

**HOLYOKE COMMUNITY COLLEGE
BOARD OF TRUSTEES**

Tuesday, April 26, 2022 – 8:00 a.m. - 9:30 a.m.

Join Zoom Meeting

<https://hcc-edu.zoom.us/j/99419558536?>

Meeting ID: 994 1955 8536 Passcode: 251669

One tap mobile: +19292056099,,99419558536#,,,,*251669# US (New York)

AGENDA

- Call to Order
- Roll Call
- Consent Agenda
 - Consideration of Minutes for Board of Trustees Meeting of March 22, 2022 (separate attachment)
 - Report of Personnel Actions dated April 26, 2022
 - To approve the personnel actions for the Non-Unit Professional Staff, MCCC Unit Professional Staff and Faculty.
 - To approve the recommendations for tenure.
 - To empower the President of the College to approve all personal actions prior to the next meeting.
 - To provide annual authorization to Narayan Sampath, Vice President for Administration and Finance, and Curt Foster, Comptroller, to sign legal documents on behalf of the College.
 - Committee Reports
 - Advocacy
 - By-Laws and Governance
 - Equity
 - Nominating
 - Presidential Evaluation Committee
 - Strategic Planning
- Audit and Finance Committee (*Convenience Fee Questions* on page 6 of this document)
 - MOTION -Approve the pass through of a convenience fee of 2.85% (minimum \$3.00) on all card transactions processed by the Student Account's payment gateway provider to be effective August 1st, 2022.
- Report of the Chair
- President's Report
 - Integrative Learning Presentation
 - Telework Policy (policy starting on page 7 of this document)
 - Other Updates

- Upcoming Events
 - [TogetherHCC: Drive to Change Lives](#). 24-hour Day of Giving – Tuesday, April 26, 2022
 - 75th Anniversary Celebration Day – Thursday, May 5, 2022
 - Commencement Cap and Gown Pickup Activities, May 20, 2022, on campus starting at 10 am
 - Honors and Awards Night - Wednesday, May 18, 2022, Leslie Phillips Theater
 - HCC Spring Performance - A Midsummer's Night Dream, April 21-23, 2022 ([more information](#))
 - Commencement Class of 2022 – June 4, 2022 at 10 am
- Adjournment

NEXT SCHEDULED MEETING – TUESDAY, May 24, 2022

**HOLYOKE COMMUNITY COLLEGE
OFFICE OF THE PRESIDENT**

MEMORANDUM

TO: Board of Trustees

FROM: Dr. Christina Royal, President

DATE: April 26, 2022

SUBJECT: Personnel Updates

Non-Unit Professional Appointments

Name	Title/Area/Funding	Date of Hire
Maria Estelle Camacho	Associate Registrar, Student Records (state funded)	April 24, 2022
Julissa Colon	Director of El Centro (grant funded)	April 10, 2022
Joshua Cornehlson	Assistant Director of ESOL (grant funded)	April 3, 2022
Jacqueline Solivan	Customer Service Supervisor, Student Accounts (state funded)	April 3, 2022

MCCC Unit Professional Appointments (Grant Funded)

Name	Title/Area	Date of Hire
Sintique Carrillo	Senior Community Outreach Counselor, El Centro	April 25, 2022
Sullynette Ortiz	Academic Counselor, El Centro	May 2, 2022

MCCC Faculty Appointments - 2022-2023 Academic Year – State Funded

Name	Title/Area
Elizabeth Dugas	Instructor of Nursing
Johanna Kasidi	Assistant Professor of Nursing,
Joshua Hatch	Assistant Professor of Veterinary & Animal Science

SUGGESTED MOTION: To approve the personnel actions listed above for the above Non-Unit Professional Staff, MCCC Unit Professional Staff and Faculty.

**HOLYOKE COMMUNITY COLLEGE
OFFICE OF THE PRESIDENT**

MEMORANDUM

TO: Board of Trustees

FROM: Dr. Christina Royal

DATE: April 26, 2022

SUBJECT: Recommendations for Tenure

In accordance with Article XI of the MCCC/MTA Collective Bargaining Agreement, unit members who serve six full years, at least three years of which have been in that unit member's current job function and have received satisfactory on their most recent summary evaluation may be considered for tenure. Unit members are eligible for the grant of tenure at the beginning of their seventh year of service.

The following unit members are eligible for consideration for the grant of tenure:

Mary Cornell – Assistant Professor Nursing
Harry Hill, Special Program Coordinator, Marketing & Communication
Jason Maurice, Associate Professor of Psychology
Denise Roy, Learning Specialist, OSDDS
Amy Toulson, Assistant Professor of Biology

In concurrence with the Unit Personnel Practices Committee, Dr. Sharale Mathis, Vice President for Academic and Student Affairs, and Amanda Sbriscia, Vice President for Institutional Advancement and Executive Director of the HCC Foundation, I am pleased to recommend the candidates listed above for tenure.

SUGGESTED MOTION: To approve the recommendations for tenure as presented.

COMMITTEE REPORTS

Advocacy

No Report.

Audit and Finance Committee

The Committee meet on April 14, 2022 to put forth the motion regarding the motion to approve that credit card utilization fee be charged to the payer starting August 2022. More information can be found on page 6 of this document.

By-Laws and Governance

The Committee met on April 15, 2022 to discuss policies at the College.

Equity

No Report.

Nominating

No Report.

Presidential Evaluation

No Report.

Strategic Planning

No Report.

Audit and Finance Committee

MOTION to approve that credit card utilization fee be charged to the payer starting August 2022.

Convenience Fee Questions

There is an assumption that people are using credit cards to get points. How does HCC know that this is the reason people are paying tuition and fees with credit cards?

We raised the issue of reward points being a potential incentive to use credit cards versus other payment methods, such as by check or ACH. We also recognize that convenience and dispute provisions are other factors that contribute to using credit cards. Our primary objective is to reduce costs. Credit card fees represent a \$.70 per credit hour charge to all students.

What credit card transactions are we including, any and all credit card transactions for the college? Donors making online donations? Will they be required? Non-credit workshops? Book store purchases? Or is this only for tuition and fees being processed using credit cards?

This change would only impact payments made via our Student Accounts payment gateway. Typically, this is for Tuition and Fees, Parking Fines, and miscellaneous charges (e.g. ID replacement, Printer allowances). No donor payments are made via this payment gateway. Non-credit workshops are handled by a third party and payments are transferred to the College net of fees. The Barnes and Noble bookstore and Aramark dining services do not charge a convenience fee. The amount of charges that are not for Tuition and Fees on student accounts are minimal.

I believe all ACH and Debit card payments also have fees associated with the processing of transactions. Why only the credit card transactions?

Due to the increasing cost of processing card payments, HCC has partnered with a third-party company, Touchnet ® PayPath (payment gate), to provide secure card processing for student account transactions. This convenience fee is charged by Touchnet ® PayPath, not HCC, and enables students the ability to continue making payments on their student account via credit or debit card. Touchnet the College's payment gateway provider will charge a single rate (2.85% minimum \$3.00) for all card transactions credit and debit and will be responsible for all merchant fees.

ACH fees are much lower and are reduced by the College's compensating balances maintained at our bank.

Are Pell-eligible students using credit cards for other purchases at HCC? How do we know that the students with the least resources will not be paying credit card fees on other transactions at the college?

Pell eligible students would not typically be impacted. Of the \$6.0M dollars of tuition and fee charges only \$200K is not covered by financial aid and Direct Loans. Also, Pell eligible students do not have a payment deadline and have interest free deferred payment options on balances that will not be paid by financial aid.

Another thought for the finance team to consider, have the new policy start on a future date and give students and families currently paying with credit cards time to make adjustments and set up other methods for future payment options.

The plan is to make it effective for the fall term's first due date after July 1st. We would also promote alternative deferred payment options.

**TELEWORK POLICY OF THE
MASSACHUSETTS COMMUNITY COLLEGE SYSTEM**

I. INTRODUCTION

The Community College System permits, in each College's sole discretion, the creation of telework opportunities for employees.

This Policy establishes the guidelines for the Colleges regarding the allowance for – and the boundaries of – teleworking applicable to employees.

Each College may choose to supplement but not supplant this Policy.

II. GENERAL PARAMETERS AND PRINCIPLES

Approval of an individual telework arrangement is at the sole discretion of the College utilizing the considerations in Section III Procedures.

Telework does not change an employee's job duties or an employee's scheduled work hours and is not applicable to **MCCC DAY faculty workload assignments which are otherwise set in accordance with the assigned workload as in Article 12 or to DCE course assignments.**

Telework employees may not perform any other non-work duties while teleworking from home.

Employees shall recognize that they may need to report on-site on a day otherwise scheduled for telework at the directive of their supervisor or if any assignment requires them to be in-person **with as much advance notice as reasonably possible with parameters set forth in the approval process; however, this alone is not considered to place an employee in an on-call or stand-by status.**

Employees shall comply with all applicable College policies and procedures and any applicable department-specific rules and procedures during all scheduled telework hours.

As initiated by an employee request, telework arrangements will be considered on a rolling basis for a period of up to six months but must be renewed prior to January 1 and July 1 each year. An employee must submit a request twenty-one (21) days prior to January 1 and July 1 of each year in order for the College to again consider the telework arrangement request going forward. Otherwise, the telework arrangement will terminate on each January 1/July 1, whichever occurs first.

III. PROCEDURES

Unless otherwise expressly stated by the College's Human Resources Department, an employee must submit to their supervisor (copying Human Resources) a completed version of the attached "Application Form" at least twenty-one (21) days prior to the requested date to begin teleworking. The request shall include at a minimum: the employee's name, title, email, telephone number, and on-site work location; reason for the request including how the request anticipates meeting their assigned job duties; their supervisor's name; the requested telework

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schedule, and anticipated start and stop dates. Employees may ask questions of their supervisor concerning teleworking, including questions relative to operational needs prior to and during the application process. An employee requesting telework as a reasonable accommodation for a disability shall submit their written request with supporting documentation to the ADA Coordinator. ***This does not preclude such employee from independently applying pursuant to this policy exclusive of the ADA Process.***

Within ten (10) days of receipt of the completed Application Form, the supervisor, in consultation with Human Resources, must either approve, approve with modifications, or deny the application and notify the employee in writing. Approvals shall be placed in the employee's personnel file. Application denials shall not be kept in individual personnel files but shall be kept in a separate Telework file in the Human Resources Department. A denial by itself will not be considered a negative factor in any employee evaluation. An approved application shall include the approved telework schedule as determined by the supervisor, including an approved schedule that may be modified from the one requested by the employee. If the request is denied because it lacks sufficient information, the employee may resubmit the Application Form, thereby restarting the ten (10) day review period. Otherwise, the decision made is final.

In reviewing an application, supervisors, in consultation with Human Resources, shall document their considerations on each of the following factors:

- **The Department/Work Area's current and anticipated operational needs and ability to avoid disruption and maintain productivity;**
 - Their ability to supervise the employee adequately;
- The nature of the work and the ability to perform it via telework either on a fixed/ variable and/or weekly schedule;
 - The employee's recent performance history; and
 - Any increased costs or burden on behalf of the College.

When a supervisor, in consultation with Human Resources, approves or denies an employee for telework, Human Resources and the supervisor shall communicate the decision to the employee in writing. Colleges may choose to use the attached "Approval Form" or "Denial Form" for this purpose.

Approval communications shall include, at a minimum, a copy of this Policy and the following details:

- Whether it is a fixed/variable and/or weekly schedule;
- Employee recognizes that they may need to report on-site on a day otherwise scheduled for telework at the directive of their supervisor or if any assignment requires them to be in-person **with as much advance notice as reasonably possible with parameters set forth in the approval process; however, this alone is not considered to place an employee in an on-call or stand-by status.**

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- That the arrangement terminates on or before January 1 and July 1 of each year, requiring a renewed request at least twenty-one (21) days prior to said date(s), whichever occurs first;
- Employees accept the terms of this Policy and shall continue to comply with all other applicable policies, practices and procedures of the College and the employee's department during all telework; and
- Supervisor may revoke authorization to telework **with a two-week notice**, at their sole discretion.

An employee is not required to sign the Approval Form but must agree to the telework arrangement in some written format, including by responding via email with **"I accept this telework arrangement as written."** Said communication and the employee's acceptance of its terms in writing shall be kept in the employee's personnel file.

At an employee's written request they will be entitled to attend a meeting with their supervisor and a Human Resources designee to discuss the reasons a request to telework was denied; such a meeting shall not be provided if a request was approved in part. At the employee's option, an employee may be accompanied by a campus level union representative.

IV. RESPONSIBILITIES

A. BENEFITS/TIME-KEEPING/CLOSURES/LIABILITY

Employees who telework receive the same benefits and are subject to the same policies and notice requirements as non-teleworking employees, including for the use of sick, vacation, personal, compensatory and other leave. Employees shall telework according to their regular work schedule or as directed by their supervisor as detailed in the written arrangement. Accordingly, if the teleworking employee is unable to work any portion of their teleworking day(s), they must request supervisor approval to use applicable sick, vacation, personal, compensatory, and other leave for hours not worked. Unless otherwise directed, employees shall use the time reporting code "TEL" for any hours spent teleworking.

In the event that workers at an employee's regular work location are dismissed due to an emergency or closure, teleworking employees will be excused from teleworking as well, consistent with any applicable collective bargaining agreement and non-unit handbooks. If an employee incurs a work-related injury while teleworking, workers' compensation laws and rules will apply just as they would if such an injury occurred at the regular work site.

B. SUPPLIES/OFFICE/TELEWORK LOCATION

Telework location furniture and equipment shall generally be provided by the employee. In the event that equipment and/or software is approved by the supervisor and provided by the College at the telework location, such equipment and/or software shall be used exclusively by the employee for conducting College business within the employee's scope of employment.

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Employees are solely responsible for College equipment and/or software used by an employee at the telework location if such equipment is lost, damaged, destroyed or stolen. Upon such occurrence, employees must report it to their supervisor immediately. The College will address such losses consistent with applicable law and collective bargaining agreements or non-unit handbooks. Any equipment and/or software owned by the College must be returned to the College at the end of the telework term (if not re-approved); upon the employee's termination or resignation, or at the request/directive of the College at any time. All incidental costs, such as residential utility costs, personal phone and internet usage or cleaning services, are the responsibility of the employee. Employees are required to bring said equipment/software on campus in the case it needs to be fixed or evaluated by the IT Department.

Any work-related expenses or purchases must be approved by the employee's supervisor prior to incurring the expense or purchase. If approved, the employee will submit a dated itemized receipt of the expense/purchase. Such expenses/purchases may include increased charges above what the employee incurs for personal use, as determined unilaterally by the employee's supervisor.

The employee is responsible for addressing and resolving any tax questions about the employee's ability to deduct expenses related to teleworking, including the use of a home office. Employees who are teleworking will not be reimbursed for travel between their home and College facilities on any day they are required to be in-person.

C. CONFIDENTIALITY/WORK PRODUCT

An employee's telework location should be free of interruption and provide a confidential and quiet setting for conducting College-related business.

All College-related documents and materials, whether hardcopy or electronic, shall be maintained by the employee in a secure and confidential manner. Employees will protect all College records and data against unauthorized disclosure, access, destruction, etc. in accordance with applicable state and federal laws and College policy.

All work product developed by the employee shall remain the property of the College in the same manner as such work would be if performed at the College.

V. FINAL CONSIDERATIONS

All determinations approving or denying telework are final. If denied, an employee may resubmit their request prior to the next January 1 or July 1, whichever comes first.

This Policy shall be interpreted in harmony with existing collective bargaining agreements and non-unit handbooks; approvals/denials under this Policy shall not be grievable under any applicable collective bargaining agreement or non-unit handbooks.

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TELEWORK POLICY OF THE MASSACHUSETTS COMMUNITY COLLEGE SYSTEM – APPLICATION FORM

Employees must submit this Application Form simultaneously to both the Humans Resources Department and their supervisor, on a rolling basis, twenty-one (21) days prior to the anticipated start date of the telework arrangement, or as otherwise instructed by the Human Resources Department. Employees are required to resubmit this application at least twenty-one (21) days prior to January 1/July 1 (whichever occurs first) each year; otherwise, their telework arrangement will automatically terminate prior to the said date(s). ***An employee requesting telework as a reasonable accommodation for a disability shall not use this Application Form and instead should submit their written request with supporting documentation to the College's ADA Coordinator. This does not preclude such an employee from independently applying pursuant to this policy exclusive of the ADA Process.***

Employee's name:

Title:

Email and telephone number:

On-site work location:

Reason for the request including how the request anticipates meeting their assigned job duties: Supervisor's name:

Requested telework schedule (*provide sufficient detail, fixed/variable and/or weekly schedule, etc.*):

Anticipated start and stop date (*if no anticipated stop date is requested, then write-in the upcoming January 1/July 1, whichever occurs first*):

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By submitting this application, I agree I have read and agree to comply with the "Telework Policy of the Massachusetts Community College System."

(Print name above)

(Sign name above)

(Write in date above)

TELEWORK POLICY OF THE MASSACHUSETTS COMMUNITY COLLEGE SYSTEM – APPROVAL FORM

On _____ (date), _____ (supervisor), in consultation with the Human Resources Department, approved the below-listed telework arrangement for _____ (employee name), beginning on _____ and ending on _____ (if no end date, then write-in January 1/July 1, whichever occurs first). The abovereferenced employee agrees to comply with the following:

Telework schedule (fixed/variable and/or weekly schedule, etc.) and any pertinent Telework arrangement details:

- Employee recognizes that they may need to report on-site on a day otherwise scheduled for telework at the directive of their supervisor or if any assignment requires them to be in-person **with as much advance notice as reasonably possible with parameters set forth in the approval process;**
- That the arrangement terminates on or before January 1 and July 1 of each year, requiring a renewed request at least twenty-one (21) days prior to the said date(s), whichever occurs first;
- Employee accepts the terms of the attached/enclosed "Telework Policy of the Massachusetts Community College System" (Policy) and shall comply with all applicable policies, practices and procedures of the College and the employee's department during all telework; and

- Employees recognize that their supervisor may revoke authorization to telework **with a two-week notice**, in their sole discretion.

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By signing and returning this Approval Form simultaneously to their supervisor and the Human Resources Department, I agree I have read and agree to comply with the (attached/enclosed) Policy as well as the telework arrangement as contemplated above.

(Print name above)

(Sign name above)

(Write in date above)

**TELEWORK POLICY OF THE MASSACHUSETTS COMMUNITY COLLEGE SYSTEM -
DOCUMENTATION OF DENIAL**

Employee Name: _____

Specify which of the following factors resulted in the denial of the employee's application:

The Department/Work Area's current and anticipated operational needs and ability to avoid disruption and maintain productivity: _____

Their ability to supervise the employee adequately: _____

The nature of the work and the ability to perform it via telework either on a fixed /variable and/or weekly schedule: _____

The employee's recent performance history: _____ Any increased

costs or burden on behalf of the College: _____

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Lack of sufficient information in Application: _____

Note: if the above denial is due to a lack of sufficient information in the application, the request may be resubmitted within ten (10) calendar days.

Supervisor: _____

Human Resources: _____

Date: _____