Student Support Council
Agenda for October 22, 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 (co-chair), 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 September 24, 2026**
   - **2.3 Approval of Caring Campus Committee Charter**
   - **2.4 Approval of Tutoring Standard of Care Advisory Group Charter**
   - **2.5 Approval Student Services Resource Requests Prioritization**
3. **Discussion Items**
   - **3.1 Survey of Effectiveness**
   - **3.2 Enrollment Services Updates**
   - **3.3 Marketing and Enrollment Strategies Winter/Spring**
4. **Information Items**
   - **4.1 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 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)

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

Virtual: Amy Kramer

Guests: None

Recorder: Cecilia Ramirez

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

Subject to Brown Act: No

1. Call to Order – Facilitator, Dr. Kaneesha Tarrant

Time: 12:51 PM

The meeting started with introductions of new members based on the updated charter.

2. Action Items

2.1 Approval of Agenda

MSC: Emerueh/Harris

Corrections: 4.1 should read DEIA, not student support DEIA

Approval: by consensus

2.2 Approval of Meeting Minutes from May 28, 2026

MSC: Jimenez/Moore

Corrections: None

Approval: By consensus

3. Discussion Items

3.1 Review Student Support Council Charter 2025-2030

2025-2026, reviewing the governance aligning with KPI, strategic planning and educational master plan. The meeting focused on reviewing and aligning the Student Support Council's charter with the college's strategic planning governance

manual and educational master plan. The council discussed their revised committee membership structure, which now includes administrators, faculty representatives, and student services staff, along with their key performance indicators focusing on access, success, and workforce outcomes. A question was raised about percentage increases for metrics, with clarification that they represent a 3% annual increase from the starting benchmark rather than a percentage above the institution's standard. Amy Kramer will serve as Faculty Co-Chair for SSC.

3.2 Student Support Council Strategic Goal and Accreditation Alignment

With leadership from Dr. James, the matrix provided the council alignment with the college. The meeting focused on aligning student support council strategic goals with accreditation standards and provided an update on the standard of care initiative at Norco College. The discussion clarified the distinction between operational and strategic work, emphasizing that the council should focus on strategic recommendations rather than day-to-day operations. An update was shared on the standard of care progress, which included 21 objectives with 5 completed, 15 in progress, and 1 not started, covering areas such as case management models, academic support roles, and technology implementation. The team discussed challenges with Element 451 system implementation and the need to fully utilize existing technology before pursuing new solutions.

No questions or comments from the council.

3.3 Norco College Standard of Care Dashboard

The district is working towards aligning all the services across 3 colleges. Districts charge determining the resources needed to meet equitable access. Based on the Standard of Care, NC needs more intrusive, increase in personnel based FTES *students not enrollment model.

Spring 2025 with the help of a partnership resource team, met to operationalize the definition of "Standard of Care."

Case management project with templates to ensure the same information was collected for each student interaction was shared by counseling and educational resource advisors.

Focus groups: students, faculty, and surveys to determine the resources needed.

SPR created in collaboration with Academic Affairs on how to determine the connection between standard of care and instructional faculty.

Determining the best way to improve overall student communication in collaboration with Dr. James, Dr. Jimenez, Dean Gonzalez, and Dr. Tarrant.

Harris shared with the council on the charge for the early alert system to essentially is any alert system that can be used across the college by all personnel. Three companies were presented to the academic senate on their recommendation.

Determining students who are not using tutoring students and finding out how to connect with those who are not utilizing our learning resources.

Element451 is used at the beginning of a student's onboarding process, not the full cycle of their academic career, which has caused some delay.

The district will be transitioning to Colleague SAS and bringing these efforts into 1 platform.

Positive feedback received regarding the current check-in process in the LRC.

Tarrant will present this dashboard at the beginning of the academic year and at the end.

What is the rubric to determine if a task is completed? No rubric is currently in place.

4. Information Items – each council reports back to a council, each council is being asked to report back, this will stand as a reoccurring on the agenda

4.1 ~~Student Support~~ DEIA: No report

4.2 ASNC: Senate meeting on Fridays, in CSS 217, encouraging attendance.

4.3 LGBTQIA2S+: No report

4.4 Library and Academic Support: Library, ASNC, LRC, WRC... new fulltime faculty outreach librarian started in Fall 2026, Fabiola Perez. New signs advertising the services available at the library. All loaner laptops are currently checked out. Moving forward, the library is working on parameters to participate in this program. Working on updating the website to be ADA accessible. The library is also working on keeping the records as up to date as possible before moving into the new building. If there are any archives, please send them to the library, catalogs, contracts, etc. To request a quick in class presentation on the Library services, complete the form online: Library Workshop Request

Increasing visibility, new CAP events, the last event was standing room only. The goal is to have a CAP event once a semester.

Working with Prof. Capps to create ENG-4 course/tutoring and outreaching to the Equity Programs.

5. Good of the Order

As of July 1, 2026, all student ID cards have the Trevor project listed on the back.

6. Adjournment

End time: 1:52 PM

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

Council & Committee Charter (2025-2030)

Name of Council/ Committee: Caring Campus Committee

Description (25-50 words):	The Caring Campus Committee advances a collegewide culture of connection, care, and student support by coordinating Caring Campus behavioral commitments, communication, classified professional development, resource awareness, and cross-division practices that strengthen warm referrals, employee engagement, student belonging, and access to timely, accurate support.
Brown Act (Yes or No):	No
Meeting Schedule:	TBD Monthly
Chair(s):	Caring Campus Co-Chairs (Classified Professionals from initial Caring Campus cohort)
Committee Membership:	Classified professional representation from the following areas: • Admission & Records • Counseling • Dual Enrollment • Equity Programs • Facilities • Health & Psychological Services • Outreach • Special Funded Programs
Reports and Recommends to:	Student Support Council
Required Reports and Updates:	Provide regular implementation updates on Caring Campus behavioral commitments, communication and engagement tools, professional development, cross-division coordination, and progress on annual priorities. Executive Sponsors: Vice Presidents of Student Services, and Planning & Development
Key Performance Indicators/Goals:	Goal 2: Student Success (2.1-2.6) Goal 4: Professional Development (4.1)
ACCJC Accreditation Standard(s):	Standard Alignment 2.4, 2.8, 3.2
Equity Focus:	Promote equitable access to information, services, and support by strengthening consistent, caring, and culturally responsive interactions and referrals for all

	students, with attention to students who experience barriers to navigating college systems.
Edition Date:	**October 2026**
Link to council/committee site with Membership Roster: www.norcocollege.edu/	

Council & Committee Charter (2025-2030)

Name of Council/ Committee: Tutoring Standard of Care Advisory Group

Description (25-50 words):	The charge of the Tutoring Standard of Care Advisory Group is to strengthen student success by developing and applying the key identified focuses of the Tutoring Standard of Care Workgroup: (1) Marketing and Promotion, (2) Collaboration with Faculty, and (3) Data-Informed Decision Making. The group will provide recommendations to identify, refine, and apply Tutoring Standard of Care concepts, priorities, and outcomes in order to determine and implement next steps and ongoing improvements to tutorial support services at Norco College.
Brown Act (Yes or No):	**No**
Meeting Schedule:	**Fall and Spring on 3rd Tuesdays 10-11 am**
Chair(s):	**Damon Nance; Arezoo Marashi**
Committee Membership:	**5 Faculty, 1 Academic Support Coordinator, 1 Dean, Technology and Learning Resources, 2 Tutors**
Reports and Recommends to:	**Student Support Council**
Required Reports and Updates:	**LRC Report Out (SSC)**
Key Performance Indicators/Goals:	**Student Services Goal 2, KPI 2.3, 2.4, and 2.5**
ACCJC Accreditation Standard(s):	**Standard 2.7**
Equity Focus:	**Vision Goal Completion**
Edition Date:	**10/20/2026**
Link to council/committee site with Membership Roster: www.norcocollege.edu/	

Student Support Council

Resource Request Review and Prioritization Process

October 2026

1. Before beginning the initial ranking process, each department manager will review the current Program Review for their respective area and be familiar with the goals, needs, assessment findings, and strategic priorities identified within the program review.

2. Managers responsible for Program Review submissions will meet with their respective staff or department members to review and discuss the resource requests for their areas including new and previously unfunded requests. Those managers will then rank each of their area's items in order of importance in program review.

3. Student Services managers will individually rank all resource requests submitted for the division (e.g. items, budget, and staff). These individual rankings will be compiled into an initial prioritization list that is reviewed during a Student Services Management meeting.

4. Following the Student Services Management meeting, the Student Services deans and Vice President of Student Services will review the draft division rankings.
    a. The deans and Vice President may reprioritize requests, when needed, based on division-wide considerations, emerging needs, available resources, operational priorities, or other relevant factors. Any changes to the draft rankings will include a written rationale.

5. Following the dean and Vice President review, the resulting sequential rankings for the Student Services Division will be presented to the Student Support Council for review, discussion and recommendation.
    a. Managers and/or area leads responsible for ranked requests may be invited to attend the meeting to provide additional information and respond to questions.

6. The Student Support Council's approved recommendations will be forwarded to College Council for consideration.

7. The approved Student Support Council recommendations will be forwarded to Executive Cabinet for funding consideration based on available resources and institutional priorities.

8. Deviations by Executive Cabinet from the council rankings should be included in the College President Memorandum.

2026-27 Ranking Recommendations: Budget

AREA	YEAR	AMOUNT	BUDGET REQUEST	SCORE	RANK
Advising and Counseling	2024 - 2027	$430,000	Overload and Adjunct Counselor Funding	25	**1**
Student Services: Library and LRC	2026 Update	$30,000	LIB - Increase Workload for current 5 hour/week Library Technician position to 19 hours/week	36	**2**
Student Services: Student Life	2024 - 2027	$210,000	Sustained - Commencement Budget	37	**3**
Student Services: Student Life	2024 - 2027	$150,000	Funding for permanent confidential space for mental health counseling	38	**4**
Student Services: Special Programs (DRC)	2025 Update	$5,000	Testing Room sound masking/white noise installation	39	**5**
Student Services: Advising and Counseling	2024 - 2027	$20,000	Outreach Aides	42	**6**
Administrative: Student Services	2025 Update	$30,000	Sustained - Funding to support student employees/peer mentors	50	**7**
Student Services: Enrollment Services	2024 - 2027	$20,000	Office Construction for Financial Aid Assistant Director	54	**8**
Student Services: Advising and Counseling	2024 - 2027	$5,000	Student Engagement Activities	54	**9**

2026-27 Ranking Recommendations: Items

AREA	YEAR	AMOUNT	REQUEST TITLE	SCORE	RANK
Student Services: Advising and Counseling	2026 Update	$5,000	SAM (Student Accommodation Manager) Database Management License	35	**1**
Student Services: Advising and Counseling	2026 Update	$2,000	Learning Disability Assessment Kit	35	**2**
Student Services: Advising and Counseling	2026 Update	$5,500	SignGlasses Platform Access	39	Pause in first pilot year
Student Services: Library and LRC	2026 Update	$75,000	LIB - Laptops (25) for Student Laptop Loan Program	46	**3**
Student Services: Library and LRC	2026 Update	$30,000	LRC - Laptops for In-Center Tutorial Services Use	47	**4**
Student Services: Advising and Counseling	2026 Update	$2,000	SARS Admin Training	50	**5**
Student Services: Advising and Counseling	2026 Update	$25,000	Outreach Services Operational Funds	51	**6**
Student Services: Advising and Counseling	2026 Update	$10,000	Parent Engagement Outreach Workshops	51	**7**
Student Services: Advising and Counseling	2026 Update	$7,000	Summer Bridge / NC Kickoff Funding	54	**8**
Student Services: Advising and Counseling	2026 Update	$2,000	Swell Form Graphics Machine and Supplies	60	**9**
Student Services: Library and LRC	2026 Update	$25,000	LRC - Staff and Student Kiosk (Login/Out for Tutoring) Computers for Tutorial Services	73	**10**
Student Services: Enrollment Services	2026 Update	$2,500	Upward Bound Office Furniture	74	**11**
Student Services: Library and LRC	2026 Update	$2,500	LIB/LRC - Panic Button Security Alarms for Library and LRC	84	**12**
Administrative: Student Services	2026 Update	$10,000	Resources: Software and Equipment for Graphics and Media Production	84	**13**
Administrative: Student Services	2025 Update	$9,150	Software and Equipment for Media Production	98	**14**

2026-27 Ranking Recommendations: Staff

Unit	Year	Amount	Request Title	TOTAL	RANK
Student Services: Enrollment Services (SFS)	2024 - 2027	$53,128	Moving 19 hr Financial Aid Office Assistant to 100%	59	**1**
Student Services: Advising and Counseling (DRC)	2025 Update	$200,000	Part-time interpreter	62	**2**
Student Services: Enrollment Services (A&R)	2025 Update	$112,905	Full-Time Office Assistant for Welcome Center	66	**3**
Student Services: Enrollment Services	2024 - 2027	$108,076	Operations Assistant at 50% and Student Services Specialist at 40% plus benefits	68	**4**
Student Services: Enrollment Services (SFS)	2024 - 2027	$65,490	Financial Aid Outreach Specialist Full-time	69	**5**
Administrative: Student Services	2026 Update	$162,599	Application Specialist	76	**6**
Student Services: Student Life	2025 Update	$151,000	Educational Resource Advisor for Basic Needs & Wellness	80	**7**
Student Services: Student Life	2026 Update	$137,891	Student Activities Administrative Technician (correction)	82	**8**
Student Services: Enrollment Services (VRC)	2026 Update	$105,000	Veterans Services Specialist (31 hrs/0.775 FTE)	88	**9**
Student Services: Student Life	2026 Update	$20,000	NaBita Training 2026-27	92	**District Funded**
Student Services: Enrollment Services (A&R)	2025 Update	$3,000	Professional Development Funds	93	**10**
Student Services: Library and LRC	2025 Update	$121,243	LRC - FT Tutorial Services Clerk 2024-27	93	**11**
Student Services: Advising and Counseling	2026 Update	$137,891	Administrative Technician, Testing Center	95	**12**
Administrative: Student Services	2025 Update	$20,000	NaBita Training	98	**13**
Student Services: Enrollment Services (A&R)	2026 Update	$25,000	Student Services Specialist (PT @ 31 hrs) to FT	102	**14**
Administrative: Student Services	2024 - 2027	$30,000	Division Retreat (5)	117	**15**

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, Strategic Plan, Budget Prioritie
4	No Action-Insufficient funding
5	Pending-Not enough information provided

ENROLLMENT SERVICES UPDATE

STUDENT SUPPORT COUNCIL

OCTOBER 22, 2026

NORCO COLLEGE

INFORMATIONAL ITEMS

- Reimagine Apply CCCCO Project
- BankMobile Incident
- Academic Renewal

INTRODUCING CCCSTART: A SIMPLER APPLICATION

CCCApply

- Longer, more complex
- More questions upfront
- Broader data collection
- Collected citizenship information
- More detailed residency questions

CCCStart

- Shorter, streamlined
- Fewer, smarter questions
- Personalized onboarding
- Citizenship status questions removed
- Simplified residency questions

NEW STUDENT EXPERIENCE

During Admission

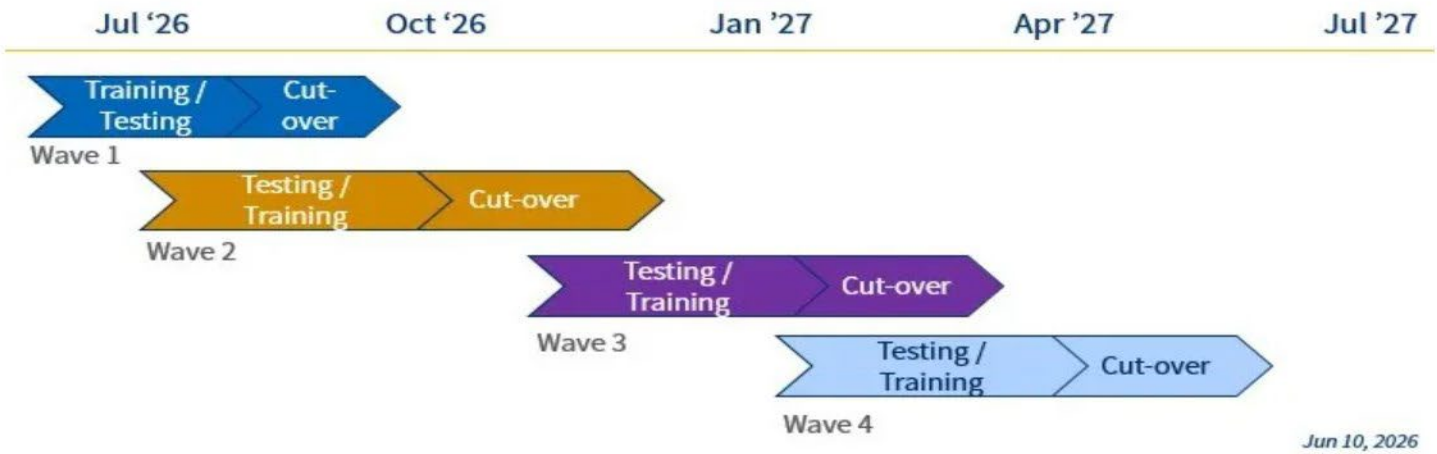
- Admission eligibility
- Student record creation
- Required admission information

After Admission

- Academic advising & counseling
- Basic needs & other support services
- Program interests & referrals

RCCD TIMELINE FOR CCCSTART

Wave Cutover Timing



Wave 1: July 2026 – October 2026, Training/testing and cutover
Wave 2: July 2026 – December 2026, Testing/training and cutover
Wave 3: December 2026 – March 2027, Testing/training and cutover
Wave 4: January 2027 – June 2027, Testing/training and cutover

BANKMOBILE SECURITY INCIDENT

- October 2026: BankMobile (3rd party vendor used for disbursing student financial aid) experienced a security incident involving high-risk activity
- Statewide Response: CCCCO responded with precautionary measures to protect student financial aid funds
- Student Impact: Impacted colleges were asked to suspend electronic disbursements

STUDENT FINANCIAL SERVICES IMPACT

- **Student Communication:** RCCD notified students via email and text message about changes to the disbursement process
- **Paper Check Disbursements:** RCCD printed hard copy checks for students to ensure students received their funds
- **Flexible Delivery Options:** RCCD provided students the option to have their checks mailed
- **Extended Service Hours:** NC offered extended Cashier's Office hours to accommodate student check pickups

ACADEMIC RENEWAL

- Gives students a fresh academic start by excluding eligible substandard grades (D, F, FW, or NP) from their GPA calculation
- Courses and grades remain visible on the student's transcript
- Recognizes students who have demonstrated academic improvement
- Recent changes to Title 5 have led to easier access to renewal

ACADEMIC RENEWAL

Current Guidelines

- Maximum 24 units
- Completion of 18 subsequent units with a 2.0 GPA
- Required 12-month waiting period
- Granted only once

New Guidelines

- No maximum unit limit
- Completion of 6 semester units with a 2.0 GPA or Pass grades
- No waiting period
- Multiple requests permitted

ACADEMIC RENEWAL TIMELINE

- September 2026: Revised Title 5 §55046 regulations adopted
- October 2026: RCCD begins revision process
- March 2027: Deadline to align local policies, procedures, forms,and communication

QUESTIONS

- What questions or feedback do you have?

- What opportunities exist for cross-departmental collaboration to continue supporting our students?

Student Support Council

Marketing & Enrollment Strategies: Winter/Spring 2026–27

Purpose. Identify the most important communication and outreach needs for four key audiences so that Winter/Spring marketing and enrollment strategies are responsive to how different students and families experience Norco College.

Discussion prompt: For your assigned audience, identify one priority message or outreach need for your assigned audience. Focus on the student/family need—not the specific marketing tactic. Be prepared to share one recommendation.

As you discuss, consider: What barrier are we trying to prevent? What action do we want this audience to take? What information, reassurance, or connection would make that action easier?

Audience	Issues	Consider
1. Dual Enrollment Students	Increase access to dual enrollment across high school sites and increase enrollment in non-traditional student populations.	What do we need to communicate to potential dual enrollment students at Norco College? What information, reminders, or support would help dual enrollment students successfully navigate winter/spring enrollment, understand their next steps, and stay connected to Norco College?
2. Continuing Students	Continuing students tend to register for classes late, often leading to class cancellations due to low enrollment.	What reminders, support, or calls to action would help current students register, persist, use support services, and continue toward completion?
3. Adult Learners	Increase adult learners in credit and non-credit offerings.	What information would make Norco College feel accessible and realistic for adults returning to college, changing careers, or balancing work and family?
4. Parents / Community	Parents play an influential role in many students' academic choices.	What should parents, families, and community members understand so they can confidently encourage and support prospective or current students?

Recommendations

1. _____

2. _____

3. _____

Committee Name: Library & Academic Support Committee

Meeting Date: 10-13-26

Update:

I. Library
   a. Spring 2027 book selection is How to Feel Loved by returning local author & UCR faculty member, Sonja Lyubomnisky.
   b. Open mic poetry event will be held in the library & Zoom on Thursday, November 5 during college hour (12:50-1:50pm).
   c. The committee is reviewing its charter and mission statement.
   d. Students were encouraged to participate in brain breaks in the library to destress (during midterms week).
   e. Banned Books display is currently available in the library foyer.
      1. Dia de los Muertos altar will replace this display during the first week of November.
   f. The Instructional Design Librarian has designed assessment forms for research workshops and is working on creating assessment surveys for library events.
   g. The Instructional Design Librarian has been creating videos and tutorials for faculty. The Request form is available on the library website.
   h. The library website is being revamped.

II. Associated Students of Norco College (ASNC)
   a. No report

III. Learning Resource Center (LRC)
   a. *Tutoring is for Every Mustang* video is available on the LRC website.
   b. LRC is providing online tutoring support for Rising Scholars students taking ENGL-C1000, STAT-C1000 and COMM-C1000 courses.
   c. Tutoring outcome data from spring 2026 suggest that:
      1. Overall, students who use tutoring have a higher success rate than students who don't use tutoring.
      2. Students who remain engaged with tutoring throughout the semester tend to have stronger academic outcomes.
      3. Students across most demographic categories who participated in tutoring had higher success rates than their peers in the same courses (except for Black/African American students).
      4. Most courses with meaningful tutoring participation showed positive differences in success rates.

IV. Writing & Reading Center (WRC)

a. Nikki is working with Lenny on creating a WRC Canvas shell so that students have all their requirement information in one place.
b. Nikki is running a winter Eng 4 for special equity programs, including Umoja, Puente, Men of Color, and possibly Rising Scholars. These future writing tutors will be embedded in the corresponding classes in spring.
c. QR Code data - 187 visits, 93 written responses so far with 100% positive feedback
d. Online personal insight questions (PIQ) workshop tomorrow from 4-6pm in collaboration with the transfer center
e. New batch of 16 workshops has just launched today. Workshop attendance is great this semester.