Student Support Council
Agenda for September 24, 2026
12:50 PM-1:50 PM
In-Person Location: Industrial Technology Building (IT), Room 218
ZOOM | Meeting ID: 844 4814 4425 Passcode: 156303

Committee Members (total:13)

Natalie Aceves (co-chair), Nikki Capps, Chika Emerueh (ASNC), Brittany Emis, Sonia Gonzalez, Vivian Harris, John Moore, Kiandra Jimenez, Arezoo Marashi, Amy Kramer, Carla Phillips, David Schlanger, Kaneesha Tarrant (co-chair)

Quorum: 50% + 1 of actual attendees (voting members: in-person & virtual, 3-person minimum)

Subject to Brown Act: No

1. **Call to Order – Facilitator**
2. **Action Items**
   - **2.1 Approval of Agenda**
   - **2.2 Approval of Meeting Minutes from May 28, 2026**
3. **Discussion Items**
   - **3.1 Review Student Support Council Charter 2025-2030**
   - **3.2 Student Support Council Strategic Goal and Accreditation Alignment**
   - **3.3 Norco College Standard of Care Dashboard**
4. **Information Items**
   - **4.1 Student Support DEIA**
   - **4.2 ASNC**
   - **4.3 LGBTQIA2S+**
   - **4.4 Library and Academic Support**
5. **Good of the Order**
6. **Adjournment**

Meeting Schedule
Fall 2026: 09/24/26, 10/22/26, 11/19/25*
Spring 2027: 02/25/27, 03/25/27, 04/22/27 and 05/27/27

Student Support Council
Minutes for May 28, 2026
12:50 PM-1:50 PM
In-Person Location: Industrial Technology Building (IT), Room 218
ZOOM | Meeting ID: 844 9140 6190 Passcode: 015098

Committee Members | In-Person Attendees
Sonia Gonzalez, , Vivian Harris (co-chair), Kiandra Jimenez, Damon Nance, David Schlanger, Kaneesha Tarrant (co-chair)

Committee Members | Virtual Attendees

Marcos Hidalgo (ASNC)

Committee Members | Not Present Attendees

Natalie Aceves (co-chair), Nikki Capps, Steven Gonzalez, Amy Kramer, Elizabeth Lopez, Megan McDonald, Jethro Midgett, Melissa Olivieri, Caroline Hutchings

Guests:

Matthew Dumlao

Recorder:

Cecilia Ramirez

Subject to Brown Act: No

1. Call to Order – Facilitator V. Harris
Time: 12:53 PM

2. Action Items

2.1 Approval of Agenda

MSC:

2.2 Approval of Meeting Minutes from April 23, 2026

MSC:

2.3 Approval of Student Support Council Charter 2025-2030

MSC: Discussion occurred regarding the committee membership and how the positions will be appointed. The titles will be used instead of the name to allow flexibility in who may be appointed as a committee member.

If approved, quorum would be 7 members. With the new structure, there is a need for guided pathways experts but currently do not have leads. Membership 14, voting is 13.

3. Discussion Items

3.1 Dual Enrollment

Summary: Program objectives of Dual enrollment to start with 9th graders, to increase efforts of HS students completing at least 12 units by the time they graduate. The effort is to align our goals.

Discussed the 3 versions of dual enrollment, dual offers courses at the high school, concurrent students take a college course on campus with college students, middle college, high school located on a college campus and complete courses on both campuses.

Dualenroll.com was implemented to help ease the process of enrollment.

Retention rates show high persistence at the middle college v. dual enrollment with a slight difference between the 2 populations

Success rates using the DEEP framework, focusing on outreach for underrepresented families, motivation, and advising students to align their coursework with their career goals.

With data reported, there is a need for additional resources and staffing. In addition to creating operational funding for dual enrollment efforts, both requests are being added to program review for next year.

4. Information Items

4.1 Commencement

6/12/2026 at soccer field, 337 caps and gowns purchased, degrees/certs processed to date, students are still applying for summer interested in participating in commencement, evaluations will be connecting with the students about cap/gown. There is a growth of 100 more students this time this year. Final numbers are normally provided to the community by Dr. Green. ASNC funds have been expended for this commencement. Special Programs also purchase students from their own programs. Fashion for Change, student club, intersection of fashion and sustainability, this project is working to create a loaner program in the summer for caps/gowns.

No tickets will be required, no student rehearsals, video will be sent out to the participants

4.2 Annual Council Calendar

Creation of a calendar of activities/topics to discuss.

5. Good of the Order

Quorum was not met, e-voting will be sent 3 days after the meeting, give 5 days to vote, no voting on agenda or minutes, send e-vote report to council. Send via MS Form.

Registration is now open for Summer/Fall

6. Adjournment

Time: 1:54

Meeting Schedule

Fall 2025: ~~09/25/25~~, ~~10/23/25 and 11/20/25*~~
Spring 2026: ~~02/26/2026~~, ~~03/26/2026~~, ~~04/23/2026~~ and 05/28/2026

Fall 2026: 09/24/26, 10/22/26, 11/19/25*
Spring 2027: 02/25/27, 03/25/27, 04/22/27 and 05/27/27
Meeting will be held in IT*218 for 2026/2027

Council & Committee Charter (2025-2030)

Name of Council/ Committee: Student Support Council

Description (25-50 words):	The Student Support Council provides strategic direction and ensures the coordinated delivery of academic learning support and student services, aligned with the Standard of Care to advance equitable access and student success throughout students' educational journeys.
Brown Act (Yes or No):	No
Meeting Schedule:	The Student Support Council (SSC) meets monthly on the fourth Thursday of the month from 12:50pm to 1:50pm, with Zoom option, for Fall and Spring Terms. Contact the co-chairs to place an item on a future agenda.
Chair(s):	Natalie Aceves (CSEA), Vivian Harris (Faculty), Kaneesha Tarrant (Management)
Committee Membership (13):	• Vice President Student Services, Chair– Administrator • Administrator with oversight in Student Services – Administrator • Administrator with oversight in Enrollment Services– Administrator • Administrator with oversight in Equity– Administrator • Counseling Faculty Representative– Faculty • Library Faculty Representative– Faculty • Faculty representative for Tutorial Support (e.g. English or Math faculty)– Faculty • Faculty representativewith knowledge/experience in Guided Pathways/Faculty Advising– Faculty • Representative with knowledge/experience as Educational Resource Advisor– Classified Professional • Representative with knowledge/experience in financial aid programs– Classified Professional • Representative with knowledge/experience in equity programs and learning communities– Classified Professional • Representative with knowledge/experience in tutoring, learning support and academic support– Classified Professional • ASNC representative – Student • ASNC alternate (non-voting unless primary member is absent) – Student
Reports and Recommends to:	The Student Support Council makes recommendations to the College Council and the Vice President of Student Services.
Required Reports and Updates:	1. **Annual Resource Request prioritization** 2. **Accreditation**
Key Performance Indicators/Goals:	(1) Access (2) Success (5) Workforce
ACCJC Accreditation Standard(s):	2.4, 2.7, 2.8,2.9

Equity Focus:	**Coordinate programs and services to achieve equitable student success outcomes aligned with Key Performance Indicators and the Standard of Care.**
Edition Date:	April 20, 2026
Link to council/committee site with Membership Roster: www.norcocollege.edu/	

ACCJC Accreditation Standard	Goal/Objective	Example Task
2.4 2.7 2.8 2.9	(1) Access (2) Success (5) Workforce	Review, evaluate, and provide recommendations regarding continued improvements in effectively supporting students' unique educational journeys through comprehensive student support and engagement.

Student Services	Goal 1: Access Goal 2: Success Goal 5: Workforce	1.2 Increase annual headcount by 3% 1.3: Increase capture rates from feeder high schools by 4% annually 2.3 Increase First-term to Second-Term Persistence of first-time students by 3% annually 2.4 Increase 3-year degree/certificate completion by 3% annually 2.5 Increase 3-year transfer rate by 3% annually 2.6 Increase the number of students who receive aid by 6% annually 5.2 Increase student enrollment in career pathways to living-wage careers

STRATEGIC GOAL & ACCREDITATION ALIGNMENT

Student Support Council

Aligned Division: Student Services | **Planning Framework:** 2030 SPGM Division Goal Alignment

STRATEGIC GOAL ALIGNMENT	
1.2	**Goal 1: Access** Increase annual headcount by 3% annually
1.3	**Goal 1: Access** Increase capture rates from feeder high schools by 4% annually
2.3	**Goal 2: Success** Increase First-term to Second-Term Persistence of first-time students by 3% annually
2.4	**Goal 2: Success** Increase 3-year degree/certificate completion by 3% annually
2.5	**Goal 2: Success** Increase 3-year transfer rate by 3% annually
2.6	**Goal 2: Success** Increase the number of students who receive aid by 6% by 2030
5.2	**Goal 5: Workforce** Increase student enrollment in career pathways to living-wage careers

ACCREDITATION STANDARD ALIGNMENT	
2.4	The institution communicates clear, accurate, and accessible information regarding programs, services, and resources that foster success in students' unique educational journeys.
2.7	The institution designs and delivers effective services and programs that support students in their unique educational journeys, address academic and non-academic needs, and maximize their potential for success. Such services include library and learning resources, academic counseling and support, and other services the institution identifies as appropriate for its mission and student needs.
2.8	The institution fosters a sense of belonging and community with its students by providing multiple opportunities for engagement with the institution, programs, and peers. Such opportunities reflect the varied needs of the student population and effectively support students' unique educational journeys.

Meeting Use: Use this one-page reference to connect council work, planning conversations, and evidence of continuous improvement to the College's strategic goals and assigned ACCJC accreditation standards.
Source: 2030 SPGM Division Goal Alignment (provided PDF) and Council Accreditation Assignments.

Standard of Care Dashboard
Fall 2026

The following table highlights the status of the work completed for the Standard of Care in the 2025-2026 academic year at Norco College.

Progress at a Glance

Total Objectives	Complete	In Progress	Not Started
21	5	15	1

Standard of Care Tracker

ID	Area	Objective	Status	Next Steps
A1	Standard of Care	Develop a comprehensive shared definition of the Standard of Care for holistic student support beyond the role of counseling, advising, and tutoring.	**Complete**	Operationalize the definition across the college.
A2	Standard of Care	Establish standardized operational hours, modalities, and procedures for counseling, advising, and tutoring.	**Complete**	Discuss and document service-delivery protocols.
A3	Standard of Care	Define the case management model and tool(s).	**In Progress**	Expand case management notes and utilization.

ID	Area	Objective	Status	Next Steps
A4	Standard of Care	Define the role of Educational Resource Advisors based on the revised job description.	**Complete**	
A5	Standard of Care	Define the role of academic support, including tutoring, supplemental instruction, study groups, support classes, and embedded tutoring.	**Complete**	
A6	Standard of Care	Define the role of instructional faculty.	**In Progress**	Review recommendations.
A7	Standard of Care	Develop Standard of Care metrics in alignment with institutional KPIs.	**In Progress**	Map Standard of Care metrics to KPIs.
A8	Standard of Care	Evaluate real-world implementation of the ratio model.	**Not Started**	Conversation with District Office and next steps.
B1	Communication	Develop marketing strategies to communicate the value of academic advising and the services available.	**In Progress**	Develop marketing campaigns for advising and academic counseling services.
B2	Communication	Develop strategic communication to normalize the use of tutoring.	**In Progress**	Use focus-group findings to refine messaging and track tutoring utilization.
B3	Communication	Utilize the full capacity of Canvas to improve communication with students.	**In Progress**	Review Canvas features or integrations and recommend next steps.
C1	Engagement	Revise the Early Alert system to an anytime alert.	**In Progress**	Review recommendations from workgroup with District IT.
C2	Engagement	Revise the Early Alert response system to include role clarification and a feedback loop.	**In Progress**	Review recommendations from workgroup with District IT.

ID	Area	Objective	Status	Next Steps
C3	Engagement	Increase engagement with tutorial support services.	**In Progress**	Review utilization and outcome data by disaggregated student groups and revise the tutorial-services plan based on findings.
D1	Technology and Data	Develop functional requirements for the various components of the Standard of Care based on the college definition.	**In Progress**	Continued implementation of Element 451 and assessment of tools with Colleague SAAS implementation
D2	Technology and Data	Assess existing IT systems to support the functional requirements.	**In Progress**	Follow-up with district IT.
D3	Technology and Data	Identify additional tools and support services needed to meet functional requirements.	**In Progress**	Discuss needs.
D4	Technology and Data	Develop and implement a Data Governance manual.	**In Progress**	Coordinate with Institutional Effectiveness.
D5	Technology and Data	Develop a standardized process for data codes, data collection, and dissemination.	**In Progress**	Coordinate with Institutional Effectiveness.
D6	Technology and Data	Create data visualization tools (for example, Power BI) for college and public use.	**In Progress**	Coordinate with District IE on dashboard timeline.
E1	Other	Transition Tutorial Services from WC Online to SARS to align with other Student Services departments and programs.	**Complete**	