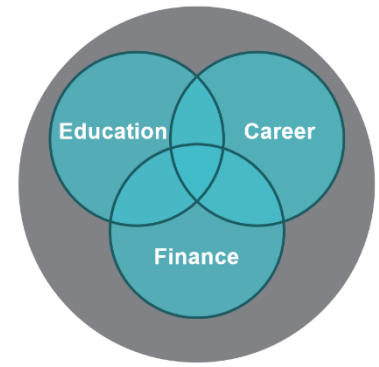


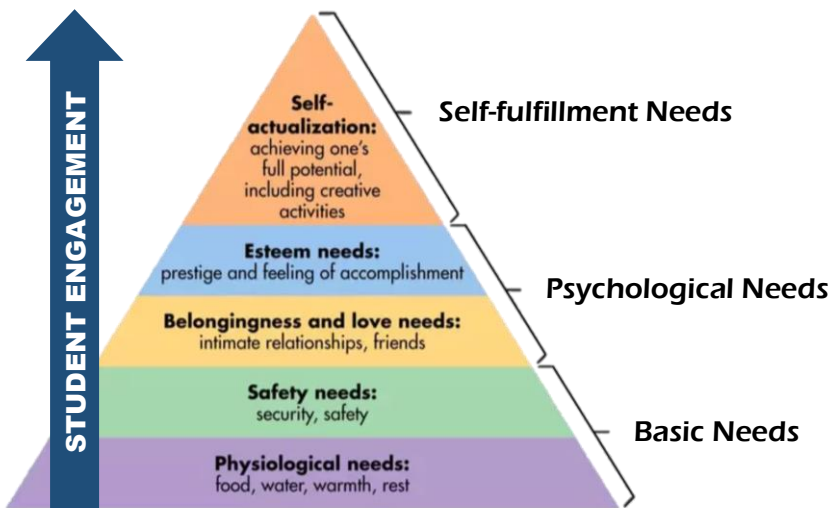
Holistic Student Support Survey

Structure is based on Maslow's Hierarchy of Needs and an attempt to address all student needs during the onboarding process. Self-actualization is achieved through the student's completion of a three-part plan focused on Career, Education, and Financial supports.

Students not only need a plan of which courses to take (the education plan), but the plan must be accompanied by a career plan that addresses workforce preparation needs and a financial plan that specifies how they will pay for education expenses during and after college.



Coaching &
Advising



Support Categories

- **Career Planning**
- **Academic Planning**
- **Financial Planning**

- **Community Support (Campus Connections)**

- **Essential Support (Student Support Services)**

The surveys that following are presented to students in the order information is laid out in the new student orientation. Each survey appears immediately following the delivery of the associated information in the orientation program.

Survey 1: Career Planning Survey

Location: Immediately after the “Educational Pathways and Options” section.

Text:

It is our goal for you to start college on an educational pathway that is based on a clear decision about which career you plan to pursue in the future. Some students know exactly what career they want to enter and how their college education will help reach that goal, but most are still trying to figure it out. We want to meet you where you are and equip you with the resources and supports you need to help you make an informed decision.

Please select the option that best describes how you feel about career decision making:

- ☐ I have not spent much time thinking about my career goals or deciding what I want to do in the future.
- ☐ I have done some research and narrowed down my options for which career I would like to pursue, but have not yet made a firm decision.
- ☐ I am certain about which career field I would like to enter at this time, I selected a major, and I have identified jobs of interest in that field.

Practitioner’s Guide

This survey places students in one of three support categories: Uninformed, Undecided, or Decided.

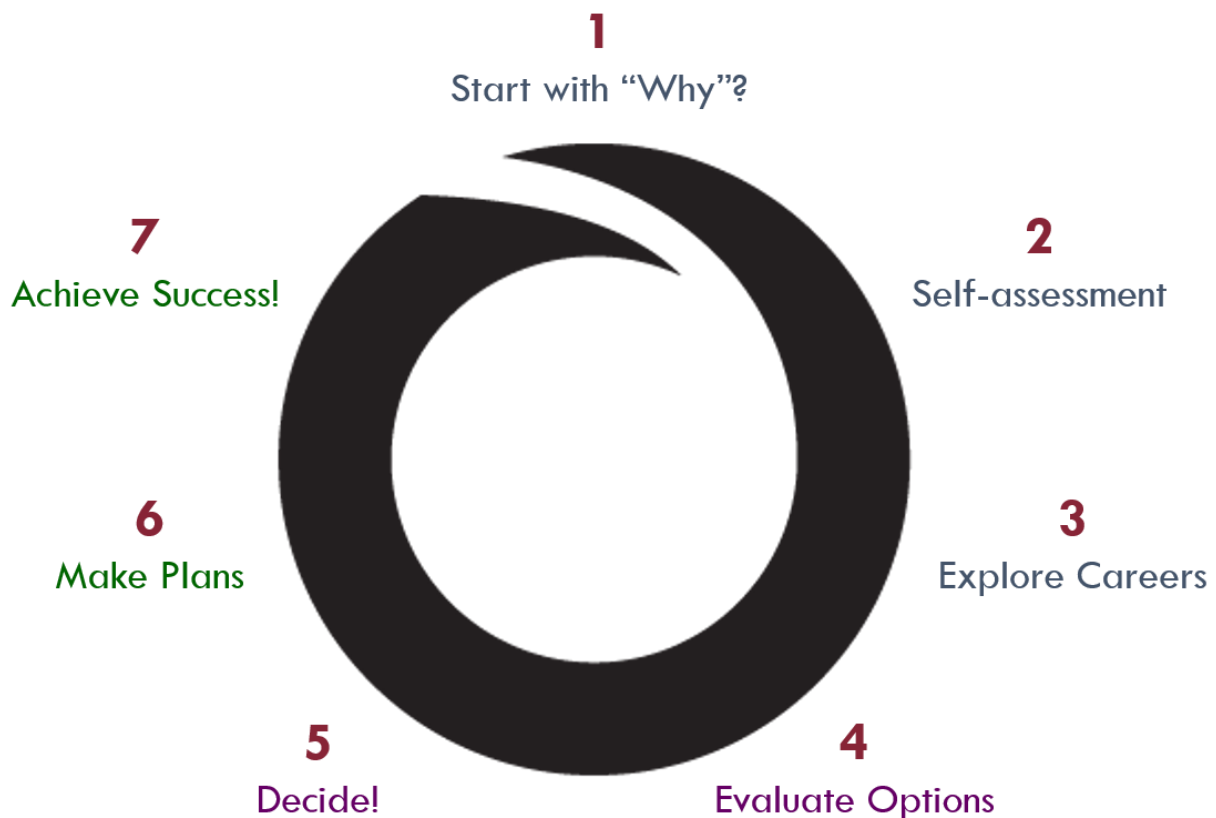
Uninformed: These students are most in need of identifying why they are in college and how they can leverage education to reach more prosperous career and life goals. For these students the following supports are recommended:

- Start at Step 1 of the decision making wheel. Identify the past experiences and future goals that are motivating the student to pursue a better future. Conduct a barriers assessment to determine if there is anything holding the student back in regards to decision making confusion, external factors, or commitment anxiety. Then, move through the remaining steps of the decision wheel systematically.

Undecided: These students may or may not be informed regarding the careers they are considering. It is best to begin with a validation check to confirm that the student has arrived at their current list of careers based on applicability to future goals (Step 1), self-assessment of their skills, values, and abilities (Step 2), and research regarding realistic career options (Step 3). If the student has not completed any of the previous steps, then they will need to go back and complete the missing information. Once all of the Step 1-3 information is available, the student is ready for assistance with Step 4 – Evaluation. Use the weighted decision matrix to record and score various factors for each career the student is considering. Students who do not arrive at clear results after using the matrix may benefit from completing the MBTI personality assessment (to determine their “fit” for certain occupations), from enrolling in a meta-major for

their first semester, and/or from connecting with mentors through the Success Network to discuss career goals and to get a realistic perspective of the occupations they are considering. Once the student makes an informed decision, move through the remaining steps of the decision wheel systematically.

Decided: These students believe that they have decided on a career to pursue and are ready to declare a college major. Start by validating their decision by having them complete the Career Planning Guide. If they struggle to answer basic questions about why they are pursuing the chosen career, then they may need to go back to an earlier step and re-evaluate their decision. Although, if they can validate their decision, then they are ready for Step 6 and can begin working with a counselor to draft their career plan, education plan, and financial plan.



Survey 2: Financial Planning Survey

Location: Immediately after the “Financial Support Services” section.

Text:

Norco College provides a variety of financial support services and programs. It is our goal to not only help you create an education plan, but help you calculate your costs of college attendance and determine ways to pay for it. Your answers to the following questions will help us connect you with resources, programs, and people who can help you create a solid college financial plan.

1. Did you apply for financial assistance through the FAFSA (Free Application for Federal Student Aid) or Dream Act Application?
 - a) Yes
 - b) No
 - c) I’m not sure
2. Please mark which public benefits you or anyone in your household currently receives (mark all that apply):
 - ☐ TANF (Transitional Assistance for Needy Families) / CalWORKs (Cash Aid)
 - ☐ SNAP (Supplemental Nutrition Assistance Program) / CalFresh
 - ☐ SSI/SSP (Supplemental Security Income/State Supplementary Payment)
 - ☐ GR (General Relief) or GA (General Assistance)
 - ☐ Unemployment Benefits
 - ☐ Not Applicable / Decline to State
3. Please indicate which financial topics you are interested in (mark all that apply):
 - ☐ I would like assistance completing the FAFSA or Dream Act Application
 - ☐ I would like information about scholarships and other funding opportunities
 - ☐ I want to create a spending plan or budget for my time in college
 - ☐ I want to repair or establish credit
 - ☐ I want to learn about borrowing money and student loans
 - ☐ I want to save money for things like my education, purchasing a car, and/or emergencies
 - ☐ I am not interested in receiving financial support

Practitioner’s Guide

This survey assesses the student’s financial situation. Use the survey responses to connect the student to related programs and financial resources.

1. If no, send the student information about the FAFSA and Dream Act application. Send the student a link to Student Financial Services’ next FAFSA workshop.
Look at sending information about Promise Program
2. Send the student an e-mail about [Basic Needs Support](#) and additional resources that may be available to them based on the public benefits they receive. Encourage the student to contact the Career Center for employment assistance. Anyone who receives one or more

of the benefits listed may qualify for the California College Promise Grant and should be encouraged to complete the FAFSA or Dream Act Application as soon as possible.

- a. TANF – refer to CalWORKs
- b. SNAP – refer to Food Pantry
- c. SSI/SSP – refer to Disability Resource Center
- d. GR/GA – refer to Food Pantry
- e. Unemployment Benefits – refer to Career Center

3. Invite the student to financial education workshops based on the topics they indicated:

4.

NOTE: There are no scheduled workshops at the moment but students can meet with a FA staff member by ZOOM to assist with the FAFSA, watch several short videos on our financial aid Web page and one is a FAFSA video.

- a. **Financial Aid Basics** (types of financial aid, how to apply, overview of FAFSA form and process, scholarship and other funding opportunities)
 - i. *Steps to Financial Aid*
 - ii. <https://www.norcocollege.edu/services/enrollment/sfs/Documents/Steps-to-Financial-Aid-NC.pdf>
 - iii. *How to Apply for a Loan* –
<https://www.norcocollege.edu/services/enrollment/sfs/Pages/apply.aspx>
- b. **Money Management** (covers basics of budgeting, estimating costs, how to earn more, and how to spend less)
 - i. *Money Management*
<https://www.norcocollege.edu/services/enrollment/sfs/Pages/moneymgmt.aspx>
- c. **Understanding Credit** (how to establish credit, compare lenders, and calculate interest)
- d. **Responsible Borrowing and Student Loans** (understanding student debt, types of loans, and repayment options)
- e. **Saving and Investing** (financial goal setting, net worth, assets, liabilities, compound interest, paying off debts, investing basics)

#3 example (For further information about the financial aid topics you are interested in *Save money for things like my education, purchasing a car, and/or emergencies*, please visit the Money Management page on the Student Financial Services web page

<https://www.norcocollege.edu/services/enrollment/sfs/Pages/moneymgmt.aspx>

For a variety of general information about student financial services and contact information to speak to someone, please visit the [Student Financial Services](#)

Survey 3: Student Support Services Survey

Location: Immediately after the “Student Support Services” section.

Text:

As you learned, Norco College provides a multitude of student services to support you throughout your college journey. It is important to us that your basic needs are met so you can fully focus on being successful in your education. Your answers to the following questions will help us connect you with various student service programs for which you may be eligible.

I would like to speak to someone about the following support services (mark all that apply):

- ☐ **Employment**
Do you need assistance with finding employment that works with your school schedule?
- ☐ **Health and Wellness**
Do you have concerns about your personal health, such as physical, emotional, eating/sleeping, relationships, anxiety, depression, alcohol/drugs, etc.?
- ☐ **Food**
Do you struggle to feed yourself and/or your family?
- ☐ **Housing**
Do you have unstable living situations?
- ☐ **Transportation**
Do you have transportation to and from the college?
- ☐ **Safety**
Do you have concerns about your personal security?
- ☐ **Technology**
Do you have access to a computer and the internet?
- ☐ **University Research**
Do you need help exploring universities to transfer to?
- ☐ **Childcare**
Would you like assistance with accessing childcare resources?
- ☐ **Disability Accommodations**
Do you have a disability or other health concern for which you may want assistance?
(See examples below.)
 - **Disability** - Physical, Visual Impairment, Deaf/Hard of Hearing, etc.
 - **Mental Health Disability** - Anxiety, Depression, PTSD, etc.
 - **Health Concern** - Diabetes, Arthritis, Cardiac, etc.
 - **Learning Challenges** - Dyslexia, Dysgraphia, Processing Challenges, etc.
 - **VA Rating** - Veterans Affairs
 - **IEP/504**
 - Other
- ☐ Not applicable / Decline to state

Practitioner's Guide

This survey assesses the student's basic needs. Use the survey responses to connect the student to related programs and resources.

Example of email response - “Thank you for completing the online orientation. I’d like to provide further information on the topic(s) you selected in the online orientation video:”

1. Send the student an e-mail about [Basic Needs Support](#) and additional resources that may be available to them based on the support services they are inquiring about.

- a. **Employment** – refer to the [Career Center](#) for employment assistance, [NC Connect](#) to search local job opportunities, and the [Employment Development Department](#) for unemployment support.

- b. **Health and Wellness** – refer to [Student Health Services](#), the [Mental Health Counseling Center](#), [Medicaid](#), [Covered California](#), and the [Riverside County Department of Mental Health](#).

Verbiage to incorporate Norco College Student Health is here to support student health & wellness needs. In efforts to promote social distancing, we are providing telehealth services via zoom or telecall. If you are considering seeking counseling but are unsure, take this [free and anonymous screening](#), or contact Student Health Services.

- c. **Food** – refer to [Food Pantry](#) website and [CalFresh](#).

- d. **Housing** – refer to [Riverside County Department of Social Services](#) and [Foster Youth services](#) page.

- e. **Transportation** – refer to the [RTA Go-Pass program](#)

- f. **Safety** – refer to [Norco College Safety and Emergency Planning](#)

- g. **Technology** – refer to [Norco College Laptop and Wi-Fi Loan Program](#)

NOTE: Students can submit a request for a laptop and wi-fi hotspot as soon as they are registered for classes (they do not have to wait until the first day of classes).

- h. **University Research** – refer to [Transfer Center](#)

- i. **Childcare** – refer to [Riverside County Office of Education Early Learning Services](#)

- j. **Disability Accommodations** – refer to the [Disability Resource Center](#)

Survey 4: Campus Connections Survey

Location: Immediately after the “Learning Communities and Affinity Groups” section.

Text:

Joining support programs and learning communities are great ways to promote your academic success and social development. Caring teams of support professionals provide supplemental services and special benefits for those who participate. We encourage all students to join at least one support program or learning community.

I would like more information about the following support programs (mark all that apply):

☐ **EOPS/CARE/NextUp**

A cluster of academic support programs that assist students disadvantaged by language, social, economic, and educational circumstances. The programs primarily serve students from low-income backgrounds, first-generation, single parents, and former foster youth.

☐ **CalWORKs**

A support program for students with children that works in collaboration with the Department of Public Social Services to assist students with their education, training and job skills.

☐ **Phoenix Scholars**

A support program that provides financial and educational resources to current and former foster youth.

☐ **TRiO SSS and SSS-RISE**

Support programs for first-generation students, low-income students, and students with documented medical or psychological disabilities designed to enhance their academic skills, increase retention, and improve the probability of completion.

☐ **Veterans Services**

A support program that provides resources and direct assistance for all veterans, active duty military members, and VA dependents.

☐ **Engineering Pathways**

A support program for students seeking transfer to any four-year university to pursue a baccalaureate degree in computer science or any engineering field.

☐ **Honors**

A support program for student scholars (with high school or college GPAs over 3.00) who have a passion for learning and are planning to transfer to a university.

☐ **Promise Program**

A financial support program to help first-time college students complete their educational goal in a timely manner.

☐ Not applicable / Decline to state

I would like more information about the following learning communities and groups (mark all that apply):

☐ **Puente**

This learning community is an academic, counseling, and mentoring program of support for students to build the skills necessary for success in both academic and career goals.

☐ **Umoja**

This learning community is designed to increase academic success among all students with an emphasis on the African-American population. A major key to student success is through fostering a sense of community.

☐ **Women's Lean in Circle**

This group is intentional about understanding the experiences of marginalized women and providing the necessary support for students to thrive in their personal and academic endeavors.

☐ **Men of Color Scholars**

This group is designed to support our Men of Color students from the time they apply until the time they graduate or transfer to a four-year university.

☐ **Unity Zone**

This center supports the LGBTQ+ and undocumented student populations. Students gather in the Unity Zone to support one another academically and emotionally in a safe space.

☐ Not applicable / Decline to state

I would like to speak to someone about joining or starting a [Student Club or Organization](#):

☐ Yes, send me more information.

☐ No, I am not interested at this time.

Practitioner's Guide

This survey assesses the student's interest in support programs and learning communities. Use the survey responses to provide students with a link to more information and to notify a point of contact from each program when a new student is interested in their services.

1. Send the student a general message about Norco College's Student Services and a link to www.norcocollege.edu/services.

Then, include the following information based on student preferences:

Student Support Programs

- a. **EOPS/CARE/NextUp** – refer to <https://www.norccollege.edu/services/sei/eops/Pages/index.aspx> and send a notification e-mail to eops@norccollege.edu

You indicated an interest the EOPS/CARE/NextUp program which ... To learn more and contact a representative from that program, please visit ... or call #.

- b. **CalWORKs** – refer to <https://www.norccollege.edu/services/sp/calworks/Pages/index.aspx> and send a notification e-mail to norccalworks@norccollege.edu
- c. **Phoenix Scholars** – <https://www.norccollege.edu/services/sei/eops/phoenix/Pages/index.aspx> and send a notification e-mail to [Ruth Jones](#) and [Kimberly Thomas](#)
- d. **TRiO SSS and SSS-RISE** – <https://www.norccollege.edu/services/sp/trio/Pages/index.aspx> and send a notification e-mail to [Dallas Carter](#)
- e. **Veterans Services** – <https://www.norccollege.edu/services/enrollment/vrc/Pages/index.aspx> and send a notification e-mail to veterans.services@norccollege.edu
- f. **Engineering Pathways** – <https://www.norccollege.edu/academicAffairs/instruction/acp/stemPathways/Pages/index.aspx>
 - i. <https://www.norccollege.edu/academicAffairs/instruction/acp/stemPathways/Pages/index.aspx> and send a notification e-mail to [Azadeh Iglesias](#)
- g. **Honors** – <https://www.norccollege.edu/services/sp/hp/Pages/index.aspx> and send a notification e-mail to [Courtney Buchanan](#)
- h. **Promise Program** – <https://www.norccollege.edu/services/Pages/promise.aspx> and send a notification e-mail to [Luis Diaz](#)

Learning Communities and Affinity Groups

- a. **Puente** – <https://www.norccollege.edu/services/counseling/puente/Pages/index.aspx> and send notification to [Maria Jurado](#)
- b. **Umoja** – <https://www.norccollege.edu/services/counseling/umoja/Pages/index.aspx> and send notification to [Sean Davis](#)
- c. **Women's Lean in Circle** – <https://www.norccollege.edu/services/sei/wlc/Pages/index.aspx> and send notification to [Anita Bailey](#)

- d. **Men of Color Scholars** –
<https://www.norcocollege.edu/services/sei/moc/Pages/index.aspx> and send notification to [Daniel Grajeda](#)
- e. **Unity Zone** – <https://www.norcocollege.edu/services/sei/unity/Pages/index.aspx>
- f. **Clubs and Student Organizations** –
<https://www.norcocollege.edu/services/studentLife/sa/Pages/clubs.aspx>

Student Clubs and Organizations

- a. Send the student links to [Student Activities](#) and [Associated Students of Norco College](#) pages.

Survey 5: Academic Planning Survey

Location: Immediately after the “New Student Advising Video” section.

Text:

Great job! You're almost done!

The final step is to provide us with some information that will help us recommend courses for you to take. Your answers to the following questions will give us insights into your academic preferences and scheduling needs. This information will be reviewed by college personnel who will contact you within the next few business days.

Which term do you plan to start classes?

I am considering the following college major(s). (If unsure, write “undecided”.)

I am considering the following career(s). (If unsure, write “undecided”.)

These are subjects where I have academic strengths (mark all that apply):

- ☐ Art / Theater / Music
- ☐ Business / Finance / Accounting
- ☐ Career and Technical Education (CTE) / Trades
- ☐ Communication Studies / Public Speaking
- ☐ Economics
- ☐ English / Literature / Reading
- ☐ Foreign Language / American Sign Language
- ☐ History / Social Studies
- ☐ Math
- ☐ Philosophy / Religion
- ☐ Physical Education / Sports
- ☐ Psychology / Sociology / Anthropology
- ☐ Science / Biology / Chemistry / Geography / Physics
- ☐ Technology / Computers
- ☐ None / Decline to State

These are other subjects/topics in which I have confidence:

These are difficult subjects for me where I can grow and improve (mark all that apply):

- ☐ Art / Theater / Music
- ☐ Business / Finance / Accounting
- ☐ Career and Technical Education (CTE) / Trades
- ☐ Communication Studies / Public Speaking
- ☐ Economics
- ☐ English / Literature / Reading
- ☐ Foreign Language / American Sign Language
- ☐ History / Social Studies
- ☐ Math
- ☐ Philosophy / Religion
- ☐ Physical Education / Sports
- ☐ Psychology / Sociology / Anthropology
- ☐ Science / Biology / Chemistry / Geography / Physics
- ☐ Technology / Computers
- ☐ None / Decline to State

Would you like information about tutoring services and other academic supports?

- ☐ Yes
- ☐ No
- ☐ I'm not sure

Have you ever passed Advanced Placement (AP, score of 3 or higher), International Baccalaureate (IB, score of 4 or higher), or College Level Exam Preparation (CLEP) exams, OR have you attended or received credit from any other colleges or universities?

- ☐ Yes
- ☐ No

In a typical seven-day week, I spend about this many hours working for pay:

- ☐ 1-5 hours
- ☐ 6-10 hours
- ☐ 11-20 hours
- ☐ 21-30 hours
- ☐ 31-40 hours
- ☐ 41-50 hours
- ☐ 50+ hours
- ☐ None / Decline to State

What other out-of-school activities or responsibilities do you have and how much time do you spend on each?

| |
|--|
| |
|--|

Is there anything else you would like to know more about or for which you need immediate assistance?

| |
|--|
| |
|--|

Practitioner's Guide

This survey assesses the student's preferences and needs related to academic planning. Use the survey responses to plan the student's courses.

Review the alignment, if any, of the student's selected major and career and compare this to the student's self-placement in the Career Planning Survey. Refer the student to the appropriate steps in the Career Decision Making Process.

| | | Major Declared? | |
|------------------|-----|--|---------------------------------|
| | | Yes | No |
| Career Declared? | Yes | Decided Step 6 | Decided Step 6 |
| | No | Somewhat Undecided Steps 4 – 6 | Undecided Steps 1 – 6 |

Use the remaining responses from this survey to recommend courses that fit the student's preferences, availability, and load capacity.