

NORCO COLLEGE REGULAR UPDATE

June 27, 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.

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. In order to spotlight all news, the beginning section of the Update will rotate each month. This issue begins with Goal 13, followed by Goal 1, and so on. The next issue will begin with Goal 12. All Regular Updates are archived on the President's webpage: <https://www.norcollege.edu/about/president/Pages/update.aspx>.

Dear Norco College Colleagues and Friends,

This is a tough time for us all.

As we work through this difficult transition following the departure of college president Dr. Bryan Reece, we remain guided by our essential mission: to change the trajectory of students' lives. To do this, we need to focus on every student, every day. We need to be ready to reach out and support, guide, encourage, love, and welcome every student, every day. Our students need our undivided attention and deserve our undiluted passion for their success. Please consider keeping that phrase—every student, every day—in your mind as you do your work, smile at students and each other, and walk across our beautiful campus.

On July 1, we welcome back Dr. Monica Green, who returns to Norco College to serve as interim president. Please take a moment next week to greet Dr. Green and welcome her.

Upcoming Events, Deadlines, and Due Dates

| | |
|---------|--|
| July 1 | Census rosters due for most full-term summer 2019 courses (census day: June 24) |
| July 4 | Holiday—campus closed |
| July 25 | Last day of summer session |
| July 30 | Final grades and attendance rosters for summer classes due (five days after last day of class) |

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

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

- The College has received a \$367,855 Online CTE Pathways grant to make five game development programs available entirely online. The goal is for the program to be included in the 2020-2021

Catalog. Congratulations to Judy Perry and James Finley, whose efforts resulted in this funding award!

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

COMMUNICATING QUALITY

- The 2019 Norco College Summer Advantage (SA) program began on Monday, June 10. The four-day program introduced first-time students to the College and its services. Sessions covered



information about counseling, career paths, financial aid, student life, health, special programs, and more. First-time students who completed the Summer Advantage program are eligible for the Promise Program and received early registration. Students who meet the Promise Program requirements will be provided free education by having enrollment fees covered for the first year in college. For SA 2019, there were 1,662 Summer Advantage applicants, 878 students were eligible to participate, 449 participated, and 426 were eligible for early registration. In comparison, last

year (SA 2018), there were 1,150 applicants, 712 eligible students, 413 participants, and 395 who were eligible for early registration. Pictured here are SA 2019 participants in a photo taken on June 13.

Schools breakdown / Invited Students

| School | Percent |
|------------------------------|---------|
| Arts & Humanities | 15.2% |
| Business and Management | 13.8% |
| Social & Behavioral Sciences | 25.8% |
| STEM | 45.2% |
| Total | 100.0% |

High School breakdown / Invited Students

| High School | Percent |
|------------------------|---------|
| Eleanor Roosevelt High | 20.3% |
| Centennial High | 14.6% |
| Santiago High | 12.3% |
| Corona High | 8.6% |
| Norco High | 8.2% |
| Lee V. Pollard | 5.7% |
| John F. Kennedy High | 3.5% |
| Norte Vista High | 1.9% |
| Jurupa Valley High | 1.9% |
| Other | 23.0% |
| Total | 100.0% |

2024 Objective 1.2: Develop intuitive and efficient onboarding processes

- EduNav, an online course scheduling tool, has been phased into use in the District over the past year. For summer and fall 2019, 20 ADT programs have been available in EduNav for students. By the next registration cycle, beginning in November, EduNav will be fully implemented with all

ADT programs available. Usage statistics show that, between May 6 and June 25, of Norco College students, 1,939 accessed EduNav for planning and registration in a total of 6,710 sessions, with 1,411 students registered. EduNav is receptive to user feedback and has been refining and improving the program, resulting in rising student ratings over time.

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

- About 140 students are enrolled in nine Next Phase course sections for summer 2019, which is more than double the enrollment from last year.
- The dual enrollment program is expected to continue expanding in fall 2019, when the California Virtual Academy (CVA) will be added to the high schools participating. CAVA is an online high school.
- Two very small dual enrollment programs are being offered during summer: one at Centennial High School and one at Eleanor Roosevelt High School. Several students also have signed up to take summer classes at Norco College.
- Norco College—specifically, Dr. Peggy Campo, professor of anatomy and physiology; Pedro Campos, systems developer (consultant); Dr. Samuel Lee, vice president of Academic Affairs; Barbara Moore, associate professor of biology; Janelle Brekke, academic evaluations specialist; and Dr. Kaneesha Tarrant, interim vice president of Student Services—will be presenting on the military articulation platform (MAP) at the 2019 Western Association of Veterans Education Specialists (WAVES) conference in New Orleans on July 9. MAP enables faculty to easily compare military courses and occupational specialties with specific California community college courses and courses offered nationwide so that veterans receive credit for their prior learning.

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

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

- Rising student loan debt is a national concern. *Fewer than 1%* of students (n=117) who enrolled in classes at Norco College in 2018-2019 owe student loan debt (with an average debt of \$5,883). This means that 99% of our students have NO student loan debt from Norco College!

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

- As 2019 graduates exited the stage at the June 7 graduation, they were given Norco College alumni license plate frames to display proudly! Thanks to Strategic Development for providing this gift to graduates.

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

- Norco College is now a member of the [Building Industry Association of Southern California \(BIASC\)](#). Member benefits include access to BIASC's dynamic online membership directory, the ability to attend BIASC's member-only events, in-person and online opportunities for networking and connecting with fellow members all across southern California, over a hundred events which include networking and educational opportunities, and additional benefits and opportunities that may benefit our construction technology program, our construction management program, our College, and—most importantly—our students.
- The District office is convening an Economic Development and Entrepreneurship Regional task force with an initial meeting of personnel from Norco College (Charles Henkels, apprenticeship

director, and Dr. Kevin Fleming, interim vice president of Strategic Development), RCC, and RCCD. Dr. Jeannie Kim, RCCD dean of grants and academic resource development, convened the first meeting on June 26 to present a vision for the group as well as to share and discuss potential candidates to join the task force.

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

2024 Objective 7.3: Work toward reducing recidivism through incarcerated student education

- Dr. Marshall Fulbright, dean of instruction, and Dr. Jessica Cobb, director of the Next Phase Program, attended a summit meeting the week of June 17 at Pitzer College to discuss how to get more regional colleges and universities involved in offering BA-level courses in prisons. Dr. Fulbright and Dr. Cobb were present to offer the community college piece of the puzzle.

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 8.4: Develop and implement plan for expanded athletics offerings

- Norco College welcomes Bryan Kuderman as head women's soccer coach and Drew Rea as head men's soccer coach, beginning in fall 2019.

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

- Student Services organizational changes will go into effect on July 1. These changes were based on numerous meetings with division management and staff over the spring 2019 semester. The goal is to align programs and services in support of our students and the Norco College mission, and to accomplish the priorities outlined in the Educational Master Plan. We are updating the organizational chart, and it will be posted to the website as of July 1. Some key changes include the following:
 - Dr. Maureen Sinclair, project director of CCPT grant, will oversee the Dual Enrollment Program, including JFK Middle College;
 - Dr. Tenisha James, dean of Student Services, will be the lead manager for our Guided Pathways efforts;
 - Dr. Gustavo Ocegueda, dean of equity, will be the lead manager for the College's equity-related professional development;
 - Daniela McCarson, dean of special funded programs, will oversee EOPS/CARE/NextUP, Phoenix Scholars, and the Disability Resource Center along with CalWORKS;
 - Adult Education (also known by AEBG, Adult Education Block Grant) has moved to Dr. Deborah Mustain, dean of community partnerships and workforce development, to align with the work being done around noncredit;
 - Hortencia Cuevas will serve as the acting TRiO director while we go through the process of filling this position.

Please note that programs and services such as Summer Advantage, Promise Program, and outreach are still being discussed to determine the best course of action moving forward.

- Through the Hunger Free Campus Initiative grant, the College has purchased over \$10,000 worth of food and supplies that



will be distributed to our students during the summer and fall. Thanks to Student Life and all who have worked to make this happen!

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

- **Exciting things are happening in the Learning Resource Center (LRC)!** Study cubicles have been remodeled to accommodate larger tutoring and SI sessions as well as workshops, more interactive white boards are being installed, and new furniture is arriving. Even with the construction, the [LRC](#) has been providing services to summer session students beginning on June 17, with tutoring having started on June 19. Stop in to check out the “new” LRC!
- **Stop by to see exciting changes in the library, too!** The library has created a new and expanded learning area for students. Study carrels, tables, and chairs now accommodate 30 new study stations. State-of-the-art laptops will soon be available for student checkout and use anywhere within the library space. In addition, ergonomically designed chairs have been placed at all 70 computer stations located in the library computer commons, and library lighting has been refurbished and fully converted to LED light sources to provide a higher quality learning environment for reading and other academic endeavors. Many more power sources have been set up around the library for students to plug-in their devices. Also, all seven library study rooms have new interactive whiteboards with laser projection systems. In fact, students can now reserve library study rooms online at the [library’s webpage](#). You spoke, we listened! These changes are reflective of student and faculty survey responses. Your voice matters!

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 9.1: Make program, student, and effectiveness (including assessment) data available, usable, and clear so critical data is visible in real time

- The District has decided to adopt Nuventive Improve for assessment and program review at all three colleges. The premier version is being purchased, which comes with managed services to better support data use and management.

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

- At the end of spring semester, College committees and councils were presented with information about the first draft of the College’s Accreditation 2020 institutional self-evaluation report (ISER). In addition to other committee and council reviews of pertinent sections, members of the Academic Senate reviewed sections of Standard IIA: Instructional Programs, and members of the Student Services Planning Council reviewed sections of Standard IIC: Student Support Services, and submitted comments by Friday, June 7.
- **You’re invited!** Over the summer, the accreditation co-chairs are reviewing the ISER draft, meeting each Monday, 9:30 to approximately 11:00 a.m., in SSV 128 (the office of Dr. Samuel Lee, vice president of Academic Affairs). The co-chairs are going through Standards in order, so you can stop by when they’re discussing a section that addresses your area of expertise and interest. Feel free to contact Kris Anderson, faculty accreditation co-chair, at kristine.anderson@norcocollege.edu if you’d like to know when a specific Standard is being discussed.
- **Mark your calendars!** During Fall Flex, the morning session of Thursday, August 22 will be devoted to accreditation. All members of the college community are invited to attend!

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

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

- Welcome to Debra (Debbie) Karrer as an IDS in the Office of Instruction! Debbie has worked at Norco College for over two years in a variety of capacities and is now an official full-time team member. As IDS, Debbie supports eight disciplines in Social and Behavioral Science and Arts, Humanities, and World Language departments. Stop by IT-200 to welcome Debbie!
- Welcome, too, to Martha Ramirez, administrative assistant in the Office of Instruction! Martha's first day was June 10. She comes to Norco College with more than ten years of experience supporting the dean of humanities and social sciences at Santa Ana College. She is well versed in the community college system and has extensive experience working with faculty and staff, budgets and scheduling, and a myriad of other critical functions. Come by IT-200 to introduce yourself and to welcome Martha!
- Two Norco employees will soon be transitioning from their current positions to promotions: Brandon Owashi, institutional research specialist, will be taking on the role of director of Institutional Research at RCC. Rachel Rodriguez, grants administrative specialist, will be taking on the role of educational advisor with STEM at Norco. Congratulations on these promotions, and warm wishes for continued success!
- We'll be saying farewell to number of familiar faces around Norco College soon. To all, warm wishes in your future endeavors! Remember, *once a Mustang, always a Mustang!*
 - Eva Amezola, director of TRIO programs, will be taking on the part-time executive director role at the nonprofit Riverside Latino Network and working with her newly opened business, Coyol Educational and Wellness Consulting. She also will continue at the College as associate faculty in counseling. Thank you for all of your support of students over the years, Eva!
 - Odili Barrios, assistant manager of Food Services, will be returning to the Central Valley where she will be director of Food Services for the Chowchilla Union High School District. She also will continue pursuit of her MBA and spend time with her family. Thank you for your outstanding service to Norco College and our students, Odili!
 - Roxana (Roxy) Finley, grants administrative specialist, is leaving to pursue a teaching career. In fact, in fall, she will be teaching ILA-3, Student Resiliency, as well as computer science at Norco College. Your valuable work in grants is much appreciated, Roxy!
 - Erin Spurbeck, assistant professor of counseling, will be moving out of the area, though she will remain connected to Norco College in an associate faculty position, working on EduNav and offering online counseling. Your good work in support of JFKMCHS students, and all students, is much appreciated, Erin!
 - Crystal Voss, outreach and recruitment services specialist, is leaving her full-time position but staying on as associate faculty while pursuing her career in teaching in the K-12 system. Thank you for all you've done for the College and for students, Crystal!

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 11.2: Develop and maintain Facilities Master Plan

- The Board of Trustees approved the Facilities Master Plan at its June 11 meeting, with two amendments: removing the middle college high school for the performing arts, and removing housing from the current plan pending District policy and procedure development.

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

- The remodeling of CSS 217 is in the final stages of becoming a flexible space/venue for instruction, meetings, and eSports.

- Architect solicitation and selection is in progress for amphitheater sunshades. Ten tables and umbrellas are being priced for immediate purchase.

2024 Objective 11.5: By spring 2021, finish Early Childhood Education Center using public-private partnership model

- The request for proposals (RFP) has gone out for the Early Childhood Education Center. The deadline for these public-private partnership proposal responses is July 16.

2024 Objective 11.13: Develop and start implementing sustainable campus

- The District will be working toward a districtwide sustainability plan for all three colleges.

2024 Objective 11.14: Design spaces that intentionally build community

- The repurposing of ST 107 and ST 108 as student Engagement Centers for the Schools is underway this summer.

- At the top of the stairs between CSS and CACT buildings is a new shaded student area. The area was planned and installed by our grounds team (Junior and Ray), who are excited about creating student hang-out spaces on campus!



2024 Objective 11.18: Enhance transportation infrastructure

- The District is in the process of issuing out the parking lot/ADA path project to bid.
- Work has been completed on the asphalt repairs near the West End Quad.

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

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 College, in partnership with the District, has received a one-year grant from the College Futures Foundation for implementing Salesforce. The grant covers data clean-up needed for the platform and also Salesforce license purchasing. The initial meeting on implementation occurred on June 24.

2024 Objective 12.3: Develop comprehensive communications systems/tools

- A new Footprints work order system called [ServiceDesk](#) is being implemented. At the same time, the old system is working in tandem. As the new system is being rolled out, feedback from users is being provided and used to improve ServiceDesk, making it better as we go.
- Hours of operation for College offices and services are now electronic to allow for easier updating and to reduce inbox clutter. You are encouraged to check back throughout the term for the most recent hours information. Click here for the [Summer 2019 Hours of Operation](#). For more information, see the June 20 nor-all email from Angela Aguilar, college receptionist, with “Hour of Operations Changes—Summer 2019” in the subject line.