



**Student Support Council
Minutes for April 25, 2024**

12:50-1:50pm

Location: Industrial Technology Building (IT), Room 110

Committee Members (total:16)

Meeting Participants

Committee Members Present

Melissa Bader, Kaytlyn Blank, Samantha Cannon, Caroline Hutchings, Amy Kramer, Daniela McCarson, Jethro Midgett (co-chair), Ross Miyashiro, Sheree Summers, Kaneesha Tarrant (co-chair), Kimberly Thomas

Committee Members Not Present

Natalie Aceves (co-chair), Elizabeth Lopez, Lisa Martin, Brittany Sanchez, David Schlanger

Guests

Maria Gonzalez

Recorder

Monica Esparza

1. Call to Order

- Time 12:51 PM

2. Action Items

- **Approval of Agenda**
 - MSC Miyashiro/McCarson
 - Approved by consensus
- **Approval of Meeting Minutes from March 28, 2024**
 - MSC Kramer/McCarson
 - Amendment to 4.1 Correct acronym to SSIP
 - Approved by consensus
- **Change May 23rd Council Meeting Date**
 - Motion to move meeting to May 16, 2024
 - MSC McCarson/Midgett
 - Approved by consensus

3. Discussion Items

- **Promise Program**

- Focus on first-time full-time students not covered on California College Promise Grant (CCPG)
- Website has been updated and is live
 - Updates made to contract will help prevent duplicates
- For non CCPG-students
 - Must be a California resident or AB540 eligible
 - Enrollment fees covered for Fall and Spring terms only
 - Need a Norco College email address to access
 - Student must identify Norco College as “home” college
 - Student must maintain full-time enrollment status (12 units or more) and maintain a 2.0 GPA for Fall and Spring
 - Priority registration is not offered
- Students who have attended a college tour are receiving priority registration
- CCPG does not have as many requirements

- **Survey of Effectiveness**

- Kaneesha Tarrant presented the survey results
 - Copy of results attached

- **Financial Aid Presentation**

- Maria Gonzalez presented on Student Financial Services outcomes
 - Copy of presentation attached

2. Information Items

- **N/A**

3. Good of the Order

4. Adjournment

Time 1:51 PM

Spring 2024 Meeting Dates:

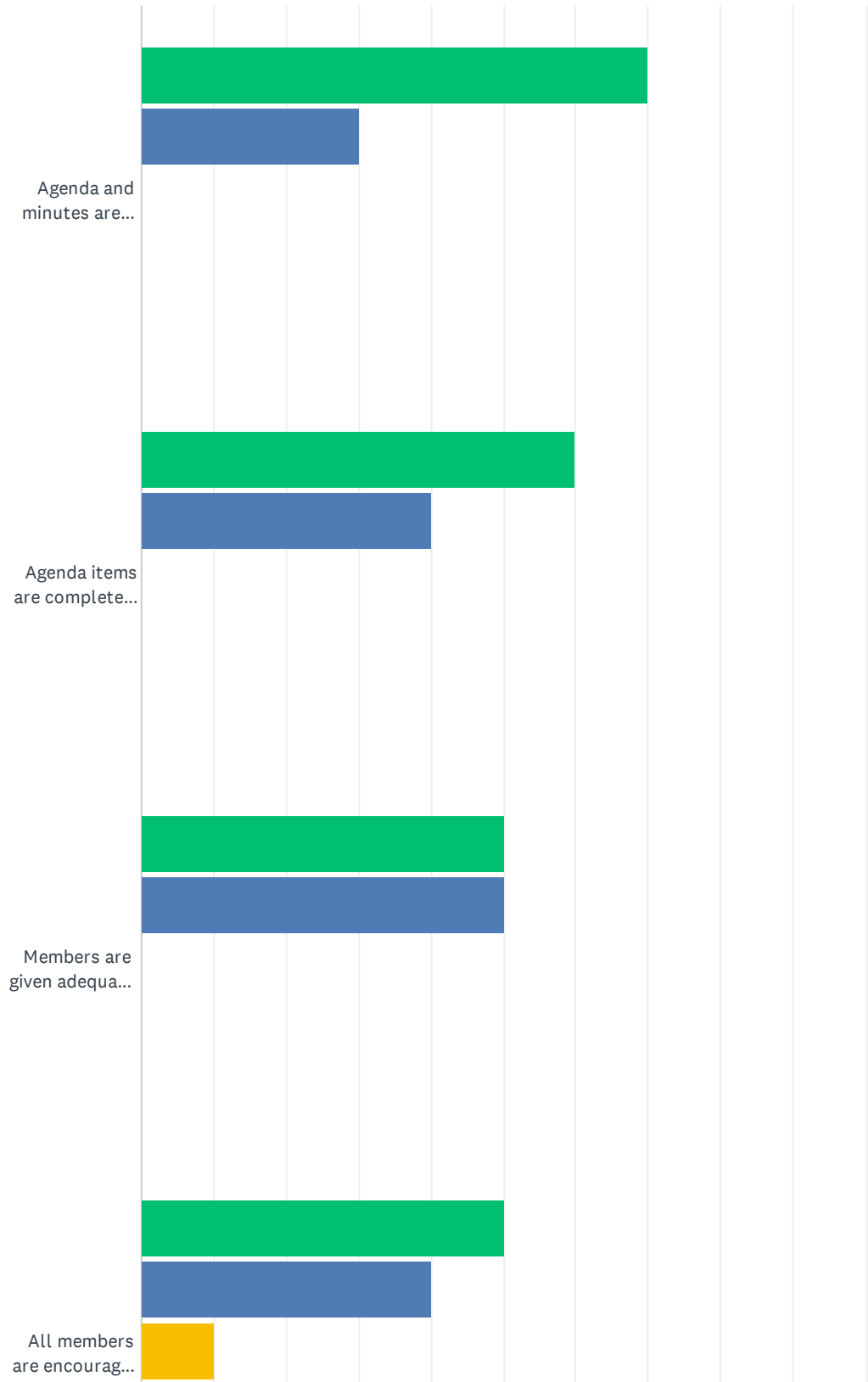
- February 22
- March 28
- April 25
- May 16 (meeting moved due to Distinguished Faculty Lecturer)

Next Meeting

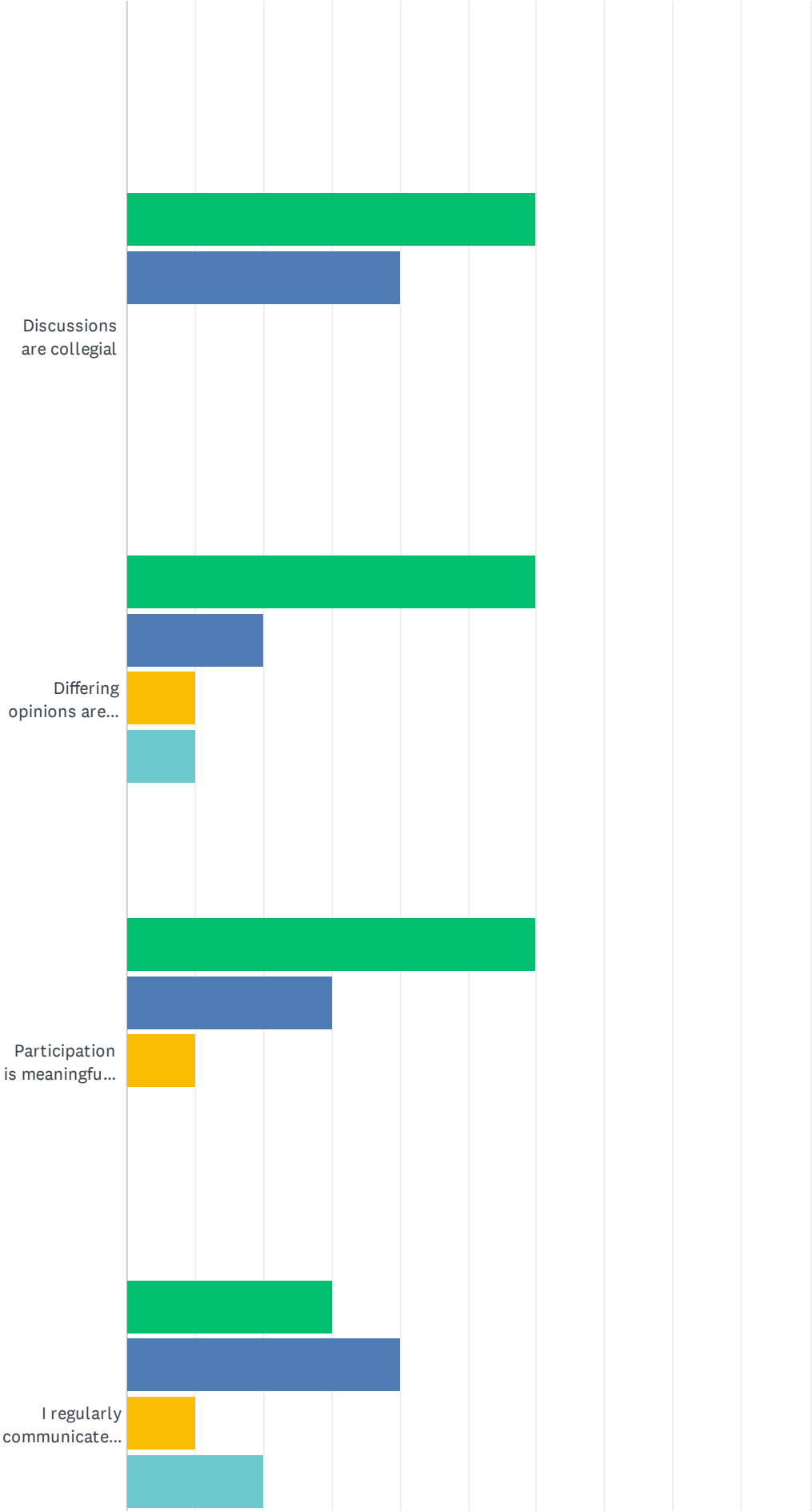
Fall 2024

Q1 Please rate your level of agreement with the following statements for the governance entity selected above:

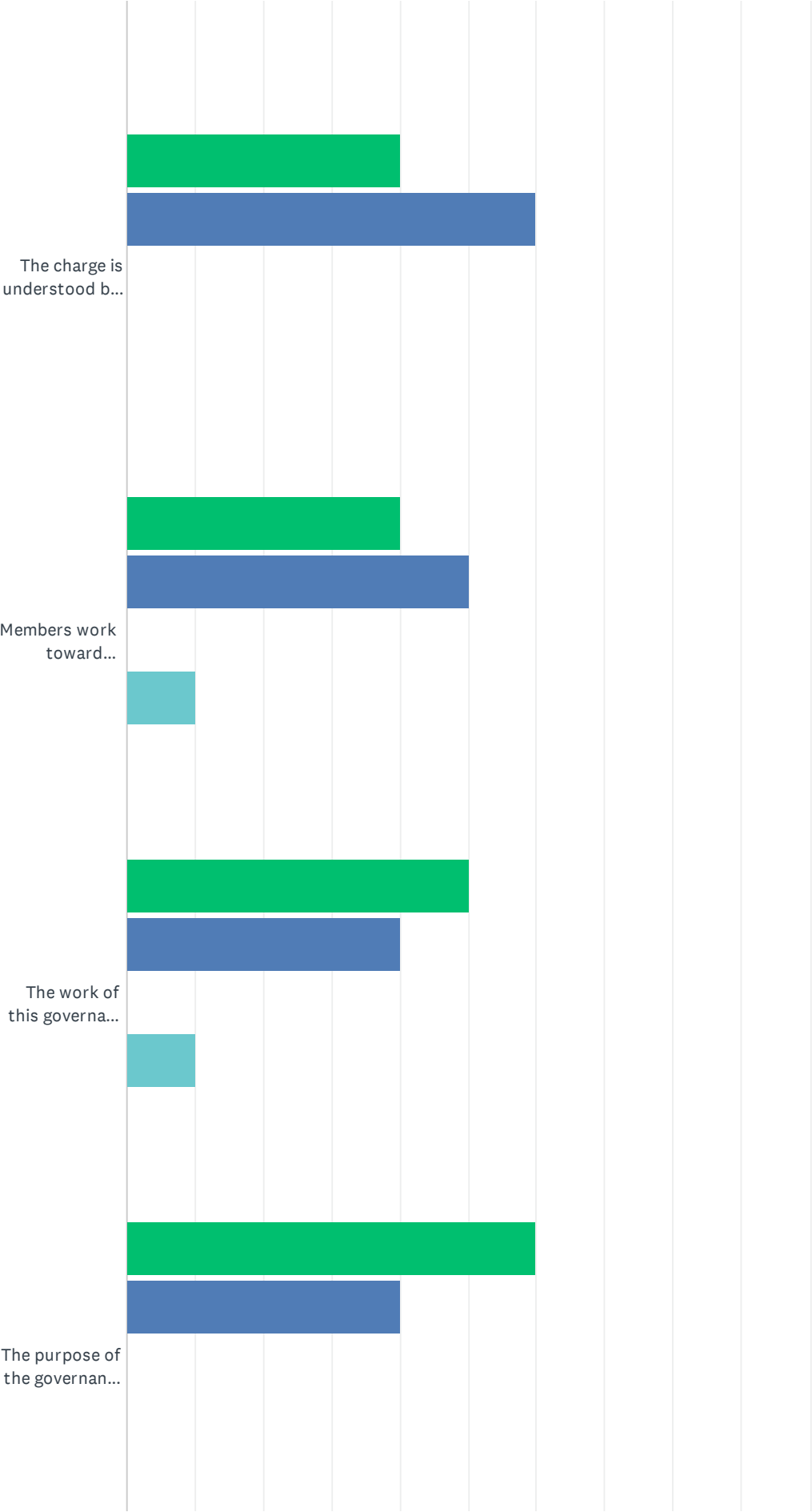
Answered: 10 Skipped: 0



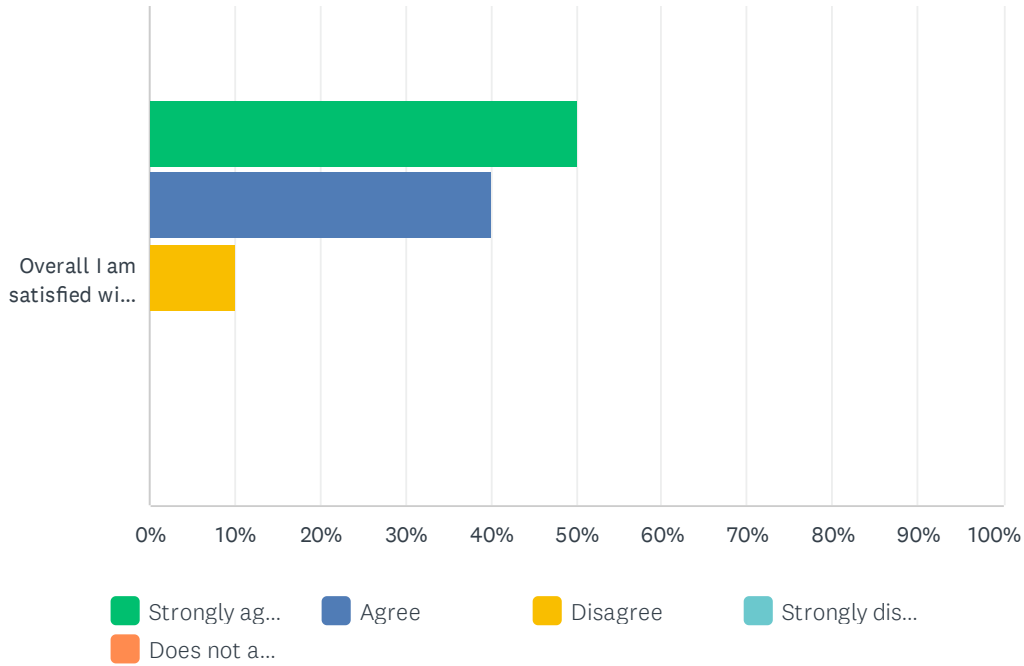
Student Support Council Survey of Effectiveness



Student Support Council Survey of Effectiveness



Student Support Council Survey of Effectiveness



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DOES NOT APPLY	TOTAL
Agenda and minutes are provided far enough in advance of meetings	70.00% 7	30.00% 3	0.00% 0	0.00% 0	0.00% 0	10
Agenda items are completed within the meeting time	60.00% 6	40.00% 4	0.00% 0	0.00% 0	0.00% 0	10
Members are given adequate information to make informed recommendations or decisions	50.00% 5	50.00% 5	0.00% 0	0.00% 0	0.00% 0	10
All members are encouraged to be actively involved	50.00% 5	40.00% 4	10.00% 1	0.00% 0	0.00% 0	10
Discussions are collegial	60.00% 6	40.00% 4	0.00% 0	0.00% 0	0.00% 0	10
Differing opinions are respected	60.00% 6	20.00% 2	10.00% 1	10.00% 1	0.00% 0	10
Participation is meaningful and important to me	60.00% 6	30.00% 3	10.00% 1	0.00% 0	0.00% 0	10
I regularly communicate with members of the constituent group I represent regarding key issues discussed and actions taken during meetings	30.00% 3	40.00% 4	10.00% 1	20.00% 2	0.00% 0	10
The charge is understood by the members	40.00% 4	60.00% 6	0.00% 0	0.00% 0	0.00% 0	10
Members work toward fulfilling the charge	40.00% 4	50.00% 5	0.00% 0	10.00% 1	0.00% 0	10
The work of this governance entity has made an impact on its assigned EMP Goals or KPIs	50.00% 5	40.00% 4	0.00% 0	10.00% 1	0.00% 0	10
The purpose of the governance entity aligns well with the college mission	60.00% 6	40.00% 4	0.00% 0	0.00% 0	0.00% 0	10
Overall I am satisfied with this governance entity's performance	50.00% 5	40.00% 4	10.00% 1	0.00% 0	0.00% 0	10

Q2 Is there something that you would recommend to help the committee function more effectively?

Answered: 2 Skipped: 8

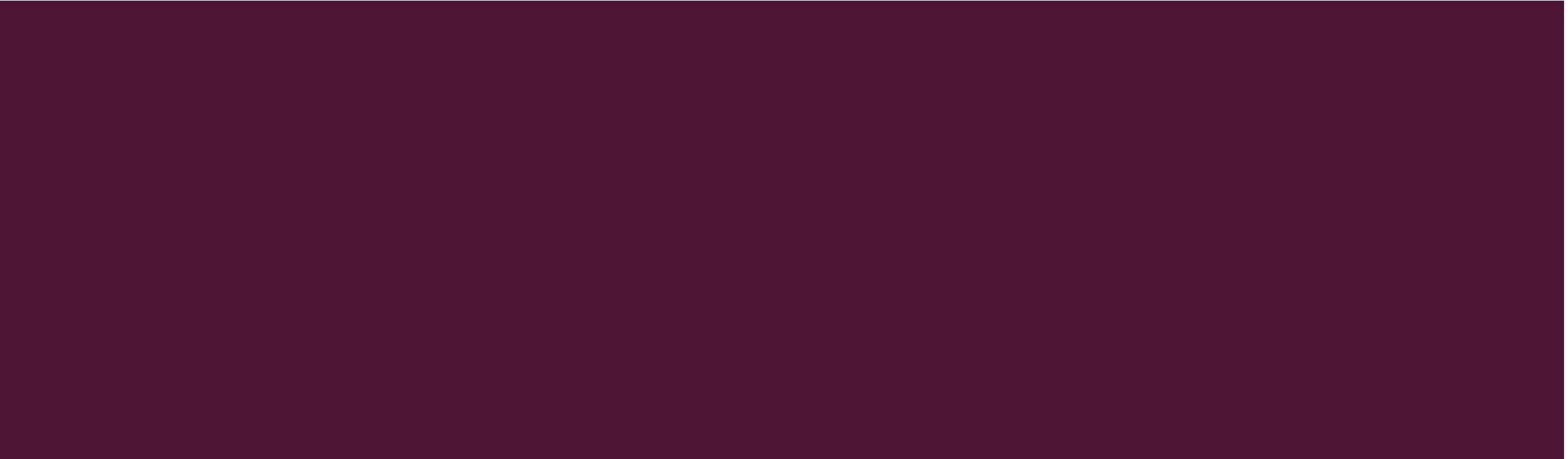
#	RESPONSES	DATE
1	More information on the impact of our decisions. At times, members become offended when you offer differing opinions.	3/25/2024 10:15 AM
2	is there a space for committees and workgroups to provide an update to the council? We approve so many and at times never hear from them until they need to renew their charter.	3/25/2024 10:11 AM



STUDENT FINANCIAL SERVICES

APRIL 25, 2024

DR. MARIA GONZALEZ



ITEMS

- **23-24 Financial Aid Funds**
- **Strategies to Increase the Number of FAFSA and Dream Act applications**
- **FAFSA Simplification Issues**
- **Where Are We?**

FINANCIAL AID FUNDS

	23-24 TO DATE	Individual Award per Student
■ PELL	\$ 8,660,612	\$7,396
■ SEOG	\$ 240,625	\$1,000
■ Cal Grant	\$ 1,211,230	\$1,648 to \$ 3,000
■ Student Success Completion Grant	\$ 1,449,003	\$2596 or \$ 8,000
■ Loans	\$ 318,316	

OBJECTIVE 2.6 INCREASE THE PERCENTAGE OF STUDENTS WHO RECEIVED FINANCIAL AID FROM 73% TO 83%

Strategies to Increase the number of FAFSA and DREAM Act Applications

- ❖ Multiple communication channels to reach students
- ❖ Communicate with students throughout the term by email and text
- ❖ Streamlined phone calls and emails to meet individual student needs and response time is 24 hours
- ❖ Zoom meetings and in-person assistance
- ❖ FAFSA/DREAM Act campaigns including in-reach on campus
- ❖ SFS outreach specialist in the classrooms, schools, and the community
- ❖ Staff continue with trainings and federal/states updates to anticipate student needs and address concerns promptly

CAMPUS LOGIC SOFTWARE

- Implementation of Student Forms is an automated financial aid system that increases efficiency.
- Student Forms takes manual financial aid processes and transforms them into streamlined, digital workflows.
- Student access from any device with virtual document uploads
- Streamlines verification, professional judgements and SAP appeals
- Reduces risk and ensures consistency with automation
- Students can complete the FAFSA process which includes completing the FAFSA, using Student Forms to submit their financial aid documents, and selecting their disbursement option through Bank Mobile electronically 24/7.
- Student Forms creates a simpler path and reduces barriers to financial aid completion.

STATISTICS

2021-2022

- Number of FAFSA's Received: 7940
- Number of students awarded CCPG: 5,295
- Number of students awarded PELL: 1901

2022 – 2023

- Number of FAFSA applications received: 8185
- Number of students awarded CCPG: 5,844
- Number of students awarded PELL: 2105

2023-2024

- Number of FAFSA's received for 23-24 through April 10, 2024 is: 6,801
- Awarded PELL: 2121

2024-2025

- Number of FAFSA's received for 24-25 through April 12, 2024 is: 2,073

FAFSA SIMPLIFICATION ISSUES

The delay was due to the FAFSA Simplification Act passed by Congress, which led the U.S. Department of education to overhaul the FAFSA process by shortening the application and making other changes.

Students encountered multiple issues when completing the FAFSA to determine eligibility for federal financial aid and other types of aid.

- ❖ Students are unable to invite parents with no SSN to add a signature.
- ❖ Student Aid Index did not calculate due to missing family size.
- ❖ Assets are incorrectly removed when completing a correction.
- ❖ Students encounter an error when starting a correction and cannot view the FAFSA form.
- ❖ Users who manually entered the Tax information cannot submit a correction.

WHERE ARE WE?

- ❖ On April 2, 2024, the import of the 24-25 ISIRs began. At the time of the ISIR import, the CCPG waivers are also awarded to students who meet the criteria. Current number of ISIR's imported is over 2,000.
- ❖ Federal Student Aid is offering webinars, trainings and other resources to assist schools with the 24-25 changes.
- ❖ SFS analysts have a meeting scheduled on May 10th to discuss the updates and the PELL changes.
- ❖ Planning for the awarding and packaging of students to begin May or June.
- ❖ Financial Aid staff sent email notifications and texts to inform students of the delay in processing 24-25 FAFSA applications due to FAFSA Simplification issues. The communication to students is critical as they prepare to attend Norco College for the 24-25 academic year.