There currently seems to be no guideline as to how to handle these situations. The Committee is also supporting "phase two" of the recycling initiative. Educational materials are being worked on to better inform the campus community on how to recycle.

Finally, the Academic Affairs Committee is reviewing the current Attendance Policy in light of other initiatives and current events (Coronavirus). They have also reviewed the results of their faculty survey on make-up testing. The results indicate that the Testing Center may need to expand availability offerings to faculty and students and to develop a procedure for conducting make-up testing there.

2. President's Report

President Reber offered the following remarks.

Good evening, Trustees.

Lauren, thanks as always for your report and your leadership.

This evening's agenda includes the granting of tenure to three faculty colleagues, who have been recommended for tenure by their peers and the administration. We congratulate faculty colleagues, Sirhan Abdullah, Lauren Drew, and Courtney Payne. I have asked Executive Vice President and Provost Eric Friedman to introduce and speak briefly about these faculty.

Provost Eric Friedman offered the following remarks.

Good Evening Trustees, Dr. Reber, students, faculty and staff.

Each year, at this time, it brings me great honor to introduce our tenure recipients.

Dr. Sirhan Abdullah, Instructor of Health Sciences

Dr. Sirhan Abdullah is the son of two hardworking parents who migrated from Palestine to New York City in the 1970s. He was hired at HCCC as an Instructor and Coordinator of Health Sciences in the Fall of 2011. Prior to coming to HCCC, Sirhan taught Health Science and Biology at Bergen County College and William Paterson University. He received the Doctor of Medicine in 2010 from Avalon University (formerly Xavier Medical College). He also earned a Master of Science in Educational Technology from Ramapo College.

Dr. Abdullah is certified by the National Association of Healthcare Access Management and he is HIPAA and Health Care Safety Certified. Importantly, he is a National Safety Compliance Instructor for OSHA and HIPAA.

He Co-chaired standard IV for our Middle States Self-Study.

He is currently the coordinator of the Health Services, Medical Assisting, and Medical Coding Departments and he has been instrumental in developing many of HCCC's online courses.

He is a member of various college committees including the Assessment Committee, the Development and Planning Committee, and the Online Advisory Committee. Dr. Abdullah is a deeply engaged campus citizen.

Thank you, Dr. Abdullah, and congratulations.

Courtney Payne, Instructor of Baking and Pastry Arts

Courtney began her career at HCCC in 2013 as a Coordinator for Community Education and teacher in Baking and Pastry Arts. In 2015, she was hired as a full-time, tenure track instructor in the Culinary Arts Division of Baking and Pastry Arts. Courtney earned her AOS from The Culinary Institute of America (CIA) and she also holds a BA in Communication Studies from the College of New Jersey.

In addition to her full time instructor status at HCCC, she owns and operates "Confections by Courtney" (appropriately named).

She is an active member of many HCCC committees including the All College Council, Food Pantry Steering Committee, and the Culinary Federation Accreditation Committee. In addition, she is also an Advisor to the Culinary Club and has been a panelist for our annual Girls in Technology Symposium. Currently, she is a member of the American Culinary Federation, the Women Chefs and Restaurateurs Committee, and the Bread Bakers Guild of America.

She is an expert in course level assessment and brings joy and happiness to everything she participates in.

Thank you, Courtney, for everything you do on behalf of our students.

Associate Vice President of Academic Affairs, Dr. Darryl Jones, introduced the final tenure recipient.

Lauren Drew, Instructor of ESL

Lauren Drew came to HCCC as an adjunct, teaching ESL courses in 2014. She was hired as a full-time, tenure track instructor in 2015. Lauren received her Master's Degree in Applied Linguistics from Teachers College at Columbia University. She also holds a BA in German Language and Area Studies. Lauren is certified in teaching English as a Second Language from Cambridge University and in German Translation from the American University in Washington, D.C. She is a member of the Professional Association, New Jersey Teaching as a Second Language.

Lauren has previously served as the Chair of the Technology Committee of the All College Council (ACC) and is currently serving as the Chair.

She is the 2018 recipient of the NISOD Excellence Award and the "Extra Mile" Award from the Division of Academic Support Services in 2016.

Please join me in congratulating Lauren Drew.

President Reber resumed his remarks.

As you are aware, I have appointed a Coronavirus Planning Task Force to meet regularly and coordinate with statewide, regional and local health agencies in order to keep our students and employees informed about issues associated with COVID-19. The Task Force is planning for various scenarios, such as the potential closure of the campus for an extended period that would include the use of online learning and virtual systems for classes and meetings. Task Force members are also helping all students, faculty and staff exercise precautions to avoid spread of the virus, including the promotion of healthy practices, programs, facilities enhancements, and education. Further, the Task Force is communicating regularly with our College community and is a central source for answers to questions. Associate Vice President for Academic Affairs, Dr. Darryl Jones, and Director of Health Related Programs, Kathleen Smith-Wenning, are co-chairing the task force.

I have asked Darryl and Kathleen to speak briefly about our planning.

Darryl Jones offered the following remarks.

Good afternoon, Trustees.

First and foremost, I must recognize the leadership of President Reber and Dr. Friedman in communicating the urgency of the hour to the college community, for convening the Task Force and ensuring that the needed financial resources would be available. The task force is comprised of 26 faculty, staff, and students from across the College. Our top priority is to support the health and well-being of our community as we continue to advance our teaching and learning mission. There are currently no reported cases of Coronavirus at Hudson County Community College.

The Task Force has focused on communicating with the entire College. We have established a dedicated website that contains information and resources. Thus far, there have been several email correspondences to the campus community at large and every question has been answered.

Several of the task force members are on Affinity Group listserves participating in conference calls convened by Governor Murphy and the leadership of the New Jersey Council of County Colleges. We are attending meetings in order to stay informed.

We are preparing for the possibility of shifting all courses and tutoring services to a virtual teaching-learning environment utilizing CANVAS, our online Learning Management System. Faculty have received guidance and recommendations on online delivery methods for their courses. Executive Director of Online Learning, Archana Bhandari, and her team of instructional designers are facilitating faculty training workshops this week online and at all campuses. Students have also been informed and directed to visit their portal page for a student orientation to Canvas. With so many courses already taught on line, I am confident we will be ready if there is the need.

Our facilities team lead by Executive Director of Engineering and Operations, Ilya Ashmyan, has increased the cleaning protocols of all buildings/common areas. Needed supplies have been ordered. Beginning tomorrow, our maintenance vendor, Maverick Inc., will have an additional 15 custodial employees in each building Monday through Friday, cleaning and sanitizing door handles, elevators, counter tops, etc. They are using special chemicals approved for disinfection against Coronavirus. If it can be cleaned, they will clean it.

A business continuity plan is being developed by Human Resources with a recommendation forthcoming tomorrow at 12 noon regarding telecommuting practices, employee leave management and related workplace questions.

Lastly, a reminder about prevention and care: wash your hands, cover your cough or sneeze, avoid close contact with sick people, and stay home if you are sick.

Kathleen Smith-Wenning added the following remark:

We also have a Health Affairs Subcommittee headed by Associate Dean of Nursing and Health Sciences Catherine Sirangelo, so we have all areas covered.

President Reber resumed his remarks.

Thank you, Kathleen and Darryl. We are grateful for your strong leadership of this very important planning and communication.

Recently a team of HCCC students, faculty and staff attended the annual *Achieving the Dream* conference in National Harbor, MD. It was a powerful experience that many of us have been discussing, including a review of our student success progress last Thursday and Friday during the third visit to campus this year of our *Achieving the Dream* coaches, Drs. Mary Fifield and Rene Garcia. This evening I have invited two of our students who attended to share their experience at the recent Dream conference.

Joining us are Koral Booth and Kat Colon.

Koral is an English major, Peer Leader, and President of HCCC's chapter of the National Society of Leadership and Success, and the Later in Life Leaders Club. Following graduation here, she will attend Saint Peter's University on a full scholarship to complete a dual bachelor's degree in Communication and Master's degree in Higher Education with a minor in Urban Studies. From there, she plans to pursue her doctorate in Higher Education Leadership.

Kat is a Criminal Justice major, Peer Leader, and President of the Feminism for All Club. She has been accepted to Rutgers Newark, where she will obtain her Bachelor's degree in Criminal Justice with a minor in Sociology. After that, she plans to attend New York University to earn a Law Degree, and become a Defense Attorney.

Following their remarks, I have asked Vice President Lisa Dougherty to discuss briefly a presentation she offered at the *Achieving the Dream* conference about our innovative Chat Bot, Libby, a project that is helping transform how we communicate with prospective students. Following their remarks, I will return for concluding comments.

Koral Booth offered the following remarks.

Good evening. I initially looked at the *Achieving the Dream* Conference as a chance to get to know more about the program and gain more insight into what exactly it is that they do. I had no idea that I would get so much more out of the experience. The plenaries in the mornings started off the day with some inspiring speakers giving words of encouragement and sharing their experiences which led into the sessions for the day.

Each day had different sessions in many different blocks, so as an attendee you had the option to choose your sessions. Some of the sessions I attended included "How to Design a Successful First Year Experience for Students," "Changing the Advising Process for Students," and my favorite one was about "College Success for Single Mothers," which is the one I connected with most.

We also heard stories of the "Dream Scholars," which only amplified the struggles that community college students face; but also how community college has helped them, and, in some cases, saved them. For me, the best part of the entire experience was seeing all of those people in one place who were there to make sure that I, and every student like me attending a community college, had the best experience possible. The conference was moving, inspiring, and exhilarating, and it made me want to come back to Hudson's campus and give students an experience that will make them as proud as I am to be a student.

Katricia Colon offered the following remarks.

Greetings! My name is Katricia Colon. Before sharing my opinions on the ATD Conference, I want to thank all of you who made it possible for us, as students, to feel like our voices and opinions matter enough to take us along on that amazing trip. Not to sound like the total feminist that I am, but I must say my favorite part of the conference was the "Focusing on Invisible Students: Identifying Strategies for #CCWomenSucceed." This conference confirmed the drive that I have for helping and representing other women in need of a voice. And for this, I couldn't be more thankful. I thank you for allowing me to exercise this calling by starting the "Feminism for All Club" to represent and to help our fellow women.

This is why this conference was more than a school trip for me, it was a journey. Not only did I learn facts and data that helped me understand the dynamics of a community college experience, I also learned a lot about the staff at our college, my peers, and myself. I learned that we are all part of each other's stories and we influence each other for better or worse. In my case, Hudson County Community College and its staff have influenced my story in the best way possible, by making my dreams feel achievable.

Trustee Lee offered the following remarks.

You ladies did a fantastic job! Thank you for representing the College along with Dr. Reber. We appreciate your effort and everything that you just shared with us.

Vice President for Student Affairs and Enrollment Lisa Dougherty offered the following remarks during her presentation on Chat Bot, "Libby." (Attached)

At the *Achieving the Dream* Conference, the vendor and I gave a presentation on Chat Bot, Libby.

- Libby is a Chat Bot, a virtual computerized answering/information service, that provides a remedy for unanswered phones and long lines in Enrollment Services. Libby is transforming the way we communicate with our students.
- Libby speaks English and Spanish.
- Libby can answer a variety of questions.
- There have been 5,320 total conversations and 19,869 interactions since implementation in April 2019.
- No more complaints about phones not being answered!
- Students can get an instant answer through the Chat Bot and now have multiple ways to interact with the College.

Lisa encouraged everyone to interact with Chat Bot, "Libby," and to provide feedback.

Lisa noted that the real credit goes to Associate Dean of Financial Aid, Sylvia Mendoza, and Associate Dean for Enrollment, Matthew Fessler, who got Libby up and running and continue to manage her on a daily basis.

President Reber resumed his remarks.

I am pleased to add that HCCC was chosen as a model institution for use of this technology.

Thanks so much, Koral, Kat, and Lisa!

Finally, I am pleased to share that the North Hudson Scholarship Committee of our HCCC Foundation held another highly successful Mardi Gras fundraiser last Thursday in Union City. This year's event helped us cross the \$100,000 mark in scholarship funding raised by the North Hudson Scholarship Committee over the last eight years.

I thank Vice President Chiaravalloti, Development Assistant Mirta Sanchez, North Hudson Campus Executive Director Yeurys Pujols, and our many Foundation Board members and volunteers for their leadership and support.

In addition, we thank Trustee Pamela Gardner for participating!

Trustees, this concludes my remarks.

Regular Monthly Reports and Recommendations

1. **The Minutes of the Regular Meeting of February 18, 2020 were approved.**
2. **Gifts, Grants, and Contracts Report**

Hudson County Community College has received the following grants:

Title: Jean Krauss Youth Leadership & Career Development Forums

Subaward Number: J-J:27-17-16

Subaward Period: May 1, 2019 - September 30, 2019

Agency: NJ Department of Law and Public Safety; Office of the Attorney General

Purpose of Grant: The goal of the program is to host an inspiring and educational Youth Leadership Forum to motivate and educate high-need, at-risk, and/or justice-involved youth about the workforce opportunities available throughout Northern New Jersey. HCCC is authorized and does accept the sub-award.

College Administrators: Lori Margolin

College Contribution: \$0

Award Amount: \$30,000.00; IN-KIND: \$7,500

The following actions were taken concerning **fiscal, administrative, lease and capital recommendations** brought forward by the Administration and endorsed by the Finance Committee.

1. Resolution Authorizing Award of Custodial Services from Maverick Building Services of Rutherford, New Jersey, for the term of three (3) years, at a cost not to exceed \$9,097,842.67, was approved.
2. Resolution Authorizing the Annual Commencement Formal Dinner for Graduates to be held on May 19, 2020 at Liberty House Restaurant of Jersey City, New Jersey, at a cost not to exceed \$18,276.00, was approved.
3. Resolution Authorizing Purchase of Branded Apparel and Promotional Item Products from Consolidus, LLC, of Akron, Ohio, at a cost not to exceed \$70,000.00, was approved.
4. Resolution Authorizing Extension of Achieving the Dream Contract for one year, at a cost not to exceed \$75,000.00, was approved.
5. Resolution Authorizing Consultant Services for Grant Writing and Editing to Ruddys Andrade of Guttenberg, New Jersey, at a cost not to exceed \$17,300.00, was approved.

The following actions were taken regarding **personnel recommendations** brought forward by the Administration and endorsed by the Personnel Committee.

1. The resignation of Apprenticeship Coordinator, Continuing Education and Workforce Development (Grant-funded), was accepted.
2. Staff was appointed to the following position: College Lecturer, Clinical Nurse Specialist.
3. Appointment was made to the following Temporary Full-time Staff Assignment Effective March 11, 2020: Coordinator, Continuing Education and Workforce Development.
4. Appointments were made to the following Temporary Full-time Faculty positions: Effective February 25, 2020, Instructor, English, Non-tenured; Effective February 10, 2020, Instructor, ESL, Non-tenured.
5. The following Faculty were approved for tenure at the rank of Assistant Professor Effective Academic Year 2020-21.

Sirhan Abdullah	Instructor, Health Services
Lauren Drew	Instructor, ESL
Courtney Payne	Instructor, Culinary Arts

6. Appointments of Part-time Staff through March 2021 were approved.
7. Appointments of New Hire Adjuncts were approved.
8. Resolution Authorizing the Award of Program Coordination and Workshop Facilitation Consultant Services for Continuing Education and Workforce Development to AJB Events, LLC, at a cost not to exceed \$6,000.00, was approved.

The following actions were taken regarding **academic and student affairs** as brought forward by the Academic and Student Affairs Committee.

1. Resolution to Approve an Academic Certificate in Baking and Pastry Arts (30 credits) [CIP Code: 12.0500], was approved.
2. Resolution Authorizing Termination of Academic Programs with Declining Enrollments, was approved.
3. Resolution Authorizing Termination of Academic Programs where an Associate in Science Degree has been Introduced, was approved.
4. Resolution Authorizing Suspending Enrollment in Academic Programs with Declining Enrollments, was approved.
5. Resolution Approving Agreement between Hudson County Community College and Union City Board of Education for a Culinary Training Program, was approved.

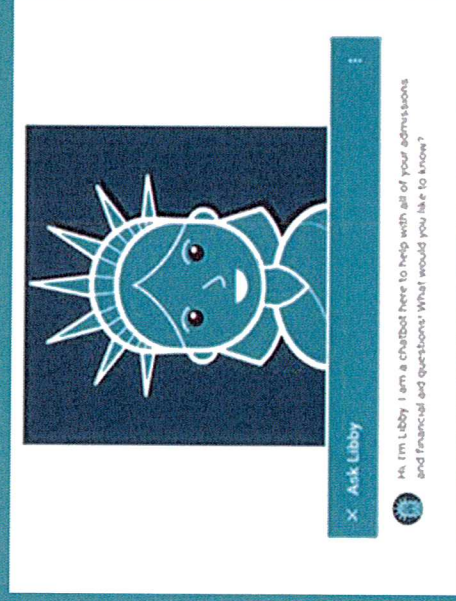
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6. Resolution Approving Agreement between Hudson County Community College and Union City Board of Education for a Hospitality Training Program, was approved
7. Resolution Authorizing Preferred Name Policy, was approved.

The **meeting was adjourned** at 5:35 p.m.

The minutes of the Board of Trustees Meeting, upon approval, are available in the College Library, the President's Office, and on the College website.

Meet HCCC's Chat Bot, "Libby"



Lisa Dougherty
Vice President for Student Affairs and Enrollment

Why a Chat Bot?

- Unanswered Phones
- Long Lines in Enrollment Services
- Limited Hours & Staff
- Large “non-traditional” population
- Renewed focus on student service since joining Achieving the Dream
- Established relationship with FATV



Latest Usage

679

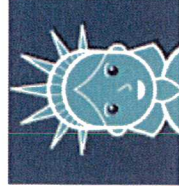
videos watched (past 30 days)

10%

monthly increase

6,488

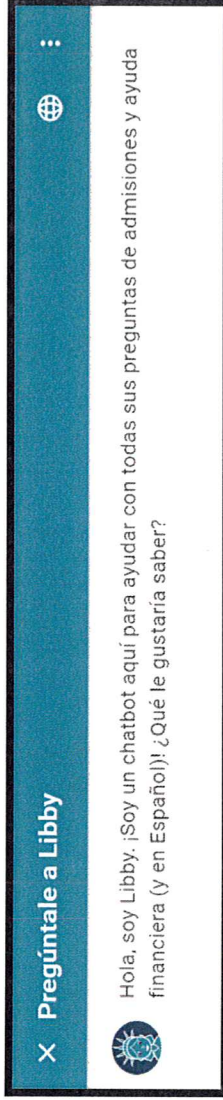
videos watched (past year)



Admissions or Financial Aid Questions? Ask Libby!

Available to answer questions 24/7/365

Libby Speaks English and Spanish





Let's Chat With Libby!

X Ask Libby

Hi, I'm Libby. I am a chatbot here to help with all of your admissions and financial aid questions (y en Espanol)! What would you like to know?

Do you have scholarships?

Hudson County Community College offers a variety of scholarships to qualified applicants. Scholarships must be used in the academic year for which they are awarded, and students receiving scholarships must be enrolled in a degree-seeking matriculated program. To view the complete list of scholarships and instructions to apply, please visit our Scholarships page.

X Ask Libby

Hi, I'm Libby. I am a chatbot here to help with all of your admissions and financial aid questions (y en Espanol)! What would you like to know?

How do I apply to the college?

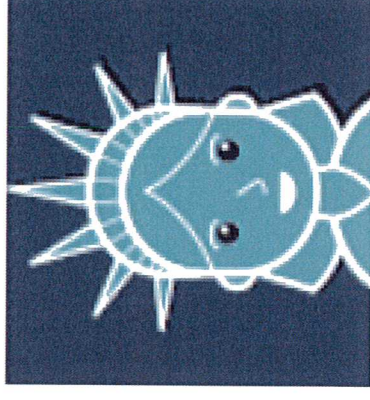
You can apply online by visiting Apply to HCCC and clicking on "Apply Online Now."

Results To Date

- 5,320 total conversations and 19,869 interactions since implementation (April 2019).
- Peak interaction time between 10 am and 4 pm.
- Around-the-clock admission and financial aid services.
 - 6,104 total interactions between 5 pm to 5 am
 - Close to 3,000 interactions on the weekends
- No more complaints about phones not being answered!
- In-person wait times have decreased.

Next Steps

- Outgoing texting and nudging.
- Additional languages.
- Expanding question and answer library to include Hudson Helps.
- Responses to questions related to Coronavirus.
- Adding additional departments.



Thank you!
Questions?

