**HOUSTON COMMUNITY COLLEGE**

# AGENDA

## ACADEMIC AND STUDENT AFFAIRS COMMITTEE
### OF THE BOARD OF TRUSTEES

**August 6, 2025**
**1:00 PM**

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

**HOUSTON COMMUNITY COLLEGE**

**August 6, 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, August 6, 2025 at 1:00 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 Student Supports

   B.   FY25 Student Performance Outcomes

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:** August 6, 2025

## Topics For Discussion and or Action

| ITEM # | ITEM TITLE | PRESENTER |
|---|---|---|
| A. | **Academic Student Supports** | **Dr. Margaret Ford Fisher**<br>**Dr. Norma Perez**<br>**Dr. Jerome Drain** |

## DISCUSSION

With the passage of HB8, student success has become even more critical to our institutional mission. Ensuring this success requires robust and intentional support systems. Among the most impactful are HCC's libraries, tutoring services, and digital access centers—each playing a vital role in helping students thrive academically. Their continued availability and enhancement are essential to meeting the evolving needs of our student body.

## COMPELLING REASON AND BACKGROUND

- HB8 directly ties funding to measurable student success outcomes
- Students who utilize academic student support are more likely to remain enrolled, and achieve higher GPAs
- HCC libraries offer structured, and welcoming learning spaces
- Digital Access Centers close the gap for students without reliable technology or internet access

## 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 |
|---|---|---|
| Academic Student Supports | 7/30/2025 | Presentation |

**This item is applicable to the following:**

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

# Academic Student Supports

Margaret Ford Fisher, Ed.D.
Chancellor

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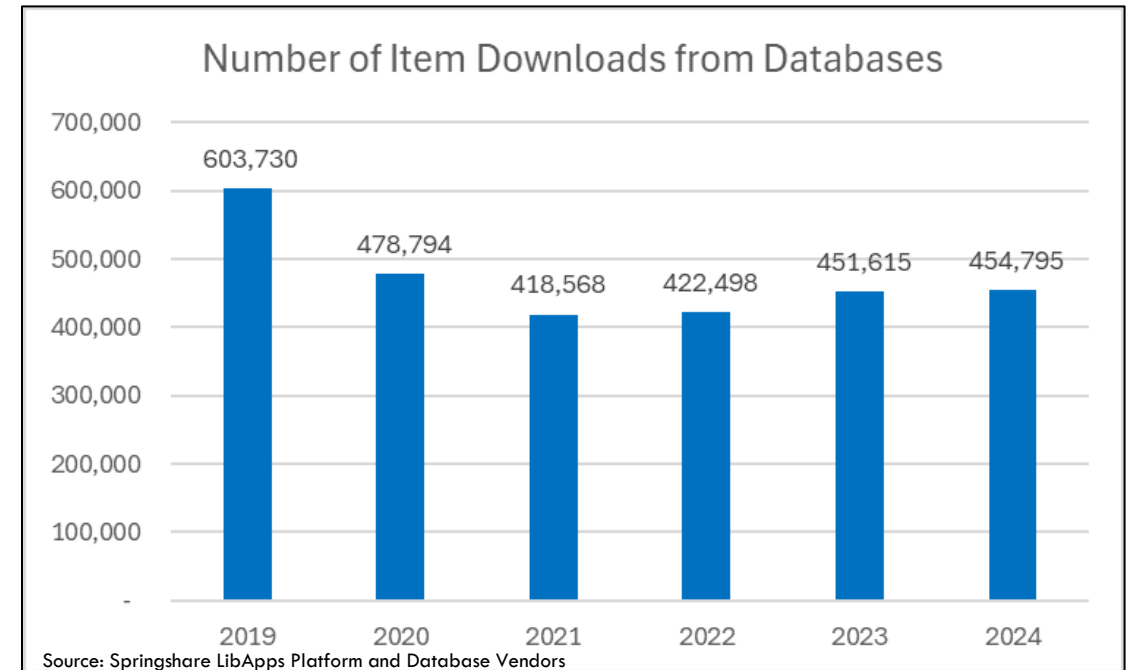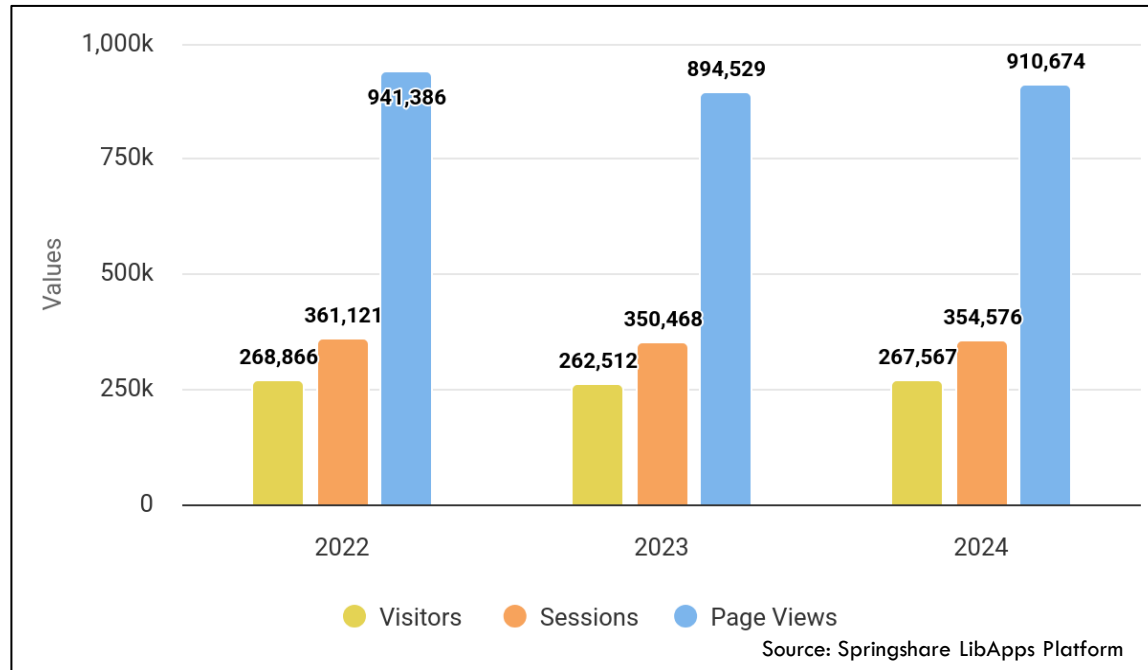Sr. Vice Chancellor, Instruction & Student Services and Chief Academic Officer

Jerome Drain, Ph.D.
President, Online College

August 6, 2025

Libraries, Tutoring, and Digital Access Centers

# Library Web Page Views and Database Downloads



Chart 1: Bar chart showing Visitors, Sessions, and Page Views for 2022–2024.
- 2022: Visitors 268,866; Sessions 361,121; Page Views 941,386
- 2023: Visitors 262,512; Sessions 350,468; Page Views 894,529
- 2024: Visitors 267,567; Sessions 354,576; Page Views 910,674

Y-axis label: Values (0 to 1,000k)
Legend: Visitors, Sessions, Page Views
Source: Springshare LibApps Platform



Chart 2: Number of Item Downloads from Databases
- 2019: 603,730
- 2020: 478,794
- 2021: 418,568
- 2022: 422,498
- 2023: 451,615
- 2024: 454,795

Source: Springshare LibApps Platform and Database Vendors

The 2024 Spring Library Survey, which assessed satisfaction levels and usage of library facilities, resources, and services, garnered 2,131 responses.

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# Library Instruction, Webinars, and Student Projects

- Library Instruction & Webinars (839 Sessions) 13,863 Students Served

- Chat (3,594 sessions)

- Reference questions (80,516 Logged)

- Self-paced Tutorial on Research Process (200,514 views)

- Spring Branch Library Renovation

  HCC Interior Design students Alissa Roepke and Taylor Hurst created renderings for a library renovation project that incorporated some of the Digital Access Center's design principles. The renovation is nearing completion.

- Library Website ChatBot

  HCC Artificial Intelligence Student, Cheyenne Hathaway, collaborated with HCC Public Services Librarian, Rumela Bose, to develop a library ChatBot using the Springshare LibAnswers platform. Through a survey, HCC Students named the ChatBot, Nestie. The ChatBot launched in June 2025.

- Artificial Intelligence Workshop for HCC Library Librarians and Staff

  Neev Shaw and Neil Shaw, co-founders of NexusQuest.org, a platform focused on using technology for community impact and high school students, delivered a 3-day workshop entitled "Unlock the Power of AI."

# Key Take Aways and Next Steps - Library

- Implement SirsiDynix Library Management System that will improve the efficiency of cataloging, circulation, and access operations.  The go-live date is November 2025.

- Implement OpenAthens single-sign solution for remote access to library online resources.  Go-live date will be in the Fall 2025 semester.

- Review library survey results to identify areas of improvement for resources and services.

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# Tutoring Student Participation & Tutors Hours



Source: AccuSql via Tableau Dashboard
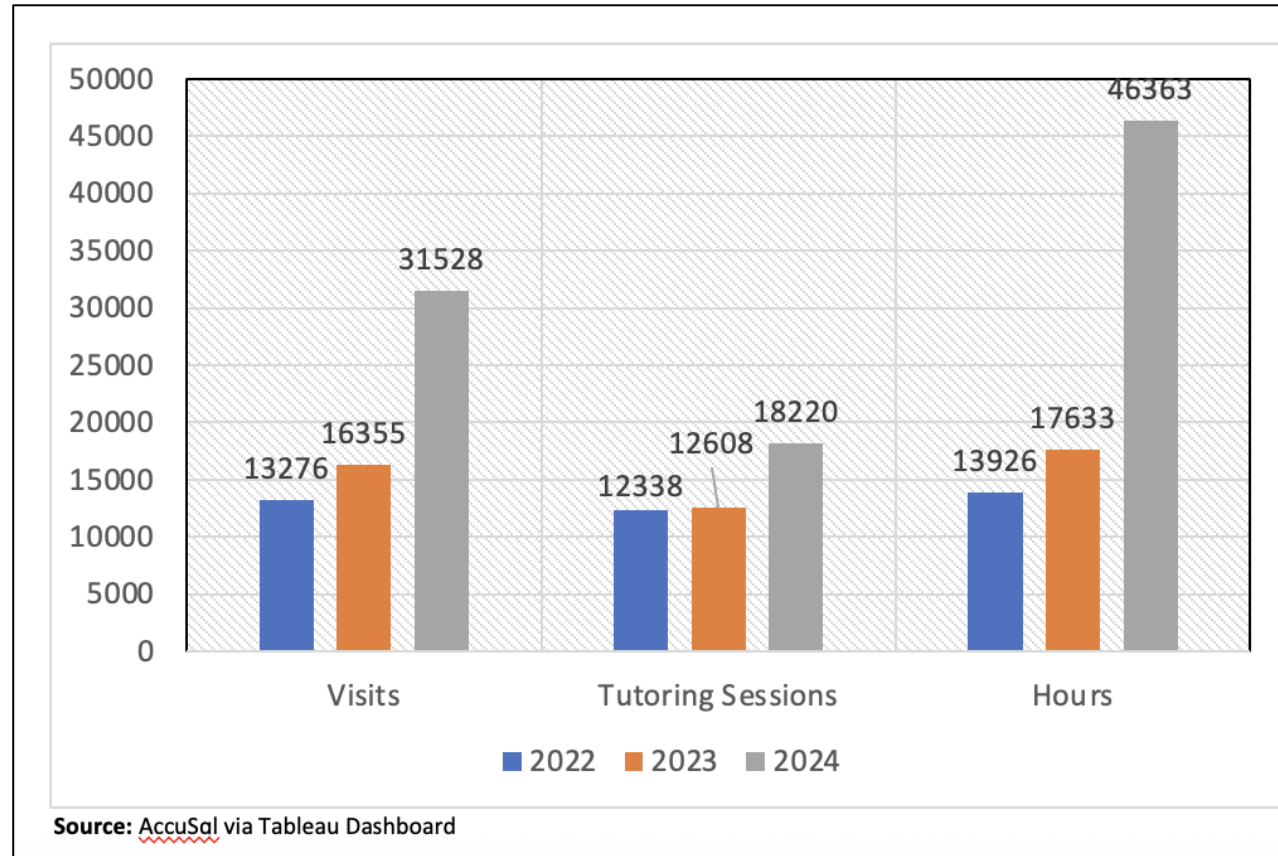
96.8% of students reported feeling more prepared to succeed in the courses for which they received tutoring

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Success Rates (ABC) of SCH Students Receiving Tutoring Services vs. All HCC Students by Subject in Fall 2024

Source: Tutoring AccuSQL Database and PS_DASH_ENROLLMENT_CURR
as of 6/4/2025 10:40 AM

HOUSTON COMMUNITY COLLEGE
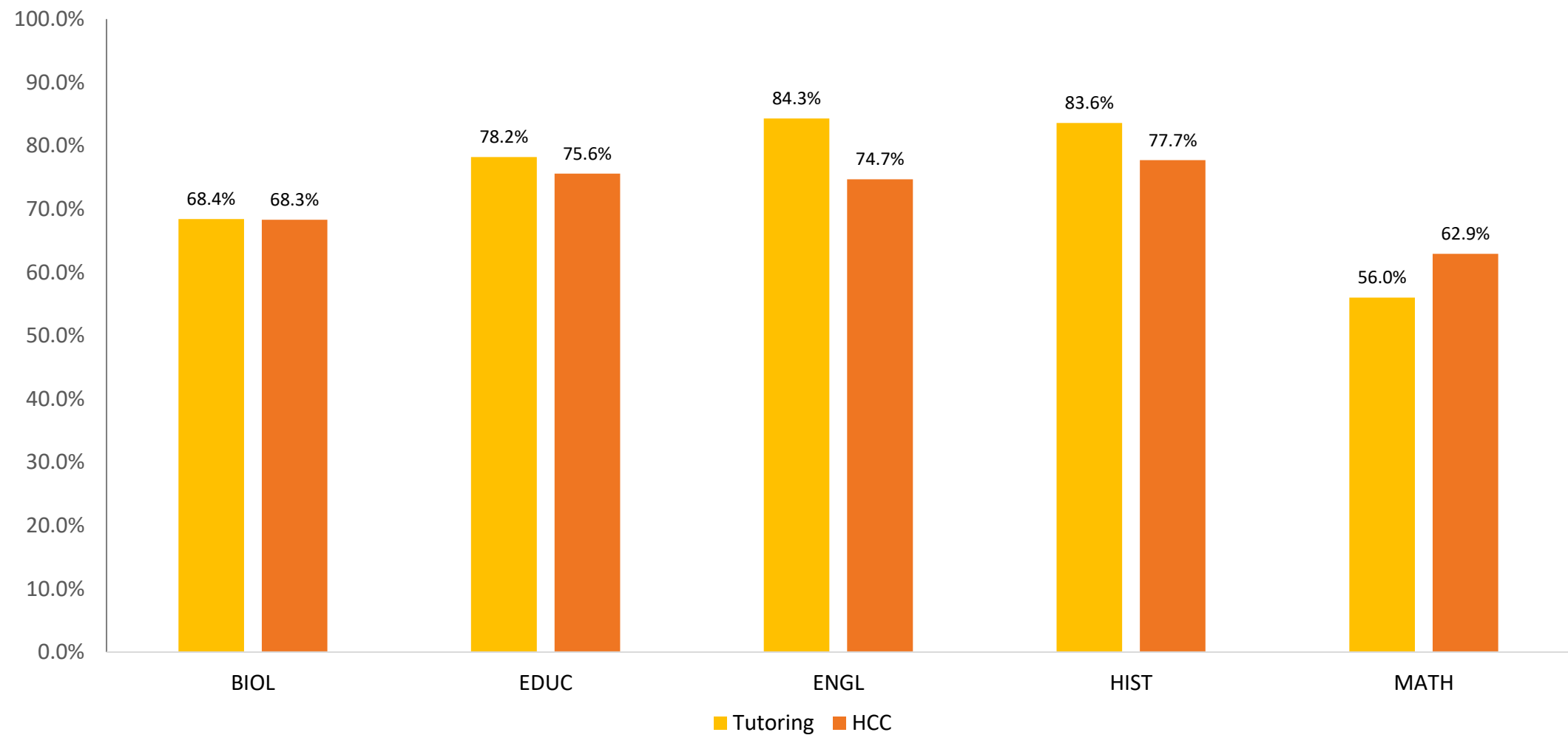
# Academic Year 2024-2025 Tutoring Student by Subject Area

Source: AccuSql Data

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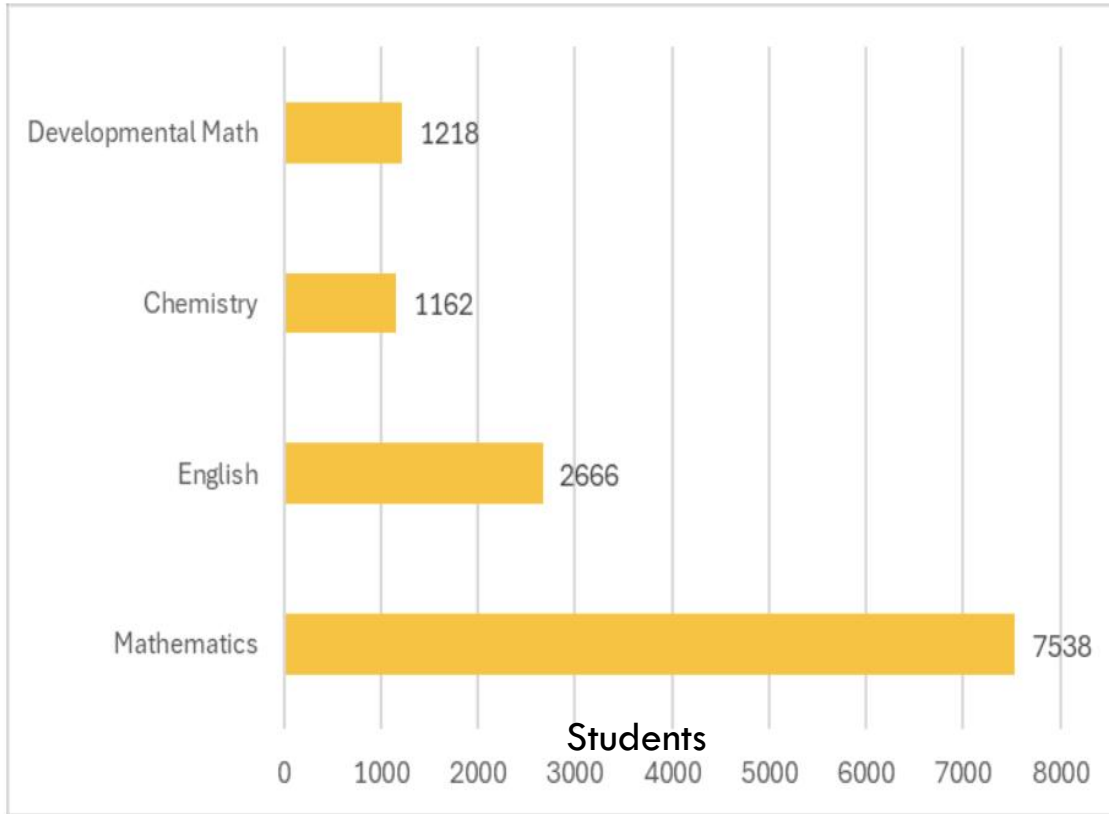
# Key Take Aways and Next Steps - Tutoring

- Provide a wider range of workshops to support student needs.

- Developing of a Dashboard for the Virtual Academic Success Center Call Center.

- Enhanced Communication of Student Participation in Tutoring to Professors.

- Implement Student Referral Process with accompanying training for staff.

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# AY 2024-2025 Digital Access Centers (DAC) Usage

| Location | Visitors | Study Rooms | Laptop check out |
|---|---|---|---|
| Alief Bissonnet DAC (T) | 1131 | 487 | 8 |
| Alief Hayes (L) | 79,935* | 3,713 | 390 |
| Coleman ASC (T) | 611 | 293 | 1 |
| Eastside ASC/DAC (T) | 1945 | 653 | 24 |
| Felix Fraga (L) | 6,452 | 390 | 5 |
| Missouri City DAC (T) | 954 | 307 | 1 |
| North Forest (L) | 1,270 | 308 | 8 |
| Northline DAC (T) | 735 | 507 | 19 |
| South (L) | 10,322* | 301 | 32 |
| West Loop ASC/DAC (T) | 2258 | 36 | 1 |

Source: Sierra, gate counters & AccuSql Data
(L) Managed by Library
(T) Managed by Tutoring

83.3% of respondents from the 4 DAC locations strongly agreed that they were satisfied with the library's facilities, resources, and services, compared to 57.1% at other library locations.



- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Strongly disagree
- Somewhat disagree

13, 3%  12, 3%
69, 15%
100, 21%
273, 58%
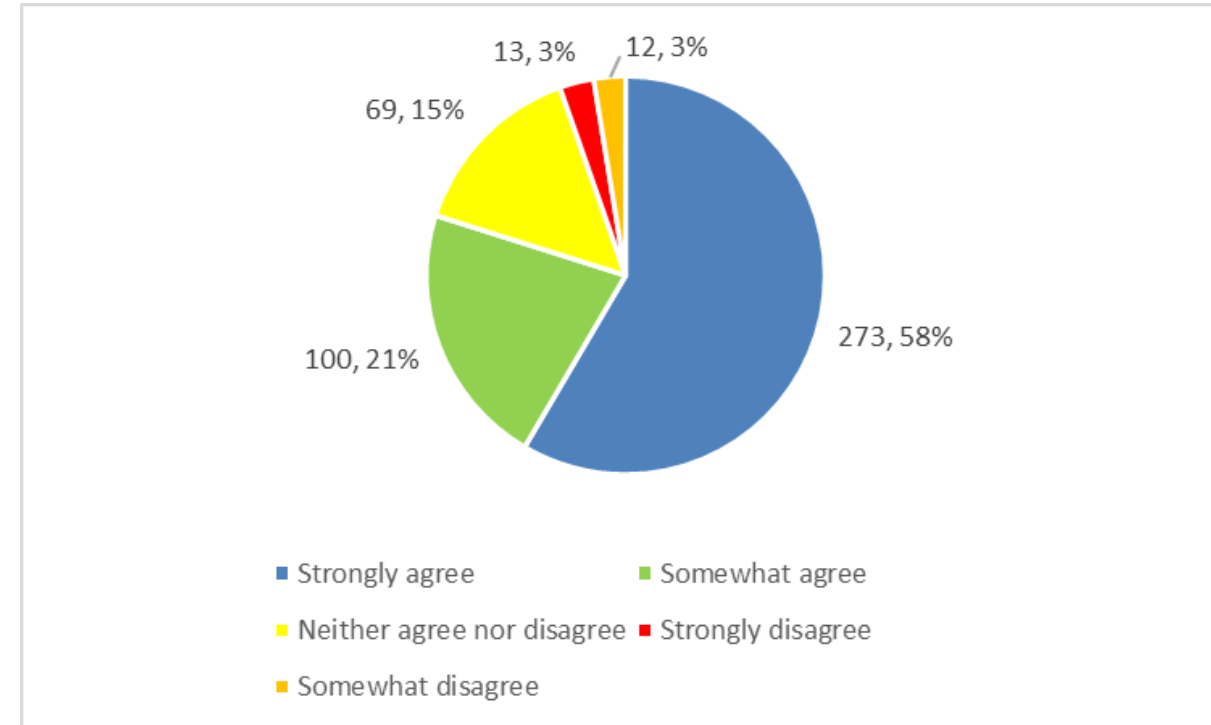
Survey Results – Question: I have a place where I can participate in my online class

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# Thank you!

# REPORT ITEM

**Meeting Date:** August 6, 2025

**Topics For Discussion and or Action**

| ITEM # | ITEM TITLE | PRESENTER |
|---|---|---|
| **B.** | **FY25 Student Performance Outcomes** | **Dr. Margaret Ford Fisher** **Dr. Andrea Burridge** **Dr. Norma Perez** |

## DISCUSSION

Present summary data on student performance outcomes for fall 2024 and spring 2025 semesters.

## COMPELLING REASON AND BACKGROUND

- Performance outcomes data will cover the following variables:
  - Enrollment
  - Course Success
  - Retention fall to spring and fall to fall
  - Persistence fall to fall
  - Completion
  - Transfer
- HCC Student Success Framework
- Student Support Initiatives for Retention, Persistence, Success and Completion

## STRATEGIC ALIGNMENT

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

**ATTACHMENTS:**

| Description | Upload Date | Type |
|---|---|---|
| FY25 Student Performance Outcomes PowerPoint | 7/29/2025 | Presentation |

**This item is applicable to the following:**

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

# Student Outcomes

Margaret Ford Fisher, Ed.D.
Chancellor

Norma Perez, Ph.D.
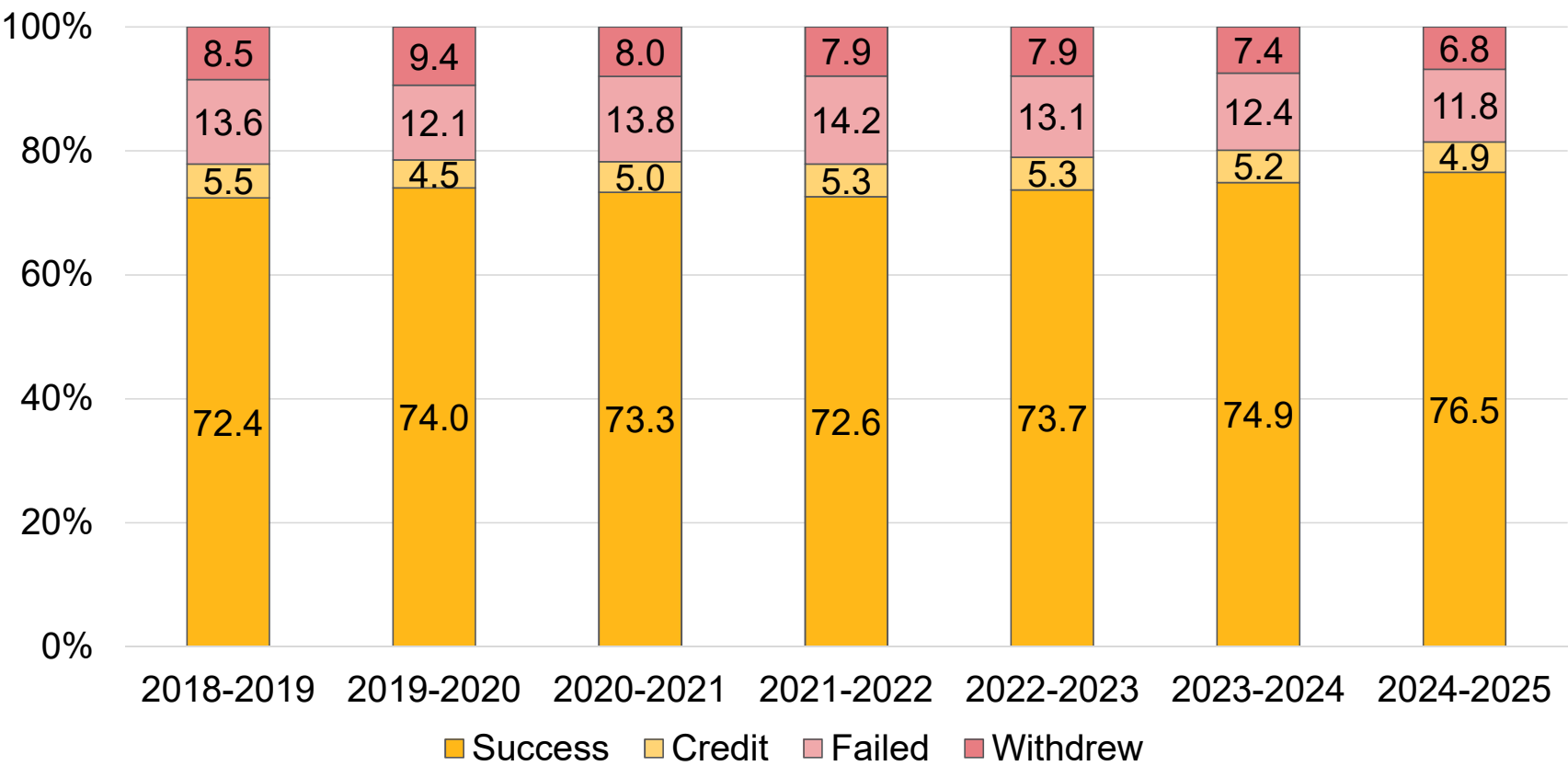Senior Vice Chancellor, Instruction & Student Services and CAO

Andrea Burridge, Ph.D.
Vice Chancellor, Strategy, Planning & Institutional Effectiveness

August 6, 2025

# Positive Student Outcomes

- Course success rates
- Retention & Persistence
- Completion
- Transfer

# Course Success (Fall and Spring)



Success
| Year | Success | Credit | Failed | Withdrew |
|------|---------|--------|--------|----------|
| 2018-2019 | 72.4 | 5.5 | 13.6 | 8.5 |
| 2019-2020 | 74.0 | 4.5 | 12.1 | 9.4 |
| 2020-2021 | 73.3 | 5.0 | 13.8 | 8.0 |
| 2021-2022 | 72.6 | 5.3 | 14.2 | 7.9 |
| 2022-2023 | 73.7 | 5.3 | 13.1 | 7.9 |
| 2023-2024 | 74.9 | 5.2 | 12.4 | 7.4 |
| 2024-2025 | 76.5 | 4.9 | 11.8 | 6.8 |

Legend: Success, Credit, Failed, Withdrew

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Fall and Spring terms only. SR10690.
Source: PS_DASH_ENROLLMENT_CURR as of July 21, 2025.

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# Gateway Course Success Rate
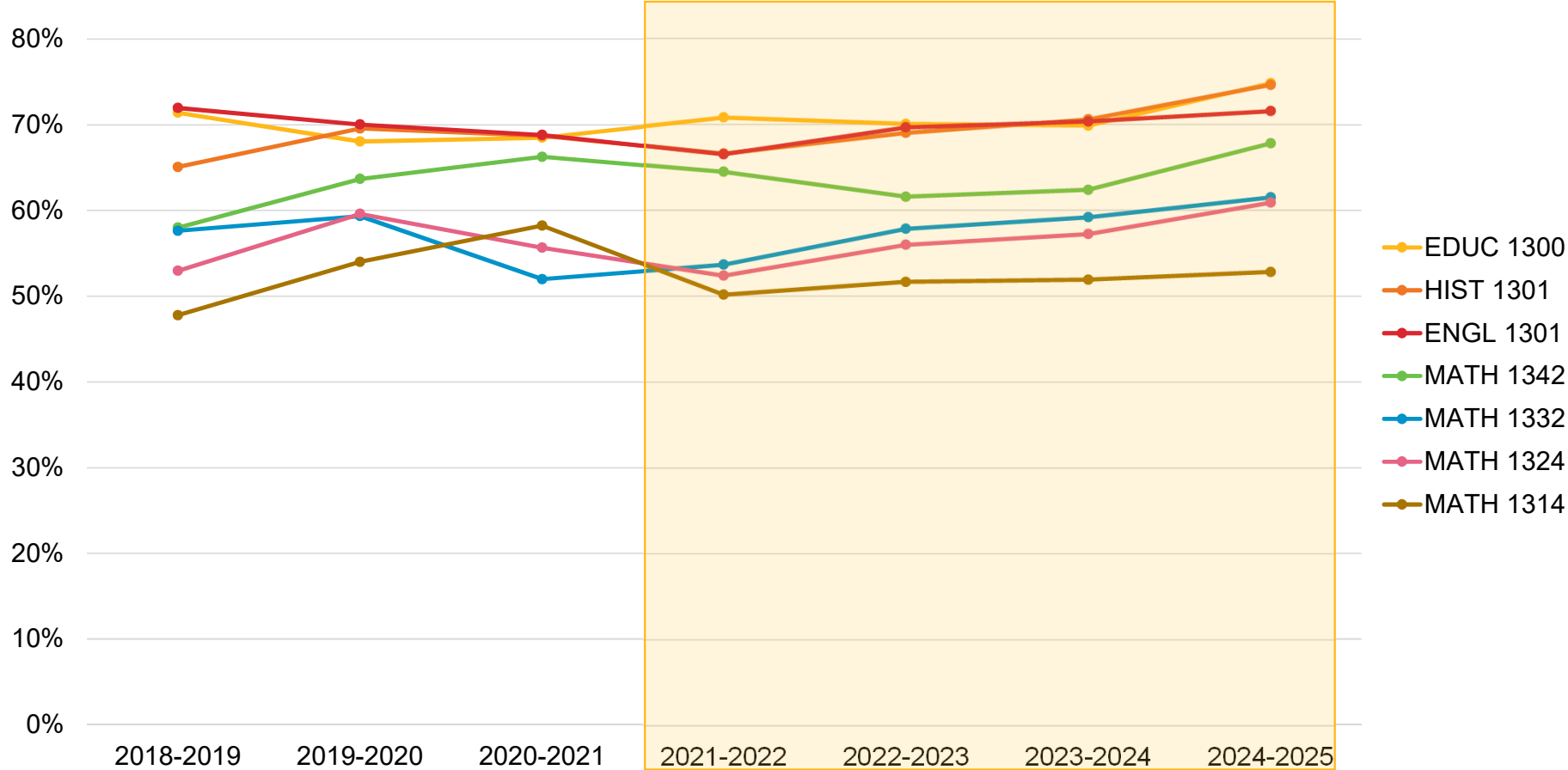
# Retention vs. Persistence

- The **retention rate** is the rate at which students remain enrolled at the same institution
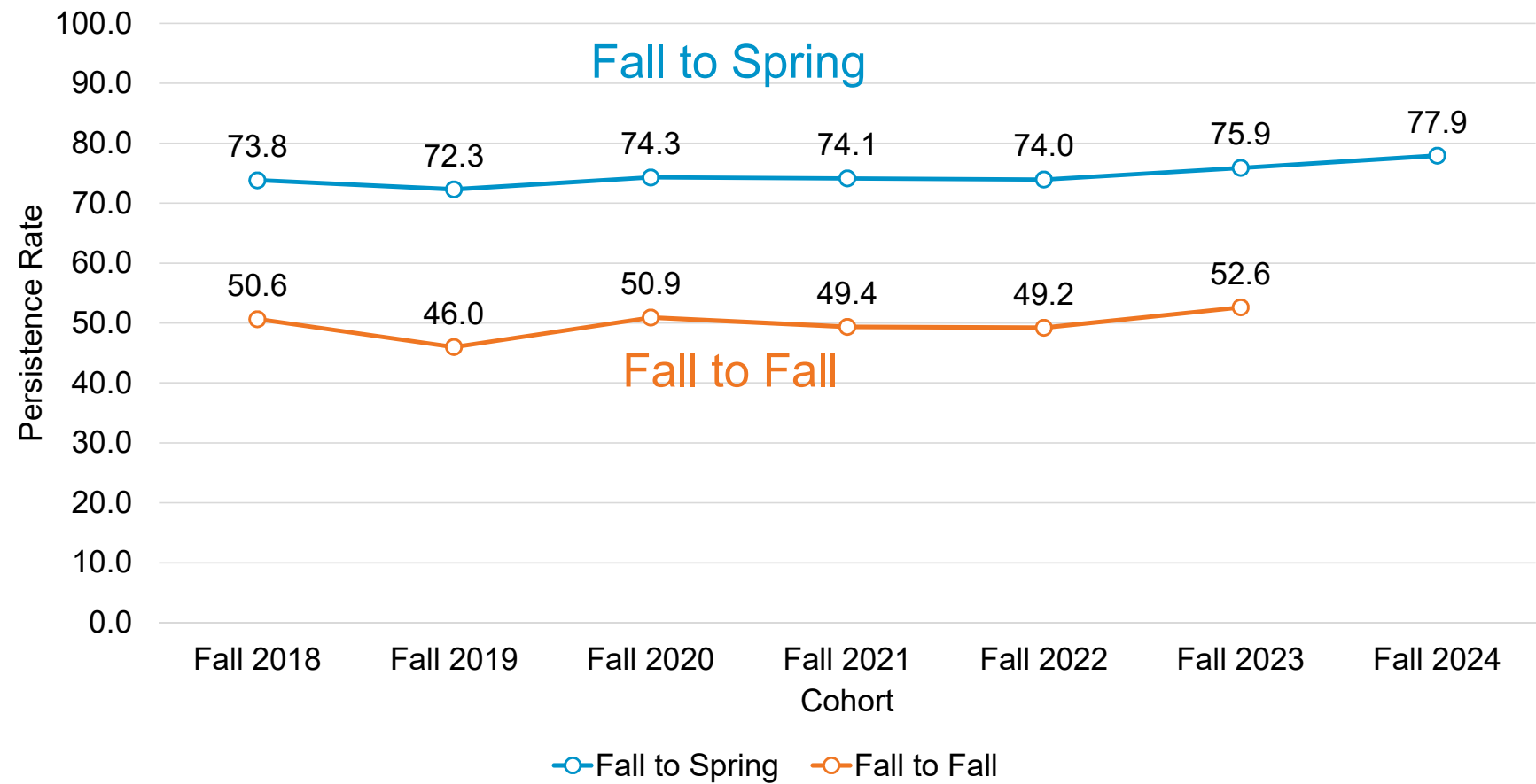
- The **persistence rate** is the rate is the rate at which students remain enrolled at the same institution or another institution.

- Because HCC offers short term certificates, like many institutions HCC includes completions in the persistence rate. This is sometimes referred to as the **positive outcome** rate.
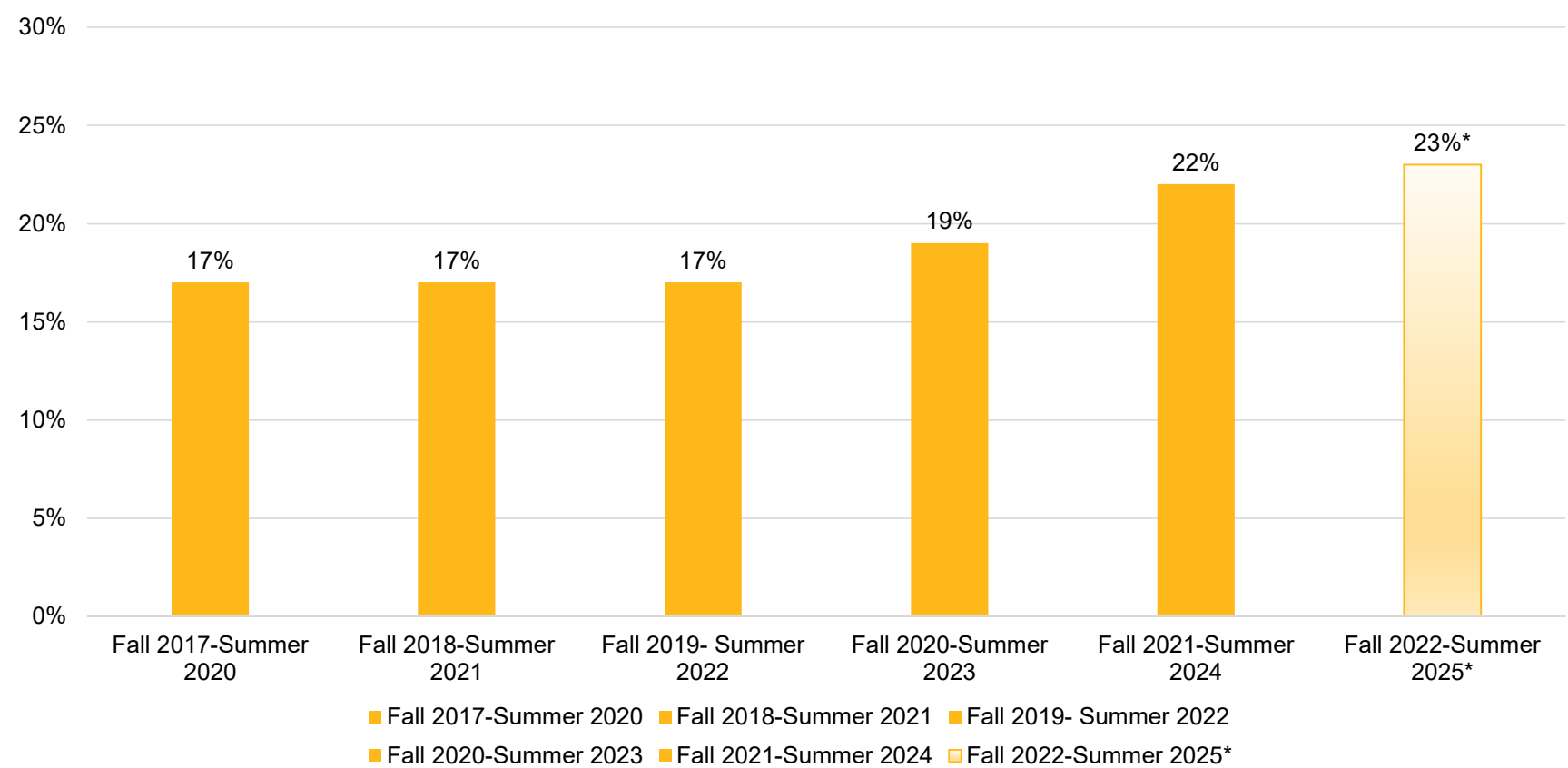
# Retention



Source: HCC CPI Data as of 6/19/2025.

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# Fall to Fall Positive Outcome
## (Retention + Transfer + Awarded)



**58.0%** — Fall 2018: Awarded 2.0%, Transferred 6.8%, Enrolled and Transferred 1.2%, Enrolled without Transfer 47.9%

**54.1%** — Fall 2019: Awarded 1.8%, Transferred 6.8%, Enrolled and Transferred 1.1%, Enrolled without Transfer 44.4%

**60.9%** — Fall 2020: Awarded 1.8%, Transferred 8.6%, Enrolled and Transferred 1.5%, Enrolled without Transfer 49.0%

**59.3%** — Fall 2021: Awarded 2.2%, Transferred 8.2%, Enrolled and Transferred 1.4%, Enrolled without Transfer 47.5%

**58.3%** — Fall 2022: Awarded 2.6%, Transferred 7.0%, Enrolled and Transferred 1.5%, Enrolled without Transfer 47.2%

**61.2%** — Fall 2023: Awarded 2.4%, Transferred 6.9%, Enrolled and Transferred 1.5%, Enrolled without Transfer 50.4%

Legend: Enrolled without Transfer | Enrolled and Transferred | Transferred | Awarded

# IPEDS 150% (3yr) Completion Rate
# First-Time Full-Time Entering Fall Students



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# Completions

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*Award period to date; calculations ongoing
Source: HCC CPI Data as of 6/19/2025.

# Achieving the Dream (AtD) 4-Year Transfer Rate
## All new to HCC students, full time and part time, first time and transfer in



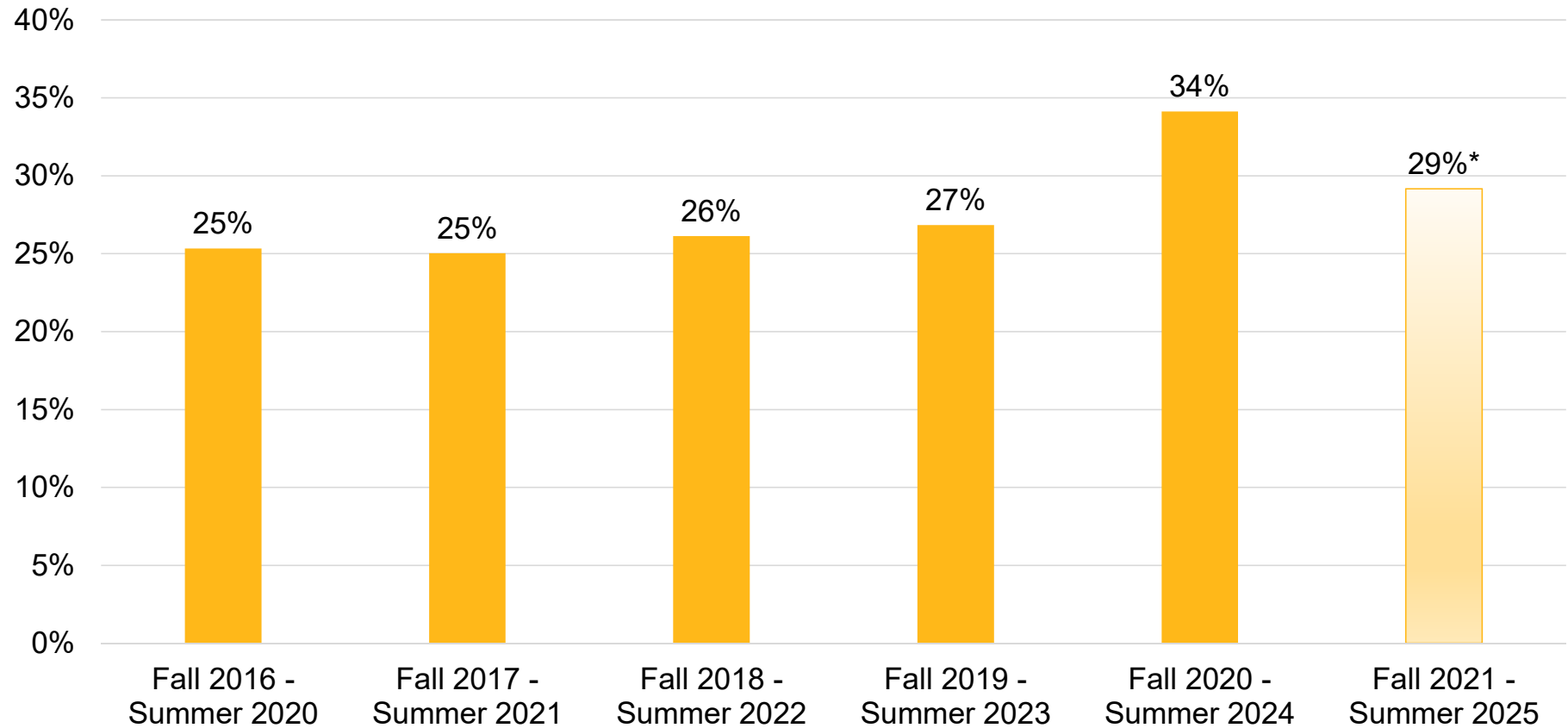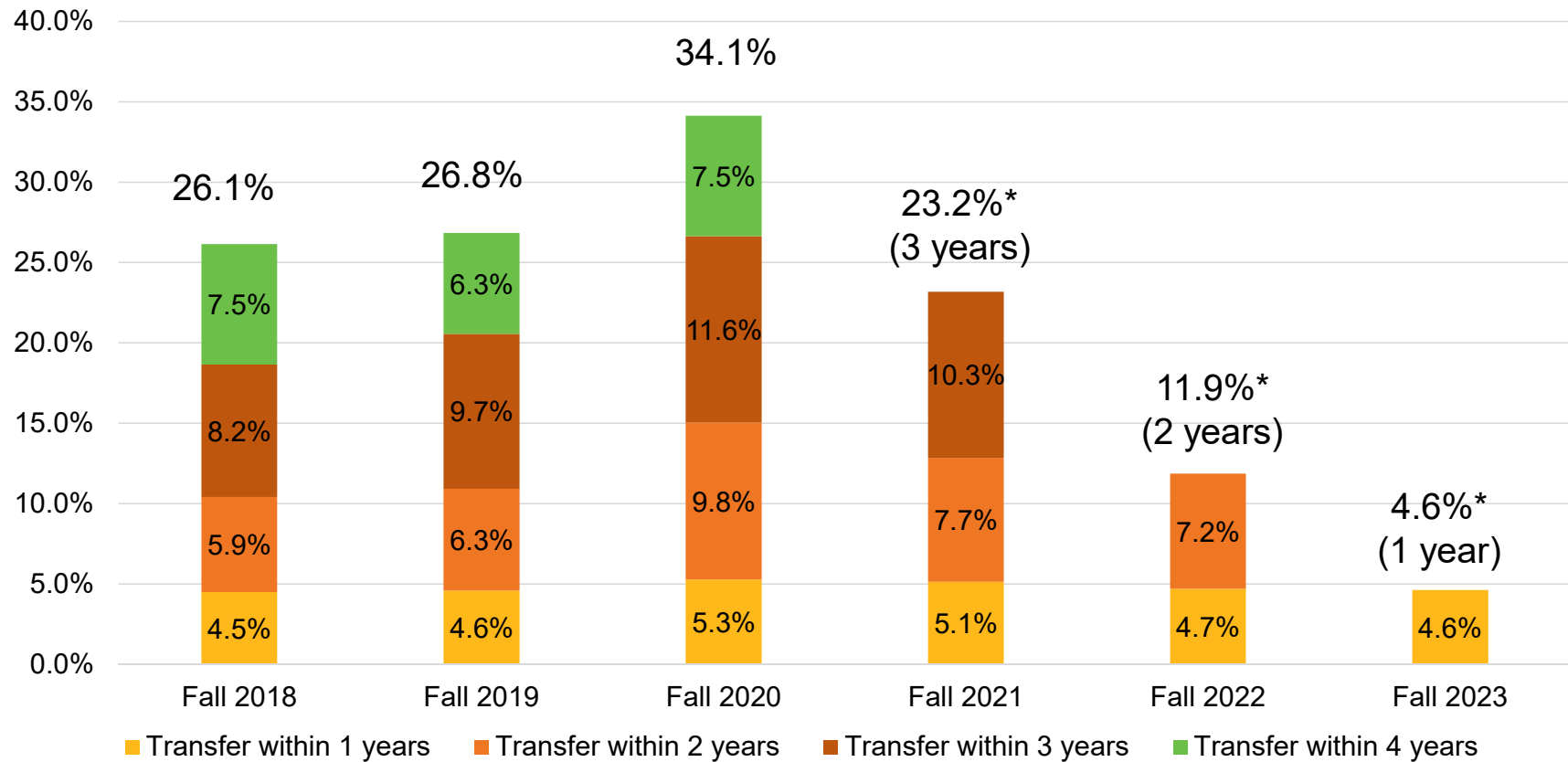HOUSTON COMMUNITY COLLEGE

Summer 2025 ongoing
HCC CPI Data
As of 6/19/2025

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# Transfers

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* Transfer period for this group is ongoing
Source: HCC CPI Data as of 6/19/2025.

# Student Success Strategies

# HCC Student Success Framework

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## Student Experience

**Connection** — From interest and application to first enrollment

**Entry** — From enrollment to program selection and entry

**Progress/Completion** — From program entry to completion of program requirements

**Advancement** — Employment and/or baccalaureate transfer

## Institutional Practices

| Program Organization/information | Student Onboarding | Ongoing Support | Program-specific Teaching/Learning |
|---|---|---|---|
| ▶ Program Maps<br>▶ Career Information<br>▶ Areas of Study | ▶ Early Career Exploration<br>▶ Academic Planning<br>▶ Holistic Student Supports | ▶ Progress Monitoring<br>▶ Intrusive Support based on plan<br>▶ Master Scheduling | ▶ Filed specific learning outcomes<br>▶ Active/Experiential Learning |

## Success Strategies

| | | | |
|---|---|---|---|
| ▶ Recruitment<br>▶ Pre-Enrollment Activity<br>▶ Houston Promise<br>▶ P-16 Framework<br>▶ Dual Credit<br>▶ Project Grad<br>▶ Customer Relationship Management<br>▶ Houston Guided Pathways<br>▶ Early College High School<br>▶ Texas Pathways | ▶ Prior Learning Assessment<br>▶ Career Advising<br>▶ New Student Orientation<br>▶ Co-Requisite Courses<br>▶ Open Educational Resources<br>▶ Excellence in Academic Advising<br>▶ Early College High School<br>▶ Texas Pathways | ▶ Excellence in Academic Advising<br>▶ Ensuring Students are Learning (AACU)<br>▶ Transfer Fairs<br>▶ Gateways to Completion<br>▶ Successful Learning Intervention Program<br>▶ Early Alert<br>▶ Tutoring<br>▶ Supplemental Instruction<br>▶ Experiential Learning<br>▶ Master Scheduling | ▶ Texas Pathways<br>▶ Marketable Skills<br>▶ E-Portfolio<br>▶ Transfer |

## Expected Outcomes

| | | | |
|---|---|---|---|
| ▶ Enrollment<br>▶ Initial Program Declaration | ▶ Major choice<br>▶ Passing college-level math & English<br>▶ Success in introductory and gateway program courses<br>▶ Grade point average | ▶ Persistence term-to-term<br>▶ Persistence in major<br>▶ Program course pass rate<br>▶ Program credits earned<br>▶ Grade point average<br>▶ Connecting with employment or transfer institution | ▶ Employment<br>▶ Earnings gains<br>▶ Transfer<br>▶ Bachelor's receipt |

HOUSTON

# HCC Student Success Strategy Map

HÉC **Real World Education**

## Purpose:

Provide structured personalized learning experiences that guide students along their academic and career pathways to ensure equitable outcomes for all students.

*Each strategy and expected outcome supports the student experience stages included in the HCC Student Success Framework.*

## Expected Outcomes

**Key Metrics to Measure Progress** (Refer to the HCC Student Success Framework for a more complete list)

- ▶ Enrollment
- ▶ Initial program declaration
- ▶ Major choice passing college-level math & English
- ▶ Success in introductory and gateway program courses
- ▶ GPA
- ▶ Persistence
- ▶ Pass Rate
- ▶ Credits Earned
- ▶ Connecting with Employment
- ▶ Earnings gains
- ▶ Transfer
- ▶ Bachelor's Receipt

**Perspective**

**Student**

**Internal Processes**

**Organizational Capabilities**

(people, facilities, technology)

| Connection | Entry | Progress/ Completion | Advancement | Favorable Outcomes/ Improved Student Success |
|---|---|---|---|---|
| •Aligned high school endorsements to HCC's areas of study  •Placement of Admissions advisors in the High School, & Outreach and recruitment in the community | Improved processes for students to explore options & create program plans in term 1 | Enhanced strategies for monitoring student progress (e.g., nudging) | Improved processes for alignment of program outcomes with requirements for success in career-path employment and further education | Data-informed decision-making |

Increase interaction with local ISDs & Community Partners

Re-imagine student onboarding & Map Pathways to student end goals/careers

Enhance integrated student supports

Ensure that students are learning

Improve alignment & assessment of strategies

**Provide Personalized Learning Experiences:**

Ensure identification of student needs and individualized support early in the student journey

**Provide Personalized Learning Experiences:**

Increase learning opportunities for faculty, staff & students

**Provide Personalized Learning Experiences:**

Optimize College capabilities

**Institutional Strategies**

Achieving the DREAM – Evidence-Based Practice

Texas Guided Pathways – 4 Pathways Pillars

Houston GPS: – 6 HGPS Strategies

- ▶ Leverage HCC's ability to manage & sustain a student-centered culture of care
- ▶ Provide ongoing professional development for faculty, staff & students
- ▶ Assess technology, facilities, and support services

**Personalized Learning Pathways:** Provide holistic, individualized support for students throughout their journey from initial interest and program enrollment through award completion and future employment or continued education
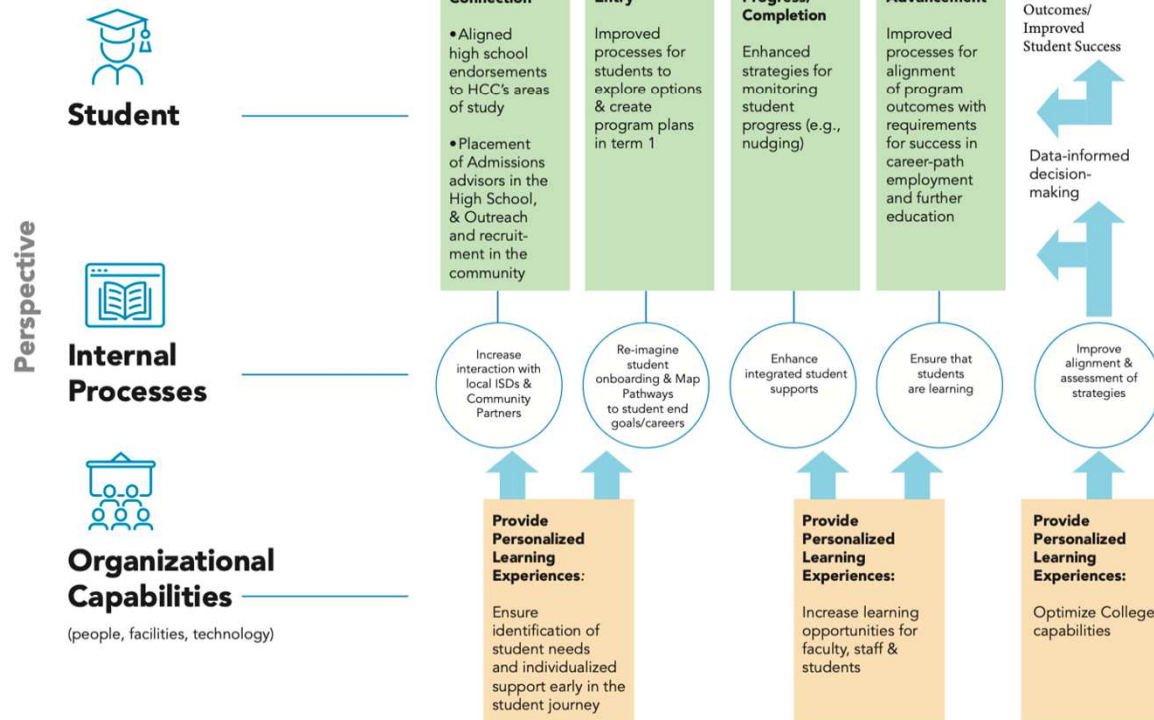
The HCC Student Success Framework can be located at:
**hccs.edu/qualityenhancementplan**

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RITM0063979

# General Strategies

- Caring Campus Faculty and Staff
  - Evidence-based strategies for student success

- Accepted into Pathways cohort of the Texas Success Center with a focus on transfer

- Proactive Advising Strategies
  - Introduction of technology-assisted advising with EAB

# Paying for College Webpage – hccs.edu/payingforcollege

Financial Aid and Scholarships
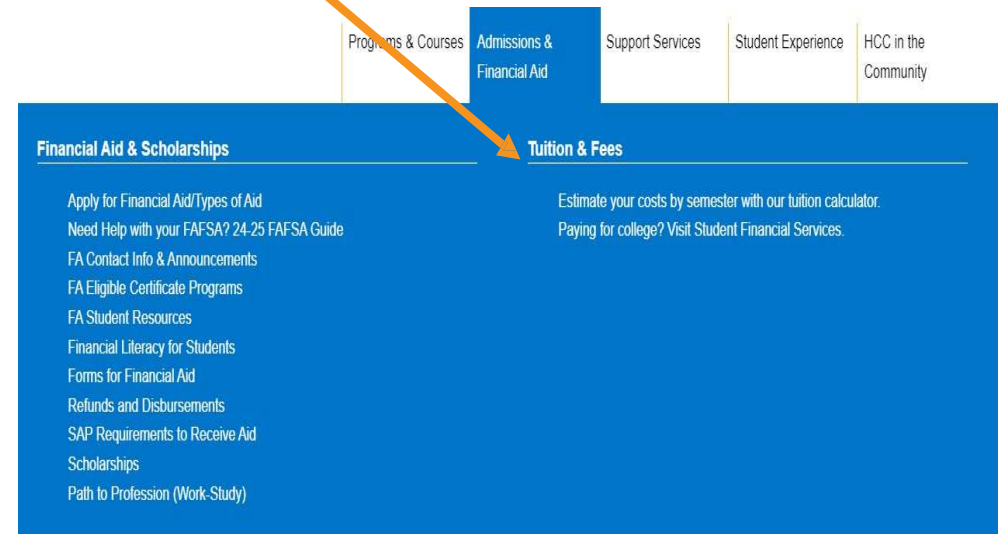
Payment Methods and Installment Plans

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.

# Financial Support: Types of Aid

## GRANTS

Grants are awarded through federal, state and institutional sources and are generally based on financial need. Grants are "gift" assistance and do not need to be repaid

## SCHOLARSHIPS

Scholarships are provided through the HCC Foundation, corporations, private donors and the college. Scholarships are "gift" assistance and do not need to be repaid.

## TRADITIONAL WORK-STUDY

Traditional Work-Study is student employment that is offered through the college. Student employees work on or off-campus and are paid an hourly rate for work performed.
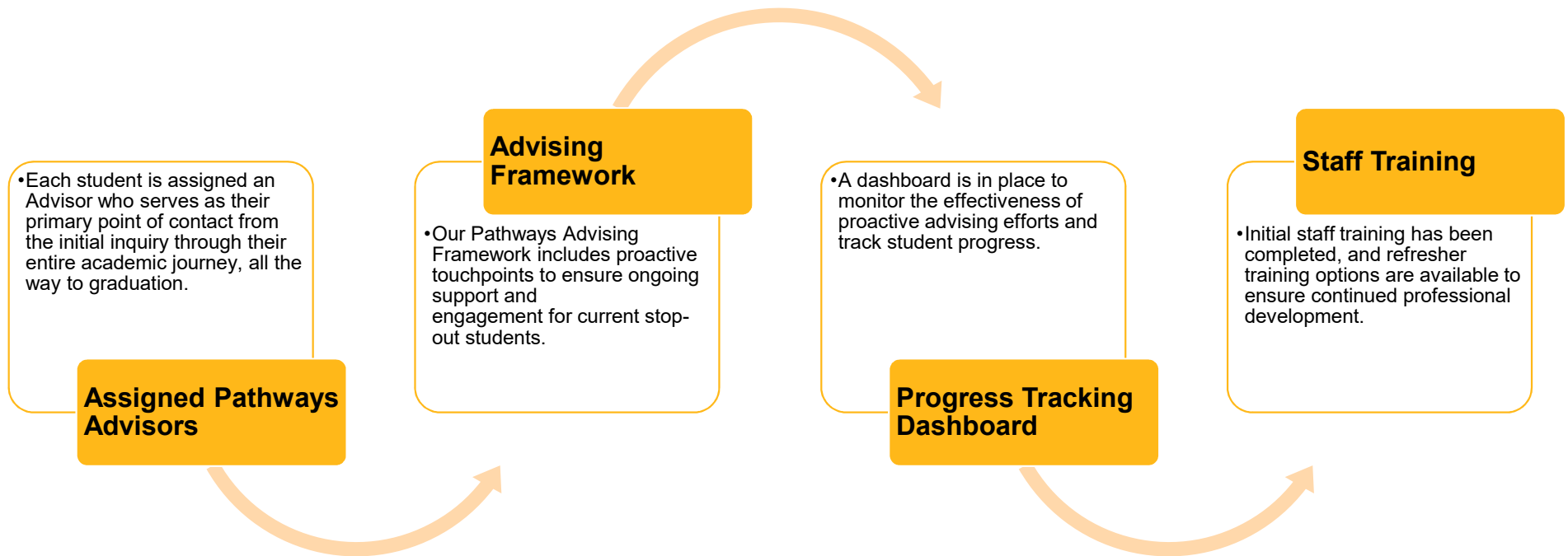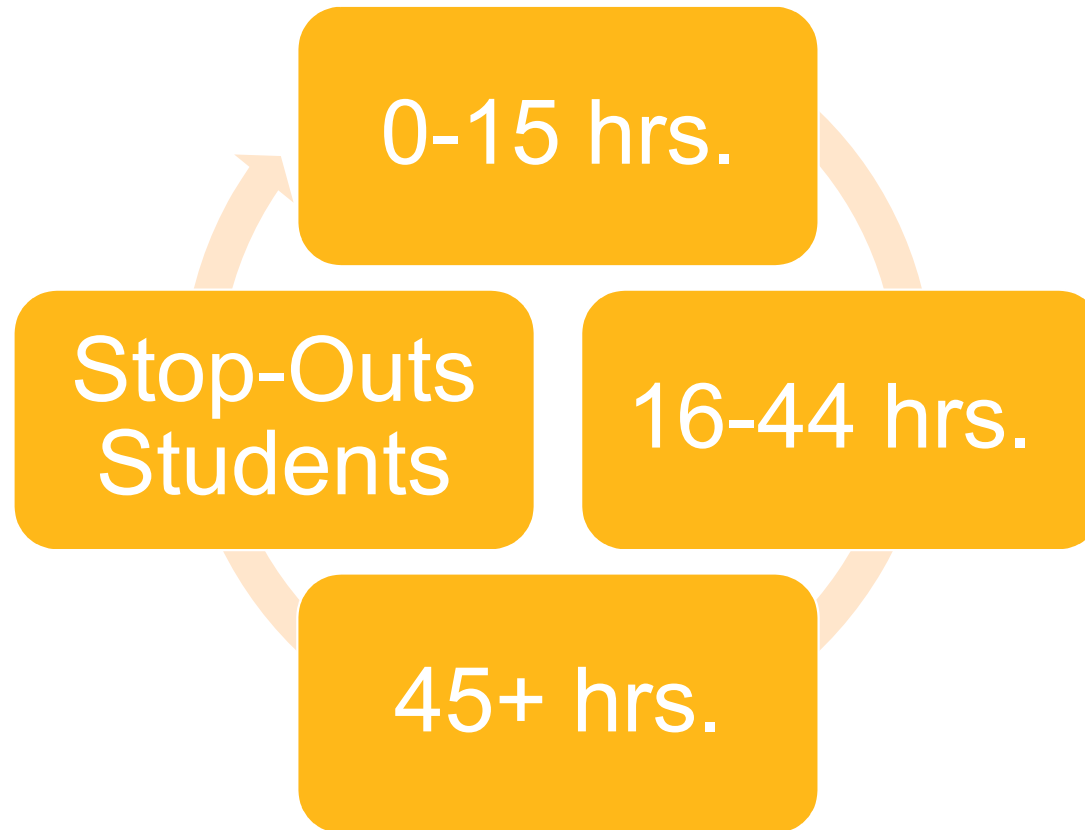
## FEDERAL STUDENT LOANS

Federal Student Loans are offered at low-interest rates and can be repaid over an extended period of time, generally after the student is no longer enrolled at least half-time (6 or more credits).

# Preventing Stop-Out

**Assigned Pathways Advisors**
- Each student is assigned an Advisor who serves as their primary point of contact from the initial inquiry through their entire academic journey, all the way to graduation.

**Advising Framework**
- Our Pathways Advising Framework includes proactive touchpoints to ensure ongoing support and engagement for current stop-out students.

**Progress Tracking Dashboard**
- A dashboard is in place to monitor the effectiveness of proactive advising efforts and track student progress.

**Staff Training**
- Initial staff training has been completed, and refresher training options are available to ensure continued professional development.

# Pathways Advising Touch-Points

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# Thank You!