

Meeting Minutes UMGC Alumni Advisory Board February 26, 2024

This was the second Alumni Advisory Board meeting for the 2023-2025 term, Dr. Frank Musmar, President, led the meeting. The following board members, past presidents, and staff attended:

Present (in person): Dr. Frank Musmar, Kristinn Coleman, Vernon Herron, Margaret Larkin, Dr. Tulinda Larsen, Dr. Jim Payne, Bernetta Reese, Laurie Sayles

Present (online): Tiana Clark, Gustavo Hinojosa, Jr., Dr. Stacy Trammell, Dr. S. Raschid Muller, Dr. Kenya Dugger, Norman Workman

Former Presidents: Robert Alonso Jr., Joe Broussard, Joan Lee, Mary Anne Hakes, Philip Callahan, Nathaniel Alston

Guests: Susanna Driver, Susan Hawkings-Wilding, Dr. William Dunn, Jennifer Chiang, Solomon Gebru

Staff: Danielle Matz, Jennifer McDowell, Berniece Reese, Nikki Sandoval, Dharma Selvanayagam, Doug Dalzell, Gabriel Perkins

Meeting starts: 6:30 p.m.

Proceedings

The meeting of the 2023-2025 UMGC Alumni Advisory Board session was called to order at 6:30 p.m. by Alumni Advisory Board President, Dr. Frank Musmar.

WELCOME

Dr. Frank Musmar, President 2023-2025 UMGC Alumni Advisory Board

Dr. Frank Musmar: Calls meeting to order, welcomes attending members of the board. Recognizes guest speakers, special guest attendees and new UMGC staff member Gabe Perkins. Calls for motion to approve previous meeting minutes.

Thanks Board for tremendous impact since last meeting including sharing insights with both university and academic leadership to support innovation, providing valuable career mentorship to students and fellow graduates, connecting employers to career services for career opportunities for graduates, examining alumni programming to enhance commitment to lifelong support, sharing your UMGC experience in marketing videos and interviews, promoting school

pride through your social media, and volunteering at Homecoming, Winter Grad Walk and the art reception.

PRESENTATION – I. ALUMNI ASSOCIATION ENDOWED SCHOLARSHIP UPDATE

Dr. Frank Musmar: Overview of UMGC Alumni Association Endowed Scholarship established in 1992. The scholarship has continued to grow and in the 2022-2023 school year, provided \$9,332 to five deserving students supporting their educational journeys.

PRESENTATION – II. STUDENT SUCCESS

Susan Hawkings-Wilding, VP of Student Success, UMGC Office of Student Affairs

Susan Hawkings-Wilding: We want to share with you this evening our approach to students and their success, emphasizing the work partnership and support we provide as students reach their goals. Not only from an academic advising framework, but also the support services from a financial lens, career lens, libraries and engagement pieces which are key areas in which the Office of Student Affairs provides support for students.

At times first generation and adult college students don't know what questions to ask. So, we want to provide answers to questions they know to ask as well as providing support and resources when they don't know to ask. It is important for students to know we are here when they need us – providing support both in live situations and phone calls & chats, as well as electronically through resources on the internet. Key factors of our approach to Student Success:

- 1. <u>Data & People</u> The importance of identifying the right population. We try and look at data ahead of time to catch any roadblocks for the student early on.
- 2. <u>Measuring Success</u> Because we are an 8 week session institution, we are looking at student success on a week-by-week basis.
- 3. <u>Belonging</u> It's important for students to feel confident that they belong here & understand where their goals will lead them.
- 4. <u>At Risk Interventions and Re Engagement</u> We look at how students are engaging, whether they are participating in discussions online or engaging with their classroom.
- 5. <u>Celebrating Successes</u> Students feel their successes are being seen and recognized.

How can ensure that students feel recognized? By applying "Hypercare" where we see potential risk: Multiple Enrollments, Failed Assignments, Low Participation. Students who are showing potential risk signs receive both a success coach as well as hyper care individuals who are checking in with them 3 weeks before the term even starts.

We are personalizing communications. When contacting students, we include contact information and photos of their success coaches. We have also updated the student portal, making it easier for students to immediately see who their success coach is.

Jennifer Chiang: If a student does not log in to the portal for an extended period, is the faculty automatically notified or is it the responsibility of the faculty to check in on the students?

Susan Hawkings-Wilding: The faculty does not receive an automatic notification. However, they can see their student's participation when they log into the portal. Success coaches do receive alerts so they can proactively reach out to the students. We have recently instituted an academic liaison program, connecting success coaches with faculty members within each of the schools.

Margaret Larkin: Does every student have a success coach?

Susan Hawkings-Wilding: Yes, every student has a coach. Our case load is about 250 to 1, the national average.

We are also focus on setting students up for financial success. A tuition planning team goes over cost overview & financial planning with students. It is important to educate students about loans as well as scholarships.

We provide some of the best online career service opportunities nationally. Reviewed Career toolbox, which includes resources such as VMock, Forage, CareerQuest the UMGC Career Portal.

Susanna Driver, Assistant VP of Student Engagement and Programming, UMGC Office of Student Affairs **Susanna Driver:** In the Office of Student Affairs, we are focusing on the First Year Experience.

- PACE 100 & PACE 111 series, two programs focused on connecting students to career services, coaches and mentors.
- Virtual library with 24/7 chat availability, Zoom options and email availability.
- On-Demand tutoring service and also offer group tutoring.
- Work with Student Advisory Council to improve student organizations & honor societies.
- Wellness resources, such as mental health professional referrals and on-demand crisis support.
- Working with the Gates Foundation, seeking grants to assist underserved populations.
- Most UMGC student organizations are also open to Alumni.

Dr. Kenya Dugger: How can we get more information regarding the career mentorship program?

Susan Hawkings-Wilding: The Community Connect mentor program is available through CareerQuest, the UMGC Career Portal. Nikki Sandoval will provide the link to access.

Jennifer Chiang: Didn't know about many existing resources prior to this. Is there any sort of integration of these student resources in the classroom platform where things can be patched through the announcement of our courses?

Susan Hawkings-Wilding: We call it LEO, our learning management system. We are also working on improved communications via text and email.

Joan Lee: Is this information available on the UMGC website?

Susan Hawkings-Wilding: Yes, it is under the Student Services section.

Susanna Driver: If anyone has any questions after this meeting, please contact Nikki Sandoval who will connect you to us.

DISCUSSION QUESTIONS – II. STUDENT SUCCESS

Dr. Frank Musmar: Reviewed the three areas the board will focus on during their two-year term – one area during each meeting. Today's discussion will focus on Student Success.

- How can I support students and become a champion for student education success?
- Are you familiar with the different ways you can support students' success?

Dr. Jim Payne: We saw many things on the previous slides which none of us were aware of before now. The website has many layers, can be tough to navigate.

Dr. Frank Musmar: How can we familiarize people with all the tools we have? What is the best strategy to do that?

Susanna Driver: We are doing surveys which are helpful, and looking at data to see where students click.

Nikki Sandoval: Perhaps we could circulate the website link amongst the board members so that they could also provide their user experience feedback.

Susanna Driver: That is a great Idea! We leverage our STAC members for feedback and should be able to connect you to our user experience team to review initiatives.

Jennifer Chiang: Do we have a student success Instagram account?

Susan Hawkings-Wilding: Occasionally feature success coaches. Get a lot of feedback through social media.

Bernetta Reese: The comms team taps into our groups and make STAC specific social media posts. I don't think they are doing it with the alumni board, and I think they should start doing that. Student success is not the same as student engagement, but we should be supporting both. Giving us a bigger voice will go a long way.

Dr. Frank Musmar: We should encourage social media outreach by board members.

Jennifer McDowell: Advocacy program that was mentioned at the previous Board meeting could be used by board members. We will send out a link.

Solomon Gebru: Introduce career services resources as soon as students register for classes, possibly along with a Fact Sheet outlining these resources. Maybe include the Fact Sheet every semester with each course.

Dr. Tulinda Larsen: Is a log-in required to access student resources & student services?

Susan Hawkings-Wilding: No, you are not required to log in. If you do log in, you can see who your success coach is and their contact information. When you log into CareerQuest, you can also view all the career resources and the mentorship resources.

Dr. Tulinda Larsen: How do we create a username and password for CareerQuest?

Susan Hawkings-Wilding: In CareerQuest, it will walk you through creating an account.

Dr. S. Raschid Muller: Student success is directly tied to how students are engaged with the school. UMGC student portal should encourage student engagement, perhaps through a side portal, because that is the platform that they are in at all times. The data is there, but how we present the date to students is important.

Susanna Driver: We are currently piloting something called Inscribe. It is a connection within the Pace classroom for new students to connect with their faculty. We are considering adding a student union bulletin board.

Dr. Kenya Dugger: Are there KPIs that indicate how students are using these platforms? How do we determine what success looks like?

Susan Hawkings-Wilding: Every initiative we have includes a KPI that tells us about student demographics, resources usage, involvement + participation. We adapt our outreach strategies based on this data & student feedback. We track the student journey based on how they respond to our recommendations for their career success.

Susanna Driver: We are also looking at other organizations we can reach out to, to see if we are assessing the right needs and meeting the right needs.

Jennifer Chiang: Could the system be modernized to include more updated tips/resources and relevant topics?

Susan Hawkings-Wilding: Yes, we are currently working on modernizing this system.

Bernetta Reese: There is a lot more that could be done to modernize the website. Wondering how much feedback UMGC is responding to from students. Also, it would be great if we could learn how well CareerQuest is working during next meeting.

Dr. S. Raschid Muller: I am always cautious that we may be getting too technical. We should focus on how we are engaging a group of students to get their input on improving these platforms.

PRESENTATION – III. ALUMNI ENGAGEMENT INITIATIVES

Berniece Reese: Shares Spring Activities calendar. Invites Board Members to volunteer for industry expert roundtables in Virtual Career Fair. Also adds that we are seeking volunteers for Spring Grad Walk.

Laurie Sayles: Are we still having tables for organizations at the MilVet Networking event?

Dharma Selva: Yes, about 50 companies (federal, state, and private agencies) participating.

Bernetta Reese: Are industry roundtables going to be categorized?

Berniece Reese: The goal is to share your knowledge and expertise about your industry, to help alumni and student attendees be successful on the same career path & give them tips and best practices they can apply. Perhaps help them get a job at your company once that is available.

PRESENTATION – IV. ALUMNI ASSOCIATION INTERNATIONAL GRANT PROGRAMMING

Dr. Frank Musmar: Overview of Alumni Association International (AA-I) founded in late 1990's to support educational institutions in the University System of Maryland through grants to alumni organizations. The AA-I grant funding program has launched several alumni programming activities for the UMGC community.

Nikki Sandoval: AA-I program offers a grant to UMGC each year. Notes the success of the Virtual Book Club, which is funded by the AA-I grant and has seen increased alumni involvement, both domestic and international, since its inception in 2020.

Dr. Frank Musmar: Requests approval of motion to allocate 2023 AA-I grant funding towards Book Club contract renewal and marketing initiatives. The motion is approved.

Bernetta Reese: How is the book chosen by the book club?

Dr. Jim Payne: Provides an explanation of how the book club is run by members, including book selections and the Author Talks series.

PRESENTATION – V. UMGC DAY RESOLUTION

Nikki Sandoval: Recognize board members who attended the UMGC Evening Reception on February 19th. Special thanks to Stacy Trammell for meeting with Delegate Jared Solomon about her UMGC experience. Moving forward, may invite board to participate in a federal level focus to inform "What is UMGC?"

Dr. Frank Musmar: Thanks the Board again for their service and gives a reminder to participate in upcoming activities listed on agenda like the Virtual Career Fair, Global Give and the Spring Grad Walk.

Dr. Frank Musmar adjourns the meeting at 7:55 pm

UMGC Alumni Advisory Board Meeting February 26, 2024



WELCOME

Dr. Frank Musmar

2023-2025 President UMGC Alumni Advisory Board

Alumni Association Endowed Scholarship





Learner Success

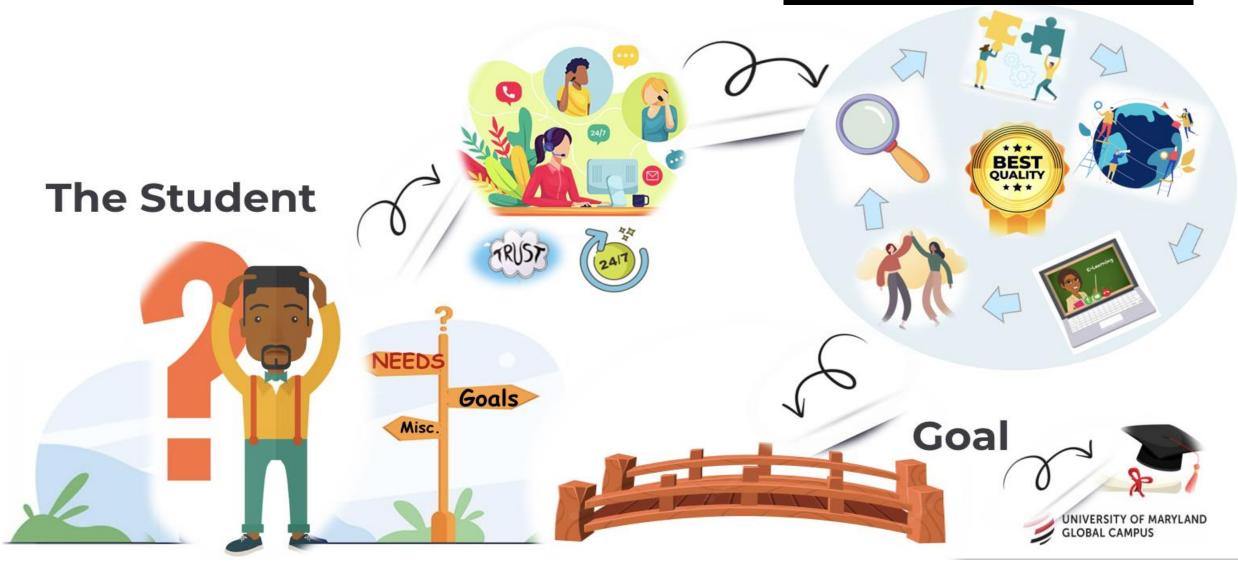
Susan Hawkins-Wilding UMGC Vice President Susanna Driver UMGC Assistant Vice President

AGENDA

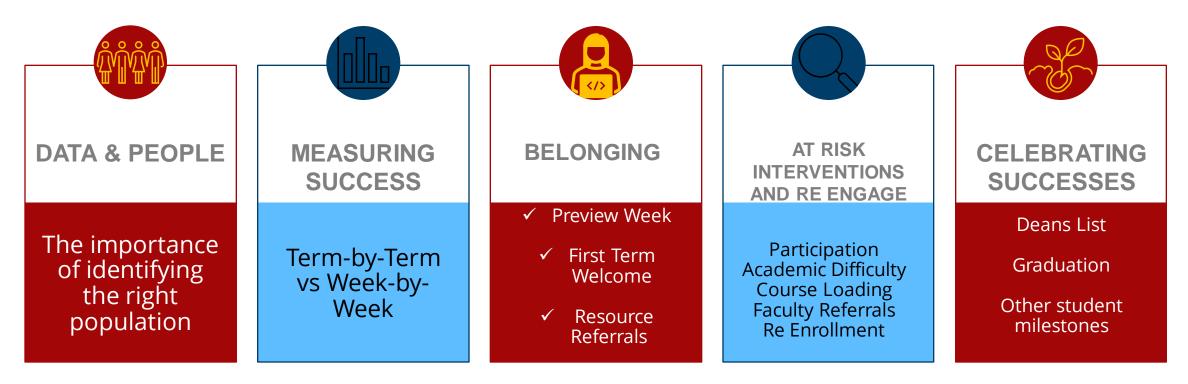
- Student Centricity
- Our Approach to Student Success
- Financial Support
- Career Services
- First Year Academic & Student Support Services
- Engagement

Student Centricity

As a university, we are fully committed and invested in being student centric.



Starting with our Approach to Student Success





Applying "hypercare" where we see potential risk



MULTIPLE ENROLLMENTS

- Students enrolled in 8 or more credits in one start date
- Identified three weeks before courses begin; Population refreshed on Day 1 of course

FAILED ASSIGNMENT

- Undergraduate Students with a GPA below 2.0 who have a posted grade below 70% in the last 7 days
- Population refreshed on the first day of each week

PARTICIPATION

- Enrolled New Students who have not logged in over the last 7 days
- Population refreshed on the first day of each week

Updated Communication Outreach



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UNCC is with you every step of he way today, through graduation, and terroric Because you success to the success, we offer a versely of resources, such as

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As always, we're here to support ynu as well free to reach out with any spectrum of needs atusteriefnet@urngc.edu, 800-808-8082, or chat.

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UNDC Library Research mate and 24/7 chat services
 Chater Workshops

+ Tutorng

Learner Support Waters
 Office of Career Services

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P.S. Remember Data sea activation which adverse to Zener Scheelung

Hi Jonathan.

Leveraging technology, more personalized communications experiences

Kudos on your academic performance this summer!

I hope that you take time to recognize your success and celebrate your "A". Your dedication and hard work is paying off.

Kudos

I'm celebrating those good grades right there with you, and as always, I'm ready to help should you need support with your next steps. Keep up the fantastic work!

Sincerely,

Michele Rhoades Success Coach Student Advising 800-888-8682 studentsfirst@umgc.edu

P.S. Remember that you can schedule virtual advising with m in Zoom! If I'm not available for a particular time and date, another advisor can assist.



More Persona to Student Needs

Setting Students Up for Financial Success: Funding Consultations



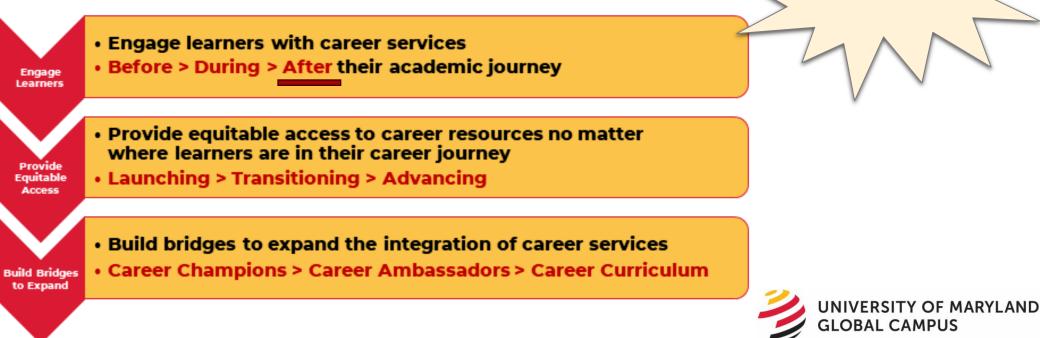




GOAL / MISSION

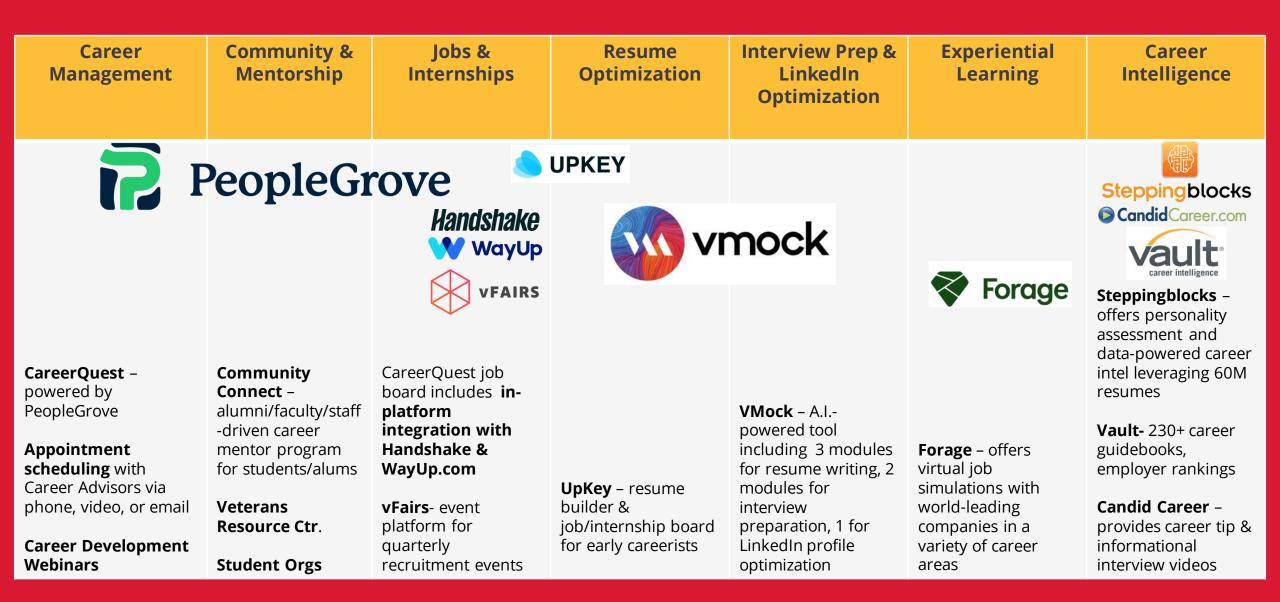
Collaborate with the UMGC community and external stakeholders to provide **relevant job-seeking skills**, **information**, **resources**, and **opportunities** that will assist learners in achieving **career confidence** and **professional goals**.

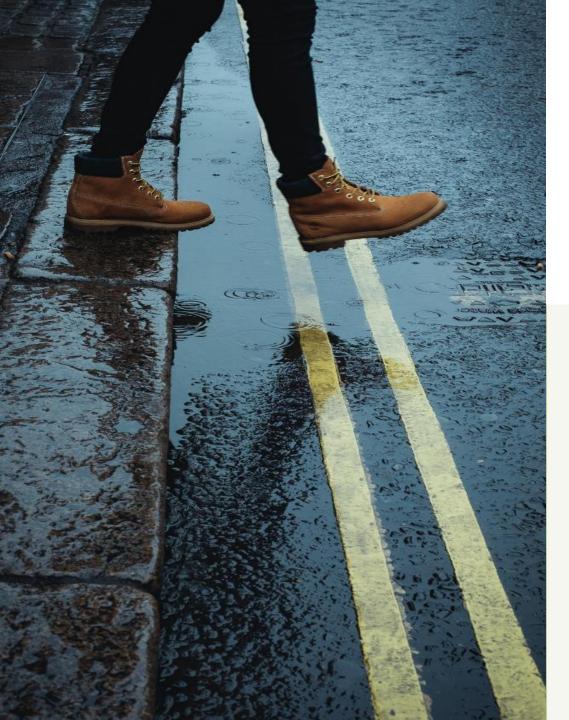
CAREER SERVICES TENETS



ALUMNI!

PREPARE & CONNECT – CAREER TOOLBOX





Starting students right for success!

Steps Forward... The First Year Experience

- > Virtual Orientation New!
 - Setting students up for success and connecting students to university resources before class starts
- > First Term Experience by Student Need
 - > **PACE 100** experienced transfer students



- > **PACE 111 Series** new college students
- Graduate introduction classes –graduate school is a new level!

~Early engagement positions Students for greater success.~

Academic & Student Support Services

New Structure, Student Engagement & Achievement

Library

- 24/7 Chat
- Zoom with Librarians
- Email for Reference Services

Tutoring

- On-demand Tutoring
- Scheduled Tutor Sessions
- Group Tutoring
- Writing Drop-off Feature

Student Organizations

- Co-CurricularAffinity
- Student Advisory Board
- Honor Societies

Wellness

- Mental Health Professional Referrals
- Virtual Peer-to-Peer Platform
- On-demand Crisis Support
- Resource Listing

Accessibility Services

- Individualized Accommodation Plans
- Advocacy (faculty, programs, services)

UNIVERSITY OF MARY

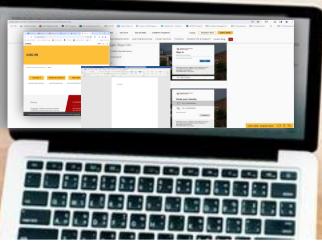
Expanding Efforts...

- Underserved Populations
- Exploring AI tools
- Basic Needs

More partnership with Alumni Relations!

More focus on Community, Belonging, & Engagement





Most UMGC **Student Organizations** Are Open to Alumni!

It was great seeing everyone today at our December 2023 meeting. Ne had a great time!

Power Speakers-

A Toastmaster's

Chapter



Society for Human Resources Management

UMGC clubs and organizations provide professional growth opportunities, leadership development, and academic recognition. Learn and grow by engaging in a variety of networking and service opportunities as part of a community. Most have a virtual component and opportunities for student and alumni members to participate regardless of location.

STUDENT & ALUMNI MEMBER CLUBS

APPLIED HUMANITIES CLUB

BEHAVIORAL AND SOCIAL SCIENCE STUDENT ASSOCIATION

COMPUTING CLUB

CYBER COMPETITION TEAM

EDUCATION AND TEACHING CLUB

ENTREPRENEURSHIP CLUB (eClub)

ENVIRONMENTAL AWARENESS CLUB **FINANCE CLUB**

HISTORY STUDENT SOCIETY

LGBTQ+ STUDENT ASSOCIATION

NOVEL IDEAS: BOOK PUBLISHING NETWORK

AFFILIATED CHAPTERS OF PROFESSIONAL ORGANIZATIONS

ACTIVE MINDS AT UMGC (A MENTAL HEALTH ADVOCACY GROUP)

AMERICAN MARKETING ASSOCATION (STUDENTS ONLY)

> NATIONAL SOCIETY OF LEADERSHIP AND SUCCESS

POWER SPEAKERS-A TOASTMASTERS CHAPTER

SOCIETY FOR HUMAN **RESOURCE MANAGEMENT**

STUDENT VETERANS OF AMERICA

Scan Here



Meet Student Advisory Board Members Tonight!





Jennifer Chiang '23

Strategic Human Resources Management, Graduate Certificate 2023 M.S. Human Resources Management Projected Graduation: Fall 2024

DR. SOLOMON GEBRU '23

Acquisition and Supply Chain Management, Graduate Certificate, 2023 M.S. Information Technology Specialization: Project Management Projected Graduation: Summer 2025

Student Quotes

My support system is what has kept me going. During my journey this time around, I have the support of my biggest cheerleaders, my husband and my kids. I cannot forget my academic advisors here at UMGC. I cannot explain how much time and care they have poured into me and have helped me so far. I could not have asked for any more support from UMGC, they have been here for me since day one. I am so happy to be part of the UMGC family.

Your phone call was just on time and all I needed was a little bit of push from someone like you. Thank you so much."

"I hope this email finds you well. I wanted to take a moment to express my deepest gratitude for all the support and guidance you've provided me with throughout my educational journey. Your mentorship has truly been invaluable, and I am incredibly thankful for the time and effort you've invested in helping me succeed."

- Serve as a Career Mentor through the Career Services - Community Connect program on CareerQuest
- Connect through a UMGC student organization
- Share feedback with administration
- Participate in student events
- Supporting student scholarships and support opportunities like Student Aid for Emergency Relief (SAFER)



A Few Ways for Alumni to Engage

Discussion Questions

Student Success

- How can I support students and become a champion for their education success?
- Are you familiar with the different ways in which you can support student success?



Alumni Engagement

Berniece Reese UMGC Senior Event Planner



Spring Activities

MARCH 2024

Author Talk: Tom Roston

March 5, 2024 - Tuesday 6 p.m. | Online

Virtual Career Fair

March 15, 2024 – Friday 10 a.m. - 2 p.m. | Online 1 p.m. - 2 p.m. Networking Hour

*Volunteers Needed to Lead Industry Roundtables *Featuring Employers & Veteran Service Organizations

APRIL 2024

Global Give April 13, 2024 – Saturday Time TBD Activity/Location TBD

Giving Day April 17, 2024 – Wednesday All Day | Online

MilVet Networking Event

April 23, 2024 – Tuesday 4 p.m. – 7 p.m. College Park Marriott Hotel & CC

MAY 2024

UMGC Spring Grad Walk May 10, 2024 – Friday May 11, 2024 – Saturday May 12, 2024 – Sunday College Park Marriott Hotel & CC

*Volunteers Needed - Various Shifts

JUNE 2024

Summer Alumni Mixer Date/Time TBD

Location TBD

Alumni Association International (AA-I) Grant Programming

Support the educational institutions in the University System of Maryland through

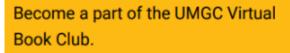
- Grants to alumni organizations to encourage greater participation of alumni
- Undergraduate scholarships to promote academic achievement



UMGC VIRTUAL BOOK CLUB

Looking for a new way to connect with alumni and students?

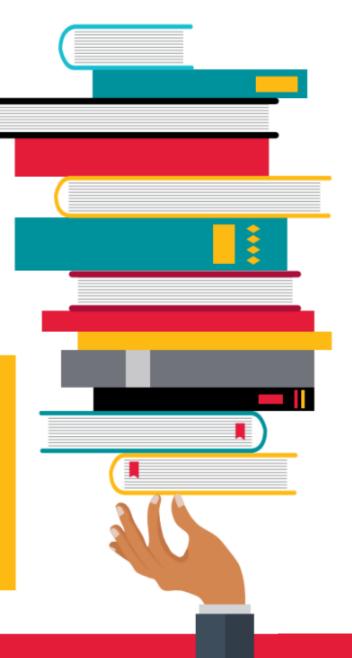
The UMGC Alumni Association is excited to announce the UMGC Virtual Book Club. Join today and start engaging with others who share a love of reading and lifelong learning.



Go to alumni.umgc.edu/virtual-book-club.

Click on "Join Today."

Follow the steps to register.



- 975 engaged members
- 241 Author Talk attendees (12 talks)
- 53% had not engaged in previous alumni programming
- 40% reside outside of Maryland
- 39% graduated in last five years
- 11 international members including Bahrain, Canada, China, Japan, Paraguay, South Africa and Taiwan

2023 Grant Funding Recommendation Three-year contract \$6,900 New member marketing \$2,100

UMGC Day Resolution 2.19.2024





CLOSING REMARKS

Dr. Frank Musmar 2023-2025 President UMGC Alumni Advisory Board

UMGC Alumni Advisory Board Meeting February 26, 2024