Student Support Council
Minutes for September 24, 2026
12:50 PM-1:50 PM
In-Person Location: Industrial Technology Building (IT), Room 218
ZOOM | Meeting ID: 844 4814 4425 Passcode: 156303

Committee Members (total:13)

Present: Natalie Aceves (co-chair), Nikki Capps, Chika Emerueh (ASNC), Brittany Emis, Sonia Gonzalez, Vivian Harris, John Moore, Kiandra Jimenez, Arezoo Marashi, Carla Phillips, David Schlanger, Kaneesha Tarrant (co-chair)

Virtual: Amy Kramer

Guests: None

Recorder: Cecilia Ramirez

Quorum: 50% + 1 of actual attendees (voting members: in-person & virtual, 3-person minimum)

Subject to Brown Act: No

1. Call to Order – Facilitator, Dr. Kaneesha Tarrant

Time: 12:51 PM

The meeting started with introductions of new members based on the updated charter.

2. Action Items

2.1 Approval of Agenda

MSC: Emerueh/Harris

Corrections: 4.1 should read DEIA, not student support DEIA

Approval: by consensus

2.2 Approval of Meeting Minutes from May 28, 2026

MSC: Jimenez/Moore

Corrections: None

Approval: By consensus

3. Discussion Items

3.1 Review Student Support Council Charter 2025-2030

2025-2026, reviewing the governance aligning with KPI, strategic planning and educational master plan. The meeting focused on reviewing and aligning the Student Support Council's charter with the college's strategic planning governance

manual and educational master plan. The council discussed their revised committee membership structure, which now includes administrators, faculty representatives, and student services staff, along with their key performance indicators focusing on access, success, and workforce outcomes. A question was raised about percentage increases for metrics, with clarification that they represent a 3% annual increase from the starting benchmark rather than a percentage above the institution's standard. Amy Kramer will serve as Faculty Co-Chair for SSC.

3.2 Student Support Council Strategic Goal and Accreditation Alignment

With leadership from Dr. James, the matrix provided the council alignment with the college. The meeting focused on aligning student support council strategic goals with accreditation standards and provided an update on the standard of care initiative at Norco College. The discussion clarified the distinction between operational and strategic work, emphasizing that the council should focus on strategic recommendations rather than day-to-day operations. An update was shared on the standard of care progress, which included 21 objectives with 5 completed, 15 in progress, and 1 not started, covering areas such as case management models, academic support roles, and technology implementation. The team discussed challenges with Element 451 system implementation and the need to fully utilize existing technology before pursuing new solutions.

No questions or comments from the council.

3.3 Norco College Standard of Care Dashboard

The district is working towards aligning all the services across 3 colleges. Districts charge determining the resources needed to meet equitable access. Based on the Standard of Care, NC needs more intrusive, increase in personnel based FTES *students not enrollment model.

Spring 2025 with the help of a partnership resource team, met to operationalize the definition of "Standard of Care."

Case management project with templates to ensure the same information was collected for each student interaction was shared by counseling and educational resource advisors.

Focus groups: students, faculty, and surveys to determine the resources needed.

SPR created in collaboration with Academic Affairs on how to determine the connection between standard of care and instructional faculty.

Determining the best way to improve overall student communication in collaboration with Dr. James, Dr. Jimenez, Dean Gonzalez, and Dr. Tarrant.

Harris shared with the council on the charge for the early alert system to essentially is any alert system that can be used across the college by all personnel. Three companies were presented to the academic senate on their recommendation.

Determining students who are not using tutoring students and finding out how to connect with those who are not utilizing our learning resources.

Element451 is used at the beginning of a student's onboarding process, not the full cycle of their academic career, which has caused some delay.

The district will be transitioning to Colleague SAS and bringing these efforts into 1 platform.

Positive feedback received regarding the current check-in process in the LRC.

Tarrant will present this dashboard at the beginning of the academic year and at the end.

What is the rubric to determine if a task is completed? No rubric is currently in place.

4. Information Items – each council reports back to a council, each council is being asked to report back, this will stand as a reoccurring on the agenda

4.1 ~~Student Support~~ DEIA: No report

4.2 ASNC: Senate meeting on Fridays, in CSS 217, encouraging attendance.

4.3 LGBTQIA2S+: No report

4.4 Library and Academic Support: Library, ASNC, LRC, WRC... new fulltime faculty outreach librarian started in Fall 2026, Fabiola Perez. New signs advertising the services available at the library. All loaner laptops are currently checked out. Moving forward, the library is working on parameters to participate in this program. Working on updating the website to be ADA accessible. The library is also working on keeping the records as up to date as possible before moving into the new building. If there are any archives, please send them to the library, catalogs, contracts, etc. To request a quick in class presentation on the Library services, complete the form online: Library Workshop Request

Increasing visibility, new CAP events, the last event was standing room only. The goal is to have a CAP event once a semester.

Working with Prof. Capps to create ENG-4 course/tutoring and outreaching to the Equity Programs.

5. Good of the Order

As of July 1, 2026, all student ID cards have the Trevor project listed on the back.

6. Adjournment

End time: 1:52 PM

Meeting Schedule
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