



Student Services Planning Council

Wednesday, April 29, 2020

Minutes

Committee Members present: Natalie Aceves (Co-chair), Kimberly Bell, Janelle Brekke, Patti Brusca, Mark DeAsis, Lilia Garcia, Maria Gonzalez, Mark Hartley, Tenisha James, Amy Kramer, Leticia Martinez, Daniela McCarson, John Moore (Co-Chair), Ashley Mora, Gustavo Ocegüera, Kaneesha Tarrant (Co-Chair)

Committee Members absent: Jalen Madrid, Bryan Medina, Ricardo Vargas

Guests present: Arezoo Marashi

1. Call to Order – 2:04

1.1 Public Comments – none

2. Action Items

2.1 Approval of Agenda – Motion to remove items 3.1, 3.2.2, 3.2.3 motion by James, seconded by Bell (approved unanimously)

3. Information/Discussion Items

3.1. Dean's Reports – removed

3.2. Standing Items/Reports:

3.2.1. **Guided Pathways (James)** – Committee just reconvened. Working on obtaining software for texting, case management, online orientation and onboarding. Close to revising trailhead that includes a student success checklist and career information. Pillar 4: Working with Professional Development and Equity to address EMP 4.1 – 4.3 Guided Pathways is working with classified staff on guided pathways training. In January 35 classified staff members attended a training and reported that they enjoyed it and want to continue to the next step. Discussion was held with the classified this morning about how to move forward online. Goal is 61 employees per year. We are on track at this point. 4.2 Racial Microaggressions course is available goal is to have 60% of employees within 5 year, that's 57 per year. 4.3 40% of faculty teaching Men of Color courses; ENG dept has taken the lead (15 faculty). Recently with distribution of CARES funds, the 50% of CARES for other will be used on Guided Pathways per Chancellor commitment. Revised onboarding and case management will move forward using these funds.

3.2.2. Program Review – removed

3.2.3. Resource Request Procedures – removed

3.3. **COVID 19 Student Services Response and Updates (Tarrant)** – A variety of emails and communications have been received. Dr. Tarrant shared a document that provided an overview of the student services COVID-19 Response (attached) 938 applied for CARE, 4,181 are eligible. Bell asked if counseling services will also remain online; Tarrant responded that has not been addressed yet.

LiveChat – We are successfully utilizing this service. Expanded by adding additional agents and departments: Veterans, Dual Enrollment, DRC and Counseling. Working on landing pages that will put students in touch with specific departments. Both Vets and DRC have successfully tested the landing feature. LRC is also using LiveChat. Other departments interested in LiveChat should contact Mark DeAsis.

Food Pantry – A total of 147 were distributed. RCCD has connected us with Settlement House in Corona to provide additional food for Norco students. \$5000 was given to them to distribute to our students; they can get one bag each week.

Housing – We are close to securing WoodSprings Suites as a resource for our student housing needs. Currently we have a list of 8-10 students in need at this time. RCC was the recipient of a state grant and has extended an offer to Norco and MVC to utilize this grant if we have students in need of housing as well.

Mental Health –New Medical Admin Assistant Virginia Perez started 3/18. Zoom Counseling was initiated, but there were a number of HIPAA compliance issues. MindWise confidential allows a speedy evaluation for making an appointment if student is not comfortable with Zoom.

Equity –

- Men of Color (MOC) - Meetings continue with mentors and the mentors are meeting online with their mentees. A couple of online social activities have occurred, such as game night. The move to an online format in 20FAL may impact the MOC Scholars program since it is an academic model and it may not work as well online.
- Women's Lean In Circle (WLC) is less formal, but they are holding online webinars and the participation has been good (students and faculty). Bi-weekly fitness sessions and 1:1 sessions are made available
- Joint MOC/WLC activities are planned for May
- Student Support Services (SSS) has ongoing activities – more than 110 contacts via zoom, email, texts. Only four (4) students have dropped to date. Counselors are having a difficult time contacting students; they seem to be resistant to the online format.
- CARES act funding is not available to DACA/Undocumented students so a district-wide conversation has begun about using Equity funds as a resource for these students if they need additional assistance.

Umoja – Doing a great job in transitioning everything to an online format: leadership meetings, social activities, classes. Several students have been referred for mental health counseling, Sean Davis has completed 140 counseling appointments, 15 students utilized the laptop distribution; hundreds of contacts have been made via phone, text, email. The team meets three times per week. Possibly one student may drop.

Puente – All students are still enrolled. Working with Zina Chacon to do an assessment. Help for DACA/Dreamers was a question/concern that came up.

DRC

- Application for services moved to online (this has been communicated to our local high schools)
- Students can now request approved services online via the link on our DRC home page
- Conducting targeted outreach to students who dropped courses and have a 2.25 GPA or below
- Implemented E-SARS which allows students to schedule counseling appointments online
- Accessibility project: we are working on meeting the 80% by May 1st; goal is to make all courses ADA compliant so goal is always 100%. The faculty mentors, A-Team and DRC staff have been incredible and are really the ones making this happen.

EOPS/CARE/CalWORKS

- Online application being developed; first counselor contacts being completed this week; doing targeted outreach to students who drop classes; facilitating CARE/CalWORKs workshops; using Remind/Group Me to text students
- Planning an online Celebration of Success event on May 29, 2020, 5:30-6:30 pm for approximately 100 graduates
- In the process of sending students support grants of \$100 to EOPS and \$200 to CW
- Will recruit Norco Advantage students for 20FAL EOPS program; anticipate hosting an orientation in late June

NextUp/Phoenix Scholars

- iFoster accepted applications for laptops and hotspot cell phones for foster youth. Many of our students took advantage of service if qualified

- New student intakes into Phoenix Scholars program continue to be facilitated via phone/zoom
- Case management continues to be facilitated virtually with zoom sessions
- Peer Mentors calling mentees in PScholars to check on them and continue mentorship activities
- In the process of sending \$200 support grants to Phoenix students
- Online Celebration of Success event for Phoenix Scholars on May 22, 2020 5-7pm
- Planning to host an alumni day for students to pick up certificates, etc., once we return to campus
- Phoenix Scholars and EOPS are working with Equity special programs to plan a Summer Bridge Program

College Promise – 112 applications received; 1130 1st time students funneling from Norco Advantage. 5/16 event cancelled but ensuring Promise/Norco Advantage programs receive Early Registration.

OAC process – Information will be released to all students to complete OAC prior to Early Registration dates to register for 20FAL. For 20SUM the deadline is much earlier. Dr. James asked about advising through Engagement Center; will discuss with Mark DeAsis. Also need to follow up with Dr. Sinclair regarding DRC Norco Advantage dates that were canceled due to college closure.

Counseling – Up and running since the first day of the closure, thanks for the most part due to Erin Spurbeck already working in an online format

- 619 appointments completed (725 scheduled)
- Still working on getting Transfer fully online with the College Reps
- Counseling department calls are routed to district cell phones issued to the Counseling Clerks; LiveChat is also available

Career Center – Helping students find and maintain employment is a major way we are helping students address financial issues during the pandemic. The Career Center has been working hard to connect students with local job opportunities and employment resources:

- NC Connect has been very active:
 - 420 unique students logged in 1,282 times
 - 166 new student user accounts created
 - 229 local jobs posted; 28 “essential service” employers highlighted with hundreds of immediate openings
 - New “live chat” feature now available
- Appointments for career planning (with Jethro Midgett) and employment services (with David Schlanger) continue online via Zoom
- “Resume Writing Overview” and “Employment Resources Q&A” videos created and posted on new [Career Center YouTube Channel](#)
- New [Employment Resources webpage](#) launched with employment news, job resources, and links to unemployment information

Student Employment Office collaborated with the district to ensure continuity of pay for all student employees, and in addition, worked to:

- Establish remote work procedures
- Updated all student employee payroll mailing addresses
- Rolled out new timesheet submission process
- Coordinated National Student Employee Appreciation Week (April 12–18)
- Launched 1st annual Student Employee of the Year award program

3.4 **Financial Resources (Aceves)** – are their staff in need of additional support to get their job done? What other resources can we provide for you?

- Blackmore piloting Microsoft Teams that can help with needs for Webinars and workshops or other type of IT needs

3.5 **Communication (Moore)**

3.5.1 Website Navigation –

- Aceves shared her website page showing that she moved all important/pertinent information to the top of the page so students have quick access and do not need to scroll down or move to the side.
- Ferrer recommended putting the department email in the emails signature so they do not have to go search for it.
- Moore suggested getting feedback from students whom you know and work with regularly
- Ocegüera suggested initiating a Secret Shopper or give students assignments of finding information and get their feedback on the process
- Garcia asked if there are templates available or webinars to learn more about making the website easier or visually sound for students
- Norco College does not have a Webmaster; Tarrant will check with Strategic Development regarding additional resources; new Student Services banner and drop-down menu is in development. Suggestion made that perhaps there should be separate links for prospective versus current students.
- Are we asking the right questions from the student perspective?

3.5.2 Student Communication – initially inundated with emails, some of which were contradictory.

- How can we do a better job of effectively communicating with our students?
- A place where students can go where all communications are listed and they can pick and choose which one they want to open
- Students are very responsive to social media, we need to better utilize this mode
- Texting/Google Voice for DRC has experience 100% response using this method
 - Students are not going to Student Services Online because they don't know they need to; they are going to the regular department webpages and there aren't any updates there
 - A question was asked about making the emails more exciting, but the ability to make changes is extremely limited (i.e. cannot change font). Is it possible to use other software through a vendor? We currently utilize Colleague email blast because it's connected in our system without having to enter all the student information. We would need to find a vendor that has an integration feature that can import into our current system.
 - We are definitely moving forward with a texting software, just need to find the right vendor. The email enhancement would be on top of the texting tool.
 - Ruth Leal handles social media for the college, however, the Chancellor has given a directive that all student communication be sent out through Rebeccah Goldware's office. Local information can be sent out through Strategic Development. Dr. Tarrant will consult with Dr. Fleming as to how requests for social media should be submitted.

4. **Good of the Order** –

- 21WIN Transfers to UC Riverside and UC Merced
 - TAG application period is May 1-31
 - Regular application period is July 1-31
- Accessibility issue – Dr. Green sent a proposal to the Chancellor for a long-term accessibility plan to address this issue including staffing (hiring, repurposing district personnel). It's the beginning of the discussion of how this will be addressed going forward.
- Student Financial Services – Disbursement: \$9M PELL; \$1.3M Cal Grant; eSars is set up so staff is able to have Zoom meetings with students. EW does not impact SAP, but it does impact the amount of the disbursement if the student drops below their current enrollment status.

5. **Future Agenda Topics**

6. **Adjournment**

Next Meeting

Wednesday, May 27, 2020

