



**Student Support Council
Minutes for October 23, 2025**

12:50 PM-1:50 PM

In-Person Location: Industrial Technology Building (IT), Room 218
ZOOM | Meeting ID: 820 9626 2995 Passcode: 757928

Committee Members (total:15)

Present: Steven Gonzalez, Vivian Harris, Caroline Hutchings, Amy Kramer, Elizabeth Lopez, Damon Nance, David Schlanger, Kaneesha Tarrant

Virtual: Nikki Capps, Sonia Gonzalez, Kiandra Jimenez, Marcos Hidalgo, Megan McDonald, Jethro Midgett, Melissa Olivieri

Not Present: Natalie Aceves

Guests: Itzel Leyva, Michelle Rodriguez

1. Call to Order – Facilitator K. Tarrant

Time: 12:52 PM

2. Action Items

2.1 Approval of Agenda

2.1.a. MSC: Nance/Schlanger

2.1.b. Approved by consensus

2.2 Approval of Meeting Minutes from September 25, 2025

2.2.a. MSC: Olivieri/Nance

2.2.b. Approved by: consensus

2.3 Student Services Resource Requests Prioritization Recommendations

Led by Dr. Tarrant: IE sends documents to VP to distribute to SSV managers and work together for rankings across, budget, items and staff. There are some items moved over to academic affairs however, the position is still ranked. Additionally, data is from 2024-2025, so titles are outdated.

MSC: Schlanger/Hutchingson

Approved by consensus, item will move forward to College Council

3. Discussion Items – 15 minutes per item

3.1 Charter Instructions

3.2 Student Support Council Draft Charter

As part of the revisions for a condensed version, a draft was shared to the council. Tri-chairs meet monthly, a week prior to the council meetings, to prepare documents and create an agenda for the next meeting. Presented the alignment with ACCJC standards and identified key performance indicators for student success.

All items previously in the description are captured later in the document.

This item will move forward to an action item in November 2025. Any additional feedback can be sent directly to tri-chair members.

4. Information Items

4.1 Standard of Care Updates

There is a core workgroup meeting on a regular basis to define what the standard of care should be at Norco.

The LRC has created an ad-hoc meeting with tutorial services, with members from each area on campus, CSEA, student tutor, Math, English and Sciences. A request was made to FA to provide additional support from the School of Behavioral Sciences. Next meeting happens next week.

District purchased Element 451 to facilitate case management for this project. Move to discussion item for November meeting.

5. Good of the Order

The Standard of Care PRT visit is scheduled for their last visit on 11/13 to review progress.

6. Adjournment

Time: 1:24 PM

Meeting Schedule

Fall 2025: ~~09/25/25~~, ~~10/23/25~~ and 11/20/25*

Spring 2026: 02/26/2026, 03/26/2026, 04/23/2026 and 05/28/2026



Student Support Council
Minutes for September 25, 2025
12:50 PM-1:50 PM

In-Person Location: Industrial Technology Building (IT), Room 218
[ZOOM](#) | Meeting ID: 820 9626 2995 Passcode: 757928

Committee Members | In-Person

Natalie Aceves (co-chair), Nikki Capps, Sonia Gonzalez, Vivian Harris (co-chair), Marcos Hidalgo (ASNC), Kiandra Jimenez, Damon Nance, David Schlanger, Kaneesha Tarrant (co-chair)

Committee Members | via Zoom

Steven Gonzalez, Amy Kramer, Elizabeth Lopez, Megan McDonald, Jethro Midgett

Committee Members | Not Present

Caroline Hutchings, Melissa Olivieri,

Guests

Rosio Becerra, Lilia Garcia, Stacy Miklavcic, Kimberly Thomas

Recorder Cecilia Ramirez

1. **Call to Order – Facilitator V. Harris**

- 12:53 PM

2. **Action Items**

2.1 Approval of Agenda

2.2 Motion/Second: Nance/Capps

2.3 Approved by consensus

2.4 Approval of Meeting Minutes from [May 22, 2025](#)

2.5 Motion/Second: Nance/Jimenez

2.6 Approved by consensus

2.7 [Naming of the Basic Needs and Wellness Center](#) – First Read (Thomas)

2.8 Motion/Second: Capps/Aceves

Kim Thomas led the conversation to change the name of the Basic Needs and Wellness Center to "The Stable," which represents Norco College's culture and history. Thomas presented data on student basic needs insecurity and explained the proposed name

change to increase student awareness and reduce stigma. Positive feedback is provided. With approval from SSC, this item moves forward to IEGC for review.

2.9 Approved by consensus

2.10 Fall 2025 SSC Schedule: November 27, 2025, date change to November 20, 2025 (Thanksgiving Holiday)

2.11 Motion/Second: Capps/Aceves

2.12 Approved by consensus

3. Discussion Items – 15 minutes per item

3.1 [PACES](#) (L. Garcia/D. Schlanger)

Lead the conversation into PACES ending 9/30/25 and the growth of serving the student population. Graduation and Transfer rate increase. Some of the activities included working with the eight schools and offering professional development series, financial literacy, student success team, onboarding, and equity analysis. Implementation of English and Spanish materials. The data was collected in collaboration with Claremont Colleges to view the capture rates across the district, a 2-year study. Persistent rates are consistently higher than the other 2 schools (RCC/MVC). Flyer distributed to council with the QR code for regular check-in with our continuing students. The discussion concluded with plans to expand the holistic student support survey to continuing students.

3.2 Title V - [Échale Ganas Grant Update](#) (Becerra/Schlanger)

Lead by Becerra, even with the grant ending, activities are still being planned to institutionalize this work to target the Hispanic student population. Two summer bridge sessions were offered in Summer 2025, in June and August. Working in connection with the Promise program to offer 2 years fee waivers. No cost extension for another year to provide this support. Offer information sessions in English and Spanish, parent academies/family engagement programs.

3.3 [Standard of Care Update](#) (Tarrant)

Lead by Dr. Tarrant, outlined the district's \$2 million investment across colleges for counseling, advising, and tutorial support, with specific focus on standardizing operations, communication, and technology through initiatives like a new CRM platform and tutoring system migration. Progress towards meeting these goals have began by onboarding two Educational Resource Advisors (ERA). Follow-up meetings with all ERAs to discuss the new job description. The Library and Academic Council are

also recruiting 5 additional faculty to advise on this initiative. Element451-customer relation management, Sonia/David are college leads for this new platform which should take 12 weeks. Outline of the spending plan for the \$200,000 allocated to NC.

3.4 [RCCD Strategic Plan 2025-2030](#)

Key takeaway is the district is working on a strategic plan, unfortunately that the timelines did not align from the college and district. Feedback and revision are still being accepted.

4. Information Items

4.1 Resource Request Prioritization

Student Services Managers are reviewing the 2024-2027 requests that were unfunded. A completed rank list will be provided to the council at the next meeting.

5. Good of the Order

6. Adjournment

- 1:52 PM

Meeting Schedule

Fall 2025: 10/23/25 and 11/20/25*

Spring 2026: 02/26/2026, 03/26/2026, 04/23/2026 and 05/28/2026

Unit	Resource Year	\$ Amount Req	Resource Type	Request Title	What resources do you need?	2024-2025 Ra	Additional Notes	2025-26 Ranking
Student Services: Enrollment Services	2024 - 2027	\$53,128.	STAFF: Classified Professional, Confidential, Mgr	Moving 47.5% Financial Aid Office Assistant to 100%	\$39,365.04 to cover 27.5% salary and benefits	2	Increase position from PT to FT to increase capacity in Financial Aid.	1
Student Services: Student Life	2024 - 2027	\$156,000.	STAFF: Classified Professional, Confidential, Mgr	FT Mental Health Counselor Increasing 31 hour Customer Service Clerk/Office Assistant to 40 hours SFS Specialist (previously called SFS Advisor)	Funding for Mental Health Counselor	3	Increased demand for Mental Health Services and only one FT employee (Mental Health Supervisor)	2
Student Services: Enrollment Services	2025 Update	\$59,779.	STAFF: Classified Professional, Confidential, Mgr	Financial Aid Outreach Specialist Full-time	Funds to cover increase to 40 hours (salary and benefits and new pay grade J)			3
Student Services: Enrollment Services	2024 - 2027	\$65,490.	STAFF: Classified Professional, Confidential, Mgr	Employment Placement Coordinator	\$65,490.12 to move the Outreach Specialist from 19 hours to 40 hours a week	10	Increase position from PT to FT to increase capacity in Financial Aid. Position to be re-prioritized to determine as temporary funding for High priority and need from Holistic Student Survey. September 2024: update to employment services plan involving CTE Employment	4
Student Services: Advising and Counseling	2024 - 2027	\$132,855.	STAFF: Classified Professional, Confidential, Mgr	Full-Time Office Assistant for Veterans Resource Center	1 FT Employment Placement Coordinator for general students	9		5
Student Services: Enrollment Services	2025 Update	\$112,905.	STAFF: Classified Professional, Confidential, Mgr	Part-time interpreter	Funding for full-time Office Assistant to serve Veterans Resource Center			6
Student Services: Special Programs (DRC)	2025 Update	\$200,000.	STAFF: Classified Professional, Confidential, Mgr	Director, Academic Advising and Student Success	4 part-time sign language interpreters			7
Student Services: Advising and Counseling	2024 - 2027	\$205,830.	STAFF: Classified Professional, Confidential, Mgr	Operations Assistant at 50% and Student Services Specialist at 40% plus benefits	1 Director, Academic Advising and Student Success	4	Due to the loss of the Title V grant, this item needs to be added back to the ranking and ranked for possible funding in 2025-26 in Progress	8
Student Services: Enrollment Services	2024 - 2027	\$108,076.	STAFF: Classified Professional, Confidential, Mgr	Increase PT Student Services Specialist (19.5 hrs) to Full-Time (40 hours)	\$55,276.80 in salaries and \$52,800 in benefits for a total of \$108,076.80	11	Operations Assistant 11 Student Services Specialist 12 To support Enrollment Services including CRC, Dual Enrollment	9
Student Services: Enrollment Services	2025 Update	\$138,593.	STAFF: Classified Professional, Confidential, Mgr	Full-Time Office Assistant for Welcome Center	Funding to pay for the increase in salary/benefits			10
Student Services: Enrollment Services	2025 Update	\$112,905.	STAFF: Classified Professional, Confidential, Mgr		Funding to support permanent, classified Office Assistant at 40 hours			11

Student Services: Student Life	2024 - 2027	\$156,000.	STAFF: Classified Professional, Confidential, Mgr	Funding for a Full-Time Registered Nurse	none	14	Funded at 32 hours. Budget for this position needs to be reassessed. Currently was in process of hiring.	12	
Student Services: Enrollment Services	2025 Update	\$3,000.	STAFF: Professional Development	Professional Development Funds			Additional funding to maintain state and Federal compliance with Department of Education and CA regulation	13	
Student Services: Student Life	2025 Update	\$151,000.	STAFF: Classified Professional, Confidential, Mgr	Educational Resource Specialist for Basic Needs & Wellness			Staff member and work station	14	
Student Services: Library and LRC	2025 Update	\$34,461.	STAFF: Classified Professional, Confidential, Mgr	LIB - PT Library Clerk I 2024-27			PT (19 hour) Library Clerk I to cover peak usage times in the library during 10 am-2:00 pm Monday-Thursday when the library hosts frequent student engagement	15	
Student Services: Library and LRC	2025 Update	\$121,243.	STAFF: Classified Professional, Confidential, Mgr	LRC - FT Tutorial Services Clerk 2024-27			A FT Tutorial Services Clerk to Cover Evening Shift Hours (11:30 am-8:00 pm). LRC is open 12.5 hours M-Th; 8.5 hours on Friday; and 5 hours on Saturday. The	16	
Administrative: Student Services	2025 Update	\$20,000.	STAFF: Professional Development	NaBita Training			Funding to pay for annual NaBita Training and Certification for members of the CARE Network. This would include Basic Behavioral Intervention, Structured Manager to oversee LRC/tutoring	17	
Student Services: Library and LRC	2025 Update	\$188,550.	STAFF: Classified Professional, Confidential, Mgr	LRC - Director, Learning Resource Center 2024-27			operations, promotion and strategic planning. This position would work in close collaboration with and report to the Dean	18	
Administrative: Student Services	2024 - 2027	\$30,000.	STAFF: Professional Development	Division Retreat (5)		16	Funding to lead retreat for process mapping for each area within student services and one retreat for SS Management	To support division efforts in equity, guided pathway, SSIPP and Standard of Care.	19
Student Services: Library and LRC	2025 Update	\$85,123.	STAFF: Classified Professional, Confidential, Mgr	LIB - Increase Library/LRC Administrative Assistant III PT position from 18 hours/week to FT 40 hours/week. 2024-27			FT position at 40 hours/week	20	
Student Services: Special Programs (DRC)	2024 - 2027	\$170,000.	STAFF: Classified Professional, Confidential, Mgr	DRC Educational Advisor		7	A team member to support the case management meetings with DRC students.	To support growth in the DRC, Counseling/Advising services and Standard of Care.	In Progress

SPGM 2025-2030

Draft Charter Instructions

Charter Requirements

Charters at Norco College serve two purposes:

- Charters serve as a central location for basic information about each Council and Committee.
- Charters provide a central organizational document to help orient the efforts of Councils and Committees regarding their contributions to the operational and strategic efforts of the college.

All charters contain the following elements:

- Name of Council/Committee
- Description: a 25-50 word overview (brief and descriptive) of the Council/Committee's mission or central charge.
- Brown Act: identification of bodies subject to the Brown Act
- Meeting Schedule: regularly occurring meeting schedule
- Chair/Co-Chairs (include constituent group when relevant)
- Reports and Recommends to: the governance entity or office that the council or committee reports and submits recommendations to
- Required Reports and Updates: specific reports and updates related to institutional effectiveness and strategic goals
- Key Performance Indicators/Goals: specific KPIs or Goals that the Council/Committee has been assigned and the specific KPIs or Goals that the Council/Committee has chosen to pursue.
- ACCJC Accreditation Standards: alignment to specific standards that guide the committee or council's work
- Equity Focus: a brief statement about how it will contribute to the development of equity at the college, including but not limited to equity-focused efforts, populations, or initiatives.
- Edition Date: date of their most recent revision and dates of previous versions of the charter.
- Link: Provide URL to site with Membership Roster.

Refer to the Charter Procedures (under Governance Procedures) prior to making changes to any of the above charter elements.

Websites

All Councils and Committees of the College are expected to maintain websites related to their group. While other groups should determine on their own whether a website is necessary, in general, groups are encouraged to establish and maintain websites to facilitate communication and openness. Previously, there have been no guidelines on what websites should contain. These guidelines aim to establish a more uniform, college-wide approach to website development and maintenance.

Website Guidelines

All College group websites are expected to have the following elements. Please note that these elements are considered only a starting point and that groups can and likely should include additional information beyond these guidelines to carry out the group's charge best.

The expected elements consist of the following:

- Name.
- A description of the group's purpose and/or the group's mission statement.
- The regular meeting dates, times, and locations, including physical and virtual as appropriate.
- Contact information.
 - The primary contact will likely be the chair or co-chairs.
 - Contact information should include how to submit items for the group's agendas.
- Meeting Schedule
- Committee Members
 - Group Membership should be updated at least annually and ideally at the beginning of each semester.
 - Chairs/co-chairs should be clearly identified.
 - If a group's membership is based on representation from particular College communities, those affiliations may be included (i.e., the Student Representative may be identified as such, or the Representative from a particular School or constituent group may be identified as such).
 - A statement regarding how group members are selected or who is welcome to join the group.
- Planning Documents
 - Group Charter
 - Reports
- Archived Agendas and Minutes

Responsibility for Website Updates

All groups with a website should assign a person or team to be formally responsible for updating the website (either directly or by working with College or District IT to implement the updates). While this responsibility will commonly fall to the chair/co-chairs, any group member can perform this task. The person/team assigned should expect to perform the following duties:

- Review the website at the beginning of each semester to identify needed updates. Examples of common updates include:
 - Changes to group roster or membership.
 - Changes or updates to meeting days, times, and locations.
 - Changes to any linked documents, guides, or other resources provided to the community.
- Perform a monthly review and update of the council/committee website to ensure documentation is uploaded and accessible. This includes agendas with documentation and meeting minutes.

- At the conclusion of each term (Fall and Spring), work with the College or District IT for assistance and support as needed to ensure the site is fully functional and up to date.

Charter Procedures

Purpose: To ensure that each governance charter provides accurate and up-to-date information to orient the efforts of the council or committee regarding their contributions to the operational and strategic efforts of the College through regular review and examination of the charter.

Scope: Governance entities can create new charters at any time during the five-year strategic planning cycle. All governance entities shall seek reauthorization of existing charters in years two and four of the five-year strategic planning cycle as part of the Governance Self-Evaluation and Continuous Improvement Process.

Timeline: Each governance entity conducts an annual internal review of its charter for updates and revisions, led by the chair or co-chairs. In years two and four of the five-year strategic planning cycle, each governance entity will participate in the Governance Self-Evaluation and Continuous Improvement Procedures, which includes a formal and in-depth review of the charter in response to the Report of Effectiveness.

Procedures: Charter procedures define the required charter elements as well as the process for review and updating charters. The first set of instructions is for the creation of new charters, followed by the procedures for the reauthorization of existing charters.

New Charter Instructions:

1. **Creation of New Charter:** Any member of a constituent group at the college may propose a new council, committee, or other group that aligns with and supports the College's strategic goals. The following charter elements are required:
 - Name of Council/Committee
 - Description: A 25-50 word overview (brief and descriptive) of the Council/Committee's mission or central charge.
 - Meeting Schedule
 - Chair/Co-Chairs (include constituent group when relevant)
 - Membership: names of members and relevant constituent groups (e.g., faculty, classified professionals, etc.) from which each membership is drawn.
 - Key Performance Indicators/Goals: Specific KPIs or Goals that the Council/Committee has been assigned and the specific KPIs or Goals that the Council/Committee has chosen to pursue.
 - Equity Focus: A brief statement about how it will contribute to the development of equity at the college, including but not limited to equity-focused efforts, populations, or initiatives.
 - Edition Date: Date of their most recent revision and dates of previous versions of the charter.

- Support Staff: Support staff assigned to the Council/Committee
2. **Feedback and Approval:** The new charter will be presented to the appropriate governance entity (i.e. one of the four leadership councils or Academic Senate) ~~authorizing body~~ to examine and discuss mission alignment and strategic goal alignment, as well as compliance with institutional effectiveness procedures.
 3. **New Charter Recognition:** New charters are subject to additional approval from the following entities:
 - a. **Norco College Academic Senate:** Councils, committees, or other groups that impact 10+1 matters as defined by the Educational Code.
 - b. **Office of the President:** Councils, committees, or other groups that direct Norco College employees' time and effort. The Office of the President may also delegate charter approval authority to relevant leadership councils.

Reauthorization of Existing Charter Instructions:

1. **Review Charter Elements:** Each governance entity will annually review the following charter elements to ensure accuracy in composition and purpose, led by the chair/co-chairs.
 - Name of Council/Committee
 - Description: A 25-50 word overview (brief and descriptive) of the Council/Committee's mission or central charge.
 - Brown Act: identification of bodies subject to the Brown Act
 - Meeting Schedule: regularly occurring meeting schedule
 - Chair/Co-Chairs (include constituent group when relevant)
 - Reports and Recommends to: the governance entity or office that the council or committee reports and submits recommendations to
 - Required Reports and Updates: specific reports and updates related to institutional effectiveness and strategic goals
 - Key Performance Indicators/Goals: Specific KPIs or Goals that the Council/Committee has been assigned and the specific KPIs or Goals that the Council/Committee has chosen to pursue
 - ACCJC Accreditation Standards: alignment to specific standards that guide the committee or council's work
 - Equity Focus: A brief statement about how it will contribute to the development of equity at the college, including but not limited to equity-focused efforts, populations, or initiatives.
 - Edition Date: Date of their most recent revision and dates of previous versions of the charter.
 - Link: Provide URL to site with Membership Roster.
2. **Discuss and Document:** The members will discuss the composition and purpose of the council or committee alongside their Report of Effectiveness and document any recommended revisions to the charter via meeting minutes. Groups are encouraged to engage in dialogue and reflection to continuously improve their efforts.

3. **Feedback and Approval:** Charter revisions and recommendations will be presented to the group's governing body to examine and discuss mission alignment and strategic goal alignment, as well as compliance with institutional effectiveness procedures. Minor changes require reporting to the authorizing body, while major changes require approval from the authorizing body.
 - a. **Minor Changes:** Changes that do not require approval include:
 - i. Meeting schedule and location
 - ii. Changes in members or co-chairs
 1. Per Senate bylaws, approval is required if a Senate committee wishes to name a non-faculty member as a co-chair.
 - b. **Major Changes:** Changes that require approval include:
 - i. The identity of support staff for Senate committees as required by Academic Senate bylaws
 - ii. Group Name
 - iii. Group Purpose
 - iv. Membership structure
 - v. Strategic alignment
 - vi. Change in authorizing body
4. **Charter Reauthorization:** Once the authorizing body approves the revised updates and changes, the charter is reauthorized and formally recognized as a governance entity. Any group that does not seek reauthorization or is not granted reauthorization should no longer convene.



Council & Committee Charter (2025-2030)

Name of Council/ Committee: **Student Support Council**

Description (25-50 words):	<p>DRAFT: The Student Support Council provides strategic direction for academic learning support and student services that promote success and support students through their educational journeys.</p> <p>Original Charter: The Student Support Council (SSC) (Formerly SSPC) coordinates, discusses, and makes recommendations regarding functions, plans, and activities throughout student support services. The SSC provides leadership and retains responsibility for ACCJC Standard IIC, while serving as a communication link to the rest of the college regarding strategic and operational matters associated with their assigned EMP objectives. The SSC makes recommendations to the College Council and the Vice President of Student Services.</p> <p>ACCJC: In alignment with its mission, the institution delivers high-quality academic and learning support programs that engage and support students through their unique educational journeys. Academic and learning support programs promote success for all students, and the institution evaluates student learning and achievement data to inform improvements and advance successful outcomes.</p>
Brown Act (Yes or No):	No
Meeting Schedule:	4th Thursday, 12:50 - 1:50 pm (in-person and via Zoom)
Chair(s):	Natalie Aceves (CSEA), Vivian Harris (Faculty), Kaneesha Tarrant (Management)
Reports and Recommends to:	College Council
Required Reports and Updates:	Annual Prioritization, Accreditation, Advisory Groups, DEIA Committee
Key Performance Indicators/Goals:	KPIs: 2, 3, 6, 8, 9
ACCJC Accreditation Standard(s):	ACCJC Standards: 2.4, 2.7, 2.8, 2.9
Equity Focus:	Equitable outcomes in student success as measured by Key Performance Indicators
Edition Date:	10/14/2025
Link to council/committee site with Membership Roster:	
www.norcollege.edu/committees/ssscouncil/index.html	