MINUTES

Present: Natalie Aceves, Eva Amezola, Patti Brusca, Keith Coleman, Hortencia Cuevas, Mark DeAsis, William Diehl, Monica Green, Maria Gonzalez, Mark Hartley, Tricia Hodawanus, Lisa McAllister, Daniela McCarson

Absent: Mejghan Ahmadi, Miriam Alonso, Zina Chacon, Lilia Garcia, Kevin Hayes, Pam Kollar, Leticia Martinez, Lisa Nelson, David Payan, Koji Uesugi

Approval of 12/26/15 minutes
- Motion to approve: Daniela McCarson
- Seconded: Lisa McAllister
- Approved with one abstention

Student Services Program Review Peer Matrix - Fall 2015
Dr. Green reviewed the information in the attached Fall 2015 Peer Matrix with the council.

Annual Progress Report on Educational Master Plan, October 2015
Dr. Green demonstrated how to find the report on the website: (About Us - Institutional Research - Annual Progress Report on Educational Master Plan Goals, Objections and "Dashboard Indicators", and reviewed the following areas assigned to SSPC:
- Goal 2, objective 3
- Goal 5, objectives 1-3
- Goal 6, objective 3

Program Review Timeline Review
Dr. Green reminded the council that the next deadline is February 5, 2016 (Section 1)

Inventory of Service Delivery for Students
Mark distributed an updated Inventory of Service Delivery for Students document. The following changes were made:
- spelling correction to "communication" in heading (2nd box)
- shade "via telephone" for emergency calls to landline
    - Motion to approve with changes: Lisa McAllister
    - Seconded by: Mark Hartley
    - Approved unanimously
- The finalized document is attached to the meeting minutes.

Technology Request Template
Mark distributed a Technology Committee form that has information that has been imbedded into the Technology Needs page of the Program Review template. Suggestions were made for changes, which Mark will take to the Technology Committee and report out again at the next meeting.

Revision of Student Services Mission Statement

Daniela distributed a template that will be used for an exercise to update the Student Services Mission Statement, which needs to reflect the changes to the Norco College Mission Statement, particularly, access. The council discussed the need, process and points to consider and determined that the exercise should be postponed so that faculty can be present to provide input as well. Discussion included:

- Do we need a mission; do we need a vision?
- Are there key things in our goals that we don't want to lose sight of or that we want to let go.
- Council to consider changing Student Services Goals to Student Services Principles and reorder them

Good of the order

Suicide Prevention short film contest sponsored by the County and the State Chancellor's office is being encouraged because community college submissions are usually very low.

- Especially under the new category of "culture".
- $1000 prize available to students and institution.
- Videos must be in by March 1, 2016.
- They take content over quality, as long as the rules are followed.

Student Services Program Review Peer Review Matrix
Fall 2015

Department/Program	Responsible Member	Assessment Plan			Peer Review Score	Administrative Reviewer	Admin Review score	Follow up needed (Y/N)
		Submitted	Peer Reviewer	Completed				
Admissions and Records	Mark DeAsis	x	Natalie Aceves	X	4	Monica	4	
Assessment	Lilia Garcia	X	Patti Brusca	X	4	Mark D	4	
CalWORKs	Daniela McCarson	X	Tricia Hodawanus	X	4	Koji	4	
Career Job Placement	Mark Hartley	X	Mejghan Ahmadi	X	1	Koji	1	Y
Counseling	Marissa Iliscupidez	X	Lilia Garcia	X	4	Monica	4	
Disability Resource Center	Koji Uesugi	X	Lisa McAllister	X	4	Mark H	4	
EOPS/CARE	Koji Uesugi	X	Mark Hartley/Kevin Hayes	X	3	Daniela	4	
Health Services	Lisa McAllister	X	Pam Kollar	X	4	Mark D	4	
JFK Middle College	Mark DeAsis	X	Eva Amezola	X	3	Mark H	4	
Outreach	Daniela McCarson	X	Miriam Alonso	X	3	Monica	3	
Puente Program	David Payan	X	Zina Chacon	---	---	Koji	4	Y
Student Employment	Mark Hartley	x	Daniela McCarson	X	---	Mark D	1	Y
Student Financial Services	Maria Gonzalez	X	Mark DeAsis	X	4	Daniela	4	
Student Life	Mark Hartley	X	William Diehl	X	1	Koji	1	Y
Student Support Services	Hortencia Cuevas	x	Koji Uesugi	X	4	Daniela	4	
SSS-RISE	Hortencia Cuevas	x	Maria Gonzalez	X	4	Mark D	4	
Talented Tenth Program	Lisa Nelson	---	Monica Green	---	---		---	Y
Transfer Center	Natalie Aceves	X	Mark DeAsis	X	4	Mark H	4	
Upward Bound Centennial	Eva Amezola	X	Keith Coleman	X	---	Mark D	4	Y
Upward Bound Corona	Miriam Alonso	X	Hortencia Cuevas	X	4	Daniela	4	
Upward Bound Norte Vista	Eva Amezola	X	Koji Uesugi	X	4	Mark H	4	
Veterans	Eric Betancourt	x	Leticia Martinez	X	4	Monica	4	
					3.50		3.52	

12/18/15 tdw

Inventory of Service Delivery for Students - Norco College, Fall 2015

Inventory format derived from Self Assessment Audit Survey template, California Community Colleges Chancellor's Office
<u>DISTANCE EDUCATION REPORT</u>, prepared by the Academic Affairs Division and the Office of Communications, April 2011.

	SERVICES		INFORMATION			
	Service or program only on-campus	On-campus and other communication technologies	Information available via static web page posting	Student can request or submit information to program or service via an interactive web page	Student can obtain information via the telephone through prerecorded message	Student can request or submit information to program or service using the telephone
Academic						
E-portfolio		X	X	X		
Faculty to student communication		X		X		X
Admissions & Records						
Applications		X	X	X	X	X
College to student communication		X	X		X	X
Course Program/Catalog		X	X			
Registration		X	X	X	X	X
Schedule of Classes		X	X	X		
Student Accounts		X	X	X		X
Transcript Ordering/payment		X	X	X	X	X
Bookstore						
Book Orders, Apparel, etc.		X	X	X	X	X
College Safety						
Emergency Calls to Landline Telephone		X	X			X
Emergency Notification		X	X	X	X	X
Counseling						
Abbreviated Ed Plan		X	X			X
Assessment and Testing (Diagnostic, Placement & Academic)		X	X	X	X	X
Comprehensive Ed Plan		X	X			X
Counseling		X	X			X
Orientation		X	X			X

Highlighted = OFFERED
White = NOT OFFERED

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Evaluations						
CSU/IGETC Certification		X	X	X		
Graduation Application		X	X	X	X	
Health Services						
Medical Services	X		X		X	X
Personal Counseling	X		X		X	X
Library						
Services		X	X	X	X	X
Remediation Services						
Basic Skills Initiative	X					
Summer Advantage		X	X	X		X
Retention Services						
CalWORKs	X		X			X
Disability Resource Center		X	X			
EOPS/CARE	X		X			X
Puente	X		X			X
SSS & SSS/RISE	X		X			X
T3p	X		X			X
Tutorial Services		X	X	X		X
Veterans		X	X			X
Rights and Responsibilities						
Complaint Process		X	X			
Ethical & Legal services			X			X

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Approved 1/27/16 Student Services Planning Council

Inventory of Service Delivery for Students - Norco College, Fall 2015

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Student Activities						
Student Clubs & Organizations	■		■			■
Student Government	■		■			■
Student Employment						
Career & Job Placement		■	■			■
Employment Services		■	■	■		■
Student Financial Services						
Financial Aid		■	■	■	■	■
Financial Planning (budgeting, banking, loan & credit card management)		■		■		
Transfer						
Transfer Services		■	■			■

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White = NOT OFFERED

Approved 1/27/16 Student Services Planning Council