



### Student Support Council

## Minutes for October 26, 2023

12:50-01:50pm

Location: Information Technology Building (IT), Room 110

### **Committee Members (total:16)**

#### **Meeting Participants**

#### **Committee Members Present**

Natalie Aceves (co-chair), Melissa Bader, Caroline Hutchings, Amy Kramer, Elizabeth Lopez, Lisa Martin, Jethro Midgett (co-chair), Amine Ouaddi, David Schlanger, Sheree Summers, Kaneesha Tarrant (co-chair), Kimberly Thomas

#### **Committee Members Not Present**

Samantha Cannon, Daniela McCarson, Brittney Sanchez

#### **Visitors**

Cassidy Ballard, Cathleen Chou

#### **Recorder**

Monica Esparza

### **1. Call to Order**

- Time 12:53pm

### **2. Action Items**

#### **2.1 Approval of Agenda**

- MSC Bader/Midgett
- Approved by consensus.

#### **2.2 Approval of Meeting Minutes from April 27, 2023**

- MSC Bader/Kramer
- Approved by consensus with amendment.
- Amendment: Melissa Bader attended online presentation of Midterm Report.

### 2.3 [Student Support Council Report of Effectiveness](#)

- MSC Tarrant/Thomas
- Approved by consensus with amendments.
- Every council does a survey in spring and reports on the findings. Co-chairs met to create report.
  - This committee was positively rated by majority across all metrics on survey.
  - Established that this committee is not responsible for actual work of objects. We do not have the capacity for implementation, but the ideas formulated here are very important.
  - Amendment to add all committee members to report.
  - Amendment to include the following language into report as a bullet: "Facilitation and integration of Guided Pathways planning." It is important to document the scale of adoption of the Guided Pathways framework and how it is integrated into this council.
  - Noted that we should communicate with other councils to inform that we are incorporating Guided Pathways integration into our report and to encourage them to do so as well.
  - If approved, the report will move to review by College Council.

### 2.4 Student Support Council Resources Requests Prioritization

- MSC Lopez/Martin
- Approved by consensus.
  - Historically, the district has accepted rankings as they are submitted. But, Dr. Tarrant can discuss specific resource request in Cabinet to advocate for need/concern as assessed by this council.
  - Reviewed top 5 items for all requests.
    - Clarification requested of Items #4 – laptop cart, not card – Card is a typo. Will be amended in report.
  - Everything on document will go through to College Council once approved in this council. The identification of available funding and need will occur at Cabinet. Grants and categorical funding can cover specific items, so approvals will not necessarily go through the number order on this report.
  - Concern raised by Natalie: There is a need to ensure that we have the capability to work with students as necessary by promoting student financial services.
    - Dr. Tarrant explained that an executive decision was made before these rankings were released to fly hiring for Assistant Director of Student Financial Services, so that is why it is not in the rankings.
  - Question: Why is there an increase requested for commencement budget?
    - Dr. Tarrant explained that prices have escalated. In order to have the basics for commencement, Dr. Hartley submits requests to ensure budget is aligned with basics for commencement.

- Statement made that after commencement in 2023, students were disappointed that there was not something big at end of commencement (fireworks, streamers, etc.)
  - Dr. Tarrant explained that something like that would not be paid for by general funds, which only covers the basic needs for commencement. Any additional purchases would need to be worked out with ASNC.

### 3. Discussion Item

#### 3.1 Presentation of Student Engagement and Wellness

- Power Point Presented by Sheree Summers (Mental Health Services Supervisor), Kimberley Thomas (Supervisor, Basic Needs and Wellness) and Cathleen Chou (Director of Student Health Services). Edwin Romero (Associate Professor/Coordinator, Student Activities) calendar conflict, Cathleen presented on his behalf.
- Sheree Summers presented on Mental Health Services
  - It is Health Services' aim to build and support services to foster student engagement, wellness, and success in and outside the classroom.
  - 70-90% of students are at student health for mental health services across campus, district, and state per survey.
  - The goal is to catch mental health care early in the continuum of care – respectively, promotional activities, prevention activities, then treatment activities.
    - This past year, the focus has heavily been on promotional activities
      - Staff on Palm Pathway twice a month for increased visibility for students
      - Classroom presentations
      - Social media campaigns
      - Canvas block
    - Recommendation to add this as a FLEX presentation.
      - Sheree is able and wants to present at FLEX.
        - Try to be very active on campus to get in front of students and faculty and spread awareness of services
    - Prevention: Healthy Mind survey assesses mental health on college campus. Best way to manage mental health is skill building
      - Daily workshops are held on mental health skills in Health Services (ex. Sleep hygiene, stress management, etc.)
    - Currently, there are only 3 employees in health services.
      - Asks for help with community partnerships. Maintains research to keep up best practices. Continue to use multiple communication formats in a post-Covid world. Campus collaborations. Staffing – new internship program is in full swing and has been a success thus far.
    - Data of pre-pandemic vs post-pandemic. The numbers are beginning to equal out.

- High numbers of contact per student.
  - Higher quality of care for each student.
- Kimberley Thomas presented on Basic Needs & Wellness
  - Basic Needs connects students with deeply needed resources.
    - According to the Real College survey, 2/3 of students grapple with at least one basic need insecurity. 59% of students at NC has some kind of insecurity. So, there is an overwhelming need here at NC.
    - Due to lack of funding, especially HERFF funding, we must get creative with partners to meet these needs of our students.
    - NC and MVC are left out of funding to fill our student housing need.
      - RCC is getting a housing complex right next to campus.
    - New program rolling out – Fresh Success.
      - A reimbursement program designed for Cal fresh students that do not receive Cal works.
      - Starting with 40 students.
      - We are the only college in Riverside County to have this program.
- Kathleen Chou (on behalf of Edwin Romero) presented on ASNC and Student Activities
  - ASNC is very active and the data shows a lot of student engagement in clubs and events on campus.
  - Mustang Student app was created by NC student. Download to find information on upcoming events.
  - Harvest Festival is on Friday, 10/27/2023.
    - 2000 guests are expected from the community.
    - All 34 clubs will have a booth and Norco Music will be performing.
- Request made that short write-ups are made by these departments for their services so faculty can better advertise to their students about what is available to them.

### 3.2 Discussion Loss Points and Momentum Strategies

- The Student Services Division Meeting was held on 10/18/2023.
  - Established a list of barriers in which places we are losing students. A draft document is being made to flesh out this information. Final draft will be ready for the road show. The document should be out by end of Fall and will be taken to council meetings in Spring.
  - Dr. Tarrant will ensure that this council will have opportunity to read and provide feedback prior to the road show.
- The goal of this document is to establish the barriers to student retention so we can then work together as a college to create a guide for enrollment management across all areas.
- Suggestion: making a feedback form now with a QR code. This way the feedback can be documented from inception.

## 4. Information Items

#### 4.1 November Student Support Council Meeting

- Moving November meeting to the 16<sup>th</sup> due to the Thanksgiving holiday.

#### 5. Good of the Order

- Reminder: It's Transfer season
  - Transfer Center has 50 Cal State application coupon codes to give to students who are not eligible for the fee waiver.
  - Looking into if this applies to online programs as well.

#### 6. Adjourn:

- Time 01:52 pm

#### Next Meeting:

February 22, 2024

Time: 12:50pm

Location: IT 110