



**Student Services Planning Council**

**Minutes for March 24, 2021**

2:00pm – 3:30pm

**Meeting Participants**

**Committee Members Present**

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

**Committee Members Not Present**

Leticia Martinez

**Guest(s)**

Bernice Delgado, Greg Ferrer, Kevin Fleming, Elizabeth Lopez, Stephanie Olguin, David Schlanger

**Recorder**

Tanya Wilson

**1. Call to Order**

- 2:03 pm

**2. Action Items**

**2.1 Approval of Agenda**

- MSC (James/ McCarson)
- Approved

**2.2 Approval of 02/24/21 Minutes**

- MSC (Kramer/Bell)

**2.2 Conclusion**

- **Approved with corrections, 0 Abstentions**

**2.2 Corrections**

**2.2 Task of**

**2.2 Due by**

	<b>2.2 Task of</b>	<b>2.2 Due by</b>
Move Amy Kramer from absent to present	Tanya	2/24
3.5	Tanya	2/24

**3. Discussion Item**

**3.1 Charter Process**

Dr. Fleming walked the council through the Strategic Planning Governance page and showed them how to access the information on Charters. He indicated that a draft template has been provided to the SSPC co-chairs using the

information from the Strategic Plan and Governance Manual, which has already been approved by Academic Senate, ISPC and Committee of the Whole.

He continued on to report the following: the draft has been pre-populated for the council to work through that shows what the Student Support Council is and it's a charter for the group to exist through 2025. It is a high level of what this group's role would be until the end of the current strategic plan. It outlines the purpose of the council, the specific charge of the council and in his case, the specific EMP objectives and ISER Project #2 that would be in alignment with the purpose of this council. This council would be in charge of organizing and tracing and assessing progress on these metrics over the next four years. Outlining any guiding principles or assumptions, in this case, the accreditation standards that are in alignment with the Student Support Council; the scope and any expected deliverables of what the council would be expected to do, the membership of the council, and right now it's just roles without names, because we don't know who those bodies would be yet. The meeting time pattern, the role of chairs and the meeting expectations. This information populates approximately 85% of the draft template for the council to clarify and complete, as appropriate.

In the new governance plan, councils have been delegated authorization by the office of the President to approve charters within its purview. Council charters are for five years, committee/workgroup/project team charters are for one year, to ensure that every year it's clear what incremental work is to be done in the next year. Every spring (approximately April or May) charters will be revisited and approved for the subsequent year.

### **3.1.a Timeline**

- A draft has been given to the co-chairs that is pre-populated.
- A timeline was also created, which includes committees and workgroups that need to submit a charter to SSSC (DEI, Enrollment Mgmt, GP and RJTF) and is due 4/21 so that it can be discussed at the 4/28 meeting and then to ISPC on May 5
- A sample charter was also distributed and should be discussed at the next SSSC meeting on 4/28
- Any formal group of the college should have a charter
- On 4/8 during college hour there will be a drop-in presentation with more information

## **3.2 Guided Pathways Project Team Presentation**

Lilia Garcia (Program to Career Connections), Bernice Delgado (Equity Data Analysis & Coaching), Stephanie Olguin (Cultural Competency) and Elizabeth Lopez (Career Counseling and Coaching) presented a PowerPoint presentation of what classified professionals are doing behind the scenes for Guided Pathways. The team also includes Faculty Advising which is spearheaded by Alex Spencer.

### **3.2.a Purpose of Each Project Team**

- Program to Career Connections Team is Lila Garcia (staff), Isaac Nunez (student), Ashley Johnson (faculty), David Schlanger (administrator): Goal is to research and consult with other college stakeholder groups to make recommendations to track student outcomes, outline best practices of extracurricular student support and identify the flow of students through pathways. Currently being mindful of improvements to institutional practices, closing equity gaps and institutionalizing effective practices.
- Equity Data Analysis & Coaching Team is Bernice Delgado (staff), Greg Aycock (administrator), Courtney Buchanan (faculty), Tharek (student): Goal is to establish a data coaching program to ensure that disaggregated equity data is accessible to and to capture the student experience through data.
- Cultural Competency Team is Stephanie Olguin (staff), Gustavo Ocegueda (administrator), Dominique Hitchcock (faculty), Tammy (student): Goal is to increase the cultural competency in and out of the classroom in order to address unconscious bias and systemic racism, create a culture of anti-racist, equity-minded practices and develop a plan of action to offer cultural competency training for all constituent groups based on their responsibilities and specific needs.
- Career Counseling and Coaching: Goal is to teach students better decision making so they can replicate the process to make an informed career decision.

- Faculty Advising: Goal is to have a fully functioning faculty advising model that includes schools-based meetings, discipline/program meetings and individual mentoring and to support the Leading From the Middle team with events to promote Success Network.

### 3.3 Program Review

The first meeting of the Program Review Committee for spring is tomorrow. The goal is to open Nuventive this month and April will be the Program Review month. We are working closely with Ashlee Johnson and Greg Aycok. David Schlanger has identified five prompts for student services that aligns with accreditation standard 2C and also with our Educational Master Plan. They are:

- How does this student service area evaluate the quality of service delivery?
- In what ways does this student service support student learning?
- What strategic goals does this student support service area align with to support the college mission?
- How has assessment data been used to improve this student support program or service?
- How does this student support service area assure equitable access to appropriate, comprehensive, and reliable services?

#### 3.3.a Instead of having every area do their own Program Review, we will have collapsed program reviews that focus on specific areas. For example:

- Administrative – overall student services through the Vice President’s office
- Enrollment Services cluster includes:
  - Admissions & Records
  - Student Financial Services
  - Outreach
  - Dual Enrollment
  - Promise
- Veterans
- Special Funded Programs cluster includes:
  - EOPS
  - CARE
  - NextUp
  - CalWORKS
- DRC
- Athletics
- Health Services
- Student Life
- Counseling and Advising cluster includes:
  - Counseling
  - Transfer
  - Engagement Center
- Student Equity Programs

### 3.3 Conclusion

Hope that this provides a more meaningful Program Review process as areas work together to meet overall goals, versus individual programs and services. We want to help foster our overall work towards accreditation and also help with the alignment of resource requests.

### 3.4 Safe Return

There are some pieces of information that I know, but there are still a lot of questions. The current plan is for 80% face-to-face and 20% online. This doesn’t mean we will all be able to show up on campus on 8/23; we are going to be looking at what are the phased approaches to returning faculty and staff to the colleges to provide service in

person for fall 2021. We've learned over the last year that there is a lot of good that came out of our online service delivery and we want to make sure that we're still able to provide those services we know have worked online that provide increased access and equity for our students. We have been working with student services deans and managers having conversations about what are those things that we want to make sure we can maintain as we move forward.

Another big question is what are going to be the guidelines in place, are we going to have six-feet of social distancing, are we going to be required to wear masks. There are three entities that we have to comply with and they are California Department of Public Health (CDPH), Cal OSHA and Riverside County Public Health directives for higher education. These may (and are currently) different than the guidelines for K-12 education. As we move through the next couple of months, we will continue to get additional information and whatever those guidelines are that are in place when we return to the college, those are the guidelines that we will follow. Whatever mask, PPE, etc. those are the things we will abide by.

There have been some questions about why and one of the things that we're looking at is we've seen a 22% decrease in our full time FTE count. This group knows better than most what our students are facing not just with school, but with family and their personal lives. Many students are waiting for us to return in person before they continue their education. It's just one of the things that we have to look at and consider in terms of where our students are right now and the overall health of our organization.

The Safe Return Task Force has representation from each of the colleges and then all the constituency groups and that has been instrumental in our planning. We continue to work on that forum to make recommendations in terms of what we need to do in order to move forward.

#### **3.4.a Questions & Answers**

- Has the college or district initiated any kind of an outreach in terms of a survey to students to find out the reason for not coming to school this semester so we're making these decisions in a more informed way?
  - We have not done a survey of students that are no longer enrolled; there was discussion about a student survey and I believe the deans of institutional research are looking at what those questions would be and how would we administer that, but that has not happened yet.
- Many of our classified professionals are literally working right next to each other. Are planning to see how we can expand; I know there's no space and everybody is working on top of each other. I'm curious to know if our areas have started to think about how reconfiguration or moving of people for their safety for the time being since we do have lots of departments that are in really close proximity.
  - The Students Services workgroup that was part of the Safe Return Task Force broke into three groups (access, equity, success) and each looked at what would the plan be to return staff to the colleges as we are moving back. A couple of suggestions were staffing rotations, placing programs and services in difference spaces on campus that might have more space. It really depends on those guidelines and parameters that will tell us what we need to do in terms of our staffing plan for areas to take into consideration social distancing and all those different pieces.
- Has the executive board or the district come out and said that they're setting a certain timeline in place to make those decisions?
  - There is a recommendation that has been forwarded to the chancellor of a timeline in making those decisions, but until the chancellor approves that recommendation I don't want to put a date out because it could change.

#### **3.5 Dean's Reports**

- A written report is attached.

### **3.5.a Addition to Dean, Student Life report**

As an extension to our last meeting on the discussion about the shade structures, Dr. Hartley looped back to make sure everybody was understanding of what took place. Facilities did a great job of going to different constituency groups and telling them of what the plan was going to be, and in that plan was exactly what we see now. ASNC picked the colors for the shade structures, but in the end ASNC funding was not used for this project due to CARES funding being available.

## **4. Good of the Order**

- We will be doing a 2<sup>nd</sup> round of CARES Act applications for the spring semester. We need help in getting the word out to students that the previous requirement to have been enrolled in 20SPR is no longer in place. This is for any student that is currently enrolled in spring 2021 that has a demonstrated COVID-19 related impact. If they are a student now and have a need, they can apply. The application period will be announced.
- CSU/UC decisions are going out now. If you have a student that has been denied admission, please encourage them to submit an appeal and they can check with Natalie in the Transfer Center for assistance with that process; it is time sensitive.
- FAFSA numbers have decreased. The California Student Aid Commission will allow for an extension to the March 2 deadline. We have filed for this, but it must be applied for and signed by the chancellor. Maria Gonzalez will let everyone know what the outcome of this request is once received.
- Commencement speaker application is open; only one applicant at this time. We would love to get more people to auditions, so if you know anybody and wouldn't mind encouraging them with a gentle nudge that would be great so we can pick the best that's out there. We will be doing the virtual commencement, but hope to be able to give a full run down of what the plan is for commencement at the April meeting.
- Students that qualify for graduation were sent an email about applying for graduation, so counselors they should be heading your way this week and next week to meet that that April 1 deadline. All spring applications will be reviewed by May 1.

## **5. Adjournment**

- 3:29 pm

### **Next Meeting**

April 28, 2021



**NORCO**  
COLLEGE

# **Guided Pathways & Equity Project Teams Classified Professionals**



**NORCO**  
COLLEGE

# PRESENTATION TO SSPC

PURPOSE OF EACH PROJECT TEAM:



**Program to Career  
Connections**

**Lilia Garcia**



**Faculty Advising**

**Alex Spencer**



**Equity Data: Analysis &  
Coaching**

**Bernice Delgado**



**Cultural Competency**

**Stephanie Olguin**



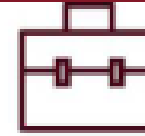
**Career Counseling and  
Coaching**

**Elizabeth Lopez**

# PROGRAMS TO CAREERS

CLASSIFIED REP:

LILIA GARCIA



Program to Career  
Connections

## WHAT IS THE GOAL OR OUTCOME OF YOUR TEAM PROJECT?

- Research and consult with other college stakeholders' groups to make recommendations to track student outcomes
- Outline best practices of extra-curricular student support
- Identify the flow of students through pathways

## HOW DOES YOUR TEAM ACTIVITIES/WORK CONNECT TO THE GOALS OF THIS GROUP?

- Work towards increasing degrees and certificates
- Improvements in institutional practice
- Closing equity gaps
- Institutionalizing effective practices

## WHAT ARE FUTURE ACTIVITIES/OUTCOMES?

- Develop a method to track students after exiting programs
- Increase availability of wrap-around student support services across the campus
- Improve instructional alignment with workplace and job skills goals
- Increase work-based learning opportunities
- Examine available technology to track where and why leaks and bottle necks exist in educational paths



# EQUITY DATA: ANALYSIS & COACHING

CLASSIFIED REP:

BERNICE DELGADO



Equity Data: Analysis & Coaching

## WHAT IS THE GOAL OR OUTCOME OF YOUR TEAM PROJECT?

- Establish a data coaching program and ensure that disaggregated equity data is accessible to all
- Capture the student experience through data

## HOW DOES YOUR TEAM ACTIVITIES/WORK CONNECT TO THE GOALS OF THIS GROUP?

- Making sure disaggregated data is accessible and transparent
- All programs/disciplines can benefit
- Better decision making, planning, and fund allocation
- Data will determine equity gaps and guide narrative on racial equity on campus

## WHAT ARE FUTURE ACTIVITIES/OUTCOMES?

- Launch data coaching program for Program Review assistance (Nor-All coming soon)
- Capturing the student experience through data
- Creating a sample survey for qualitative data

4/16/2021



# CULTURAL COMPETENCY

CLASSIFIED REP:

STEPHANIE OLGUIN



## WHAT IS THE GOAL OR OUTCOME OF YOUR TEAM PROJECT?

- Increase the cultural competency, in and out of the classroom, in order to address unconscious bias and systemic racism, and create a culture of anti-racist, equity-minded practices.
- Develop a plan of action to offer cultural competency training for all constituent groups based on their responsibilities and specific needs.

## HOW DOES YOUR TEAM ACTIVITIES/WORK CONNECT TO THE GOALS OF THIS GROUP?

- Classified professionals play an important role for students
- Everyone has a role in equity, especially classified professionals because often they are the first to serve students before they even set foot in a classroom

## WHAT ARE FUTURE ACTIVITIES/OUTCOMES?

- Identify available trainings
- Institutionalize a process by which trainings are readily available and put into action.
- Identify needs for each constituent group
- Adopt a train the trainer model 1-2 classified professional peer to peer



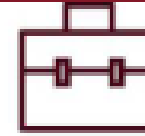
# CAREER COUNSELING AND COACHING

- **What is the goal or outcome of your team project?**
  - Our goal is to teach students better decision making so they can replicate the process to make an informed career decision.
- **How does your team activities/work connect to the goals of this group?**
  - Our team activities connect to the goal of this group to potentially have all employees on campus collaborating and referring students with appropriate information/connection between Guided Pathways Principles and strategies to our Career Decision Making practice.
    - This will prevent students from receiving potentially outdated information and allow students to receive accurate and supportive information from a variety of departments employees.
- **What are future activities/outcomes?**
  - Our future outcomes is to continue to gain valuable feedback from all on campus, including Classified Professionals, Administrators, Faculty, and most importantly Students.

# FACULTY ADVISING

CLASSIFIED STAFF REP:

ALEX SPENCER



Program to Career  
Connections

## WHAT IS THE GOAL OR OUTCOME OF YOUR TEAM PROJECT?

- Fully functioning faculty advising model:
  - Starting with large school-based meetings, then discipline/program meetings, and finally individual mentoring
- Support Leading From the Middle team with events to promote Success Network

## HOW DOES YOUR TEAM ACTIVITIES/WORK CONNECT TO THE GOALS OF THIS GROUP?

- These student success teams, once formally developed, will help foster better decision making amongst students and also help achieve some of the other benchmarks and positive outcomes experienced through Guided Pathways.

## WHAT ARE FUTURE ACTIVITIES/OUTCOMES?

- Generate overall momentum for Faculty Advising program
- Build buy-in amongst Faculty and Students
- Promote different Schools, disciplines, and programs of studies
- Connect students to like-minded students

THANK YOU!



## Dean's Report

### Enrollment Services (DeAsis)

#### **Admissions & Records (A&R) [admissions@norcollege.edu](mailto:admissions@norcollege.edu)**

- *Spring 2021 Semester*
  - o Short term (8-week courses) are beginning on April 19<sup>th</sup> through June 11<sup>th</sup>
  - o Students may submit an [Extenuating Circumstances Petition \(ECP\)](#) for all Covid related drops and change of grades.
  - o Student ID cards may be requested through <https://bit.ly/NorcoID> and mailed to students in a few of days.
  - o Live-chat agents are available by clicking on LiveChat on our college website
- Summer 2021 registration begins May 3<sup>rd</sup>. Registration appointments and Schedule of Classes will be released on April 19<sup>th</sup>.

#### **Dual Enrollment [dualenrollment@norcollege.edu](mailto:dualenrollment@norcollege.edu)**

- This Spring 2021, there are 839 enrollments. This crosses a span of 9 high schools in 4 districts. The new CCAP agreement and 3 year course plans with CNUSD is in the final stages of approval.
- We are engaging the districts with more CTE course offerings for Fall. Jurupa USD is planning to bus students to Norco campus for Automation and Manufacturing courses.
- We have been working with Excelsior Charter School for a new CCAP agreement to provide online dual enrollment course offerings.

#### **Evaluations [evaluations@norcollege.edu](mailto:evaluations@norcollege.edu)**

- Diplomas & certificates awarded in 21WIN have been awarded and will be mailed no later than April 20th.
- Spring 2021 Graduation Application deadline is April 1<sup>st</sup>.

#### **Norco Advantage Program**

We have had 8 Norco Advantage Presentation Sessions with 180 students registered and 73 have participated and accounted for. We have 3 remaining scheduled sessions left for March and April. An email was sent out to about 450 individuals who have applied to Norco College with an application for Fall 2021 admissions and indicated they were first-time college students. Those students who failed to attend their registered information session have been email to encourage them to register again for participation. For those students that have participated, their information was forwarded to special programs/departments with the name and contact that the students provided when registering.

#### **Ocelot**

- Ocelot's ChatBot was purchased to provide bot services to students and campus programs. An initial meeting will be scheduled in 21SPR with a projected launch/full implementation date. Stay tuned!

- For more information, visit <https://info.ocelotbot.com/ocelot-ai-chatbot-platform-introduction> and play the video.

**Promise Program** [norcopromise@norcollege.edu](mailto:norcopromise@norcollege.edu)

- Fall 2021 balances were cleared and covered for all 242 students. We went into Spring 2021 with 180 full-time units (12 or more units and those with accommodations) better. After review, we rolled 21 students who enrolled in 9 or more units. Our current total of Spring 21 participants is 201 students. The 41 remaining students no longer eligible for the Spring 21 Norco Promise Program, enrolled in 8 or less units. I am currently working on 2021-2022 with our live online application. We currently have 81 interested students who have complete an online Promise Program application. These students have received confirmation emails and are being provided with the Promise Program Agreement to sign and return for review.
- For eligibility and application, please visit the [Promise Program](#) application. Contact Luis Diaz at [luis.diaz@norcollege.edu](mailto:luis.diaz@norcollege.edu).

**Student Financial Services (SFS)** [studentfinancialservices@norcollege.edu](mailto:studentfinancialservices@norcollege.edu)

- CARES Emergency Grants update: \$831,000 was disbursed to 918 students on Thursday, Mar. 18<sup>th</sup> for the 21 Spring term.
- Student Financial Services held Financial Aid Zoom Presentations in Spanish and English during the month of February for Corona-Norco Unified School District students.

**Upward Bound** [upwardbound@norcollege.edu](mailto:upwardbound@norcollege.edu)

- Grant writing begins in 21FAL for all three grants
- Next supply pick-up is scheduled for Feb. 20<sup>th</sup> at STEM Parking Lot
- Virtual Saturday academy is scheduled for Feb. 27<sup>th</sup>
- Plans for virtual Field trips for Columbia University, STEM field trip (tentative), and Student Leadership Conference are being scheduled in addition to a 6-week Summer Program which will include college course enrollment, personal development workshop, and internship/work-study for eligible students.
- Recruitment is currently taking place; application links will be posted on the Norco College Upward Bound website for each respective program.
- End of the year ceremony/Senior Recognition tentatively scheduled for early May.

**Veterans Resource Center** [veterans.services@norcollege.edu](mailto:veterans.services@norcollege.edu)

- 21 Spring Certifications 93 as of today (Still certifying records daily)
- Two-part time dedicated counselors at the VRC available to serve veterans and dependents
- Norco College and CALVET/CALTAP will be hosing various workshops for veterans and dependents via Zoom.
- May 20, Norco College, RCC and MVC will be hosting a Veterans End of the Year Veterans Graduation Ceremony. We will be honoring our graduating veterans and dependents. Our guest speaker will be First Sergeant Matt Eversmann (Ret.) Hero of the

epic film, Black Hawk Down, and the Battle of Mogadishu. This event will be from 6-8 via Zoom.

### **Special Funded Programs (McCarson)**

#### **CalWORKs**

Serving 40+ students during the spring semester to date. The Educational Advisor is getting ready to facilitate mid-semester check-in sessions with all students. Students will receive a gas card incentive for participating in program requirements including check-in's and collegewide workshops for personal and academic development. Student enrollment in CalWORKs has been continuing to decline since transitioning to COVID remote learning as similar declines have been noted across CalWORKs programs in the state.

#### **Disability Resource Center**

The DRC team will be hosting two CNUSD Parent Nights in both English and Spanish. (Tuesday, March 16-ENG and Thursday, March 18-SPAN. The DRC Advisory Committee meeting is scheduled for April 8th. The program will be sending out a student survey in mid-March and anticipate sending a faculty survey prior to going on spring break. As test proctoring is still taking place on campus, staff are rotating a schedule to go onsite to support testing needs for DRC students. Staff saw a 17% drop in student enrollment from Fall 19 to Fall 20. This is a patter for the district as MVC dropped by 9% and RCC dropped by 28%.

#### **EOPS/CARE/NextUp**

EOPS is still accepting applications and will continue to accept students into the program as space is available. We continue to see a decline in program enrollment due to COVID. Students are receiving incentives for contact appointments as available. Such items include school supplies, gas cards, meal cards. The program issued over \$30,000 in book vouchers during the spring term along with school supply \$25 credit at Follett for students to order needed supplies. This semester, we are initiating a change by which the Educational Advisor will facilitate one of three contact appointments in place of the counselor facilitating all three. The program is currently serving 270 students. We continue to advocate for students to apply for CARES funds and other supportive resources as available. CARE students will be invited to participate in a Mother's Day RCCD event being coordinated in May. We are planning our semester EOPS Advisory Committee on April 6th.

#### **Phoenix Scholars**

The Phoenix Scholars program has seen a decline in student enrollment and engagement as other more pressing "life-situations" take precedence. Our team is working diligently to stay connected with students and have implemented FYRE Friday's between 10-12pm by which students can log in and connect with program personnel for various needs. We continue to host Foster Youth Support Workgroup meetings every other month to stay connected with program liaisons and community agencies. This has proven helpful as we stay abreast housing and service opportunities. Peer mentor and coaching sessions continue to take place



virtually. We have increased the Student Resource Specialist from 75% to 100% through June 30th to help facilitate more intrusive support services to students.

### **Unity Zone**

We are assessing ways to plan a safe return to utilize the Unity Zone to serve and support LGBTQ+ and Undocumented students. The faculty LGBTQ+ Advisory Committee is working to identify five faculty and five students who will be sponsored to attend the upcoming LGBTQ+ summit on April 28-29, 2021.

### **Student Life (Hartley)**

#### **ASNC/Student Activities**

ASNC has purchased 10 additional canopies for the campus and is working on purchasing power generators for campus events. Student Activities and the Inter-Club Council are hosting "Step Up to Leadership" an emerging leader's workshop, on April 29 at 12 pm, featuring former AS President Maria Barragan. In addition, they are hosting a Magic Show which is open to the community, via zoom, on Friday, April 23, 5 pm.

#### **Athletics**

Cross Country and Soccer will be returning in the Fall. After a year off, due to COVID-19, Mustang Athletes will be reporting for training as part of their Kinesiology classes in the summer and competing in the Inland Empire Athletic Conference in the fall. Go Mustangs! Also, the Certified Athletic Trainer Position will be posted this semester. This is a part-time, 10-month position with a start date of July 1, 2021.

#### **Basic Needs**

It has been one year since NC partnered with WoodSpring Suites to house our students who are housing insecure. While the price is the lowest in the area, a meeting has been set up to see about reducing the rates even lower to make sure our donation and grant funds can assist more students in the future.

#### **CARE Network**

Please report concerning, risky or harmful behavior using the online [CARE Network Reporting Form](#) or contact a member of the CARE Network team member immediately. Additionally, if you know of a student who has recently lost a loved one, the CARE Network will be happy to send a [Condolences Card](#), which has links and numbers to resources to help students get through difficult times.

#### **Health Services**

- **Wylie Center for Children, Youth & Families Collaboration** (MOU) – partner to offer an evidence-based parenting program called Triple P.
- **Riverside County Stepping Stones TAY Center Collaboration** (MOU) – to offer support & community resources to the student within the age group 16 – 25 years old

- Pending response from **Operation Safe House** to Establish MOU – Non-profit that offers evidence-based treatment services program (depression management and trauma) for students within the age group 16 to 25 years.
- **Rape Crisis Center Riverside County Collaboration** - to provide sexual assault resources.
- **Riverside County Prevention & Early Intervention Collaboration** - to offer suicide prevention training & mental health training to faculty, staff & student peers.
- The first workshop of the **Health + Wellness Series** in partnership with Umoja, Women's Lean in Circle, Men of Color, ASNC & Puente. Setting goals and staying positive workshop on March 11th was a success with interactive conversations, over Thirty (30) participants. Health + Wellness Workshop Series (Future Workshops) Nutrition for your mental health April 22nd, 2021 at 1 pm - Mental Health vs. Mental Illness May 20th, 2021 at 1pm
- **Launched YOU@NORCO Web Page** YOU@ NORCO, a unique and free web portal dedicated to student health, happiness, and success. As the first technology of its kind on college campuses, YOU emphasize individual wellbeing and self-awareness in order to connect students to information, campus resources, peers, and opportunities—whenever they need it. YOU were created to mirror the lifestyle of college students. With expertise in three main areas — Succeed, Thrive, and Matter — YOU help students assess and improve their health, sense of purpose, and life trajectory. YOU work best when student answers are honest and open. For that reason, all personal information that students provide on YOU is kept private. Visit <https://you.norcollege.edu/>
- Daily Wellness Hosted by Lynnette Sullivan, LMFT - designed to increase protective factors and decrease risk factors and enhance academic success. Motivation Monday, Tranquility Tuesday, Wellness Wednesday, Let's talk Thursday, and Fun Fridays.

## **Student Success & Support (James)**

### **Counseling**

- The Counseling webpage has been updated so that students can more easily understand their options for meeting with a counselor. Students can schedule an appointment, request a same day meeting, send an email, or even live chat with a staff member through the website. The webpage can be found at: <https://www.norcollege.edu/services/counseling/Pages/index.aspx>
- Counselors have been assigned to each of the four schools at the college and have started to reach out to students in each school. Those who enrolled last summer or fall but have not yet met with their school counselor to discuss their education plan are the priority. The goal of the counselors is to contact each of the overall estimated 2000 students by the end of the spring semester.
- Counseling has begun to tentatively offer weekend and evening counseling services for students. Availability and hours are still being determined. A formal announcement to the college will be made soon.

### **Engagement Center**

Holistic Student Supports 2.0 – On 3/1/21, a revised version of the new holistic student support surveys (version 2.0) was uploaded to the online orientation through Comevo. This update made 9 corrections to questions (mostly technical issues involving apostrophes, quotation marks, and bold HTML), added 2 new questions to ask which term students plan to attend and if they have external records, and improved the format of the data download. This update also included a fix to ensure that Spanish language captions were showing up on the videos throughout the orientation.

### **Guided Pathways**

Guided Onboarding – On 3/15/21, Jethro Midgett and David Schlanger presented Norco's Guided Onboarding model to approximately 35 counselors from RCC and MVC. With the goal of working to build a consistent onboarding process districtwide, the presentation focused on the ideas of holistic student supports and career-focused developmental advising.

### **Men of Color**

Instagram Mentee of the week: [https://www.instagram.com/moc\\_norcocollege/](https://www.instagram.com/moc_norcocollege/)

### **Puente**

Co-hosting annual Cesar E. Chavez event on Tuesday, March 30<sup>th</sup> from 1:00pm-2:00pm. Andres P. Chavez, grandson of Cesar E. Chavez will be speaking on behalf of the Cesar Chavez Foundation as Director of Strategic Initiatives.

### **Umoja**

Upcoming Umoja events:

1. The UCI Experience for Black Students, March 17th, 4-6 pm
2. Wednesdays Wellness Workouts, March 17th, 1:00 pm - 1:30 pm
3. Dr. Korie Grayson, March 18th, 1:00 pm - 2:00 pm