

Student Services Planning Council
September 23, 2020
2:00-3:30pm
Minutes

Present: Natalie Aceves (co-chair), Tami Ajayi, Kimberly Bell, Janelle Brekke, Patti Brusca, Mark DeAsis, Maria Gonzalez, Mark Hartley, Tenisha James, Amy Kramer, Daniela McC Carson, John Moore (co-chair), Kaneesha Tarrant (co-chair)

Absent: Lilia Garcia, Leticia Martinez, Anisha Salhotra

Guests: Jethro Midgett, David Schlanger, Maureen Sinclair

Called to order at 2:05pm

Welcome

Dr. Tarrant welcomed everyone to the first meeting of the 2020-21 academic year. For the benefit of the new members, everyone introduced themselves.

Approval of Minutes:

Approval of Minutes for May 27, 2020

Motion by Kramer, seconded by Bell. Approved unanimously.

I. Action Item(s):

A. Extend meeting 10 additional minutes

Motion by Hartley, seconded by Bell. Approved unanimously.

III. Standing Items/Reports:

A. Dean's Reports – attached

B. Guided Pathways – attached

C. Program Review – none

D. Resource Request Procedures – none

IV. Information Item(s):

A. Strategic Planning and Governance Manual (Tarrant) – there have been several workshops covering this information. Dr. Tarrant played a video by Dr. Fleming discussing why this is being done. We now have an opportunity to discuss the piece that will be important to us as a council. We will be reviewing the first version and the second version will come out in October.

i. Review of Chapter 5 and Scope/Charge of Council – once approved, the plan is to have this proposal go into effect 21FAL

1. New name

2. Council membership

3. Sample goals (the placement of the Student Equity Plan in the sample goals was discussed as it is written and maintained by the Dean, Grants and Equity Initiatives in Strategic Planning. Dr. Tarrant will make certain this is discussed moving forward to ensue it is appropriately placed)
 4. Educational Master Plan Objective Assignments
 - a. Add Promise Workgroup to 2.6. Should counseling and academic evaluations be added in Section 2 since it speaks to increase in degrees, including auto-awarding and not assume that it is automatically implied.
 - b. Add the Engagement Center, Counselors, ENG & Math Dept chairs to 2.7
 - c. Recommend adding Umoja to 3.1, Puente to 3.2, Men of Color to 3.3, EOPS to 3.5
 - d. In area 5, there have been updates to Career Center functions that may now belong in Workforce Development, so it would move to Strategic Development. David Schlanger will review and make further recommendations to Dr. Tarrant
 - e. A recommendation was made that there be a representative from counseling faculty on other councils to ensure their voice is represented. There is discussion surrounding whether counseling should become its own department, rather than a part of SBS
 - f. Add Student Support Council as an Operational Group in Objective 11
- B. Safe Return Update (Tarrant) – Riverside County just moved from the Purple category to the Red category. However, nothing is changing for ours or students return at this time. The Chancellor has discussed the expansion of Performing Arts courses and Athletics (e.g. Kinesiology courses).
- C. Fall 2020 Student Support (Tarrant)
- i. Canvas Student Support Hub (James) - The Norco College Student Support Hub went live in Canvas as of Monday, September 14th. The Student Support Hub serves to connect students with services, programs, and support through the integration of academic affairs and student services. This online one-stop shop provides quick access for students, as well as opportunities for programs and services to connect with and engage with students. Students can connect to specific areas within the Hub by ‘joining a course’ allowing students to receive notifications and programs to track engagement. Dr. James demonstrated how to access and use the website.
 - ii. Enrollment Strategies (DeAsis) – Mark shared an Enrollment Timeline (attached) that digs a little deeper than the published A&R timeline. The highlighted areas are special programs and everything else is for A&R. Concern was raised about the timing of student communications because they are going out during times that the campus is closed and/or no counselors will be available to meet with students (11/20 is the Friday before Thanksgiving week and end of December).
 - iii. Communication Strategies – Faculty and Students (Moore) There were a number of significant communication issues with students in terms of how classes would be held. We need to think proactively about better ways to

communicate going forward. This will be an ongoing dialogue in how to improve.

- iv. Student Advocacy – Instructional and Services (Aceves) – Being champions of students. Many conversations have taken place with students who are unhappy with how online classes are being conducting. Current process only includes a formal grievance process. Recommendation to explore other processes such as an Ombudsman that can help students address issues and concerns.

IV. Good of the order

Transfer Fair tomorrow! Thursday, 9/23/20; students need to register ahead of time

Meeting adjourned at 3:47pm

Next meeting – October 28, 2020

Dean's Report

Enrollment Services (DeAsis)

Admissions & Records

The 2020-21 A&R Timeline has been revised and now available. There are newly created course naming conventions that will appear on the schedule of classes which will be released by October 26th for winter and November 16th for spring. The payment deadline is currently listed as TBD; however, additional updates will be provided once a decision has been made.

Norco Advantage Program

Dr. Maureen Sinclair and her team are working to revamp the target population of the Norco Advantage Program which will incorporate all new first-time college students rather than just recent high school graduates. Recruitment will begin earlier than usual starting in November 2020.

Promise Program

Promise Program currently serves 161 students and we have an additional 168 students who have applied but haven't completed their requirements or enrolled in at least 12 units.

Dual Enrollment Program

There are 859 students currently enrolled in our Dual Enrollment Programs. All MOUs for all CCAP programs are currently being reviewed and will eventually be sent for Board Approval.

Veterans Resource Center

Through the Military Articulation Platform, a Norco College veteran was awarded 15 units in Spring 2020 with a total of 26 units awarded from his military experience. We are officially able to transcript military credits earned using the notation of prior learning (PL) from Joint Services Transcripts (JST). Military credits will be awarded similarly to existing AP credits and these credits will not pull into degree audit for any ADTs or transfer plans. The MAP team also presented last week to the Inland Empire Desert Consortium Colleges of approximately 160 faculty members. We are continuously working on serving our current veteran population and reviewing their military transcripts for potential credits.

QLess

QLess will be launched in the fall to proceed with virtual queues. A meeting is currently being scheduled to be able to discuss the launch for three major services areas of A&R, Counseling, and Financial Aid. We are looking to expand this service to other programs in the near future.

Special Funded Programs (McCarson)

Special Funded Programs team members are working creatively to offer remote services and support to our service populations. Outreach occurring across special programs to boost enrollment and to offer additional support to help students maintain their unit load loads. Staff are monitoring drops and reaching out to those students.

- CalWORKs program is recruiting for new students through liaisons at the local county DPSS offices.
- DRC continues to grow in demand for services to students and are creating accessibility resources and supporting on campus labs with test proctoring throughout the term.
- EOPS/CARE/NEXTUP counselors are facilitating 1st required contacts as well as workshops.
- Foster youth online peer mentoring has begun in September via phone and zoom.

Student Life (Hartley)

ASNC/Student Activities

Student Leaders are planning to continue hosting the Angel Tree Toy Drive in 2020. Children's ages and interests will be sent out electronically in mid- to late November. A specific December date (TBD) will be designated for faculty, staff and administrators to drop off toys at the college. Parents of the children receiving the items will also be given a specific date (TBD) to pick up toys for their families.

Athletics

As of August, fall sports have been moved to the spring for this academic year. However, there will be a statewide vote on Nov. 6th to determine if the newly revised schedules will actually be implemented. No matter the vote, the RCCD Board of Trustees and the County of Riverside's Health Guidelines will determine if athletics will be happening or not within the RCCD this academic year.

Basic Needs

- **Housing:** Nine homeless students were housed over the summer at the Woodsprings Suites, ranging from 5 days to 2 months stays depending on their circumstances. This was made possible by changes in the policy for the Campus Hunger Free Grant given in 2019-20 from the state Chancellor's Office to include funding for all Basic Needs during the pandemic. Moving forward ASNC will be contributing funds to assist with Hotel Vouchers for our Homeless Students. Basic Needs is also working with the District to search for additional grants to help with this growing population. If you hear of a student who might be housing insecure, please direct them to the Dean of Student Life via email.
- **Food:** Chef Antonio and the Corral Staff have taken over the logistics of the Grab & Go Food Distributions. While our office oversees the budget and marketing of the program, Chef and his team order the food and staff the weekly Friday distribution of the food to the students from 3 -5pm. On average 15-20 students pick up Grab & Go Bags weekly. If students cannot make the designated time, they can contact the Dean of Student Life via email to arrange for an alternative time or day.

CARE Network

This group has taken on the task of creating a Condolence Guidelines and Procedures for students who suffer the loss of a family member. This will entail reaching out to the students via phone, sending a sympathy card, providing resources available to assist them during this difficulty time and beyond, and access to mental health counseling at the appropriate time in their grief process. These guidelines and procedures are being developed now with the hope of sharing them broadly in the upcoming months.

Civic and Voter Registration

With the 2020 elections right around the corner, our office is working hard to help students get registered to vote, as well as exercise their freedom to vote on Nov. 3, 2020. We are stressing that students get educated on the issues, both locally and nationally. Social media posts are schedule to go up three times per week.

Health Services

The Safe Return to Campus Procedures are in place and Health Services is playing a key role. The department has taken on the responsibility of doing daily symptom checks for students coming to campus for Biology and Electrical labs. Initially, this was going to entail using laser thermometers to check students' temperatures, but has since been scaled back to simply checking the students' Rave/Guardian app as they do a self-diagnosis.

Student Conduct

Student Conduct has been asked by the Racial Justice Task Force to extract data on types of incidents and corresponding resolutions to those incidents by race and ethnicity. The data should be collected and quantified by the end of September. The data will not include students' names, ID#, or any other traceable demographics.

Other Items

- With the change in the organizational chart over the summer, the Career Center and Student Employment no longer report to Student Life. They now report to Student Services and Financial Aid, respectively; however, their offices will remain in the same location in CSS building.
- Navigating the new COVID-19 world has not been easy for big events, but the June 2020 Virtual Commencement and August 2020 Virtual Welcome Day were both very successful. Special thanks to all those who served on these very important Committees. It appears we will be in a virtual world for a little while longer. As a result, plans to utilize these formats will be implanted moving forward into 2021.

Student Success & Support (James)

Equity Programs Update:

- Puente is recruiting Mentors! Contact Andres Elizalde (andres@elizalde@norccollege.edu) if you are interested by Thursday, September 24th.
- Umoja successfully launched its first Umoja Dual Enrollment Guidance course in collaboration with Eleanor Roosevelt and Centennial HS as part of the statewide pilot for Umoja adopted High Schools.
- Men of Color is officially a learning community. The program is offering English, Guidance, and Political Science and has recruited 41 scholars.
- TRIO SSS was awarded over 3 million in federal grants for the Student Support Services programs. Funds will support the continuation of the SSS Regular, and SSS RISE program, along with a new program serving students in STEM.

Transfer: Our first Virtual Transfer Fair will be this Thursday, September 24, 2020 beginning at 10am. Visit the Transfer Center page for more information: <https://www.norccollege.edu/services/transfer/Pages/event-calendar.aspx>

Guided Pathways

The Guided Pathways Core Workgroup is transitioning into the deployment of Guided Pathways and Equity Project Teams.

- The five project teams will be charged with advancing and scaling efforts in guided pathways and equity through a distributed leadership model.
- The teams will consist of a GP/Equity Administrative Lead, a Student Equity & Achievement Faculty Coordinator, a Classified Representative, and a Student Representative.
- The teams will be focused on five core areas of GP/Equity:
 1. Equity Data: Analysis & Coaching
 2. Faculty Advising
 3. Program to Career Connections
 4. Career Counseling
 5. Cultural Competency

The Project Team kick-off meeting is scheduled on Tuesday, September 29th 2-4pm. If you are interested in participating, please contact the GP Leads, Tenisha James, Melissa Bader, or Gilbert DeLeon.

Enrollment Timeline (Winter & Spring 2021)

ACTIVITIES	Winter 2021				Spring 2021			
Program Flags Entered by	Oct. 19				Nov. 9			
Send link of Schedule of Classes and general registration reminders to all students	October 26				November 16			
Counseling Appointments/Class Confirmation/OAC Reminders for PR Groups	October 26-30				November 16-20			
Send Final Registration Reminder to PR/ER Groups	October 30				November 20			
Daily Enrollment Tracking of Vets, FY, EOPS, DRC, and CalWORKs (XSP1) from membership (XSP4)	Dates	XSP1	XSP4	Not Enrolled (XSP4-XSP1)	Dates	XSP1	XSP4	Not Enrolled (XSP4-XSP1)
	Nov. 2				Nov. 30			
	Nov. 3				Dec. 1			
	Nov. 4				Dec. 2			
Send final reminder to PR Group I who are not enrolled	November 5				December 3			
Daily Enrollment Tracking of Athletes, ASNC, Puente, SSS/Rise, Umoja, Community Scholars, Honors, MOC	Dates	XSP1	XSP4	Not Enrolled (XSP4-XSP1)	Dates	XSP1	XSP4	Not Enrolled (XSP4-XSP1)
	Nov. 4				Dec. 2			
	Nov. 5				Dec. 3			
Send final reminder to PR Group II/III	November 5				December 3			
Send registration reminders to students in Early Reg Group IV and Nov 9-13/Dec 7-11	November 6				December 4			
Send registration reminders to students enrolling Nov 14-20/Dec 12-18	November 13				December 11			
Send registration reminders to students enrolling Nov 21-27/ Dec 19-25	November 20				December 18			
Send registration reminders to students enrolling Nov 28-Dec 4/Dec 26-Jan 8	November 27				December 24			
Send registration reminders to students enrolling Dec 5-Dec 11/Jan 9-15	December. 4				January 8			
Send registration reminders to students enrolling Dec 12-Dec 18/ Jan 16-22	December. 11				January 15			
Send registration reminders to students enrolling Dec 19-25/ Jan 23-29	December. 18				January 22			
Send registration reminders to students enrolling Dec 26-Jan 3/Jan 30-Feb 5	December. 24				January 29			
Send registration reminders to students enrolling Feb 6-Feb 13	NA				February 5			
Send Faculty General Information	December 24				February 9			
Send General Welcome to students with add deadline information	January 4				February 16			