



**Student Services Planning Council
Minutes for October 28, 2020**

2:00pm – 3:30pm

<https://cccconfer.zoom.us/j/95171566579>

Meeting Participants

Committee Members Present

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

Committee Members Not Present

Lilia Garcia

Guest(s)

Isaac Nunez

Recorder

Tanya Wilson

1. Call to Order

- 2:07 pm

2. Action Items

2.1 Approval of Agenda

- MSC (Hartley/DeAsis); Approved

2.2 Approval of 9/23/ Minutes

- MSC (McCarson/Hartley); Approved

3. Discussion Item

3.1 Strategic planning and Governance Manual

3.1.a Councils all meet on the same day at the same time

Why was this proposed? Allows for greater participation across the board.

3.1.b Goal 1 - Objective 2.4: A suggestion had been made previously to add verbiage to indicate that the increase in the transfer rate not be placed solely on the transfer center due to minimal staffing in this area.

Counseling and Guided Pathways can be added.

3.2 Program Review Template and Data

- Everyone will be using Nuventive in 21SPR; Dr. Tarrant pulled up the current comprehensive report to review the timeline with the council

- Report has recommended changes to the prompts that will be used. Want to make sure this council has input on what type of data will be included.
- Daniela met with the developers of the program and indicated she pushed for better access to current and previous data and the ability to add charts.

3.3 Resource Requests

Dr. Tarrant reviewed the last completed resource request spreadsheet to inform the council of items that have not been filled

3.3 Follow-up Items	3.3 Task of	3.3 Due by
2019-20 Resource Request spreadsheet	Review	11/15/20

4. Information Items

- 4.1 Dean’s Report – attached
- 4.2 Guided Pathways – attached
- 4.3 Program Review – attached
- 4.4 Safe Return Update – no report

5. Good of the Order

- It’s Transfer season!
- Next week is priority enrollment, please make sure your flags have been entered
- ADT verification portal for spring transfer closes 10/30/20; after that students will need to be verified with an intent form
- \$81,159 Relief Grant received for undocumented students; eligibility and the application process are in progress

6. Adjournment

- 3:40 pm

Next Meeting

Date: November 18, 2020

Dean's Report

Enrollment Services (DeAsis)

Admissions & Records (A&R)

- *Fall 2020 Semester*
 - Students may request an Excused Withdrawal (EW) or Pass/No Pass (P/NP) option no later than December 21st. EW and P/NP requests can be submitted via email to admissions@norcollege.edu from students' RCCD email account.
- *Winter 2021 Intersession*
 - Registration Appointments and Schedule of Classes is available on MyPortal/WebAdvisor beginning October 26th.
 - Priority registration begins on November 2nd and general registration will follow on November 9th
- *Spring 2021 Semester*
 - Looking ahead, Spring 2021 registration begins on November 30th. Registration appointments and Schedule of Classes will be available in MyPortal/WebAdvisor on November 16th.
- *Other A&R Updates*
 - Student ID cards may be requested through <https://bit.ly/NorcolID> and mailed to students in a few of days.
 - Live-chat agents are available by clicking on LiveChat on our college website

Norco Advantage Program

Information sessions for Norco Advantage will begin on November 18th through April 6th. First-time college students are invited to learn more about early registration access and take colleges classes free of charge. Quick 30 minute sessions will be held regularly to learn more about Admissions, Financial Aid, Counseling, and other services at Norco College. Flyer will be sent in the next week with specific dates and additional information.

QLess

The first QLess training will take place on Friday, November 30th. The first group to participate will include Admissions & Records, Student Financial Services, and Counseling. Training will focus on offering virtual and physical queuing functionalities with plans of expanding these services to other support areas on campus.

Student Financial Services (SFS)

- SFS is conducting Cash for College virtual workshops for local high schools and throughout the community.
- Financial Aid updates are available on Instagram—[norcofinancialaid](https://www.instagram.com/norcofinancialaid). Please follow SFS for important updates.
- Next Disbursement date is scheduled for Nov. 12th.
- Foundation Scholarships Application date has opened and will close on Jan, 15th. Check the Student Financial Services website for Scholarship information and workshops

Upward Bound

Fall supply distributions were successfully completed at Centennial, Norte Vista, and Corona high schools. All three Upward Bound Grants also received increased funds.

Veterans Resource Center

- The Veterans Club will be hosting a virtual Veterans Day event and a CalVet workshop taking place in November. Details will follow via Nor-all email.
- Norco College will present with Palomar College at the Statewide Guided Pathways Workshop on November 20th to discuss Credit for Prior Learning and its focus on equity. Dr. Peggy Campo, Mark DeAsis, Terence Nelson, Janelle Brekke, and our partners at ITPI will present for Norco College.

Special Funded Programs (McCarson)

CalWORKs

Enrollment in CalWORKs has dropped during the fall semester as is the case across the state in other community colleges, yet we continue to provide advocacy with county partners, direct support services through gas and Stater Bros meal cards. The Ed Advisor has begun facilitating zoom mid-semester contact meetings with each student to assess their progress during the semester as well as to provide direct support as needed.

DRC

DRC saw an enrollment growth of 9% during the 2019-2020 academic year. Services have moved completely online and students can now meet with a specialist or counselor to complete registration via Zoom. We have expanded drop-in counseling in order to better meet the needs of our students. The DRC hosted two workshops on accessibility for the Norco College community. These workshops are the first in a series of workshops planned over the next few months. We have scheduled an advisory committee meeting in November in order to connect with our local K-12 and postsecondary partners. The final DRC budget report for the 2019-20 fiscal year was submitted to the Chancellor's Office.

EOPS/CARE/NextUp

End of year budget reports were submitted to the chancellors office. Due to COVID-19, not all funds were spent during the 19-20 fiscal year, therefore the programs were able to carry over funds which are being used to provide direct support to students. Second student contacts are underway along with supportive workshops via zoom. The EOPS Advisory meeting with community partners will take place the last week of October.

Phoenix Scholars

In September 2020, a \$50,000 grant from the California Pathways Fund-Whittier Trust was awarded to the Norco College Foster Youth Program. Those funds will be used to support the program counselor and peer mentors earnings. To date, four peer mentors have been hired to provide virtual peer mentorship to students in the program by offering support, advocacy and guidance as currently enrolled foster youth. The Foster Youth Workgroup meeting will take place with community partners during the first week of November.

Unity Zone

During Undocumented Student Action Week (Oct. 19-23, 2020), workshops and webinars were hosted for students, faculty and staff to increase awareness of ways to provide supportive resources and guidance to this student population. As of Fall 2020, Norco College serves just under 200 undocumented students according to Student Financial Services records. Undocumented students have rights to an education beyond high school. Through education and advocacy, we can better understand how we can continue to support our students.

Student Life (Hartley)

ASNC/Student Activities

Special thank you to ASNC for becoming a Diamond Level Sponsor for the Student Lie Emergency Fund during Giving Week. They were the top donor with a \$5,000.00 gift. The total raised was \$30,175 and counting. The funds will be used for students with food, housing, and mental health insecurities.

Athletics

Athletics is working with the RCC to develop a Safe Return Protocol for Athletics pending a California Community College Athletic Association Board of Directors vote on November 6, 2020 to determine if athletics can be played within the state starting in early 2021. Fall sports would be moved to the winter/spring if the vote is approved and the Dr. Isaac approves based on recommendations from the District's Safe Return Task Force.

Basic Needs

The Corral, in collaboration with the Office of Student Life, will continue to provide Grab & Go food for students in need on Friday's from 3-5pm throughout the fall 2020 semester. Winter and Spring dates and times are being discussed and will be announced around early December.

CARE Network

The CARE Network is working on establishing a Condolences Protocol to support students who have lost a love one or have been affected by COVID-19. This protocol will include an electronic sympathy card with information about campus resources available during this time of grief.

Civic and Voter Registration

Student Activities and ASNC have worked extremely hard this semester to increase voter registration amongst students. They have diligently posted non-partisan flyers and links to help students be informed about local and national issues on this year's ballot.

Health Services

Student Health & Psychological Services has made 194 appointments for students to get mental health counseling from Aug. 24 thru Oct. 15. They were also very instrumental in coordinating the COVID-19 check points for students in the on-campus Biology Classes.

Student Success & Support (James)

Counseling:

The counseling department reports the following the student contacts.

Departments	Student Contacts 8/24/20 – 10/16/20
General Counseling	1938
Frontline Staff	577
EOPS	297
Men of Color	136
STEM (Engineering Pathways)	290
DRC	540
SSS (TRIO)	29

Umoja	9
Veterans	86
JFK	10
Engagement Center	263
Grand Total	4175

Puente:

Puente Social will be held October 30, 2020 from 6-9pm – hosting a Halloween movie night and online scavenger hunt.

Transfer Center:

The Transfer Center has served 348 students since the start of the Fall 20 Term through appointments with transfer staff and university representatives. This does not include student participation in the Online Transfer Fair, UCR/UCSB appointments, and specific workshops.

Umoja:

Offering the following upcoming workshops and events for students.

- Stress Management Workshop in collaboration with Health Services, Puente, Men of Color, and ASNC on October 29, 2020
- Skills Workshop on October 30, 2020 - Time Management, and Growth vs Fixed Mindset
- Baking & Game Night October 30, 2020 from 7pm-9:30pm

Program Review (Tarrant)

The Program Review Committee met on Thursday, October 22, 2020. The committee reviewed and made changes to the prompts for Administrative, Instructional and Student Services prompts for Program Review. The proposed changes include omitted the prompt to address the mission as the EMP goals are directly in alignment with the Mission; omitting the prompt on strengths as this will be captured in the reporting out of SAOs and progress towards the EMP objectives and omitted students served as there will be robust Program Review Data Dashboards.

The committee did not have time to discuss the data needs for program review and will continue these discussions. There is also work being one on the build out of template(s) in Nuventive.

Program Review Prompts

The process and prompts differ slightly based on unit type: Administrative vs. Instructional vs. Student Services. During the program review cycle, instructional units review the curriculum for currency and alignment with Program needs. To uniformly collect these data and plans, we ask the units the questions below:

Student Services programs respond to the following prompts:**Area Overview**

- Mission: Identify or outline how your unit serves the mission of Norco College
- Functions: List the major functions of your unit
- SAO Assessment: Reflect on the last 3 years of SAO assessment and describe what you've

learned.

- Goals: List your long-term goals in alignment with the College Strategic Plan
- Strengths: List strengths and contributions of the program
- Students Served: Highlight the student population served