Welcome to the Academic Success Center....

Creating Opportunity + Innovation = Student Engagement
Building Opportunity

The Academic Success Center (ASC) was an opportunity to address student needs. Prior to the establishment of the ASC, traditional tutoring, served 1,048 students in 2005-06. In response to limited Supplemental Learning (SI) and tutorial services utilized by students, the ASC was seen as an opportunity to address this need. The ASC provides high quality, active learning in an engaging environment. Students begin to connect to the coursework, understand their strengths and are able to make adjustments in their approach toward learning.

Using data compiled from Who’s Next?, the ASC documented growth in 2007-2008, serving 31,755 students (duplicated numbers). This culture of evidence has led to assessing student needs and providing sustainable, quality service.
Survey says...

Students pick the best and worst of HCC

Melissa Elliott
Staff Writer

More than 90 percent of HCC students are satisfied with their education, according to a Student Satisfaction survey of current students released in January.

The survey was administered last November via Hawkmail by HCC President Dr. Gwendolyn Stephenson. Nearly 2,000 students responded, rating everything from parking availability to the diversity of the cafeteria food.

Dr. Paul Nagy worked as Special Assistant to the President for Strategic Planning & Analysis to develop and analyze the survey.

“This survey is really trying to cover the globe of the services,” said Nagy. He compares it to a dashboard. While past student surveys have been limited, the new survey provides a comprehensive look at 51 different aspects of an average student’s experience at HCC.

The survey was also unique because it encouraged students to write in their own comments.

The comments, along with the survey, were submitted to college administrators anonymously.

Students filled up more than 500 pages with their ideas, criticisms, and observations garnered from their experiences on campus.

Rated highest by the students was the helpfulness of the staff in the academic success centers.

Following closely in the top rankings were class size, college catalogue, and personal safety on campus.

“I love it here,” said sophomore Ursula Porter. “I’m pursuing a dream.”

Not every department was met with such adoration, however. The financial aid and advising departments ranked lowest by students.

“There is always a lot of tension from the students to the clerks,” said HCC student Siva Beharry, of the financial aid staff. “Most of them, they’re just very rude.”

Student Assistant Yasimin Colon, who works in an HCC advising department, agrees.

“It’s unfortunate, but sometimes people here give students the run around,” stated Colon.

But are students partly to blame for their own experiences?

After the Fall 2007 registration, there were 21,377 enrolled students at HCC. With a majority of those students waiting until registration week to seek financial aid and advising services, it’s not surprising that the offices are overflowing.

Miguelia Madera has worked the front desk in financial aid at the Dale Mabry campus for 4 years.

When asked how many students she saw on any given day during registration, she softly replied, “Thousands.”

Madera encourages students to apply for aid online.

“This can be done before registration, and at the convenience of the student.”

The online application takes 10 business days for the forms to reach the financial aid office.

The advising department is just as swamped.

Freshman India Bryant has worked in HCC’s advising department since last September.

“We have to cut it off cause we’re so busy,” she said. She adds that over a hundred students are in the office at any given hour during registration.

Yasimin Colon, who works with Bryant, offered some tips to help students minimize their wait time.

She recommends that students bring their transcripts and valid photo identification.

To accommodate students, the advising department has extended their office hours this semester. The new hours are 8 a.m. to 7 p.m., Monday through Friday.

Colon, a first year student herself, had one last piece of advice for her fellow co-eds.

“Be nice to the people who work here,” she said. “It’s not our fault half the time.”