HCC
HOUSTON COMMUNITY COLLEGE

AGENDA

ACADEMIC AND STUDENT AFFAIRS COMMITTEE
OF THE BOARD OF TRUSTEES

Committee Member
Trustee Sean Cheben, Chair
Trustee Charlene Ward Johnson
Trustee Dave Wilson

Alternate Member
Dr. Cynthia Lenton-Gary

April 3, 2024
1:30 PM

3100 Main Street, 2nd Floor Auditorium, Houston, Texas 77002

<div align="center">

NOTICE OF A MEETING OF THE
Academic and Student Affairs Committee
OF THE BOARD OF TRUSTEES

HOUSTON COMMUNITY COLLEGE

April 3, 2024

</div>

Notice is hereby given that a Meeting of the Academic and Student Affairs Committee of the Board of Trustees of Houston Community College will be held on Wednesday, April 3, 2024 at 1:30 PM, or after, and from day to day as required, 3100 Main Street, 2nd Floor Auditorium, Houston, Texas 77002. The items listed in this Notice may be considered in any order at the discretion of the Committee Chair and items listed for closed session discussion may be discussed in open session and vice versa as permitted by law. Actions taken at this Meeting do not constitute final Board action and are only Committee recommendations to be considered by the Board at the next Regular Board meeting.

I.   **Call to Order**

    A.   Opportunity for Public Comments

II. **Topics For Discussion and or Action**

    A.   Academic Instructional Support Update

    B.   Update on State and National Benchmarks

III. **Adjournment to closed or executive session pursuant to Texas Government Code Sections 551.071; 551.072 and 551.074, the Open Meetings Act, for the following purposes:**

    A.   **Legal Matters**

    Consultation with legal counsel concerning pending or contemplated litigation, a settlement offer, or matters on which the attorney's duty to the System under the Texas Disciplinary Rules of Professional Conduct clearly conflicts with the Texas Open Meetings Laws.

    B.   **Personnel Matters**

    Deliberate the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer, employee or board member to hear complaints or changes against an officer, employee or board member unless the officer, employee or board member who is the subject of the deliberation or hearing requests a public hearing.

    C.   **Real Estate Matters**

    Deliberate the purchase, exchange, lease, or value of real property for Agenda items if deliberation in an open meeting would have a detrimental effect on the position of the System in negotiations with a third person.

IV. **Additional Closed or Executive Session Authority**

    If, during the course of the meeting covered by this Notice, the Board should

determine that a closed or executive meeting or session of the Board should be held or is required in relation to any items included in this Notice, then such closed or executive meeting or session as authorized by Section 551.001 et seq. of the Texas Government Code (the Open Meetings Act) will be held by the Board at that date, hour and place given in this Notice or as soon after the commencement of the meeting covered by the Notice as the Board may conveniently meet in such closed or executive meeting or session concerning:

Section 551.071 - For the purpose of a private consultation with the Board's attorney about pending or contemplated litigation, a settlement offer, or matters on which the attorney's duty to the System under the Texas Disciplinary Rules of Professional Conduct clearly conflicts with the Texas Open Meetings Laws.

Section 551.072 - For the purpose of discussing the purchase, exchange, lease or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the governmental body in negotiations with a third person.

Section 551.073 - For the purpose of considering a negotiated contract for a prospective gift or donation to the System if deliberation in an open meeting would have a detrimental effect on the position of the System in negotiations with a third person.

Section 551.074 - For the purpose of considering the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer, employee or board member to hear complaints or changes against an officer, employee or board member unless the officer, employee or board member who is the subject of the deliberation or hearing requests a public hearing.

Section 551.076 - To consider the deployment, or specific occasions for implementation of security personnel or devices, or a security audit.

Section 551.082 - For the purpose of considering discipline of a student or to hear a complaint by an employee against another employee if the complaint or charge directly results in a need for a hearing, unless an open hearing is requested in writing by a parent or guardian of the student or by the employee against whom the complaint is brought.

Section 551.084 - For the purpose of excluding a witness or witnesses in an investigation from a hearing during examination of another witness in the investigation. Should any final action, final decision, or final vote be required in the opinion of the Board with regard to any matter considered in such closed or executive meeting or session, then such final action, final decision, or final vote shall be at either:

A. The open meeting covered by this Notice upon the reconvening of the public meeting, or

B. At a subsequent public meeting of the Board upon notice thereof, as the Board shall determine.

V.   **Reconvene in Open Meeting**

VI. Adjournment

REPORT ITEM

Meeting Date: April 3, 2024

Topics For Discussion and or Action

ITEM #	ITEM TITLE	PRESENTER
A.	**Academic Instructional Support Update**	**Dr. Margaret Ford Fisher** **Dr. Norma Perez** **Dr. Jerome Drain**

DISCUSSION

Enhancing student success hinges upon robust academic instructional support services. Central to this effort are tutoring and library services, which play pivotal roles in fostering academic achievement. These resources are not only easily accessible but also highly effective, serving as cornerstones in facilitating the success of HCC students. When combined with digital access centers, they equip students with the essential tools needed for success.

COMPELLING REASON AND BACKGROUND

- Improved Academic Achievement
- Higher Retention and Graduation Rates
- Holistic Student Support Approach
- Readiness for Future Success
- Student Friendly Physical Spaces

FISCAL IMPACT

N/A

LEGAL REQUIREMENT

N/A

STRATEGIC ALIGNMENT

Strategic Priority: 1- Student Success, Strategic Priority: 2 - Personalized Learning , Strategic Priority: 3 - Academic Rigor

ATTACHMENTS:

Description	Upload Date	Type
Academic Instructional Support Update	3/26/2024	Presentation

This item is applicable to the following:

Central, Coleman, Northeast, Northwest, Southeast, Southwest, District, Online

Academic Instructional Support Update

Norma Perez, Ph.D.
Interim Senior Vice Chancellor, Instruction & Student Services and Chief Academic Officer
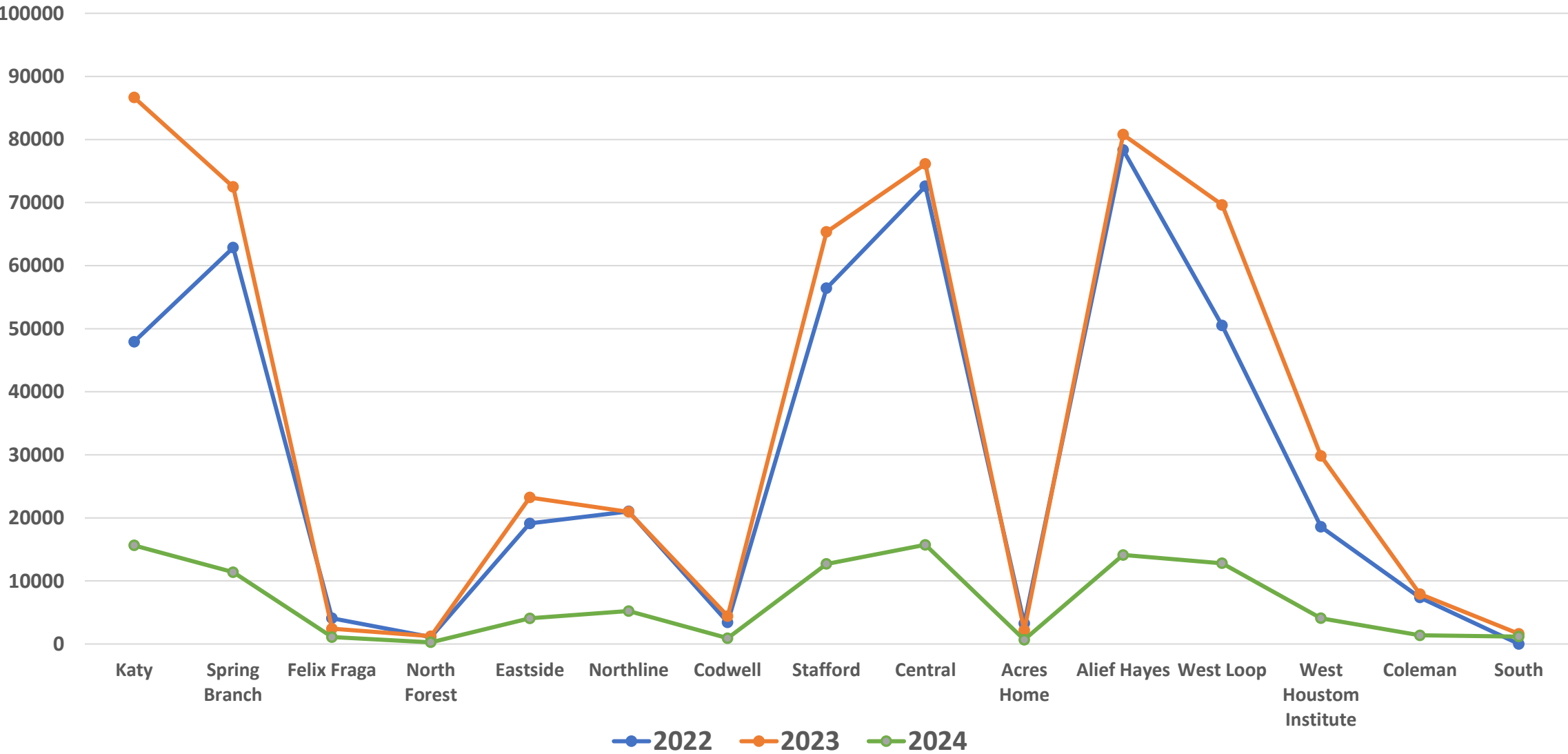
Jerome Drain, Ph.D.
Interim President, Online College and Academic COE

April 3, 2024

Updates

- Library Services

- Tutoring Services

- Digital Access Centers

Library Usage

Library KPIs IPEDS comparisons by FTE

| College	Students FTE	Physical Books	Book Circulation	Electronic Books and Collections	Electronic Use	Total Expenditures
Houston Community College	25,373	10.2	1.18	16.7	17.3	$213.97
Lone Star College	38,819	7.1	.59	.9	14.0	$135.97
Austin Community College	18,611	4.8	.54	21.2	30.0	$339.02
Tarrant County College	18,305	6.9	1.65	146.4	33.1	$320.92
Miami Dade College	30,440	3.7	.74	8.9	16.2	$194.35
Broward College	17,629	12.2	.97	31.0	30.1	106.00
Cuyahoga Community College	7,929	11.7	.81	15.9	3.0	$212.32

Spring 2024 Library Survey

- Survey measures satisfaction and use of library facilities, resources and services

- Last Survey was Spring 2022 and had 232 responses

- Spring 2024 Survey has 1783 responses

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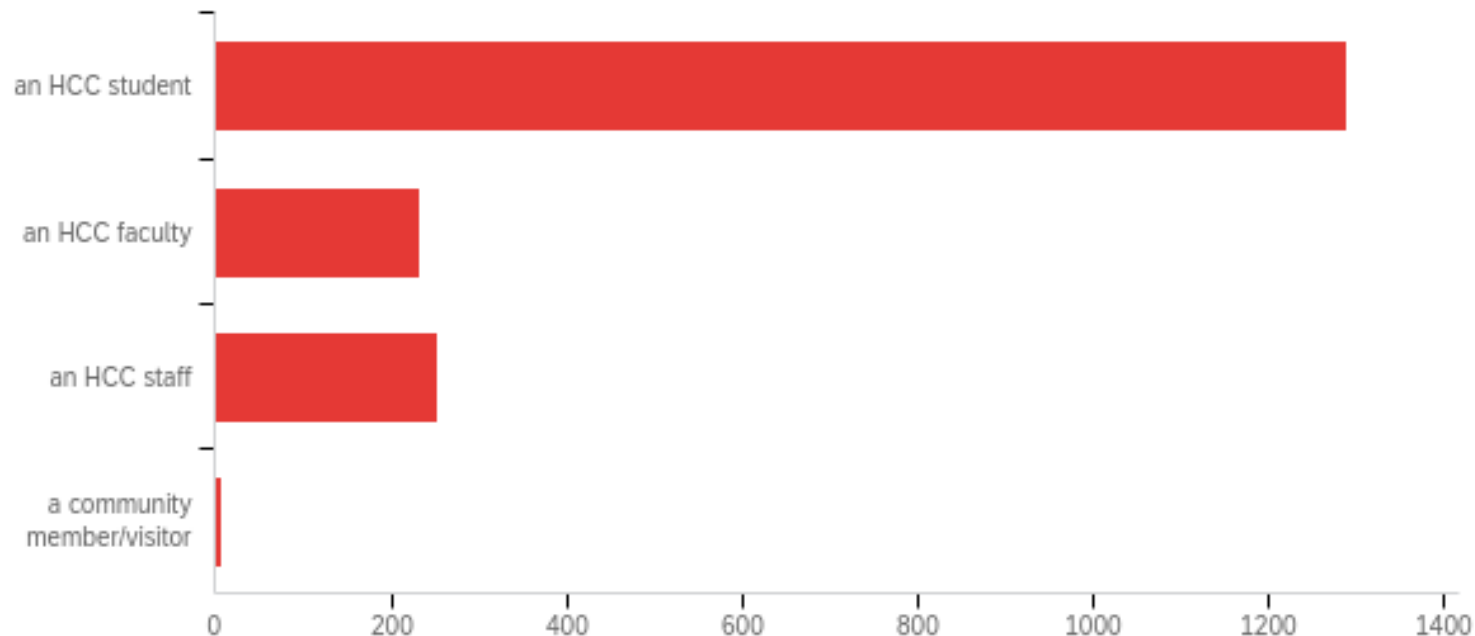
Survey Results – Engagement with Staff and Resources

Q48 - The assistance I receive from library staff (online or in-person) helps me complete my class assignments.
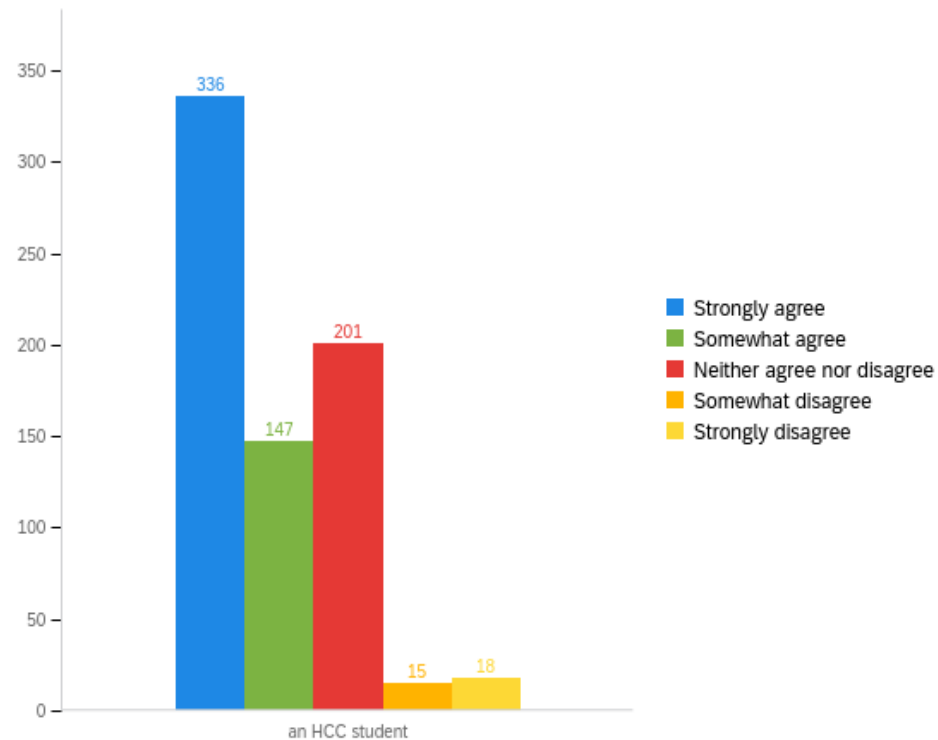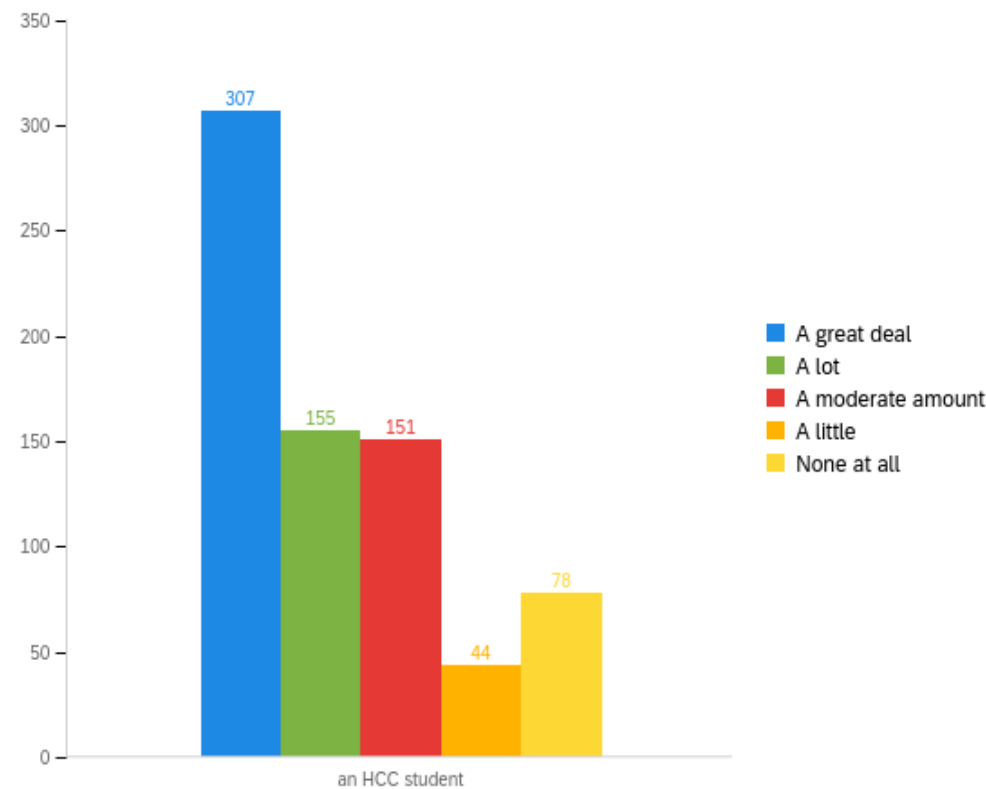
Q82 - The resources at the library (online or in-person) help me to complete my class assignments.
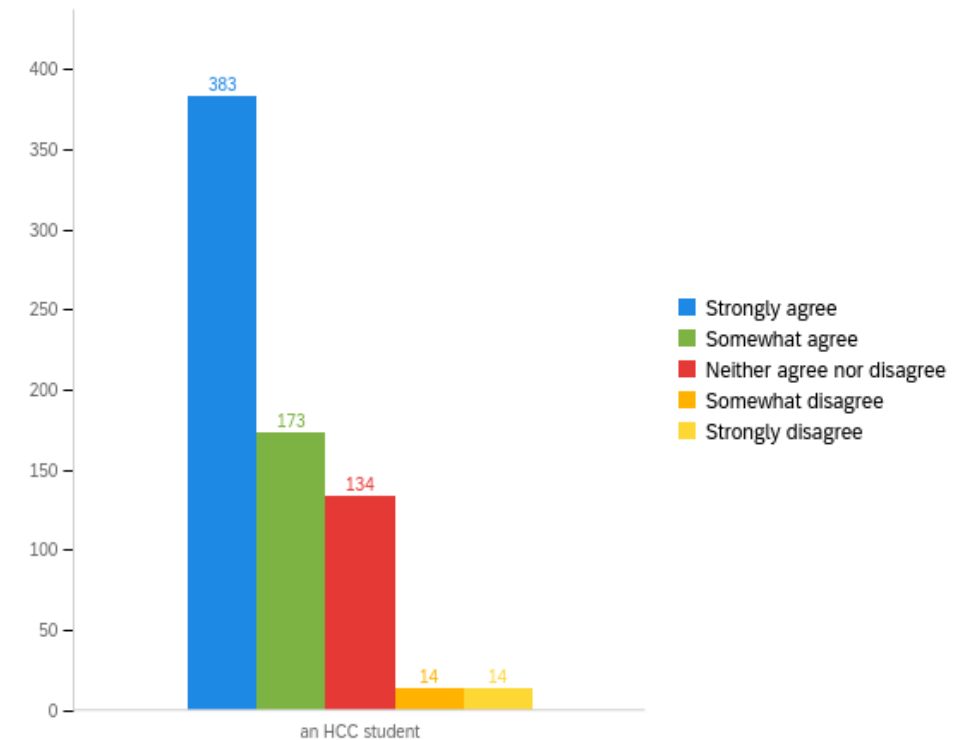
Survey responses include requests for more staff and resources, longer hours, more study rooms, more electrical outlets and more loaner laptops, Chromebooks, and hotspots.

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Survey Results – Research and Critical Thinking

Q42 - To what extent has the library helped you complete an assignment that required ideas or information from two or more sources?

Legend:
- A great deal
- A lot
- A moderate amount
- A little
- None at all

Values: 307, 155, 151, 44, 78 — an HCC student

CCSSE Question	Response	Percent
4d. Worked on a paper or project that required integrating ideas or information from various sources	Never	12.3
	Sometimes	25.4
	Often	32.3
	Very Often	30.3

Community College Survey of Student Engagement (CCSSE 2022)

Increase visibility; it's more of a best kept secret when students who are new to research would really benefit from frequent reminders of the available resources the libraries offer.

-Survey response from Faculty member and an area for improvement

Tutoring Updates

- Simplified how students connect via Virtual Academic Success Center **Call Center**

- **Expanded** hours of operation including **nights** and **weekends**

- Implementation of **Student Success Workshop** series each semester

- Development of **videos** as part of the **Quality Enhance Plan (QEP)** to **increase awareness**

- **Automation** of student **data** to best **support** the **student** experience i.e., communication from tutor to faculty and to tutoring dashboard

Locations of Academic Success Centers

15 District-wide Locations & Virtual:

- Alief Hayes
- Coleman
- Central
- Eastside
- Felix Fraga
- Missouri City
- North Forest
- Northeast
- Northline

- South
- Spring Branch
- Stafford
- West Loop
- Katy
- Virtual

Explore our locations

Acres Homes Campus
North Forest Campus
Automotive Technology Training Center
Northline Campus
Katy Campus
Spring Branch Campus
Northeast Campus
HOUSTON
Felix Fraga Academic Campus
District Administration
Alief Hayes Campus
Central Campus
West Loop Campus
Coleman Campus
Eastside Campus
Alief Bissonnet Campus
Brays Oaks Campus
South Campus
Stafford Campus
Missouri City Campus

Tutoring Sessions Comparison by Month Fall 2022 vs Fall 2023

Source: AccuSql via Tableau Dashboard
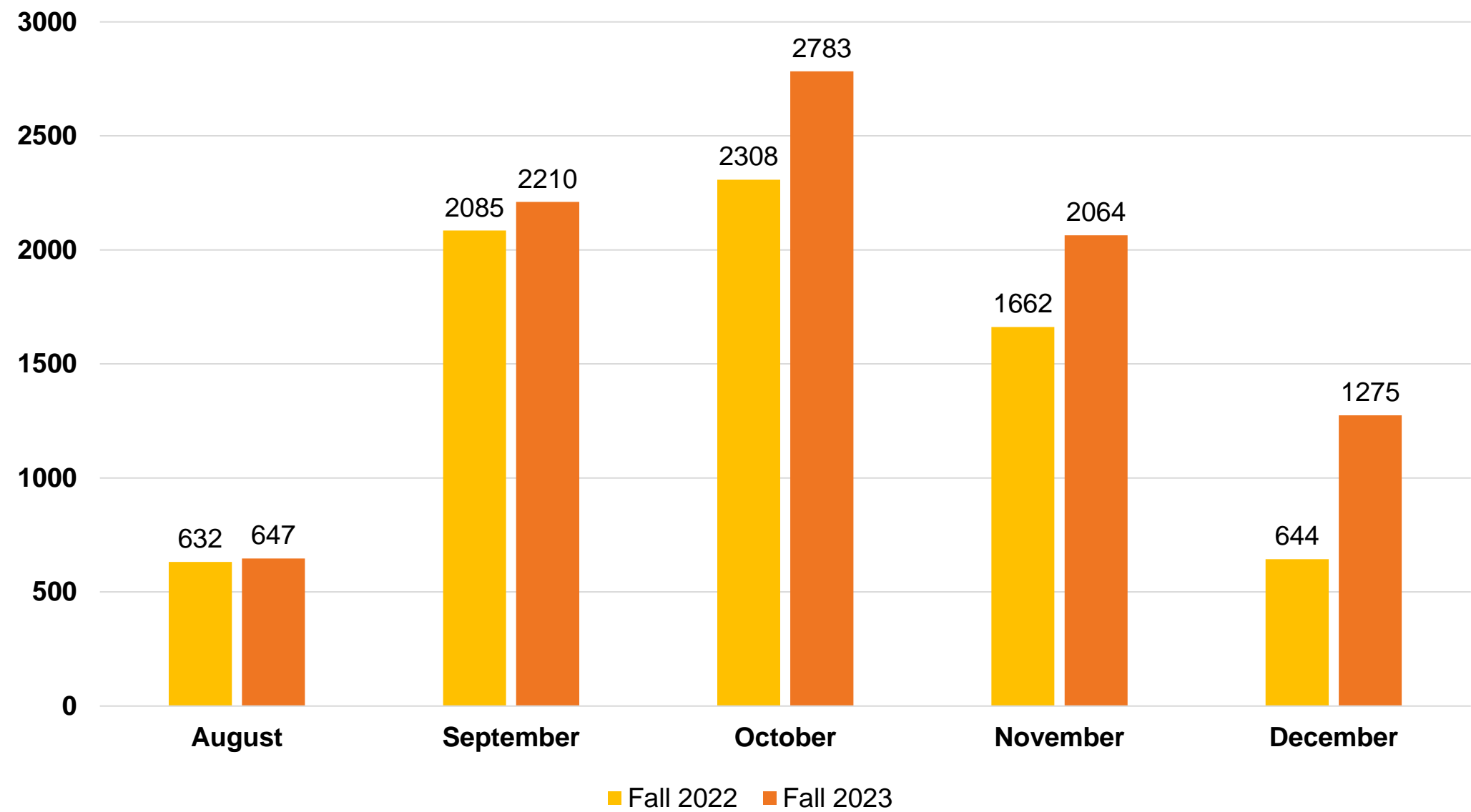
Hours Tutored by Subject Fall 2023
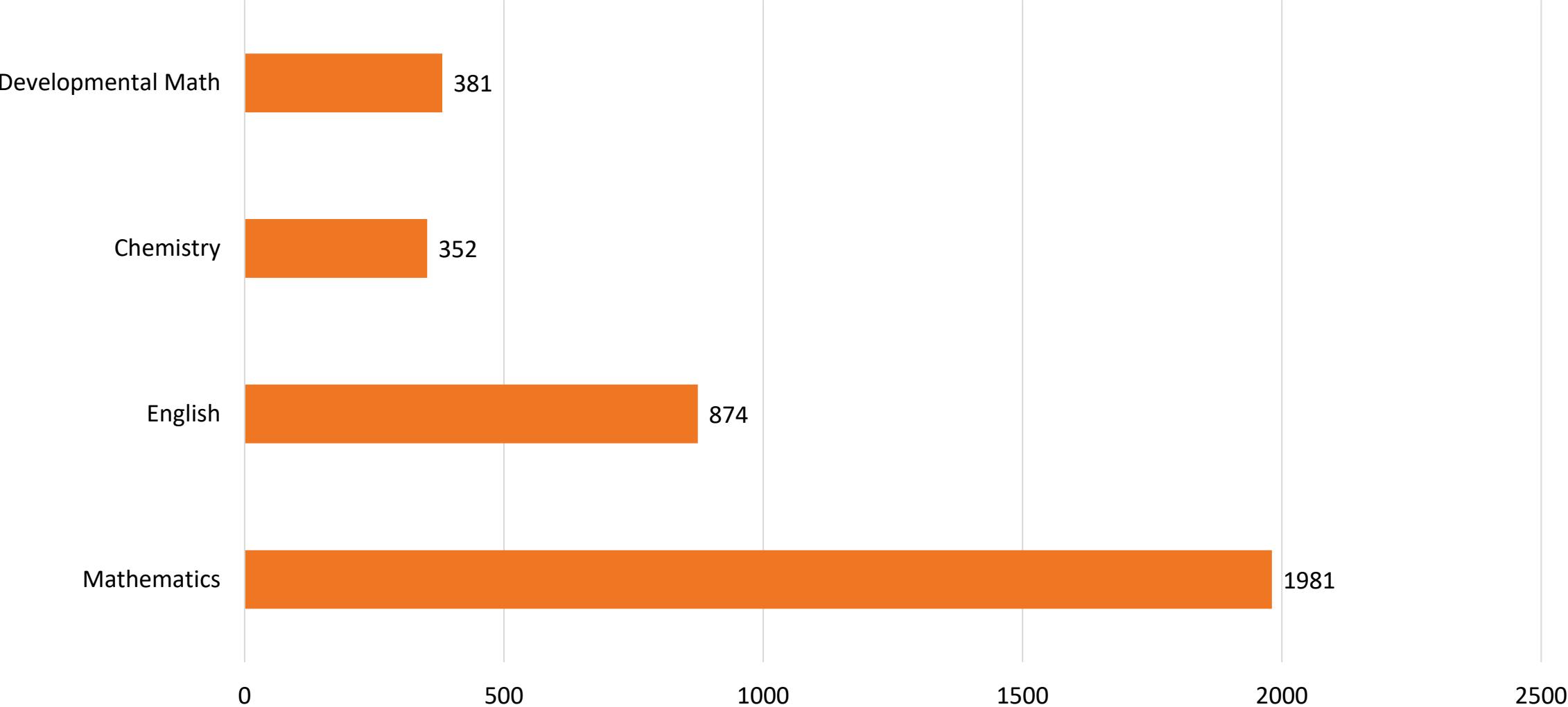
What are our students saying Fall 2023
<u>256</u> Responses

- **96.5%** of respondents feel **better prepared** to **succeed** in the courses they were tutored in

- **82.1%** of respondents rate their tutoring **experience** as "**outstanding**"

- **96.9%** of respondents felt the tutor "**met**" or "**exceeded**" their **expectations** in being **prepared** for their session

- **87.6%** of participants feels the tutor **customizes** their tutoring **session** to **meet** the students' **learning needs**

- **93.7%** of participants believe the tutor **listens** to them and **understands** their **concerns**

Source: Qualtrics

Digital Access Centers (HERRF)

- The Digital Access Centers (DAC) utilize furniture, fixtures, technology, acoustics, and other current, innovative design features to enhance the ultimate learning experience.

- These areas are all-inclusive spaces for students in need of digital learning support and will provide tools for digital literacy and academic success.

  - Internet access
  - Hardware devices for student usage
  - Desktop access for resources on the HCCS network
  - Laptop access for mobility and flexibility
  - A quiet location to study, take online courses or exams
  - A place to congregate with classmates to study and problem solve
  - A place to meet with HCC instructional support staff

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Digital Access Centers

Ten districtwide locations:

- Alief Hayes
- Alief Bissonnet
- Coleman
- Eastside
- Felix Fraga
- Missouri City
- Northline
- North Forest
- South Campus
- West Loop

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Promotional Efforts for Digital Access Centers

- Media Advertising
  - Social Media (Facebook, Instagram & LinkedIn)
  - Digital Signage
  - **The Topic**: 10/17/23, Digital Access Centers at HCC Coleman College for Health Sciences (YouTube)
  - HCC **Up 2 The Minute**: 10/17 & 2/15 (YouTube)
  - HCC **Beat** - Missouri City Digital Access Center Grand Opening
  - Recorded Live Tours: Coleman & West Loop

- Campus Newsletters i.e. Central Courier, Northwest Insider, Southwest Digest

- Southeast Student Resource Flipbook

HCC Real World Education

Join us as we cut the ribbon on the new HCC

DIGITAL ACCESS CENTER

Wednesday, November 29 • 10 a.m.

Promotional Efforts for Digital Access Centers

- Townhalls
- Posters across campuses
- Department Meetings
- Ribbon Cuttings
  - Alief Hayes, November 8
  - North Forest, November 10
  - Northline, November 14
  - Missouri City, November 15
  - South Campus, November 16
  - Eastside, November 28
  - Alief Bissonnet, November 29
  - Coleman, December 7

- DAC Website Launch in January
  https://hccs.edu/dac

Welcome to the Digital Access Center

All-inclusive centers that provide students technology devices; noise canceling headphones; quiet areas to study, take online courses or exams; congregate with classmates to study and problem solve; and much more.

- Quiet Study Areas
- Huddle Rooms
- Collaborative group space
- Access to technology, Internet, and printing
- Virtual and in-person Tutoring for all subjects

ACADEMIC SUCCESS CENTERS
DAC Hours of Operation
Monday-Thursday 8am-8pm
Friday   8am-4pm
Saturday   9am-3pm
(Hours are subject to change for holiday and semester break schedules)

Scan code for more Tutoring Services information:
Or call 713-718-8184 (Tutoring Call Center)

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Locations and Hours

Location	Monday-Thursday	Friday	Saturday	Sunday
Alief Bissonnet (T)	8:00 a.m. – 6:00 p.m.	8:00 a.m. – 4:00 p.m.	9:00 a.m. – 3:00 p.m.	Closed
Alief-Hayes (L)	8:00 a.m. – 9:00 p.m.	8:00 a.m. – 4:00 p.m.	9:00 a.m. – 3:00 p.m.	Closed
Coleman College (T)	8:00 a.m. – 6:00 p.m.	8:00 a.m. – 2:00 p.m.	Closed	Closed
Eastside (T)	8:00 am – 8:00 p.m.	8:00 a.m. – 4:00 p.m.	9:00 a.m. – 3:00 p.m.	Closed
Felix Fraga (L)	8:00 a.m. – 6:00 p.m.	8:00 a.m. – 4:00 p.m.	Closed	Closed
Missouri City (T)	8:00 a.m. – 6:00 p.m.	8:00 a.m. – 2:00 p.m.	9 a.m. – 3:00 p.m.	Closed
North Forest (L)	8:00 a.m. – 6:00 p.m.	8:00 a.m. – 4:00 p.m.	Closed	Closed
Northline (T)	M–W | 8:00 a.m. – 6:00 p.m. Th | 9:00 a.m. – 6:00 p.m.	9:00 a.m. – 2:00 p.m.	Closed	Closed
South (L)	8:00 a.m. – 6:00 p.m.	8:00 a.m. - 2:00 p.m.	Closed	Closed
West Loop (T)	8:00 a.m. – 8:00 p.m.	8:00 a.m. – 4:00 p.m.	9:00 a.m. – 3:00 p.m.	Closed

T – Managed by Tutoring Services, L – Managed by Library Services

Digital Access Center Usage January 2, 2024

Location	Visitors	Tutoring Sessions	Study Rooms	Laptop Checkout
Alief Bissonnet (T)	179	Virtual	32	2
Alief-Hayes (L)	5680	ASC	377	2
Coleman College (T)	53	10	162	4
Eastside (T)	451	66	28	12
Felix Fraga (L)	322	ASC	16	1
Missouri City (T)	316	78	18	9
North Forest (L)	97	1	81	4
Northline (T)	105	ASC	50	0
South (L)	547	ASC	15	0
West Loop (T)	108	73	No study rooms available	1

Observations on DAC Usage

- Most asked questions in DACs regard printing assistance, login assistance, adding money to their account to print, and assistance using library resources.

- Students utilize all resources and services available at each DAC location.

- Informal observations of librarians at Alief Hayes location.
"We have observed that Alief Hayes Early College students use the study rooms in the DAC during the morning before lunch to attend HCCS online courses. At that time, HCC students can also be seen in the area using the central pods for individual study and test taking. All students appreciate using the new technological equipment and the furniture."

AT&T Partnership Updates

February:

- 24th Sat. West Loop 10am-12pm
- 28th Wed. Northline 6-9pm

March:

- 2nd Sat. South Campus 9-11am
- 4th Mon. Coleman 6-8pm
- 19th Tue. Felix Fraga 6-8pm
- 23rd Sat. Alief Bissonnet 9-11am

April:

- 6th Sat. Alief Hayes 12-2pm
- 11th Thurs. North Forest 3-5pm
- 13th Sat. Missouri City 10am-12pm
- 20th Sat. Eastside 1-3pm

Go Digital: Introduction to Technology Basics

Collaboration with Community Service Learning

HCC Real World Education   AT&T

https://www.hccs.edu/support-services/digital-access-centers/events/

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Go Digital: Introduction to Technology Basics

- Navigating a Website

- Basic Search

- Introduction to Email

- Using a PC (Windows 10)

- Getting Started with a Computer

- Basics of Video Conferencing

- Introduction to Mobile Devices

Next Steps

- Continue Promoting and Conducting Digital Literacy Workshops

- Evaluate Usage Data to Consider Extending Digital Access Center (DAC) Hours

- Expand DAC Offerings to Include Tutoring and Library Services

- Establish an annual professional development conference for Academic Success Center Staff

- Expand tutoring and library resources for the bachelor's degrees

- Review survey results and identify areas for improvement

Thank you!

REPORT ITEM

Meeting Date: April 3, 2024

Topics For Discussion and or Action

ITEM #	ITEM TITLE	PRESENTER
B.	**Update on State and National Benchmarks**	**Dr. Margaret Ford Fisher** **Dr. Norma Perez** **Dr. Andrea Burridge**

DISCUSSION

This item is brought forward to discuss HCC's competitive position relative to state and national benchmarks.

COMPELLING REASON AND BACKGROUND

Benchmark data consists of data comparing HCC's performance to that of its peers in Texas and nationally. This presentation presents benchmark data including student population (HB8), enrollment, retention, completion and transfer.

FISCAL IMPACT

N/A

LEGAL REQUIREMENT

N/A

STRATEGIC ALIGNMENT

Strategic Priority: 1- Student Success, Strategic Priority: 4 - Community Investment , Strategic Priority: 5 - College of Choice

ATTACHMENTS:

Description	Upload Date	Type
Update on State and National Benchmarks	3/26/2024	Presentation

This item is applicable to the following:

Central, Coleman, Northeast, Northwest, Southeast, Southwest, District, Online

Update on State and National Benchmarks

Norma Perez, Ph.D.

Interim Senior Vice Chancellor, Instruction & Student Services and Chief Academic Officer

Andrea Burridge, Ph.D.

Interim Vice Chancellor, Strategy, Planning, and Institutional Effectiveness

Christopher Burnett, Ph.D.

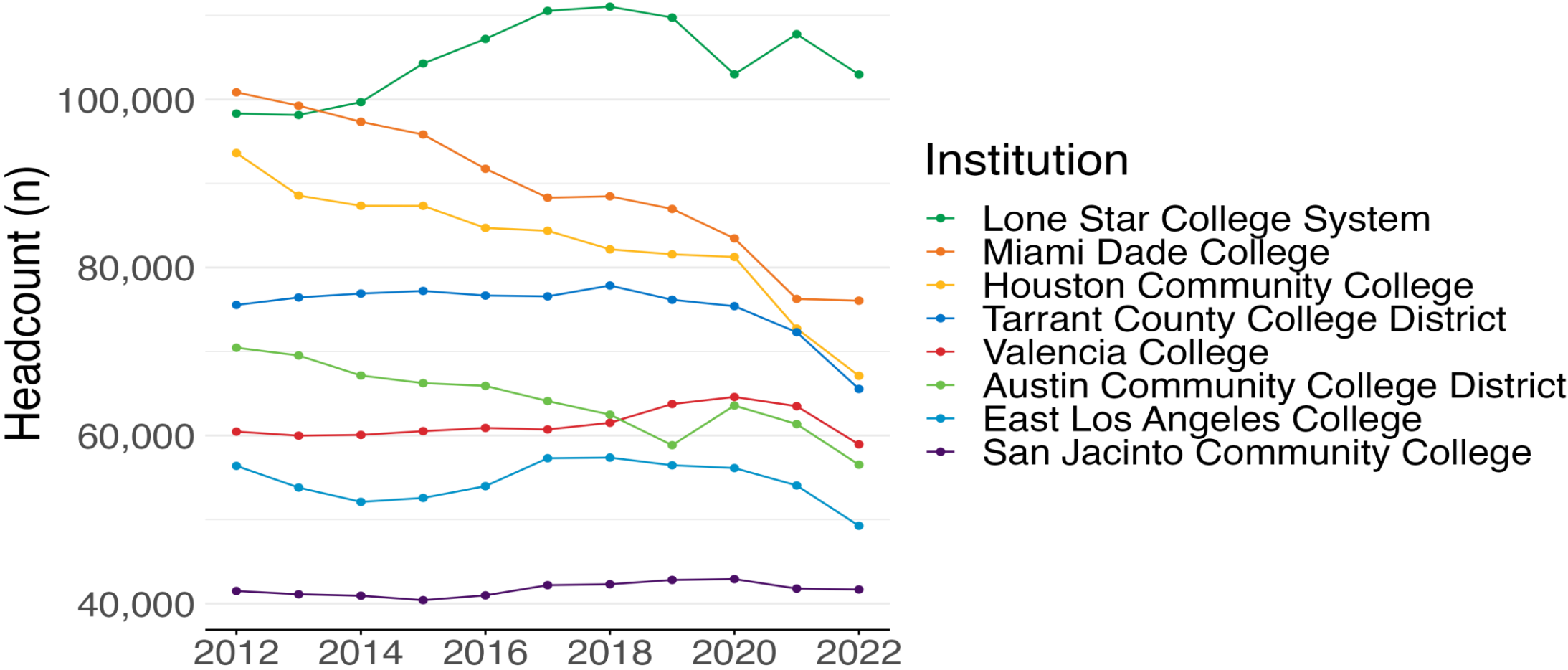Director Research, Assessment, Evaluation

April 3, 2024

Sources of Benchmark Data

- **Integrated Postsecondary Data System (IPEDS)**
  - Annual national data collection

- Texas Higher Education Coordinating Board (THECB)
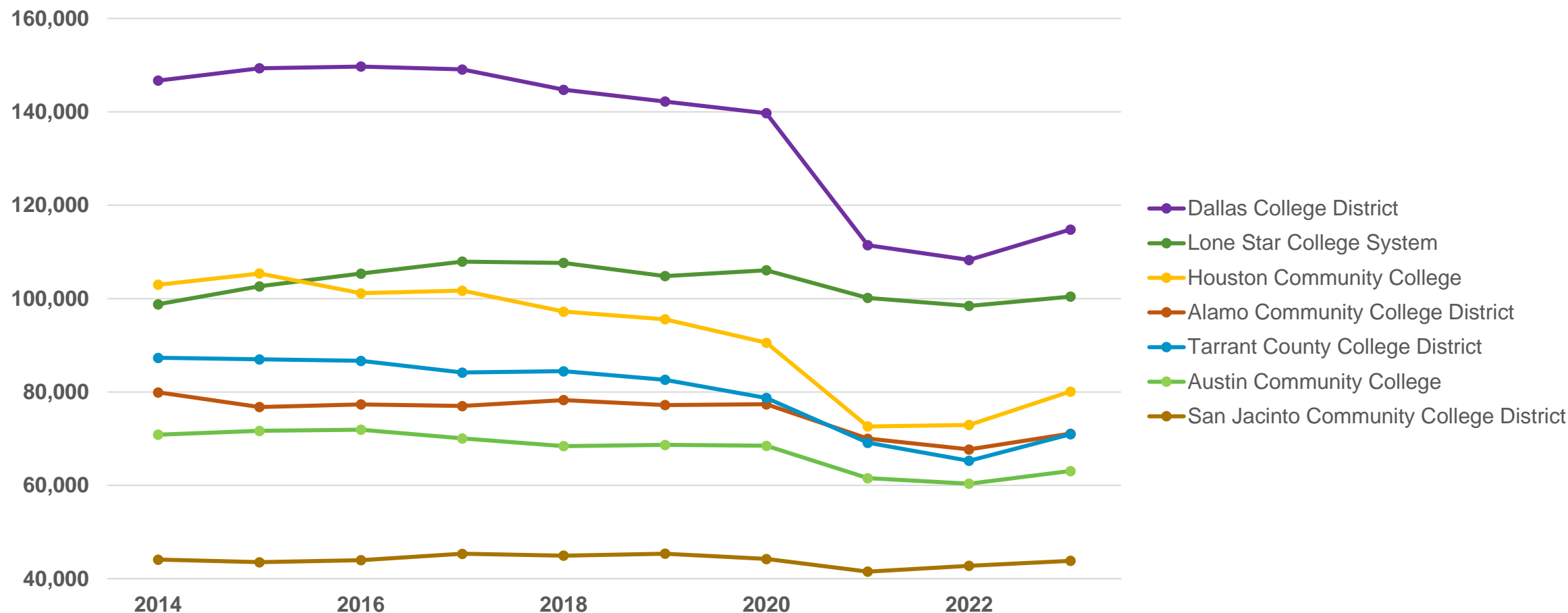 - Data collected each term
  - Texas only

Enrollment Benchmarks

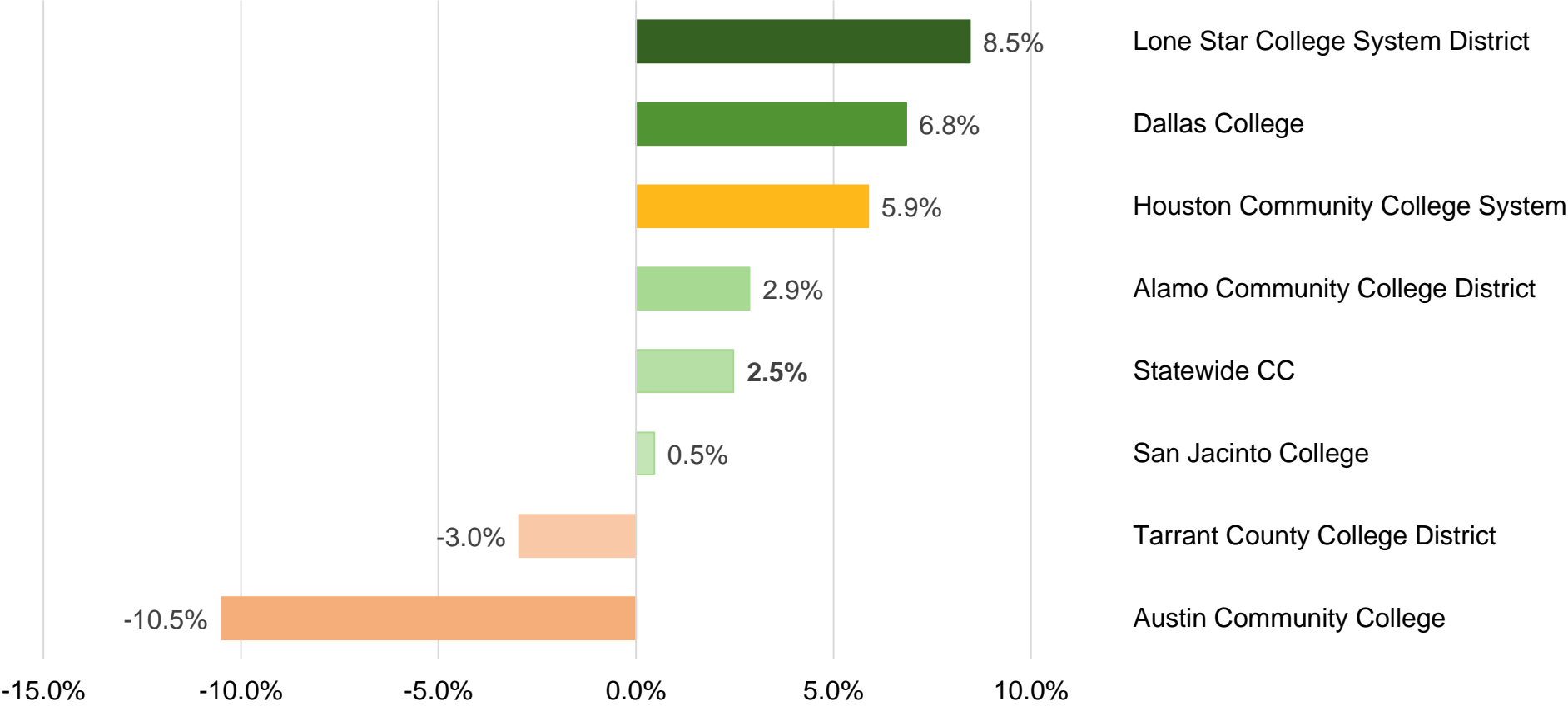# National View: Enrollment Historical Trends (IPEDS 12-Month Headcount)

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Of the Texas Very Large Urban Peers, only Dallas College has shown as steep an enrollment decline as Houston Community College (THECB)

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Pandemic Recovery: Percent Change in Unduplicated Enrollment from Fall 2020 to Fall 2023

Source: THECB Preliminary Enrollment Report,. As of 3/24/2024

Student Characteristics

Students Receiving Pell (THECB)

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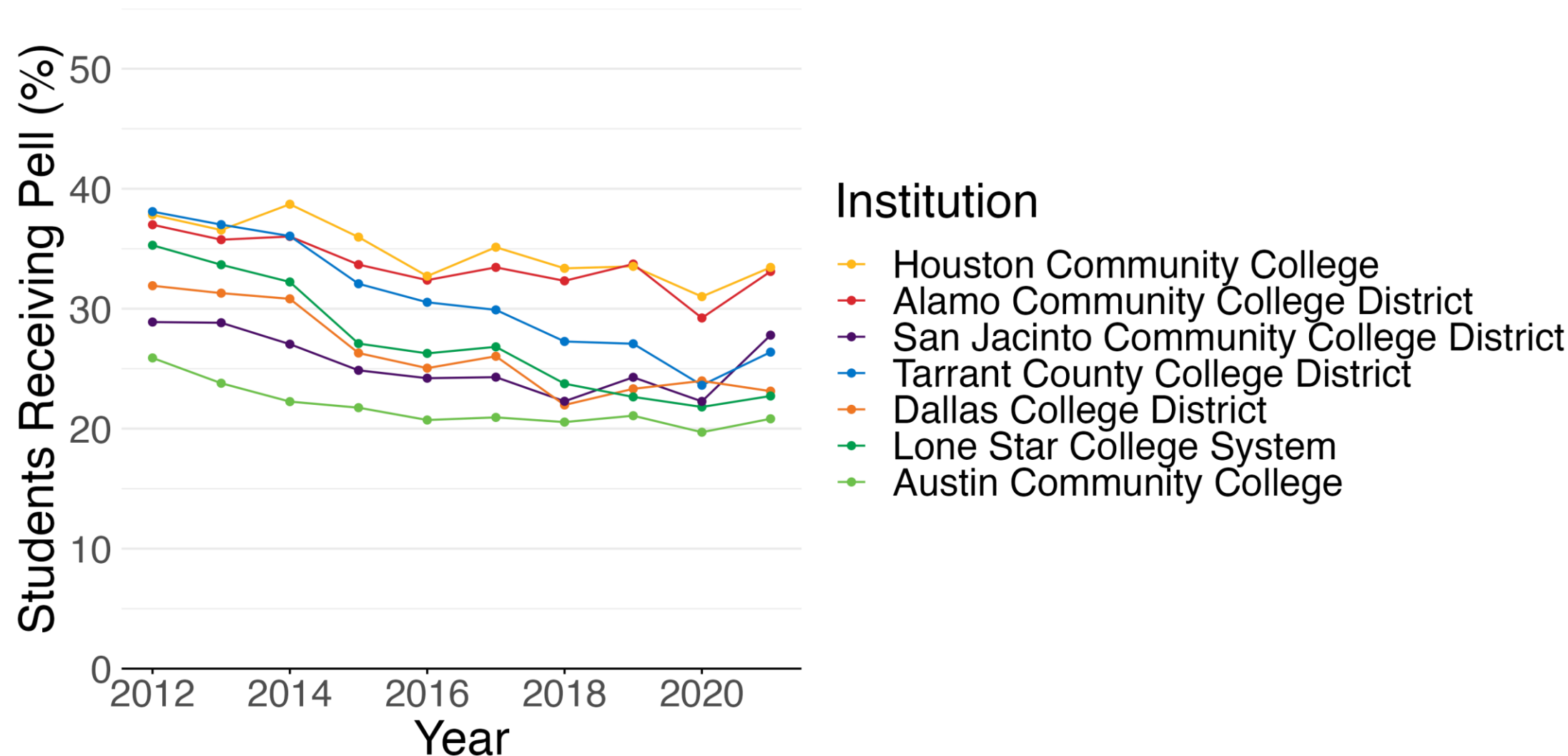
Adult Students (Annual, THECB)

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Source: THECB Accountability System. Enrollment by Age Group (Annual Unduplicated). As of February 13, 2024.
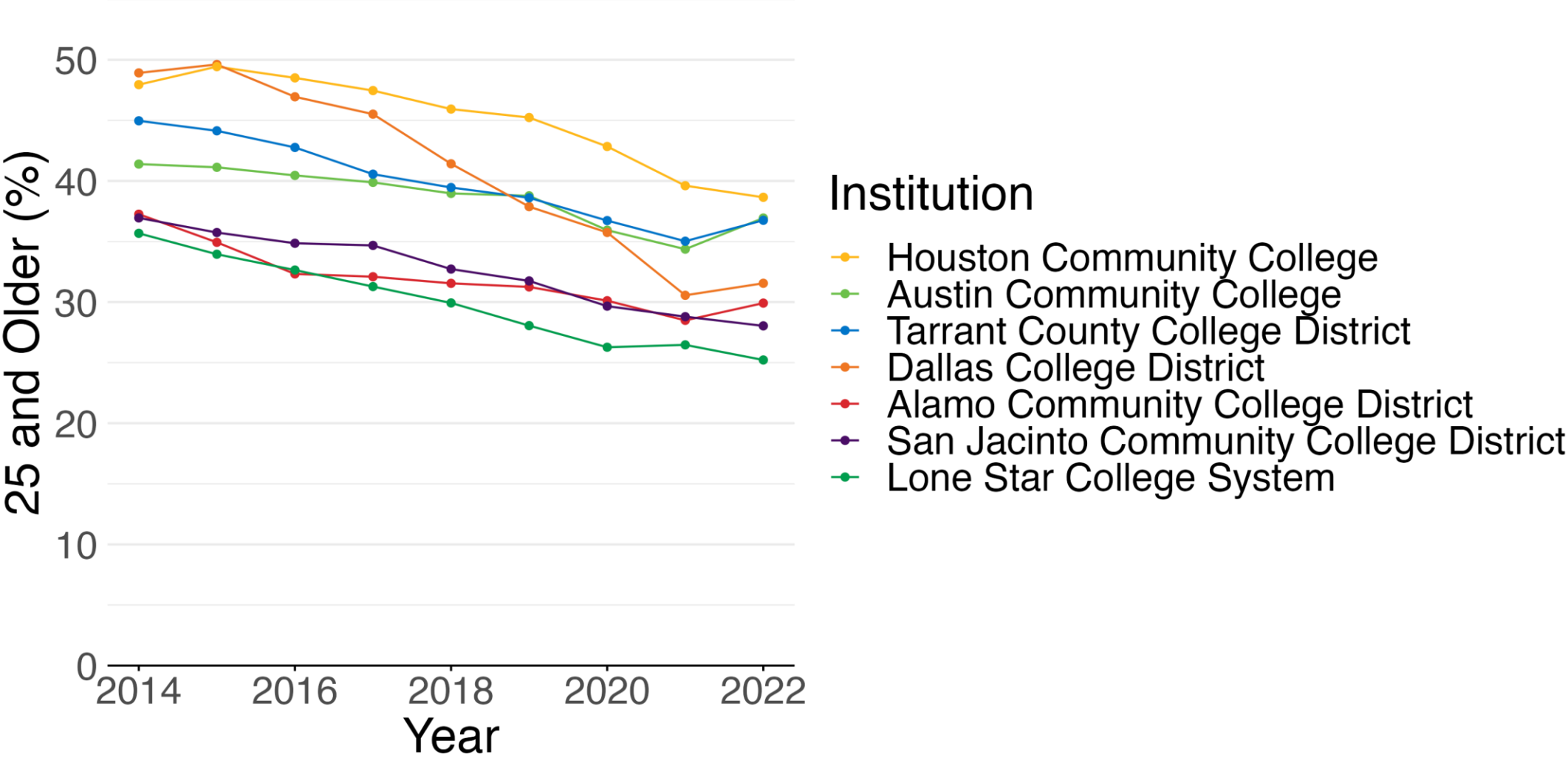
Completion Rates

HCC lags other institutions in it's 3-year Graduation Rate (THECB)

Full-time students

Institution	Rate
Houston Community College	18%
Lone Star College System	19%
Dallas College	22%
Austin Community College	23%
Tarrant County College District	23%
Statewide	25%
Alamo Community College…	27%
San Jacinto Community…	30%

Part-time students

Institution	Rate
Austin Community College	9%
Alamo Community College…	11%
Houston Community College	11%
Tarrant County College District	12%
Lone Star College System	12%
Statewide	14%
Dallas College	15%
San Jacinto Community…	15%

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HCC's 6-year graduation rates includes students who have earned Bachelors after transfer. HCC performs better in relation to very large Texas peers here
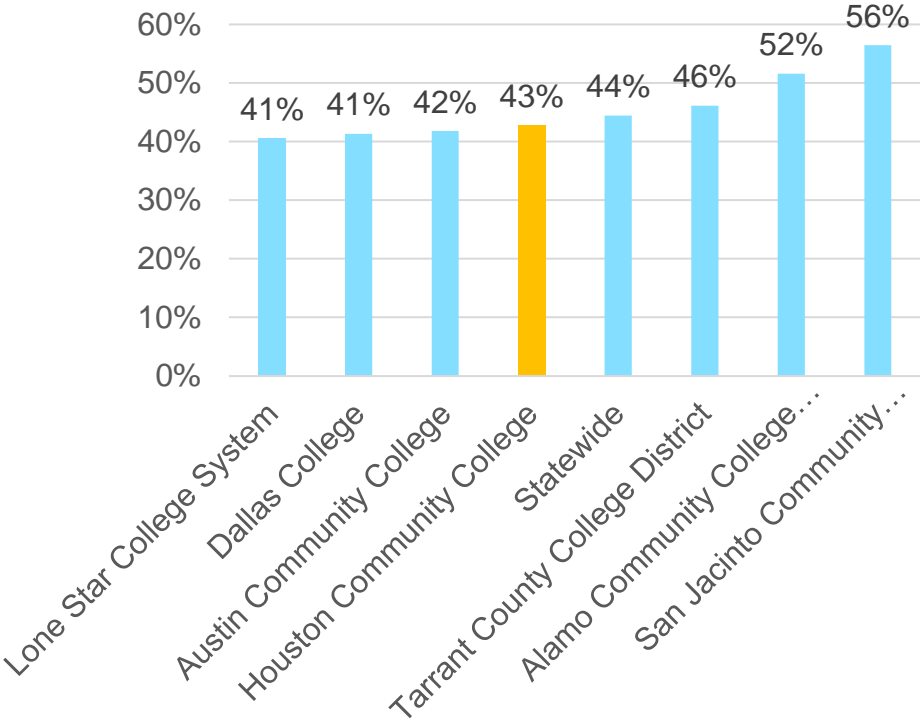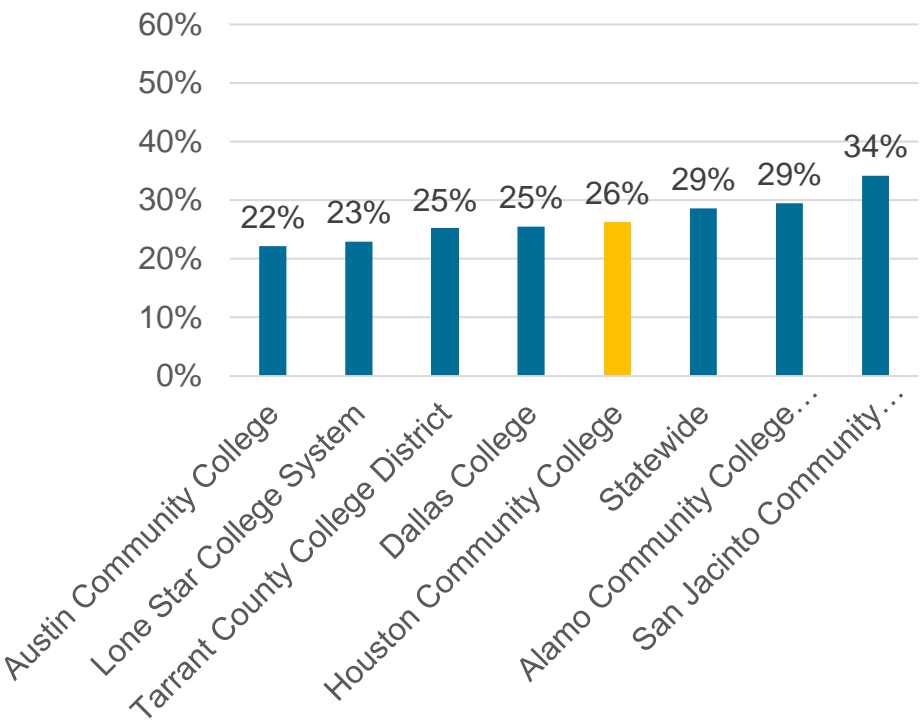
Full-time students

College	Rate
Lone Star College System	41%
Dallas College	41%
Austin Community College	42%
Houston Community College	43%
Statewide	44%
Tarrant County College District	46%
Alamo Community College…	52%
San Jacinto Community…	56%

Part-time students

College	Rate
Austin Community College	22%
Lone Star College System	23%
Tarrant County College District	25%
Dallas College	25%
Houston Community College	26%
Statewide	29%
Alamo Community College…	29%
San Jacinto Community…	34%

HOUSTON COMMUNITY COLLEGE

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Degrees Awarded

Number of Associates Awarded that are Workforce (IPEDS)

HOUSTON COMMUNITY COLLEGE
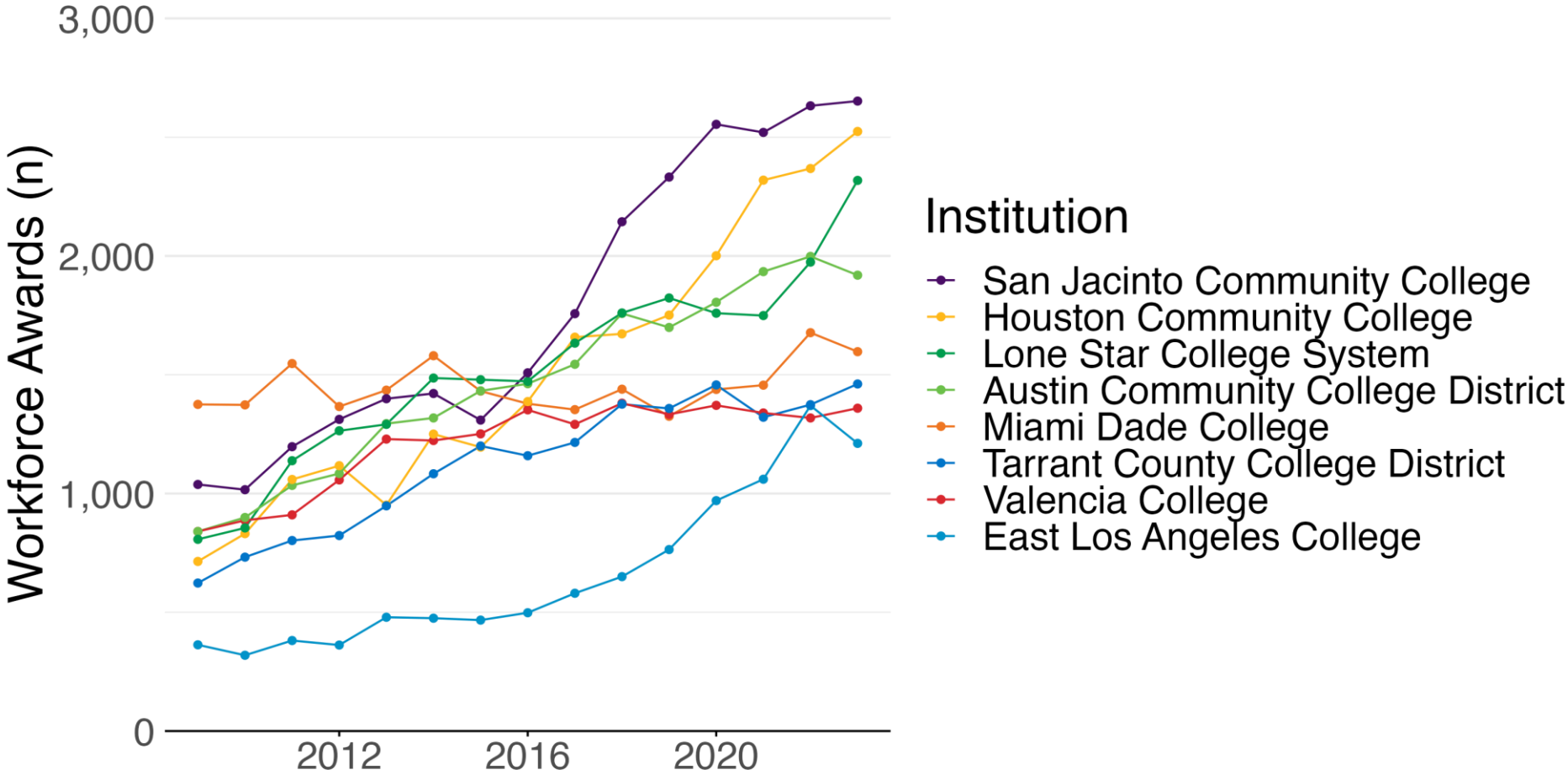
Number of Technical Associates Awarded (THECB)
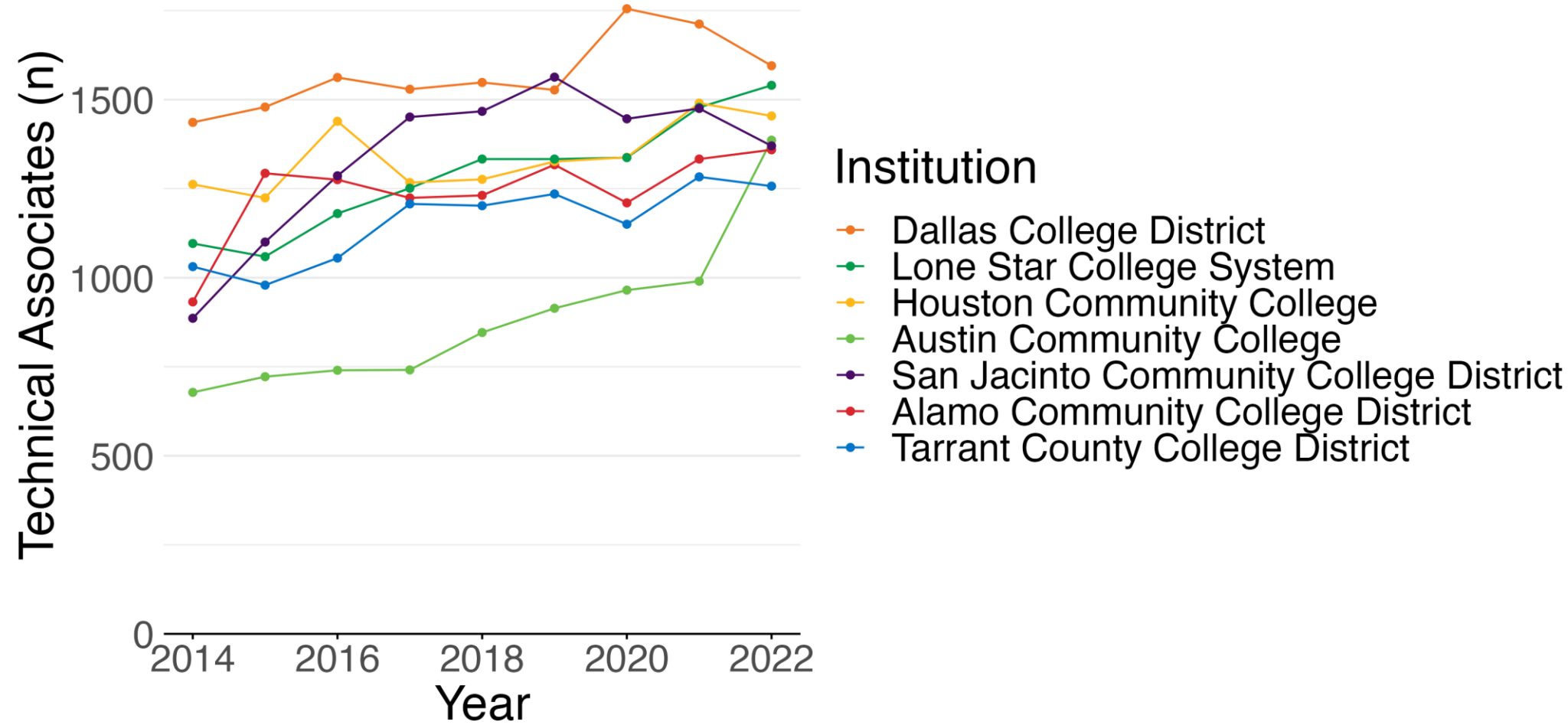
Percentage of Technical Associates Awarded (THECB)

Source: THECB Accountability System – Degrees and Certificates Awarded by Type. As of February 13, 2024.

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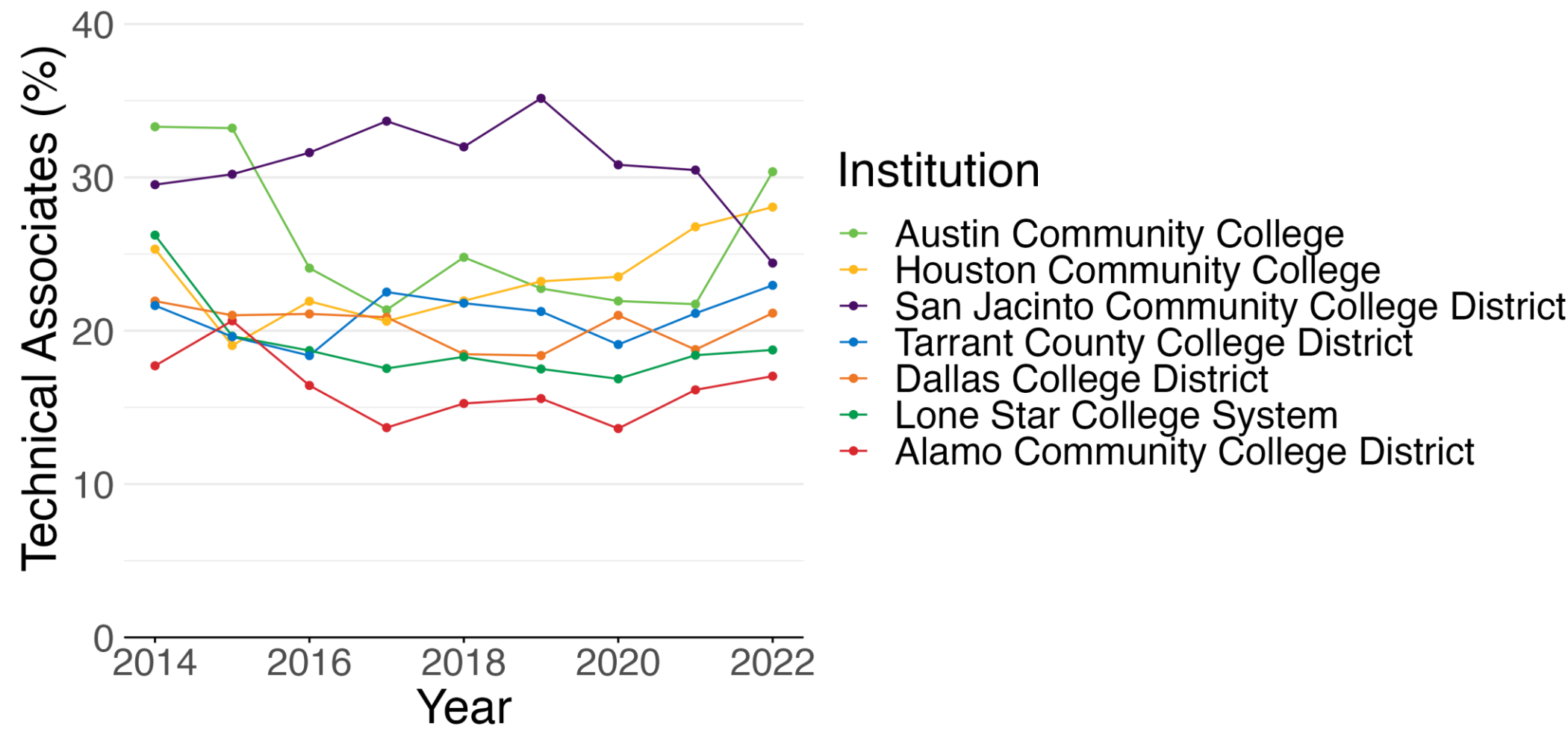
Number of Associates Awarded that are Academic (IPEDS)
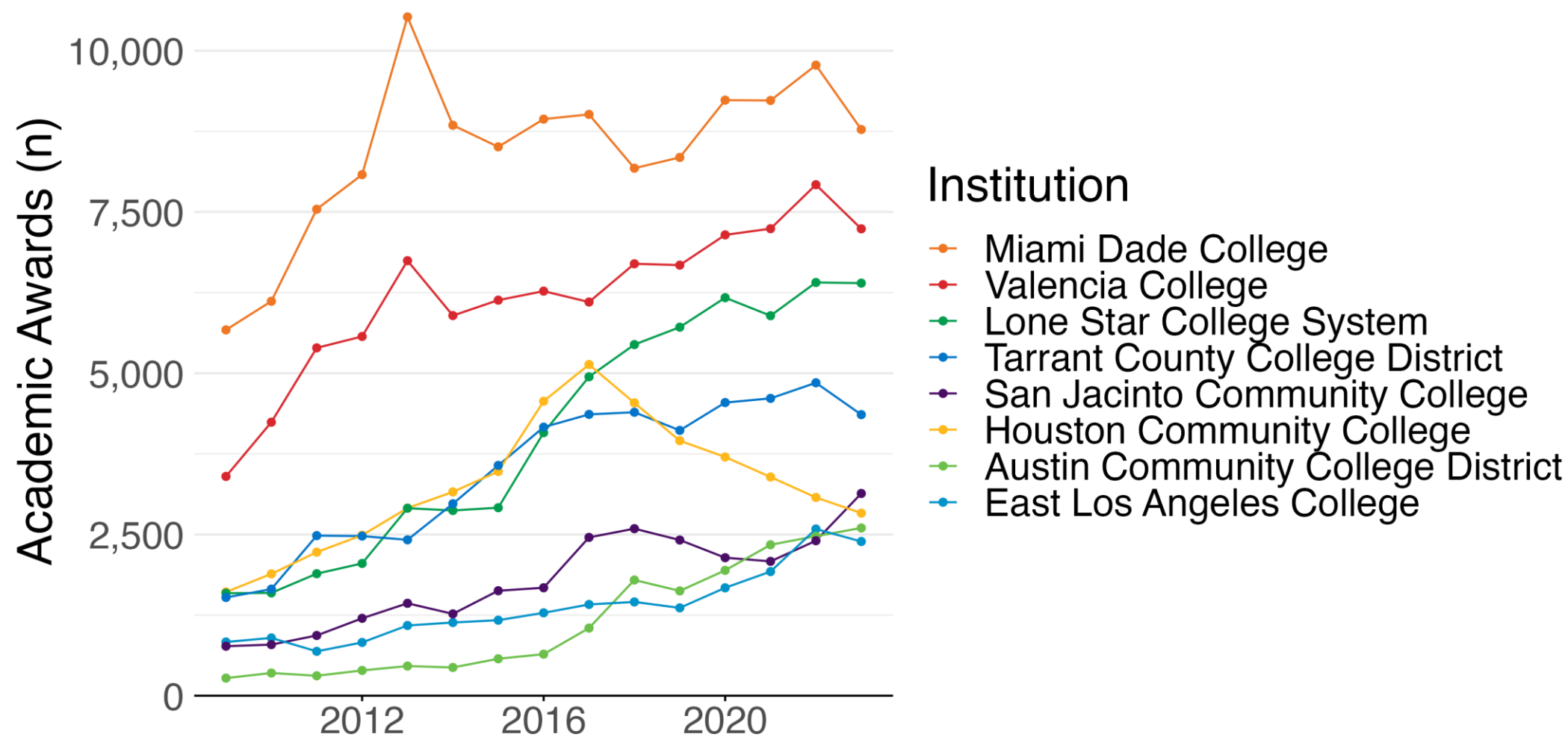
Note: Year is the IPEDS reporting year.
Source: IPEDS. Academic, Workforce, or Other group determined by 2-digit CIP code. As of February 13, 2024.

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HOUSTON COMMUNITY COLLEGE

Number of Associates Awarded that are Academic (THECB)

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Retention and Transfer
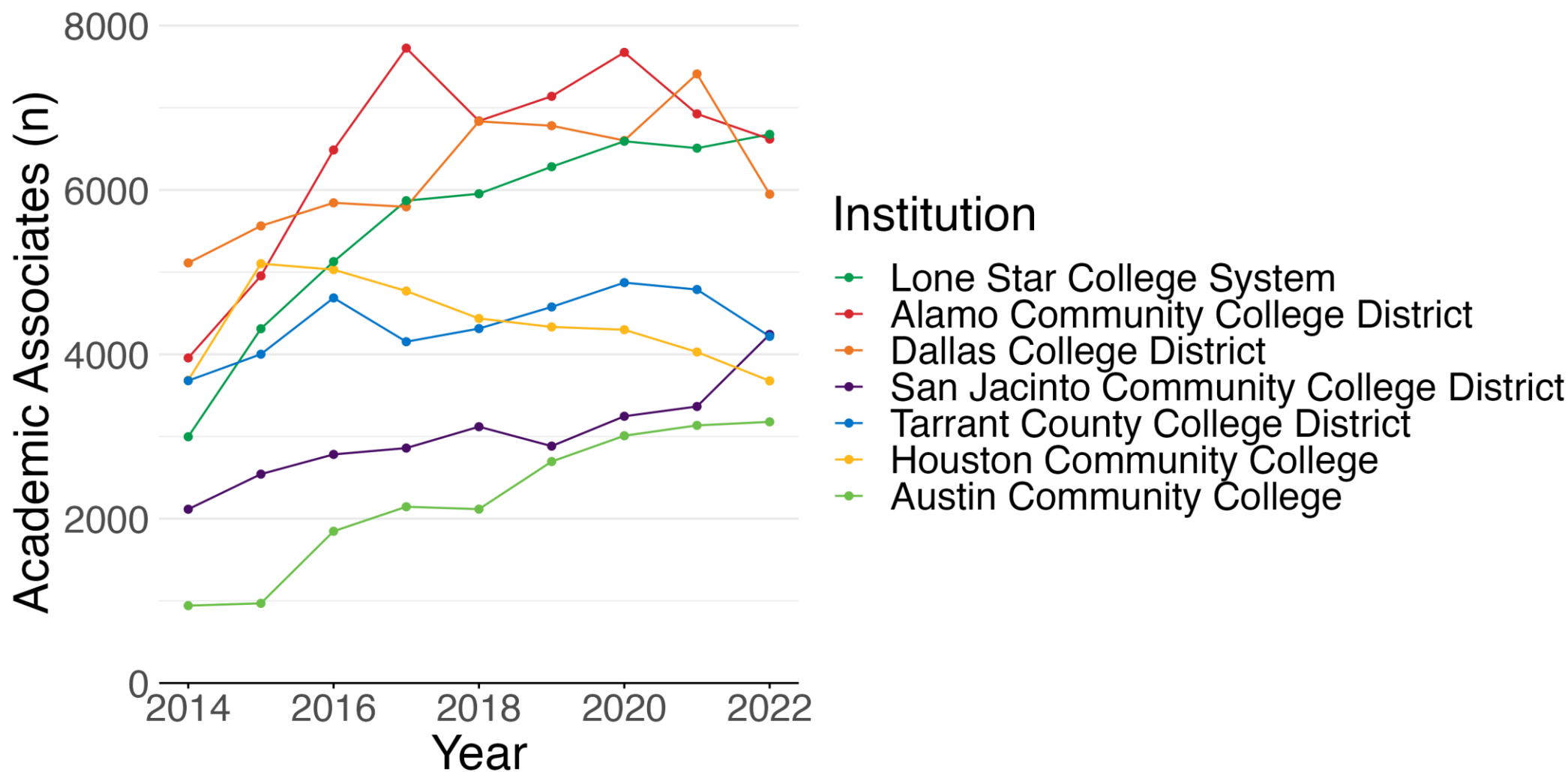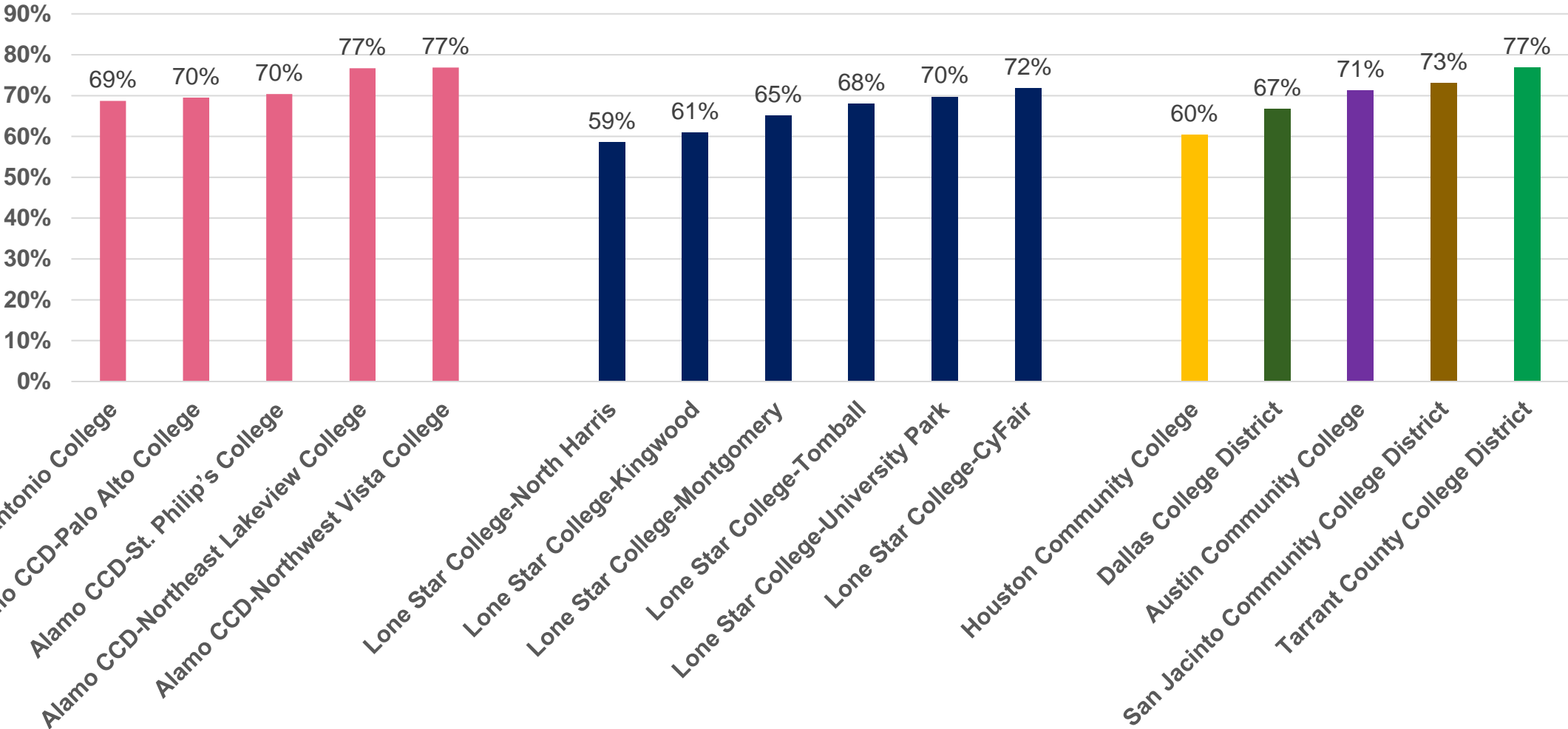
HCC lags other very large colleges in Fall-Fall retention (THECB)

Fall 2021-Fall 2022

Bar chart showing Fall-Fall retention percentages:
- Alamo CCD-San Antonio College: 69%
- Alamo CCD-Palo Alto College: 70%
- Alamo CCD-St. Philip's College: 70%
- Alamo CCD-Northeast Lakeview College: 77%
- Alamo CCD-Northwest Vista College: 77%
- Lone Star College-North Harris: 59%
- Lone Star College-Kingwood: 61%
- Lone Star College-Montgomery: 65%
- Lone Star College-Tomball: 68%
- Lone Star College-University Park: 70%
- Lone Star College-CyFair: 72%
- Houston Community College: 60%
- Dallas College District: 67%
- Austin Community College: 71%
- San Jacinto Community College District: 73%
- Tarrant County College District: 77%

HCC's transfer rates are in the top half of very large community colleges in Texas

College	Transfer Rate
Dallas College	20%
Lone Star College System	23%
Austin Community College	24%
San Jacinto Community College District	24%
Statewide	25%
Houston Community College	28%
Tarrant County College District	29%
Alamo Community College District	30%

HOUSTON COMMUNITY COLLEGE

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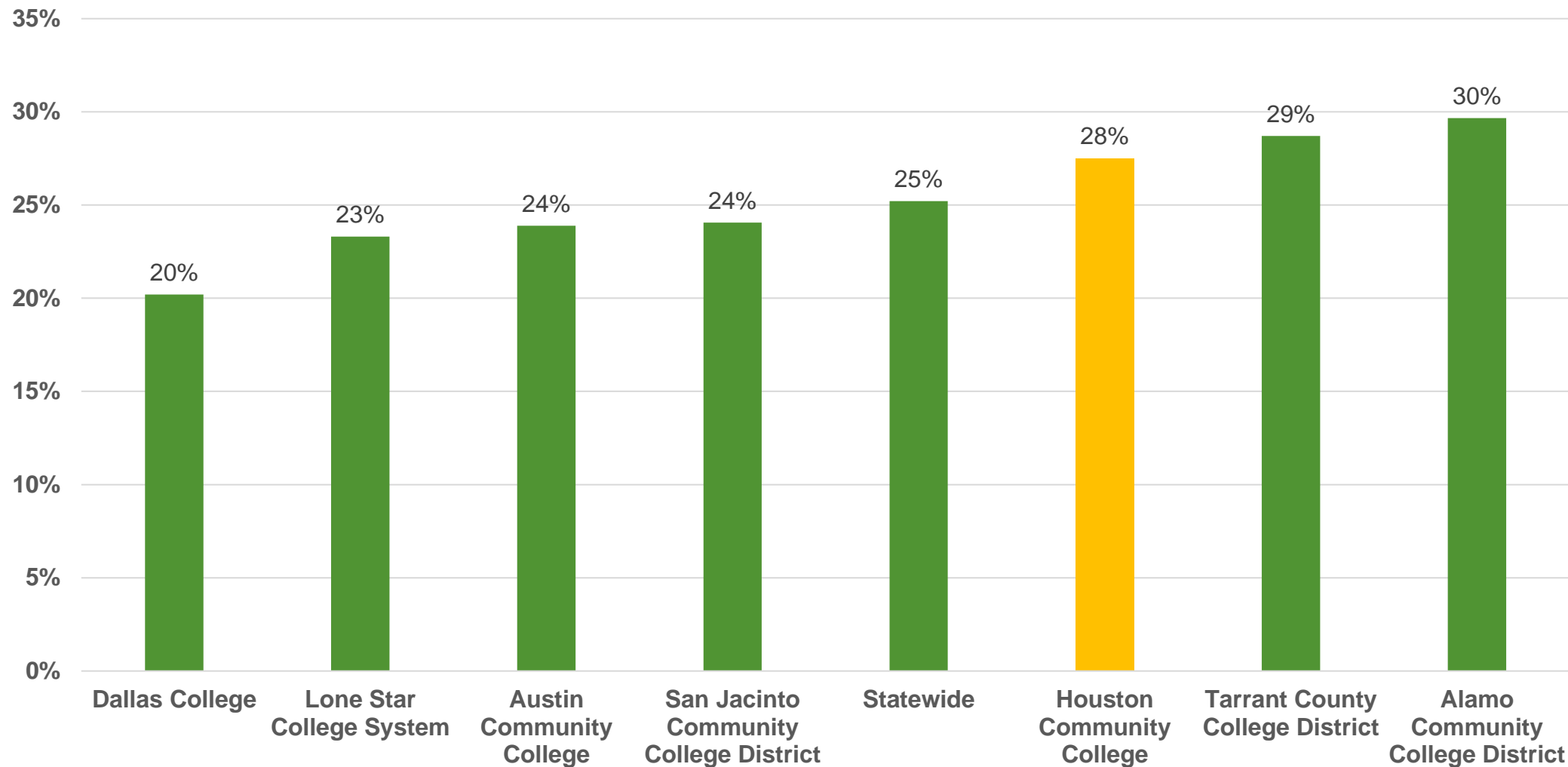
Becoming Competitive

Ensure HCC programs align with student, community, and industry demand

- Aligned Credentials of Value

  - Strategic enrollment management

  - Offerings that are reflective of student needs and the communities

- Transfer Initiatives

  - Early transfer conversations

  - Articulation agreements

  - Increase co-enrollment agreements

HOUSTON COMMUNITY COLLEGE

Focus on Retention, Successful Course Completion, and Degree Completion

- Course Success
  - Instruction + Support services

- Retention
  - Engagement
  - Technology
  - Professional Development (Faculty and Staff)

Questions?