

Student Services Planning Council
May 23, 2018
1:30pm-3:00pm
ST-107

MINUTES

Present: Natalie Aceves (co-chair), Eva Amezola, Hortencia Cuevas, Mark DeAsis, Lilia Garcia, Maria Gonzalez, Monica Green (co-chair), Lorenzo Harmon, Monica Huizar, Tenisha James, Pamela Kollar, Leticia Martinez, Daniela McCarson, John Moore, David Schlanger, Maureen Sinclair

Absent: Patti Brusca, Bowen Fei, Mark Hartley, Maria Jurado, Lisa McAllister

Guests: Zach Emorey, Samuel Lee

Approval of 4/25/18 minutes

Motion to approve by Monica Huizar

Seconded by Leticia Martinez

Motion passed unanimously with corrections

Veterans Resource Center (VRC) Building update

- Lorenzo Harmon presented a PowerPoint with information that included background on the purpose and goal of the VRC, a site plan and placement, and the Phase I floor plan.
- Phase II goal will be to increase the scope of services from a Veterans Resource Center, to a Veterans Regional Center. Currently the closest medical centers are in Loma Linda, Long Beach or Los Angeles. The current traffic issues coming in and out of the college is an area of concern that could affect the plans for Phase II. This may need to be addressed in the future. Preliminary discussions about possible solutions include a pedestrian walk/bridge, an additional entrance to the Veterans parking lot that would eliminate the need to do a U-turn, a stop light, and additional parking stalls designated in Lot B.
- The VRC is scheduled to open late fall 2019.

Planning Council Survey results

Using the Norco College website link, John Moore reviewed the results of the Student Services Planning Council Survey results:

- 14 of the 21 SSPC members took the survey
- Majority responded positively that
 - relative data was used to rank positions and equipment in the prioritization process
 - they understand how the prioritized resource requests are used for resource allocation
 - membership of this council is a representative body of the necessary stake holders
 - this planning council plays an important role in strategic planning
 - this planning council plays an important role in the prioritization process
- All responses were satisfied or very satisfied with the council pertaining to:
 - Strategic planning
 - Program Review

- Assessment
- Resource allocation
- Decision making process
- Committee level planning
- Comment: Other planning councils seem to have more areas of focus; this planning council only seems to focus on program review. SSPC should focus on student services in its entirety, not just the document planning and reporting.
- Majority felt that the following were well or very well linked in terms of how well integrated the following processes were with the activities of this planning council:
 - Strategic planning
 - Program Review
 - Assessment
 - Resource Allocation
 - Decision making process

The full reports can be found on the website under President/Strategic Planning/Evaluation Procedures.

Program Review update

Dr. Green distributed a handout showing what program review documents submitted by each area in student services (attached). The new system is a tough program to get used to, but it's pretty intuitive and a little more difficult than our standard word document; there are a lot of attachments, although student services does not have a lot). The system shut down after the May 1 deadline and reports were produced based on the submissions. Now the system is up and going, so you can go in to continue to work on your assessment plans. Your program reviews are up on the web now and this is where you find the reports. The reports will be difficult to read until you get used to them.

In program review committee, two people have been assigned to each program review so they will be reviewing your program reviews. The criteria that will used

The assumption is we will have comprehensive program reviews posted every three years, and have annual reports. But we don't know what will be in the annual reports yet, other than we know it will have resources. However, we should be in the live system updating our assessment plans throughout those three years. Nicole Brown has posted all the information on the website up to this point.

2017-18 information should be posted now. The next institutional deadline for an annual program review is April, 2019; we will need to set internal student services deadlines. The template is still in development. Our prioritization discussion will not start until the institution has set the parameters for it.

Dr. Green walked the group through the process of how to find the student services data:

- Log into Sharepoint
- Strategic Planning/Program Review/Student Services/Program Review Data

- Left hand margin
- Select your program
- To get prior year information go to - About Us/Institutional Research/Student Services
- To request trend information, send an email to Cindy and cc: Greg.

Onboarding

Dr. James distributed the executive summary from the InsideTrack Assessment Report (attached) and briefly went through it with the group covering the feedback and guidance about our progress on guided pathways. The entire report is 60+ pages and is available on the Completion Initiative website.

Norco is ahead of the curve on the first pillar, which is creating a clear and curricular pathway, by creating our schools and meta-majors. The council participated in an exercise designed to focus on the recommendation to invest in and structure our student success team. The group broke out into three smaller groups to discuss how our success teams (faculty lead/advisors, educational advisors/student success coaches and peer mentors) come into play in the next two pillars, which are: Enter the Path and Stay on the Path.

The small groups discussed the student onboarding process and how each arm of the success team supports our students in:

1. Entering and Staying on the Path as they move through the process of the onboarding process, which consists of:
 - Application
 - Orientation
 - Assessment
 - Counseling
 - Registration
2. What activities, supports, interventions or ideas might your role contribute to successful student onboarding?

Dr. James will type up the notes from each of small the groups and share the results at the next meeting.

Good of the Order

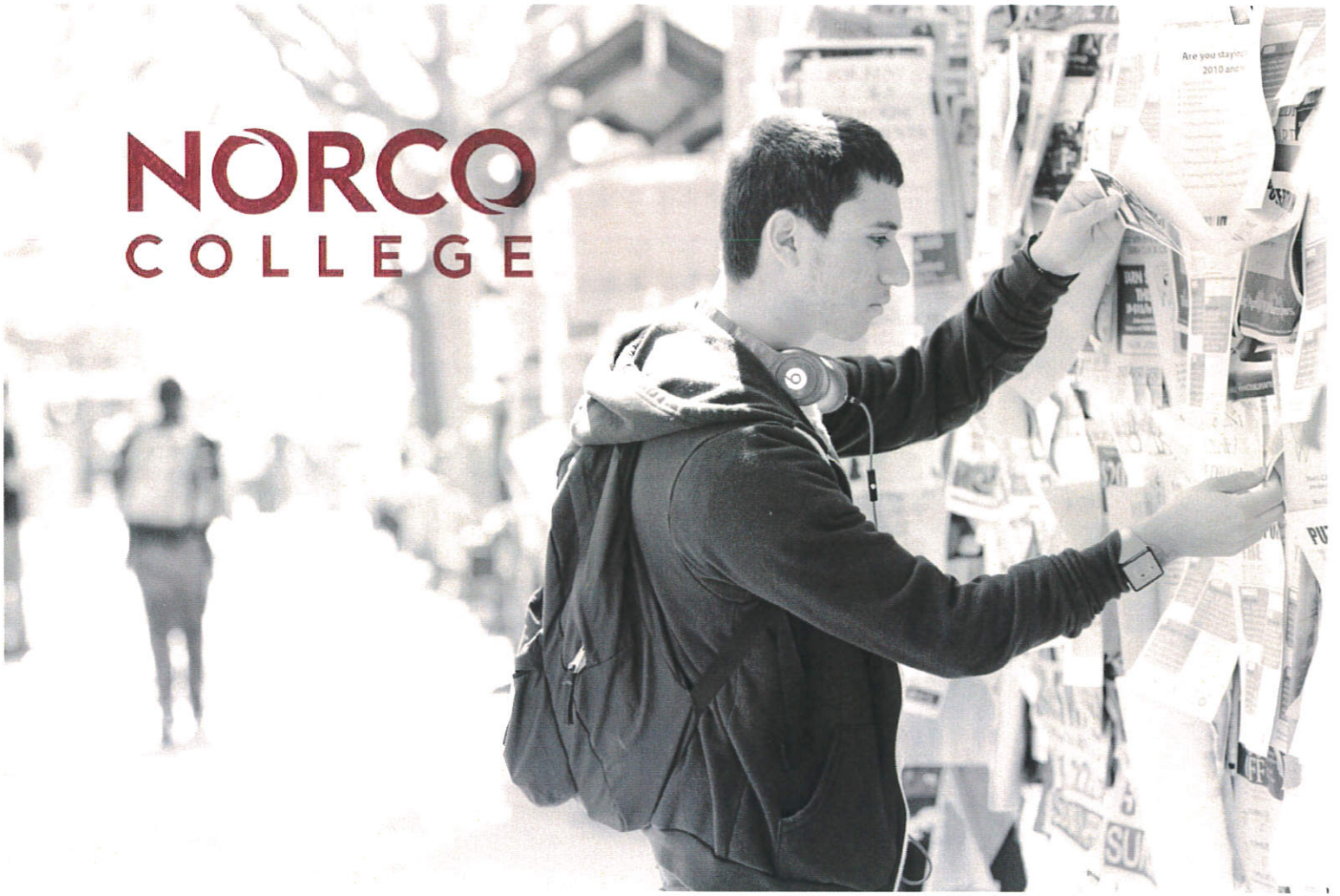
The reorganization passed at COTW, so we will be moving forward. For student services, that means we will be hiring a DRC Director, and staff members going from PT to FT in A&R and Student Life effective July 1, 2018.

Natalie asked members to forward information to her for any student they want recognized for the achievement of transfer. A Certificate of Achievement and a Recognition Cord for commencement are available to these students.

Student Services Program Review ~ May 1, 2018

Dept.	Area Overview	SLO/SAO's Complete	Authentic (Complete SLO/SAOs)	SLO/SAO's In Progress	Resource Requests
Admissions	Yes	5	3		Yes
Assessment	Yes	5	5		Yes
Athletics	Yes	3			Yes
CalWORKs	Yes	3	3		Yes
Career Center	Yes	3	3		Yes
Counseling	Yes	9	9		Yes
DRC	Yes			4	Yes
EOPS	Yes			5	Yes
Health	Yes	3	3		Yes
JFK	Yes	5	5		Yes
Outreach	Yes	4	3		Yes
Puente	Yes			5	No
SSS RISE	Yes	4	4		Yes
SSS	Yes	4	4		Yes
Student Employment	Yes	3	3		Yes
Student Financial Aid	Yes	4	3		Yes
Student Life	Yes	3			Yes
Transfer	Yes			2	Yes
UB Cent.	Yes	3	3		Yes
UB Cor.	Yes	3	3		Yes
UB NV	Yes	3	3		Yes
Veterans	Yes	1	1	6 (Findings all in one place)	No
TOTAL	100%	68	58	22	2 – No needs

NORCO COLLEGE



Norco College Needs Assessment Report

Prepared by InsideTrack



Executive Summary

Norco College and InsideTrack, with support from the College Futures Foundation and Strada, have engaged in a partnership to examine the current state of Norco College, identify opportunities to improve student completion rates and address existing student support structures. The partnership aims to support Norco College's success in implementing the California Community Colleges Guided Pathways Project framework. Norco College is one of 20 community colleges selected to design and implement structured academic and career pathways for all incoming students by 2019.¹

The Guided Pathways implementation aligns with Norco College's Completion Initiative² which includes five interconnected components:

- Meta majors (renamed schools)
- Guided Pathways
- Faculty advising
- Linking college to career
- Models of student care

At Norco College, the goal of the partnership with InsideTrack is to inform and enhance the implementation of the guided pathways framework to support student and institutional success over time. Implementing Guided Pathways is a massive undertaking, and Norco College enlisted InsideTrack to provide support and consultation that will enable Norco College to develop clear goals and generate better outcomes.

The partnership between Norco College and InsideTrack has two components:

- A needs assessment documenting the current state of the student experience and student support structures and providing a set of recommendations and roadmap for strengthening programs to support improving student outcomes.

- Two days of on-site training for two cohorts of up to 15 advisors and one day for faculty.
 - » Initial coach training - completed April 2018

The following pages contain detailed summaries of the strengths and opportunities InsideTrack discovered that will support Norco College's stated goals. The report includes an introduction to the educational theory at the foundation of InsideTrack's work, a summary of needs assessment findings, recommendations for capacity building program design, and recommendations that are outside the scope of InsideTrack's direct services but could support the success of the partnership and the implementation of Guided Pathways.

InsideTrack's goal in this report is to synthesize Norco's vision, feedback and observations and translate that into achievable recommendations and a proposed plan for a continued partnership that will effectively support implementation of Guided Pathways to accelerate Norco College's ability to reduce the achievement gap and increase completion rates.

For the implementation of these proposed recommendations to be realistic and scalable, InsideTrack is basing this assessment on three guiding principles:

1. Norco College has the core components to be successful; the Norco team should continue to leverage their strengths and existing expertise to accomplish the goals of this partnership.
2. Norco College is committed to improving students outcomes, particularly those of underserved student populations.
3. The long-term success of Norco College will depend on Norco's ability to clearly define and communicate the goals and vision for Guided Pathways and access support for the strategic planning and change management processes as Norco aligns all resources toward student and institutional success.

InsideTrack conducted an on-site assessment of Norco College's current operations and processes over three days in March 2018. The needs assessment process revealed some opportunities as well as many strengths which InsideTrack will seek to leverage throughout the partnership.

Observed strengths include a dedicated staff who are willing to invest time and energy toward the Guided Pathways implementation to enhance student success, a strong investment in student equity and building social capital, and students' pride in Norco. The key challenges include the potential for change fatigue, students self-advising during on-boarding which can impact the second pillar, "getting on the path," and limitations due to budget allocation.

KEY RECOMMENDATIONS

Through one-on-one meetings, focus groups, roundtables, observations, and document reviews, InsideTrack has gathered detailed information on which to base our recommendations. We recommend the following:

1. Invest in structuring Student Success Teams to drive progress toward Guided Pathways goals

The implementation of structured academic and career pathways at Norco College will require strategy, evaluation and redefinition of roles related to student support, and clear desired outcomes. To reach these goals, we recommend:

- Clearly define and document each role on the Student Success Team.
- Monitor student progress along the pathway and provide proactive, holistic interventions that redirect students back onto the pathway.
- Identify success measures.

2. Support scalability by identifying target populations

With the implementation of the four schools: Arts and Humanities, Business and Management, Social and Behavioral Studies, and STEM (Science, Technology, Engineering and Mathematics), the counselor-to-student ratio will increase dramatically, and student success teams will need a strategy and clear priorities for higher-touch student support models. For the Counselors to be successful within the new school structure, Student Success Teams will need to collaboratively identify which students will receive targeted long-term support, and which students will benefit from more short-term, time-sensitive outreach. It would be advantageous for student success teams to determine which students are already enrolled in special programs that engage in high-touch support, in an effort to focus on students who aren't receiving this level of support. Some options to consider when identifying populations for longer-term support:

- First-year students
- Underrepresented students

- At-risk students (probation)
- Students without a Comprehensive Educational Plan
- All students *except* well-supported students (students enrolled in specialized programs)

3. Program Design

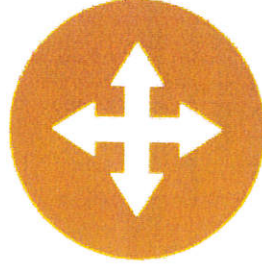
Each component of the program design recommended by InsideTrack shares the goal of creating a sustainable program that will be embedded in Norco's systems and teams, and that promotes an ongoing increase in student persistence, retention, and degree completion. Recommended program components include:

- Student experience mapping
- Strategic program consulting
- Change support
- Training track: Student Success Teams
- Train-the-Trainer
- Quality assurance and development program
- Leadership development

4. Additional recommendations outside of the scope of capacity building

- Transcript audit for first year students
- Advance current technologies
- Conduct student focus groups geared toward part-time students
- Increase transfer support and transparency

Four Pillars of Guided Pathways



Create clear curricular pathways to employment and further education.



Help students choose and enter their pathway.



Help students stay on their path.



Ensure that learning is happening with intentional outcomes.

Key Elements of Guided Pathways

Programs that are fully mapped out and aligned with further education and career advancement while also providing structured or guided exploration for undecided students.



Proactive academic and career advising from the start through completion and/or transfer, with assigned point of contact at each stage.



Early alert systems aligned with interventions and resources to help students stay on the pathway, persist, and progress.



Redesigning and integrating basic skills/developmental education classes to accelerate students to college-level classes.



Structured onboarding process including improved placement tests and co-requisite instruction that provide students with clear, actionable, and usable information they need to get to the right start in college.



Instructional support and co-curricular activities aligned with classroom learning and career interests.



Student Services Planning Council

May 23, 2018






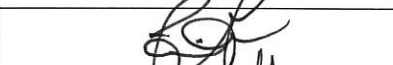



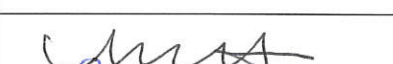
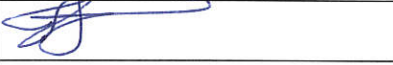






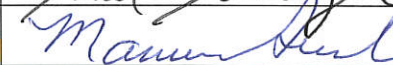



Onboarding Activity

	Educational Advisor	Peer Mentor	Faculty
Application	<ol style="list-style-type: none"> 1. Application workshops throughout semester 2. Applications in Spanish (and other languages) 3. If students selects a language besides English, automatically clear for XAOC since ESL student 	<ol style="list-style-type: none"> 4. YouTube video (how to apply) 5. One-stop center (designated area) with peer mentors and PC lab 6. Application day = welcome day during peak seasons 	<ol style="list-style-type: none"> 7. Define Program of Study available for selection – leads to schools 8. Counseling faculty discuss programs options in HS outreach 9. Counseling faculty use educational goal selection to frame counseling 10. Recommendation: faculty complete the application process 11. Create high touch environment
Orientation	<ol style="list-style-type: none"> 1. In-person orientation for all students every term (revise current) <ol style="list-style-type: none"> a. Required for first time students b. Optional for adult/returning students c. ESL orientations 	<ol style="list-style-type: none"> 2. Online orientation <ol style="list-style-type: none"> a. School based and interest based (special programs) 	<ol style="list-style-type: none"> 3. Comprehensive in-person orientation for all first-time incoming freshman by school 4. Summer Advantage counseling/extended orientation model
Assessment	<ol style="list-style-type: none"> 1. Explain/review placement to students in groups, including math and English chart 2. Provide on campus services (tutorial, LRC, and STEM) 3. Provide success strategies (time management, study groups) 	<ol style="list-style-type: none"> 4. Act as campus guide and walk to assessment 5. Lead student to the next step 	<ol style="list-style-type: none"> 6. Interpretation of career assessments 7. Instructional faculty sent to HS to explain MMAP to HS faculty, administrators and seniors (video presentation)

Counseling	<ol style="list-style-type: none"> 1. Eliminate first SEP process, by having assessment email EA list of students tested for clearance 2. Review first SEP printout with student immediately following assessment 3. Group sessions for first SEP 4. Flag or notices on WebAdvisor to complete XAOC 5. Have simple matrix process on website 	<ol style="list-style-type: none"> 6. Act as a greeter (welcome) 7. Screening students i.e. how could we help you? 8. Introduce the student success team 	<ol style="list-style-type: none"> 9. Comprehensive SEP (Counseling faculty) 10. Advisement by Instructional faculty
Registration	<ol style="list-style-type: none"> 1. In-person registration workshops 2. Online registration sessions – youtube video showing the registration steps 3. Eliminate the “personal profile” update 4. Show writing lab when searching for English – have notice on WebAdvisor to inform students of writing lab requirement 	<ol style="list-style-type: none"> 5. One-stop center for registration 6. Continuous training 7. Collaboration with outreach office 8. Call Center for online/distance students or face-time option 9. Ask a Mentor chat feature 10. Produce YouTube video on how to register 	<ol style="list-style-type: none"> 11. Instructional faculty create year-round schedule 12. Counseling faculty regularly review SEPs to ensure appropriate course scheduling sequences 13. Instructional faculty provide major advisement for registration

Student Services Planning Council

Meeting Sign in sheet Date: May 23, 2018

Name	Title/Dept	Signature
Natalie Aceves (co-chair)	Educational Advisor – Transfer Center	
Eva Amezola	Director, Upward Bound – Norte Vista HS/Centennial HS	
Patti Brusca	SSSP Assistant - Counseling	
Hortencia Cuevas	Program Director, Student Support Services	
Mark DeAsis	Dean, Admissions & Records	
Bowen Fei	Student, Associated Students, Norco College	
Lilia Garcia	Assessment Coordinator, Assessment Center	
Dr. Maria Gonzalez	Director, Student Financial Services	
Dr. Monica Green (co-chair)	Vice President, Student Services	
Lorenzo Harmon	Director, Veterans Resource Center	
Mark Hartley	Dean, Student Life	
Monica Huizar	Educational Advisor - Counseling	
Dr. Tenisha James	Interim Dean, Student Services	
Dr. Maria Jurado	Assistant Professor, Counseling (PUENTE)	
Pamela Kollar	Academic Evaluations Specialist, Admissions & Records	
Leticia Martinez	Student Financial Services Analyst - Student Financial Services	
Lisa McAllister	Director, Health Services	
Daniela McCarson	Assistant Dean, CalWORKs & Special Funded Programs	
John Moore (co-chair)	Associate Professor, Counseling	
David Schlanger	Director, Career Center	
Dr. Maureen Sinclair	Project Director, CCPT Grant	
Guests		
