



# Holistic Student Supports

## A Foundation for Equity in Guided Pathways

**NORCO**  
COLLEGE

**Bellwether College Consortium**  
Planning, Governance, and Finance Category



# THE NORCO COLLEGE TEAM



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# The Challenge: Preventing Student Loss

The **Loss-Momentum Framework** developed by *Completion by Design* helps colleges identify where students meet their greatest obstacles to persistence and completion.



## Connection

From interest in college enrollment to application

## Entry

Enrollment to completion of first college-level course

## Progress

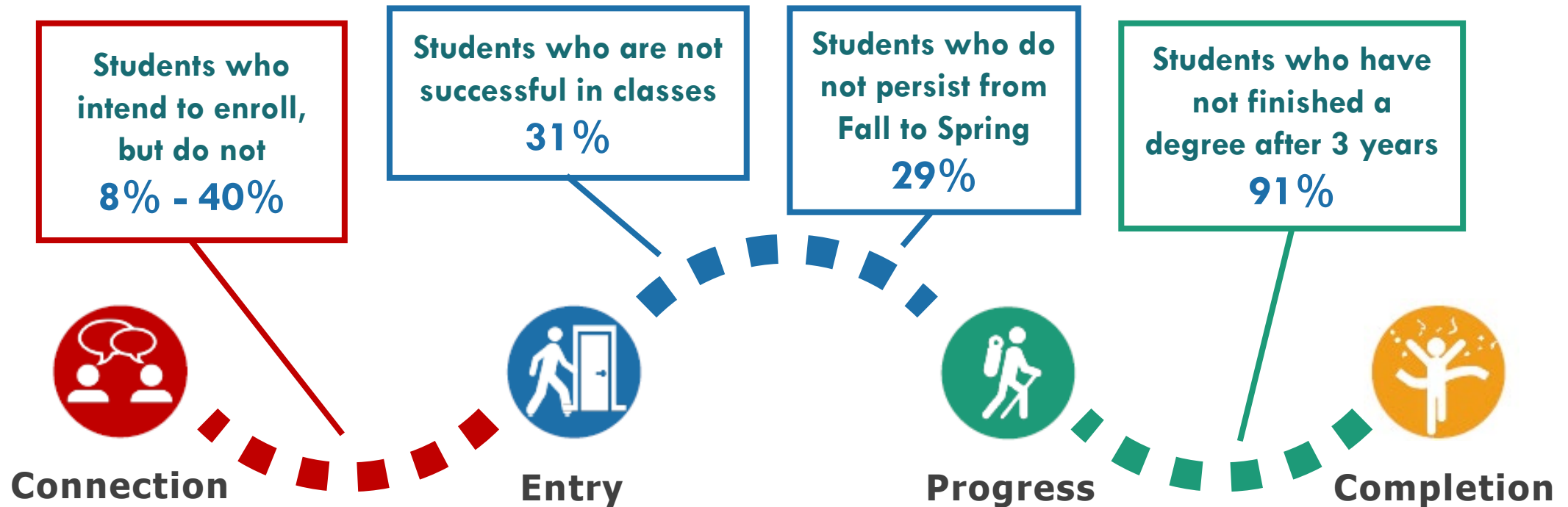
Entry into program of study to 75% of requirement completion

## Completion

Complete program of study to credential with labor market value

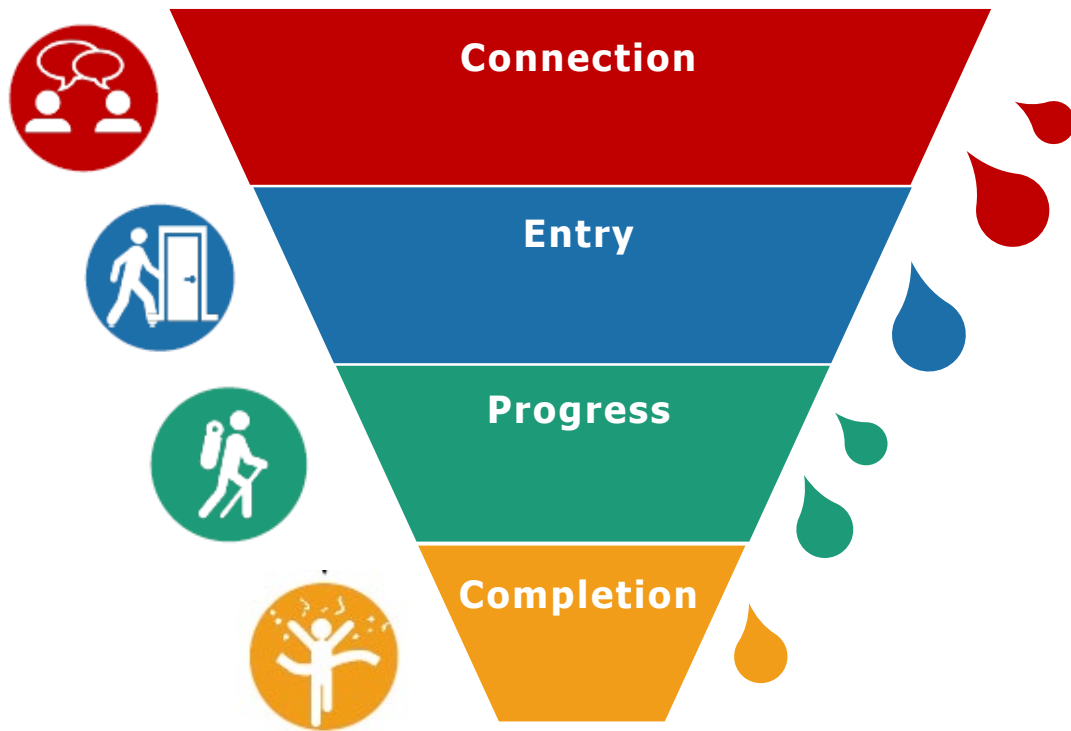
# The Challenge: Preventing Student Loss

The Loss-Momentum Framework developed by *Completion by Design* helps colleges identify where students meet their greatest obstacles to persistence and completion.



# The Challenge: Preventing Student Loss

## The Leaky Funnel

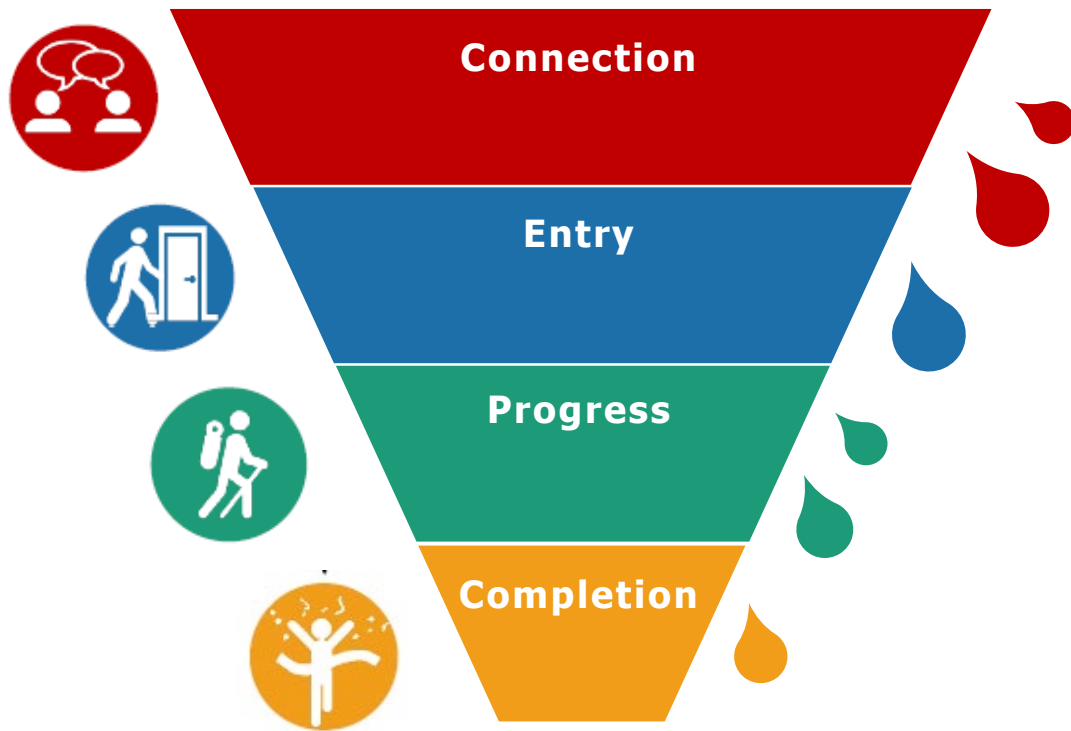


Understand **WHERE** we lose students in Onboarding

Understand **WHICH** students we lose in Onboarding

# The Challenge: Preventing Student Loss

## The Leaky Funnel



## The Equity Imperative

**WHO**  
are our students?

**WHY**  
do we lose them?

# Equity in the Guided Pathways Approach

**Early Momentum Metrics are key  
in minoritized student success.**



**THE FOCUS OF OUR WORK:**

**Shift navigational burdens  
from students to the college:**

**“This means students can  
easily navigate and access  
timely and personally  
relevant support for their  
learning and development.”**

**- Phase Two Advisory**



# Equity in the Guided Pathways Approach

Achieving the Dream found that colleges see the greatest gains in equity outcomes when they promote a personalized experience in which all students:



1. Are supported in achieving their goals through intentional and early development of **academic, career, and financial plans**.
2. Have to **tell their “story” only once** and are not running from office to office to get answers.
3. Are proactively connected with supports targeted to their **individual needs** so they enter college fully prepared to learn.
4. Feel confident that **faculty, staff, and administrators** are invested in their success.





**NORCO**  
COLLEGE

# HOLISTIC STUDENT SUPPORT SURVEYS



# The SSIPP Design Framework

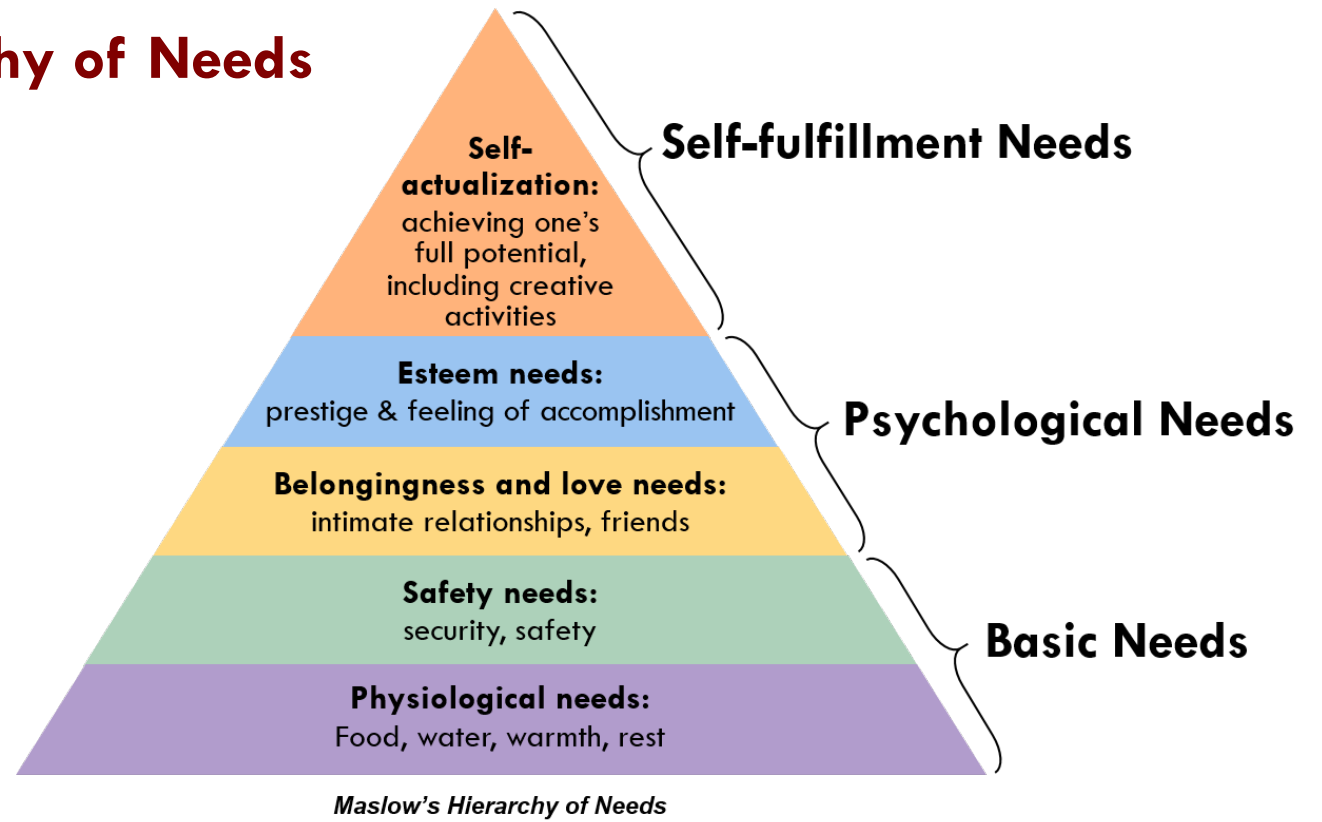
<b>STRATEGIC</b>	Students are connected to the specific supports they need, when they need them, and in an effective and efficient delivery mode.
<b>SUSTAINED</b>	Students are supported throughout their full journey at an institution, particularly at key momentum points.
<b>INTEGRATED</b>	Students are seamlessly connected to information, resources, and services without being bounced around. Siloes are eliminated.
<b>PROACTIVE</b>	Students are connected to supports at the first sign of trouble, not after a situation builds to a crisis point.
<b>PERSONALIZED</b>	Each student receives the type and intensity of support appropriate to his or her unique and diverse needs.



# Methodology

## HOLISTIC STUDENT SUPPORT SURVEYS

- Structured around Maslow's Hierarchy of Needs

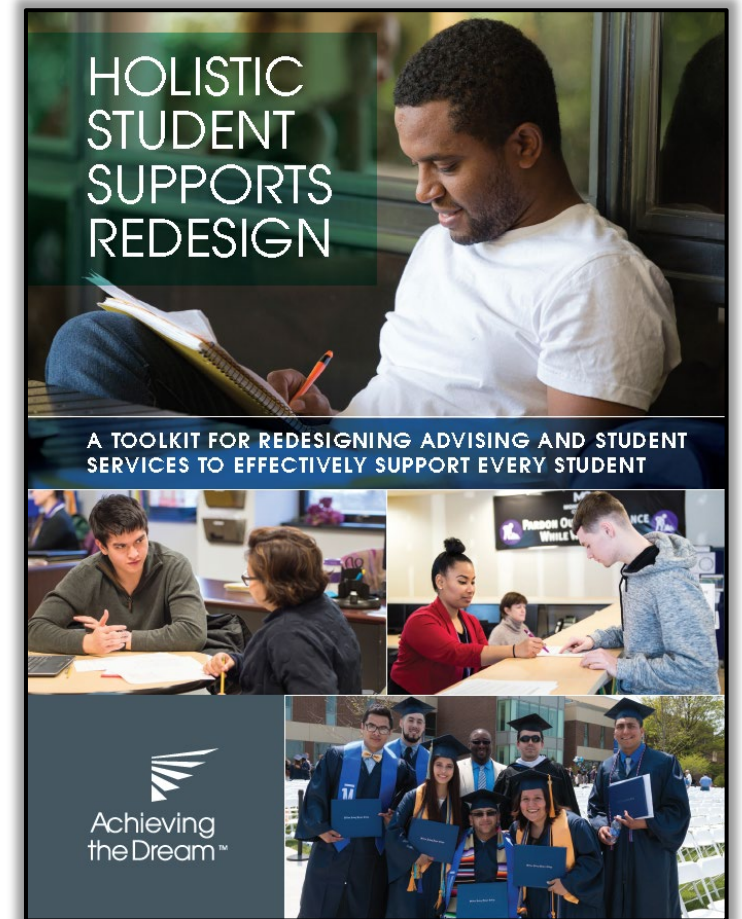




# Methodology

## HOLISTIC STUDENT SUPPORT SURVEYS

- **Structured around Maslow's Hierarchy of Needs**
- **Guided by Achieving the Dream's Holistic Student Support Redesign Toolkit**



# Methodology

## HOLISTIC STUDENT SUPPORT SURVEYS

- **Structured around Maslow's Hierarchy of Needs**
- **Guided by Achieving the Dream's Holistic Student Support Redesign Toolkit**
- **25 questions, 5 surveys, woven into the online orientation in English and Spanish**

CAREER

FINANCIAL

BASIC NEEDS

CONNECTION

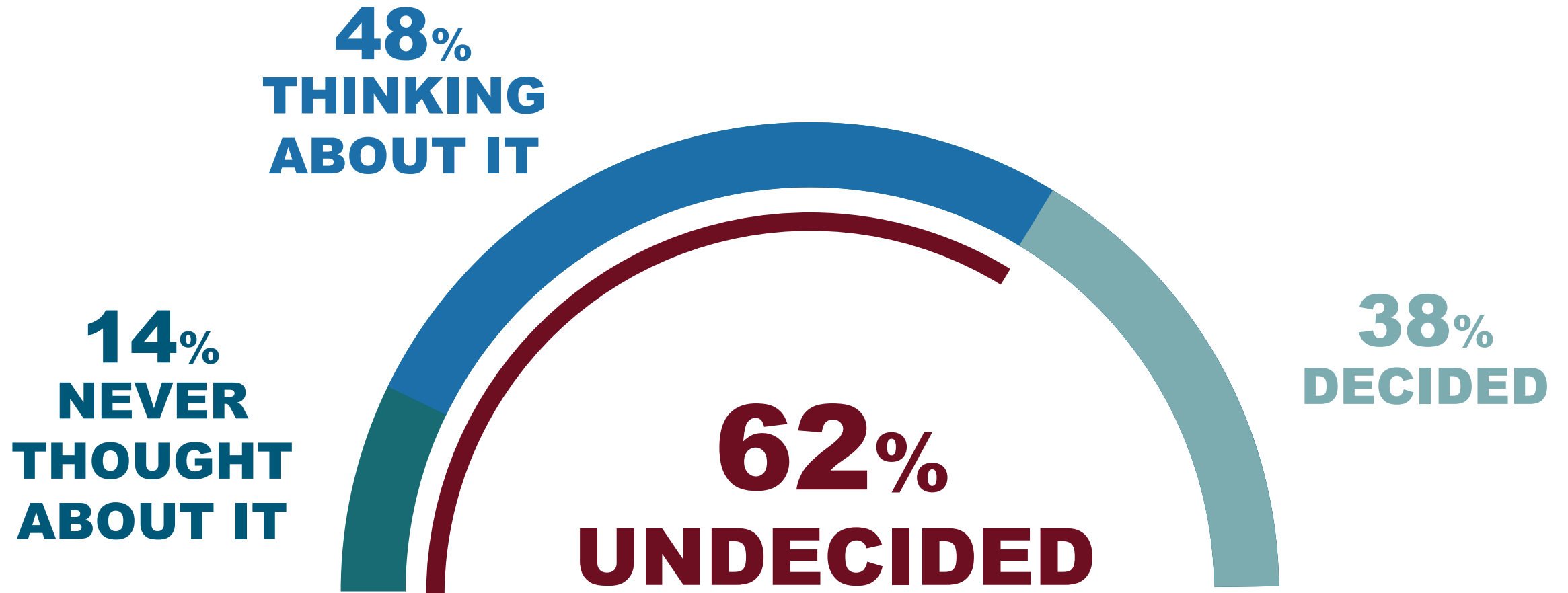
ACADEMIC

- **7,700+ responses collected since February 2021**
- **100% response rate from incoming non-exempt students**

The screenshot shows a web form titled "Student Support Services Survey" from Norco College. The header includes the Norco College logo and "NEW STUDENT ORIENTATION". The survey text explains that the college provides student services and that the survey is to help connect students with these services. It asks students to mark all that apply for the following categories:

- ☒ **Employment** (Do you need assistance with finding employment that works with your school schedule?)
- ☐ **Health and Wellness** (Do you have concerns about your personal health, such as physical, emotional, eating/sleeping, relationships, anxiety, depression, alcohol/drugs, etc.?)
- ☒ **Food** (Do you struggle to feed yourself and/or your family?)
- ☐ **Housing** (Do you have unstable living situations?)

# Career Planning Survey



\*2,355 responses 10/1/21 – 9/30/22



# Financial Planning

**71%** of students are interested in financial education:

**Scholarships and Other Funding** 43%

**How to Save Money** 39%

**How to Create a Budget** 26%

**Financial Aid Apps** 24%

**Building Credit** 18%

**Loans** 15%

**17%**

**Receive  
PUBLIC BENEFITS  
related to our programs**

**41%**

**No FINANCIAL AID  
application or unsure**

# Student Support Services

## EMPLOYMENT

**14%**  
(*n* = 308)

## TRANSFER

**12%**  
(*n* = 271)

## WELLNESS

**11%**  
(*n* = 242)

## TRANSPORTATION

**6%**  
(*n* = 143)

## TECHNOLOGY

**6%**  
(*n* = 138)

## FOOD

**5%**  
(*n* = 115)

## DISABILITY

**5%**  
(*n* = 112)

## HOUSING

**5%**  
(*n* = 105)

## CHILDCARE

**3%**  
(*n* = 60)

## CLOTHING

**3%**  
(*n* = 55)

\*2,229 responses 10/1/21 – 9/30/22

# Campus Connections

**51%**

**are interested in joining a  
SUPPORT PROGRAM**



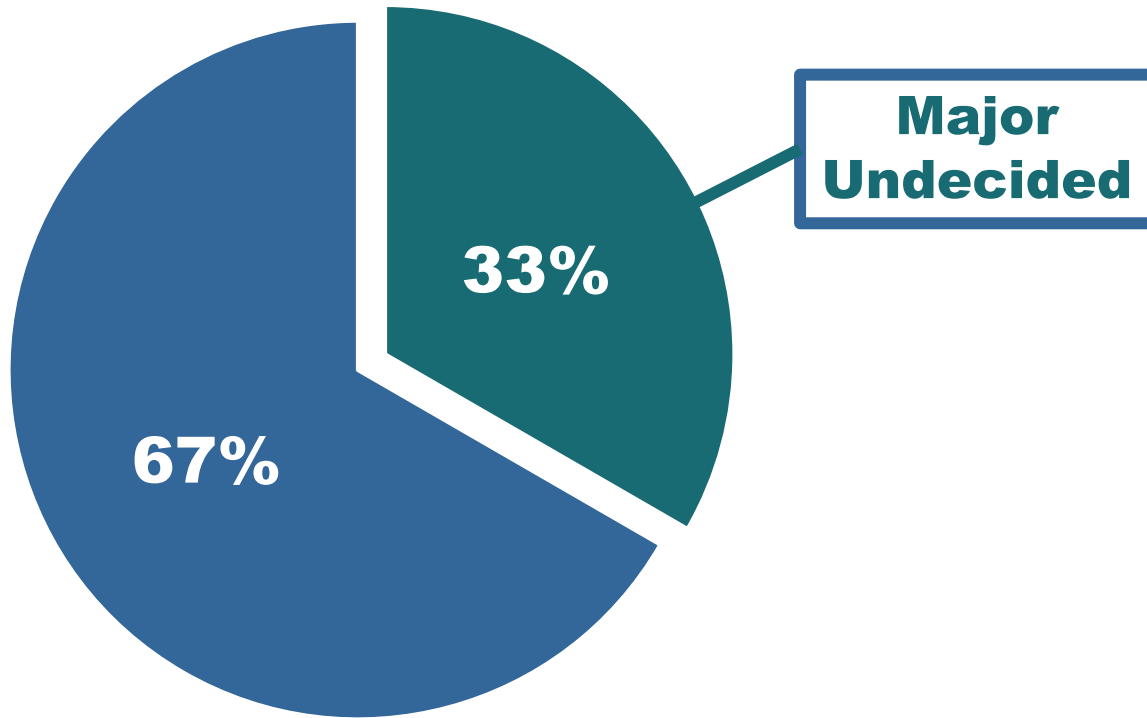
**35%**

**are interested in joining an  
EQUITY PROGRAM**



# Academic Planning

## Major at Orientation



## Most common majors:

- 1 Business / Logistics / Real Estate
- 2 Biology / Health / Kinesiology
- 3 Engineering / Drafting / Math
- 4 Computer Science / Game Dev
- 5 Behavioral Sciences

# Student Need Areas

## IDENTIFYING HIGH-NEED AREAS FOR INCOMING STUDENTS

- **71%** - Financial Education
- **62%** - Career Development
- **51%** - Want to Join a Support Program
- **36%** - Basic Needs and Other Support
  - **14%** - Employment Resources
  - **12%** - Transfer Assistance
  - **11%** - Health Services



# Methodology: How Our Process Works

## Applications, Platforms, and Information Systems Used



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**Comevo**

**Survey  
Instrument**



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**MS Excel**

**Shared  
Spreadsheet**



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**Colleague**

**Student  
Information  
System**



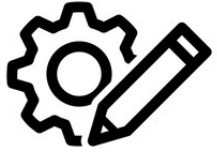
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**MS Outlook**

**Communication  
Tool**



# Making the Connection



**Customized support e-mails  
for all students**



**Lists with student information  
e-mailed to department contacts**



**Follow-up phone calls**



# The Future is Automation

**From  
5 HOURS  
during peak  
to  
5 MINUTES  
any day**



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**MS Power Automate**

**Automation  
Tool**

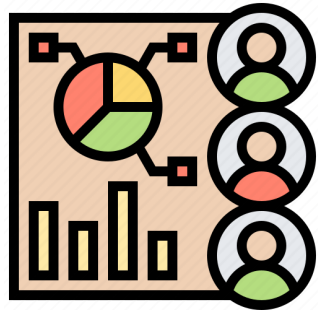
**From just  
INCOMING STUDENTS  
to  
ALL STUDENTS,  
ONGOING,  
AT SCALE**

**BUT DOES IT WORK?**



# Results: Documented Outcomes

When compared to local colleges without a Holistic Student Support process, Norco College students experienced



**Increased  
Capture Rates**



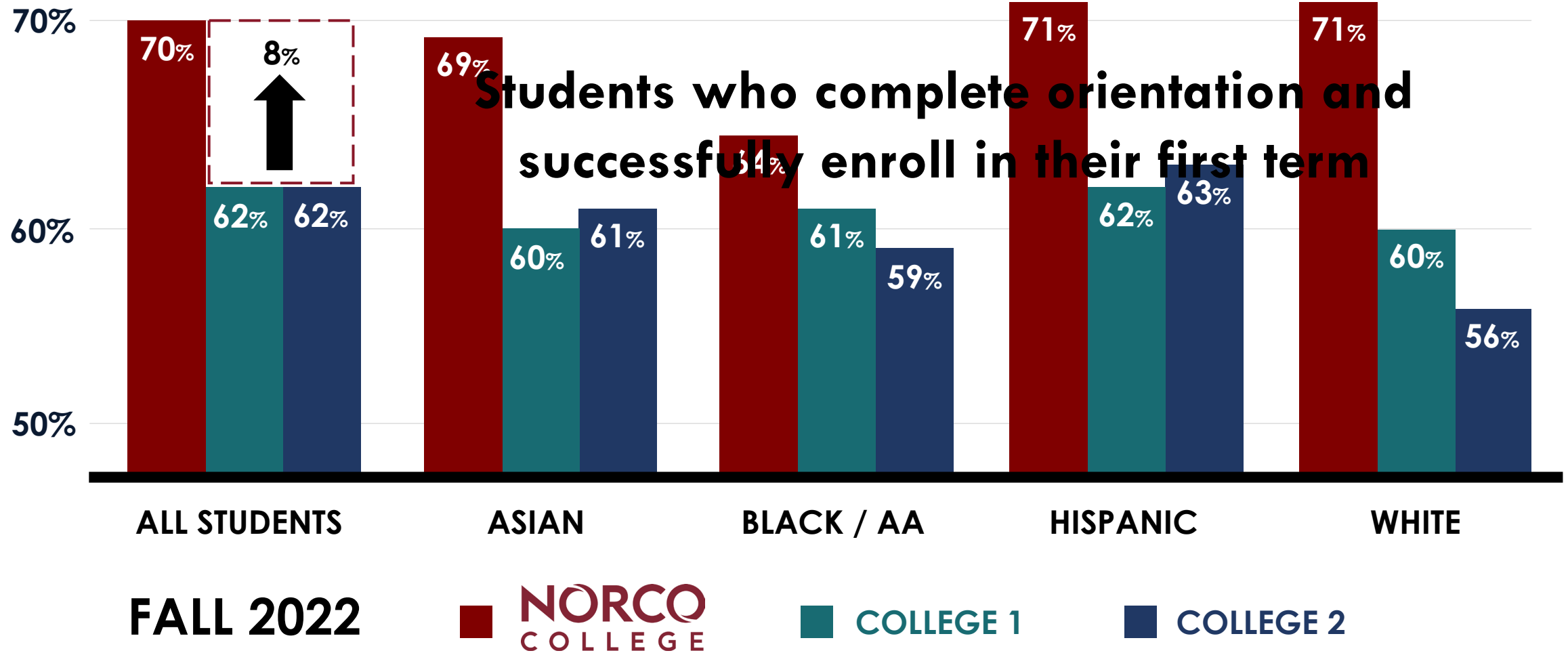
**Increased  
Persistence Rates**



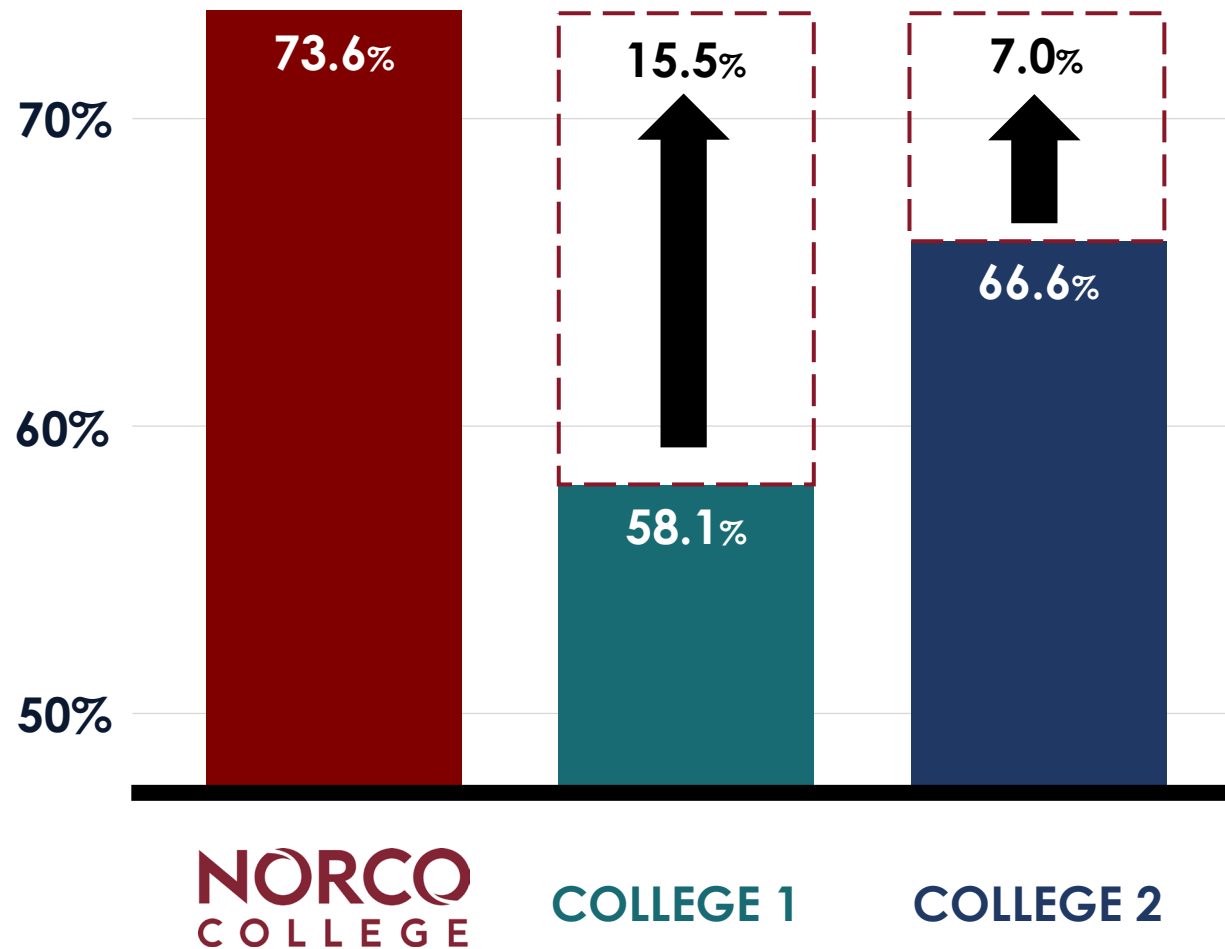
**More Units  
Completed in Year 1**

\*Research provided by the Claremont Evaluation Center

# Increased Capture Rates



# Increased Fall to Spring Persistence



**\* Fall 2022 to Spring 2023**

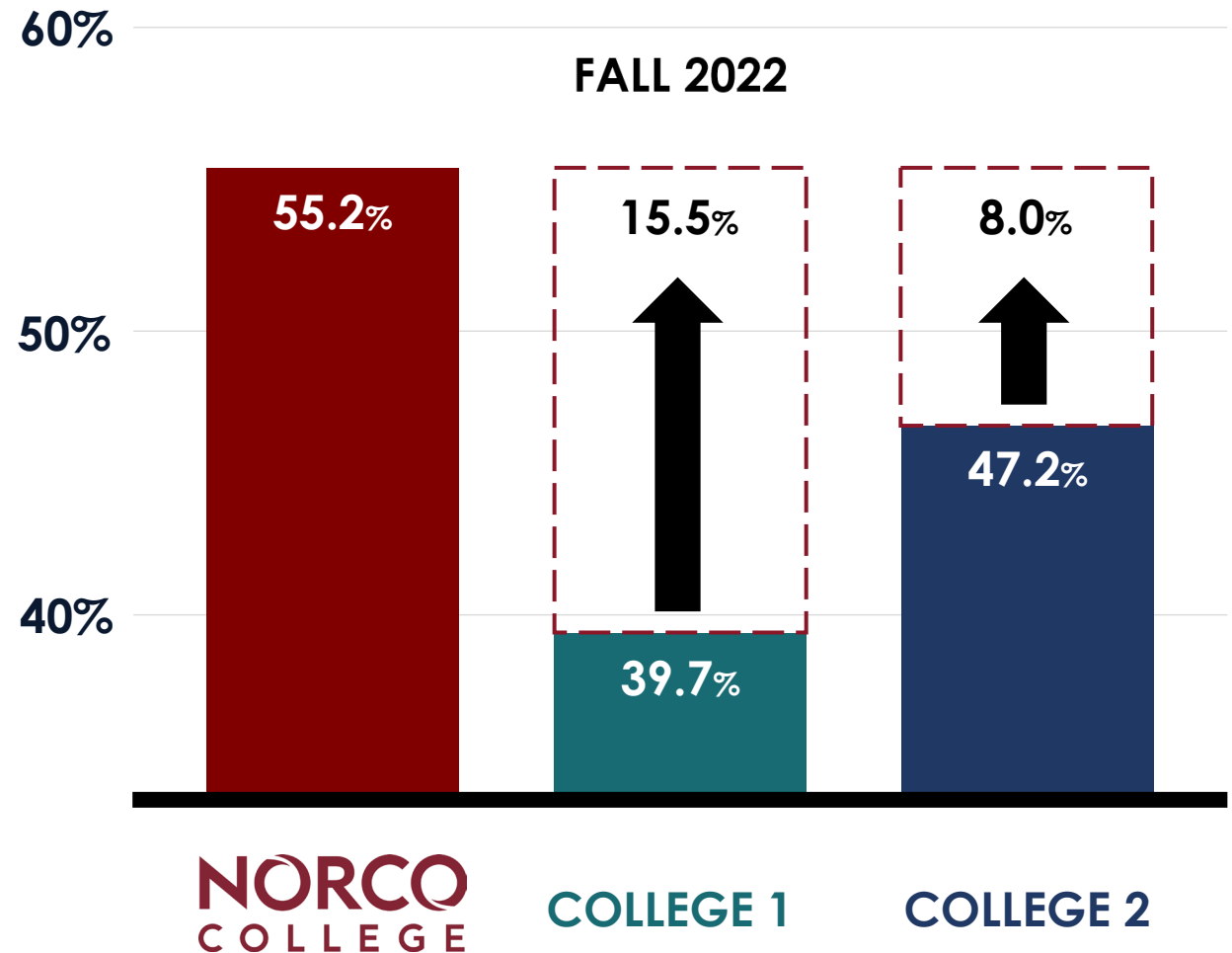


# More Avg. Units Completed in Year 1

**MORE UNITS = EARLIER COMPLETION**

Compared to similar colleges without Holistic Student Supports, Norco College students completed a higher average percentage of units in Term 1 (8 – 15.5%) and Term 2 (6.6 – 7.2%)

\* Fall 2022 – Enrollment at all three college ranged between 11.5 – 11.8 units



# Results: Institutional Change



## Equity Program Enrollment

**Most programs now at capacity!**

Less time spent on recruiting and outreach,  
more time spent serving students

## New Services & Restructuring

Financial Freedom Program

Basic Needs and Wellness Center

Student Success Teams

Peer Advising Program

Career Center / Counseling Merger



# Lessons Learned

**1**

**Reduce siloes!**

Use HSS surveys to  
centralize the student story

**2**

**Use what you have!**

Redesign the process first,  
then redeploy resources

**3**

**Go comprehensive!**

Plans should be career,  
academic, and financial

**4**

**Get ready to learn!**

Get to know your students'  
needs & work to meet them





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# THANK YOU!

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**(Pathways to Access, Completion, Equity and Success),**  
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Developing Hispanic-Serving Institutions program (Grant P031S190318).

# Questions?

