



**Student Support Council  
Minutes for February 27, 2025**

12:50 PM-1:50 PM

**In-Person Location:** Industrial Technology Building (IT), Room 122  
**[ZOOM](#) | Meeting ID: 892 9018 3964 Passcode: 148382**

**Committee Members (total:15)**

**Meeting Participants**

**Committee Members Present | In-Person**

Natalie Aceves (co-chair), Samantha Cannon, Sonia Gonzalez, Steven Gonzalez, Lisa Hernandez, Caroline Hutchings, Amy Kramer, Cheryl Kumar(ASNC), Ethan Lumahan (ASNC), Elizabeth Lopez, Jethro Midgett, Damon Nance, David Schlanger, Sheree Summers, Kaneesha Tarrant (co-chair).

**Committee Members Present | via Zoom**

Vivian Harris (co-chair)

**Committee Members Present | Not Present**

Lisa Hernandez

**Guests:**

Brittany Quintanar

**Recorder**

Cecilia Ramirez

**1. Call to Order**

- Time: 12:52 PM

**2. Action Items**

**2.1 Approval of Agenda**

- MSC
- Approved by consensus

**2.2 Approval of Meeting Minutes from [November 21, 2024](#)**

- MSC
- Approved by consensus

**3. Discussion Items**

### 3.1 Divisional Reorganization Update | [25SPR Reorg Presentation](#)

- **Lead by Dr. Tarrant:**

Guided by the Strategic Enrollment Management plan and preparing our students for career development. Growing from 4 to 8 Schools, infusing equity throughout the college.

The college's divisional reorganization plan for 2024-2025 is presented, focusing on streamlining resources and enhancing collaboration to improve student access, success, and equity. The plan includes shifting several departments and programs between divisions, such as moving the Dean of Special Funded Programs to Planning and Development and the Dean of Technology and Learning Resources to Student Services. Some program shifts are on hold pending further developments, like the MESA program and TRIO grants. The reorganization aims to align services with the college's mission and strategic enrollment management plan, with full implementation scheduled for July 2025. Programs shifted to date: Athletics to Dean of Instruction, Dean of Technology and Learning Resources to VP, Student Services.

### 3.2 Standard of Care Partnership Resource Team – [2025 Spring Flex Presentation](#)

- **Lead by Dr. Tarrant**

Standard of Care – Page 20

Implementation of a new standard of care model for counseling services, educational advisors, and tutors across the district's colleges. The model aims to provide consistent support to students, regardless of which college they attend. The team acknowledged challenges in implementing this model, such as lack of a case management system and physical spaces for engagement centers. A Partnership Resource Team (PRT) was invited to help develop an implementation plan. The PRT will also assist in branding the new model and exploring technology for case management. The standard of care is intended to permeate the entire college experience, from onboarding to graduation, and is not limited to specific services or programs. The team also discussed the need to integrate this model with existing special funded programs.

The goal is to create a model based on FTE's with a team comprised of Counselor (1), Ed Advisor (2), Tutors (10) per 500 students.

The PRT's first visit is scheduled for 2/28/2025, second visit is 04/10/2025 and the last visit in Fall 2025.

Invitations have been sent out, but the college community is invited to attend all open attendance sessions

### 3.3 Priority Registration Workgroup | [Policy and Administrative Policy \(AP\) 3055](#) [\[A\]](#)

- **Lead by Dean Gonzalez**

Discussion of the priority registration work group at the institution. The group's purpose is to review new or proposed priority registration groups. The current policy was last updated in 2015, and there were discussions about updating it. The committee was also discussing the process of flagging students who become parents, after they apply and how this is reported. The form is located under the Basic Needs and Wellness site, [Student Parent Support Center](#). There were questions about the composition and future of the work group, with suggestions that it might need to be a standing committee for continuous review.

Key takeaways are Group 1 is determined by the state, group 2 and 3 are at the college level

For group 2 and 3, are determined at the college-level and will be recreated as most members are no longer with the college.

2025-2026 admissions timeline was created, and registration is scheduled to being May 6, 2025, for Summer/Fall.

Priority Registration must be used only during the week of PR, with the exception of some students receiving disability services.

Recommendation to convene the workgroup to update the existing NC PR policy, also include a review of the timeline.

### 3.4 Mitigating Fraud at Norco College

- **Lead by Sonia Gonzalez**

Dean Gonzalez addressed the ongoing issue of fraud at Norco College-RCCD and other California community colleges. The colleges are dealing with admissions, enrollment, and financial aid fraud, with a new pattern of "bots" or bad actors taking seats in online and in-person classes.

The district is implementing measures to combat fraud, including using artificial intelligence to block false applications and requiring additional forms of identification from students. CCCApply has also implemented ID.Me to minimize the fraudulent activity. Students under the age of 18 applying are bypassed from this additional verification step.

Faculty are encouraged to be more diligent in checking student participation and to drop inactive or no-show students during the census window. If the student does return to the class, faculty may send an email [admissions@norcocollege.edu](mailto:admissions@norcocollege.edu), to reinstate the student.

Lastly, the Dean of Enrollment Services is working closely with the Deans of Instruction to identify fraud in late-start classes.

## 4. Information Items

### 4.1 Student debt

- **Lead by Dr. Tarrant**

Shared with the council the significant student debt problem, with Norco College carrying nearly \$1.5 million in student debt for spring 2025. The college is considering strategies to mitigate this issue while balancing accessibility for students.

<b>Current semesters outstanding balance:</b>				
<b>Row Labels</b>	<b>24SUM</b>	<b>24FAL</b>	<b>25WIN</b>	<b>25SPR</b>
MOV	\$ 119,690	\$ 500,740	\$ 192,034	\$ 1,103,729
NOR	\$ 144,114	\$ 624,874	\$ 246,438	\$ 1,496,004
RIV	\$ 385,909	\$ 1,551,302	\$ 592,813	\$ 4,010,616
<b>Grand Total</b>	<b>\$ 649,714</b>	<b>\$ 2,676,915</b>	<b>\$ 1,031,285</b>	<b>\$ 6,610,349</b>

Letter will be set out to students with past term unpaid balances, if dept is not paid the information will be sent forward to [COTOP](#).

Current threshold is \$500, students with a balance over this amount are no longer eligible to register until balance is paid down.

More information to come addressing this issue/concern.

## 5. Good of the Order

- Students eligible for CCPG are being charged the full cost of parking, Dean Gonzalez is working with Parking Services to determine the issue.
- Club Rush 3/5 and 3/6

## **6. Adjournment**

Time: 1: 50 PM

Next Meeting:

March 27, 2025

Time: 12:50 PM-1:50 PM

Location: IT-122

Spring 2025 Meeting Dates: ~~February 27~~, March 27, April 24, May 22



**Student Support Council  
Minutes for November 21, 2024**

12:50-1:50pm

Location: Industrial Technology Building (IT), Room 110

ZOOM: <https://rccd-edu.zoom.us/j/88443227226?pwd=Rvlt2S2aHexBtKledeZfYa3YQKpLP0.1>

**Committee Members (total:16)**

**Meeting Participants**

**Committee Members Present-In person**

Samantha Cannon, Sonia Gonzalez, Steven Gonzalez, Vivian Harris, Caroline Hutchings, Cheryl Kumar Jethro Midgett, Gustavo Ocegüera, David Schlanger, Sheree Summers, Kaneesha Tarrant (co-chair)

**Committee Members Present-Via Zoom**

Amy Kramer

**Committee Members Not Present**

Natalie Aceves (co-chair), Kaytlyn Blank, Lisa Hernandez, Elizabeth Lopez

**Recorder**

Monica Esparza

**1. Call to Order**

- Time 12:57 PM

**2. Action Items**

**2.1 Approval of Agenda**

- MSC Harris/Kumar
- Approved by consensus

**2.2 Approval of Meeting Minutes from October 24, 2024**

- MSC Harris/Ocegüera
- Approved by consensus

**3. Discussion Items**

**3.1 N/A**

## 4. Information Items

### 4.1 SEM Update

- Efforts led by Dr. Quinton Bemiller
  - Prioritizing strategies and updating the SEM Workgroup as needed
  - Highlighted work being done around enrollment data and the need for more efficient priority registration process
    - Sonia to lead a priority registration work group to review and improve the current processes

### 4.2 Draft 2025-2030 SPGM: Strategic Planning and Governance Manual Review

Dr. Kaneesha Tarrant presented an update to the council

- Shift from specific numerical targets to broader goals and key performance indicators (KPI's) that align with district metrics
- Discontinuation of certain goals and the redefinition of strategic alignment and leadership councils
- Team is encouraged to review the updated SPGM and provide feedback

### 4.3 College Reorganization Presentation

Dr. Kaneesha Tarrant discussed the ongoing reorganization of the college to better align with its educational master plan goals, focusing on student access, equity, and success. Highlights include:

- Recent structural changes, such as the implementation of the holistic student support survey and the reorganization of the counseling department.
- Shift in the Vice President of Community Development's role to focus more on equity work.
- Outlined the priorities for each of the four Vice Presidents, with the Vice President of Academic Affairs focusing on academic programming and enrollment

## 5. Good of the Order

### 5.1 Spring 2025

- Festivities include Club booths, live performances/music and jumpers

## 6. Adjournment

Time 1:48 PM

### Next Meeting:

Date: February 27, 2025

Time: 12:50-1:50pm

Location: TBD

**Spring 2025 Meeting Dates:** February 27    March 27    April 24    May 22



# 2024 Department Re-organization

**Monica L. Green, Ed.D.**  
**President**



Streamlining resources & enhancing  
collaboration to create a more  
cohesive learning environment.



# Aligning with Our Mission

Norco College continues to prioritize our goals in student access, student success, and student equity to inform and guide college strategic planning and resource allocation. In the last three years the college has undergone several structural and organizational changes to advance this work.



# The Why

The college seeks to bring the college organizational structure into greater alignment in support of our goals in equitable student achievement. Adoption of Strategic Enrollment Management (SEM) Plan brings operational alignment to our strategic goals emphasizing student support through their entire journey.



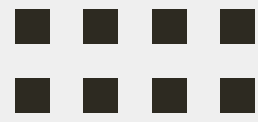
**Holistic Student Support**

**Academic Counseling & Career Development**

**Career Academic Pathways Schools**

**CAP Hour**

**Continued Equity Integration & Programming**



# Divisional Strategic Focus

**Vice President,  
Academic Affairs**

**Vice President,  
Planning &  
Development**

**Vice President,  
Student Services**

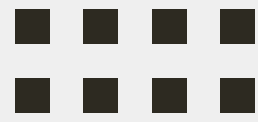
**Vice President,  
Business Services**

**Academic  
Programming &  
Enrollment  
Management**

**Equity &  
Institutional  
Effectiveness**

**Scaling  
Comprehensive  
Student Support &  
Access**

**Physical & Fiscal  
Resources  
Management**



# Department Shift

DEPARTMENT	FROM	TO
Dean, Special Funded Program	Student Services	Planning & Development
Dean, Technology & Learning Resources	Academic Affairs	Student Services



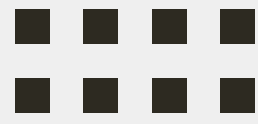
# Department Shift Rationale

## Library & Academic Support

- Standard of Care Model includes Counseling, Educational Advisors, and Tutors for student success.
- Enhanced collaboration enables strategic, integrated support services for all students.
- Librarians and Counseling join to support Career and Academic Pathways across divisions.
- Student Services leads scaling of the Standard of Care model.
- Writing and Reading Center stays under Dean of Instruction.

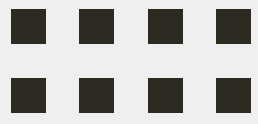
## Special Funded Programs

- Reorganization consolidates programs for disproportionately impacted students into one division for collaboration and capacity building.
- Planning and Development lead equity and institutional effectiveness efforts.
- Aligning equity affinity and special funded programs enhances collaboration, access, and resource efficiency.
- Equity affinity programs share many of the same students.
- Leverage capacity for personalized services to close success gaps.



# Program Shift

PROGRAM	FROM	TO
Athletics	Dean, Student Life	Dean of Instruction
MESA	Dean of Instruction	Dean of Equity, Inclusion, & Engagement
TRIO (SSS)	Dean, Equity	Dean, Special Funded Programs
TRIO (UB)	Dean, Enrollment	Dean, Special Funded Programs
Disability Resource Center	Dean, Special Funded Programs	Dean, Student Services



# New Programs

**College Corps**

**Dean of Student Life**

**Title V**

**Dean of Student Services**

# Timeline

## October 2024

- Divisional Administrative Meetings (Completed)

## November 2024

- Bargaining Units & Academic Senate Standing Meetings | **Nov 7-12**
- Management Meeting | **Nov 13**
- Academic Senate Meeting | **Nov 18** (Information Item)
- Leadership Council Meetings | **Nov 21** (Information Item)

## December 2024

- College Council | **Dec 5** (Information Item)

## January 2025

- Implementation | **Jan 2**

# Questions?

**Monica L. Green, Ed.D.**  
**President**



**NORCO**  
COLLEGE



**NORCO**  
COLLEGE

# 2025 SPRING STATE OF THE COLLEGE

Friday, February 7, 2025

## Presented by

President Monica Green  
Dr. Michael Collins  
Dr. Quinton Bemiller  
Dr. Kaneesha Tarrant  
Dr. Tenisha James



# WELCOME

to the Mustang Family



**Ariel Davis, Ed.D.**  
Director, College Corps



**Roger Perez, Ed.D.**  
Interim Dean of Instruction



**Kylie Campbell**  
Interim Associate Dean of  
Educational Partnerships



**LaToya Bass**  
Senior Human Resources Liaison



**Tony Puccio**  
Director, Student Financial Services

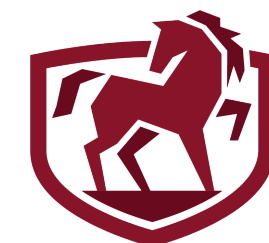


# LET'S CELEBRATE EACH OTHER

All are welcome to submit a nomination.

Try it today, visit:

<https://www.norcocollege.edu/about/president/mustangcorner/>





**NORCO**  
COLLEGE

# 2025 Spring College Visit Days

Office Location: OC-102

- Tuesday, March 25
- Tuesday, April 22
- Tuesday, May 27
- Tuesday, June 24

Open Forums are at 12:50-1:50pm in the Davis Center  
for Student Success | CSS-217



Dr. Wolde-Ab Isaac  
Chancellor, RCCD

**RCCD CHANCELLOR  
OPEN FORUM**

Tuesday, March 25, 2025  
12:50 - 1:50 pm  
CSS-217

Refreshments will be provided.

# PRESIDENT'S OFFICE HOUR



Tuesday, February 11 | 11am-noon & 3-4pm

Tuesday, March 11 | 3-4pm

Thursday, March 27 | 10-11am

Tuesday, April 8 | 11am-noon & 3:30-4:30pm

Tuesday, May 13 | 10-11am

Friday, May 30 | 1-3pm

*All dates are listed on college-wide calendar | Appts. in 10-15 min increments.*



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# SAVE THE DATE



## Industry Partners & Awards Breakfast

Friday, March 28, 2025 | 7:30-10:30am | Amphitheater



## Student Equity Plan - Town Hall

Thursday, May 29 | 12:50-1:50pm | CSS-217



Please accept the calendar invitation and explore the **College-Wide Calendar** for more events!



## THE COLLEGE-WIDE CALENDAR IS HERE

The college-wide events and planning calendar is available now.

**How to join: Accept the invitation sent to Nor-all**

### What's In It?

- Academic Senate Meetings
- ASNC Events
- College Events
- Council Meetings
- Department Meetings
- District & Federal Holidays
- Board Meetings & Deadlines
- and more!

Questions? Contact Denise Terrazas |  
Denise.Terrazas@norcollege.edu



**NORCO**  
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# Measure CC



58.10%

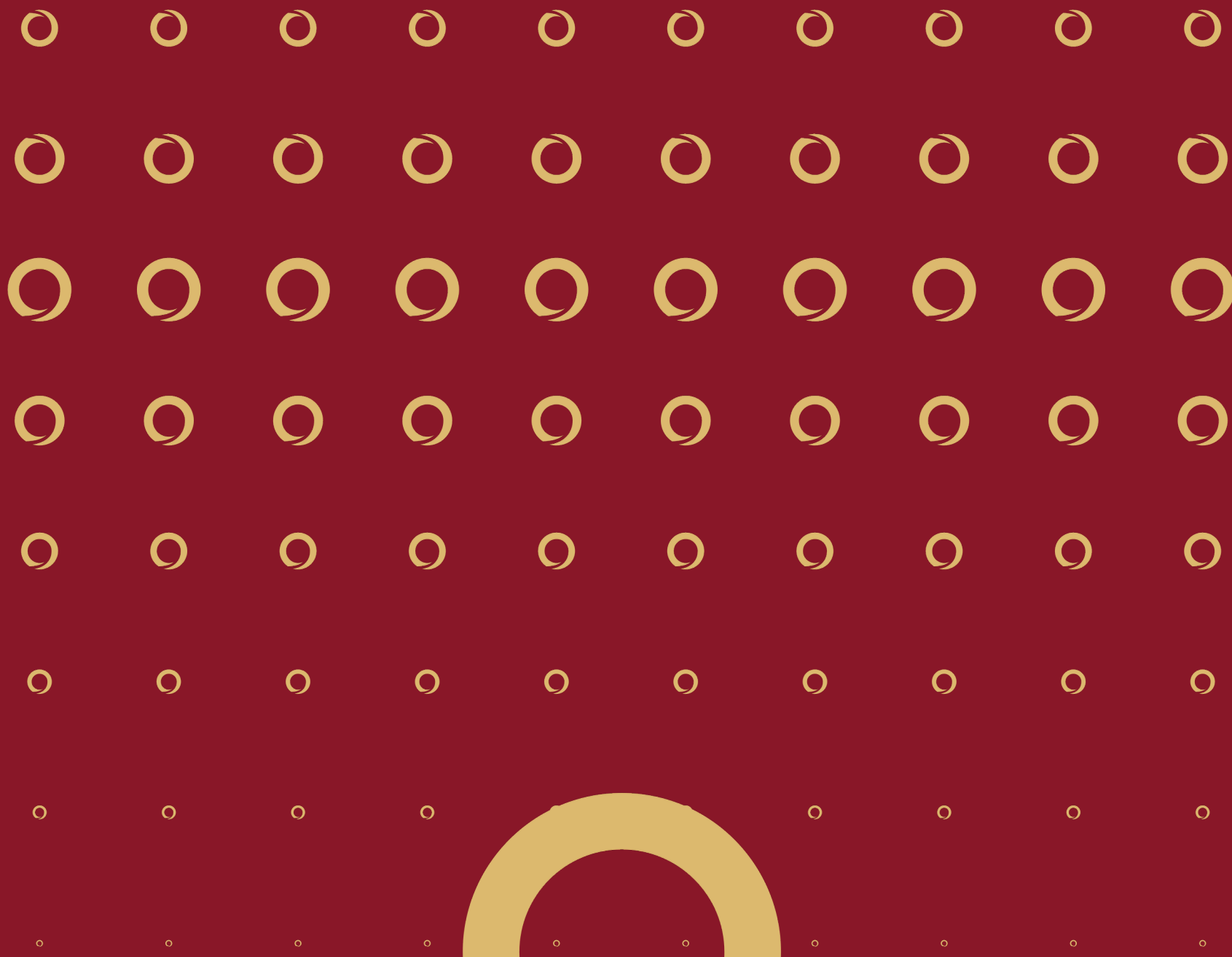
12/2/24 6:05 PM | Certified Dec. 5

- What it means for Norco College – RCCD Project List

- CHP&K (state funded FPP)
- STEM renovation for machine shop
- HVAC/chiller upgrades, potential underground utility infrastructure upgrade.
- Parkridge & Main purchase, demo, clean up, Phase 1 construction
- Student Services, Library & LRC Building (state funded FPP)
- STEM Phase 1 (state funded FPP for 26-27, not state approved yet)
- Campus safety improvements



**NORCO**  
COLLEGE



# President's Circle

Philanthropic Excellence on Purpose



## ON THE HORIZON

- 20 New Faculty – Fall 2025
- Demo CACT Building
- Center for Human Performance & Kinesiology – 2 years

# EVOLVING CAMPUS SPACES



**NORCO**  
COLLEGE



# Priorities

2024-2025

Enrollment  
Growth



Equity in  
Guided  
Pathways



Fiscal &  
Operational  
Efficiency



Safety



Community  
Engagement &  
"Friend Making"





# **FISCAL & OPERATIONAL EFFICIENCY / SAFETY**

**Dr. Michael Collins, Vice President of Business Services**





# FACILITIES UPDATE

- Center for Human Performance & Kinesiology
  - Construction July, 2025 - August 2027
  - Groundbreaking- Late May, early June
- CACT - STEM
  - Renovate STEM and relocate machine shop/classroom/offices to STEM
  - June 22, 2025 - Dec. 31, 2025
- Solar Project- solar farm being installed, e-charging stations installed in spring
- Library/LRC + Student Services Building- competing for state capital outlay funding in 2025-26 state budget



**FISCAL & OPERATIONAL EFFICIENCY / SAFETY**





# MONEY MATTERS!

- 2024-25 State budget condition is relatively positive  
- Wildfires are a complication
- The college budget is stable; however, no State funds for instructional equipment or facility-scheduled maintenance reserves are being used
- Significant focus on fiscal efficiency and effectiveness, non-instructional and instructional resources being analyzed.



**FISCAL & OPERATIONAL EFFICIENCY / SAFETY**





# SAFETY & SECURITY INITIATIVES

- College-wide evacuation drill – MARCH 4 @ 3pm
- Stryker chair (disabled evacuation equipment) training today during FLEX, and during evacuation drill on March 4
- Pedestrian/vehicular safety upgrades on 3rd Street
- Supplementing search & rescue equipment boxes
- Training Building & Floor captains



**FISCAL & OPERATIONAL EFFICIENCY / SAFETY**



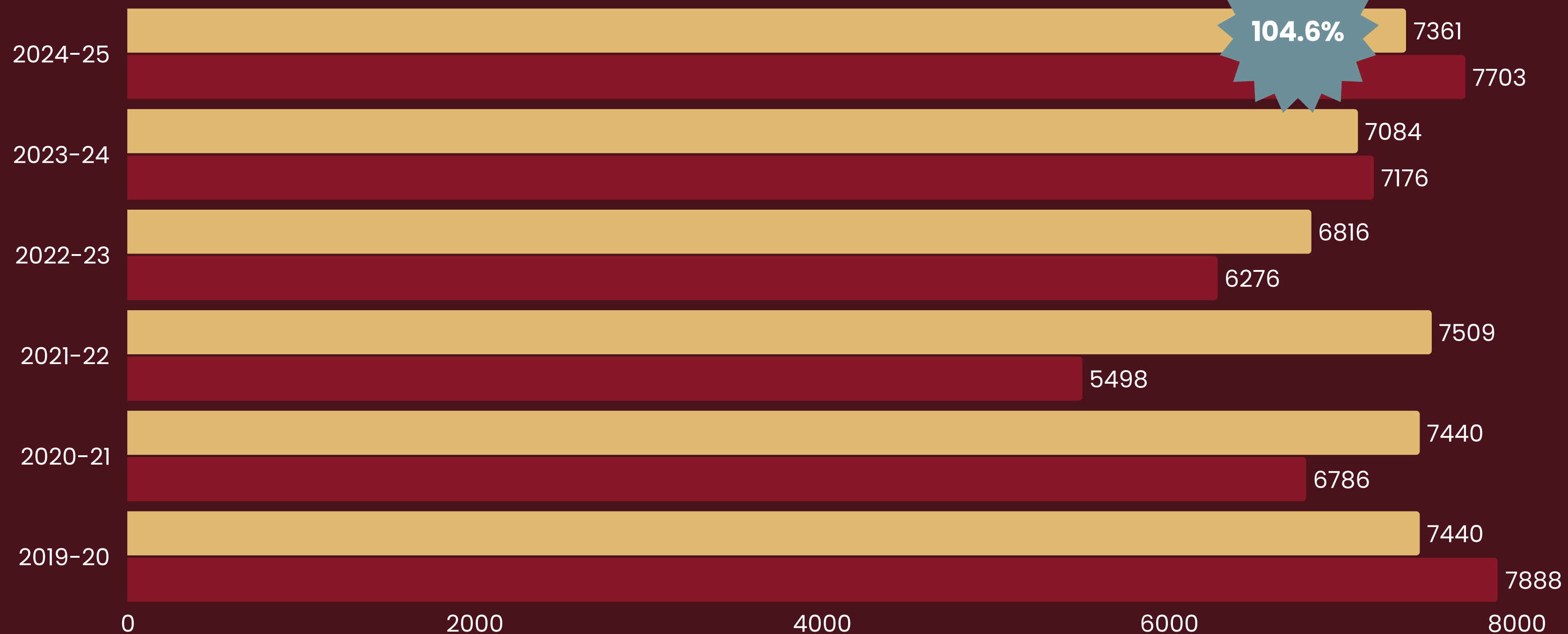


# ENROLLMENT GROWTH



**Dr. Quinton Bemiller, Interim Vice President of Academic Affairs**

■ FTES Annual Target ■ FTES Achieved



**104.6%**

\* Value includes total FTES generated by schedule: noncredit FTES AND resident & nonresident credit FTES

\*\* Target is total credit FTES (res & non-res) only; so final values will be adjusted accordingly

\*\*\* Spring '25 registration still underway.



# ENROLLMENT

# SPRING 2025 SNAPSHOT



**FTES Target: 2,904**

**Achieved: \*3,118 / \*107.4%**

\*Spring '25 registration still underway.

**Unduplicated Headcount: 11,976**

(compared to 10,821 in Spring 2020)

**Enrollments: 25,970**

(compared to 23,517 in Spring 2020)

**Efficiency:** 14.9 FTES/FTEF or 478.0 WSCH/FTEF

**Goal:** 17.5/525.00

**Last year (Spring 2024):** 13.9/459.57



# ENROLLMENT

# INSTRUCTIONAL METHOD

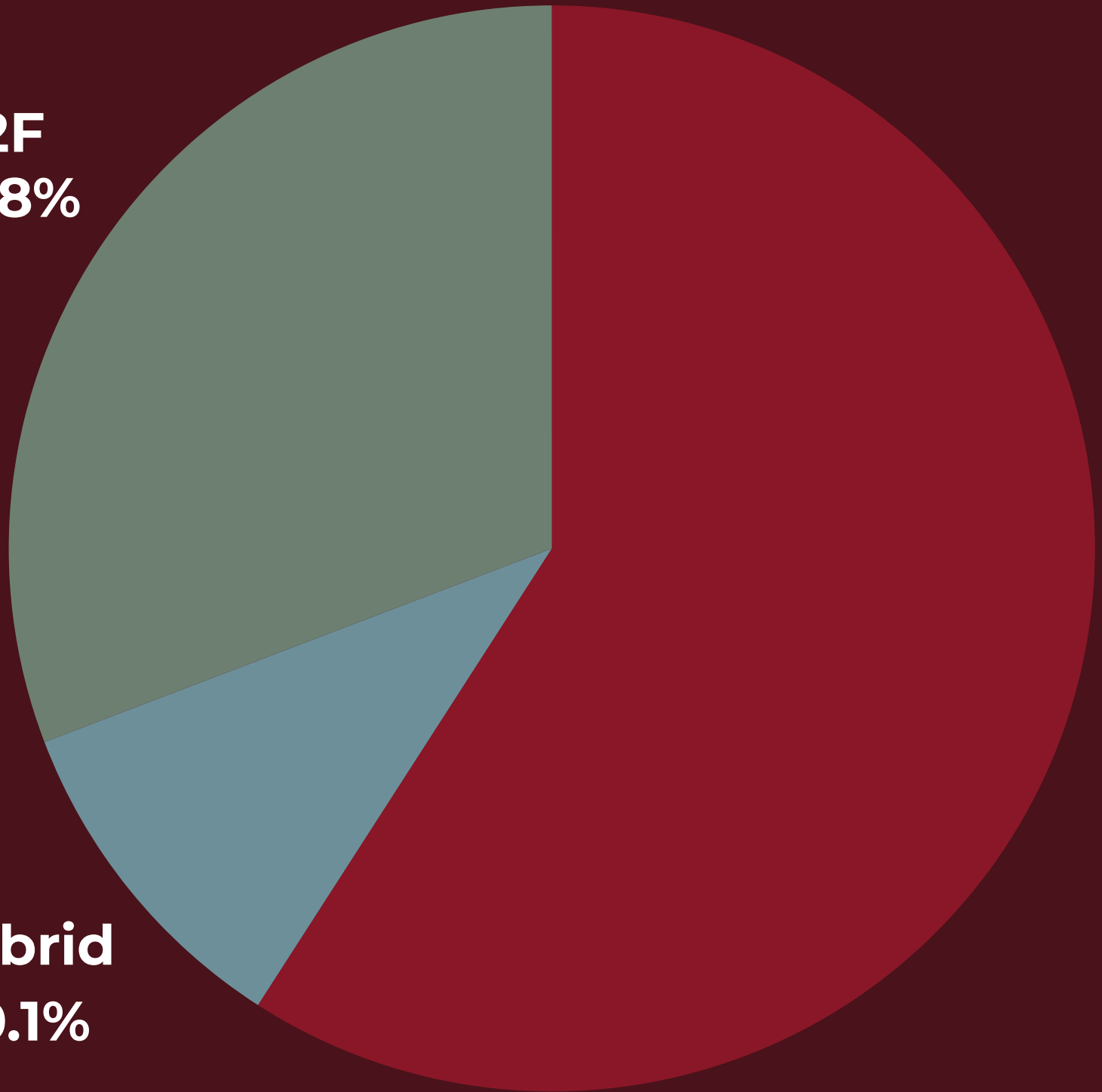


■ Online ■ Hybrid ■ F2F

F2F  
30.8%

Hybrid  
10.1%

Online  
59.1%



# ENROLLMENT

# FRAUD MITIGATION



- From September 2024 to February 2025, fraud has decreased from 51% to 6% 🙌🙌
- Collaboration between Academic Affairs and Student Services
- Dedicated staff in A&R reviewing lists daily
- Financial Aid does not disperse
- Fraud Prevention Solutions (technology)
- Thank you



# ENROLLMENT

# STANDARD OF CARE



**NORCO**  
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- **Ratio model for counselors, educational advisors, and tutors**
- **\$2 million commitment from the District for all three colleges**



# STANDARD OF CARE & PRT



# RESOURCE PARTNERSHIP TEAM (PRT)



## •Areas of focus:

- Identify **target values** for the ratios of students to counselors, educational advisors, peer mentors and tutors that will advance equity in access, support, and success for all students.
- Establish **branding and communication** standards that make students feel welcomed, cared for, and provide a sense of belonging with each staff and faculty interaction.
- Develop and launch a **case management system** at scale that takes into account the diversity of student needs, the privacy of confidential student information, and the complexity of managing student case notes across a three-college district. The protocols developed should also take into account student needs data acquired through the college's holistic assessment process, early alerts, and enrollment in special-funded programs.
- Design services with a high-level of student engagement in an environment limited in physical space, including the utilization of **virtual engagement strategies**.
- Update the college's Technology Plan to include the **software and professional development** training necessary to involve all student support personnel in monitoring student progress and engaging proactively in targeted interventions.

## Three visits with the PRT team:

- 1.First visit (Full day) in February 2025
- 2.Second visit (Half day) in April 2025
- 3.Third visit (date forthcoming)



# STANDARD OF CARE & PRT

# NORCO COLLEGE PRT TEAM



NORCO  
COLLEGE

Name	Title	Role
Bell, Kimberly	Academic Senate President	Member
Bishop, Eric	Interim Vice Chancellor Educational Services, RCCD	Member
Blackmore, Chris	Associate Vice Chancellor, Information Technology, RCCD	Member
Bushell, Shawna	Dean, Educational Services & Distance Learning, RCCD	Member
Cannon, Samantha	Educational Advisor	Member
Davis, Sean	Associate Professor, Counseling	Member
Harris, Vivian	Associate Professor, Library	Member
Hernandez, Lisa	Associate Professor, English	Member
James, Tenisha	Vice President, Planning and Development	Member
Koch, Daren	Academic Support Coordinator	Member
Nance, Damon	Dean, Technology & Learning Resource	Member
Schlanger, David	Dean, Student Services	Member
Tarrant, Kaneesha	Vice President, Student Services	Lead
Terrazas, Denise	Executive Administrative Assistant	Logistics
Warsinski, Steff	Associate Professor, Mathematics	Member
Zhai, Lijuan	Associate Vice Chancellor, Educational Services, RCCD	Member



## STANDARD OF CARE & PRT



# SUPPORTING OUR STUDENTS

**Dr. Kaneesha Tarrant, Vice President of Student Services**



# RESPONSE TO IMMIGRATION



- All students have a right to receive an education without discrimination based on immigration status – Plyler v. Doe (1982)
- SB 54 (2017) – limits assistance with immigration enforcement
- AB 21 (2017) – affirmative obligations to prevent immigration enforcement
- Calm and support

**EQUITY IN GUIDED PATHWAYS**





# AB 21 SINGLE POINT OF CONTACT

Each college designates a single point of contact for handling immigration orders or inquiries.

- MVC – Roosevelt Charles, Vice President, Student Services
- NC – Sonia Gonzalez, Dean, Enrollment Services
- RCC – Kyla Teufel, Dean, Enrollment Services
- District – Mark DiMaggio, Chief of Police

**EQUITY IN GUIDED PATHWAYS**





# DISTRICT RESOURCES

## RED Cards

I do not wish to speak with you, answer your questions, or sign or hand you any documents based on my 5<sup>th</sup> Amendment rights under the United States Constitution.

I do not give you permission to enter my home based on my 4<sup>th</sup> Amendment rights under the United States Constitution unless you have a warrant to enter, signed by a judge or magistrate with my name on it that you slide under the door.

I do not give you permission to search any of my belongings based on my 4<sup>th</sup> Amendment rights.

I choose to exercise my constitutional rights.

Usted tiene derechos constitucionales:

NO ABRA LA PUERTA si un agente de inmigración está tocando la puerta.

NO CONTESTE NINGUNA PREGUNTA de un agente de inmigración si el trata de hablar con usted. Usted tiene el derecho de mantenerse callado.

NO FIRME NADA sin antes hablar con un abogado. Usted tiene el derecho de hablar con un abogado.

Si usted está afuera de su casa, pregunte al agente si es libre para irse y si dice que sí, váyase con tranquilidad.

ENTREGUE ESTA TARJETA AL AGENTE. Si usted está dentro de su casa, muestre la tarjeta por la ventana o pásela debajo de la puerta.

## Sticker

IMMIGRATION RELATED RESOURCES

Scan the Code

RCCD | FIVERSIDE COMMUNITY COLLEGE DISTRICT

NORCO COLLEGE | RCC

### TODEC Flyer

#### KNOW YOUR RIGHTS

YOU HAVE THE RIGHT TO REMAIN SILENT!  
The United States Constitution protects you.

**If you are arrested by immigration agents:**

- Do not answer any of their questions. Do not give them answers as to where you were born or how you entered the United States of America.
- Do not show any documents unless it is a letter from a lawyer. Most importantly do not provide any false documents!
- Do not sign anything, specifically an order of voluntary departure without consulting with an attorney first.
- Tell the immigration authorities: I do not wish to speak to you, answer your questions, or sign any documents based on my 5<sup>th</sup> Amendment rights under the United States Constitution.
- Do want to carry with you the Red Card to explain and assert your rights.

**If immigration agents arrive at your home, DO NOT OPEN THE DOOR!**

- A search warrant must be presented, if the agent does not have one do not open the door.
- Do not sign anything, specifically an order of voluntary departure without consulting with an attorney first.
- Do not disclose any information regarding where you were born or how you entered the United States of America.
- Tell the immigration officials: I do not give you permission to enter my home based on my 4<sup>th</sup> Amendment rights under the United States Constitution unless you have a warrant, signed by a judge to enter.

**If the immigration agents perform a raid at your workplace:**

- Do not enter. Do it later on another date.
- It is possible to escape the raid calmly by leaving the premises when the immigration agents are located.
- If possible, take photographs and videos.
- If ICE enters your workplace without a search warrant, ask them for their name and their badge number. Request to be talking with an immigration judge.

**What can parents do? Establish a plan for the care of your children in case you are detained.**

- Prepare a list with emergency documents of your children.
- If you do not want ICE to pick up your children, then identify and authorize a person you trust with the power of legal representation in order to take financial responsibility and make legal decisions regarding your children.
- Complete a "Custodian Affidavit" so that another adult can care for your children temporarily.
- Always have the telephone number of an immigration attorney with you.
- If your children are born in the United States, also register them with the government of their state.
- If you have children under the age of 18 who are U.S. citizens or Permanent Residents of the U.S., inform the agent.

**Very important!**

- Do not let your child become a citizen.
- Do not let your child become a permanent resident.
- Inform yourself on how to apply for a Visa or a Student Permit.
- Request and provide changes for your child's school.
- Request your child's passport and visa information.
- Request your child's passport and visa information.
- Request your child's passport and visa information.

**To locate an individual detained by ICE:**

ICE Detention and Removal Operations: 1-800-895-7180

The ICE Detention and Removal Operations (ICE) website provides information on how to locate an individual who is detained by ICE.

**Please contact your Consulate:**

Mexico Consulate office: (951) 943-1114 & (951) 943-4395	Mexico Consulate: (213) 951-6426
Guatemala Consulate office: (951) 943-1114 & (951) 943-4395	Guatemala Consulate: (213) 752-1179/2131
El Salvador Consulate office: (213) 234-9338	El Salvador Consulate: (213) 212-4077

**TODEC Legal Center**

254 South D St., Pomona, CA 92570 (951) 943-1955  
1560 South St., Coachella, CA 92236 (760) 698-8787  
www.TODEC.org 14335 Hesperia Rd Suite 106, Victorville, CA 92395 (442) 327-9817

### ICE Poster

#### What To Do if an Immigration & Customs Enforcement (ICE) Official is on Campus

If a federal immigration official is on campus and requests access to student information, access to district records or entrance to a facility:

- Do Not Panic**  
Maintain a calm and professional demeanor. Inform the official that the college has procedures that we are required to follow. You are not required to do anything on behalf of the official.
- Know Your Rights**  
You are not legally obligated to speak, answer, or respond to an enforcement official. Only comply if presented with a warrant.
- Notify the Dean of Enrollment Services or RCCD Police**  
Contact the Dean of Enrollment Services at (951) 372-7014 during regular office hours. After hours call RCCD Police at (951) 222-8171.  
\*\* Warrant verification and subpoenas are required \*\*

**FREQUENTLY ASKED QUESTIONS**

Can Norco College release student information to law enforcement officials?  
Not without official District permission from the Vice President of Student Services of Norco College. This data information is governed by the Family Educational Rights and Privacy Act (FERPA), which protects student data.

Will the RCCD Police Department enforce federal immigration laws?  
No. The Norco College will not enter into agreements with law enforcement agencies or federal departments for the enforcement of federal immigration law. Norco College will not enforce federal immigration laws.

Can Norco College continue to support and uphold SB 54, AB 6, and AB 21 which prohibit cooperation with federal immigration authorities?  
Yes. The RCCD Board of Trustees will continue to work in efforts of government to uphold the rights of our diverse student population to obtain a quality education.

Does Norco College have an open campus, an law enforcement officials access all areas of campus without permission?  
No. Although Norco College is a public institution, there are areas on campus that have restricted access, including classrooms, student unions, and other areas. "off-limits" areas. These areas cannot be accessed without official District permission.

Are there different rules for international students?  
Yes. Campus policies also contain to international students.

For more information regarding immigration issues at Norco College, please contact the Unity Center at (951) 222-7873 or UnityCenter@norcollege.edu, Location CSJ 216. Additional immigration related resources are available here: <https://www.norcollege.edu/immigration-related-resources.html>

- RCCD resource pages
  - MVC - <https://mvc.edu/student-support/common-ground/undocumented-students.php>
  - NC - <https://www.norcollege.edu/sd/sp/unity/index.html>
  - RCC - : <https://www.rcc.edu/student-support/student-support/dreamers.html>
  - RCCD - [https://rccd.edu/immigration\\_related\\_resources.html](https://rccd.edu/immigration_related_resources.html)
  - RCCD - <https://rccd.edu/culture.html>
- CA Attorney General Guidance
  - <https://oag.ca.gov/sites/all/files/agweb/pdfs/immigration/higher-education-guidance.pdf>
- CA Community Colleges Chancellor's Office Advisory
  - [https://www.cccco.edu/-/media/CCCCO-Website/Files/General-Counsel/x\\_18-01-sanctuary-jurisdiction-advisory-ada.pdf](https://www.cccco.edu/-/media/CCCCO-Website/Files/General-Counsel/x_18-01-sanctuary-jurisdiction-advisory-ada.pdf)



# EQUITY IN GUIDED PATHWAYS

# RESOURCES

**Supporting Undocumented Students Presentation Provided by General Counsel – Feb. 1**

## What To Do if an Immigration & Customs Enforcement (ICE) Official is on Campus

If a federal immigration official is on campus and requests access to student information, access to district records or entrance to a facility:

1

### Do Not Panic

Maintain a calm and professional demeanor. Inform the official that the college has procedures that we are required to follow. You are not required to do anything on behalf of the official.

2

### Know Your Rights

You are not legally obligated to speak, answer, or respond to an enforcement official. Only comply if presented with a warrant.

3

### Notify the Dean of Enrollment Services or RCCD Police

Contact the Dean of Enrollment Services at (951) 372-7014 during regular office hours. After hours call RCCD Police at (951) 222-8171

**\*\* Warrant verification and subpoenas are required \*\***

#### FREQUENTLY ASKED QUESTIONS

**Can Norco College release student information to law enforcement officials?**

No. Without official District permission from the Vice President of Student Services of Norco College. Student information is governed by the Family Educational Rights and Privacy Act (FERPA), which protects student data.

**Will the RCCD Police Department enforce federal immigration laws?** No. Norco College will:

- Not enter into agreements with law enforcement agencies or federal departments for the enforcement of federal immigration law
- Not honor immigration hold requests
- Not contact, detain, question or arrest individuals solely on the basis of declared or suspected immigration status

Norco College will continue to support and uphold SB 54, AB 4, and AB 21 which prohibit cooperation with federal immigration authorities. The RCCD Board of Trustees will continue to work at all levels of government to advocate for the rights of our diverse student population to obtain a quality education.

**Since Norco College is an open campus, can law enforcement officials access all areas of campus without permission?**

No. Although Norco College is a public institution, there are areas on campus that have restricted access, including classrooms, locked offices or areas marked as "authorized personnel" that cannot be accessed without official District permission.

**Are there different rules for international students?**

No. Campus policies also pertain to international students.

For more information regarding immigration issues at Norco College, please contact the Unity Zone at (951) 739-7873 or [Unityzone-nc@norcocollege.edu](mailto:Unityzone-nc@norcocollege.edu), Location CSS 216. Additional immigration related resources are available here: [https://rccd.edu/immigration\\_related\\_resources.html](https://rccd.edu/immigration_related_resources.html)



## Norco College Point of Contact:

Sonia Gonzalez, Dean of Enrollment Services  
951-372-7014 | Office  
909-395-7626 | Cell



**NORCO**  
COLLEGE

# PLANNING & DEVELOPMENT

**Dr. Tenisha James, Vice President of Planning and Development**





**NORCO**  
COLLEGE



**Strategic Planning & Governance**

**Institutional Effectiveness**

**Equitable Student Outcomes**

**PLANNING & DEVELOPMENT**





# SPRING 2025 P&D PRIORITIES

- New Student Equity Plan due November 30, 2025
- Continue Accreditation Workshops
  - ISER due August 1, 2026
  - Focus on DE Courses and RSI
- 2030 Strategic Planning and Governance Manual (SPGM)

## Save the Date

College-wide DEIA Summit

Friday, April 4, 2025

*Storytelling: Bridging Gaps, Building Futures*

# PLANNING & DEVELOPMENT



# SPRING 2025 P&D PRIORITIES



Home

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<a href="#">Albanian (Shqipëtar)</a>	<a href="#">Hmong</a>	<a href="#">Portuguese</a>
<a href="#">Amharic (አማርኛ)</a>	<a href="#">Hungarian (Magyar)</a>	<a href="#">Punjabi (Gurmukhi) (ਪੰਜਾਬੀ)</a>
<a href="#">Armenian</a>	<a href="#">Icelandic (Íslensku)</a>	<a href="#">Romanian (Română)</a>
<a href="#">Arabic (عربى)</a>	<a href="#">Igbo (Ndi Igbo)</a>	<a href="#">Russian (Русский)</a>
<a href="#">Azerbaijani (Azərbaycan)</a>	<a href="#">Indonesian (Bahasa Indonesia)</a>	<a href="#">Samoan (Sāmoa)</a>
<a href="#">Basque (Euskal)</a>	<a href="#">Italian (Italiano)</a>	<a href="#">Scots Gaelic (Gàidhlig)</a>
<a href="#">Belarusian (Беларусь)</a>	<a href="#">Japanese (日本語)</a>	<a href="#">Serbian (Српски)</a>
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<a href="#">Bosnian (Bosanski)</a>	<a href="#">Kannada (ಕನ್ನಡ)</a>	<a href="#">Shona</a>
<a href="#">Bulgarian (Български)</a>	<a href="#">Kazakh (Қазақ)</a>	<a href="#">Sinhala (Sinhalese) (සිංහල)</a>
<a href="#">Cantonese (廣州話)</a>	<a href="#">Khmer (ខ្មែរ)</a>	<a href="#">Slovak (Slovenský)</a>
<a href="#">Catalan (Català)</a>	<a href="#">Kinyarwanda (Ikinyarwanda)</a>	<a href="#">Slovenian (Slovensčina)</a>
<a href="#">Cebuano</a>	<a href="#">Korean (한국어)</a>	<a href="#">Somali (Soomaali)</a>

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# PLANNING & DEVELOPMENT

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**NORCO**  
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## **AP 3055[A] REGISTRATION PRIORITIES**

### **References:**

Title 5 Sections 51006, 58106, and 58108  
Education Code 66025.8

Students eligible for and receiving priority or early registration will be allowed to enroll in a maximum of thirteen (13) units for spring and fall terms, and seven (7) units for winter and summer terms (unless otherwise stated) during the priority/early registration period.

### Priority Registration

Students in these groups will be coded in the system and allowed priority registration throughout the District:

- a. Group I – Students required by Title 5 and the Education Code to be given priority registration.
- b. Group II – Students who must be enrolled in a minimum of twelve (12) units in the spring and fall terms in order to remain in an established RCCD program, and where specific time restrictions are imposed by the program. Students in a grant-funded program where early registration is an eligibility requirement from the grantor.

### Early Registration

Campus Registration Committees will be established and charged with determining eligibility criteria for other groups seeking early registration. Groups granted early registration by a campus committee are eligible for early registration for courses offered through that campus only, or one of its designated sites.

### Order of Registration

Students shall be allowed to register in the following order:

- a. Students eligible for priority registration under Group I;
- b. Students eligible for priority registration under Group II;
- c. Students eligible for early registration as approved by the Campus Registration Committees;
- d. Continuing Students with 24-100 completed units, excluding basic skills, and not on dismissal;

- e. Continuing Middle/Early College High School students with 24-100 completed units, excluding basic skills, and not on dismissal;
- f. Returning students with 24-100 completed\* units, excluding basic skills, not on dismissal, and must apply by set deadline;
- g. Returning Middle/Early College High School students with 24-100 completed\* units, excluding basic skills, not on dismissal and must apply by set deadline;
- h. New, first-time college students, early matriculants;
- i. Continuing students with less than 24 completed\* units and not on dismissal;
- j. Continuing Middle/Early College High School students with less than 24 completed\* units and not on dismissal;
- k. Returning students with less than 24 completed\* units, not on dismissal and must apply by set deadline;
- l. New first-time college students and new transfer students who applied after set deadline;
- m. First time Middle/Early College High School students;
- n. Other returning students;
- o. Continuing students who have completed\* more than 100 units;
- p. All students on dismissal who have completed dismissal requirements.

#### DEFINITIONS:

- Continuing Students: Enrolled in a course as of census (e.g. active past the last day to drop without a “W”) in any term or active/attends 1<sup>st</sup> day of positive attendance class (same definition for continuing concurrently enrolled high school student)
- Returning Students:
  - Missed one or more of primary terms
  - Units completed are considered for order of registration
  - Numbers of terms missed for order of registration
  - \*Completed units is defined as completed with Grade A, B, C, D, PASS or CR
- New Students/Early Matriculants – Have completed assessment, orientation, and counseling (AOC) prior to set deadline for term (new concurrently enrolled high school student who completes packet prior to set deadline)
- Primary Terms: Fall and Spring
- Sessions/Intersessions: Winter and Summer

- Basic Skills: Those foundation skills in reading, writing, mathematics, and English as a Second Language, as well as learning skills and study skills, which are necessary for students to succeed in college-level work.

Office of Primary Responsibility: Vice Chancellor, Educational Services & Strategic Planning  
Vice President, Academic Affairs  
Vice President, Student Services

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Administrative Approval: February 2, 2009

Revised: May 14, 2012

Revised: August 2015 (job titles only)

Formerly: 5056

# Norco College Registration Policy

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## **EFFECTIVE FALL 2015**

The Norco College Registration Workgroup reconvened in Fall 2015 to review the Registration Policy established in 2009. The workgroup reviewed the Priority/Early Registration Groups I-III and revisions were made specific to Early Registration Group III. Additionally, a fourth group was added with defined criteria referred to as Early Registration Group IV. Students granted in Group IV are allowed to register during the first four to five days of general student registration period. Specific registration dates are included in the annual Admissions and Records Timeline.

According to *Administrative Procedure 5056: Registration Priorities*, priority/early registration is defined as follows:

Students eligible for and receiving priority and early registration will be allowed to enroll in a maximum of thirteen (13) units for spring and fall terms, and seven (7) units for winter and summer terms (unless otherwise stated) during the priority/early registration period.

### **Group I**

Students required by Title 5 and Education Code to be given priority registration

- Students in this group will be coded in the system and allowed priority registration throughout the District

**This group includes: *Veterans, Foster Youth, DSP&S (DRC), EOPS, and CalWORKs***

### **Group II**

Students who must be enrolled in a minimum of twelve (12) units in the spring and fall terms in order to remain in an established RCCD program, and where specific time restrictions are imposed by the program. Students in a grant-funded program where early registration is an eligibility requirement from the grantor.

- Students in this group will be coded in the system and allowed priority registration throughout the District

**This group includes: *Athletes, President and Vice President of Associated Students, and the Student Trustee***

### **Group III**

Campus Registration Committees will be established and charged with determining eligibility criteria for other groups seeking early registration. Groups granted early registration by a campus committee are eligible for courses offered through that campus only, or one of its designated sites.

## **Norco College Registration Workgroup Recommendations for Group III and IV**

### **Group III**

Norco College programs meeting at least **three** of the following criteria are eligible for Group III Early Registration:

1. Students regulated by Federal, State, county, or grant-based requirements;
2. Students must take 12 units or a prescribed minimum number of units combined with limited course selections;
3. Students have time restrictions that are imposed by the program; or
4. Students who are economically or educationally disadvantaged and/or belong to a program or initiative designed to address disproportionately impacted groups.

- Students in this group will be coded in the system and allowed early registration access for courses offered at Norco College only

**This group includes: Puente, Student Support Services (SSS and SSS-RISE), The Talented Tenth Program (T3p), and Norco College Community Scholars**

Special programs, including those meeting Group II eligibility, may be exempt from the existing Group III criteria as approved by the Registration Workgroup. Currently, the Associated Students of Norco College (ASNC) was granted Group III Early Registration access as ASNC students are an integral part of the shared governance process. Early registration allows our student leaders the ability to organize their academic responsibilities while maintaining high levels of shared governance participation in an effort to represent the student body effectively.

### **Group IV**

Norco College programs meeting **all** of the following criteria are eligible for Group IV Early Registration:

1. Serves first time college students who are recent graduates from a local feeder high school
  2. Students belonging in a college recognized intervention
  3. Students have time restrictions that are imposed by the program
- Students may enroll in up to 18 units during fall/spring

**This group includes: Summer Advantage Program**

## **Process for changes to Norco College Early Registration Group III and IV**

The existing workgroup proposes the following recommendations:

1. Changes and/or additions to Group III and IV will be reviewed and voted by the Registration Workgroup. The composition of the Registration Workgroup will be as follows:

- (1) District Enrollment Management Representative- Faculty, (1) Career Technical Education Faculty, (1) Student Services Administrative Assistant, (1) Admissions and Records staff, (1) ASNC President or designee, (1) Dean of Instruction, (1) Dean of Student Services, (1) Dean of Admissions & Records (Chair).
2. Norco College groups are required to complete the Early Registration Application Form to be submitted to the Dean of Admissions & Records by the established deadline for review and consideration for inclusion in Early Registration Group III or IV.
  3. The Dean of Admissions & Records will electronically disseminate the submitted Early Registration Application Form(s) to the Registration Workgroup for review with a specified deadline to cast a vote. Each member will electronically approve, deny, or request to discuss the application. If discussion is necessary, a meeting will be held at the soonest available time. The program lead may be invited to address the workgroup if clarification is needed. The workgroup's decision will be determined by the designated deadline; the program lead will be notified with a decision by the workgroup chair.
  4. The Registration Workgroup will reconvene annually in spring to review the Registration Policy and revise as necessary.

## **RCCD FAQ's**

### **Chancellor's Office Tax Offset Program (COTOP)**

#### **What is COTOP?**

COTOP is a program that provides Riverside Community College District (RCCD) with a method of collecting Accounts Receivable balances for student financial aid and non-financial aid obligations. Past due accounts will be submitted by RCCD to COTOP for a tax offset (via an intercept by the Franchise Tax Board of any tax refunds, lottery winnings, or unclaimed property that might be owed to you).

Student accounts that have past due fees may be submitted to COTOP. This can include enrollment & associated fees incurred at any of the three Riverside Community College District Colleges – Moreno Valley College, Norco College, and Riverside City College.

Please be aware that this debt will NOT be submitted to any major credit agencies.

#### **Why did I get this letter?**

The letter was to formally notify you of amounts owed to RCCD, and that RCCD is participating in the California Community Colleges Chancellor's Office Tax Offset Program (COTOP).

Prior to submitting an account to COTOP for tax offset, RCCD will send out a "due process" collection letter to the last known address of the students, instructing them that they may be sent to COTOP. Students then have 30 days to pay their fees in full before the debtor data is submitted to the State Chancellor's Office. This is to allow the debtor time to question the debt and/or pay the college before the tax offset process begins through the Franchise Tax Board.

#### **What type of student obligations can RCCD submit for tax offset?**

Non-resident tuition; enrollment fees; library fines; library replacement material charges; parking fees; parking fines (limited to those fines submitted within 3 years of being incurred); personal checks returned for non-sufficient funds; returned check service charges; child care charges; instructional equipment breakage/replacement charges; health fees; transcript fees; foreign student insurance charges; dental health center charges; community services fees; lost key charges; transportation charges/fees; audit fees; contract class charges; instructional material fee; damage to campus facilities/equipment charges; student representation fee, student center fee; and campus financial aid funds.

#### **What do I need to do if I receive a COTOP letter in the mail?**

Please follow the instructions on the letter you have received. You can avoid the Tax Offset collection fee, if you voluntarily pay the amounts owed within 30 days of the date of the letter that you received.

You can pay your fees either online through your Web Advisor account, in person at the Cashier's Office, or by mail. If your fees are not paid in full in the 30 days after the letters are sent out, your information will be submitted to COTOP.

If you believe there has been an error you may appeal this action by filling out the COTOP Appeal Form that is available at the Admission & Records Department at the college where the course was taken. The form can be downloaded and emailed or submitted in person with the appropriate documentation to the college:

<p><b>Moreno Valley College</b> Admissions and Records 16130 Lasselle Street Moreno Valley, CA 92551</p> <p>Email: admissions@mvc.edu.</p> <p><a href="http://www.mvc.edu/files/COTOP_Appeal.pdf">http://www.mvc.edu/files/COTOP_Appeal.pdf</a></p>	<p><b>Norco College</b> Admissions and Records 2001 Third Street Norco, CA 92860</p> <p>Email: admissions@norcollege.edu</p> <p><a href="https://www.norcollege.edu/services/enrollment/admissions/Documents/student_forms/COTOPappeal.pdf">https://www.norcollege.edu/services/enrollment/admissions/Documents/student_forms/COTOPappeal.pdf</a></p>	<p><b>Riverside City College</b> Admissions and Records 4800 Magnolia Avenue Riverside, CA 92506</p> <p>Email: admissionsriverside@rcc.edu</p> <p><a href="https://www.rcc.edu/services/admissions/Pages/Forms.aspx">https://www.rcc.edu/services/admissions/Pages/Forms.aspx</a></p>
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Upon receipt of your appeal, a college representative will review your case. If the representative finds that the offset is in error, the offset will be withdrawn or the amount corrected. If no objections are submitted or if the objections are considered to be insufficient, we will proceed with this action.

You may contact the Cashier's office at (951) 222-8164 or [COTOP@norcollege.edu](mailto:COTOP@norcollege.edu) for clarification on what the COTOP entails.

**Why has my tax return been taken by RCCD?**

Your pasts due student fees were submitted to COTOP due to non-payment. Because RCCD did not receive anything in writing to dispute the charges explained above, COTOP was used as a collections tool provided by the State of California. If you want to dispute your charges, please follow the instructions above.

**How much do I owe?**

You can log into your WebAdvisor and click on "My Account Summary By Term" and check the amount you owe.

Please visit the [Tuition and Fees](#) link for information on how fees are calculate and what you are responsible for paying by enrolling in courses at the RCCD colleges.