

Good afternoon, Mustangs,

In the weeks ahead we will continue the transition together into a new virtual environment. I want to acknowledge and praise everyone for keeping students at the center of all the work that is being done. Your sense of purpose in encouraging, supporting, and clearing the path of obstacles to ensure the success of every one of our students is commendable.

In times like these we learn what we are made of and it is more evident than ever that Norco College Mustangs have grit and they have heart. Keep up the excellent work and take care of yourselves, our students are depending on you.

FOR FACULTY/STAFF STILL IN NEED OF LAPTOPS:

- Please come to the Norco Operations Center either tomorrow (Wednesday, March 25) between 12:00 - 2:00pm or this Friday (March 27) between 10:00am - 12:00pm. When you arrive, please park outside the gate and walk into the OC along the north-east side (near the loading dock). A Business Services manager will be waiting for you.

Below is an update from our Vice Presidents:

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## **ACADEMIC AFFAIRS**

- The LRC will soon be launching online learning support services to help Norco College students with their online courses. Beginning this week, students will be able to make tutoring appointments via [WOnline](#), the tutor and student will be meeting on Zoom for their tutoring appointment. All LRC tutors will be receiving a standing link to connect to their Zoom meetings. We are currently working on using Zoom to schedule drop-in tutoring and that should be available for students by the end of this week. Appointments are up and running as of today (3/23/20), a full schedule of all LRC tutoring and SI Sessions should be available for access by students and faculty by no later than [3/27/2020](#). Please check our LRC webpage for the new tutoring and SI Sessions via online and for instructions on how to log in Zoom.
- SI leaders are attending lectures and are hosting their SI sessions through zoom this week of March 23rd. All SI leaders received a link to activate their zoom account. In addition, they have access to the PDF manual to learn how to navigate through zoom.

## **BUSINESS SERVICES**

- Warehouse Process

Norco College will be receiving deliveries from the RCC warehouse on Wednesdays. The Norco Business Services team will document and receive the delivered goods, will be communicating with department managers, and will be available Fridays from 10am-12pm so managers can pick up the needed equipment and supplies using sound personal protective measures.

- Mail Services

Norco College will be receiving mail from the District office on Wednesdays. Some might be junk mail, but critical mail needs to be identified and processed. The District is sending checks directly to our students during the campus shut down, however there are a few third-party checks that are being sent to the College for disbursement. These checks will be identified and processed in order to get the checks to our students at this critical time.

- Invoices

Invoices are being sent electronically from the District to our campus departments for email approval. It is critically important that invoices are immediately reviewed for accuracy, approved, and are sent back to the District for processing, timely electronic approval is critically important during this college closure.

## **STRATEGIC DEVELOPMENT**

- Do you want your voicemails forwarded to your email? Simply email Gary Storer and tell him which district phone number you want forwarded, and to which district email account. Easy peasy.
- We are finalizing a Student Survey to assess their instructional and student support technology needs. Responses shall be forwarded to the appropriate department for follow up.
- Did you see Dr. Hartley's encouraging 1-minute Twitter video to students? [Check it out here!](#) More encouraging videos will be posted on a regular basis to our students via social media.
- Social media posts continue daily: Follow us on [Twitter](#), [Facebook](#) and [Instagram!](#)
- Website Updates:
  - Modeling after Long Beach City College, a revision to the Online Student Services page is underway. Stay tuned!
  - Students are receiving 1-2 emails daily from the district with helpful tools, webinars, and resources. Student communications are archived [here](#).
  - We continue to update the [Online Education page](#) with revised language and new resources. For example, we linked [this flyer](#) to the Online Student Services page under the "Food Pantry and Showers" section to help our food-insecure students.

## **STUDENT SERVICES**

- Laptop Distribution will take place today from Noon to 2pm from the lower level of the CSS building (in front of the Corral).
- Grab-n-Go bags will be distributed from Noon-to 2pm from the lower level . There is a very limited supply of bags.
- Live Chat
  - We answered 260 chats with a satisfaction rate of 91%
  - We answered a total of 894 chats for the week of March 16 through March 22, 2020.
- The Career Center has posted a list of large employers (currently 20) at [NC Connect](#) in the area that are currently hiring. We had over 225 students log in and review the postings over the weekend.

## UPCOMING WEBINARS

There are several resources provided here, please take some time to explore them and share with students and colleagues.

Our partners at SDSU, Dr. Frank Harris III and Dr. Luke Wood, are sponsoring a webinar: [Equity-Minded Online Teaching Practices](#). The webinar will be on March 26<sup>th</sup> at 10:00 am. You can register here, [https://zoom.us/webinar/register/WN\\_L8m3z5uERsmOOa9xm-zm-w](https://zoom.us/webinar/register/WN_L8m3z5uERsmOOa9xm-zm-w). Please share this resource to help faculty and staff design online instruction with equity in mind.

**Recognizing the challenges faced by students everywhere during these unique circumstances, Active Minds has created a [special online hub](#) for students to support their mental health during COVID-19.**

Additionally, Active Minds are offering three free webinars next week, two of which are specifically designed for students. Please feel free to share widely with students who want to learn about caring for their own well-being, want to continue their mental health advocacy online, and/or want to learn about how to navigate unique communication challenges that come with returning home, transitioning to online learning, and staying connected while practicing physical distancing.

- 1. Sleep, Self-Care, and Sharing a Productive, Healthy Indoor Environment: Everything Students Need to Know about Mental Health during COVID-19 - Tuesday, March 24, 7pm ET**

Intended for: **Students**

Millions of students have been displaced due to COVID19-related school closures and are curious about practicing self-care, creating a productive, healthy indoor environment, talking to their parents about mental health while quarantined and more. Dr. Kristen Lee, a licensed clinical social worker and associate teaching professor at Northeastern University, will share tips for all of these questions and more during this free, interactive discussion with up to 500 student participants. [Register here](#).

- 2. Student Chat: Student-Led Mental Health Advocacy in an Era of Physical Distancing - Wednesday, March 25, 7pm ET**

Intended for: **Student mental health advocates**

In an unprecedented moment for higher education, students continue to lead the way with innovative, creative, and impactful ideas to support the mental health needs of their peers. This interactive meeting and discussion, led by Active Minds, will share strategies students have employed to maintain connection, educate and support mental health and wellness, and build community at a time of increased anxiety, isolation, and instability among students. Limited to 100 student participants. [Register here](#).

- 3. Communicating in Quarantine: Tips to Encourage Mental Wellness in Close Quarters - Thursday, March 26, 7pm ET**

Intended for: **young adults, parents, remote workers, neighbors/community members**

All over the country, families, communities, schools, and workplaces are facing feelings of isolation and challenges with communicating with others as a result of students returning home after school closures; individuals balancing multiple responsibilities in a shared space with each other and other family members or roommates; colleagues, students, faculty, and administrators continuing their work through online formats; and members of the community working to support their most vulnerable neighbors while practicing physical distancing. This webinar will share easy, practical ways we can start supporting each other better right now through active listening. Limited to 500 participants. [Register here](#).

DATE: March 23, 2020

RE: **CCC Webinar Series 2019-20 – Open Q & A Forum**

Colleagues,

Please join us on **Wednesday, March 25 from 12 noon to 1 p.m.** for the next webinar in our 2019-20 series for community college counselors.

We also encourage you to let your colleagues in auxiliary offices such as EOPS, DSP, Veterans, etc. know they are welcome to join as well.

**Title:** *Open Q & A Forum*

**Description:** The Q & A forum is an open session for transfer counselors and advisers to ask systemwide admissions and evaluation questions. We will make every effort to answer your questions, or point you to appropriate resources.

• Webinar will be conducted in Zoom but will NOT be recorded. To join the live session, please connect here: <https://ucop.zoom.us/j/5109870699>

Best,

Monica

**Monica L. Green, Ed.D.**

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