



**Student Support Council
Minutes for May 28, 2026**

12:50 PM-1:50 PM

In-Person Location: Industrial Technology Building (IT), Room 218
[ZOOM](#) | Meeting ID: 844 9140 6190 Passcode: 015098

Committee Members | In-Person Attendees

Sonia Gonzalez, , Vivian Harris (co-chair), Kiandra Jimenez, Damon Nance, David Schlanger, Kaneesha Tarrant (co-chair)

Committee Members | Virtual Attendees

Marcos Hidalgo (ASNC)

Committee Members | Not Present Attendees

Natalie Aceves (co-chair), , Nikki Capps, Steven Gonzalez, Amy Kramer, Elizabeth Lopez, Megan McDonald, Jethro Midgett, Melissa Olivieri, Caroline Hutchings

Guests:

Matthew Dumlao

Recorder:

Cecilia Ramirez

Subject to Brown Act: No

1. Call to Order – Facilitator V. Harris

Time: 12:53 PM

2. Action Items

2.1 Approval of Agenda

MSC:

2.2 Approval of Meeting Minutes from April 23, 2026

MSC:

2.3 Approval of Student Support Council Charter 2025-2030

MSC: Discussion occurred regarding the committee membership and how the positions will be appointed. The titles will be used instead of the name to allow flexibility in who may be appointed as a committee member.

If approved, quorum would be 7 members. With the new structure there is a need for guided pathways experts but currently do not have leads. Membership 14, voting is 13.

3. Discussion Items

3.1 Dual Enrollment

Summary: Program objectives of Dual enrollment to start with 9th graders, to increase efforts of HS students completing at least 12 units by the time they graduate. The effort is to align our goals.

Discussed the 3 versions of dual enrollment, dual offers courses at the high school, concurrent students take a college course on campus with college students, middle college, high school located on a college campus and complete courses on both campuses.

Dualenroll.com was implemented to help ease the process of enrollment.

Retention rates show high persistence at the middle college v. dual enrollment with a slight difference between the 2 populations

Success rates using the DEEP framework, focusing on outreach for underrepresented families, motivation, and advising students to align their coursework with their career goals.

With data reported, there is a need for additional resources and staffing. In addition to creating operational funding for dual enrollment efforts, both requests are being added to program review for next year.

4. Information Items

4.1 Commencement

6/12/2026 at soccer field, 337 caps and gowns purchased, degrees/certs processed to date, students are still applying for summer interested in participating in commencement, evaluations will be connecting with the students about cap/gown. There is a growth of 100 more students this time this year. Final numbers are normally provided to the community by Dr. Green. ASNC funds have been expended for this commencement. Special Programs also purchase students from their own programs. Fashion for Change, student club, intersection of fashion and sustainability, this project is working to create a loaner program in the summer for caps/gowns.

No tickets will be required, no student rehearsals, video will be sent out to the participants

4.2 Annual Council Calendar

Creation of a calendar of activities/topics to discuss.

5. Good of the Order

Quorum was not met, e-voting will be sent 3 days after the meeting, give 5 days to vote, no voting on agenda or minutes, send e-vote report to council. Send via MS Form.

Registration is now open for Summer/Fall

6. Adjournment

Time: 1:54

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

Fall 2026: 09/24/26, 10/22/26, 11/19/25*

Spring 2027: 02/25/27, 03/25/27, 04/22/27 and 05/27/27

Meeting will be held in IT*218 for 2026/2027

Id	Start time	Completion time	Email	Name	Motion Approval of the Student Support Council Comments / Recommendation	
1	5/29/2026 13:01	5/29/2026 13:01	Damon.Nance@norcocollege.	Damon Nance	Approve	
2	5/29/2026 13:30	5/29/2026 13:32	Steven.Gonzalez@norcocolleg	Steven Gonzalez	Approve	
3	5/29/2026 15:29	5/29/2026 15:30	Kaneesha.Tarrant@norcocolle	Kaneesha Tarrant	Approve	
4	5/29/2026 17:16	5/29/2026 17:16	Caroline.Hutchings@norcocoll	Caroline Hutchings	Approve	
5	6/1/2026 11:57	6/1/2026 11:57	Nicole.Capps@norcocollege.ei	Nicole Capps	Approve	
6	6/3/2026 13:22	6/3/2026 13:23	Megan.Mcdonald@norcocolle	Megan McDonald	Approve	
7	6/4/2026 10:28	6/4/2026 10:28	Sonia.Gonzalez@norcocollege	Sonia Gonzalez	Approve	
8	6/5/2026 8:58	6/5/2026 9:00	Natalie.Aceves@norcocollege.	Natalie Aceves	Approve	
<p>If the college is moving away from Guided Pathways positions & there is already an Educational Resource Advisor on the committee, there doesn't seem to be a need for a faculty representative with experience in Guided Pathways & Faculty Advising. The term Faculty Advising is unclear. The Student Support Council may want to include a general faculty member instead.</p>						
9	6/5/2026 10:28	6/5/2026 10:53	Vivian.Harris@norcocollege.ec	Vivian Harris	Abstain	
10	6/5/2026 13:00	6/5/2026 13:01	David.Schlanger@norcocollegi	David Schlanger	Approve	None
11	6/5/2026 12:41	6/5/2026 15:25	Elizabeth.Lopez@norcocollege	Elizabeth Lopez	Approve	



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ZOOM | Meeting ID: 844 9140 6190 Passcode: 015098

Committee Members | In-Person Attendees

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Committee Members | Virtual Attendees

Nikki Capps, Amy Kramer, Megan McDonald, Jethro Midgett

Committee Members | Not Present

Natalie Aceves (co-chair), Steven Gonzalez, Marcos Hidalgo (ASNC), Elizabeth Lopez, Damon Nance, Melissa Olivieri

Guests: Jacob Drainville

Recorder: Cecilia Ramirez

Subject to Brown Act: No

1. Call to Order – Facilitator (Tarrant)

Time: 12:54 PM

2. Action Items

2.1 Approval of Agenda

MSC: Jimenez/Gonzalez/Approved by Consensus

2.2 Approval of Meeting Minutes from March 26, 2026

MSC: Gonzalez/Jimenez/Approved by Consensus

2.3 2026 (N)ISER

MSC: Harris/Gonzalez/Approved by Consensus

2.4 LGBTQIA+ Charter

MSC: Jimenez/Harris/Approved by Consensus

Professor Drainville explained their goal to better align and collaborate LGBTQIA+ communities to direct student support.

An invitation was also shared for all to attend Drag Night on 4/30

3. Discussion Items

3.1 NC Strategic Plan: Student Services Presentation (Goal 5)

Focusing on transfer rates and initiatives to increase them, including partnerships with local high schools and enhanced support for transfer students. The presentation also covered progress on career pathways, highlighting the implementation of the career decision-making wheel and new courses to support students in making career decisions. Next steps include creating a Power BI dashboard to track student progress toward transfer and developing employment support services for students.

Partnering with GIA and CNUUSD including Fall college and career night hosted at NC for visibility

Reassigning counselor coordinator to build the partnerships with 4-year institution, moved transfer center for centralized location with computer lab for students to support these efforts.

62% increase in students participating in the Transfer Jam in Fall 2025

Increase in Hispanic student transfer rate since 2019

Goal 5: to increase enrollment and build career ready pathways

CTE event held on campus 4/22 with 100s of students

Professional development opportunity for the counselors to enhance their CTE knowledge, including the creation of GUI-47A, 1 unit course which going through the approval process.

Employment support, resume writing assistance training provided by the Educational Resource Advisor. Prof. Capps offered collaboration to further assist students with completing scholarship applications, application insight questions and resume writing.

3.2 Student Support Council: 2025-2030 Charter

Revision to council after planning and development training in early Spring. Changes read to council by Dr. Tarrant.

The proposed charter aims to align the council's work with new EMP goals and district KPIs, particularly in areas such as access, success, and workforce development. Key updates include revised membership structure, emphasizing roles in academic support, equity, and standard of care, as well as updated responsibilities and reporting requirements. Positive feedback provided on the balance of administrative, faculty, and classified representation and appreciated the inclusion of standard of care in the council's description.

Move to action item in May 2026.

4. Information Items

4.1 26SUM/FAL Registration (Gonzalez)

May 4th registration commences for Summer/Fall. Dean Gonzalez emphasis the 13-unit limit during priority registration. Students may enroll into additional units on their assigned regular registration date.

Starting in the Fall, Promise students will now be eligible for Group 3 Early Registration.

5. Good of the Order

Discussed graduation applications for Spring 2026 Commencement, with 3,515 total applications received from 817 unduplicated students. Nearly 400 applications were canceled due to students not meeting requirements, while over 900 applications were pending with students needing to pass classes or provide transcripts. The discussion clarified that the 9-unit requirement for commencement participation remains in effect, separate from degree conferral, and that upcoming legislative changes will be presented at the next meeting to address operational impacts starting summer 2026.

6. Adjournment

TIME: 1:36 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



Council & Committee Charter (2025-2030)

Name of Council/ Committee: Student Support Council

Description (25-50 words):	The Student Support Council provides strategic direction and ensures the coordinated delivery of academic learning support and student services, aligned with the Standard of Care to advance equitable access and student success throughout students' educational journeys.
Brown Act (Yes or No):	No
Meeting Schedule:	The Student Support Council (SSC) meets monthly on the fourth Thursday of the month from 12:50pm to 1:50pm, with Zoom option, for Fall and Spring Terms. Contact the co-chairs to place an item on a future agenda.
Chair(s):	Natalie Aceves (CSEA), Vivian Harris (Faculty), Kaneesha Tarrant (Management)
Committee Membership (13):	<ul style="list-style-type: none"> • Vice President Student Services, Chair– Administrator • Administrator with oversight in Student Services – Administrator • Administrator with oversight in Enrollment Services– Administrator • Administrator with oversight in Equity– Administrator • Counseling Faculty Representative– Faculty • Library Faculty Representative– Faculty • Faculty representative for Tutorial Support (e.g. English or Math faculty)– Faculty • Faculty representative with knowledge/experience in Guided Pathways/Faculty Advising– Faculty • Representative with knowledge/experience as Educational Resource Advisor– Classified Professional • Representative with knowledge/experience in financial aid programs– Classified Professional • Representative with knowledge/experience in equity programs and learning communities– Classified Professional • Representative with knowledge/experience in tutoring, learning support and academic support– Classified Professional • ASNC representative – Student • ASNC alternate (non-voting unless primary member is absent) – Student
Reports and Recommends to:	The Student Support Council makes recommendations to the College Council and the Vice President of Student Services.
Required Reports and Updates:	<ol style="list-style-type: none"> 1. Annual Resource Request prioritization 2. Accreditation
Key Performance Indicators/Goals:	<p>(1) Access</p> <p>(2) Success</p> <p>(5) Workforce</p>
ACCJC Accreditation Standard(s):	2.4, 2.7, 2.8,2.9

Commented [TK1]: added to clarify

Commented [TK3]: changed to align with other positions

Commented [TK4]: expanded abbreviation to align with other positions

Commented [TK5]: The addition of "with knowledge/experience in " provides clarity and acknowledges that the college has moved beyond dedicated Guided Pathways positions. This work has expanded to include a broader group of faculty, particularly with the continued growth of CAP events and other related student support efforts.

Commented [TK2]: This revision accurately reflects the voting membership of the Student Support Council. The ASNC alternate will remain listed; however, they are a non-voting member unless serving in the place of the primary ASNC representative.

Equity Focus:	Coordinate programs and services to achieve equitable student success outcomes aligned with Key Performance Indicators and the Standard of Care.
Edition Date:	April 20, 2026
Link to council/committee site with Membership Roster: www.norcocollege.edu/	

ACCJC Accreditation Standard	Goal/Objective	Example Task
2.4 2.7 2.8 2.9	(1) Access (2) Success (5) Workforce	Review, evaluate, and provide recommendations regarding continued improvements in effectively supporting students' unique educational journeys through comprehensive student support and engagement.

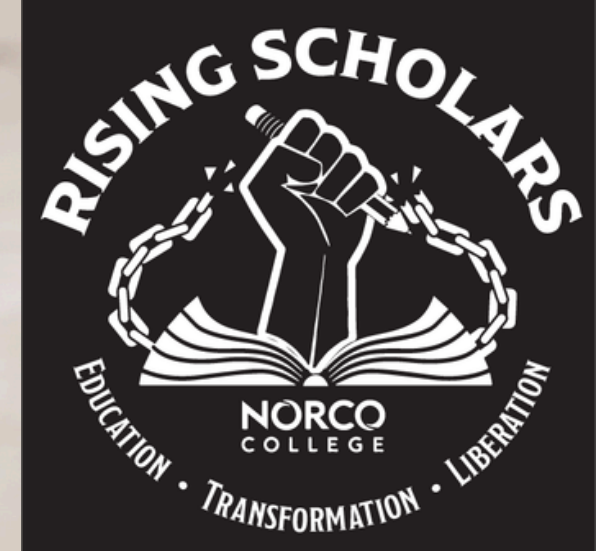
Student Services	Goal 1: Access	1.2 Increase annual headcount by 3%
	Goal 2: Success	1.3: Increase capture rates from feeder high schools by 4% annually
		2.3 Increase First-term to Second-Term Persistence of first-time students by 3% annually
	Goal 5: Workforce	2.4 Increase 3-year degree/certificate completion by 3% annually
		2.5 Increase 3-year transfer rate by 3% annually
2.6 Increase the number of students who receive aid by 6% annually		
		5.2 Increase student enrollment in career pathways to living-wage careers



Dual Enrollment

Dual Enrollment Support Updates

Educational Partnerships
Spring 2026



Vision for Dual Enrollment

CCCCO

Vision 2030: Dual Enrollment in the 9th grade & 12+ units for all high school students.

RCCD

District KPI 2: By 2030, achieve 10% of FTES through Dual Enrollment.

High School Partners

Increase Dual Enrollment participation to at least 20% of all high school students.

Types of Dual Enrollment

Dual Enrollment:

High school student enroll in classes that are offered specifically for high school students under formal partnership agreements.

2,957
Students in
2025-2026

16 High School Partners,
7 School Districts
+ 1 Juvenile Hall (RCOE)*

Concurrent Enrollment:

High School students enroll in college classes on campus or online.

333
Students in
2025-2026

Available to all high
schools, regardless of
location.

Middle College:

A high school located on the college campus that provides access to all college classes for students at the high school.

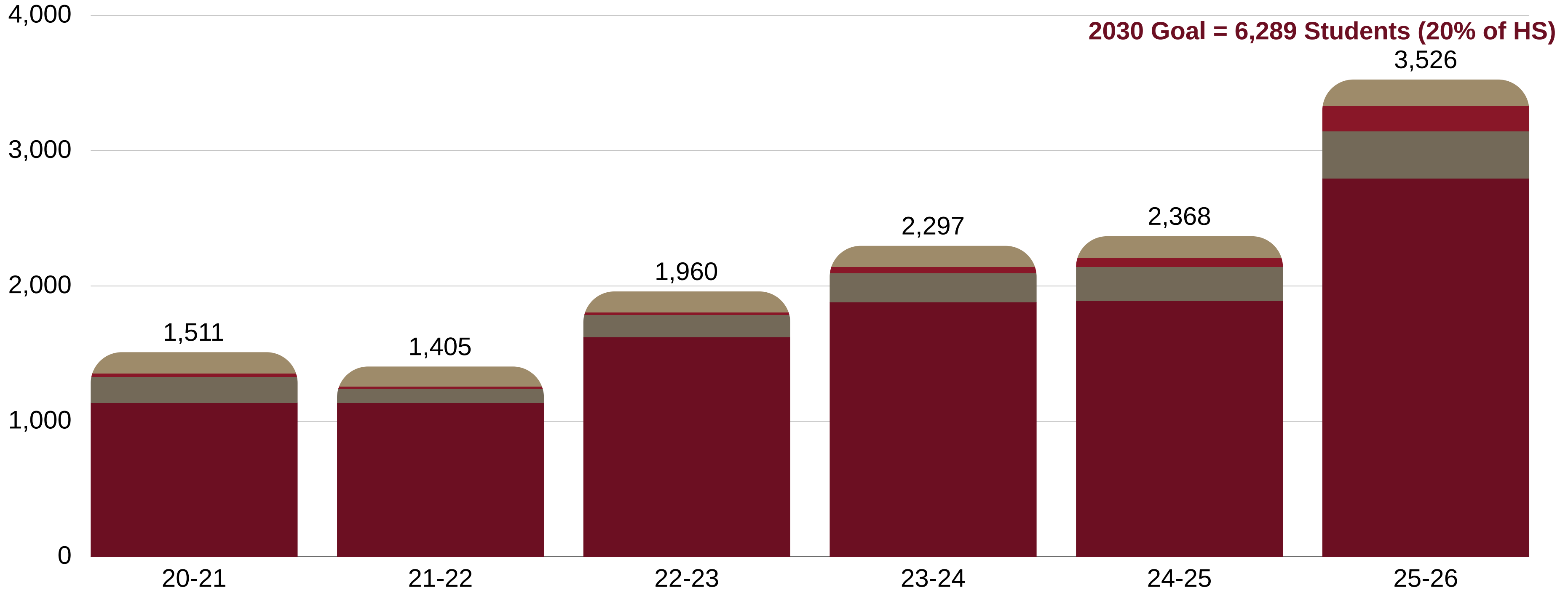
690
Students in
2025-2026

1 High School Partner
9th Grade = Dual
10-12th Grade = Concurrent

***The Rising Scholars Juvenile Justice Program is a subset of Dual Enrollment.**

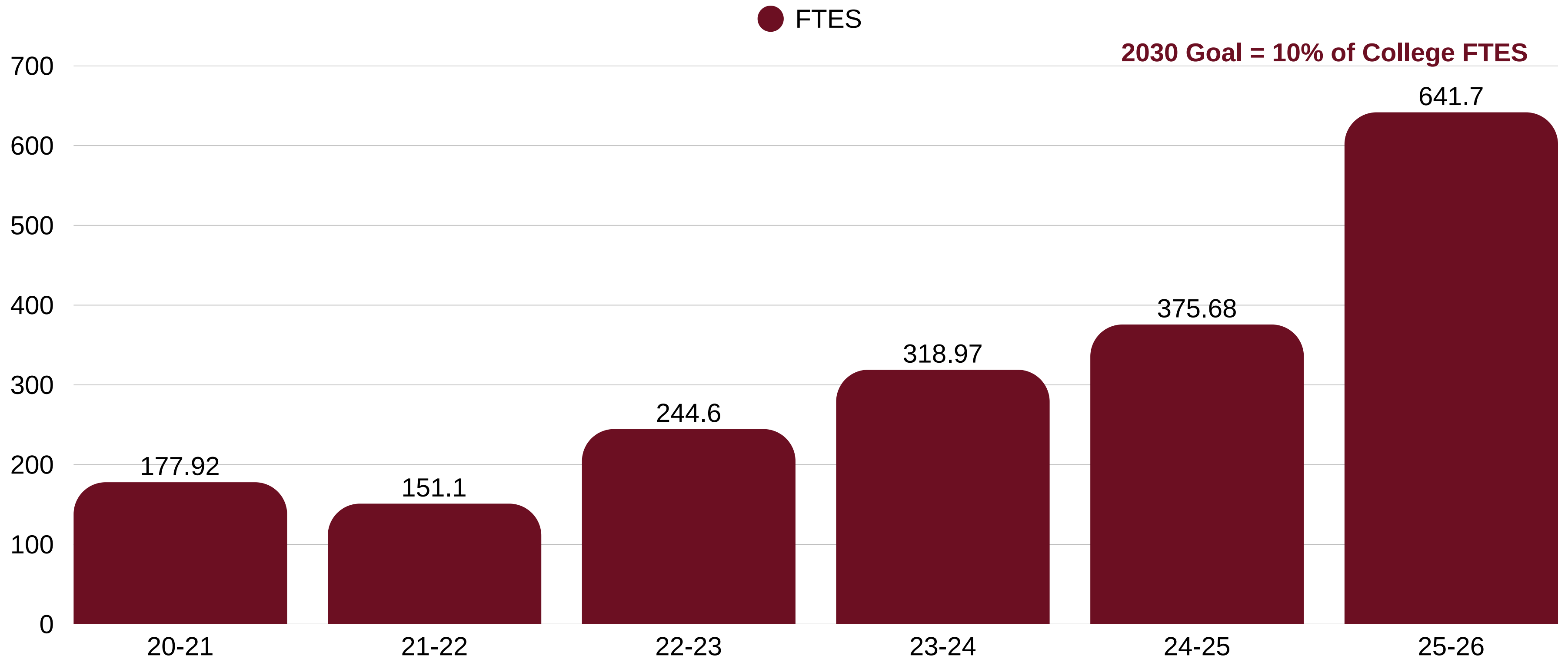
Dual Enrollment Headcount

● Corona Norco USD* ● Jurupa USD ● Alvord USD ● Other - Charter



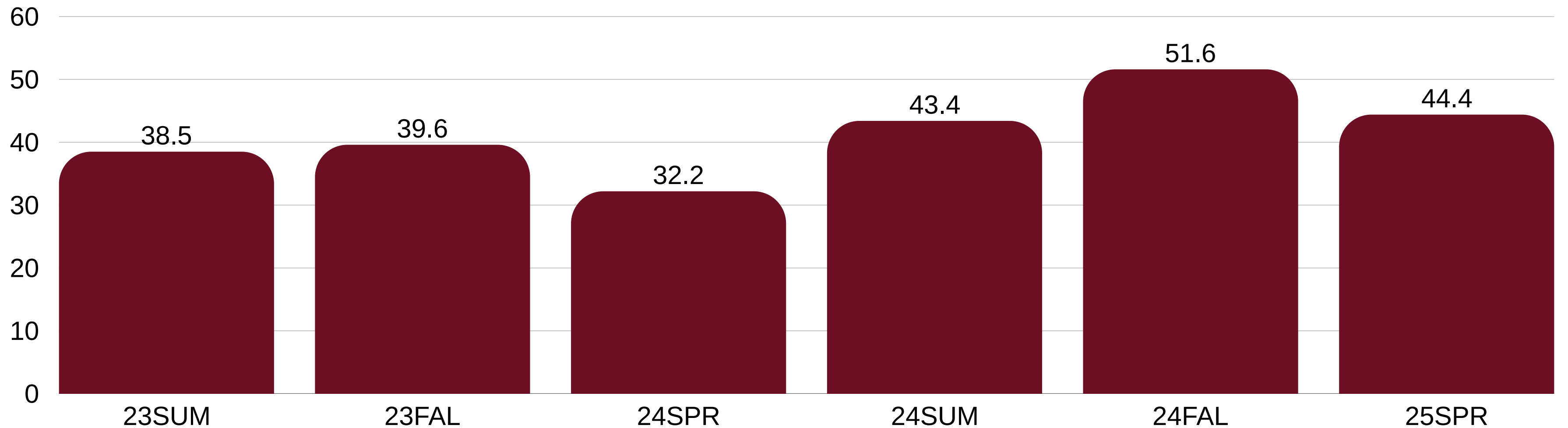
***Includes Middle College student headcount.**

Dual Enrollment FTES



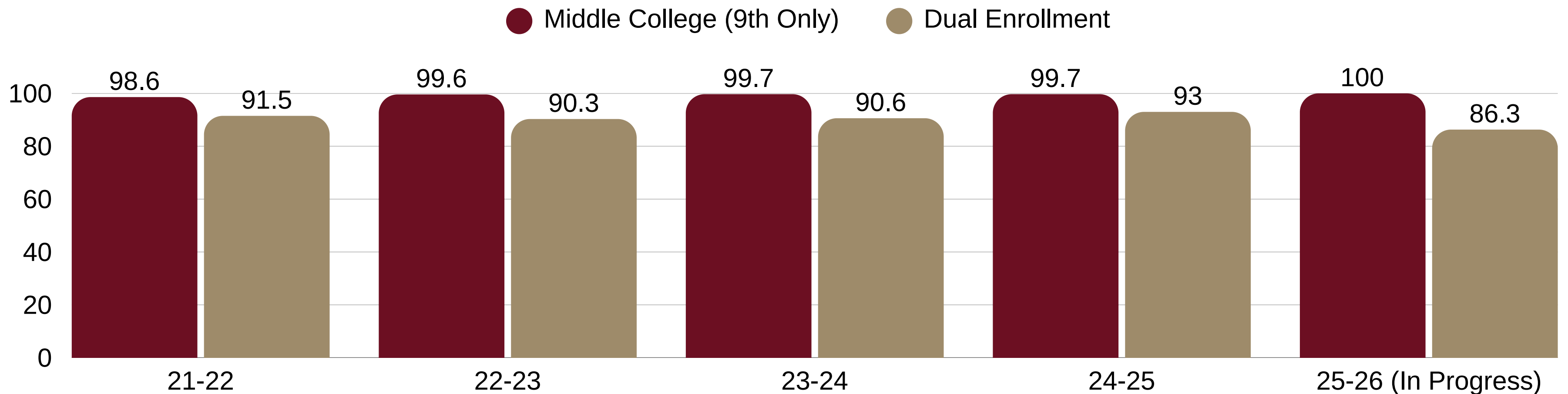
Dual Enrollment Capture Rates

● Capture Rate (Applied & Enrolled)



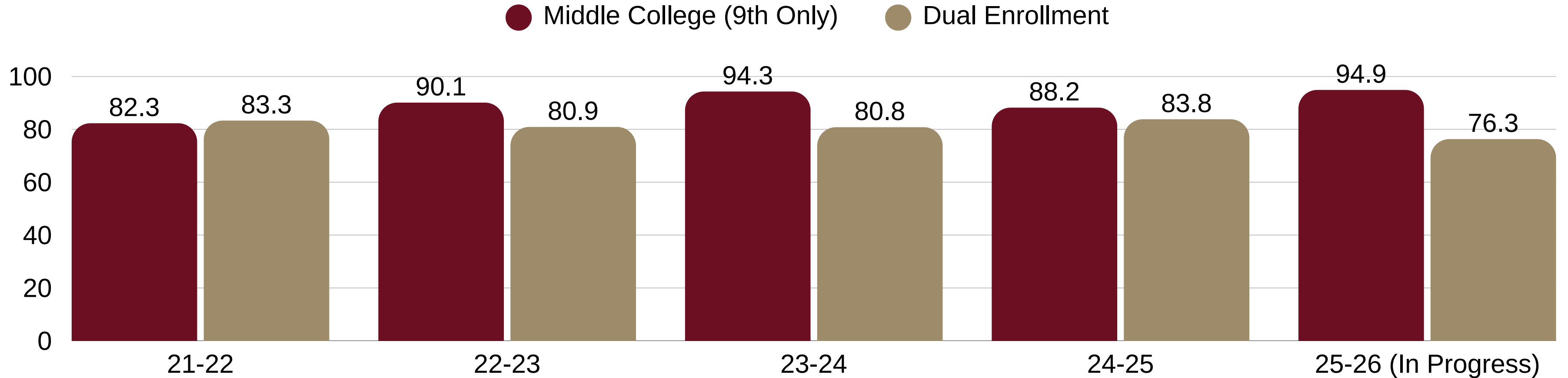
Implemented DualEnroll.com in Spring 2025 to streamline enrollment process and increase capture rates.

Dual Enrollment vs. Middle College Retention Rates



Middle College Model: Onsite reassigned time and adjunct hours for 2 Norco College Counselors and a dedicated PT Educational Resource Advisor

Dual Enrollment vs. Middle College Success Rates



Middle College Model: Onsite reassigned time and adjunct hours for 2 Norco College Counselors and a dedicated PT Educational Resource Advisor

Mindset Shift – DEEP Framework

DEEP: A Research-Based Framework for Broadening the Benefits of Dual Enrollment

Community College Research Center

CONVENTIONAL MINDSET		DEEP MINDSET
DE courses made available to students who are already college bound	➤	Active outreach and support for underrepresented students and families starting in middle school
Focus mainly on strengthening students' academic preparedness for college	➤	Focus also on building motivation for college by helping students explore interests and begin to develop an education/career plan
Offerings mainly emphasize general education courses	➤	Offerings also introduce students to high-opportunity postsecondary pathways through program foundation courses
Focus on achievement of academic content standards	➤	Added focus on helping students become confident college learners through active teaching/learning
High school CTE focused mainly on immediate post-high-school employment	➤	Students motivated and supported to apply high school CTE credits toward college degree programs in high-opportunity fields

Our Top Challenges

- Staffing limitations
- No operational budget

1

Outreach to underserved students and schools

- Focus outreach on underserved high schools, students, and communities.
- Start outreach before high school.
- Leverage community connections to build awareness.
- Build trust with and educate parents and families.

2

Align DE course offerings to college degrees and careers

- Inventory current DE offerings.
- Map DE offerings to college degree programs in fields of interest.
- Embed DE offerings in career-connected high school programs.

3

Advise students to explore interests and develop plans

- Use DE to showcase college programs and support exploration.
- Help students develop a college program plan and provide checkpoint advising.
- Coordinate advising roles across sectors.

4

Support students by delivering high-quality instruction

- Scaffold coursework and frontload supports.
- Respond quickly when students are struggling.
- Provide additional, structured support for online classes.
- Support DE instructors and monitor quality.

Applying DEEP Framework at Norco College

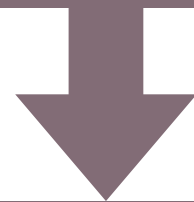
[DEEP: A Research-Based Framework for Broadening the Benefits of Dual Enrollment](#)

Community College Research Center

DEEP Framework Analysis

**Alignment with DEEP =
Program Strengths**

#2 - Align DE course offerings to college degrees and careers.



Spring 2025 - Reviewed current offerings and pathway alignment. Collected new course requests from high school partners.

Spring 2026 - Finalized 2026-2030 Cal-GETC, certificate and degree pathways, including in-person cohorts.

DEEP Framework Analysis

**Alignment with DEEP =
Program Strengths**

Program Opportunities

#2 - Align DE course offerings to college degrees and careers.

#1 - Outreach to underserved students and schools.

Spring 2025 - Reviewed current offerings and pathway alignment. Collected new course requests from high school partners.

Spring 2026 - Finalized 2026-2030 Cal-GETC, certificate and degree pathways, including in-person cohorts.

#3 - Advise students to explore interests and develop plans.

#4 - Support students by delivering high-quality instruction.

DEEP Framework Analysis

Program Opportunities	Current Staffing	Staffing Needs
#1 - Outreach to underserved students and schools.	Enrollment Services Coordinator (0.25 FTE), Educational Resource Advisors (~0.6-1.2 FTE), 1.0 FT Student Services Specialist & 1.0 FT Office Assistant	+1.0 FT Office Technician & +1.0 FT Student Services Specialist
#3 - Advise students to explore interests and develop plans.	Educational Resource Advisors (~0.6-1.2 FTE), Reassign Time for Dual Enrollment Counselor, CTE Staff	+ERA Time at HS Sites +Time for Counselor
#4 - Support students by delivering high-quality instruction.	1 Student Success Coordinator	+Reassign Time for Faculty Coordinator

Program Requests



NORCO
COLLEGE

Enrollment Support

- **1.0 FT Office Technician** for on-site application and enrollment support at the high schools
- **1.0 FT Student Services Specialist** for back-end admissions processing

Dedicated Counseling

- Reassign time for **FT Counselor(s)** to provide services for Dual Enrollment students

Faculty Support

- Reassign time for a **FT faculty** to provide support for Dual Enrollment & Middle College faculty and to serve as a liaison between college and high school staff

Operational Funding

- Staff **mileage** reimbursement for travel to high schools
- Program **supplies**
- Printing **marketing** materials
- **Technology** for staff
- **Professional Development**
- **Overtime** for staff



Dual Enrollment



Questions?
Kylie.Campbell@norcocollege.edu

