



MEMORANDUM

Provost, Academic Affairs and Student Services

To: Dr. Christina Ponce

From: Dr. Susan Guzmán-Treviño

Subject: May 2025 Academic Affairs and Student Services Report

STUDENT SPOTLIGHT: We will highlight the following Film Festival students:

- Cody Polasek, Legacy Early College High School
- Anthony Rodriguez, Temple
- Mikayla Salazar, Lake Belton High School
- Grayson White, Legacy Early College High School

OUTSTANDING FACULTY SPOTLIGHTS: Dr. Sara Harris Baker will be recognized for her leadership and many accomplishments in the Fine Arts Division and for Temple College.

COMMUNITY SPOTLIGHT: We are spotlighting community member Zechariah Baker, owner of The Beltonian Theater, who provided tremendous support to our Fine Arts Division and Temple College.

eLEARNING, EDUCATION TECHNOLOGIES and ONLINE SERVICES

Bookstore support

- Staff worked with the bookstore regional manager to ensure correct Inclusive Access (IA) pricing for SU2025 and FA2025.
- Staff checked materials import file for accurate listings, including Open Educational Resources (OER) and Zero Textbook Costs (ZTC) information for SU2025 term.

Testing Center

- With the planned demolition of the ISC building we are working with the deans, department chairs, and faculty to provide our alternative online proctoring solutions for the summer.
- The Testing Center will continue to administer the following exams and services in the alternate Academic Center location:
 - TSIA2, HESI, and TEAS exams
 - Make-up exams for TC courses
 - Exams requiring testing accommodations, including quiet room and extended time

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Open Education Resources (OER)

- Christa Quigley assisted Dr. Susan Guzmán-Treviño with data collection to complete the Open Educational Resources (OER) Fourth Biennial Landscape Survey as requested by Dr. Michelle Singh, Assistant Commissioner of the Digital Learning Division of the Texas Higher Education Coordinating Board.
- Highlights of survey responses:
 - Faculty use of OER increased to 25.7% as compared to 18.2% in 2023
 - Faculty use of ZTC increased to 26.3% as compared to 16.6% in 2023
 - Our faculty have goals of reducing costs for students and maintaining quality and rigor. Many faculty members have designed their courses using free and open-sourced materials from many sources, without formally adopting listed OER materials. The goals are the same: cost savings and course quality.

Texas Statewide Course Sharing Exchange

- Christa Quigley completed the contractual requirements for mentoring Western Texas College during their start up with the Texas Statewide Course Sharing Exchange and all required documentation including the Toolkit, Final Report, and invoicing have been submitted to the THECB and the Texas Higher Education Foundation.
- Christa is working with Cisco College on their Toolkit edits and last steps to complete a mentorship agreement.

Technologies & Solutions Inventory

- Inventory of technology list has been condensed and sent to ITS for review and analysis.

Vendor Management

Yuja Panorama digital accessibility platform

- We are continuing discussions on technology to assist faculty with the Department of Justice (DOJ) Title II ADA compliance requirements for Web Content Accessibility Guidelines (WCAG) 2.1, Level AA.
- A Zoom call scheduled with Yuja to preview and discuss Panorama; a digital accessibility platform designed to help instructors and institutions create and deliver accessible course content. It automatically generates accessible alternative formats for various file types, provides accessibility reports, and offers website accessibility options.

Honorlock Proctoring Solution

- Updates have been made to the Honorlock resources listed on the Center for Teaching and Learning (CTL) website.
- In anticipation of an increased number of faculty using Honorlock with the summer closing of the Testing Center, eLearning has scheduled a live (recorded) webinar faculty training sessions on 4/30 on the setup and use of Honorlock.
- Honorlock usage data as of April 30:

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Usage	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan*	Feb	Mar**	Apr
Courses	47	25	27	12	35	50	44	41	11	38	11	36
Unique Exams	73	45	50	13	60	81	71	63	17	56	13	56
Students	466	293	320	64	470	547	376	225	63	415	96	378
Exams Taken	678	415	547	65	678	733	571	609	93	503	90	484

* Semester started on 1/13

** 2nd 8-week term started on 3/17

ReadSpeaker

- Advisory Board Quarterly Meeting on May 13.

Tutor.com

- Usage data for April 30:

Current Number of Semester Sessions	41
Active Students	13
Average Session Length (minutes)	33.09
Student Rating	4.21/5.00
Recommended Rate	100

Committees

AI Task Force

- Policy development for submission to Policy Committee for 30-Day review and readiness for Summer Leopards Learn Workshop

Center for Teaching & Learning

- Leopards Learn Conference – Summer 2025. Focus on faculty professional development based on feedback about needing time to learn and implement
- All sessions will be 90-minute workshops offered on Zoom only. The survey we sent about the conference format had a low response rate.
- Session Tracks:
 - Artificial Intelligence
 - Course Redesign
 - Technology Applications
 - Accommodations and Accessibility
- Session Call for proposals closed on Monday, April 14th.

Course Quality Champions

- Phase Two Quality Course Champions meet biweekly, and are continuing to build on the framework of guiding principles developed in Phase One. Their work is very intentional and grounded in best practices research.

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- The roll out will be in phases over several because the framework is expansive. Time to learn and implement is critical for the institutionalization of the framework. The first priority area will focus on accessibility and accommodations.
- Accessibility discussions on course checklist development and use of software technologies such as Yuja Panorama to assist faculty continue.
- eLearning suggested partnering with McLennan Community College's Center for Teaching and Learning staff in work on accessible course design and AI. John Ghazzagh, Instructional Design and Innovation Coordinator will present a session during the Summer 2025 Online Leopards Learn Conference on digital accessibility.

Community

Faculty Dissertation Assistance

- Ellucian data systems operations discussion was conducted with faculty Melissa Parker, Childcare program, who is working on her dissertation on the subject of data systems in higher education institutions.

EAST WILLIAMSON COUNTY HIGHER EDUCATION CENTERS

- Fall and summer registrations are underway, and students are meeting with their Enrollment Advisors to plan schedules. Enrollment and recruitment staff continue to work with our local high schools by having on-site registration visits to assist graduating seniors seeking college admission for fall 2025. Multiple consecutive days have been spent at both Taylor and Hutto High Schools assisting students with all of their enrollment needs for dual credit and traditional students.
- In addition to registration events, we are participating in signing days at local high schools to celebrate college choice decisions for graduating seniors. Students planning to attend Temple College are given swag and photo opportunities with college staff.
- Temple College- Hutto Center will once again host the Hutto ISD STEM Nation event on May 15th. The evening event highlights science, technology, robotics, and engineering projects from every grade level across the Hutto school district. Bringing in over 1,000 visitors, students display and discuss their projects for family and friends to view. District awards are announced at the conclusion of the event. Temple College will have an interactive recruitment booth at the event including VR headsets for students to enjoy.
- EWCHEC-Hutto is hosting the first Hutto Strong Summit on May 21st. The event brings together emergency responders, local businesses, non-profits, faith-based groups and community organizations to discuss and plan the future of disaster response and recovery coordination between government agencies and the Hutto community. The community partners work together to ensure the Hutto area is prepared to be self-sufficient with response and continuity plans following emergency situations. There are workshops, keynote speakers, panel

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discussions, and an exhibit hall where organizations can network and share information with each other.

EWCHEC Student & Community Events this month:

May 1 – Taylor High School Career Day
May 1 – Puppies for Stress Relief, Hutto Center
May 6 – BSW Foundation Meeting, Taylor Center
May 7 – Student Symposium, Taylor Center
May 8 – Hutto Power Breakfast, Hutto Center
May 12-15 – Hutto HS Registration Week
May 14 – Hutto Chamber Luncheon, Hutto Center
May 15 – STEM Nation, Hutto Center
May 16 – Taylor HS Signing Day
May 16 – Taylor Elementary School Career Day
May 19 – Taylor Chamber Luncheon
May 21 – Hutto Strong Summit, Hutto Center
May 27 – Summer Classes Begin, Centers

STUDENT SERVICES AND ENROLLMENT MANAGEMENT

Enrollment Redesign Update

- The Enrollment Advising team continues to meet with students daily to provide guidance on course registration, degree planning, and transfer opportunities. During this reporting period, the advising team conducted a significant number of one-on-one advising sessions, helping students navigate their academic paths and register for summer and fall 2025 courses.
- As part of our continuous improvement efforts, students are invited to complete the Post-Advising Survey following their sessions. Students rated their advising experience, and customer service both with a perfect 5 out of 5.
- Below are the comments received this month, highlighting the positive impact of our advising team:
 - *"Mrs. Enriquez was very helpful and awesome."*
 - *"Super kind, patient, and informative. Always a pleasure seeing Ms. April."*
 - *"Magen was very helpful with my enrollment."*
 - *"April Jones is the best advisor one could have!"*
 - *"I'm a student still trying to adjust to college and Laura helped me understand the classes I should be taking and set me on the path that will enable me to graduate with a degree. She was very patient and kind with her explanations. She was on time and showed up with a big smile on her face that took away my nervousness. She answered all my questions with knowledge of the subjects with clarity."*
 - *"Megan is the best advisor ever, and she truly cares about your success while here at TC! She makes sure you're comfortable with your classes and is honest about the course load."*

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- *"Vicki was great and better prepared for our meeting than I was."*

These comments reflect the dedication and professionalism of our advising staff, who continue to foster an environment of support and encouragement for all students.

Division Highlights

The Division of Student Services and Enrollment Management continues to enhance operations to improve the student experience. Major initiatives this month include:

- Streamlining of transcript evaluations and expanding fraud detection protocols.
- Increasing cross-departmental collaboration to better support student success.
- Meeting with Brazosport College administrators to share Temple College's strategies on enrollment redesign and caseload advising (April 3).
- Coordinating a "Caring Campus: Ask Me Anything" session on Dual Credit programs (April 8–9).
- Conducting AI tools training on April 9 to introduce staff to efficiency strategies using ChatGPT and similar technologies.
- Submitting the Pregnant and Parenting Student report to the Texas Higher Education Coordinating Board.
- Preparing for department relocations due to demolition of the Barron Student Success Center and move to the new Main Building.
- Holding weekly leadership meetings to align policy and practice and ensure excellent customer service.

Departmental Updates

Admissions and Records

- Welcomed Ms. Carol Zapata as Registrar (April 14).
- Sent out critical drop date reminders to faculty.
- Enhanced fraud prevention by requiring ID verification for flagged applicants.
- Participated in Temple College's Open House (April 24) and Leopard Fest (April 16).
- Finalized customer service standards in an April 25 staff meeting.
- Processed National Student Clearinghouse reporting and continued document intake and processing from ApplyTexas, SPEEDE, and other sources.

Graduation

- 606 students have applied for Spring 2025 graduation; Summer 2025 graduation application is now open.
- Final planning and assignments for May 10 Commencement are complete.
- Staff confirmed Flash Photography and Texas Tour Gear for event media coverage.
- Bookstore was notified of projected attendance; all necessary supplies and regalia are being finalized.

Enrollment Advising

- Launched Microsoft Bookings for caseload management.
- 1,529 students registered for Fall 2025 between April 21-29th
- In April (as of 4/29): 380 advising appointments, 92 walk-ins, and 1,170 emails communications with students.

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- Student satisfaction remains high, with advisors receiving perfect 5/5 ratings in feedback surveys.

Financial Aid

- For 2024–25:
 - 2,445 students received Pell Grants totaling \$10,240,446.29.
 - 1,217 students received Direct Loans totaling \$7,921,494.00.
- 8,144 learners listed TC on the 2024–25 FAFSA; 4,359 for 2025–26 as of April 15.
- Financial Aid staff participated in Temple High School FAFSA events, assisting 13 students and 2 parents.

Student Life

- Partnered with Marketing to promote services via social media, newsletters, and campus flyers.
- Successfully hosted Spring Fling events at Temple, Hutto, and for Dual Credit & TBI students (April 4, 10, and 11), boosting community and engagement.
- Coordinated the Pinewood Derby for the Scouts of America (April 12).
- Held a Transfer Day with Texas A&M University–Central Texas (April 15), connecting 45 future TAMU-CT students with transition resources.

Student Accommodations

- Ms. Misty Reid engaged in a wide range of professional development webinars and committee work throughout April.
- Staff continued accepting accommodation requests for students with disabilities, parenting students, and international F1 visa applicants.
- Currently serving 26 international F1 visa students for spring 2025.

Testing Center

- Experienced a notable increase in testing demand across all services.
- Administered exams for internal (e.g., TSIA2, TEAS, CLEP) and external clients (e.g., TCOLE, CASA, Pearson VUE).
- Hosted special testing for Fire Academy and Police Academy cadets.
- Provided remote testing services for out-of-state and international students.
- Engaged in multiple events including the Open House, Leopard Fest, and dual credit info sessions.
- Added Alyssabeth Dubuisson to the team as Remote/Evening Testing Coordinator (4/28).
- Preparing for relocation to the third floor of the Academic Center for Summer 2025 testing.

Tutoring Services

- High demand continued in the Math Lab and Writing Center from March 25 to April 29.
- Ongoing hiring for Writing Center and Math Lab support.
- Preparing for summer relocation to the library.
- Mr. Mike Hein, Director, will depart on May 10. He extends his gratitude to the Temple College community for the opportunity to serve.

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Veterans Affairs

- Temple College's academic and workforce programs were reapproved for VA benefits for 2024–25.
- Ms. Basilia Flores is planning biweekly visits to the Hutto Campus to enhance direct support for veterans.
- Current enrollment by military-affiliated benefit:
 - CH. 1606: 1 | CH. 30: 8 | CH. 31: 37 | CH. 33: 160
 - CH. 35: 343 | Hazlewood: 153

Conclusion

- The Division of Student Services and Enrollment Management remains steadfast in its commitment to student support, operational excellence, and strategic collaboration. From commencement preparation to daily advising and accommodation services, our teams are unified in delivering a high-quality experience for all learners at Temple College.