



Student Services Planning Council

Minutes for April 28, 2021

2:00pm – 3:30pm

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

Meeting Participants

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, John Moore (co-chair), Anisha Solhotra, Kaneesha Tarrant (co-chair)

Committee Members Not Present

Tami Ajayi, Daniela McCarson

Guest(s)

David Schlanger, Gustavo Ocegüera

Recorder

Tanya Wilson

1. Call to Order

- 2:04 pm

2. Action Items

2.1 Approval of Agenda

- MSC (Kramer/ Bell)

2.1 Conclusion

- Approved, 0 Abstentions

2.2 Approval of 03/24/21 Minutes

- MSC (Bell/James)

2.2 Conclusion

- Approved with 1 Abstention

2.3 Charter for Student Support Council

- Purpose – a question was raised about learning support services and it was noted that this area was moved to the Academic Support Council
- Charge – no questions or comments
- Guiding Principles – no questions or comments

- Scope & Expected Deliverables – a recommendation was made to specifically add the Student Equity Plan with Guided Pathways to bullet #4; the council felt the statement “Other related” did not need to be changed.
- Membership
 - what is the difference between the admin for SSV oversight vs. admin from student services mgmt. group. Clarification needed on “Admin w/oversight OF Student services” and “Admin with oversight OF Equity”; the recommendation is to change OF to IN on both bullets and add Student to the Equity bullet
 - ASNC – change alternative to alternate and remove non-voting
- Meeting time – concern raised about ASNC being able to attend during college hour since student activities are held at that time
- Roles of Chairs and Members – no questions or comments
- Meeting procedures and expectations – no questions or comments

2.3 Approval of Charter for Student Support Council

- MSC (Hartley/James)

2.3 Conclusion

- Approved with changes, 0 Abstentions

2.3 Changes

2.3 Task of

2.3 Due by

Membership <ul style="list-style-type: none"> • Administrator with oversight of Student Services changed to Administrator with oversight in Student Services • Administrator with oversight of Equity changed to Administrator with oversight in Equity • ASNC alternative (non-voting) – Student changed to ASNC Alternate – Student 	Tanya	4/28/21
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2.4 Charter for Diversity, Equity and Inclusion

- Guiding Principles and Charge – a concern was raised that this charter is charged with responsibility of 9.2, which is not the responsibility of SSC; Institutional Effectiveness is charged with responsibility of this area

2.4 Approval of Charter for Diversity, Equity and Inclusion

- MSC (Bell/Aceves)

2.4 Conclusion

- Tabled to determine the correct Council for this charter

2.5 Charter for Guided Pathways and Equity Leadership Advisory Group – correct references to Student Services Council to Student Support Council

- Purpose – “& Equity” should be included throughout; ensure Advisory is appropriately reflected (versus Advisor)
- Charge – noted that this includes Objective 4.1 which is not a part of the SSC council charge; add the Student Equity Plan
- Guiding Principles – no questions or comments
- Scope & Expected Deliverables – recommend removing “evaluate”

- Membership - no questions or comments
- Meeting time - no questions or comments
- Roles of Chairs and Members - no questions or comments
- Meeting procedures and expectations - no questions or comments

2.5 Approval of Charter for Guided Pathways and Equity

- MSC (James/Hartley)

2.5 Conclusion

- Approved with changes and corrections, 0 Abstentions

2.5 Changes and corrections

2.5 Task of

2.5 Due by

<ul style="list-style-type: none"> • Ensure references where appropriate be corrected to include “& Equity” to reflect the correct name of Guided Pathways and Equity Leadership Advisory Group • Ensure references were appropriate be corrected to reflect Advisory in place of Advisor • Correct references throughout to Student Services Council be changed to Student Support Council <p>Charge</p> <ul style="list-style-type: none"> • Add Student Equity plan <p>Scope & Expected Deliverables</p> <ul style="list-style-type: none"> • Remove “evaluate” from bullet #5 	<p>Dr. James</p>	<p>4/28/21</p>
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3. Discussion Item

3.1 Review of Planning Council Survey

- Dr. Tarrant walked the council through the responses to the survey

4. Information Items

4.1 Dean’s Report

- See attached

4.2 Guided Pathways

- See attached

4.3 Program Review

- See attached

4.4 Safe Return Update

- A group has been formed to address a date for bringing the staff back to campus and a memo from the Chancellor is coming out with specifics
- The next Chancellor’s Town Hall is May 19 from 4pm – 5pm via Zoom and will focus on Instruction
- Safe Return Taskforce has been asked to create plans should the colleges not be able to provide 80% in person instruction based on guidelines.
- We are planning for 6 feet social distancing and plexiglass between workstations, everyone wearing masks, and hand sanitizer will be available, air filters will be changed out every six-month; a walk-through of the campus is scheduled to identify areas that do not have 6 feet between workstations
- New guidelines are expected around June 15, 2021

5. Good of the Order

- Black Hour is still going on, please log on if you can this Thursday and Friday
- May 1 begins the confirmation process for the CSU and UC; ASNC is doing a scholarship program to assist with required deposits

6. Adjournment

- 3:36 pm

Next Meeting

Date: May 26, 2021



Charter for Student Support Council

August 2021 - June 2025

This Charter is established April 2021 between the Student Support Council and the Institutional Strategic Planning Council to structure the process and planned outcomes included herein thru the 2024-2025 academic year.

Purpose

The Student Support Council (SSC) (Formerly SSPC) coordinates, discusses, and makes recommendations regarding functions, plans, and activities throughout student support services. The SSC provides leadership and retains responsibility for ACCJC Standard IIC, while serving as a communication link to the rest of the college regarding strategic and operational matters associated with their assigned EMP objectives. The SSC makes recommendations to the College Council and the Vice President of Student Services.

Charge

The Student Support Council (SSC) is primarily responsible for assessing and coordinating the listed Educational Master Planning objectives below. Operational items are to be handled at the departmental, task force, project team, or work group level often determined by job title or functional area of responsibility.

- Objective 1.2 - Go from 14,624 headcount to 16,581 total headcount
- Objective 1.3 - Expand enrollment with strategic groups (Dual Enrollment, International, Online, California Rehabilitation Center, Veterans, etc.)
- Objective 1.4 - Increase capture rates from feeder high schools by 4% annually
- Objective 2.4 - Increase number of transfers 15% annually
- Objective 2.5 - Increase the number of first-time, full-time enrolled students from 508 to 900
- Objective 2.6 - Increase percent of students who receive financial aid from 73% to 81%
- Objective 3.1 - Reduce the equity gap for African American students by 40%
- Objective 3.2 - Reduce the equity gap for Latinx students by 40%.
- Objective 3.3 - Reduce the equity gap for Men of Color by 40%.
- Objective 3.4 - Reduce the equity gap for LGBTQ+ students by 40%.
- Objective 3.5 - Reduce the equity gap for Foster Youth students by 40%.
- Objective 5.1 - Increase the median annual earnings of all students
- Objective 5.2 - Increase percent of CTE students employed in their field of study by 3% annually
- Objective 5.3 - Increase percent of all students who attain a livable wage by 5% annually
- Objective 6.3 - Expand partnerships with regional veterans' services and support organizations
- Objective 6.6 - Develop regional outreach and recruitment systems
- Objective 7.4 - Develop and implement plan for expanded athletics offerings
- Objective 7.6 - Build and support student services to foster student engagement, wellness, and success in the classroom and outside the classroom.
- Objective 11.1 - Design intuitive and simple student onboarding system
- Objective 11.2 – Implement intuitive and technology-enhanced CRM (e.g., Salesforce) systems for the entire student life cycle (“from recruitment to alumni”)

Charge

In the 2020 ISER, Norco College designed two action projects. One is to be coordinated by this Council: ISER Quality Focus Essay (QFE) Project #2: *Implement Student Success Teams in the Schools*

Guiding Principles and Assumptions

The guiding principles for the Student Support Council are:

- Facilitate effective and efficient student services area reviews.
- To utilize service area outcome performance data and student achievement data as a means to inform annual evaluations and summaries.
- Align planning and resource allocation with the institutional mission statement and goals for student achievement.
- Review and revise expected deliverables as needed to meet identified student needs.

Accreditation Standards guiding the Student Support Council are:

- Standard IA, B, C
 - Standard I.A.3
 - Standard I.B.3
- Standard IIB, C
 - Standard II.B.3c
- Standard IIIA.9
- Standard IVA

There is no associated budget with the Council's charge.

Scope & Expected Deliverables

1. Provide guidance and recommendations on student services planning and operational issues including onboarding, enrollment management, program development, support services, special programs development, and student services policy matters.
2. Foster the development of programs and services in accordance with the Education Master Plan.
3. Provide guidance and recommendations on implementation activities for Guided Pathways, student equity, retention, and success.
4. Oversee and support the implementation of the college's Guided Pathways Plan and other related plans.
5. Strategic plan development, revision, and activities related to Student Services.
6. Implement, review, and make recommendations to the pertinent sections of the College strategic plan.
7. Provide guidance and recommendation to enrollment management activities related to achieving annual FTES targets; improving student access, success, and program completion.
8. Communicate, through its members, with the college community on issues and recommendations.
9. Prioritize annual resource requests for Student Services operational areas.

In mid-spring of each academic year, the Student Support Council will participate separately in dialogue sessions to 1) self-evaluate the effectiveness of their planning and decision-making processes through the Survey of Effectiveness, 2) self-report on EMP objective progress and appropriate objective assignment, and 3) self-assess the completion of their charter's scope/deliverables during the academic year. In late spring, the Student Support Council will receive an executive summary from each standing committee addressing the above three areas for review and discussion at a designated council meeting. The receiving council (College Council for leadership councils) will make recommendations to, and receive recommendations from, each governance entity based on the results of the self-

Scope & Expected Deliverables

evaluation to determine if a charter needs to be revised/extended or not. The Student Support Council will conduct its evaluation of effectiveness and post an executive summary on the Council's website.

Membership

The Student Support Council (SSC) will be comprised of 16 members inclusive of representatives of all primary constituency groups and assigned or appointed by their respective representative bodies OR defined membership based upon expertise, title, functional area of responsibility, etc. Voting members consist of all members except where noted. The Student Support Council will have three co-chairs (faculty, classified professional, administration) selected from the membership.

- Vice President Student Services, Chair– Administrator
- Administrator with oversight in Student Services – Administrator
- Administrator with oversight of Admissions and Records– Administrator
- Administrator with oversight in Equity– Administrator
- Administrator from Student Services Management Group– Administrator
- SBS/Guidance/Counseling– Faculty
- Counseling Faculty Representative– Faculty
- Counseling Faculty Representative– Faculty
- Faculty rep from Guided Pathways/Faculty Advisors– Faculty
- Faculty rep from Guided Pathways/Faculty Advisors– Faculty
- Representative with knowledge/experience in area of onboarding and enrollment services– Classified Professional
- Representative with knowledge/experience in financial aid programs– Classified Professional
- Representative with knowledge/experience in equity programs and learning communities– Classified Professional
- Representative with knowledge/experience in the area of student success programs and initiatives– Classified Professional
- Representative with knowledge/experience in the area of educational planning or student support programs and resources– Classified Professional
- ASNC representative – Student
- ASNC alternate (non-voting unless primary member is absent) – Student

Meeting Time/Pattern

The Student Support Council (SSC) meets monthly on the fourth, Thursday, of the month at 12:50pm to 1:50pm, with Zoom option, for Fall and Spring Terms. Contact the co-chairs to place an item on a future agenda.

Roles of Chairs and Members

The co-chairs are accountable to Student Support Council (SSC) to ensure continuity of dialogue between governance tiers. Co-Chairs are responsible for preparing agenda and facilitating meetings of the Student Support Council (SSC) based on best practices and guidelines for effective facilitation. To the extent possible, co-chair appointments and elections shall be made in staggered terms to help ensure group stability: the faculty co-chair will be elected in even years and the classified professional co-chair will be selected in odd years. It is recommended that the faculty and

Roles of Chairs and Members

classified professional co-chair are limited to serving a maximum of two, two-year consecutive terms. This is to facilitate broad participation and the rotation of ideas/perspectives, as well as to broaden leadership development opportunities. Previous council membership is not required to serve as a co-chair.

Members are recognized as stakeholders with important expertise and perspectives relevant to the strategic charge of the Student Support Council (SSC) that can help to achieve the Student Support Council (SSC) charter deliverables (and relevant strategic charge). Members are expected to actively attend and participate in all meetings, deliberations, and decision-making processes of the Student Support Council (SSC). While representing the perspectives of the constituency group to which they belong members are expected to engage in effective dialogue with Student Support Council (SSC) peers with the intention of finding consensus on all issues that come before the Student Support Council (SSC).

A co-chair (or a designated delegate) shall prepare a brief summary of each Council meeting and send it to the College community within 24 hours of the meeting to fulfill transparent communication reporting.

Meeting Procedures and Expectations

The co-chairs, and members of this governance entity will adhere to meeting and governance best practices as follows:

Meeting agendas are issued in advance of meeting times. Meeting agendas are organized to achieve milestones established in the charter and prioritize actions pending, actions required, and problem solving to move the work of the group forward. Minutes are taken to record the groups progress.

Members endeavor to:

- appropriately prepare for meetings based on the meeting agenda.
- arrive promptly and stay for the duration of entire meetings.
- participate in a problem-solving approach where the interests of all participants are considered in developing proposals and recommendations and, where appropriate, distinguish between constituency versus college-wide perspectives.
- welcome all ideas, interests and objectives that are within the scope of the charter.
- actively listen to engage in respectful and constructive dialogue.
- work with a spirit of cooperation and compromise leading to authentic collaboration.
- move forward once a consensus-based decision has been made.
- continue to progress with the members who are present at each meeting.
- follow through on tasks that are committed to outside of scheduled meetings.



Guided Pathways & Equity Leadership Advisory Group

2021 Spring

This Charter is established between the Guided Pathways & Equity Leadership Advisory Group and the Student Support Council & Academic Council to structure the process and planned outcomes included herein during the 3-year period beginning in the 2021-24 academic/calendar year. (*Councils = 5-year Charter; Committees, Project Teams, Workgroups, etc. = 1-year Charter*)

Purpose

The Guided Pathways and Equity Leadership Advisory Group is a three-year advisory group that will guide continued implementation of the Guided Pathways and Equity plans; assess current Guided Pathways and Equity initiatives; and facilitate college-wide communication on Guided Pathways and Equity implementation and improvements.

Charge

The charge of this committee is to coordinate and facilitate the direct efforts of EMP **Goal 2(Success) Implement Guided Pathways framework** and overlapping efforts through Guided Pathways for EMP **Goal 3(Equity) Close all student equity gaps**. As well as, **Objective 4.1** - Increase percentage of employees who complete Guided Pathways training from 5% to 65% (305 out of 472 employees).

Specific Activities of the group will include:

- Facilitate and monitor effort of the Guided Pathways and Equity Teams;
- Guide, facilitate and monitor the efforts of the PACES Grant for Guided Pathways at Norco College;
- Guide, facilitate and participate in the work of the California Guided Pathways cohort II work at Norco College;
- Participate and report to the District Guided Pathways Committee; regularly report to the chancellor and vice-chancellor of Educational Services; semi-annual report to the Board of Trustees;
- Draft, submit and certify the SOAA;
- Assist in coordination of the submission of the Equity Plan;
- Communicate broadly to college/district/community stakeholders on Guided Pathways and Equity implementation and improvements.

Guiding Principles and Assumptions

The College's efforts in adopting a guided pathways model and moving forward in our completion initiative comes up in virtually every meeting as it is in the forefront of our planning processes in how to transform our institution. The college aligns all strategic goals/objectives with a council, committee, or workgroup. The culture of the college promotes consensus building to support decision making in leveraging existing programs and initiatives in resource allocation and program enhancements. This group guides the specific/directed efforts to integrate Guided Pathways and Equity at the college through the use of data,

Guiding Principles and Assumptions

holistic assessment, state assessments (SOAA, CAGP), planning (Equity Plan) and the Quality Focus Essay in the 2020 Accreditation Document to guide its efforts.

Scope & Expected Deliverables

Goal 2(*Success*) *Implement Guided Pathways framework.*

Goal 3(*Equity*) *Close all student equity gaps.*

Objective 4.1 - Increase percentage of employees who complete Guided Pathways training from 5% to 65% (305 out of 472 employees)

Each year, this group will,

- Collaborate with Academic Senate, Academic Council and Student Services Council with regard to Guided Pathways and Equity efforts;
- Guide the efforts of Guided Pathways and Equity project-teams;
- Assess and report via the California Scale of Adoption for Guided Pathways, and Equity Plan;
- Participate in the California Guided Pathways cohort II state wide work (3-year commitment beginning 20-21 and other regional efforts (IEGP);
- Guide, assess, and advise the work of the PACES grant with the Dean of Student Services;
- Coordinating and facilitating cooperation and alignment with district-wide Guided Pathways and Equity entities;
- Communicate quarterly to college/district/community stakeholders on Guided Pathways implementation and Equity improvements.

Membership

The Advisory Group will be comprised of 8 members; meetings are open and other expertise may be requested as needed.

- Dean of Student Services [Chair]
- Dean of Instruction
- Faculty Representative from Academic Senate for Guided Pathways
- Faculty Representative from Academic Senate for Equity
- Counseling Faculty Representative from Academic Senate for Guided Pathways
- CSEA Member for Guided Pathways
- CSEA Member for Equity
- PACES Program Coordinator

Meeting Time/Pattern

The Advisory Group meets monthly on second Tuesday at 2:00 PM. The Advisory Group will also meet monthly on the fourth Tuesday with the Project Teams at 2:00 PM. Contact the Chair/Co-Chair(s) or designated facilitator to place an item on a future agenda.

Roles of Chairs and Members

The Chair/Co-Chair(s) are accountable to Student Support Council to ensure continuity of dialogue between governance tiers. (Co-)Chairs are responsible for preparing agenda and facilitating meetings of the Guided Pathways & Equity Advisory Group based on best practices and guidelines for effective facilitation.

Members are recognized as stakeholders with important expertise and perspectives relevant to the strategic charge of the Guided Pathways & Equity Advisory Group that can help to achieve the Guided Pathways & Equity Advisory Group's charter deliverables and strategic charge. Members are expected to actively attend and participate in all meetings, deliberations, and decision-making processes of the Guided Pathways & Equity Workgroup. While representing the perspectives of the constituency group to which they belong members are expected to engage in effective dialogue with advisory group peers with the intention of finding consensus on all issues that come before the workgroup.

Representative members will be chosen to represent the body at the Student Support Council Meeting, Academic Senate, and Academic Council. All governance entities must specify within this Charter how information will be disseminated to representative/constituency groups. In each of the five Councils, it is recommended that a chair (or a designated delegate) shall prepare a brief summary of each Council meeting and send it to the College community within 24 hours of the meeting to fulfill transparent communication reporting.

Meeting Procedures and Expectations

The Chair(s), and members of this governance entity will adhere to meeting and governance best practices as follows:

Meeting agendas are issued in advance of meeting times. Meeting agendas are organized to achieve milestones established in the charter and prioritize actions pending, actions required, and problem solving to move the work of the group forward. Either minutes or notes are taken to record the groups progress OR a final summary report is to be submitted/posted.

Members endeavor to:

- appropriately prepare for meetings based on the meeting agenda.
- arrive promptly and stay for the duration of entire meetings.
- participate in a problem-solving approach where the interests of all participants are considered in developing proposals and recommendations and, where appropriate, distinguish between constituency versus college-wide perspectives.
- welcome all ideas, interests and objectives that are within the scope of the charter.
- actively listen to engage in respectful and constructive dialogue.
- work with a spirit of cooperation and compromise leading to authentic collaboration.
- move forward once a consensus-based decision has been made.
- continue to progress with the members who are present at each meeting.
- follow through on tasks that are committed to outside of scheduled meetings.

Planning Councils Survey

Q1 Please choose the appropriate planning council:

Answered: 35 Skipped: 0

	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Academic Planning Council (APC)	100.00% 12	0.00% 0	0.00% 0	34.29% 12
Business & Facilities Planning Council (BFPC)	0.00% 0	100.00% 10	0.00% 0	28.57% 10
Student Services Planning Council (SSPC)	0.00% 0	0.00% 0	100.00% 13	37.14% 13
Total Respondents	12	10	13	35

Planning Councils Survey

Q2 This planning council used relevant data to rank positions and equipment in the prioritization process.

Answered: 35 Skipped: 0

	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Strongly Agree	45.00% 9	25.00% 5	30.00% 6	57.14% 20
Somewhat Agree	21.43% 3	35.71% 5	42.86% 6	40.00% 14
Somewhat Disagree	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Strongly Disagree	0.00% 0	0.00% 0	100.00% 1	2.86% 1
Total Respondents	12	10	13	35
If you disagree, please state why	0	0	0	0

#	Q1: ACADEMIC PLANNING COUNCIL (APC)	DATE
	There are no responses.	
#	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	DATE
	There are no responses.	
#	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	DATE
1	If there are multiple individuals from one department then they get a higher rank so its not working. We see a need and out committee needs to support what the priority is.	2/23/2021 9:42 AM

Planning Councils Survey

Q3 This planning council had open dialogue throughout the prioritization process.

Answered: 35 Skipped: 0

	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Strongly Agree	44.00% 11	24.00% 6	32.00% 8	71.43% 25
Somewhat Agree	11.11% 1	44.44% 4	44.44% 4	25.71% 9
Somewhat Disagree	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Strongly Disagree	0.00% 0	0.00% 0	100.00% 1	2.86% 1
Total Respondents	12	10	13	35
If you disagree, please state why	0	0	0	0

#	Q1: ACADEMIC PLANNING COUNCIL (APC)	DATE
	There are no responses.	
#	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	DATE
1	At times, dialogue occurs among the VP's and decisions are made outside of the councils input.	3/18/2021 8:10 AM
#	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	DATE
1	We need more time to discuss prioritization and allow everyone to understand why they put a position down and also we ranked a few positions top priority and still have they never flew the position.	2/23/2021 9:42 AM

Q4 The ranking criteria (rubrics) used for the prioritization process were relevant.

Answered: 35 Skipped: 0

	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Strongly Agree	41.18% 7	35.29% 6	23.53% 4	48.57% 17
Somewhat Agree	26.67% 4	26.67% 4	46.67% 7	42.86% 15
Somewhat Disagree	33.33% 1	0.00% 0	66.67% 2	8.57% 3
Strongly Disagree	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Total Respondents	12	10	13	35
If you disagree, please state why	0	0	0	0

#	Q1: ACADEMIC PLANNING COUNCIL (APC)	DATE
1	I'm not sure I remember seeing a rubric. I could be very wrong here.	3/15/2021 6:13 PM
#	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	DATE
	There are no responses.	
#	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	DATE
1	The rubric was an old rubric that did not take into account the new SPGM.	3/15/2021 5:11 PM
2	I think the prioritization description needs to change	2/23/2021 9:42 AM

Planning Councils Survey

Q5 I understand how the prioritized resource requests are used for resource allocation.

Answered: 35 Skipped: 0

	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Strongly Agree	33.33% 8	25.00% 6	41.67% 10	68.57% 24
Somewhat Agree	25.00% 2	50.00% 4	25.00% 2	22.86% 8
Somewhat Disagree	66.67% 2	0.00% 0	33.33% 1	8.57% 3
Strongly Disagree	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Total Respondents	12	10	13	35
If you disagree, please state why	0	0	0	0

#	Q1: ACADEMIC PLANNING COUNCIL (APC)	DATE
1	This was my first time doing these kinds of rankings and while there is some information provided, the process overall felt fairly opaque for newer Chairs.	3/8/2021 12:22 PM
#	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	DATE
1	They are not always considered when relevant positions become vacant and executive level positions need to be made.	3/18/2021 8:10 AM
#	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	DATE
	There are no responses.	

Q6 The membership of this planning council is a representative body of the necessary stakeholders.

Answered: 35 Skipped: 0

	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Strongly Agree	39.29% 11	25.00% 7	35.71% 10	80.00% 28
Somewhat Agree	16.67% 1	50.00% 3	33.33% 2	17.14% 6
Somewhat Disagree	0.00% 0	0.00% 0	100.00% 1	2.86% 1
Strongly Disagree	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Total Respondents	12	10	13	35
If you disagree, which stakeholders are missing	0	0	0	0

Planning Councils Survey

Q7 This planning council plays an important role in strategic planning.

Answered: 35 Skipped: 0

	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Strongly Agree	46.15% 12	23.08% 6	30.77% 8	74.29% 26
Somewhat Agree	0.00% 0	37.50% 3	62.50% 5	22.86% 8
Somewhat Disagree	0.00% 0	100.00% 1	0.00% 0	2.86% 1
Strongly Disagree	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Total Respondents	12	10	13	35

Planning Councils Survey

Q8 This planning council plays an important role in the prioritization process.

Answered: 35 Skipped: 0

	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Strongly Agree	42.31% 11	34.62% 9	23.08% 6	74.29% 26
Somewhat Agree	14.29% 1	0.00% 0	85.71% 6	20.00% 7
Somewhat Disagree	0.00% 0	50.00% 1	50.00% 1	5.71% 2
Strongly Disagree	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Total Respondents	12	10	13	35

Planning Councils Survey

Q9 Pertaining to the activities of this planning council, how satisfied were you with the following:

Answered: 35 Skipped: 0

Strategic Planning					
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL	
Very Dissatisfied	100.00% 1	0.00% 0	0.00% 0	2.86%	1
Dissatisfied	0.00% 0	100.00% 1	0.00% 0	2.86%	1
Satisfied	26.32% 5	31.58% 6	42.11% 8	54.29%	19
Very Satisfied	42.86% 6	21.43% 3	35.71% 5	40.00%	14
Program Review					
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL	
Very Dissatisfied	100.00% 2	0.00% 0	0.00% 0	5.71%	2
Dissatisfied	0.00% 0	50.00% 1	50.00% 1	5.71%	2
Satisfied	33.33% 6	38.89% 7	27.78% 5	51.43%	18
Very Satisfied	30.77% 4	15.38% 2	53.85% 7	37.14%	13
Assessment					
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL	
Very Dissatisfied	100.00% 1	0.00% 0	0.00% 0	2.86%	1
Dissatisfied	0.00% 0	100.00% 2	0.00% 0	5.71%	2
Satisfied	31.82% 7	31.82% 7	36.36% 8	62.86%	22
Very Satisfied	44.44% 4	11.11% 1	44.44% 4	25.71%	9
Resource Allocation					
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL	
Very Dissatisfied	100.00% 1	0.00% 0	0.00% 0	2.86%	1
Dissatisfied	0.00% 0	50.00% 1	50.00% 1	5.71%	2
Satisfied	27.78% 5	38.89% 7	33.33% 6	51.43%	18
Very Satisfied	50.00% 6	16.67% 2	33.33% 4	34.29%	12

Planning Councils Survey

Decision-Making Processes				
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Very Dissatisfied	100.00% 1	0.00% 0	0.00% 0	2.86% 1
Dissatisfied	0.00% 0	50.00% 1	50.00% 1	5.71% 2
Satisfied	31.25% 5	31.25% 5	37.50% 6	45.71% 16
Very Satisfied	37.50% 6	25.00% 4	37.50% 6	45.71% 16

Committee-Level Planning				
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
Very Dissatisfied	100.00% 1	0.00% 0	0.00% 0	2.86% 1
Dissatisfied	0.00% 0	100.00% 1	0.00% 0	2.86% 1
Satisfied	33.33% 5	26.67% 4	40.00% 6	42.86% 15
Very Satisfied	33.33% 6	27.78% 5	38.89% 7	51.43% 18

	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL
If you answered "Dissatisfied" or "Very Dissatisfied" to any of the above please explain your rating below	0	0	0	0

#	Q1: ACADEMIC PLANNING COUNCIL (APC)	DATE
1	I marked something because I think I have to, but if there was a N/A option, I would have chosen that for Assessment, as I have not seen yet how APC contributes to or supports Assessment efforts.	3/8/2021 12:22 PM
2	Program Review due to the slow rollout of the new software interface.	3/8/2021 11:58 AM
#	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	DATE
	There are no responses.	
#	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	DATE
1	We do not know what happens to the decision making process after we decide and do not know where the resource allocation goes after our committee sends it forward, we do not hear back what positions were flown or what money was spent, we need more time to discuss positions because we all need someone in student services but we need to come together to decide which position is more important that our own and work together.	2/23/2021 9:42 AM

Planning Councils Survey

Q10 How well integrated were the following processes with the activities of this planning council:

Answered: 35 Skipped: 0

Strategic Planning					
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL	
Not Well Linked	0.00% 0	100.00% 1	0.00% 0	2.86% 1	
Somewhat Linked	25.00% 2	25.00% 2	50.00% 4	22.86% 8	
Very Well Linked	38.46% 10	26.92% 7	34.62% 9	74.29% 26	
Program Review					
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL	
Not Well Linked	0.00% 0	100.00% 1	0.00% 0	2.86% 1	
Somewhat Linked	40.00% 4	30.00% 3	30.00% 3	28.57% 10	
Very Well Linked	33.33% 8	25.00% 6	41.67% 10	68.57% 24	
Assessment					
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL	
Not Well Linked	33.33% 1	33.33% 1	33.33% 1	8.57% 3	
Somewhat Linked	41.18% 7	41.18% 7	17.65% 3	48.57% 17	
Very Well Linked	28.57% 4	14.29% 2	57.14% 8	40.00% 14	
Resource Allocation					
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL	
Not Well Linked	0.00% 0	100.00% 1	0.00% 0	2.86% 1	
Somewhat Linked	50.00% 5	30.00% 3	20.00% 2	28.57% 10	
Very Well Linked	29.17% 7	25.00% 6	45.83% 11	68.57% 24	
Decision-Making Processes					
	Q1: ACADEMIC PLANNING COUNCIL (APC)	Q1: BUSINESS & FACILITIES PLANNING COUNCIL (BFPC)	Q1: STUDENT SERVICES PLANNING COUNCIL (SSPC)	TOTAL	
Not Well Linked	0.00% 0	100.00% 1	0.00% 0	2.86% 1	
Somewhat Linked	25.00% 2	37.50% 3	37.50% 3	22.86% 8	
Very Well Linked	38.46% 10	23.08% 6	38.46% 10	74.29% 26	

Dean's Report

Enrollment Services (DeAsis)

Admissions & Records (A&R)

Summer 2021 Term

- Schedule of classes is available on WebAdvisor
- Registration begins May 3rd for those with priority/early registration access. General student registration begins May 10th.
- Student ID cards may be requested through <https://bit.ly/NorcoID> and mailed to students in a few of days.
- Live-chat agents are available by clicking on LiveChat on our college website.

Ocelot

- ChatBot will tentatively launch at the end of May 2021.
- For more information, visit <https://info.ocelotbot.com/ocelot-ai-chatbot-platform-introduction> and play the video.

Promise Program norcopromise@norccollege.edu

- For eligibility and application, please visit the [Promise Program](#) application. Contact Luis Diaz at luis.diaz@norccollege.edu.

Student Financial Services (SFS) studentfinancialservices@norccollege.edu

- 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@norccollege.edu

- 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@norccollege.edu

- Norco College and CALVET/CALTAP will be hosting various workshops for veterans and dependents via Zoom. For additional information, contact Eric Betancourt.
- 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. Mid-semester check-in's and counseling sessions are underway with all students. Program staff participated in the annual CalWORKs Association

Conference April 20-22nd. On May 13th from 1-6pm and May 14th from 9-1pm, Special Funded Programs will be hosting a drive in to pick up program sponsored caps and gowns along with license plate frames, cookie bags from the Corral and will have the opportunity to take photos in front of the balloon arch the program will set up. This event is being hosted for EOPS/CARE/NextUp, CalWORKs, and Phoenix Scholars.

DRC

- held Advisory Committee meeting and collaborated with K-12 and regional higher ed partners on April 8
- DRC Counselor and Director will attend virtual Professional Development training provided by CAPED on April 29-30
- working with HR to finalize details of JD's for the senior interpreter position in order to wrap up the classification process for that area
- reaching out to students to prepare them for upcoming Summer and Fall registration periods
- identified DRC students with GPA's of 2.5 or less and doing targeted outreach and connecting them with counselors for follow-up
- sent out survey to students (135 responses as of today) gauging their thoughts on: return to campus, DRC responsiveness to their needs in online environment, etc.
- sending out similar survey to faculty shortly

EOPS/CARE/NextUp

EOPS team members are well underway in facilitating spring term workshops, and second student contacts. We will be hosting the end of year Celebration of Success on June 3rd for EOPS/CARE/NextUp and CalWORKs via zoom. All grads and certificate recipients will be honored with a program sponsored cap and gown along with swag during our May 13-14th drive by dates on campus (details noted above in the CalWORKs updates). The program is currently serving under 300 students. We continue to advocate for students to apply for CARES/HEERF funds as available along with other college resources. CARE students will be invited to participate in a Mother's Day RCCD event being hosted on May 6th from 6-7:30 pm via zoom.

Phoenix Scholars

The Phoenix Scholars program has maintained a steady enrollment of under 50 students. The Student Success Coach and Student Resource Specialist are out on leave through May. To continue offering support to students, Hannah Warner, a former Phoenix Scholar and peer mentor is in the process of being hired as a full-time short-term substitute to support the program counselor in serving students. Hannah will be graduating with her bachelor's degree in May and plans to continue with her education at CBU in Fall 2021. The Celebration of Success event for Phoenix Scholars will take place on May 21st via zoom. Peer mentor and coaching sessions continue to take place virtually. May is Foster Youth Awareness Month, so in collaboration with the Diversity Equity and Inclusion Committee, two workshops will be offered:

- For staff and faculty: May 6th at 2pm on the topic: "Fostering Resilience: Creating a Trauma-Sensitive Campus" <https://bit.ly/3296SI8> and;
- For students: May 20th at 1pm on the topic: "Rising Above: Overcoming Trauma, Building Resilience, and Succeeding in College" <https://bit.ly/3dfH0KT>

Unity Zone

We are assessing ways to plan a safe return to utilize the Unity Zone to serve and support LGBTQ+ and Undocumented students. Through the support of the college, the Unity Zone will be hiring a permanent part-time Student Resource Specialist who we anticipate starting before we all return to campus for the fall semester. We currently do not have data on the number of LGBTQ+ students NC serves, yet through Student Financial Services, we have identified that NC serves 180 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**

- Student Trustee Elections and ASNC Elections are coming up. The deadline to run for Student Trustee was April 22 at midnight. There are two applicants.
- ASNC is hosted a Virtual Magic Show Friday, April 23rd at 5pm. The event was family friendly and open to the community-at-large.
- The Associated Students of Norco College will award \$200 to 100 Norco College students who applied for transfer to University of California, California State University, or private 4-year colleges for the 2021-2022 school year. Qualified applicants must provide evidence of applying to campuses and will be considered based on demonstrated need for the funds and service to the campus or the community. The scholarship is intended to assist students with payment of the intent to register fees and transfer application fees.
 - Questions: Email Edwin at edwin.romero@norcollege.edu
 - *APPLICATIONS ARE DUE @11:59 MAY 2, 2021* <https://forms.gle/CptT4xD9fEpiy3Lz9>
- Step Up to Leadership Event welcomes back Alumna Maria Barragan to share her experience stepping into a student leadership position. The event's goal is to encourage students to take a leadership role on campus: https://www.instagram.com/p/CNdu-Fjr7hJ/?utm_source=ig_web_copy_link

Basic Needs

- We were excited to help one of the students staying in the WoodSpring Suites get an apartment at a rate she and her husband could afford. They have two little kids and were grateful for the service Norco College provided during a rough financial stretch of time.
- The Grab & Go Program will continue through the summer for any student in need. Student Life will continue to partner with the Chef Antonio and the Corral staff on this very successful venture for our students suffering from food insecurities.

Commencement and Drive-Thru Graduation Celebration

- Our student speaker, Ms. Ashley Calderon, (Member of EOPS, Phoenix Scholars, Veterans, Women's Cross Country and a Mathematics Major), as well as President Green pre-recorded their Commencement Speeches on April 20th.
- Dr. Dominique Hitchcock, Faculty Commencement Speaker and the Norco Choir will be recorded on May 3rd.

- The Drive-Thru Graduation Celebration will begin at 3pm, instead of 5pm to accommodate more students.
- The Class of 2020 will also be invited to this event, since they did not get an in-person graduation event last year.

Health Services

- Health + Wellness Workshop Series – April 22 – Eating for your Mental Health.
- Partnership with Riverside Area Rape Crisis Center
 - Women to women self-defense class (April 23)
 - Understand and Healing from trauma (May 3 at 1 pm)
- Health Services Enhance Survey open and sent to all enrolled students.
- Partnership with ART WITH IMPACT
 - Black + Mental Health + Matters Workshop (April 30 at 1 pm)
- May is Mental Health Awareness Month – SHPS creating resources, email, and social media to enhance MAY Awareness.

Along with the above events, Health Services has been working extremely hard to track our COVID-19 students. To date, we are at 55 students who have tested positive.

Student Success & Support (James)

Counseling

Counseling services plans to begin expanding student counseling support to evenings and weekends beginning in Summer/Fall 2021.

Men of Color

- 3/16/21 Job and Career Workshop- Led by MoC Eng Instructor Mike and David Schlanger (Career Center)
- 3/25/21 Man Cave Talk- Mental Scars (Mental Health)
- 4/1/21 Alchemist Talks: Feeling Alone
- 4/6/21 MoC Workshop: 5 Love Languages- Intro and Words of Affirmation
- 4/8/21 Man Cave Talk: Colorism
- 4/22/21 Alchemist Talks: Tough Decisions

MoC Team up Events:

- 3/11/21 NC Health & PUMA- How to set Goals and Stay Positive
- 3/17/21, 4/7/21, 4/21/21 Wednesday Workout with Ruben Aguilar and PUMA
- 4/8/21 WLC and MoC Workshop: 5 Love Languages- Quality Time
- 4/22/21 NC Health & PUMA- Nutrition for your Mental Health

Puente

Puente is hosting a Cinco de Mayo event on Wednesday, May 5, 2021. More details to come.

Umoja

Check out the Umoja Scholars of the Month:

<https://www.norcocollege.edu/services/counseling/umoja/Pages/scholar.aspx>

Guided Pathway

Guided Pathways will submit its Guided Pathways Leadership Advisory Group Charter to SSPC for the 21-22 academic year. This group will include faculty, administrative, student, and classified professional constituents.

Norco College presented an update, along with Riverside City College and Moreno Valley College to the RCCD Board of Trustees. The district presentation is linked below:

https://legistarweb-production.s3.amazonaws.com/uploads/attachment/pdf/870808/Complete_Packet_DGP_Presentation.pdf

Program Review

The new Program Review cycle has launched in Nuventive. For Student Services we are launching the new consolidated areas for program review and working to close the assessment loop for the prior cycle. The workshop held on Friday, 4/23 is a good resource to help areas with this work. The link to the training is here: <https://cccconfer.zoom.us/rec/share/yP-kOv6inWP62UZ2THeePz7Z9ZMcxGPP0IB9tB4sFeJXh6if8D1rJtbsqLOuHyo5.McmVb6z30LroFr6D>

The Program Review committee met on 4/22 and did a mock review using the program review scoring rubric.

Program Reviews are due April 30th.