

Howard Community College Commission on the Future

[Commission on the Future | Howard Community College (howardcc.edu)](https://www.howardcc.edu/cof/)

Friday, November 18, 2022

Innovation Task Force – Meeting Notes

The task force will consider the explosion of new technologies and their applications and how best to use those resources in meeting student and stakeholder educational, support, and communication needs. It will further address the generational challenges of effectively utilizing technology

Task Force Prompt Questions:

1. How can we acquire the latest technology?
2. How can HCC use new technologies, social networks, mobile apps, etc. to educate students, deliver services in an e-format, improve communication with students and stakeholders, and link services and track the effectiveness of those services?
3. How can HCC best address generational differences of students and stakeholders regarding the use of technology?

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| **Topic** | **Discussion Items** | **Outcomes** |
| **Review of Meeting 1** **Notes** | ***Technology specific ideas***   * College to consider conducting a needs assessment of technology to pinpoint pain points for administration.     ***Business Community Outreach***   * Do we do anything with APL, Hopkins, to leverage community partnerships?   + APL willing to help and partner with solution. Are there contacts with these companies? * Is there a liaison to the community?   + Yes. Minah Woo, Vice President of Workforce, Innovation and Strategic Partnerships. * Use the college's workforce development to find partnerships with industries to provide the college with time and money * Do everything we can to afford the leaders in community college to have access to the best technology to do their work. * Leverage technology to enable students so that when they done with degree, they can continue and have the tools to get hired.   ***Budget***   * Ensure resources are incorporated in the budget and get more funding as needed |  |
| **Q2 - How can HCC use new technologies, social networks, mobile apps, etc. to educate students, deliver services in an e-format, improve communication with students and stakeholders, and link services and track the effectiveness of those services?** |  |  |
| **Texting Capabilities** | * There is oversaturation of communication with students.   + if we move to texting students, how do we make sure we give students info that is not too much?   + College texting policies and permissions vary. Need to ensure institutional policies are such that they maximize platforms. |  |
| **Virtual Learning** | * Getting people back to offices to work is like pulling teeth. Are students wanting to learn virtually?   + 59% of 430 surveyed HCC students desire a form of online platforms.   + This percentage will increase as younger people eventually come to HCC.   + HCC has a higher number of non-traditional students and we have done a good job at offering various learning modalities since COVID.   + The college is working on implementing fully online programs of study in which students will not need to come on campus for courses.   + Traditional students want choice, human and virtual. How do you balance students in classes, some online but all get the same experience?     - This can be accomplished via Hybrid Flexible (HyFlex) Classrooms and the challenge is how to manage all of that?      * Has the college conducted research with other colleges to discuss how other colleges are teaching students virtually?      * It would be interesting to know if less people are enrolled post COVID.   + HCC lost enrollment as well as other institutions nationally.      * Successful education is teaching people in a way they need to be taught. Create a program where HCC send a person to a student's home each week. Virtual is great but nothing substitutes face to face meetings |  |
| **Uniformity of Information** | * All students need to have the same access to resources and information. * Implement a one stop shop for communications, grades, and assignments   + College has recently rolled out a student portal (CampusGroups)   + Need to make sure everyone (students and staff), know it is there   + There is work to be done to educate on campus so that we understand collectively that this is a great tool to use * HoCo HS students are already using a portal, and it will be native to them to use one at HCC | * Ensure the college is branding notices with key words that convey a clear notice |
| **Budgetary Concerns** | * How do we manage the money if classrooms are not being used? |  |
| **Is Q2 about focusing on technology (innovation) to get people to college or to disseminate info in a standard way?** | * If the goal is to reach more students, how do we reach students outside of Howard County   + The college has restrictions with marketing to students outside of Howard County * Consider reaching out to under-represented and underserved populations   + Will those students have access to technology to be in an online program   + We need to try to provide services to students and give them options   + How to provide technology to those that cannot get it * The question is not about the technology, it is about combining the 2 * Use technology as a tool to engage students and not just a one-way push to communicate with students |  |
| **IT is Implementing an Innovation Hub** | * A place to investigate technologies * A physical space to test technologies |  |