

# Board of Trustees

## Education and Workforce Development Committee Meeting

Tuesday, December 05, 2017

3:00 p.m.

Ann Richards Administration  
Building, Board Room  
Pecan Campus  
McAllen, Texas



SOUTH TEXAS  
COLLEGE

*In the Making!*

Online Copy

South Texas College  
Board of Trustees  
Education and Workforce Development Committee  
Ann Richards Administration Building, Board Room  
Pecan Campus, McAllen, Texas  
Tuesday, December 5, 2017 @ 3:00 p.m.

**AGENDA**

“At anytime during the course of this meeting, the Board of Trustees may retire to Executive Session under Texas Government Code 551.071(2) to confer with its legal counsel on any subject matter on this agenda in which the duty of the attorney to the Board of Trustees under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Chapter 551 of the Texas Government Code. Further, at anytime during the course of this meeting, the Board of Trustees may retire to Executive Session to deliberate on any subject slated for discussion at this meeting, as may be permitted under one or more of the exceptions to the Open Meetings Act set forth in Title 5, Subtitle A, Chapter 551, Subchapter D of the Texas Government Code.”

- I. Approval of Minutes for Tuesday, October 10, 2017 Committee Meeting..... 1 - 4
- II. Presentation on the South Texas College Dual2Degree Department..... 5 - 16
- III. Presentation on Comprehensive Advising: *Getting and Keeping Students on the Pathway to Completion*..... 17 - 28

## **Approval of Minutes for Tuesday, October 10, 2017 Committee Meeting**

The Minutes for the Education and Workforce Development Committee meeting of Tuesday, October 10, 2017 are presented for Committee approval.

**South Texas College  
Board of Trustees  
Education and Workforce Development Committee  
Ann Richards Administration Building, Board Room  
Pecan Campus, McAllen, Texas  
Tuesday, October 10, 2017 @ 2:30 p.m.**

**MINUTES**

The Education and Workforce Development Committee Meeting was held on Tuesday, October 10, 2017 in the Ann Richards Administration Building Board Room at the Pecan Campus in McAllen, Texas. The meeting commenced at 2:35 p.m. with Mrs. Graciela Farias presiding.

Members present: Mrs. Graciela Farias, Dr. Alejo Salinas, Jr., and Mr. Gary Gurwitz  
Other Trustees present: Mr. Paul R. Rodriguez

Members absent: Mr. Jesse Villarreal

Also present: Dr. Shirley A. Reed, Mr. Matthew Hebbard, Dr. Anahid Petrosian, Dr. Ali Esmaeili, Dr. Rene Zuniga, Mr. Larry Barroso, Ms. Cristobal Benavides, Ms. Yvette Gonzalez, and Mr. Andrew Fish

**Approval of Minutes for Tuesday, September 12, 2017 Committee Meeting**

Upon a motion by Mr. Gary Gurwitz and a second by Dr. Alejo Salinas, Jr., the Minutes for the Education and Workforce Development Committee meeting of Tuesday, September 12, 2017 were approved as written. The motion carried.

**Presentation on the STC College Connections Department**

Mr. Larry Barroso, Director of College Connections and Admissions, provided a brief overview of South Texas College's *College Connections* Department and their services geared toward recruitment and outreach efforts to increase traditional student enrollment.

**Function of College Connections**

The College Connections team is focused on further developing the college-going culture in the region. Through partnerships with public and private school districts, peer institutions of higher education, community partners, and the Student Ambassador Program, the College Connections team develops and manages efforts to increase enrollment of traditional students, including matriculation of graduating high school students into higher education.

The team is instrumental in continuing to provide clear pathways for students to enroll at South Texas College, enter into a program of study, and successfully complete their studies at South Texas College. They are directly focused on the College's mission of changing lives & communities by helping increase higher education completion toward a meaningful career for families in the Valley.

### **College Connections Strategies to build a College Going Culture**

The presentation highlighted their efforts in developing the College's presence in local K-12 settings, building a college-going culture starting in elementary school and reinforcing that message throughout each student's primary and secondary education career.

These efforts included events staged at local elementary, middle, and high school campuses, around themes such as the *Junior Jaguar Academy*, *College Night* hosted at various venues, *Education and Career EXPO*, *National Reading Week*, *Dia Del Nino*, the *Starr County Youth Fair*, the *Junior Jaguar Leadership Conference*, *College Bound* events at participating elementary school campuses, and campus tours hosted by South Texas College.

### **South Texas College Recruitment**

In addition to the College's drive to create a college-going culture generally among area students and their families, the College Connections team works on direct recruitment of these students to South Texas College, specifically. Through information sessions regarding application, advising, and other aspects of matriculation, as well as the coordination of the Student Ambassador Program, College Connections is a key strategy in the College's efforts to increase traditional enrollment and encourage the matriculation of Dual Credit students.

This review was provided for the Education and Workforce Development Committee's information and feedback to staff. No action was requested.

## **Presentation of the South Texas College Higher Education Center at La Joya Enrollment Update for Fall 2017**

The South Texas College Higher Education Center – La Joya, serves the students in Western Hidalgo County. The Education and Workforce Development Committee received a presentation on this center at their July 11, 2017 Committee Meeting.

Dr. Rene Zuniga, La Joya Teaching Center Site Coordinator, provided the Center's Enrollment Update for the Fall 2017 semester.

### **Fall 2017 Promotional Activities**

Dr. Zuniga will begin with a review of the various recruitment activities that led up to the beginning of the Fall 2017 semester. As discussed with the Committee in July, these included the distribution of recruitment letters to students majoring in specific academic areas, presentations by STC Program Chairs to graduating seniors, and the inclusion of promotional materials in area high school graduation booklets.

There were also a number of recruitment and outreach activities to further increase community awareness and interest, including an Open House on August 8, 2017, a Registration Round Up event, and promotions at various community events including La Joya ISD football games.

In addition to these efforts, staff continued outreach through phone calls and email messaging to students.

### **Fall 2017 Enrollment Update**

Enrollment decreased district wide, and this was also seen at the South Texas College Higher Education Center – La Joya, where Traditional and Dual Credit enrollment both dropped from Fall 2016 to Fall 2017.

Dr. Zuniga presented the enrollment data, including enrollment by academic division, to the Committee and responded to questions.

The questions focused on the lower than expected enrollment, compared to the established need for programs in that region, and strategies to try to encourage increased enrollment.

This review was provided for the Education and Workforce Development Committee's information and feedback to staff. No action was requested.

## **Adjournment**

There being no further business to discuss, the Education Workforce Development Committee Meeting of the South Texas College Board of Trustees adjourned at 3:35 p.m.

I certify that the foregoing are the true and correct Minutes of the October 10, 2017 Education and Workforce Development Committee of the South Texas College Board of Trustees.

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Mrs. Graciela Farias

## **Presentation on the STC *Dual2Degree* Department**

Mr. Tony Matamoros, Director of Dual Credit, will provide a brief overview of South Texas College's *Dual2Degree* Department and their services geared toward the cultivation of a college-going culture in our community. The *Dual2Degree* Department specifically focuses on support services to help ensure the academic success of dual credit students at South Texas College.

### **Dual Credit Challenges**

At South Texas College, and nationally, many dual credit students face challenges above and beyond those faced by traditionally enrolled college students. Many of them may not be aware of the processes, services, requirements, and implications of their performance as College students, and the impact it will have on their continued higher education opportunities.

The *Dual2Degree* Department provides services to help dual credit students connect to the college culture, the resources available to them as college students, and the expectations for their performance. These services are designed to help them bridge the gap between secondary education and higher education, and to assist with that transition upon their graduation from high school.

### **Dual2Degree Department Services**

Mr. Matamoros will briefly review the services that the *Dual2Degree* Department provides, including an overview of their various activities and coordination with local school districts.

Mr. Matamoros will discuss the impact of these services on student success, including performance indicators such as GPA, persistence rate, and completion times.

He will discuss the department's strategies at each grade level, from 8<sup>th</sup> grade through the student's senior year of high school, including parental engagement and close collaboration with school district personnel.

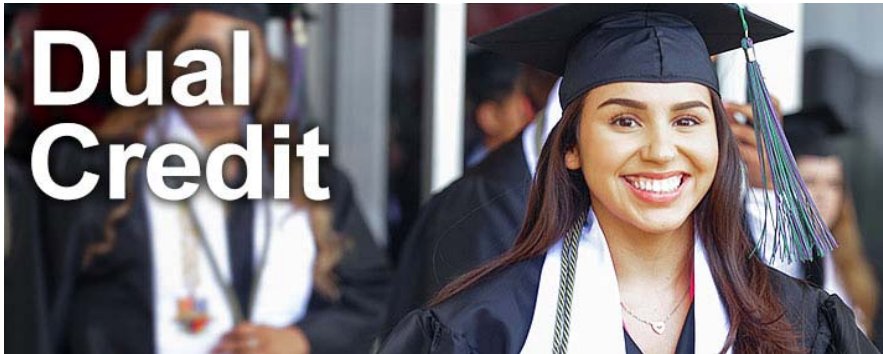
### **New Student Onboarding Initiative**

Mr. Matamoros will conclude with a review of the new student onboarding initiative to fast track dual credit students, and will discuss its impact on helping register dual credit students accurately and in a timely manner to help start their higher education careers on the right path.

Mr. Matamoros has also provided the *Dual2Degree* Department 2016-2017 Annual Report, included under separate cover.

This review is provided for the Education and Workforce Development Committee's information and feedback to staff. No action is requested.

## DUAL2DEGREE DEPARTMENT



Tony Matamoros  
Tuesday, November 05, 2017  
Education and Workforce Development Committee

## MISSION STATEMENT

The Dual2Degree Department cultivates a college-going culture in our community by providing quality enrollment and support services to ensure the academic success of dual credit students at South Texas College.



Connection

Entry

Progress

Transition



## NATIONAL DUAL CREDIT CHALLENGES

### Students may not be:

- fully aware of enrollment criteria and processes
- aware of implications of failing college courses
- aware of Academic/Financial Aid Standing
- informed of resources and services
- knowledgeable of degree requirements and progress
- “connected” to college culture or identifying as college students

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## IMPLICATIONS

### Upon enrolling at higher education, students may:

- experience difficulty transitioning to college (socially and emotionally)
- be unaware of general college knowledge (enrollment requirements)
- be unaware of and underutilize academic support services
- face financial aid roadblocks due to poor academic performance and unnecessary course-taking

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## DEPARTMENT SERVICES

- (Dual Credit) Recruitment
- Admission
- Registration
- Orientation
- Transition Services
- School District Support



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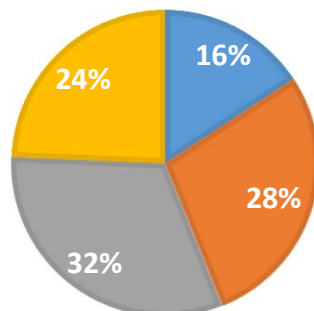
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## 2016-2017 DEPARTMENT ACTIVITIES

### ACTIVITIES BY FUNCTION

- Enrollment Support
- Student Success Initiatives
- ISD Support
- Outreach & Transition



Events By Function	Number of Events
Enrollment Support	53
Student Success Initiatives	95
ISD Support	107
Outreach & Transition	82
<b>Total</b>	<b>337</b>

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## OPTIMIZING THE STUDENT EXPERIENCE

Participation in First Year Experience programs such as college tours, orientation, and advisement are linked to:

- Higher GPAs
- Higher Persistence
- Timely Graduation Rates



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## DUAL CREDIT STUDENT SERVICES

Connection

- Student & Parent Outreach
- Career Exploration
- Admission Application
- Assessment

Entry

- Advisement
- Orientation
- Registration
- Campus Tour
- Convocation

Progress

- Starfish Early Alert
- Academic Progress Monitoring
- Degree Audits

Transition

- Communications
- Graduation
- Financial Aid
- Operation College Bound
- Senior Fast Track Events

Connection

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## CONNECTION

### Middle School (8<sup>th</sup> grade):

- Student Presentations
- Parent Meetings
- College & Career Days
- Career Exploration
- Admission Application Drives



Connection

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## ENTRY

### High School (9<sup>th</sup> grade):

- Campus Tour
- DegreeWorks
- Registration
- Orientation
- Convocation
- Welcome Week Activities



Connection

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## PROGRESS

### High School (10<sup>th</sup> grade- 11<sup>th</sup> grade):

- Progress Monitoring:
  - Degree Audits
  - GPA
  - Academic Standing
  - Financial Aid Standing
- Student Success Workshops



Connection

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## TRANSITION

### High School (12<sup>th</sup> grade):

- Recruitment Communications
- Student and Parent Open House



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## SUPPORTING OUR SCHOOL DISTRICT PARTNERS

- Annual Counselors' Summit
- Faculty and Staff Trainings
- Monthly Meetings and Updates
- ISD Staff Resource Website



Connection

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## NEW STUDENT ONBOARDING INITIATIVE: DUAL CREDIT FAST TRACK





## HOW IT WORKS

### Orientation

“Summer Bridge”  
Program

### Admission

Student applies for  
admission

Student is assessed  
for college readiness

ISD submits  
transcripts

### Verification

Review of student  
eligibility

Enrollment issues  
are resolved

### Fast Track

College Campus  
Tour

Advisement

Registration

Orientation

Connection

Entry

Progress

Transition



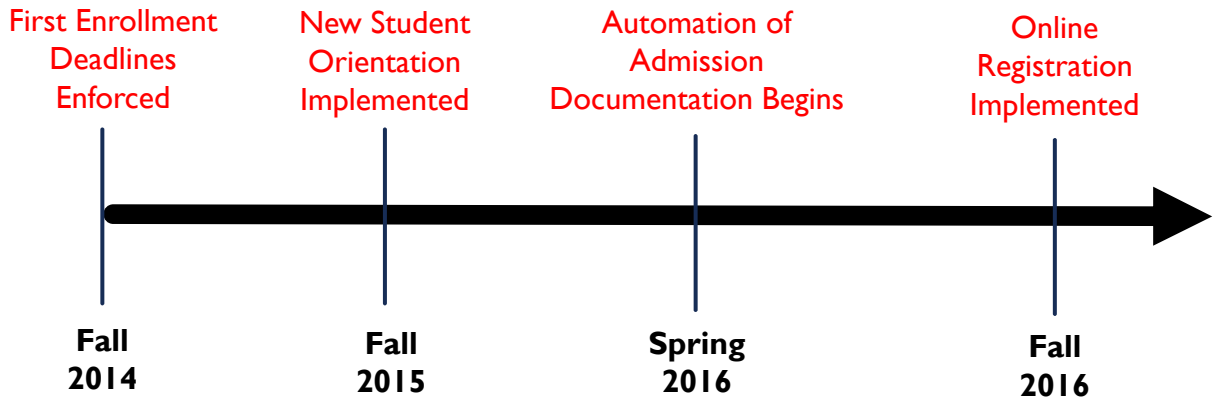
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## TIMELINE OF MAJOR DUAL CREDIT ENROLLMENT CHANGES



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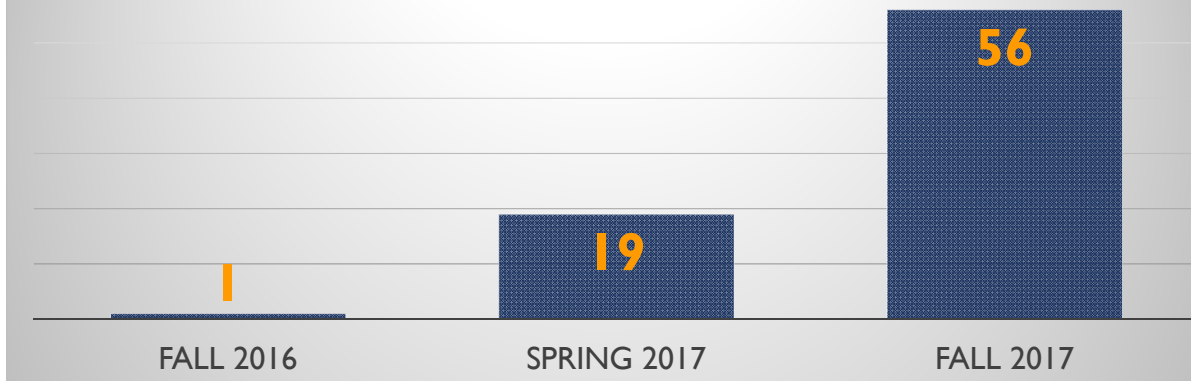
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## IMPLEMENTATION OF ONLINE REGISTRATION

### High School Sites Utilizing Online Registration



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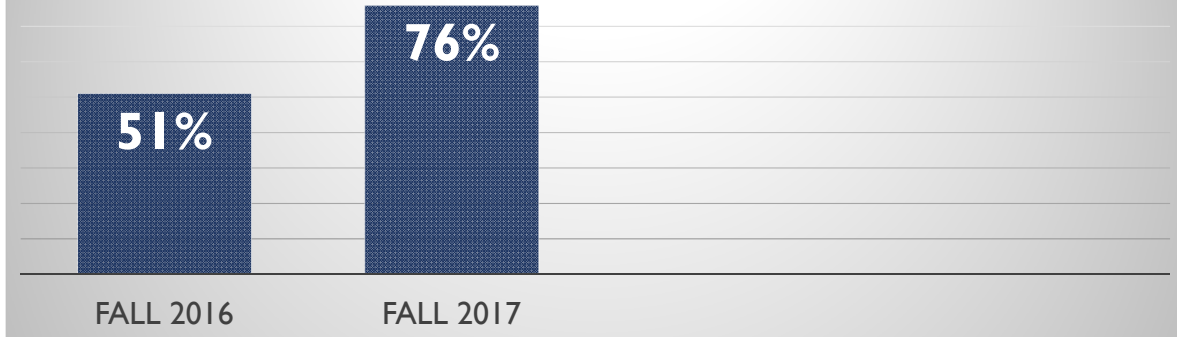
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SUCCESS POINTS : EARLY REGISTRATION HAS INCREASED

% of Registration Completed by 1st Class Day



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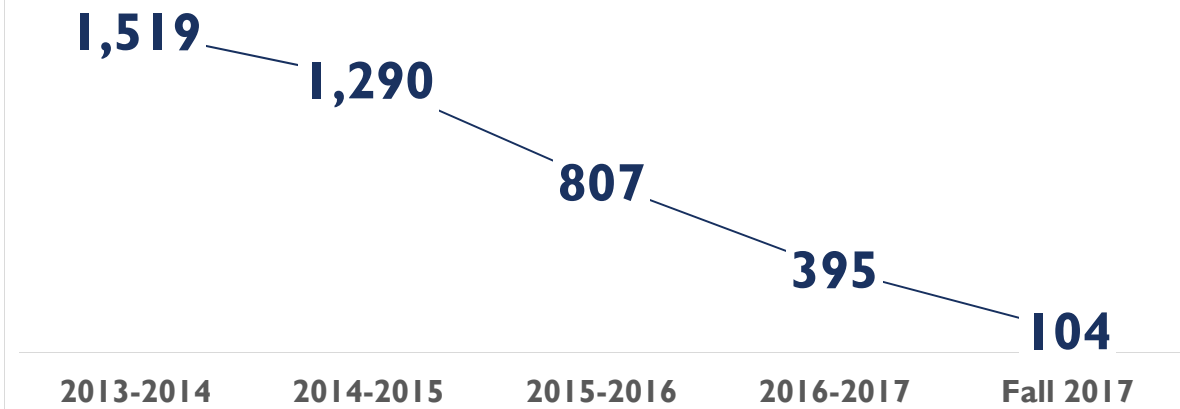
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SUCCESS POINTS : REGISTRATION ERRORS HAVE DECREASED

REGISTRATION ERRORS



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## WHAT FACULTY AND STAFF ARE SAYING

“Having students log in to their JagNet accounts and look at their degree plans really helped them to understand the consequences of taking classes that didn't apply. It is difficult to get high school students to understand how their decisions now might affect their financial aid, but this activity seemed to help.”

- Carey Boleach, Weslaco East HS Head Counselor

“Before, I would spend a lot of instructional time up until the 12<sup>th</sup> class day addressing registration issues. After this new process was implemented, I didn't have to worry about that and I could focus on instruction. Students were registered on time and had access to Blackboard.”

- Dr. Fernando Chapa, STC Dual Credit Instructor

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## THANK YOU

Visit us at:

[www.southtexascollege.edu/go/dualcredit](http://www.southtexascollege.edu/go/dualcredit)



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## **Presentation on Comprehensive Advising: *Getting and Keeping Students on the Pathway to Completion***

Dr. Nancy Garcia, Director of Comprehensive Advising & Mentoring Services, will present Comprehensive Advising: *Getting and Keeping Students on the Pathway to Completion*.

Dr. Garcia's presentation will provide a review of the College's Comprehensive Advising program, which is designed to provide students with the resources to select degree plans and courses that will help them meet their educational goals in a timely fashion.

The presentation covers the following key elements of comprehensive advising:

- Comprehensive Academic Advising Model
- Mandatory Advisement for First Time in College (FTIC) Students
- FTIC Case Management
- Technology Mediated Advising
- Student Success Advising
- Faculty Advising

From initial mandatory advising, case management for First Time in College (FTIC) students including at least four contacts per semester, faculty and staff collaborative advising, and real-time monitoring and mediation using Degree Works and the Starfish Early Alert System, South Texas College is dedicated to provide all students with meaningful and successful advising strategies to help provide students with the resources they need to complete their degree/certificate on time.

This presentation is provided for the Education and Workforce Development Committee's information and feedback to staff. No action is requested.



# Comprehensive Advising

## *Getting and Keeping Students on the Pathway to Completion*

DR. NANCY GARCIA

DIRECTOR OF COMPREHENSIVE ADVISING & MENTORING SERVICES



## Overview of Presentation

- Comprehensive Academic Advising Model
- Mandatory Advisement for First Time in College (FTIC) Students
- FTIC Case Management
- Technology Mediated Advising
- Student Success Advising
- Faculty Advising



## Comprehensive Academic Advising Model

### Comprehensive Academic Advising Model

#### Shared/Split Organizational Model – Advising as Teaching

- Professional Academic Advisors (FTIC Students)
- Student Success Specialists (Continuing Students)
- Faculty Advisors (Continuing Students)



## Mandatory Advising for First Time in College (FTIC) Students

### Mandatory Advising for FTIC Students



- Contributes to state & national completion agenda
- Supports a holistic comprehensive advising-as-teaching approach that promotes long-term, teaching relationships
  - Disseminates information and fosters students' critical thinking skills necessary to navigate higher education
  - Helps students become active participants
  - Guides students through interactive sessions that explore and evaluate pathways that solidify students' career goals



## Mandatory Advising for FTIC Students



- **Registration Hold for Advisement** placed on students' account
- **Students are not able to register** until they **meet with an advisor**
- **Academic Advisor clears student's hold** so that students can register for the recommended courses **after educational planning session**

## Mandatory Advising for FTIC Students



- Long-term educational planning; build Student Educational Plan
- Conduct degree audits and develop educational plans
- Track and monitor students' progress
- Make appropriate referrals
- Help students understand their **abilities and limitations** so that student can follow a career pathway

# Mandatory Advising for FTIC Students



## RAND Corporation

### Completed an analysis of STC's Intrusive Advising Program

- Examined the relationship between participation in intensive advising and persistence
- Found that students who fully participate in intrusive advising persist at rates that are 7.9 percentage points higher than those who do not participate



## FTIC Case Management

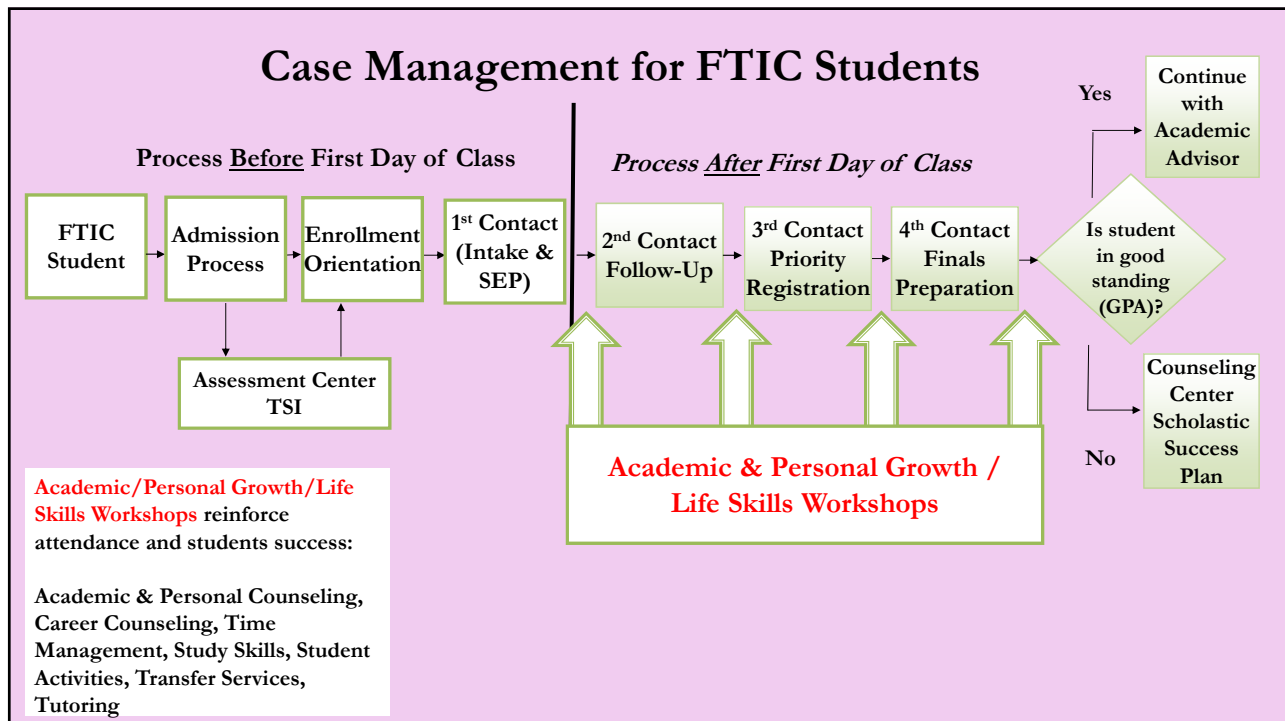




# Case Management for FTIC Students

## Four Mandatory Contacts per semester:

1. Initial interview session to develop & define educational goal
2. Focuses on class attendance, services, and reinforcing the successful student profile
3. Consists of an academic follow up and advising for priority registration
4. Reminds students about the importance of preparing for finals and the resources available to help them





## Technology Mediated Advising

### Degree Works



- Provides real-time advice and counsel
- Streamlines the graduation process
- Speeds time to graduation
- Allows direct access to multiple related information/services and advice within and through hyperlinks to catalog information, class schedules, and FAQs





# Starfish Early Alert System

Intentionally engages faculty to:

- Recognize students when they are doing great work
- Notify students of their progress twice during a semester
- Alert students at risk of failing



## Student Success Advising



## Student Success Advising

**Student Success Specialists work with faculty in assigned Division**

- Identifies At-Risk students and implement individualized student intervention initiatives for students (i.e. excessive absences)
- Focuses on advising students for degree/certificate completion
- Refers absentee students to instructors, counselors, case workers, or Centers for Learning

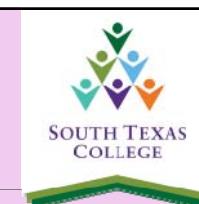


## Faculty Advising



## Faculty Advising

- Hispanic Serving Institution Grant (Focus on Advising)
- Hired Coordinator for Faculty Advising
- Lead Faculty Advisors (LASS, B&T, M&S, NAH)
- Connect students to careers/workforce in their corresponding field



## Faculty Advising

- Reviewed & Enhanced STC Current Advising Model
  - Reviewed Best Practices in Advising (Literature and at other colleges/universities)
- Developed Training Models for Different Faculty Groups:
  - New Faculty
  - Existing Faculty Advisors
  - Adjuncts/Dual Enrollment

## Faculty Advising



- 299 full time faculty trained (Curriculum Basics, Student Support Services, Technology Tools, Student Relations)
- Advising students within their respective areas
- Documenting advising sessions via DegreeWorks



For More Information, Contact  
Dr. Nancy Garcia at [nancyhg@southtexascollege.edu](mailto:nancyhg@southtexascollege.edu)  
or (956) 872-1689