Diligent | MONTGOMERY COMMUNITY COLLEGE

How Montgomery Community College saves a week of admin time each month

Diligent Community case study

Organization Overview

Montgomery Community College is a two-year school in North Carolina, part of the larger North Carolina Community College System. Their mission is to provide lifelong educational opportunities that prepare individuals for existing and emerging careers and personal growth.

The college's focus is on providing students and staff access to excellent instructional programs, support services, technologies, and facilities while being fiscally conscious.

Montgomery Community College was looking for a board management solution to help improve efficiency, simplify workflows and streamline administrative processes. They also needed a solution that would help them meet their public transparency compliance requirements.

Organization: Montgomery Community College

Industry: Education

Location: Troy, NC

The Challenge

Montgomery Community College faced numerous challenges in managing time-consuming administrative tasks related to board meetings and board management.

Dr. Chad Bledsoe, President of Montgomery Community College, explained that before using board management software, the process involved collecting and compiling documents into large board packets Both PDF and printed board packets were then sent individually to board members via email and post. Any changes to documents or the agenda during the preparation of board packets would require revision and recreation afresh. This manual process was extremely time-consuming for the administrative staff.

> " We estimated that approximately equivalent to one week out of a whole month was devoted to doing nothing but building board packets.

Dr. Chad Bledsoe
President of Montgomery Community College

Additionally, open meeting laws require the college to post information and notify stakeholders. The college maintained a community stakeholder email list to mail out to when meetings were coming up, but administrative staff had no way of knowing if recipients' contact information was up to date or if they had received the information.

The Solution

Diligent Community was the solution that best allowed the Montgomery Community College to be fully transparent to its stakeholders. The college chose Diligent Community because it allowed them to more easily post information to its public-facing website, including the ability to publish board meeting minutes directly to the website.

Additionally, Diligent Community has significantly improved efficiency and effectiveness for board operations. With four administrators and staff having full access to the software, in addition to the board's access, tasks that were previously time-consuming and manual became streamlined and automated.

Several of Diligent Community's features have made a huge difference:

- Diligent Community's drag-and-drop agenda editor has saved significant time when building the board packets

- Being able to effect late changes to board packages saves a huge amount of time that was previously spent recompiling and reprinting

- The ability to post public-facing documents such as approved meeting minutes quickly online to maintain transparency and meet the legal requirements for publicly posting board meetings and packets

Montgomery Community College praised the easy and effective onboarding, including Diligent Community's self-training modules and reference materials. They also found the support from Diligent's Customer Success team very helpful throughout the process.

> " "[Diligent] Community is designed for public meetings [and] to reach out to the public and share information.

Dr. Chad Bledsoe
President of Montgomery Community College
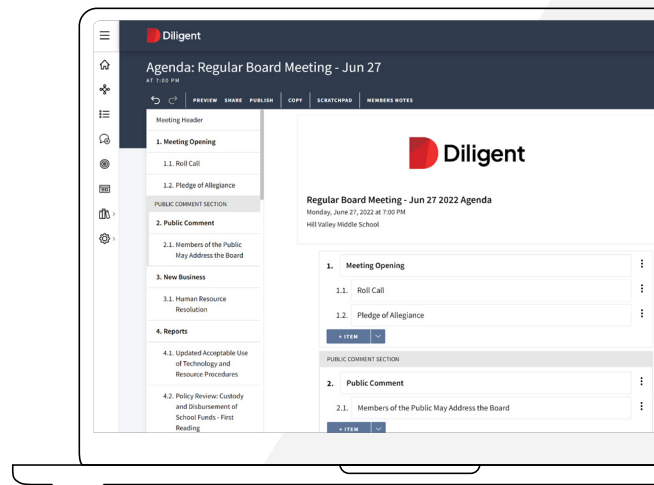
The Results

The biggest impact has been that executive assistants are now able to shift their focus to more critical tasks, resulting in both saved time and money. In fact, the college estimates they save an entire week's worth of administrative work each month. Additionally, the college has been able to better distribute resources because of that increased efficiency.

Because the college is required to publicly post all of their board meeting minutes, Diligent Community has made the process of sharing that information and announcing upcoming public meetings effortless; Diligent Community also helps ensure compliance with open meeting requirements.

Automating stakeholder subscription and communication has reduced a huge workload for staff. Now students, staff and members of the community are able to subscribe to automatically receive updates. Administrative staff no longer need to maintain an email list and manually email subscribers; Diligent Community allows them to send out single-link notifications of upcoming meetings and also when meeting documents are posted.

Finally, the college found that solution implementation was extremely straightforward and speedy, and administrative staff and board members adapted quickly, with shorter than expected time for training and implementation.

> " "[Diligent Community] was designed for our industry. It's very easy for my staff to use to access the information and get things up and moving."

Dr. Chad Bledsoe
President of Montgomery Community College

Time saving of 1 week each month

Streamlined public communication

Increased staff efficiency

Speedy training and implementation

About Diligent Community

Diligent Community is the next-generation governance solution designed to enhance effectiveness and efficiency for public boards and leadership teams. Tailored to cater to the unique needs of diverse public organizations, Diligent Community empowers streamlined decision-making, ensuring transparent and effective governance. As a trusted offering from Diligent, a leader serving over 14,000 mission-driven organizations globally, Diligent Community is your essential tool for driving impactful governance, fostering better communication, and achieving shared success.

Learn more

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