Strategic Partnering for Student Success: For Today and For the Future

Linda Head
Senior Associate Vice Chancellor
External and Employer Partnerships

Laura Yannuzzi
Vice President of Instruction
Lone Star-North Harris
Agenda

• Overview of Lone Star College
• Two-Prong Approach to Advisory Councils
• Results and Lessons Learned
• Discussion
LSC: Fast Facts

- One of the Top 5 largest community colleges in the nation:
  - 99,000 credit and non-credit students

- One of the fastest-growing college systems in the U.S.

- Maintains AAA bond rating with S&P

- 2.4 M population (1,400 sq. miles)

- Economic Impact of nearly $3 billion annually

- $540 M operating, construction budget, and debt

- 16,149 Dual credit students

- 8,435 Military & military affiliated students

- Over 7,700+ employees (part and full time)

7 Colleges
12 Centers
2 University Centers
Lone Star College Service Area
Lone Star College
Student Demographics – Spring 2019

- Hispanic: 40%
- Caucasian: 31%
- African American: 14%
- Other: 7%
- Asian / Pacific Islander: 8%
Degrees/Awards for Spring 19

- Associate of Arts (AA) – 4,082
- Associate of Science (AS) – 1,952
- Associate of Arts in Teaching (AAT) – 183
- Associate of Applied Science (AAS) – 1,333
- Level I & II Certificates – 2,220
- Certificates (Fast Track, Marketable, Occupational, and Enhanced) - 587
Workforce Education – Defining what it means

**ASSOCIATE OF ARTS (AA)**
Prepares you to transfer to a Texas public university or college as a junior with the intention of declaring a major in the liberal or fine arts (English, History, others).

- Includes general education core courses common to Texas four-year universities also called “the basics” or “core requirements.”

**ASSOCIATE OF SCIENCE (AS)**
Prepares you to transfer to a Texas public university or college as a junior with the intention of majoring in the sciences (Math, Engineering, Biology Social/Behavioral Science, and others).

- Includes general education core courses common to Texas four-year universities also called “the basics” or “core requirements.”

**ASSOCIATE OF ARTS IN TEACHING (AAT)**
Prepares you to transfer to a Texas public university as a junior to work towards a degree that leads to initial Texas teacher certification.
Workforce Education – Defining what it means

ASSOCIATE OF ARTS IN TEACHING (AAT)
Prepares you to transfer to a Texas public university as a junior to work towards a degree that leads to initial Texas teacher certification.

ASSOCIATE OF APPLIED SCIENCE (AAS)
A degree program for the student seeking technical career skills for work in a specific career.

• Includes at least 15 credit hours of general education courses.
• General Education courses will transfer. Degree may also transfer if there is an articulation agreement with one or more universities.

ADVANCED TECHNICAL CERTIFICATE (ATC)
Pursued after the completion of a related bachelor or associate degree; preparation for a specialized career field.

FAST TRACK CERTIFICATE
Prepares a student for immediate job entry in a short period of time.

INDUSTRY CERTIFICATION
Select Industry Certifications prepare a student for state, national, or global industry recognized credentials.
Division of External & Employer Relations

- Division of over 400 employees
- Modeled after Texas Workforce Commission & now Texas Secretary of State, Ruth Hughes

Senior Associate Vice Chancellor (DEER Administration)

Workforce Program Development

Career & Technical Education

Veterans & Military Affiliated Services

Community Leadership & Engagement

Workforce Marketing & Outreach

Student Job Development

Small Business Development Center

Economic Development

Corporate College
Division of External and Employer Relations

Our Vision
To support and impact the economic vitality and continued success of 21st century global corporations and small businesses in the greater Houston area by developing a highly skilled talent pool and providing job training and career education to develop members of our community.

The Right People Acting on the Right Data at the Right Time
Industry Advisory Councils - Purpose and Goals

• Identify employer talent needs and discuss solutions that Lone Star Corporate College can provide

• Ensure employers needs are priority to LSC college leadership

• Share college priorities and needs to employers

• Build deep, ongoing relationships with C-suite corporate leaders

• Secure temporary & part-time employment for our students
Facilitated by Senior AVC

Facilitated by Deans

The Right People

Chancellor’s-Level Advisory Councils

6

Chancellor Presidents

Owners
VP-Operations HR

Program-Level Advisory Committees

Facilitated by Deans

65

Deans
Faculty

Persons in the Specific Occupation
Chancellor’s Advisory Councils

- Chief Information Officer (CIO)
- Construction & Skilled Trades (Principals)
- Global Energy & Manufacturing (HR, Presidents, VP)
- Healthcare Professionals (CEO & DNO)
- Petrochemical (HR, Presidents, VP)
- ISD Superintendents
The Right Data - External

Labor Market Data

Top Posted Occupations

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Number of Job Postings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurses</td>
<td>3,298</td>
</tr>
<tr>
<td>Respiratory Therapists</td>
<td>1,471</td>
</tr>
<tr>
<td>Physical Therapists</td>
<td>1,001</td>
</tr>
<tr>
<td>Medical Laboratory Technicians</td>
<td>994</td>
</tr>
<tr>
<td>Medical Records Technicians</td>
<td>685</td>
</tr>
<tr>
<td>Pharmacy Technicians</td>
<td>551</td>
</tr>
<tr>
<td>Phlebotomists</td>
<td>461</td>
</tr>
</tbody>
</table>

Certifications in Greatest Demand

<table>
<thead>
<tr>
<th>Certification</th>
<th>Number of Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Nursing Assistant</td>
<td>910</td>
</tr>
<tr>
<td>Certified Professional Nurse (CPN)</td>
<td>785</td>
</tr>
<tr>
<td>Certified Registered Nurse (CRN)</td>
<td>275</td>
</tr>
<tr>
<td>Certified Nurse Assistant (CNAA)</td>
<td>220</td>
</tr>
</tbody>
</table>

Employers with the most job openings

<table>
<thead>
<tr>
<th>Employer</th>
<th>Number of Job Postings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baylor Scott &amp; White Health</td>
<td>2,250</td>
</tr>
<tr>
<td>UT Southwestern Medical Center</td>
<td>1,500</td>
</tr>
<tr>
<td>Parkland Health</td>
<td>1,200</td>
</tr>
<tr>
<td>Texas Children's Hospital</td>
<td>1,000</td>
</tr>
<tr>
<td>UT Southwestern Hospital</td>
<td>800</td>
</tr>
<tr>
<td>Dell Children's Hospital</td>
<td>600</td>
</tr>
<tr>
<td>UT Southwestern Hospital/MD Anderson</td>
<td>500</td>
</tr>
<tr>
<td>UT Southwestern Hospital/MD Anderson</td>
<td>400</td>
</tr>
</tbody>
</table>

Source: Texas Workforce Investment, Texas Workforce Investment, Texas Workforce Investment, Texas Workforce Investment, Texas Workforce Investment, Texas Workforce Investment, Texas Workforce Investment, Texas Workforce Investment, Texas Workforce Investment, Texas Workforce Investment.
The Right Data - Internal

Student Success Data

<table>
<thead>
<tr>
<th>Workforce Stackable Credentials (Pathways)</th>
<th>Enrollment, Success, &amp; Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Annual Data</strong></td>
</tr>
<tr>
<td></td>
<td>HVAC-R</td>
</tr>
<tr>
<td>Enrollments</td>
<td>1,470</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>141,120</td>
</tr>
<tr>
<td>% Complete</td>
<td>97.3%</td>
</tr>
<tr>
<td>% Successful</td>
<td>85.2%</td>
</tr>
<tr>
<td>Certificates Awarded</td>
<td>209</td>
</tr>
<tr>
<td>AAS Awarded</td>
<td>15</td>
</tr>
</tbody>
</table>

By Race/Ethnicity

By Gender
The Right Process – Program Development
The Right *Time* – Program Evaluation

- **Annual Report Card**
  - Identification of short term trends
  - Addresses real time student success

- **Four Year Program Review**
  - Identification of longer term trends
  - Addresses relevancy & responsiveness
  - Starting to conduct annual this fall
Invitation Examples

Steve Head
Chancellor

Invites you to participate in the yearly meeting of the

HEALTHCARE PROFESSIONALS ADVISORY COUNCIL

for your input and continued discussion regarding workforce programs and new training centers that support your industry.

Monday, February 26, 2018
Networking: 10:30 a.m. - 11:00 a.m.
Meeting: 11:00 a.m. - 1:00 p.m.
Lone Star College-University Park
Building 11
First Floor
Universe Room
20515 State Highway 249 and Louetta
Houston, TX 77070

Please RSVP to
Linda Head
Lhead@LoneStar.edu
832.313.6816

Directions and parking information will be sent electronically

Steve Head
Chancellor

invites you to participate in the bi-annual meeting of the

GLOBAL ENERGY & MANUFACTURING ADVISORY COUNCIL

for your input and continued discussion regarding workforce programs and new training centers that support your industry.

Tuesday, June 5, 2018
Networking: 10:30 a.m. - 11:00 a.m.
Meeting: 11:00 a.m. - 1:00 p.m.
Lone Star College-University Park
Building 11
First Floor
Universe Room
20515 State Highway 249 and Louetta
Houston, TX 77070

Please RSVP to
Linda Head
Lhead@LoneStar.edu
832.313.6816

Directions and parking information will be sent electronically
<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Presenter/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:30 - 10:50 a.m.</td>
<td>Welcome Reception</td>
<td>All Membership</td>
</tr>
<tr>
<td>10:55 - 11:05 a.m.</td>
<td>Introductions</td>
<td>Seelpa Keshvala President</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lone Star College-CyFair</td>
</tr>
<tr>
<td>11:05 - 11:25 a.m.</td>
<td>Lone Star College Update</td>
<td>Steve Head Chancellor</td>
</tr>
<tr>
<td></td>
<td>• LSC Overview</td>
<td>Lone Star College</td>
</tr>
<tr>
<td></td>
<td>• LSC Baccalaureate Degrees</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• High School P-TEC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• University Centers</td>
<td></td>
</tr>
<tr>
<td>11:25 – 11:30 a.m.</td>
<td>Economic Modeling Specialist</td>
<td>Linda L. Head</td>
</tr>
<tr>
<td></td>
<td>Incorporated (EMSI)</td>
<td>Sr. Associate Vice Chancellor</td>
</tr>
<tr>
<td></td>
<td>• Video</td>
<td>External &amp; Employer Relations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lone Star College</td>
</tr>
<tr>
<td>11:30 a.m. - 12:00 p.m.</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>12:00 - 12:50 p.m.</td>
<td>Guided Discussion</td>
<td>Facilitator:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Linda L. Head</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sr. Associate Vice Chancellor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>External &amp; Employer Relations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lone Star College</td>
</tr>
</tbody>
</table>
Results - Industry Certifications

IADC WELLSHARP
IADC RIGPASS
CISCO
PMI®
Project Management Institute
Texas Department of Transportation
tdlr
AWS
American Welding Society
LEAN 6σ
Google
Microsoft
Adobe
MSSC
nccer
Results - Areas of Study - Workforce Education

ARTS, HUMANITIES, COMMUNICATION & DESIGN
Associate of Applied Science • Certificates • Fast Track

BUSINESS & PROFESSIONAL SERVICES
Associate of Applied Science • Certificates • Fast Track

COMPUTER/DIGITAL TECHNOLOGY
Associate of Applied Science • Certificates • Fast Track

ENERGY, MANUFACTURING & CONSTRUCTION
Associate of Applied Science • Certificates • Fast Track

HEALTH SCIENCES
Associate of Applied Science • Certificates • Fast Track

PUBLIC SAFETY & HUMAN/CONSUMER SERVICES
Associate of Applied Science • Certificates • Fast Track

LoneStar.edu/Programs-Workforce
Results- Embedded Behavioral Skills

Common Skills

- Big picture—understand role in the company structure and the workflow of the job
- Business Principles—have fundamental business knowledge of the company and industry
- Company Policies and Procedures – make yourself aware and participate in all required training
- Business/Legal Work Ethic—recognize the importance of confidentiality for company information as well as right to privacy
- Computer security—comply with set standards for computer data security
- Coordination—adjust actions in relation to other’s actions, cause and effect
- Critical Thinking—use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Culture Diversity/Awareness—demonstrate knowledge and awareness of cultural differences in the workplace.
- Flexibility—be flexible when working with others; be open to learning new ideas and in changing priorities from supervisor
- Personal health and safety—understand the importance of being healthy and safe personally and professionally; demonstrate the behaviors and understanding of safety as related to the industry or type of job; understand the importance of a stop work order.
- Basic problem solving and Decision Making—identify the problem and issues in order to make better decisions; identify different decision-making skills to include professional inquiry
- Terminology—demonstrate the ability to use key terminology of the chosen career field
Results - Embedded Behavioral Skills

Communication and Comprehension

- Speaking—demonstrate the ability to communicate effectively with others when speaking
- Listening—give full attention to what other people are saying; take time to understand the points being made; ask questions as appropriate; speak only when appropriate
- Documentation—prepare well-written work documents as appropriate to the set standards or as assigned; critically review information and data as needed; recognize when work needs to be completed
- Email Etiquette—write formal, well-written emails in appropriate language for an industry setting
- English language—have knowledge of the structure and content of the English language in order to communicate effectively
- Reading—demonstrate the ability to read and comprehend written sentences and paragraphs in work related-documents

Time Management

- Set goals in order to prioritize and plan work
- Be on time and demonstrate the ability to complete all work on time
- Manage personal time as it affects professional time efficiently
- Problem solve in order to complete tasks on time

Quality of Product, Service

- Ensure accuracy and check detail on all projects
- Produce error-free work
Results- Embedded Behavioral Skills

Customer Service (internal and external)
• Ask for feedback and share with supervisor to improve the quality of service
• Develop basic working relationships
• Provide assistance to others within your department and across departments as needed
• Gather and confirm needs via work order, ticket system, etc.
• Instruct users on the operation and features of equipment
• Serve as an ambassador to your company when not at work

Interpersonal Skills
• Personal ethics—demonstrate the ability to be prepared for work, be honest, be a team player, and have a strong work ethic
• Demonstrate a knowledge of conflict resolution skills
• Ask for clarification when necessary
• Learn to cope with stress
• Maintain a professional attitude
• Work well with peers
• Work with internal associates to solve problems and meet their needs
• Comply with rules and regulations

Professionalism in Dress
• Dress appropriately for work and know the dress code
• Limit or cover up personal distractions, i.e. piercings, tattoos
• Maintain excellent personal hygiene
Workforce Centers of Excellence

Energy & Manufacturing Institute / April 2015
LSC-University Park

Construction & Skilled Trades Technology Center / August 2017
LSC-North Harris

Process Technology Center / January 2018
LSC-Kingwood
Student Get Great Jobs!

[Image of Lone Star College]

https://www.dropbox.com/s/no39k17qtnvc7v3a/Metallica_Foundation_Final_Mix.mp4?dl=0
Thank you!