



AGENDA

ACADEMIC AND STUDENT AFFAIRS COMMITTEE OF THE BOARD OF TRUSTEES

**June 4, 2025
1:30 PM**

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

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

HOUSTON COMMUNITY COLLEGE

June 4, 2025

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, June 4, 2025 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. Dual Credit Program Update
- B. Partnership with the Bilateral Chamber of Commerce
- C. Eagle Spark: HCC's Apple Community Education Initiative
- D. Enhancing the Student Experience

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

CERTIFICATE OF POSTING OR GIVING NOTICE

On this **30th day of May 2025**, this Notice was posted at a place convenient to the public and readily accessible at all times to the general public at the following locations: (1) the HCC Administration Building of the Houston Community College, 3100 Main, First Floor, Houston, Texas 77002 and (2) the Houston Community College's website: www.hccs.edu.

Posted By:

Sharon R. Wright
Director, Board Services

REPORT ITEM

Meeting Date: June 4, 2025

Topics For Discussion and or Action

ITEM #	ITEM TITLE	PRESENTER
A.	Dual Credit Program Update	Dr. Margaret Ford Fisher Dr. Norma Perez Dr. Desmond Lewis

DISCUSSION

Provide an update on the Dual Credit Program.

COMPELLING REASON AND BACKGROUND

- Present current HCC Dual Credit Locations
- Provide Dual Credit Program performance outcomes related to the following variables:
 - Enrollment Trends
 - Persistence Rates
 - Success Rates
 - Completion Rates
 - Student Demographic Data
- Discuss Success and Completion Initiatives

STRATEGIC ALIGNMENT

Strategic Priority: 1- Student Success, Strategic Priority: 2 - Personalized Learning , Strategic Priority: 3 - Academic Rigor , Strategic Priority: 4 - Community Investment , Strategic Priority: 5 - College of Choice

ATTACHMENTS:

Description	Upload Date	Type
Dual Credit Program Update PowerPoint	5/27/2025	Presentation

This item is applicable to the following:

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



Dual Credit Program Update

Margaret Ford Fisher, Ed.D.
Chancellor

Norma Perez, Ph.D.
Senior Vice Chancellor, Instruction & Student Services and Chief Academic Officer

Desmond Lewis, Ed.D.
Associate Vice Chancellor, College Readiness

June 4, 2025

Overview

Where We Are (Current State)

Program Overview

Enrollment Trends

Persistence Rates

Course Success Rates and
Completions

Where We Are Going (Future State)

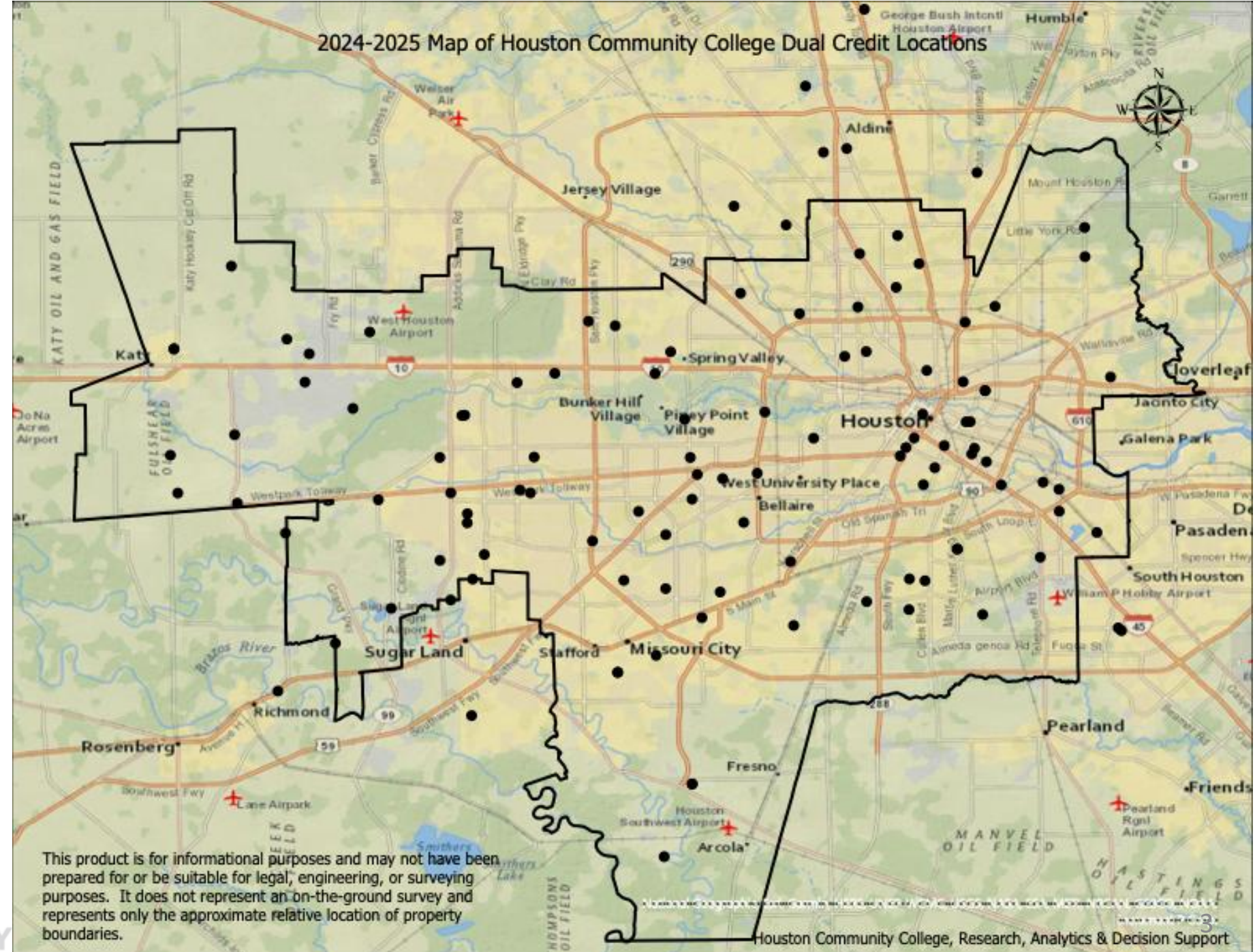
Success and Completion Initiatives

HCC Locations Geocoded Dual Credit by HCC Service Area, AY 2025

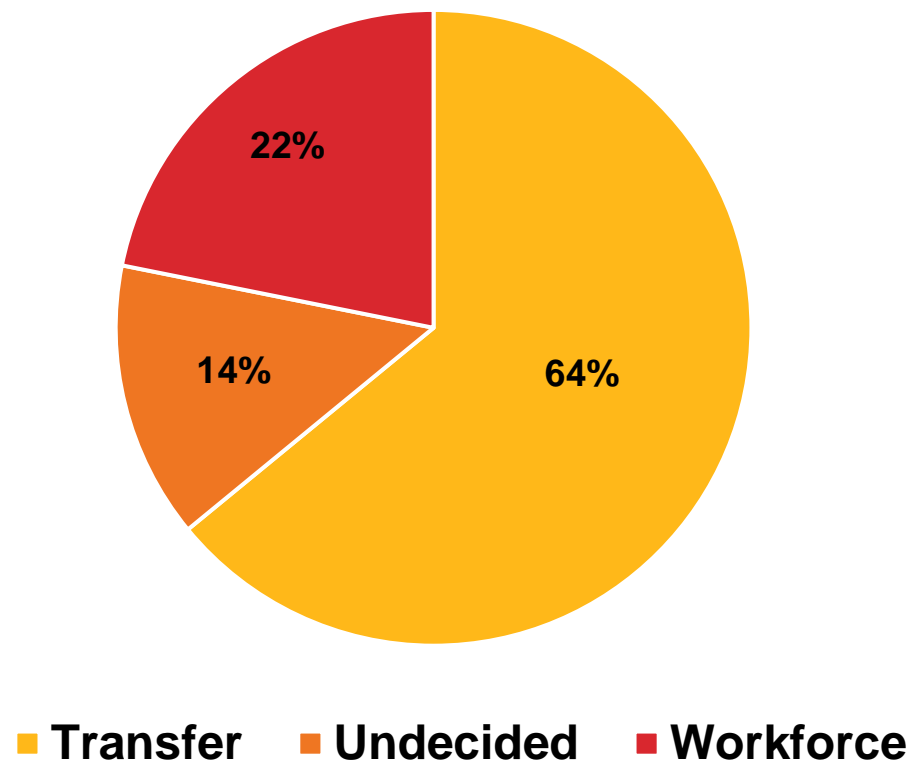
Note: Students are assigned to district by the last semester of enrollment in an academic year

Source: PS_DASH_DUAL as of March 4, 2025

HOUSTON COMMUNITY



Distribution of Dual Credit Students By Academic Plan, FY 2025* to Date



*Enrollment ongoing for Summer 2025. Dual Credit students identified by waiver code. Student's academic plan determined by most recent plan within AY2025. Transfer includes AA and AS plans, Workforce includes AAS, AAT, BAS, C1, C2, and OSA plans.

Unduplicated Dual Credit Enrollment By ISD

High School	2022	2023	2024	*2025
ALDINE ISD	124	173	182	181
ALIEF ISD	1,230	1,347	1,293	1,488
CHARTER SCHOOL	500	584	699	846
FORT BEND ISD	1,985	2,410	2,744	3,041
GOOSE CREEK ISD	0	20	29	39
HOUSTON ISD	4,556	5,211	5,590	5,733
KATY ISD	1,248	2,015	2,228	2,562
NO SCHOOL DISTRICT ASSOCIATION	120	111	149	148
PRIVATE SCHOOL	106	83	136	156
SPRING BRANCH ISD	472	483	455	593
STAFFORD ISD	409	478	526	473
HCC - Total Unduplicated	10,750	12,915	14,031	15,260

*Partial Data

Source: Office of Institutional Research as of May 6, 2025

Dual Credit Enrollment by Ethnicity

Ethnicity	2022	2023	2024	*2025
African American	2,168	2,288	2,326	2,271
Asian	1,527	1,876	2,049	2,191
Hispanic	4,978	5,723	6,344	7,066
Other	630	1,491	1,707	2,219
Caucasian	1,447	1,537	1,605	1,513
HCC - Total Unduplicated	10,750	12,915	14,031	15,260

*Partial Data

Unduplicated Dual Credit Fall to Spring Persistence by ISD AY 24 – 25

High School	Fall 2024 Unduplicated Enrollment	Spring 2025 Returning Unduplicated Enrollment	Fall 2024 to Spring 2025 Persistence
ALDINE ISD	160	160	100.0%
ALIEF ISD	1,074	975	90.8%
CHARTER SCHOOL	741	697	94.1%
FORT BEND ISD	2,084	2,017	96.8%
GOOSE CREEK ISD	41	41	100.0%
HOUSTON ISD	4,888	4,691	96.0%
KATY ISD	2,433	2,299	94.5%
NO SCHOOL DISTRICT ASSOCIATION	114	108	94.7%
PRIVATE SCHOOL	90	81	90.0%
SPRING BRANCH ISD	592	580	98.0%
STAFFORD ISD	361	354	98.1%
HCC - Total Unduplicated	12,578	11,994	95.4%

Dual Credit Course Success Rate by ISD Across Academic Years

High School	2022		2023		2024		*2025	
	N	%	N	%	N	%	N	%
ALDINE ISD	204	94.4%	459	90.0%	475	88.8%	222	95.3%
ALIEF ISD	4,304	84.1%	5,011	87.2%	4,832	87.3%	2,373	86.2%
CHARTER SCHOOL	879	74.7%	1,020	78.6%	1,381	82.4%	895	84.8%
FORT BEND ISD	4,864	88.5%	5,925	89.2%	6,987	91.3%	3,013	89.9%
GOOSE CREEK ISD	0	0%	17	85.0%	70	98.6%	52	100.0%
HOUSTON ISD	13,635	79.3%	16,158	82.4%	18,341	84.5%	9,282	85.3%
KATY ISD	2,749	91.2%	4,909	90.7%	5,446	91.2%	3,265	89.5%
NO SCHOOL DISTRICT ASSOCIATION	393	80.0%	449	89.3%	582	86.7%	291	79.3%
PRIVATE SCHOOL	218	92.8%	183	85.1%	391	86.9%	186	89.0%
SPRING BRANCH ISD	1,388	95.9%	1,344	97.1%	1,269	96.3%	1,031	92.7%
STAFFORD ISD	1,257	81.9%	1,642	85.8%	1,845	84.6%	681	81.6%
Course Success Rate	29,892	83.2%	37,117	85.8%	41,619	87.1%	21,291	86.9%

*Partial Data (Fall 2024)

Dual Credit Course

Success Rate by Ethnicity Across Academic Years

(% of Students earning A,B or C)

	2022		2023		2024		*2025	
Ethnicity	N	%	N	%	N	%	N	%
African American	6,291	79.4%	7,179	82.5%	7,218	84.2%	3,092	81.6%
Asian	4,112	92.9%	4,988	94.6%	5,782	95.2%	2,244	93.9%
Hispanic	14,170	80.4%	17,324	83.5%	19,655	85.1%	10,858	86.2%
Other	1,639	84.4%	3,419	84.8%	4,654	86.5%	3,093	87.7%
Caucasian	3,680	92.0%	4,207	93.5%	4,310	92.8%	2,004	91.3%
Course Success Rate	29,892	83.2%	37,117	85.8%	41,619	87.1%	21,291	86.9%

*Partial Data (Fall 2024)

Unduplicated Dual Credit Count with 15+ Credits Earned by ISD Across Academic Years

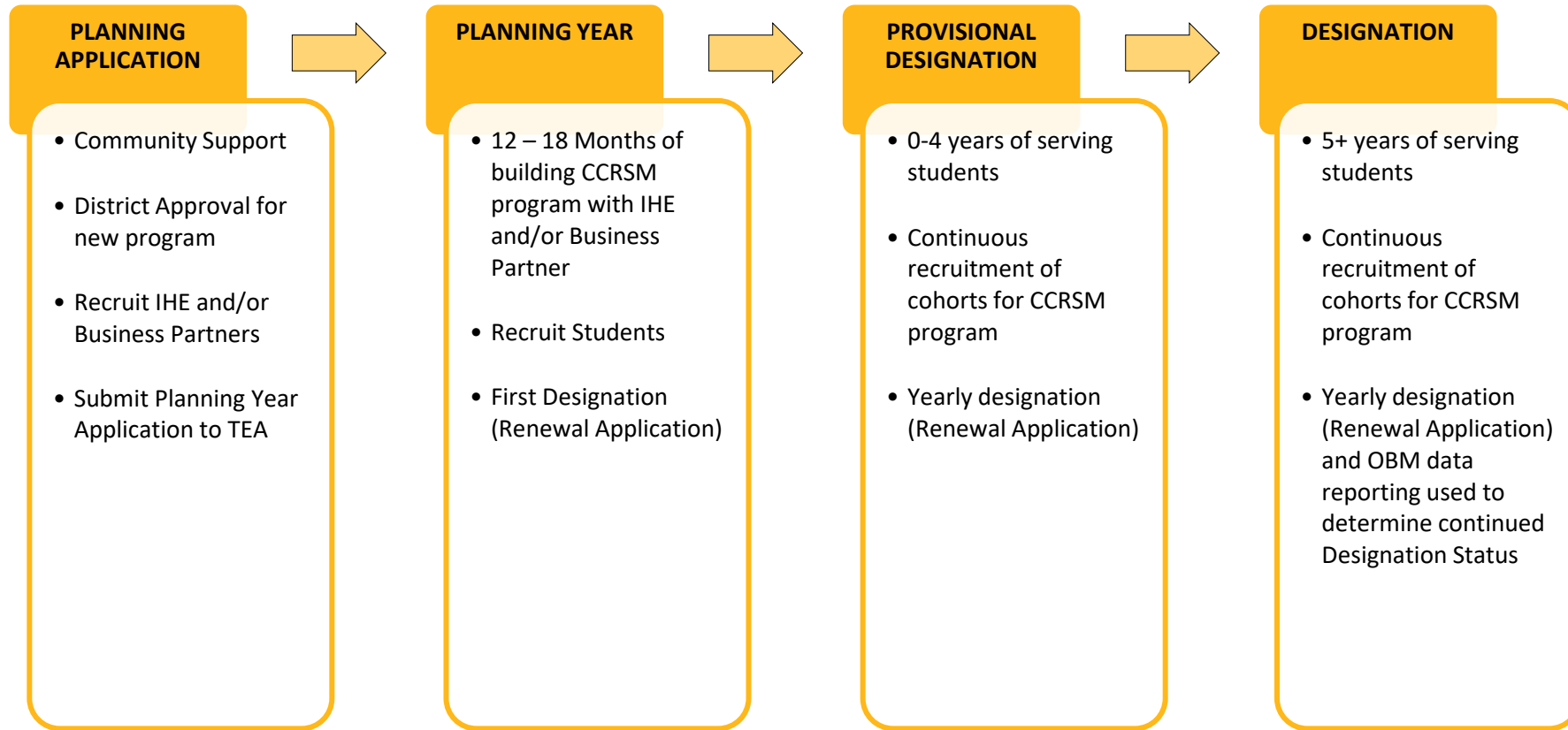
High School	2022	2023	2024
ALDINE ISD	0	2	4
ALIEF ISD	357	402	399
CHARTER SCHOOL	41	38	49
FORT BEND ISD	182	251	289
HOUSTON ISD	1,064	1,292	1,412
KATY ISD	12	41	54
NO SCHOOL DISTRICT ASSOCIATION	36	40	57
PRIVATE SCHOOL	5	8	28
SPRING BRANCH ISD	3	0	6
STAFFORD ISD	83	115	137
HCC - Total Unduplicated	1,783	2,189	2,435

Dual Credit Graduates by Academic Year and Type

Dual Credit Type	Type	2021	2022	2023	2024
Early College High School	Associate of Arts	214	213	272	257
	Associate of Science	144	117	131	166
	Level I Certificate	0	1	2	0
P-Tech	Associate of Applied Science	22	10	33	29
	Associate of Arts	N/A	10	26	0
	Level I Certificate	19	12	8	21
	Level II Certificate	0	0	0	3
Traditional Dual Credit	Associate of Arts	113	92	62	79
	Associate of Science	3	2	32	33
	Associate of Applied Science	0	6	13	9
	Level I Certificate	172	164	161	300
	Level II Certificate	6	0	0	1
Grand Total		690	627	740	897

Texas Education Agency

Early College High School/ Pathways in Technology Early College High School Designation Process



Source: <https://tea.texas.gov/academics/college-career-and-military-prep/early-college-high-school-echs>

Top 10 Transfer Institutions for Dual Credit Students by Year

2022		2023		2024	
Four-Year Institution	Count of Transfers	Four-Year Institution	Count of Transfers	Four-Year Institution	Count of Transfers
University Of Houston	886	University Of Houston	769	University Of Houston	740
University Of Houston-Downtown	404	University Of Houston-Downtown	334	Texas A&M University	400
Texas A&M University	302	Texas A&M University	338	University Of Houston-Downtown	288
University Of Texas At Austin	231	University Of Texas At Austin	245	University Of Texas At Austin	264
Texas State University - San Marcos	183	Texas State University - San Marcos	161	Texas State University - San Marcos	188
University Of Texas - San Antonio	182	University Of Texas - San Antonio	153	University Of Texas - San Antonio	156
Prairie View A&M University	141	Prairie View A&M University	142	Prairie View A&M University	122
Sam Houston State University	147	Sam Houston State University	143	Sam Houston State University	122
Houston Baptist University	98	Texas Southern University	103	Texas Southern University	78
Texas Southern University	91	Houston Baptist University	63	Houston Baptist University	45

HCC Dual Credit Program 3 Year Financial Analysis

Year		FY 22			FY 23			FY 24		
		In-District	Out-of-District/State	Total	In-District	Out-of-District/State	Total	In-District	Out-of-District/State	Total
Program Revenue:										
1	Tuition & Fee Assessed/Revenue	\$ 6,533,921	\$ 5,933,518	\$ 12,467,439	\$ 7,887,933	\$ 8,037,701	\$ 15,925,634	\$ 8,711,248	\$ 8,750,434	\$ 17,461,681
2	Waivers	(6,533,921)	(5,375,013)	(11,908,934)	(7,887,933)	(7,248,026)	(15,135,959)	(8,711,248)	(7,856,185)	(16,567,432)
3	Total Tuition & Fees, Net	\$ -	\$ 558,506	\$ 558,506	\$ -	\$ 789,675	\$ 789,675	\$ -	\$ 894,249	\$ 894,249
4	State Appropriations	4,405,618	2,169,931	6,575,549	4,976,346	2,451,036	\$ 7,427,383	2,295,085	1,130,415	\$ 3,425,500
5	FAST State Reimbursement	-	-	-	-	-	-	2,980,243	1,467,881	4,448,124
6	Total Net Revenue	\$ 4,405,618	\$ 2,728,437	\$ 7,134,055	\$ 4,976,346	\$ 3,240,711	\$ 8,217,058	\$ 5,275,328	\$ 3,492,545	\$ 8,767,873
Less Program Costs:										
7	Faculty Costs (FT and PT)	1,134,662	558,864	1,693,526	1,563,995	770,326	2,334,321	1,896,640	934,166	2,830,806
8	Direct Admin. Costs (Staff and Other Program Support)	762,016	375,322	1,137,338	748,497	368,663	1,117,160	822,232	404,980	1,227,212
9	FAST Book & OD Fee Exemption	-	-	-	-	-	-	157,374	77,513	234,887
10	Total Program Costs	\$ 1,896,679	\$ 934,185	\$ 2,830,864	\$ 2,312,492	\$ 1,138,989	\$ 3,451,481	\$ 2,876,246	\$ 1,416,659	\$ 4,292,905
11	Program Contribution (Shortfall)	\$ 2,508,939	\$ 1,794,252	\$ 4,303,191	\$ 2,663,854	\$ 2,101,723	\$ 4,765,577	\$ 2,399,082	\$ 2,075,887	\$ 4,474,968
12	Institutional Overhead Costs*	4,102,132	2,020,453	6,122,585	4,816,258	2,372,187	7,188,444	5,331,390	2,625,909	7,957,298
13	Program Contribution (Shortfall) less Institutional Overhead Costs	\$ (1,593,193)	\$ (226,201)	\$ (1,819,395)	\$ (2,152,403)	\$ (270,464)	\$ (2,422,867)	\$ (2,932,308)	\$ (550,022)	\$ (3,482,330)

*Note: Institutional Overhead Costs is an allocation of institutional support costs allocated by contact hours.

*Note: \$1342.16 Institutional Support. The institutional support category includes expenses for central, executive-level activities concerned with management and long-range planning for the entire institution, such as the governing board, planning and programming operations, and legal services; fiscal operations, including the investment office; administrative data processing; space management; employee personnel and records; logistical activities that provide procurement, storerooms, printing; transportation services to the institution; support services to faculty and staff that are not operated as auxiliary enterprises; and activities concerned with community and alumni relations, including development and fundraising.

Exemptions & Waivers Summary

			FY24 Actual	FY25 EST	FY26 EST	\$Chg	%Chg
Early High School & P-Tech	Tuition & Fees	100% Waived	\$5.5 M	\$6M	\$6.3M	\$300K	5%
Traditional Dual Credit	Tuition & Fees	100% Waived	\$11M	\$12.5M	\$13.8M	\$1.3M	10%
Dual Credit (Out-of-District)	Fees	Flat \$65 per course	\$894K	\$1M	\$1.1M	\$100K	10%

- We are recommending no change to the Exemptions & Waivers

Dual Credit Partnership Expansions

Dual Credit Partners	Current or New	Location	Enrollment Projection	Start Date
*Aldine ISD	Current	Aldine High School	20	Fall 2025
		Davis High School	20	Fall 2025
		Eisenhower High School	20	Fall 2025
		MacArthur High School	20	Fall 2025
		Nimitz High School	20	Fall 2025
**Channelview ISD	New	Channelview High School	<i>Pending</i>	Fall 2025
**Galena Park ISD	New	Galena Park High School	60	Fall 2025
		Northshore High School	60	Fall 2025
Houston ISD	Current	Sharpstown International Early College High School	<i>Pending</i>	Fall 2026
		Westside Early College High School	<i>Pending</i>	Fall 2025
		High School for Law and Justice PTECH	20	Fall 2025
Horizon Leadership Academy	New	Horizon Leadership Academy	<i>Pending</i>	Fall 2025
KIPP	Current	KIPP Journey Collegiate	20	Fall 2025
		KIPP Academy West	20	Fall 2025
**St. Peter Catholic Career and Technical High School	New	St. Peter Catholic Career and Technical High School	15	Fall 2025
**Yellowstone Schools	New	Yellowstone School	20	Fall 2025
**YES Prep	New	YES Prep East End Secondary	20	Fall 2025

*Existing partner, newly added locations

** MOUs Pending

Success and Completion Initiatives

- TSIA Boot Camps
- Non-degree Seeking Student Placement
- Athletes Bound for College and Careers (ABC²)
- College and Careers Accelerated Program (CCAP) Model
- Learner Support Model
- Youth and Teen Symposium

Conclusion

- Dual Credit Enrollment is increasing
- Dual Credit Student Success Rates are relatively stable over time
- The number of Dual Credit Students earning 15(+) SCH is increasing
- The number of Dual Credit Students earning a credential (degree and/or certificate) is increasing
- The number of Dual Credit Partnerships is increasing

Thank you!

REPORT ITEM

Meeting Date: June 4, 2025

Topics For Discussion and or Action

ITEM #	ITEM TITLE	PRESENTER
B.	Partnership with the Bilateral Chamber of Commerce	Dr. Margaret Ford Fisher Dr. Michael Webster Mr. Miguel San Juan

DISCUSSION

The presentation serves as an update on the recent Memorandum of Understanding (MOU) signed between the Bilateral Chamber of Commerce and HCC to partner on training opportunities.

COMPELLING REASON AND BACKGROUND

- Increase HCC brand and programmatic awareness
- Bilateral Chamber is a large, international organization seeking partnership with HCC
- HCC can offer programming locally and globally to the international community through the partnership

STRATEGIC ALIGNMENT

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

ATTACHMENTS:

Description	Upload Date	Type
Partnership with the Bilateral Chamber of Commerce	5/28/2025	Presentation

This item is applicable to the following:

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



Partnership with the Bilateral Chamber of Commerce

Margaret Ford Fisher, Ed.D.
Chancellor

Michael Webster, Ph.D.
President, Southwest College

Miguel San Juan
Executive Director, Resource Development – Innovation Grants

June 4, 2025

About the Bilateral Chamber of Commerce



Bilateral Chamber
bilateralchamber.org

Origin: Founded in 1997 in Houston, Texas.

Mission: Advances U.S. economic interests, national security, and prosperity through global partnerships.

Scope: Connects businesses, governments, education and non-profits across industries and borders.

Key Sectors: Energy, Aerospace & Aviation, Healthcare, Transportation, and Information & Communications Technology.

Recent Achievements and Impacts



Bilateral Chamber
bilateralchamber.org

- 36,000 Members
- Facilitated over \$100 billion in international investments.
- Led over 100 trade delegations.
- Serves as lead organization US Trade and Development Agency
- Aida Araissi named Chair of US Committee for World Petroleum Congress 2026



Agreement with HCC—Key Objectives

- Serve as Training Provider, both workforce and online, in Chamber Ecosystem
- Build Mutual Brand Awareness
- Increase Investment in Houston/US Economy



Thank You!

REPORT ITEM

Meeting Date: June 4, 2025

Topics For Discussion and or Action

ITEM #	ITEM TITLE	PRESENTER
C.	Eagle Spark: HCC's Apple Community Education Initiative	Dr. Margaret Ford Fisher Dr. Michael Webster

DISCUSSION

The presentation serves as an update on ongoing efforts related to our partnership with Apple.

COMPELLING REASON AND BACKGROUND

- Increase HCC brand and programmatic awareness
- Provide resources to the community
- Increase pipeline into HCC programming including DIT COE programs
- Show gratitude to a trusted and long-term partner

STRATEGIC ALIGNMENT

Strategic Priority: 1- Student Success, Strategic Priority: 3 - Academic Rigor , Strategic Priority: 4 - Community Investment , Strategic Priority: 5 - College of Choice

ATTACHMENTS:

Description	Upload Date	Type
Eagle Spark Presentation	5/28/2025	Presentation

This item is applicable to the following:

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



Eagle Spark: HCC's Apple Community Education Initiative

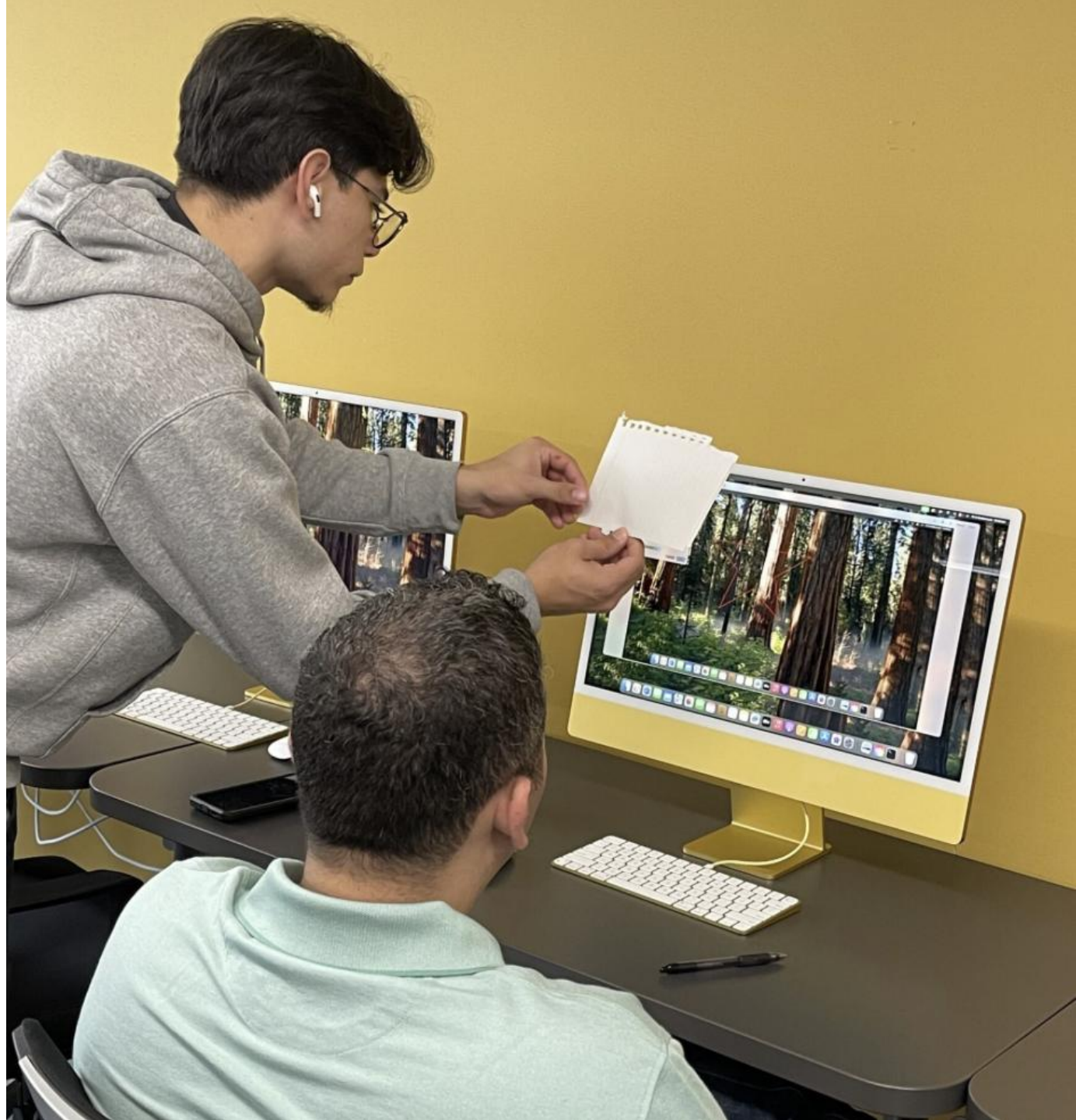
Margaret Ford Fisher, Ed.D.
Chancellor

Michael Webster, Ph.D.
President, Southwest College

June 4, 2025

Initiative Background

- App Development with Swift Training Program
- Teacher Coding Professional Development and Train the Trainer
- Apple Labs established across HCC system
- Partnership with Harris County
- Eagle Spark



EAGLE SPARK: COMMUNITY, TECH & STORYTELLING

Platform

Creative Workshops



Recent Sessions

- NextReality: Future Cities Podcasting
- Gulf Coast Region Apprenticeship Hub Swift Coding/robotics
- DigiComm Portfolio Review
- DIT Annual AI conference



Recent Sessions

- Houston Children's Museum Digital Designs
- SP25 Workshops @ Apple innovation labs
- DigiComm Designathon
- Coleman College Faculty Presentation



What's Next?

- Houston Area Women's Center (HAWC)
- Star Of Hope
- Covenant House
- Coleman College Collab
- Dual Credit Partners @ Innovation Labs
- Small Business Series
- Spanish Language Series
- DIT Summer Camp
- More Train-the-Trainer Events
- Middle and High School Programs
- Credentials of Value Bundles
- Apple Creator Days



Thank you!

REPORT ITEM

Meeting Date: June 4, 2025

Topics For Discussion and or Action

ITEM #	ITEM TITLE	PRESENTER
D.	Enhancing the Student Experience	Dr. Margaret Ford Fisher Dr. Norma Perez Dr. Rima Adil

DISCUSSION

Provide an update on actions taken to enhance the student experience.

COMPELLING REASON AND BACKGROUND

- Website Modifications
- Onboarding Process
- Virtual Lobby Availability
- Training Initiatives

STRATEGIC ALIGNMENT

Strategic Priority: 1- Student Success, Strategic Priority: 2 - Personalized Learning , Strategic Priority: 3 - Academic Rigor , Strategic Priority: 4 - Community Investment , Strategic Priority: 5 - College of Choice

ATTACHMENTS:

Description	Upload Date	Type
Enhancing Student Experience Presentation	5/28/2025	Presentation

This item is applicable to the following:

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



Enhancing the Student Experience

Margaret Ford Fisher, Ed.D.
Chancellor

Norma Perez, Ph.D.
Senior Vice Chancellor, Instruction & Student Services and Chief Academic Officer

Rima Adil, Ed.D.
Interim Vice Chancellor, Student Services

June 4, 2025

Actions Taken to Enhance the Student Experience

- Review and changes to webpages to improve clarity, accessibility, and overall user experience
 - Onboarding All Students Served
 - Registration Process
 - Virtual Support Services
 - Applying and Payment Options
- Enhance the onboarding process for all students served
 - First Time at HCC
 - Transfer Student
 - Returning Student
 - Continuing Education Student
 - Adult Learner/GED
 - International Student
 - Dual Credit Student
 - Special Admission for Minor Students
 - Veteran and Military-Affiliated
- Intensive training review for frontline staff to ensure consistent informed support throughout the onboarding process

Website Review and Modifications

www.hccs.edu/applying-and-paying

HOUSTON COMMUNITY COLLEGE



First-Time at HCC

I am a high school graduate or have high school equivalency and have never attended college, or was a dual credit student at another college.



Transfer Student

I am a future HCC Eagle or transient student who is transferring credits from another institution to HCC.



Returning Student

I am a former HCC Eagle who has not been enrolled for the past three semesters but is ready to reapply.



International Student

I am a future HCC Eagle from abroad looking to study at HCC on an F-1 Visa.



Continuing Education Student

I am a future HCC Eagle looking for short-term, flexible options to gain a new skill, explore an interest, or advance my career with non-credit courses.



Adult Learner/GED

I am a future HCC Eagle looking to complete high school coursework or take high school equivalency assessment GED test.



Dual Credit Student

I am a current high school or homeschool student who wants to simultaneously earn credits toward my high school diploma and future college degree.



Special Admissions for Minor Students

I am a minor interested in taking college-level courses but not enrolled in a dual credit program and have not graduated from high school or completed a high school equivalency certificate.



Veteran or Military-Affiliated

I am a U.S. military veteran who served honorably, or the spouse or dependent of a veteran.

Virtual Support Services Center:

Enhancing the Student Experience



All seven colleges have Virtual Support Services Center dedicated to improving the student experience through accessible and efficient support.

KEY FEATURES:

- Live Virtual Assistance: Students receive real-time support from knowledgeable staff, ensuring timely responses to inquiries and prompt resolution of issues.
- Support for All Students:
 - ✓ First-Time at HCC: Tailored guidance to help new students navigate their initial steps.
 - ✓ Current HCC Student: Ongoing support to assist with academic and administrative needs.
 - ✓ Returning HCC Student: Resources to facilitate a smooth reintegration into college life.

FLEXIBLE ADVISING OPTIONS:

- Advising Appointments: Students can choose between in-person and virtual appointments, offering flexibility to accommodate diverse needs and schedules.

By leveraging these services, the Virtual Support Services Center aims to foster a supportive and engaging learning environment for all students at HCC.



Virtual Support Services



Enrollment and
Advising for all
Students



Financial Aid
Information and
Support



Payment and
Payment Plan
Support



Adult Ed (ESL
& GED)



International
Students



Veteran & Military-
Affiliated Student
Success (VMASS)

Paying for College Webpage – hccs.edu/payingforcollege



Financial Aid and Scholarships



Payment Methods and
Installment Plans



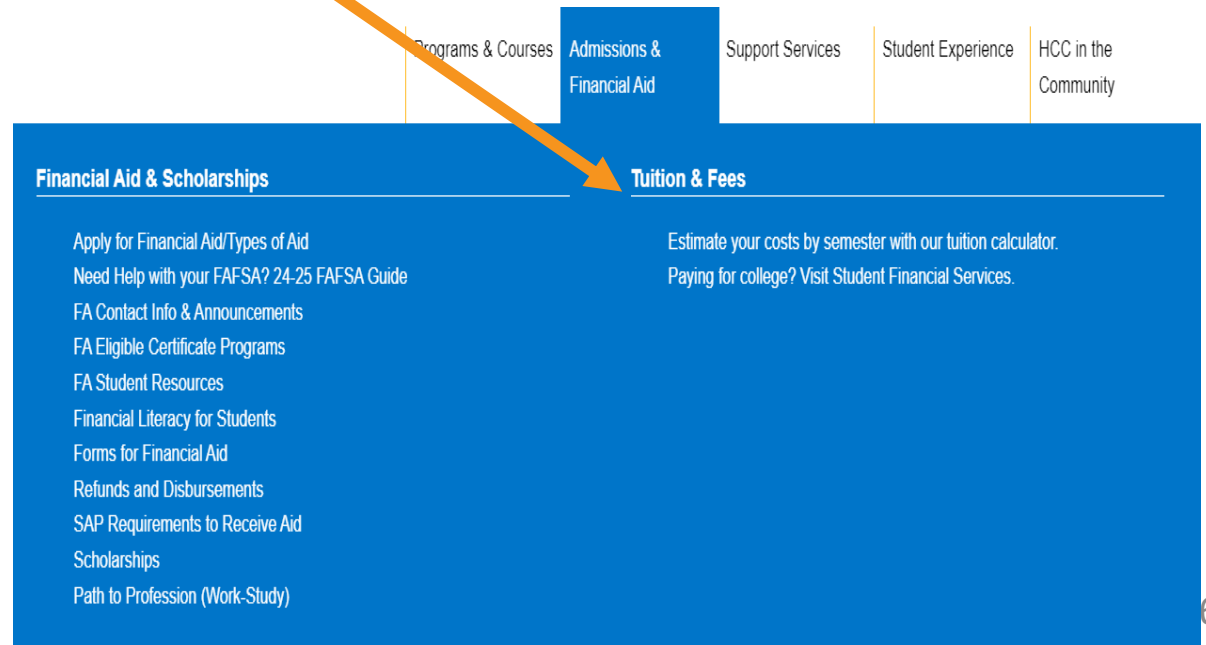
Military & Veteran Benefits



Employer/Agency Payment

Location of New Page

Tuition and Fees section in main menu will change to “Paying for College.” A link will point students to the “Paying for College” webpage.



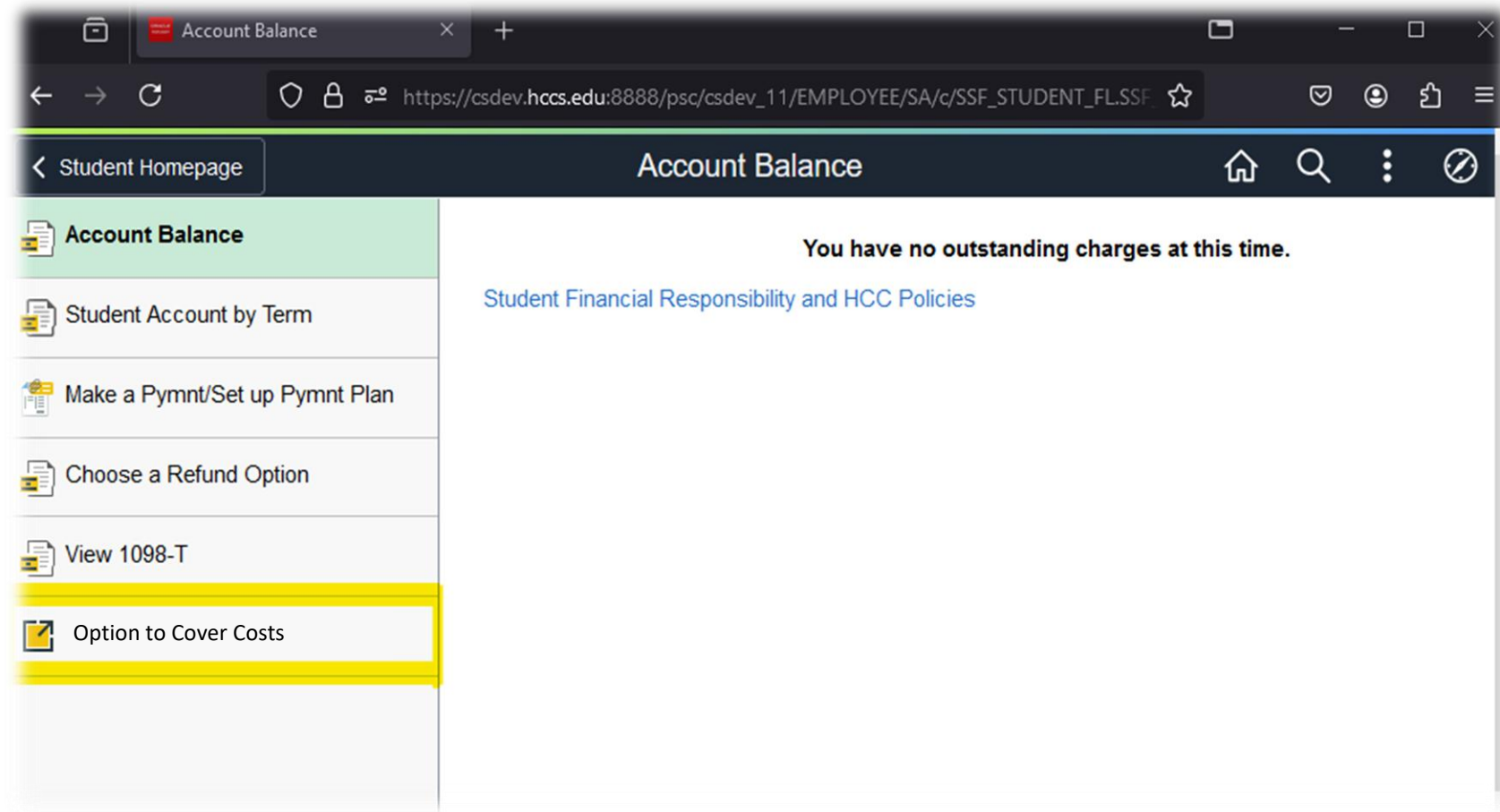


Clarify Process and Create Webpage for Third-party Authorization

- Student Financial Services collaborated with Enrollment Management and Success to clarify the process for students who have their employer cover costs.
- “Employer/Agency Payment” webpage created to outline the process for third-party authorization.
- Page will be accessible from “Paying for College” and main Student Financial Services webpages.

“Options to Cover Costs” Resource Link in Student Center

Add a “Options to Cover Costs” resource link in Student Center that points students to: hccs.edu/payingforcollege



Training



Compliance & Ethics

- Legal & Regulatory Compliance
- Organizational Policy & Procedures
- Ethical Standards
- Risk Management



Subject Matter Expertise: Role Specific

- Student information System
- Case Management platforms
- Student Queuing system



Program & Service Knowledge

- Academics & COE Specific Knowledge
- Special Programs such as Honors College & Weekend College
- Support Services & Resources



Leadership & Professional Growth

- Growth Mindset
- Teamwork & Collaboration
- Time Management
- Ability to handle responsibilities independently while contributing to team goals



Soft Skills

- Communication (verbal & written)
- Customer Service (empathy, patience, problem solving)
- Adaptability to different customer needs and situations
- Attention to detail in handling customer interactions & transactions
- Conflict resolution ability
- Time Management
- Presentation Skills

Thank you!