

# NORCO COLLEGE REGULAR UPDATE

July 25, 2019

## Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

## Hello, Mustangs!

Below is the newest Norco College Regular Update, aligned with the new Educational Master Plan's strategic goals. Feel free to send along your comments about the newsletter to [Regular.Update@norcollege.edu](mailto:Regular.Update@norcollege.edu). In order to spotlight all news, the beginning section of the Update will rotate each month. This issue begins with Goal 12, followed by Goal 13 then Goal 1, and so on. The next issue will begin with Goal 11. All Regular Updates are archived on the President's webpage: <https://www.norcollege.edu/about/president/Pages/update.aspx>.

Happy reading!

## Upcoming Deadlines, Due Dates, and Key Events

As soon as you can	RSVP for Fall Flex days: <a href="https://www.norcollege.edu/committees/gpw/Pages/index.aspx">https://www.norcollege.edu/committees/gpw/Pages/index.aspx</a>
July 30	Deadline for faculty to submit final grades and attendance rosters for most summer session courses
August 21-23	Fall Flex Days 2019— <i>mark your calendar!</i> (See 4.1 below.)

## **2030 Goal 12: (Operations) Implement professional, intuitive, and technology-enhanced systems.**

### **2024 Objective 12.1: Design intuitive and simple onboarding system**

- District counselors on the EduNav core team are in the process of reviewing another round of programs to transition into EduNav. They are working through the remaining ADTs and will move on to certificates followed by local degrees. Additionally, EduNav is working to implement multiple goal support for rollout this September. Lastly, EduNav will be inviting students who gave a satisfaction rating of 1-3 to participate in a phone survey to gain additional information about how to improve the student experience. Students who participate will receive a \$10 Amazon gift card.

### **2024 Objective 12.2: Develop intuitive and technology-enhanced CRM (e.g., Salesforce) systems for the entire student life cycle ("from recruitment to alumni")**

- The District held a demonstration of Salesforce the week of July 15, attended by counselors, managers, and staff. Salesforce is a communication and case management tool that works with a student information system (which for our District has been Colleague). The District also is looking at a parallel case management tool from the company EAB, named Navigate.

### **2024 Objective 12.3: Develop comprehensive communications systems/tools**

- Workday is the ERP (enterprise resource planning/student information system) recommendation from the functional evaluation groups to the District Executive Steering Team to replace Colleague (Datatel). The District Executive Steering Team made a recommendation to move forward with Workday as the district's ERP solution. (Ellucian's Banner product was the other finalist.) The implementation schedule starts with the finance and human resources (HR) modules first out of the gate in 2019-2020, then the instructional, and finally the student module last. Going live for the complete system (HR/finance/instruction/student services) will be in summer 2022; however, the HR/finance and instructional modules will be up and running as they are implemented. The full plan with timeline is expected to go to the Board of Trustees for review and approval in October.

### **2030 Goal 13: (Resources) Develop innovative and diversified resources to build and sustain a comprehensive college and achieve our visionary goals**

#### **2024 Objective 13.1: Achieve 50% of our 2030 comprehensive college goal for general fund; go from approximately \$40.7 M to approximately \$59.1 M in general fund annual dollars**

- A "2019-20 State Budget Update" nor-all email, sent on July 8 from Dr. Michael Collins, vice president of Business Services, highlights items in the current state budget ([California 2019-2020 State Budget webpage](#)) that are of particular interest to the College community, as well as informing readers about current implementation of the community colleges Student Centered Funding Formula. Dr. Collins notes that this annual state budget, signed by the governor on June 27, provides "some very sound investments in higher education, and aims to increase support and access for community college students." For more information, see the July 8 email from Dr. Collins.

#### **2024 Objective 13.4: Support General Obligation bond campaign and implementation**

- As the cost of attending Cal State colleges and UCs becomes more expensive, Norco College plays a crucial role in providing a pathway to four-year colleges and universities, especially for those from middle class and lower-income families. With almost 40% of local high school graduates seeking higher education at our local community colleges, it is important to keep our classrooms, labs, and career training facilities up to date. The Riverside Community College District Board of Trustees is considering a local bond measure that could generate up to \$840 million to modernize the three district colleges. Your feedback is important to us as we evaluate our needs—take our survey at [www.rccd.edu/potentialmeasure](http://www.rccd.edu/potentialmeasure). Check out the video on Facebook: <https://www.facebook.com/norcollege/videos/437981803420193/>.

#### **2024 Objective 13.6: Raise \$30 M in external revenue**

- The College submitted a proposal to the Department of Education for a Title V Project, Project PACES: Pathways to Access, Completion, Equity and Success, totaling \$2,754,383 in support of continuing our Guided Pathways, professional development, and equity-related program implementation. All three of the District colleges submitted a proposal this round. Sincere appreciation to Colleen Molko, dean of grants development and administration; Dr. Kaneesha Tarrant, interim vice president of Student Services; Dr. Tenisha James, dean of Student Services; Dr. Quinton Bemiller, associate professor of art and Academic Senate president; Dr. Kevin Fleming, interim vice president of Strategic Development; and Dr. Michael Collins, vice president of Business Services, for their leadership and support of this grant submission. In accordance with our process, we will take this application as an information item through our participatory governance process this fall. The College should hear in September/October if we are awarded.

### **Strategic Direction 1: Student Transformation**

## **2030 Goal 1: (Access) Expand college access by doubling current headcount and FTES.**

### **2024 Objective 1.1: Go from approximately 7,300 to approximately 9,900 funded FTES**

- Responding to the needs expressed in several program reviews, the College applied for and was approved for a Program Resource Team (PRT), which will focus on implementing a scheduling platform that allows chairs and deans to create detailed class schedules well in advance of the Colleague (Datatel) schedule roll. This will allow the College to build planned schedules semesters and years in advance, complete with faculty and room assignments as well as projected FTES and cost per FTES at the discipline, department, and division level. In addition to supporting the ongoing development and refinement of the District budget allocation model (BAM), the long-term vision is to connect the planned schedule to EduNav and allow students to reserve their entire program of study (pathway) before they take their first class at Norco College—encouraging students to complete in fewer terms while informing schedulers well in advance of course changes needed to accommodate efficient completion and student demand.

### **2024 Objective 1.2: Develop intuitive and efficient onboarding processes**

- *Norco College's Welcome Day 2019* takes place Saturday, August 24, 9 a.m. to 1 p.m. Welcome Day is an open house-type event for new and returning students and their families. Students are encouraged to make connections and meet fellow Mustangs, get their student ID cards, take a campus tour, and get their questions answered. All departments are welcome and encouraged to participate. Departments who would like to participate, please email Angel Lizardi, administrative assistant to the dean of Student Life, at [Angel.Lizardi@norcocollege.edu](mailto:Angel.Lizardi@norcocollege.edu) no later than Monday, August 5, at noon, to ensure an accurate count for canopies, tables, and chairs.
- At a July 1 meeting, representatives from Student Services and Academic Affairs along with the Marketing Team looked at enrollment management strategies and marketing strategies.
- The College is contacting students via phone beginning the week of July 22, specifically those who previously took classes at Norco College but aren't enrolled for fall and those taking 9 or 12 units (to encourage them to take one more class). This provides a personal touch to answer students' questions or help with breaking down barriers they might experience in the enrollment process. For this initiative, thanks especially to Dr. Samuel Lee, vice president of Academic Affairs; Dr. Jason Parks, dean of instruction; Dr. Greg Aycock, dean of Institutional Effectiveness; Daniela McCarson, dean of special funded programs; and Alex Zuniga, application support technician!

### **2024 Objective 1.3: Expand enrollment with strategic groups (Dual Enrollment, International, Online, California Rehabilitation Center, Veterans, etc.)**

- Norco College's presentations on the military articulation platform (MAP) at 2019 Western Association of Veterans Education Specialists (WAVES) conference in early July drew about 50 people at each hour-long panel. Attendees were engaged, asked good questions, and expressed interest. MAP presenters were Dr. Samuel Lee, vice president of Academic Affairs; Dr. Peggy Campo, Academic Senate president; Dr. Kaneesha Tarrant, vice president of Student Services; Janelle Brekke, academic evaluations specialist; Pedro Campos, MAP architect and ITPI president; and Alex Campos, ITPI developer. To view the PowerPoint presentation, click here: [MAP Presentation—Waves 2019](#).
- Interviews for the interim director of the Veterans Resource Center will take place in early August.

## **2030 Goal 2: (Success) Implement Guided Pathways framework.**

### **2024 Objective 2.1: Improve the 4-year completion rate from 20% to 40%**

- **Wow!** Take a look at the Norco College 2019 Commencement snapshot: Total degrees and certificates awarded was 2,381, with 1,911 associate degrees and 470 certificates. Among

graduates, 247 graduated with distinction, and there were 82 Honors Program graduates. Forty-one of the graduates were veterans, and 23 were JFK High School graduates. In addition, 250 Corona-Norco Unified School District high school students graduated with college credit from Norco College.

**2024 Objective 2.5: Increase percent of students who receive financial aid from 73% to 81%**

- The College has received federal Department of Education recertification of financial aid for five and a half years, the maximum time possible.

**2030 Goal 3: (Equity) Close all student equity gaps.**

**2024 Objective 3.1: Maintain and annually update the NC Equity Plan**

- A team from Norco College will attend the sixth and final California Guided Pathways Project Institute will be held September 5-7 in Sacramento. This institute is titled [Ensuring Equity through Guided Pathways](#). Dr. Susan Mills, district vice chancellor for Educational Services, will be joining the Norco College team at the institute. We are looking at the redesign and implementation of the Guided Pathways model utilizing 2018 SENSE (Survey of Entering Student Engagement) data and discussing the intersection with the four pillars.

**2030 Goal 4: (Professional Development) Implement professional development around Guided Pathways and equity framework; foster a culture of ongoing improvement.**

**2024 Objective 4.1: Expand professional development program/infrastructure**

- *Save the Date: Fall Flex Days!* The Norco College Professional Development Committee has scheduled exciting and informative events for Fall Flex Days, August 21-23. Most events on Wednesday, August 21, focus on preparation for our upcoming accreditation visit. Thursday, August 22, focuses on topics related to "Community and Pedagogy." Friday, August 23 is "State of the College Day," for presentations by the Guided Pathways team and administrators regarding what is happening at the College and our plans for the future. Most events take place in the newly remodeled LRC. Please RSVP early so the committee can plan ahead, especially for food. Click here to RSVP, <https://forms.gle/vFGVoWmGBurvMEEB6>, and please keep your confirmation email just in case you need to modify your response. For more information and the full schedule, see the July 18 nor-all email from Dr. Kara Zamiska with the subject line, "RSVP now for Fall Flex Days, August 21<sup>st</sup>-23<sup>rd</sup>!"

**Strategic Direction 2: Regional Transformation**

**2030 Goal 5: (Regional Organization) Help establish a distinct regional identity and organization.**

**2024 Objective 5.1: Develop regional outreach and recruitment systems**

- Norco College is participating in the Inland Empire Desert Regional Consortium's (IEDRC's) conversion campaign, which is sending weekly emails to students who have applied to the college but not enrolled, as well as serving students digital ads through social media, YouTube, and in-app advertising. In the first six weeks of the campaign, Norco College has had an average email open rate of 53.14%, and the YouTube video has been viewed over 18,000 times! Watch the video [here](#). The cost is covered entirely by the IEDRC Strong Workforce Program regional marketing campaign.
- The marketing team is shifting mindset more toward driving an increase in enrollments and average units taken by students, with less than half of its focus on public relations/reputation enhancement.
- On July 15, the Marketing Committee conducted interviews for a marketing firm for all digital and social media buys and advertisements moving forward.

**2024 Objective 5.2: Help develop regional identity, collaboration, and organization**

- On July 18, the city of Eastvale held its State of the City event. Norco College was a sponsor for the event.

**2030 Goal 6: (Workforce and Economic Development) Reduce working poverty and the skills gap.**

**2024 Objective 6.1: Expand access to registered apprenticeships, work experience classes, and work-based learning opportunities**

- Assembly Member Sabrina Cervantes, in her July 3 [Statement on the 2019-2020 State Budget](#), highlights projects benefitting the 60<sup>th</sup> Assembly District, including “\$750,000 in one-time funding to enhance workforce development programs at Norco College.” See Objective 11.4 for information about her announcement of veterans resource center support. Thanks to Assembly Member Cervantes for working with state leaders to make this funding possible!

**2030 Goal 7: (Community Development) Host initiatives that impact regional development.**

**2024 Objective 7.1: Help raise college-going rate in region to levels comparable to San Diego, Los Angeles, and Orange county and expand high school partnerships**

- Riverside County Office of Education’s (RCOE’s) first-ever eSports competition at Norco College took place on July 12 in the newly remodeled CSS 217. More than 60 students from four school districts attended the event, sponsored by Norco College’s eSports Association, a student-led club devoted to gaming. Club President Roshan Uma and members of the eSports Association helped to organize and staff this event as volunteers in collaboration with RCOE. eSports events like this one provide high school students an opportunity to see themselves on a college campus and encourage their interest in a STEM+ pathway for college and beyond.

**2024 Objective 7.2: Improve regional veterans services and support**

- On July 17, Moreno Valley College hosted a meeting of the California Veterans Board attended by Dr. Kevin Fleming, interim vice president of Strategic Development, and Eric Betancourt, veterans services specialist. We learned that every county in California has unspent surplus funds from Proposition 63 (2004), the Mental Health Services Act, including the County of Riverside, which has \$120,621,000 of these surplus funds. There is an opportunity for RCCD to engage with the county to possibly direct some of the funds toward mental health support at all three colleges. Moreno Valley College President Dr. Robin Steinback is taking the lead internally with the district and three colleges so we can determine if this is something we want to pursue as well as how we would want to organize the request.

**Strategic Direction 3: College Transformation**

**2030 Goal 8: (Programs) Become the regional college of choice by offering a comprehensive range of programs that prepare students for the future and meet employer workforce needs.**

**2024 Objective 8.1: Develop comprehensive breadth of academic programs**

- **Distance Education (DE) faculty:** A [Distance Education Checklist](#) is available to assist in your planning for fall 2019 DE courses. This checklist reflects recent changes to Title 5 (California Code of Regulations) as well as ACCJC Standards, and is provided to help faculty construct courses that are designed for student success. For more information, see the July 23 email from Dr. Sheila Pisa, interim District dean of distance education, with the subject line “Checklist for Faculty Teaching Online and Hybrid Courses.” You can also find the checklist on the Distance Education Committee’s [Supporting Documents](#) webpage. Questions? Contact Sean Ulbert, instructional designer, at [sean.ulbert@rccd.edu](mailto:sean.ulbert@rccd.edu) or (858) 859-0130.

**2024 Objective 8.4: Develop and implement plan for expanded athletics offerings**

- **Hey, look!** Click here to see the [new Athletics website](#), where you will find information about the men’s and women’s soccer and cross country teams and head coaches as well as a press release

announcing the College's addition as a founding member to the new Inland Empire Athletic Conference (IEAC). Special thanks to Kaytlyn Blank, program coordinator for athletics and certified athletic trainer, who designed and created the new website!

**2024 Objective 8.6: Build and support student services to foster student engagement, wellness, and success in the classroom and outside the classroom**

- Welcome to Rugby and eSports clubs, which join Karate Club as official club sports! Although they are not programs within the Athletic Department, these club sports represent Norco College and compete against other two- and four-year colleges throughout the state.

**2024 Objective 8.7: Build and support academic support services to improve student success**

- The Learning Resource (LRC) remodeling has been completed! For the final weeks of summer session, students have been enjoying larger tutoring and SI session space along with new technology. In fall, stop in to check out the center as well as the new student-friendly furniture and work spaces in the hallway outside the LRC. In fact, if you attend Fall Flex Week, you'll get to see the center up close; most Flex Week events will take place in the newly remodeled LRC!



NORCO COLLEGE  
Wilfred J. Airey Library

- This summer, the Airey Library created an expanded student learning area, refurbished the lighting, and brought in new technology. Students can now check out state-of-the-art laptops to use anywhere within the library space, and they can reserve library study rooms online at the [library's webpage](#). And the library has a new logo, too (pictured left). Visit the library in fall to take a look!

**2030 Goal 9: (Effectiveness, Planning, and Governance) Develop institutional effectiveness and integrated planning systems and governance structures to support ongoing development and continuous improvement as we become a comprehensive college.**

**2024 Objective 9.2: Develop integrated planning processes that include all planning, accreditation self-study, resource allocation, and alignment with district and statewide plans based on the college mission and plans**

- *Hey, look!* Check out the [2018-2019 End-of-the-Year Memo](#), which is packed with accomplishments and improvements undertaken on behalf of the students and the community during the past academic year. The annual memo serves as one of seven elements in the annual evaluation cycle of integrated planning, program review, resource allocation, and decision-making processes at the College.
- This summer, the accreditation co-chairs are reviewing the institutional self-evaluation report (ISER) Standard drafts that were revised in spring by the Standards teams and reviewed by various constituencies, including college councils and committees. On Mondays during the summer, from 9:30 to approximately 11:00 a.m., usually in SSV 128 (the office of Dr. Samuel Lee, vice president of Academic Affairs), the co-chairs are going through Standards in order. You are invited to stop by, especially when there is discussion of a Standard related to your area of expertise and interest. Feel free to contact Kris Anderson, faculty accreditation co-chair, at [kristine.anderson@norcocollege.edu](mailto:kristine.anderson@norcocollege.edu) if you'd like to know when a specific Standard is being discussed.
- Fall 2019 is "getting ready for Accreditation 2020" time! In early fall we'll put the finishing touches on our ISER. We will also begin to focus on information and preparation for the March 2-5, 2020, ACCJC team visit, starting with a Flex Day focused mainly on accreditation: Wednesday, August 21 (see 4.1 above). Keep your eyes open for more opportunities to get informed and involved!

**2024 Objective 9.3: Revise governance process—formalize all unwritten governance processes for more effective implementation of the Educational Master Plan**

- Governance Handbook discussions will begin in fall, with the goal of drafting and approving the handbook by the end of the semester.

**2030 Goal 10: (Workplace/Employees) Expand workforce to support a comprehensive college and develop/sustain excellent workplace culture.**

**2024 Objective 10.2: Develop systems and provide resources to preserve and foster a positive workplace culture for all constituent groups including full-time faculty, part-time faculty, classified staff, student workers, and managers**

- Associate faculty office space in the former Assessment Center space in the LRC is expected to be open in September. This is a flexible space that multiple faculty can utilize at one time, with easy access for students within a learning environment.

**2024 Objective 10.4: Develop culture that recognizes/thanks employees on regular basis and celebrates college's successes**

- We'll be saying farewell to Dr. Lisa McAllister, director of Health Services, whose last day at Norco College is July 31. Dr. McAllister has accepted a position as associate dean of Health Services at Mt. San Jacinto College, where she will be overseeing three student health centers. Thank you, Dr. McAllister, for all you've done to support of students' and employees' health and wellness at Norco College—and warm wishes for your future endeavors!

**FACULTY NEWS**

- Dr. Justin White, associate faculty in business, has successfully defended his dissertation and earned his doctorate in business administration with an emphasis in executive research. Congratulations, Dr. White!

**2030 Goal 11: (Facilities) Build a comprehensive and inspiring campus integrated into the region that serves as a destination for education, commerce, life, and the arts.**

**2024 Objective 11.3: Build out funded projects (amphitheater, Center for Student Success room 217, etc.)**

- CSS 217 has been remodeled as a multi-use facility. New technology includes the ability to project multiple channels, a new sound system, and the ability to video-capture events. The new flexible space also has a section set up for conference-style seating for 18.
- The Airey Library building roof-replacement project is underway. The project began in July 8 and is scheduled for completion on August 7. As you walk on campus, please note safety-barrier locations for closed walkways near and around the library.

**2024 Objective 11.4: Finish Veterans Resource Center phase 1 by spring 2020**

- Construction on the new Veterans Resource Center is expected to go out to bid at the end of fall with ground-breaking in spring.
- Assembly Member Sabrina Cervantes, in her July 3 [Statement on the 2019-2020 State Budget](#), identifies "\$750,000 in one-time funding to expand the Norco College Veterans Resource Center." This appropriation closes the project funding deficit for the Veterans Resource Center construction. Assembly Member Cervantes' statement also highlights "\$10 million in ongoing funding for veteran resource centers throughout the California Community College System." Thanks to Assembly Member Cervantes for working with state leaders to make this funding possible!

**2024 Objective 11.14: Design spaces that intentionally build community**

- The Student Engagement Centers for the Schools, located in ST 107 and ST 108 are expected to be opened in the fall.

**2024 Objective 11.18: Enhance transportation infrastructure**

- Dr. Michael Collins, vice president of Business Services, has met with Karen Spiegel, Riverside County supervisor, and Anne Mayer, executive director of the Riverside County Transportation Commission, for dialogue about the Facilities Master Plan and the possibility of an additional access road.

**2024 Objective 11.19: Develop and implement plans for off-campus facilities for instructional purposes (including South Corona satellite campus)**

- Another walk-through is scheduled for District and College leadership to explore the viability and continue early conversation about the possible renovation of a 25,000-square-foot facility in Corona. The city of Corona has invited the District to explore partnering in the project. The College could provide credit and noncredit courses at the location, which might also include a makerspace (a gathering place for people to share ideas and materials while working on projects) and possibly house one to two programs of study. Funding to create a regional workforce training center comes from state appropriations made possible by Assembly Member Sabrina Cervantes.