



Student Support Council

Agenda for May 16, 2024

12:50-1:50pm

Location: Industrial Technology Building (IT), Room 110

Committee Members (total:16)

Natalie Aceves (co-chair), Melissa Bader, Kaytlyn Blank, Samantha Cannon, Caroline Hutchings, Amy Kramer, Elizabeth Lopez, Lisa Martin, Daniela McCarter, Jethro Midgett (co-chair), Ross Miyashiro, Brittney Sanchez, David Schlanger, Sheree Summers, Kaneesha Tarrant (co-chair), Kimberly Thomas.

Quorum: # 9

Subject to Brown Act: No

1. Call to Order

2. Action Items

2.1 Approval of Agenda

2.2 Approval of Meeting Minutes from April 25, 2024

3. Discussion Items

3.1 Report of Effectiveness

3.2 Bellwether Presentation

3.3 Faculty Representative Recommendation

4. Information Items

4.1 N/A

5. Good of the Order

6. Adjournment



Student Support Council Minutes for May 16, 2024

12:50-1:50pm

Location: Industrial Technology Building (IT), Room 110

Committee Members (total:16)

Meeting Participants

Committee Members Present

Natalie Aceves (co-chair), Samantha Cannon, Caroline Hutchings, Amy Kramer, Lisa Martin, Daniela McCarson, Jethro Midgett (co-chair), Ross Miyashiro, David Schlanger, Kaneesha Tarrant (co-chair), Kimberly Thomas

Committee Members Not Present

Melissa Bader, Kaytlyn Blank, Elizabeth Lopez, Brittany Sanchez, Sheree Summers

Recorder

Monica Esparza

1. Call to Order

- Time 12:51 PM

2. Action Items

2.1 Approval of Agenda

- MSC McCarson/Midgett
- Approved by consensus

2.2 Approval of Meeting Minutes from April 25, 2024

- MSC Midgett/Martin
- Approved by consensus

3. Discussion Items

3.1 Report of Effectiveness

- Tri-Chairs drafted a report
 - Making available to Council to make edits.
 - Last sentence in Evaluation of Survey feedback
 - Update “were” to “and”
 - Moving to College Council for review in Fall

3.2 Bellwether Presentation

- Jethro Midgett and David Schlanger presented-*attached presentation*
 - Scale-only from incoming first-time intervention
 - For ongoing students, system can be automated
 - Can follow up with continuing students
 - Solved by February 25th
 - Goal this summer to have done by September
 - Common Application
 - Holistic component to application
 - In general, seeing increases
 - Referrals to programs
 - Full Service Assessment
 - Data inconsistent
 - Varied by program
 - Hard to determine successfulness

3.3 Faculty Representation Recommendation

- Kaneesha Tarrant presented currently in Student Support Council Charter
 - SBS/Guidance/Counseling– Faculty
 - Counseling Faculty Representative– Faculty
 - Counseling Faculty Representative– Faculty
 - Faculty rep from Guided Pathways/Faculty Advisors– Faculty
 - Faculty rep from Guided Pathways/Faculty Advisors– Faculty
- Suggested faculty representation
 - Library
 - Instructional
 - CAP Faculty

1. Information Items

- N/A

2. Good of the Order

- Strategic Enrollment Management Plan-Final Convening Mini Retreat, May 29, 24. Operational plan draft to implement SEM
- 3rd Annual Asian American Native Hawaiian Pacific Islander Heritage Month Celebration - Tuesday, May 21st from 12-2PM, Amphitheater. Highlighting Polynesian cultural.
- Orientation Registration Lab-Need a counselor or an Educational Advisor there.
- AB928 Implementation, August 01, 2024
- Orientation ONC-Discussion on removing “C”; restoring to “C” means “See a Counselor”

3. Adjournment

Time 1:53 PM

Spring 2024 Meeting Dates:

- ~~February 22~~
- ~~March 28~~
- ~~April 25~~
- May 16 (meeting moved due to Distinguished Faculty Lecturer)

Next Meeting Fall 2024



Holistic Student Supports

A Foundation for Equity in Guided Pathways

NORCO
COLLEGE

Bellwether College Consortium
Planning, Governance, and Finance Category

THE NORCO COLLEGE TEAM



Mr. Jethro Midgett
Counselor,
GP Coordinator



Dr. Tenisha James
VP, Planning and
Development



Dr. Monica Green
President



Mr. David Schlanger
Interim Dean,
Student Services



Mrs. Lilia Garcia
Interim Program
Manager, Title V Grant

The Challenge: Preventing Student Loss

The **Loss-Momentum Framework** developed by *Completion by Design* helps colleges identify where students meet their greatest obstacles to persistence and completion.



Connection

From interest in college enrollment to application

Entry

Enrollment to completion of first college-level course

Progress

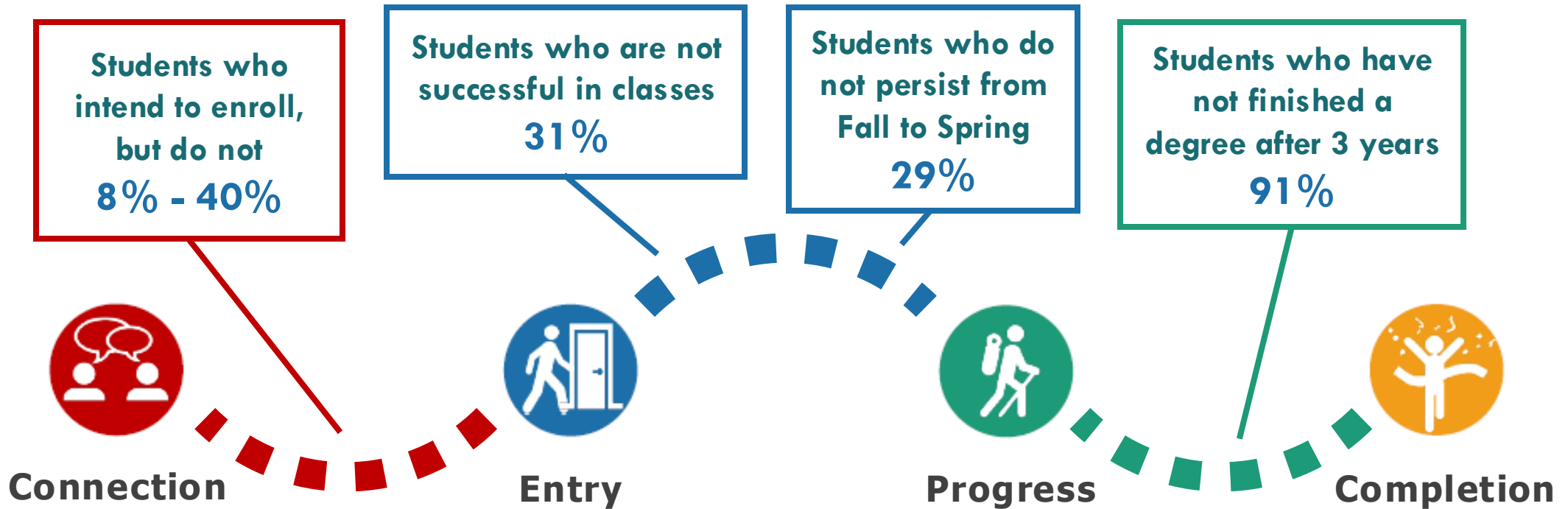
Entry into program of study to 75% of requirement completion

Completion

Complete program of study to credential with labor market value

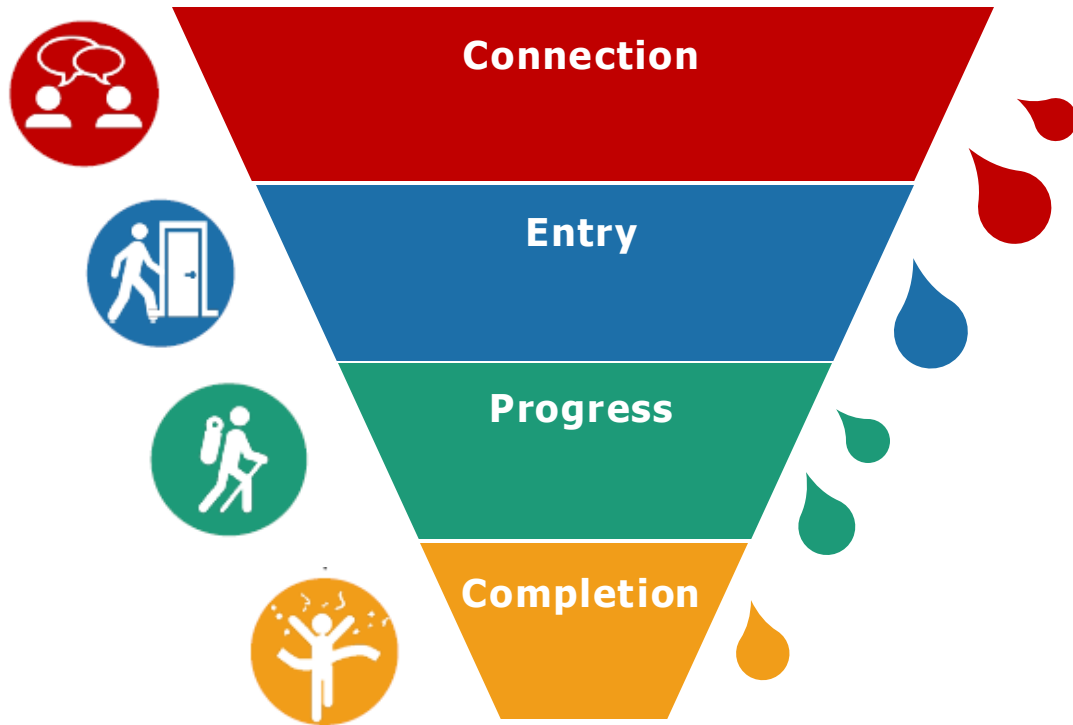
The Challenge: Preventing Student Loss

The Loss-Momentum Framework developed by *Completion by Design* helps colleges identify where students meet their greatest obstacles to persistence and completion.



The Challenge: Preventing Student Loss

The Leaky Funnel

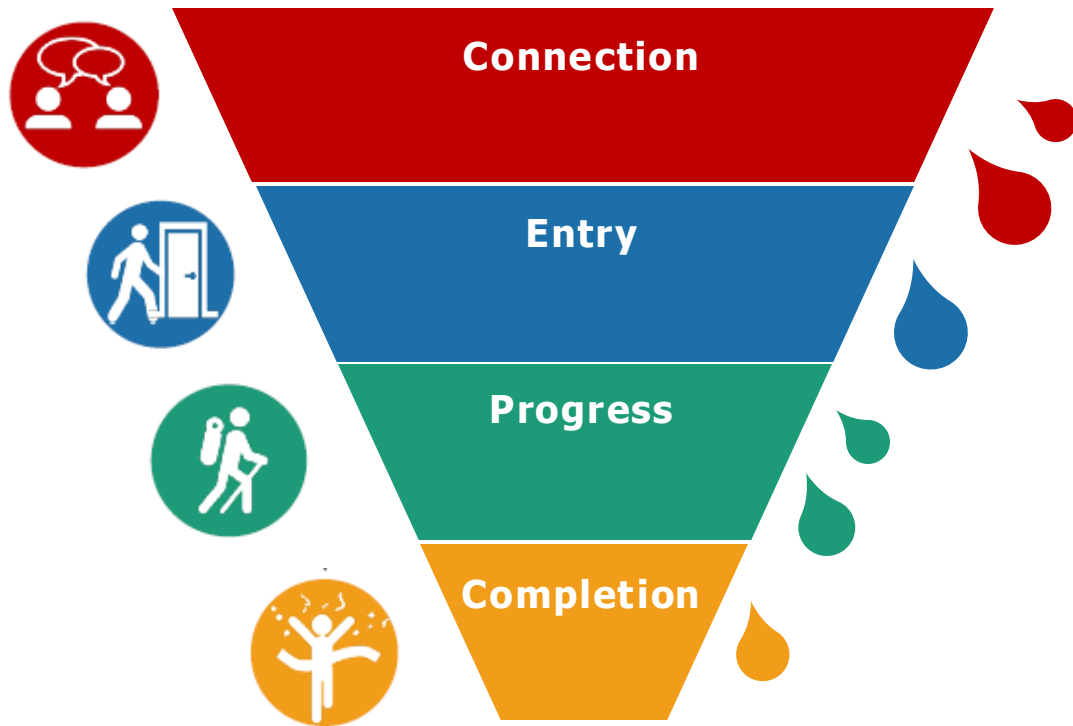


Understand **WHERE** we lose students in Onboarding

Understand **WHICH** students we lose in Onboarding

The Challenge: Preventing Student Loss

The Leaky Funnel



The Equity Imperative

WHO
are our students?

WHY
do we lose them?

Equity in the Guided Pathways Approach

**Early Momentum Metrics are key
in minoritized student success.**



THE FOCUS OF OUR WORK:

**Shift navigational burdens
from students to the college:**

**“This means students can
easily navigate and access
timely and personally
relevant support for their
learning and development.”**

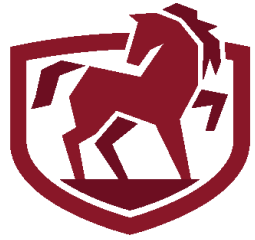
- Phase Two Advisory

Equity in the Guided Pathways Approach

Achieving the Dream found that colleges see the greatest gains in equity outcomes when they promote a personalized experience in which all students:



1. Are supported in achieving their goals through intentional and early development of **academic, career, and financial plans**.
2. Have to **tell their “story” only once** and are not running from office to office to get answers.
3. Are proactively connected with supports targeted to their **individual needs** so they enter college fully prepared to learn.
4. Feel confident that **faculty, staff, and administrators** are invested in their success.



NORCO
COLLEGE

HOLISTIC STUDENT SUPPORT SURVEYS



The SSIPP Design Framework

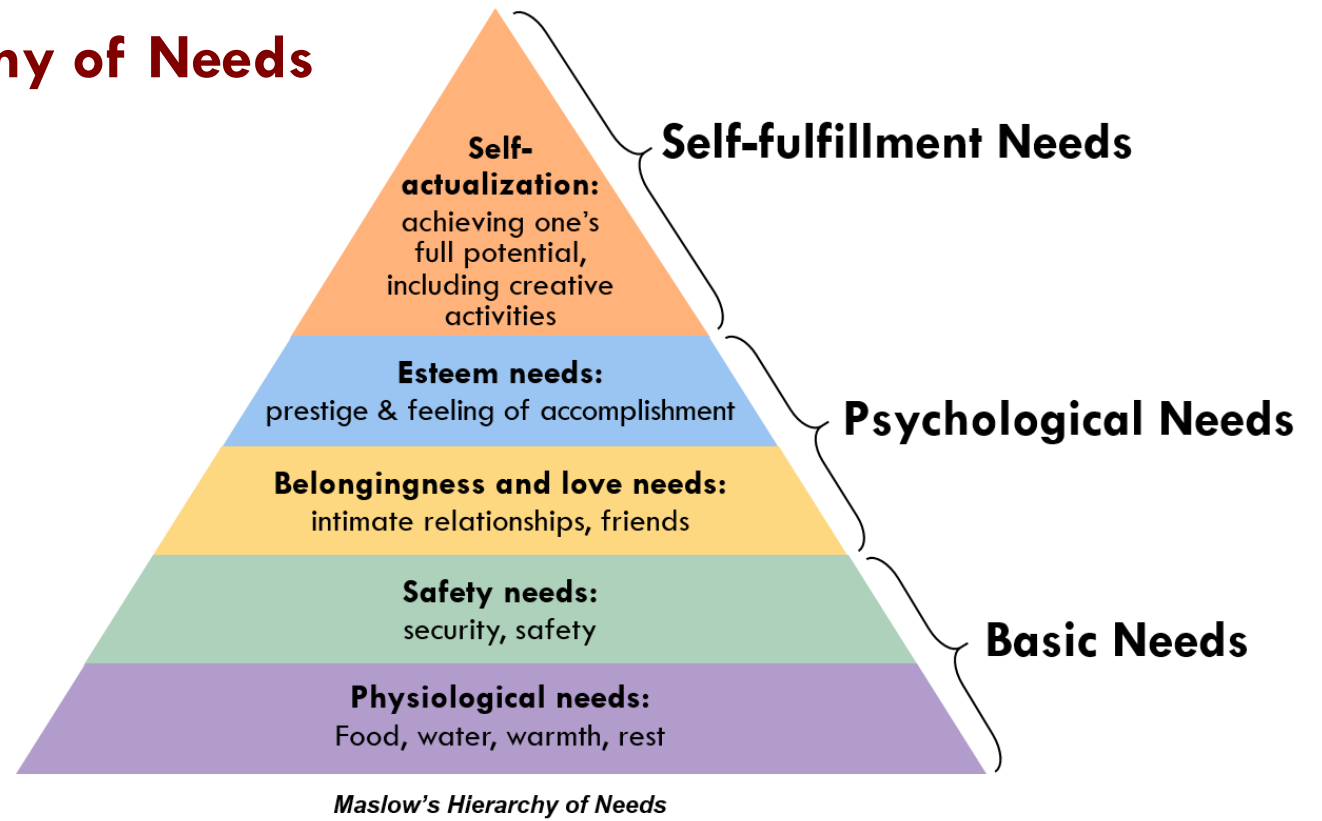
STRATEGIC	Students are connected to the specific supports they need, when they need them, and in an effective and efficient delivery mode.
SUSTAINED	Students are supported throughout their full journey at an institution, particularly at key momentum points.
INTEGRATED	Students are seamlessly connected to information, resources, and services without being bounced around. Siloes are eliminated.
PROACTIVE	Students are connected to supports at the first sign of trouble, not after a situation builds to a crisis point.
PERSONALIZED	Each student receives the type and intensity of support appropriate to his or her unique and diverse needs.



Methodology

HOLISTIC STUDENT SUPPORT SURVEYS

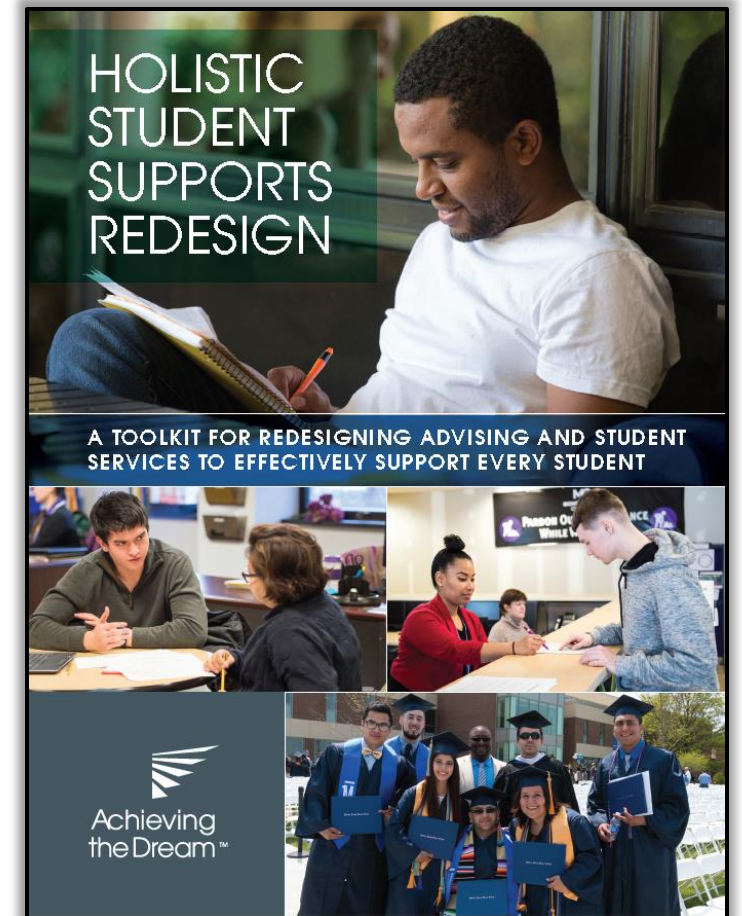
- **Structured around Maslow's Hierarchy of Needs**



Methodology

HOLISTIC STUDENT SUPPORT SURVEYS

- **Structured around Maslow's Hierarchy of Needs**
- **Guided by Achieving the Dream's Holistic Student Support Redesign Toolkit**



Methodology

HOLISTIC STUDENT SUPPORT SURVEYS

- **Structured around Maslow's Hierarchy of Needs**
- **Guided by Achieving the Dream's Holistic Student Support Redesign Toolkit**
- **25 questions, 5 surveys, woven into the online orientation in English and Spanish**

CAREER

FINANCIAL

BASIC NEEDS

CONNECTION

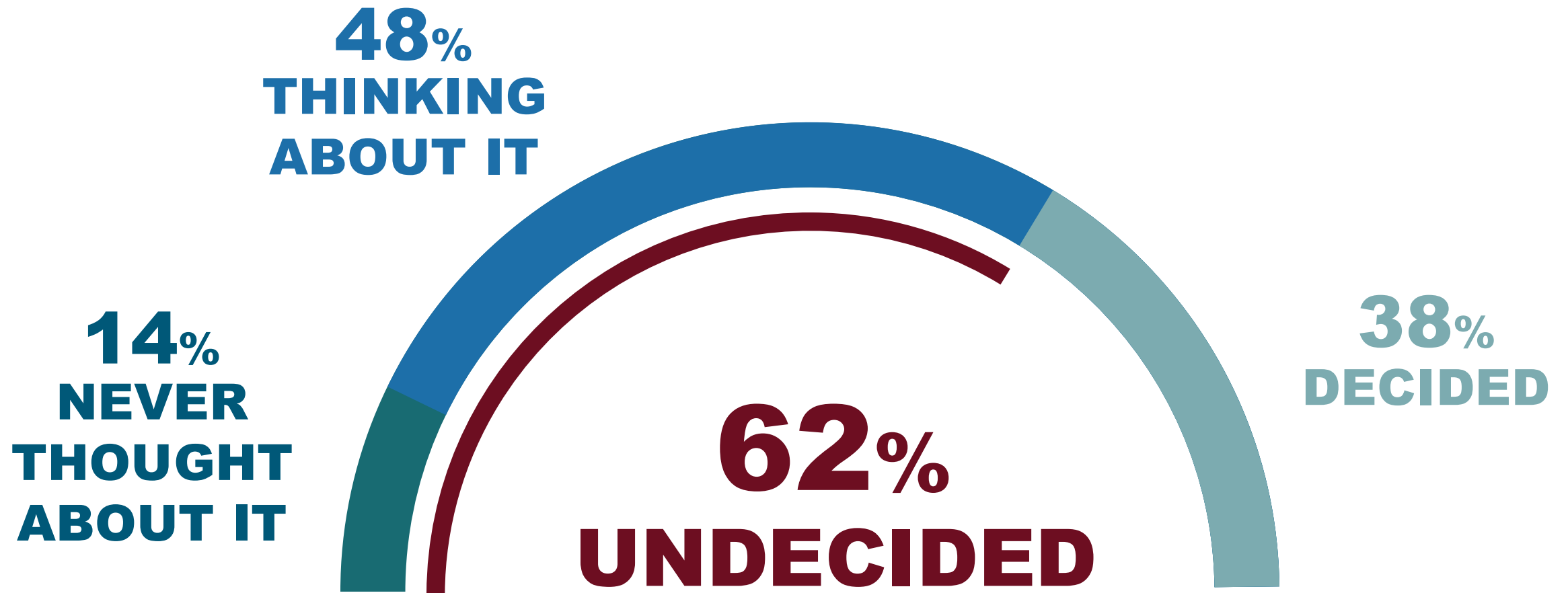
ACADEMIC

- **7,700+ responses collected since February 2021**
- **100% response rate from incoming non-exempt students**

The screenshot shows a survey form titled "Student Support Services Survey" from Norco College. The header includes the Norco College logo and "NEW STUDENT ORIENTATION". The survey text explains that the college provides student services and that the survey is to help connect students with these services. Below the text, there are four survey questions, each with a checkbox and a description:

- 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?)

Career Planning Survey



*2,355 responses 10/1/21 – 9/30/22

Financial Planning

71% of students are interested in financial education:

Scholarships and Other Funding 43%

How to Save Money 39%

How to Create a Budget 26%

Financial Aid Apps 24%

Building Credit 18%

Loans 15%

17%

Receive
PUBLIC BENEFITS
related to our programs

41%

No **FINANCIAL AID**
application or unsure

Student Support Services

EMPLOYMENT

14%
(n = 308)

TRANSFER

12%
(n = 271)

WELLNESS

11%
(n = 242)

TRANSPORTATION

6%
(n = 143)

TECHNOLOGY

6%
(n = 138)

FOOD

5%
(n = 115)

DISABILITY

5%
(n = 112)

HOUSING

5%
(n = 105)

CHILDCARE

3%
(n = 60)

CLOTHING

3%
(n = 55)

*2,229 responses 10/1/21 – 9/30/22

Campus Connections

51%

**are interested in joining a
SUPPORT PROGRAM**

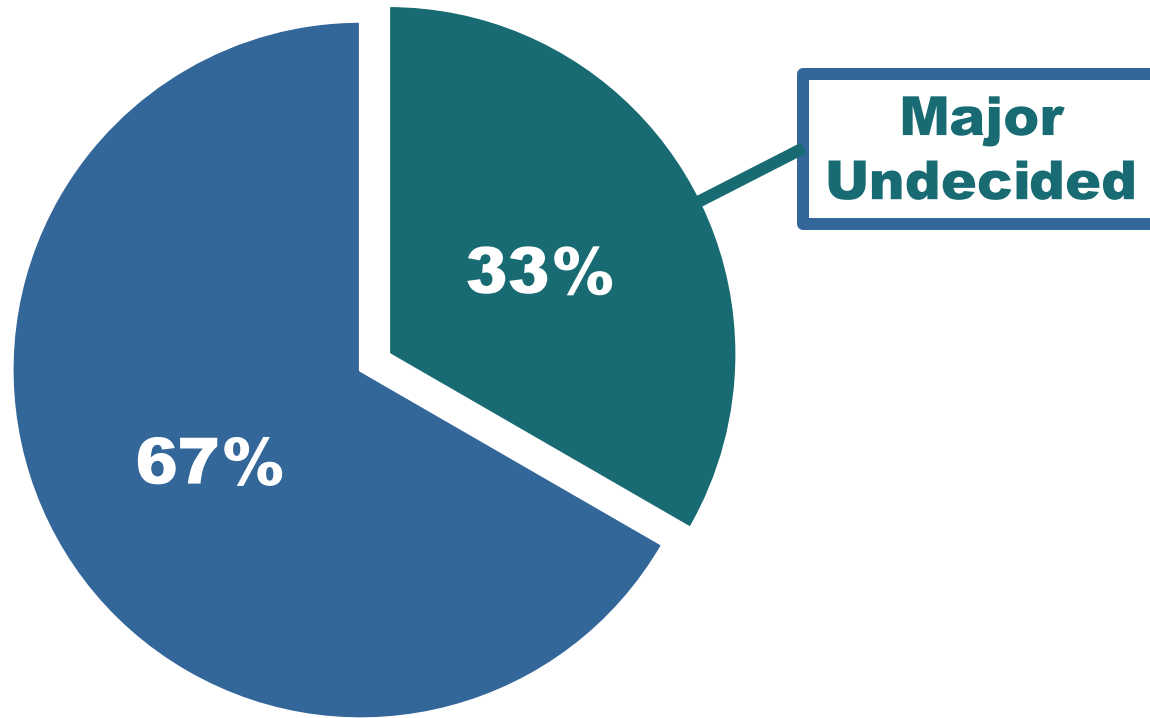


35%

**are interested in joining an
EQUITY PROGRAM**

Academic Planning

Major at Orientation



Most common majors:

- 1 Business / Logistics / Real Estate
- 2 Biology / Health / Kinesiology
- 3 Engineering / Drafting / Math
- 4 Computer Science / Game Dev
- 5 Behavioral Sciences

Student Need Areas

IDENTIFYING HIGH-NEED AREAS FOR INCOMING STUDENTS

- **71%** - Financial Education
- **62%** - Career Development
- **51%** - Want to Join a Support Program
- **36%** - Basic Needs and Other Support
 - **14%** - Employment Resources
 - **12%** - Transfer Assistance
 - **11%** - Health Services



Methodology: How Our Process Works

Applications, Platforms, and Information Systems Used



Comevo

**Survey
Instrument**



MS Excel

**Shared
Spreadsheet**



Colleague

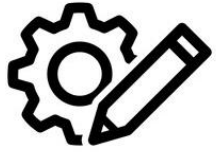
**Student
Information
System**



MS Outlook

**Communication
Tool**

Making the Connection



**Customized support e-mails
for all students**



**Lists with student information
e-mailed to department contacts**



Follow-up phone calls



The Future is Automation

**From
5 HOURS
during peak
to
5 MINUTES
any day**



MS Power Automate

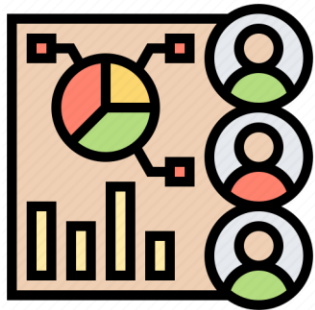
**Automation
Tool**

**From just
INCOMING STUDENTS
to
ALL STUDENTS,
ONGOING,
AT SCALE**

BUT DOES IT WORK?

Results: Documented Outcomes

When compared to local colleges without a Holistic Student Support process, Norco College students experienced



**Increased
Capture Rates**



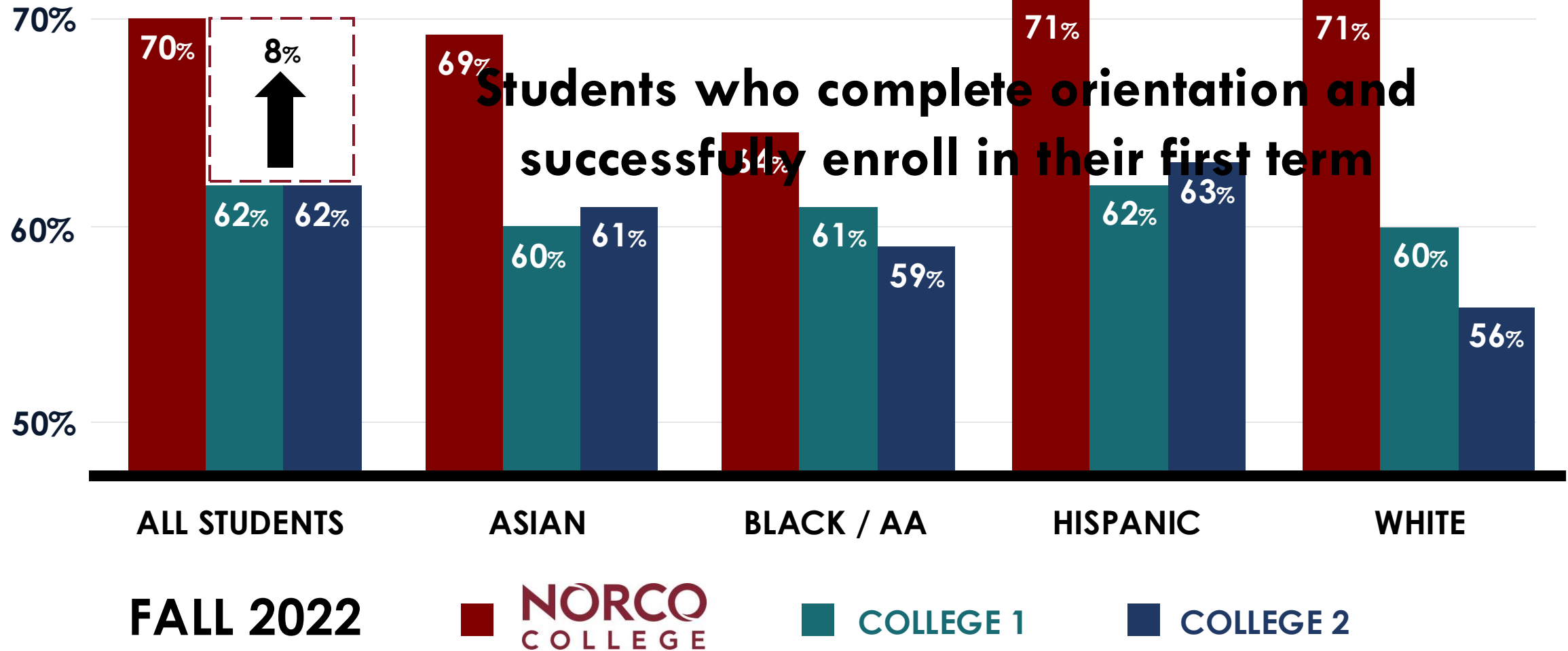
**Increased
Persistence Rates**



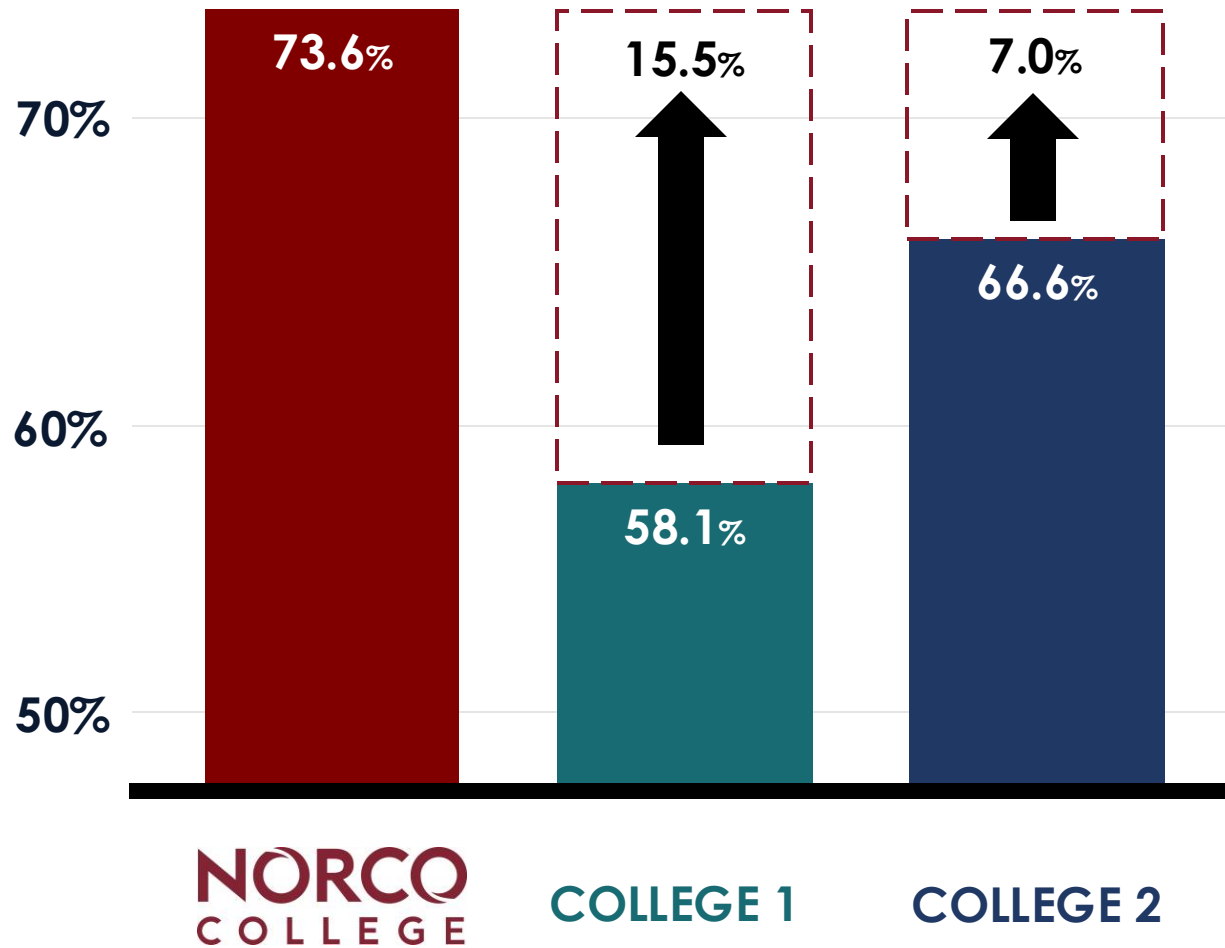
**More Units
Completed in Year 1**

*Research provided by the Claremont Evaluation Center

Increased Capture Rates



Increased Fall to Spring Persistence



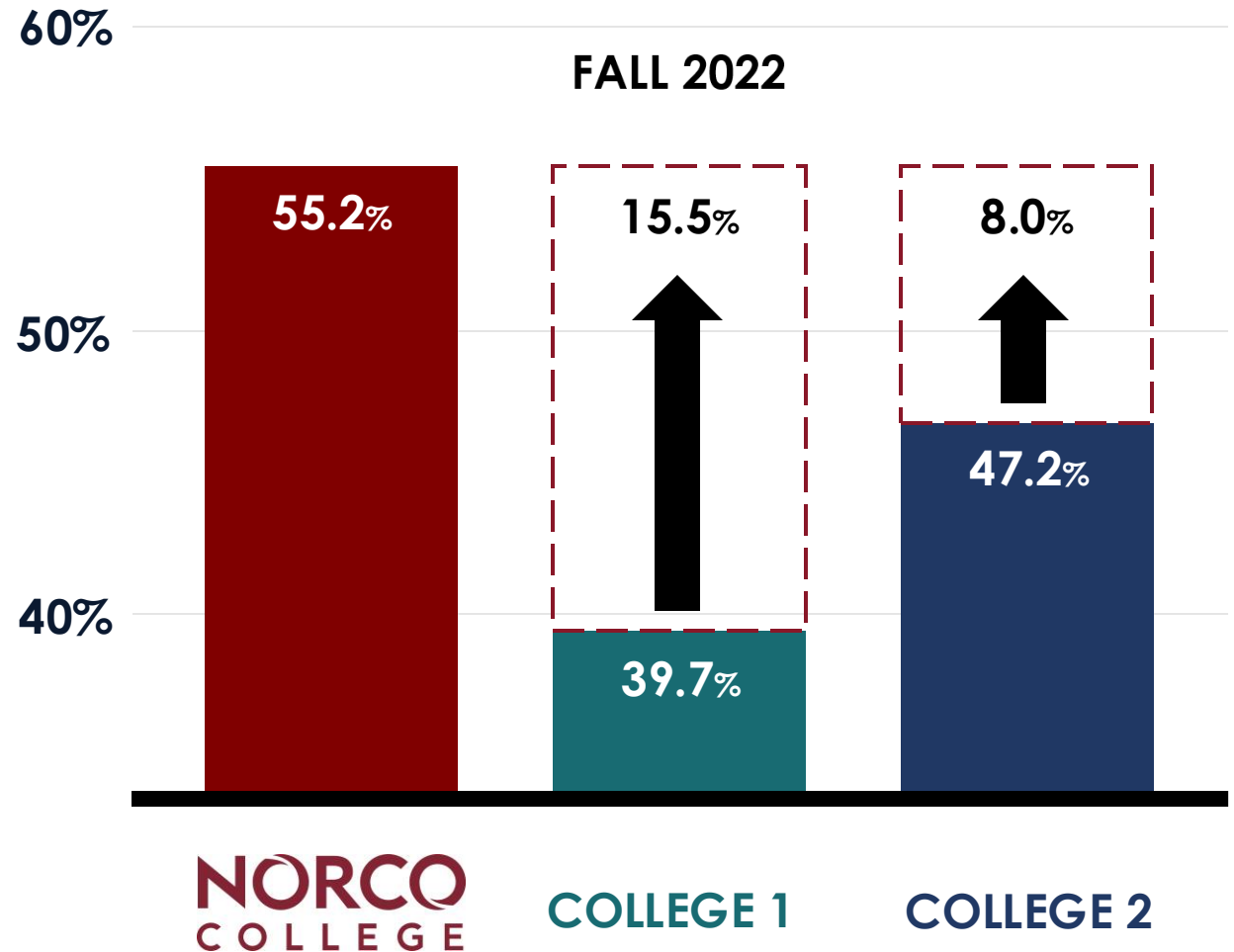
* Fall 2022 to Spring 2023

More Avg. Units Completed in Year 1

MORE UNITS = EARLIER COMPLETION

Compared to similar colleges without Holistic Student Supports, Norco College students completed a higher average percentage of units in Term 1 (8 – 15.5%) and Term 2 (6.6 – 7.2%)

* Fall 2022 – Enrollment at all three college ranged between 11.5 – 11.8 units



Results: Institutional Change



New Services & Restructuring

Financial Freedom Program

Basic Needs and Wellness Center

Student Success Teams

Peer Advising Program

Career Center / Counseling Merger

Equity Program Enrollment

Most programs now at capacity!

Less time spent on recruiting and outreach,
more time spent serving students



Lessons Learned

1

Reduce siloes!

Use HSS surveys to
centralize the student story

2

Use what you have!

Redesign the process first,
then redeploy resources

3

Go comprehensive!

Plans should be career,
academic, and financial

4

Get ready to learn!

Get to know your students'
needs & work to meet them



NORCO
COLLEGE

THANK YOU!

Data collection and analysis sponsored by the
Norco College Title V Grant “PACES”
(Pathways to Access, Completion, Equity and Success),
a project funded by the U.S. Department of Education’s
Developing Hispanic-Serving Institutions program (Grant P031S190318).

Questions?

