

# Access to Technology

To assess student needs in response to migrating to a fulling remote learning environment, the Riverside Community College District distributed a survey so that student needs would be clarified and action plans could be implemented at each of the colleges. Norco College received valuable information from students and responded to support students during this time of significant transition

903

NORCO College  
Students  
responded to  
the survey

**387 students (43%) had not taken online classes prior to March 23, 2020.**

**WHAT ARE WE DOING?** We have created a webpage dedicated to student and faculty online learning resources. Resources include [Canvas](#), [Counseling](#), [EduNav](#), [LRC](#), [Library](#), [LiveChat](#), [Tutoring](#) and [many more](#).

**110 students (12%) reported they had limited or no access to the Internet.**

**WHAT ARE WE DOING?** Resources for available free and low-cost [internet service](#) are provided on our [COVID 19 Resource](#) webpage.

**74 students (8%) reported they had limited computer access.**

**WHAT ARE WE DOING?** As of April 1st, Norco has distributed **276** laptops to students in need. We continue to look for opportunities to support the technological needs of our students.

92%

of students  
reported they have  
computer access

**25% of students reported they had limited or no access to Zoom, and 17% reported they had little or no access to the technology they needed.**

**WHAT ARE WE DOING?** ConferZoom is available for all courses in Canvas. Software programs such as [Adobe Creative Cloud](#), and [Microsoft Office 365](#) are available for students using their student email credentials. [Autodesk](#), [Unity](#) and [other software](#) is also available free to students.

**146 students (16%) reported they were either Somewhat unlikely or Very unlikely to remain enrolled in online classes**

**WHAT ARE WE DOING?** Faculty and staff are reaching out to students who are inactive, or are struggling with their classes and helping them identify solutions if they choose the "EW" grade.

84%

of students reported  
they are likely to stay  
enrolled in classes

**57% of respondents said they didn't know who to contact with technical issues.**

**WHAT ARE WE DOING?** Students are being contacted through email, phone, and social media to encourage participation in live chat and Zoom meetings for technical support.

**61% of respondents said they will not be able to learn as well with the online format**

**WHAT ARE WE DOING?** Faculty and staff are continuing to personally reach out to students and connect with them to provide support.

## Survey Saturation

**Students are saturated after 10 questions on survey.** An analysis of skipped questions showed the number increased significantly after Q10 and continued to rise until the end of the survey.

# Communication

When asked to rate 7 modes of communication, Canvas, email, and texting were the 3 highest rated in effectiveness and reliability.

## CANVAS

**WHAT ARE WE DOING?** Having technical issues with Canvas? We can help.

Support and help is available 24 hours a day/7 days a week because we want you to have help when you need it. Contact Canvas Support toll free by calling (844) 603-4264. Here are additional ways to get technical support:

- On our website you can also find Canvas login information, tutorials and help for [Getting Started with Canvas](#).
- Click the Report a Problem link from Help & More link on the main login screen, or within the global Canvas Navigation.
- Be sure to check the [Canvas Browser & System Requirements](#) page.
- For non-technical issues, or issues regarding content in your class, please contact your instructor.

In an open-ended question asking how communication could be improved, about two-thirds of the responses fell into the following themes: Communication is Good, Unsure, Email, and Nothing.

**WHAT ARE WE DOING?** A workgroup was formed to review and select a mass texting software that should be implemented by fall 2020.

# Student Support

Between one-half to one-third of students planned to use LRC, Counseling, Financial Aid, Library and Admissions and Records.

## LRC ~ LIBRARY

**WHAT ARE WE DOING?** The Library & Learning Resource Center (LRC) continues to make progress expanding online support services for our students:

- LRC Drop-in and appointment tutoring support is available online, via [ZOOM](#), Monday-Thursday: 9am-8pm, Friday 9am-4pm, and Saturday: 9am-2pm. Drop-in schedules (no appointment necessary): [Math and Science Success Center](#), [STEM Center](#), [Writing and Reading Center](#), [General Tutoring Center](#). Click [HERE](#) to make an appointment with a tutor.
- All Supplemental Instruction Sessions are conducted online at their scheduled times via Zoom. Click [HERE](#) to view the SI Schedule and find the access link for each SI session.
- Some textbooks and course materials are available [online](#).
- The due date for all library materials is now June 25, 2019. If your library account reflects something different, please [email Miguel Castro](#).

## LRC Student Contact Hours

| Zoom or Online      | NetTutor | Appointments | Drop-Ins | SI  |
|---------------------|----------|--------------|----------|-----|
| March 16-April 8    | 91.38    | 108          | 17.1     | 79  |
| April 13 - April 25 | 26.6     | 119          | 62       | 196 |
| April 27- May 2     | 17.1     | 48           | 45       | 121 |

87%

of students use a computer for completing online courses

Top modes of Communication  
Canvas  
Text  
Email

Top 3 Student Services Requested  
LRC  
Counseling  
Financial Aid

74%

of students had not attempted to access support services survey.

## COUNSELING

**WHAT ARE WE DOING?** Providing full service counseling support online to all students.

- Expanded counseling support is offered Monday-Thursday 8am-7pm, Friday 8am-4pm, as well as Saturday availability throughout the term.
- Students can get help with course selection, student education plans, academic dismissal, graduation petitions, academic renewal, letters of recommendation, transfer and more.
- Quick questions and appointments are available [online](#), through [LiveChat](#), or by phone at (951) 372-7101.

## FINANCIAL AID

**WHAT ARE WE DOING?** Student Financial Services has continued to improve on-line support to students. Currently, students can complete the financial aid process from application to receiving funds on-line using a computer, tablet, or mobile phone. Students may email financial aid at: [studentfinancialservices@norcollege.edu](mailto:studentfinancialservices@norcollege.edu)

- The Financial aid [chatbot](#) is available 24 hours a day, 7 days a week, 365 days a year on the [Student Financial Services website](#).
- To speak with a financial aid professional students can schedule a [ZOOM](#) meeting.
- CARES Act Emergency funds are available to eligible students with a COVID-19 related expense. To apply: Go to RCCD MyPortal and login to Web Advisor. The application is under financial aid. Applications Can be revised/updated until Friday, May 8, 2020 at 11:59p.m.

### Top 3 Resources Requested – Assistance with Health and Well-Being, Counseling-Emotional Support, Webinars and Training on Entering and Reentering the Job Market.

- In addition to these top 3 resources, “Assistance with Meals” was also a close fourth resource needed.

## EMOTIONAL HEALTH AND WELL BEING OR EMOTIONAL SUPPORT

**WHAT ARE WE DOING?** Student Health & Psychological Services continues to offer a vast amount of online resources and continues to make progress expanding online mental health support services for our students:

- Norco College mental health counselors are available online via zoom Monday-Friday, hours varied.
- Make an appointment with a counselor by calling (951)372-7046, or via our online self-scheduling Patient Portal coming soon.
- Be sure to check out our [website](#) for the most up to date COVID-19 support and stress-busters tips

## ASSISTANCE ENTERING THE JOB MARKET

**WHAT ARE WE DOING?** The Career Center tripled its job posting efforts, made new employment resources available online, and is now producing regular employment news update videos.

- 420+ local jobs listed over the past 7 weeks in [NC Connect](#) (plus new *Live Chat* feature).
- New [Employment Resources webpage](#) providing local employment news and links for accessing unemployment benefits.
- New [Career Center YouTube Channel](#) with videos on employment news and resume writing.

## FOOD INSECURITIES SUPPORT

**WHAT ARE WE DOING?** Students can access food for FREE at the Settlement House Food Pantry is open Monday through Friday from 4:00 PM to 5:30 PM. Students must show their student ID. 507 S. Vicentia Ave, Corona, CA 92882. Additional information can be found at: [Settlement House](#)

## Top 3

resources requested

Assistance with  
Health and Well-Being



Counseling-Emotional  
Support



Webinars  
Training on  
Entering  
Reentering the  
Job Market.

