



**Student Support Council
Minutes for November 18, 2021**

12:50-01:50pm

[https://cccconfer.zoom.us/meeting/register/tJEvceggpjwpGtZ2WqjGnhPpkeBiki5pbZU-](https://cccconfer.zoom.us/join/https://cccconfer.zoom.us/meeting/register/tJEvceggpjwpGtZ2WqjGnhPpkeBiki5pbZU-)

Meeting Participants

Committee Members Present

Natalie Aceves (co-chair), Gerlene Aquino, Melissa Bader, Janelle Brekke, Patti Brusca, Mark DeAsis, Lilia Garcia, Lisa Martin, Leticia Martinez, Daniela McCarson, Jethro Midgett (co-chair), David Schlanger, Kaneesha Tarrant (co-chair)

Committee Members Absent

Dominique Hitchcock, Tenisha James, John Moore

Guest(s)

Cecilia Ramirez, Maureen Sinclair

Recorder

Monica Esparza

1. Call to Order

- Time 12:51pm
 - Noted: Some members not in attendance due to Guided Pathways meeting; may arrive late.

2. Action Items

- 2.1 Approval of Agenda
 - MSC (McCarson/DeAsis)
- 2.2 Approval of October 28, 2021 Minutes
 - MSC (Brusca/Martin)
- 2.3 Approval of Charter for Outreach Charter

Tarrant/McCarson

- Review of the charter. Requested changes: spelling of names and roles of members section.

2.4 Student Support Services Resource Request Prioritization Rankings

- Document Reviewed-Approved by consensus

3. Discussion Item

3.1 Veterans Presentation (Obj. 6.3) Mark DeAsis - Attached

- Discussed the Veterans Resource Center Regional Services and Support Organizations.
 - US Department of Veterans Affairs
 - High level of partnership to ensure compliance
 - California Department of Veterans Affairs (Cal Vet)
 - Fee Waivers
 - Educational services and livelihood
 - Corona Vet Center
 - Provides campus visits to Norco College
 - VA Loma Linda Healthcare System
 - Closest VA hospital to the region
 - Wells Fargo
 - Financial Literacy
 - Partnerships with local UC and CSU campuses
 - Transfer Check, MAP-Military Articulation Platform, Inland Empire/Desert Regional Consortium
 - Develop a one stop shop for the new VRC
 - New workspace created to accommodate partnerships being housed in the VRC

4. Information Items

4.1 EMP Objectives Tracking – Natalie Aceves

- Organizing by objectives
- 20 objectives in Student Services
- Using software Click Up to track activities and goals to meet objectives

5. Good of the Order

California Guided Pathways 2.0

- First Convening today, 12-5pm

EduNav

- Expressed concern with outage; not only college impacted. Analysis on their end-upgrading; ready for Spring registration
- November 20, 2021 12am-8pm Down for updates and maintenance

Transfer Applications

- Ask students to submit on time. November 30th deadline
- Final workshop Friday, 11/19

7. **Adjournment**

- Time 01:41 pm

Next Meeting

Date: December 16, 2021

Time: 12:50pm

Location: Via Zoom

DRAFT



Charter for Outreach, Norco Advantage and Promise Program

Date: November 15, 2021

This Charter is established between Outreach Team, Norco Advantage Team and the Promise Program Team to structure the process and planned outcomes for the Outreach, Norco Advantage, and Promise Program teams during the one-year period of 2021/2022 academic calendar year(s).

Purpose	To increase the number of first-time, full-time enrolled students from 508 to 900. (Goal 2, Objective 2.5(KPI 7)) . To increase capture rates from feeder high schools by 4%. (Goal 1, Objective 1.4 (KPI 3)) To increase the percent of students who receive financial aid from 73% to 81%. (Goal 2, Objective 2.6)		
Guiding Principles and Assumptions	<ul style="list-style-type: none"> • Keep equity in the forefront of development and decisions. • Think about the student experience and needs first. • Utilize systems, technologies and people affectively. • Consider outside partnerships when making decisions. • Strive for continuous improvements. 		
Charge	Goal 1, 1.4 Access	KPI 3 Increase capture rates from feeder high schools by 4% or 627 students to 652 students annually.	Table at all feeder HS during lunch at least once a month and hold workshops and presentations as needed. Classroom presentations. Acceptance letter to all graduating Seniors from feeder high schools with Promise information attached. Develop flyers, webpage, and email blasts
	Goal 2, 2.5 Success	KPI 7 Increase the number of full-time enrolled students from 508 to 900.	Use a call center to encourage part-time students to go full-time. Reach out to special programs on campus to encourage their population to take full-time course load. Help with book vouchers when funding is available.
	Goal 2, 2.6 Success	Increase percent of students who apply for financial aid (FAFSA and Dream) from 73% to 81% or 4,817 students to 5,154 students.	Hold workshops at all feeder high schools on FAFSA application and Promise Program application. Table on NC campus to get the work out on the Promise Program and Financial Aid. Hold office hours for students to come for one-on- help in the Outreach offices.
Expected Deliverables	<ul style="list-style-type: none"> • Increase FTES. • Increase first-time full-time students 		

	<ul style="list-style-type: none"> • Increase students receiving Financial Aid • Continue to communicate with outside partners and college departments to coordinate outreach efforts.
Team Members	<p>The Outreach, Norco Advantage, and Promise Program workgroup members based upon expertise, title, and functional area of responsibility. (Total 17)</p> <p>Dr. Maureen Sinclair (Administrative Tri-chair) Dr. Maria Jurado (Faculty Tri-chair) Luis Diaz (Classified Professional Tri-chair) Ashley Etchison (Member) Leo Rivera Garcia (Member) TBA (Student) Marissa Iliscupidez (Member) Lilia Garcia (Engagement Center Member) Dr. Maria Gonzales (Financial Aid Member) Lorena Valencia (Financial Aid Member) Juan Alvarez (Dual Enrollment Member) Katie Arnhart (DRC Member) Sean Davis (Member) Steven Gonzales (Member) Stephanie Podeim (Member) Lorena Valencia (Member) Adriana Moreno (Member) Ana Molina (Member)</p>
Meeting Team/Pattern	The Outreach, Norco Advantage, and Promise Program workgroup will meet the third Monday of each month at 10:00 via Zoom.
Roles of Members	<p>The Co-Chairs are accountable to Outreach, Norco Advantage, and Promise Program Teams to ensure continuity of dialogue between governance tiers. Chairs are responsible for preparing agenda and facilitating meetings based on best practices and guidelines for effective facilitation.</p> <p>Members are recognized as stakeholders with important expertise and perspectives relevant to the strategic charge of the Program to Career Project Team that can help to achieve the group's charter deliverables. Members are expected to actively attend and participate in all meetings, deliberations, and decision-making processes of the Program to Career Project Team. While representing the perspectives of the constituency group to which they belong members are expected to engage in effective dialogue with Program to Career Project Team peers with the intention of finding consensus on all issues that come before the Guided Pathways and Equity Group. Members are encouraged to assume leadership roles based upon their areas of expertise and/or interest.</p>
Meeting Procedures and Expectations	<p>Members endeavor to:</p> <ul style="list-style-type: none"> • appropriately prepare for meetings.

	<ul style="list-style-type: none"> • arrive promptly and stay for the duration of entire meetings. • participate in a problem-solving approach where the interests of all participants are considered in developing proposals and recommendations and, where appropriate, distinguish between constituency versus collegewide perspectives.
Cont. Meeting Procedures and Expectations	<ul style="list-style-type: none"> • welcome all ideas, interests and objectives that are within the scope of the project team's charge. • actively listen to engage in respectful and constructive dialogue. • work with a spirit of cooperation and compromise leading to authentic collaboration. • move forward once a consensus-based decision has been made. • continue to progress with the members who are present at each meeting. • follow through on tasks that are committed to outside of scheduled meetings.

Unit	Cycle	\$ Amount Requested	What resources do you need?	Contact	Rubric Total	Council Rank
Program Review - Student Services: Disability Resource Cent	2021 - 2024	30000	In order to provide students with up to date	Greg Ferrer	170	1
Program Review - Student Services: Enrollment Services	2021 - 2024	90000	Funds for Textbooks	Mark DeAsis	164	2
Program Review - Student Services: Disability Resource Cent	2021 - 2024	7500	We are requesting an additional 5 desktop	Greg Ferrer	161	3
Program Review - Student Services: Advising and Counseling	2021 - 2024	3200	Ongoing funds to support Career Services	N Tenisha James	160	4
Program Review - Student Services: Disability Resource Cent	2021 - 2024	2000	2 apple iPads to serve as: sign in devices for	Greg Ferrer	149	5
Program Review - Student Services: Enrollment Services	2021 - 2024	6000	Kiosks at all three entrances of the SSV Buil	Mark DeAsis	148	6
Program Review - Student Services: Athletics	2021 - 2024	15000	PPE, including but not limited to PCR Testin	Mark Hartley	146	7
Program Review - Student Services: Disability Resource Cent	2021 - 2024	7000	6 surface pros. During our remote college e	Greg Ferrer	144	8
Program Review - Student Services: Disability Resource Cent	2021 - 2024	40000	a laptop card with 25 laptops to loan to stud	Greg Ferrer	142	9
Program Review - Student Services: Enrollment Services	2021 - 2024	400	Laserjet Printer. Replacement for Evaluator	Mark DeAsis	140	10
Program Review - Student Services: Disability Resource Cent	2021 - 2024	2250	1 apple laptop in order to provide trainings	Greg Ferrer	137	11
Program Review - Student Services: Disability Resource Cent	2021 - 2024	15000	7 laptop computers (for each staff, faculty a	Greg Ferrer	137	12
Program Review - Student Services: Enrollment Services	2021 - 2024	1600	Computer, Desktop, Staff - All-In-One (obj. €	Janelle Brekke	135	13
Program Review - Student Services: Special Programs	2021 - 2024	2500	16-Lab Desks-3 sided stations for student us	Daniela McCarson	134	14
Program Review - Student Services: Disability Resource Cent	2021 - 2024	75000	3 V-Go virtual student robots. These device	Greg Ferrer	132	15
Program Review - Student Services: Special Programs	2021 - 2024	1000	6-Air purifiers for each office area	Daniela McCarson	132	16
Program Review - Student Services: Special Programs	2021 - 2024	1000	3-HP Laser Jet Black/White Printers for stud	Daniela McCarson	131	17
Program Review - Student Services: Enrollment Services	2021 - 2024	150	Computer Monitor for Academic Evaluator.	Janelle Brekke	128	18
Program Review - Student Services: Disability Resource Cent	2021 - 2024	2500	5 air purifiers to ensure a safe and clean off	Greg Ferrer	127	19
Program Review - Student Services: Enrollment Services	2021 - 2024	2310	Chair, Ergonomic Task (FT Employee) (obj. €	Janelle Brekke	126	20
Program Review - Student Services: Special Programs	2021 - 2024	3000	2-Ipads for Qless check in	Daniela McCarson	125	21
Program Review - Student Services: Special Programs	2021 - 2024	5000	5-Dutch/Pony Doors-replace regular doors \	Daniela McCarson	119	22
Program Review - Student Services: Enrollment Services	2021 - 2024	4000	Office Supplies for 2021-2024	Janelle Brekke	111	23
Program Review - Student Services: Veterans	2021 - 2024	15000	Office and school supplies	Eric Betancourt	106	24

Unit	Cycle	\$ Amount Requested	What resources do you need?	Modified by Name	Rubric Total	COUNCIL RANK
Program Review - Student Services: Student Health	2021 - 2024	474000	Mental Health Supervisor	Cathleen chou	156	1
Program Review - Student Services: Advising and Counseling	2021 - 2024	239462	2 FT Classified Professionals - Edu	Tenisha James	153	2
Program Review - Student Services: Enrollment Services	2021 - 2024	119731	1 additional Student Financial Ser	Mark DeAsis	153	3
Program Review - Student Services: Advising and Counseling	2021 - 2024	95365	1 FT Classified Professional (Care	Tenisha James	152	4
Program Review - Student Services: Veterans	2021 - 2024	100978	Veterans Services Technician, Th	Eric Betancourt	150	5
Program Review - Student Services: Equity Programs	2021 - 2024	108982	FT Student Success Coach	Tenisha James	149	6
Program Review - Student Services: Student Health	2021 - 2024	288000	Funding for a Full-Time Register	Cathleen chou	149	7
Program Review - Student Services: Student Health	2021 - 2024	72000	0.2 FTE increase to Full-Time Med	Cathleen chou	148	8
Program Review - Student Services: Disability Resource Center	2021 - 2024	27000	We need to increase the senior in	Greg Ferrer	144	9
Program Review - Student Services: Veterans	2021 - 2024	160000	1 FT Director of VRC	Eric Betancourt	142	10
Program Review - Student Services: Enrollment Services	2021 - 2024	244100	Two Educational Advisors to prov	Mark DeAsis	139	11
Program Review - Student Services: Student Health	2021 - 2024	180000	Funding for a Full-Time Associate	Cathleen chou	138	12
Program Review - Student Services: Disability Resource Center	2021 - 2024	119731	Educational Advisor	Greg Ferrer	134	13
Program Review - Student Services: Equity Programs	2021 - 2024	102258	FT Student Support Specialist	Tenisha James	134	14
Program Review - Student Services: Student Health	2021 - 2024	156000	Part-time Nurse Practitioner (Pro	Cathleen chou	134	15
Program Review - Student Services: Enrollment Services	2021 - 2024	117678	Application Support Technician (1	Mark DeAsis	133	16
Program Review - Student Services: Disability Resource Center	2021 - 2024	10000	Due to the unique roles of this po	Greg Ferrer	132	17
Program Review - Student Services: Enrollment Services	2021 - 2024	117334	Outreach Supervisor	Mark DeAsis	129	18
Program Review - Student Services: Special Programs	2021 - 2024	116497	Full-time Student Resource Speci	Daniela McCaron	129	19
Program Review - Administrative: Student Services	2021 - 2024	\$146,096.	Outreach Services Supervisor	Tarrant Kaneesha	129	20
Program Review - Student Services: Advising and Counseling	2021 - 2024	151108	1 FT Manager (Transfer)	Tenisha James	128	21
Program Review - Student Services: Veterans	2021 - 2024	53918	Administrative Assistant I, The Ve	Eric Betancourt	127	22
Program Review - Administrative: Student Services	2021 - 2024	\$351,693.	3 FT Educational Advisors	Tarrant Kaneesha	127	23
Program Review - Student Services: Advising and Counseling	2021 - 2024	111991	FT Employment Placement Coord	Tenisha James	126	24
Program Review - Student Services: Enrollment Services	2021 - 2024	150000	Associate Dean of Educational Pa	Mark DeAsis	121	25
Program Review - Student Services: Enrollment Services	2021 - 2024	114041	Outreach Specialist (1 FTE)	Mark DeAsis	120	26
Program Review - Student Services: Student Health	2021 - 2024	90000	Funding for Part-Time Associate M	Cathleen chou	120	27
Program Review - Student Services: Enrollment Services	2021 - 2024	94674	Student Services Technician (1FT	Mark DeAsis	116	28
Program Review - Student Services: Enrollment Services	2021 - 2024	112758	Grants Administrative Specialist (Mark DeAsis	111	29
Program Review - Student Services: Athletics	2021 - 2024	45000	We need resources to pay for a 5	Mark Hartley	110	30
Program Review - Student Services: Enrollment Services	2021 - 2024	94674	Student Services Technician (Dua	Mark DeAsis	108	31
Program Review - Student Services: Enrollment Services	2021 - 2024	117334	Assistant Director of Admissions	Mark DeAsis	108	32
Program Review - Student Services: Athletics	2021 - 2024	95000	Supplement Salary and Benefits t	Mark Hartley	100	33
Program Review - Student Services: Athletics	2021 - 2024	15000	Student Assistant Salaries	Mark Hartley	97	34

Unit	Cycle	\$ Amount Requested	What resources do you need?	Modified by Name	Rubric Total	COUNCIL RANK
Program Review - Administrative: Student Services	2021 - 2024	\$170,000.	Budget to implement Student Am	Tarrant Kaneesha	144	1
Program Review - Student Services: Equity Programs	2021 - 2024	140000	20 additional student workers to	Tenisha James	142	2
Program Review - Student Services: Equity Programs	2021 - 2024	5000	English Tutors at 10 hours a week	Tenisha James	140	3
Program Review - Student Services: Equity Programs	2021 - 2024	20000	(HEERF) Requesting HEERF funds	Tenisha James	140	4
Program Review - Student Services: Special Programs	2021 - 2024	100000	Funds to fight hunger among fost	Daniela McCarson	138	5
Program Review - Administrative: Student Services	2021 - 2024	\$75,000.	Budget for targeted outreach and	Tarrant Kaneesha	138	6
Program Review - Student Services: Equity Programs	2021 - 2024	168000	(GP Scaling) HEERF request to sup	Tenisha James	137	7
Program Review - Administrative: Student Services	2021 - 2024	\$50,000.	Funding to create infrastructure i	Tarrant Kaneesha	137	8
Program Review - Student Services: Student Life	2021 - 2024	60000	Stable Funding to Support the Fox	Mark Hartley	135	9
Program Review - Student Services: Equity Programs	2021 - 2024	132876	Adjunct Counseling Support for Pi	Tenisha James	134	10
Program Review - Student Services: Special Programs	2021 - 2024	10000	Funds to support student and offi	Daniela McCarson	134	11
Program Review - Student Services: Special Programs	2021 - 2024	200000	Funds to support low income stuc	Daniela McCarson	133	12
Program Review - Student Services: Disability Resource Center	2021 - 2024	250000	We need a large enough testing s	Greg Ferrer	129	13
Program Review - Student Services: Special Programs	2021 - 2024	15000	14 Desktop Computers for Specia	Daniela McCarson	128	14
Program Review - Student Services: Equity Programs	2021 - 2024	2600	Retreat Supplies and equipment f	Tenisha James	127	15
Program Review - Student Services: Student Life	2021 - 2024	100000	Stable budget to assist with stude	Mark Hartley	126	16
Program Review - Student Services: Veterans	2021 - 2024	26400	The VRC needs a budget to able a	Eric Betancourt	126	17
Program Review - Administrative: Student Services	2021 - 2024	\$140,000.	Budget to support 5 Faculty Coor	Tarrant Kaneesha	126	18
Program Review - Student Services: Equity Programs	2021 - 2024	3600	Additional funds for food services	Tenisha James	121	19
Program Review - Student Services: Advising and Counseling	2021 - 2024	112000	(GP Scaling) Requesting HEERF fui	Tenisha James	115	20
Program Review - Student Services: Special Programs	2021 - 2024	10000	Funds for conference and learnin	Daniela McCarson	115	21
Program Review - Student Services: Advising and Counseling	2021 - 2024	250000	(COVID) Requesting HEERF funds	Tenisha James	114	22
Program Review - Student Services: Advising and Counseling	2021 - 2024	112000	(GP Scaling) Requesting HEERF fui	Tenisha James	113	23
Program Review - Student Services: Student Health	2021 - 2024	150000	Funding for facility build-out	Cathleen chou	113	24
Program Review - Student Services: Advising and Counseling	2021 - 2024	70000	10 additional student workers	Tenisha James	111	25
Program Review - Student Services: Enrollment Services	2021 - 2024	20000	Office space for additional staff m	Mark DeAsis	111	26
Program Review - Student Services: Advising and Counseling	2021 - 2024	0	Additional private offices for Cour	Tenisha James	109	27
Program Review - Student Services: Enrollment Services	2021 - 2024	2100	Participate in California Communi	Mark DeAsis	108	28
Program Review - Student Services: Enrollment Services	2021 - 2024	16000	Funds to purchase office supplie	Mark DeAsis	108	29
Program Review - Student Services: Athletics	2021 - 2024	50000	Funding from HEERF or General F	Mark Hartley	106	30
Program Review - Student Services: Advising and Counseling	2021 - 2024	126000	(GP Scaling) Requesting HEERF fui	Tenisha James	105	31
Program Review - Student Services: Enrollment Services	2021 - 2024	4200	Funding to attend Federal Studen	Mark DeAsis	105	32
Program Review - Student Services: Enrollment Services	2021 - 2024	9000	Funding for professional developr	Mark DeAsis	103	33
Program Review - Student Services: Advising and Counseling	2021 - 2024	140000	(GP Scaling) HEERF Funds for Stuc	Tenisha James	102	34
Program Review - Student Services: Disability Resource Center	2021 - 2024	10000	We are currently requesting a poi	Greg Ferrer	101	35
Program Review - Student Services: Advising and Counseling	2021 - 2024	2000	(GP Scaling) Requesting HEERF fui	Tenisha James	99	36
Program Review - Student Services: Enrollment Services	2021 - 2024	150	\$150 to purchase membership fo	Mark DeAsis	99	37
Program Review - Student Services: Enrollment Services	2021 - 2024	1800	Attendance in California Associati	Mark DeAsis	99	38
Program Review - Student Services: Disability Resource Center	2021 - 2024	6500	Requesting an additional 6500 th	Greg Ferrer	97	39
Program Review - Student Services: Enrollment Services	2021 - 2024	2800	additional funding to purchase th	Mark DeAsis	97	40
Program Review - Student Services: Enrollment Services	2021 - 2024	10000	Funds for general office supplies	Mark DeAsis	97	41
Program Review - Student Services: Enrollment Services	2021 - 2024	15800	Funds for Professional Developm	Mark DeAsis	96	42
Program Review - Student Services: Enrollment Services	2021 - 2024	3400	Participate in the National Associ	Mark DeAsis	92	43
Program Review - Student Services: Special Programs	2021 - 2024	500	2 Umbrellas on side of CSS 217	Daniela McCarson	81	44

PRIORITY: 5=Very; High 4=High; 3=Medium; 2=Low; 1=Very Low; 0=NA

0	Completed/Funded
1	No longer needed
2	In Progress
3	No Action-Request not related to College Mission, Str
4	No Action-Insufficient funding
5	Pending-Not enough information provided

ategic Plan, Budget Priorities, Intended Outcomes



Veterans Resource Center

Regional Services and Support Organizations

Mark DeAsis, Dean of Admissions & Records

November 18, 2021



- Educational Benefits (Services Direct to Student Veterans at Norco College)
 - CHAPTER 30: Active Duty Educational Assistance Program
 - CHAPTER 31: Veterans' Administration Vocational Rehabilitation
 - CHAPTER 33: Post-9/11 GI Bill
 - CHAPTER 22-tr: Post-9/11 GI Bill Transfer to Dependents
 - CHAPTER 1606: Selected Reserve Educational Assistance Program, Montgomery GI Bill
 - CHAPTER 1607: Reserve Educational Assistance Program
- Health Care
- Records
- Disability
- Pension
- Housing Assistance

- Fee waivers (VA dependents) and Educational Services
- Employment
- Comprehensive Healthcare
- Home Loans
- Housing
- Advocacy
- VA Claims

CORONA VET CENTER



- Counseling and Support Services
 - Couples and Family Counseling
 - Grief and Bereavement Counseling
 - Mental Health Care
 - Military Trauma
 - PTSD Care
 - Returning Service Member Care
 - Community Engagement
 - Addiction and Substance Abuse
 - Suicide Prevention
 - Veteran Connection

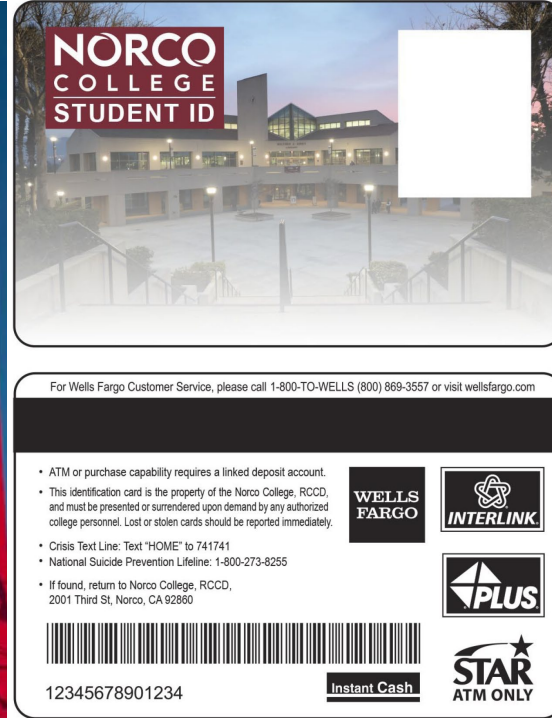


VA LOMA LINDA
HEALTHCARE SYSTEM



*A Division of VA Desert Pacific
Healthcare Network*

- Primary Care
 - Family and Internal Medicine
 - Pharmacy
 - Geriatrics
- Specialty Care
 - Audiology and Speech
 - Rehabilitation
 - Dental/Oral
- Social Programs and Services
 - Homelessness
 - LGBTQIA Vet Care
 - Social Work
 - Employment Programs
 - Addiction



Financial Literacy

- Budget and Savings
- Understanding Credit
- Home and Auto Loans
- General Financial Planning
- Building Wealth

4-Year Universities and Community Colleges

- UC Riverside
- CSU San Bernardino
- CSU San Marcos
- CSU Fullerton
- Cal Poly Pomona



- Riverside City
- Moreno Valley
- Chaffey
- Mt. San Jacinto
- Barstow
- Victor Valley
- College of the Desert
- Copper Mountain
- Palo Verde
- San Bernardino Valley
- Crafton Hills



Local Community Support Services

- Equine Horse Therapy (Norco)
- Rebuilding Warriors (Norco)
- Pets for Vets (JFK Club)
- Legion (Norco and Corona)
- Outreach and Recruitment
 - Marine Corp Logistics Base (Barstow)
 - Naval Base (Norco)
 - Job Fairs/Community Events

