

NORCO COLLEGE *REGULAR UPDATE*

4 May 2018

Hello, Mustangs!

Below is the newest Norco College Regular Update, aligned to the college's seven Strategic Planning Goals. In case you've missed any issues, all Regular Updates are archived on the President's webpage: <http://www.norcollege.edu/about/president/Pages/Regular-Update.aspx>.

Happy reading!

Strategic Goal 1: Increase Student Achievement and Success

Automatic Awarding of Degrees and Certificates

- The College is moving forward with planning for automatic awarding of degrees and certificates. The concept will be piloted on a small scale. At the same time as a technology solution is being put into place, a related pilot through CTE has involved contacting students who completed coursework for a certificate in Real Estate to encourage them to apply in WebAdvisor.

Completion Initiative and Guided Pathways

- The final [Completion Initiative Workgroup](#) meeting for spring will be June 5, 2:00 to 4:00 p.m., in ST 107. An area of focus at this next meeting will be discussing the definition of the advising/coaching roles for the student success teams in the Schools based upon the InsideTrack consultant recommendations.
- A new workgroup is talking about the onboarding process for students.
- There is discussion about embedding a career assessment at the beginning of students' college path to provide students a focus with the end in mind.
- On May 1, the three colleges in the District presented to the Board of Trustees Teaching and Learning Committee on [Guided Pathways: Completion, Equity, and Economic Mobility](#).
- On May 8, a small team, including Norco College President Bryan Reece, Vice President of Student Services Monica Green, Dean of Student Services Tenisha James, and two students, Maria Barragan and Christopher Castillo, is going to the [College Futures Foundation](#) to talk about Guided Pathways and dual enrollment. In fall 2016, Norco College received a \$100,000 planning grant from the College Futures Foundation to support completion efforts. The foundation is currently thinking about investing more in dual enrollment.
- A variety of Guided Pathways resources and toolkits are available to everyone on the website www.pathwaysresources.org.
- Copies of the book [Redesigning America's Community Colleges](#), by Thomas R. Bailey, Shanna Smith Jaggars, and Davis Jenkins (Harvard University Press, 2015), have been provided to people involved in the Completion Initiative and Guided Pathways.

Disability Resource Center

- The first ever Disability Resource Center (DRC) Advisory Board met April 26. The group is comprised of representatives from Norco College; the Corona-Norco Unified School District (CNUSD); California State University, San Bernardino; and community experts. The goal is to

ensure that the College is providing students with resources needed to be successful as well as pathways from high school to college to the university.

- The college community will be hearing more about the concept of [universal design](#), a term for particular accommodations which result in benefits for everyone.

Foster Youth Program

- May is Foster Care Awareness Month. See the May 1 “nor-all” email from Justin Mendez, student success coach, for a list of events throughout the month. Among these are a movie night on May 9, preparation of care packages for foster youth on May 15, and interactive games to learn about experiences of foster youth on May 24.
- For a list of resources for foster youth, see <http://norcocollege.edu/services/phoenix/Pages/Foster-Youth-Resources.aspx>.

Umoja

- The District colleges and the University of California, Riverside (UCR) have started a [Umoja](#) cooperative with the goal to increase the number of students transferring to UCR. The group will look at data to see where students are getting lost in the transition from one institution to the next to address pipeline issues.

Strategic Goal 2: Improve the Quality of Student Life

Bookstore

- Beginning May 7, the college bookstore operations will be provided by Follett Bookstore Company. April 27 was Barnes and Noble’s final date of operations. During the transition, scantrons and blue books have been available in the Corral. Previously submitted book orders are being conveyed to Follett, and the new bookstore operator will provide end-of-term buyback as usual. Books rented through Barnes and Noble can be returned to Follett at the end of the semester. See the April 25 “nor-all” email from Jim Reeves, vice president of Business Services, for more information.

Strategic Goal 3: Increase Student Access

Call Center

- Mark DeAsis, dean of Admissions and Records, shared information about the College’s successful February call center with the District Enrollment Management Committee. People were surprised by how effective the call center was (resulting in 371.9 FTES) and how enjoyable it was for the employees involved. In response, Riverside City College and Moreno Valley College plan to put in place their own call centers. Norco College hopes to continue the pre-semester call center to regularly establish personal contacts with students, possibly including faculty who want to participate.

Enrollment Management

- **Hey, look!** Faculty who are interested in teaching a three-week intensive course during the last three weeks in June are encouraged to talk with their department chairs to share ideas. The College is looking for about a dozen sections of general education courses, which will end before July 1, to fill the gap of about 70 FTES needed to meet the enrollment goal for the year.
- The College is discussing a partnership with a major educational company for onboarding and call center services for a pilot program to encourage retention of current and former students as well as encourage full-time enrollment. This is part of fostering a culture that supports completion and putting resources in place to make it happen.
- EduNav, an electronic online student educational planning tool, may be ready for a summer launch for incoming freshmen, or the launch may be moved forward to winter if needed to

address issues that are identified through the pilot. Once in place, EduNav will support a more seamless process by allowing students to register directly from that platform.

High School Partnership Program

- On May 15, a [Career Ladders Project](#) team will visit the Roosevelt High School dual enrollment program.
- Teams are gearing up for outreach and information/parent sessions to get high school students, parents, and the community on board with what it means to be a college student and how students register for college courses.
- The College is discussing a partnership with a major educational company for onboarding and call center services for a pilot program to recruit high school students for the dual enrollment program.
- On May 8, a small team, including Norco College President Bryan Reece, Vice President of Student Services Monica Green, Dean of Student Services Tenisha James, and two students, Maria Barragan and Christopher Castillo, is going to the [College Futures Foundation](#) to talk about Guided Pathways and dual enrollment. The foundation is currently thinking about investing more in dual enrollment.

Next Phase Program

- Dr. Jason Parks and Dr. Marshall Fulbright, deans of instruction, and other leaders from the Next Phase program at Norco College attended the [Summit on Building Excellence for California's Incarcerated and Formerly Incarcerated College Students](#) April 19 and 20 in Irvine.
- [Roadtrip Nation](#), the PBS series, is meeting with Norco College in late May about possibly doing a feature on Next Phase.
- The UCR Presley Center of Crime and Justice Studies has expressed interest in joining the Next Phase team.

Veterans Education/Promise Program

- Dr. Reece met with Riverside County Habitat for Humanity about the possibility of partnering on veterans housing. A shout-out to Dr. Gail Zwart, professor of business administration and Habitat for Humanity board member, for making this connection!
- Assembly Member Sabrina Cervantes is exploring \$5 million in funding for a 6,400 square foot childcare facility that can serve veterans and others.
- Preliminary plans for the Veterans Resource Center will be available for review by college governance committees in late May.
- In addition to articulation of gaming courses, discussions have begun with faculty who teach computer science, computer information systems, and engineering about possible articulation of military experience to courses in these programs. The goal is to recruit veterans during summer for fall 2018.
- Salesforce, a cloud computing company, is meeting with those involved in the articulation initiative to see if the company is interested in collaborating on the articulation platform.
- The College is discussing a partnership with a major educational company to provide onboarding and call center services for a pilot program to recruit veterans for specific programs.

Strategic Goal 4: Create Effective Community Partnerships

Community Education

- Workforce Development is seeking instructors for the new Community Education program at Norco College beginning in June 2018. If you are interested in developing and teaching a Community Education course for summer 2018, please email Debra Mustain, dean of community partnerships and workforce development, by Monday, May 7, at 4 p.m. For

more information, see Debra's "nor-faculty" email of Monday, April 30, or email her at debra.mustain@norcocollege.edu.

Community Outreach

- **Wow!** Friday, April 20, marked the end of the seventh year of the STEM Science Community Outreach. In a collaborative volunteer effort, STEM, the Associated Students of Norco College (ASNC), and Dr. Monica Gutierrez, associate professor of biology, have invited approximately 150 fifth grade students to, in Dr. Gutierrez's words, "participate in hands-on lab experience involving microscopic study of cells and frog dissections" each spring. Students and parents were also given tours of the college campus. Check out the photos in April 20 "nor-all" emails with "A Big Thank You!" in the subject line.

Dinner with the President

- The inaugural Dinner with the President on April 19 was a great success! The strong community turnout shows how much the community supports the College. Attendance by a number of Riverside Community College District (RCCD) Foundation board members also indicates strong support for this first event of its kind to focus on the College specifically.

Strategic Goal 5: Strengthen Student Learning

Faculty News

- Dr. Peggy Campo, associate professor of anatomy and physiology and Academic Senate president, recently completed her doctorate in higher education leadership from Northcentral University. Her dissertation is titled *Overcoming Gender-Based Barriers: Women Leaders in Higher Education*. Congratulations, Dr. Campo!
- Cathy Brotherton, professor of computer information systems, is now an Adobe-certified associate for Photoshop. According to Adobe, this "industry-recognized" credential program "demonstrates proficiency in Adobe digital skills" which can be utilized for many "creative careers." Cathy will use this knowledge to help prepare her students for their futures. Congratulations, Cathy!
- Michael Bobo, assistant professor of humanities, has been awarded a Roszel C. Thomsen Fellowship from Johns Hopkins University and will be completing a master of liberal arts degree in the fall. His thesis explores the intersection between the liberal arts and existential loneliness. Congratulations, Michael!
- Rex Beck, professor of business administration, shares the amazing story of his former student and Norco College graduate Mitchell Powless. Mitchell, a high-school dropout, discovered an engaging career that tapped into his personal interest in "trucks, trains, and planes"—logistics and supply chain management. While at Norco, he had Rex look over his resume, which led to his career at Brenner-Fielder & Associates in 2012. Now, at age 27, Mitchell is about to receive a promotion to purchasing manager. As Rex says, "Helping students in this way ranks as among the proudest accomplishments for many of us at Norco College." To read Mitchell's full story (and the story of the work of community colleges in the Inland Empire), see <http://news.readysetcareer.org/stories/mitchell-powless/>.

SLO Assessment

- Of SLOs scheduled for fall, 43% were assessed, meaning 70 courses from the fall list are still waiting to be assessed. For more on SLO assessment, see the May 2 "nor-faculty" email from Dr. Laura Adams and Dr. Greg Aycock, Norco Assessment Committee co-chairs, with "Spring 2018 Assessment Activities" in the subject line.

Strategic Goal 6: Demonstrate Effective Planning Processes

Accreditation Preparation

- The accreditation co-chairs are reviewing standards committees' gap analyses and posting responses on the Accreditation 2020 SharePoint site.
- Standards committees have begun work on their "drafty drafts" based on the evidence gathered in their gap analyses. The draft is due by the end of June. Over the summer, the accreditation leads will compile the standards' drafts into one document.
- The next and final spring 2018 Steering Committee meeting of accreditation standards co-chairs is scheduled for May 25, 8:30-10:30 a.m.
- Fifteen members of the Accreditation 2020 Steering Committee attended the ACCJC Institutional Self-Evaluation Report Training on May 2 in Ontario. The three ACCJC vice presidents presented background and guidance for approaching the institutional self-evaluation report (ISER) process. Key concepts included beginning with evidence, taking a systems approach to interpreting standards, being concise, and focusing on *alignment to* (instead of *compliance with*) the standards. The presenters talked about recent changes at ACCJC, which is now taking an "appreciative inquiry" approach to support institutions' continuous improvement.

Marketing

- The RCCD Foundation plans to assign a Foundation board member to each college as a liaison. The Foundation also plans to begin holding at least one board meeting per year at each college.

Organizing around Our Schools

- The purpose of institutional reorganization at Norco College is to dramatically improve student access, success, and equity; to make Guided Pathways *who we are* by building in and around our schools; to grow into a comprehensive college serving 20,000 annual students (now 13,957) with a fully developed and inspiring campus; and to establish and grow civic and business relationships as well as multiple non-state-dependent revenue streams to support opportunities for our students, community, region, state, and nation.
- Between December and late April, institutional reorganization has been discussed at over forty meetings, including two faculty-only meetings. Vibrant discussion has resulted in over thirty versions of the reorganizational charts, each more detailed and accurate than the last. A strong degree of continuity has begun to emerge, and though the proposal is still evolving, the suggestions are beginning to tend toward more nuance than those from January and February. The most recent version of the reorganizational chart, sent to "nor-all" by President Reece on April 23, includes recent hires, positions that are currently in process, and positions that are needed immediately upon implementation of the reorganization.
- Jim Reeves, vice president of Business Services, is finalizing a funding plan for new positions in the current version of the institutional reorganization. Office space locations for new hires are also being explored.
- Dr. Monica Green, vice president of Student Services; Andy Aldasoro, Norco CSEA vice president; Peter Boelman, Norco CTA vice president; and Susan Boling, Human Resources liaison, have been meeting to develop an implementation plan that aligns with Ed Code, Board policies and procedures, and contracts.
- **Hey, Look!** Don't miss your opportunity to participate in a transformational vote on institutional reorganization at the May 17 Committee of the Whole (COTW) meeting, in CSS 217 during college hour. Keep an eye out for another version of the reorganizational chart prior to the meeting.

Safety

- **Mark your calendar!** On **May 17**, the College will hold an all-campus drill (time to be determined). As employees of the state of California, we are designated as disaster service

workers (see RCCD Board policy [BP 3505C](#)). Watch for more information to come about the May 17 drill.

- Safety trainings continue until the May 17 drill. Trainings on Evacuation and Control of a Classroom are scheduled for May 10 (12:50-1:50 p.m., ATEC 119), May 11 (5:00-6:30 p.m., IT 206), May 15 (12:50-1:50 p.m. in ATEC 119, or 5:00-6:30 p.m. in IT 206), and May 16 (7:30-9:00 a.m., CSS 217). These trainings are recommended for faculty, evacuation teams, building and floor captains, and anyone involved with emergency operations. In addition, a Stop the Bleed workshop, recommended for anyone, is scheduled for May 10, 12:50-1:50 p.m., along Palm Pathway. A list of safety trainings and announcements is available at the Norco College Safety Preparedness and Information Twitter site: <https://twitter.com/NCSafetyPrep>.
- Camera systems are being installed in Admissions and Records.
- The College is in process of implementing [Maxient](#), secure online software, as a districtwide case management student behavioral tool to document issues and coordinate follow-up.
- The District has convened a districtwide Safety and Security Committee, with representatives from the three colleges and the District, including faculty, students, administrators, and student services staff from each college. The focus is on policies and procedures, communications planning, and mutual aid requests. The committee meets monthly.

Scheduled Maintenance Planning

- New theater lighting is going into the Little Theater this summer.

Signage

- Groundbreaking for the Norco College marquee sign (on the corner of Third Street and Hamner) is expected within the next two weeks.

Strategic Planning

- Vice President Reeves and Dr. Greg Aycock, dean of Institutional Effectiveness, are beginning to lay the groundwork for revision of the college's Strategic Plan through review of the environmental scan, SWOT (strengths, weaknesses, opportunities, and threats) analysis, Great Colleges to Work For survey data, student success data sets, review of program and planning documents, and draft revisions of the Educational Master Plan and Facilities Master Plan. Their work will continue through the summer to inform strategic planning which begins in fall.
- A group of representatives from administration, classified staff, faculty, and the student body has been charged with writing a first draft of a new mission statement based on Institutional Planning Council (ISPC) and COTW input from the beginning of April.

Strategic Goal 7: Strengthen our Commitment to our Employees

Hiring, Equity, and Personnel

- Lorenzo "Gunny" Harmon III became Norco College's first director of the Veterans Resource Center (VRC) on May 1. His office is located in Student Services 119 next to the VRC. Welcome, Gunny Harmon!