NORCO COLLEGE

REGULAR UPDATE

Regular.Update@norcocollege.edu
Regular Update Archive

November 15, 2019

Mission Statement
Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Hello, Mustangs!

Upcoming Deadlines, Due Dates, and Key Calendar Events	
November 28-December 1	Thanksgiving holiday

Strategic Direction 2: Regional Transformation

2030 Goal 6: (Community Partnerships) Pursue, develop, and sustain collaborative partnerships.

2024 Objective 6.2: Contribute to regional economic and workforce development by creating and expanding relationships with business and civic organizations

- The College hosted the Corona Chamber of Commerce Economic Development Summit on November 8. This summit brought together education, employer, and community partners to examine workforce trends and opportunities, focusing on emerging sectors of the economy and changes in the ways that individuals are engaging in the workforce. Dr. Debra Mustain, dean of community partnerships and workforce development, presented on Norco College's Strong Workforce, apprenticeship, and noncredit programs as part of the afternoon's workforce panel.

2024 Objective 6.4: Work toward reducing recidivism through incarcerated student education

- On November 6, six currently incarcerated students in Norco College's Prison Education Community program graduated with AA degrees at the California Rehabilitation Center (CRC). Four students participated in the ceremony at CRC. Approximately 25 more will graduate in December. Much gratitude is due to Dr. Jessica Cobb, director of the prison education program, the faculty who teach in the program, and the many classified professionals and managers whose work leads to transforming lives!

2024 Objective 6.6: Develop regional outreach and recruitment systems

- Strategic Development in coordination with the Dual Enrollment and College Transition Team have started delivering Norco College swag bags to the 49 high school counselors in our service

area during the week of November 4. Our goal is to show our feeder high schools that we are thankful for their continued support and provide resources to assist counselors with promoting Norco College as their residents' college.

2024 Objective 6.7: Help establish a distinct regional identity, organization, and communication among our local communities

- Strategic Development has updated the Digital Signage Guidelines for the Norco College Third Street marquee as well as for the digital signage boards throughout the College. These signs provide an opportunity to share college information and student-focused events with our students and local community. Click here for the guidelines.

Strategic Direction 3: College Transformation

2030 Goal 7: (Programs) Become the regional college of choice by offering a comprehensive range of programs that prepare students for the future and meet employer workforce needs.

2024 Objective 7.1: Develop comprehensive breadth of academic programs

- Attention, faculty using Canvas: Would you like students to be more prepared for your online/hybrid class? Would you like to know about areas where your students may need more support? RCCD DE is again recruiting faculty who would be interested in piloting an orientation module, Quest for Success, during the winter and spring 2020 semesters. We have made some significant improvements in uploading reports directly from Quest to your Canvas courses based on feedback from the fall 2019 pilot. The module is currently developed, so to participate you just need to submit the opt-in form. Once you have opted-in, the Distance Education staff will be contacting you with details about how the orientation module works. For more information, see the November 15 email from Dr. Sheila Pisa, interim district dean for distance education, or contact Michael Bobo, co-chair of Norco College's Distance Education Committee, at Michael.Bobo@norcocollege.edu.

- The new DE News class for faculty teaching DE courses is now available on the Canvas dashboard. DE News is Distance Education's newsletter encapsulated in a Canvas class. Inside you will find articles, quick links to DE Tools, and last but not least, Canvas Updates. DE News is still publicly accessible, so you don't need a Canvas account to view the information, but now you can log in at any time and see it on your Dashboard. The DE News class will also allow you to receive Canvas notifications to alert you to any changes.

2024 Objective 7.6: Build and support student services to foster student engagement, wellness, and success in the classroom and outside the classroom

- As a result of the student vote conducted in spring 2019, the student services fee throughout the District will increase from $15 to $30 during the spring/fall semesters; and from $2 to $10 during the summer/winter terms. This funding provides a number of benefits and discounts to students, such as free printing, scanning, and copying in the ASNC office; food at campus events; scholarships; support for student clubs and organizations, including athletics; eligibility for emergency student loans; and RTA bus pass subsidy. ASNC hopes to increase assistance to students, such as a robust book-loan library (having one copy of every book available for each course being taught) and additional direct assistance. All students will receive an email regarding the change in the student services fee. The fee is optional; however, students must request a waiver no later than the last day to add a class for that term. The waiver form is available online and in the Student Activities office. Students who request to waive the fee will be ineligible to receive the benefits.

2024 Objective 7.7: Build and support academic support services to improve student success

- Wow! As of week 10 of the fall 2019 semester, LRC Tutorial Services showed a 108 percent growth in contact hours compared with the same period in spring 2019. The total of both drop-ins and appointments for tutoring by week 10 of the fall 2019 semester was 7,493 hours. In contrast, the total of both drop-ins and appointments for tutoring by the same week in spring 2019 was 3,595—an increase of 3,898 contact tutoring hours, helping students succeed!

2030 Goal 8: (Effectiveness, Planning, and Governance) Develop institutional effectiveness and integrated planning systems and governance structures to support ongoing development and continuous improvement as we become a comprehensive college.

- In ongoing efforts to support the students and the campus as a whole, the College has implemented a Saturday Administrator on Duty program. Each Saturday during the fall and spring terms, a manager will be stationed in the Airey Library (Room 223) between 8:00 a.m. and 2:00 p.m. (excluding holiday weekends). The main responsibility for the Saturday Administrator on Duty will be as follows:
    - Assist faculty, staff, and students as needed
    - Serve as lead administrator in charge for the college on that day
    - Monitor and check the campus periodically
    - Work closely with College Police, should any issues arise
    - Post any canceled class notifications as needed

  The designated phone number to reach the Saturday Administrator on Duty is (951) 201-2849.

2024 Objective 8.1: Make program, student, and effectiveness (including assessment) data available, usable, and clear so critical data is visible in real time

- In spring 2019, Norco College participated in Community College Survey of Student Engagement (CCSSE) for the sixth time since 2010. The CCSSE analyzes student engagement by subdividing into five benchmark areas: Active and Collaborative Learning, Student Effort, Academic Challenge, Student-Faculty Interaction, and Support for Learners. These benchmarks are made up of clusters of survey items that get at different aspects of student engagement. The meanings of these benchmarks are fairly self-explanatory by their title, and they are reported on a standardized scale with 50 representing the national average. The best comparison for Norco College is a cohort of large colleges that approximates Norco's demographics, student headcount size, and geographical characteristics. The following table compares Norco College to the large college cohort:

Benchmark	NC Score	Large College Score	Difference
Active and Collaborative Learning	47.2	49.1	-1.9
Student Effort	48.2	49.3	-1.1
Academic Challenge	48.4	49.4	-1.1
Student-Faculty Interaction	44.7	48.3	-3.6
Support for Learners	50.1	48.9	1.3

As you can see, Norco College is underperforming on most of the benchmarks in comparison to the large college peer group, except for Support for Learners which exceeds both the peer group and the national average. However, when comparing Norco's performance on benchmarks to previous performance in 2017, there are some modest improvements in each area. For more information on the benchmarks and Norco's 2019 outcomes, click here for a PowerPoint presentation.

2024 Objective 8.2: Develop integrated planning processes that include all planning, accreditation self-study, resource allocation, and alignment with district and statewide plans based on the college mission and plans

- The revised Educational Master Plan (EMP), approved by ISPC on November 6 and by the Committee of the Whole on November 7, will go to the Board of Trustees for approval in December. Click here for the 2030 Educational Master Plan Executive Summary, and click here for the revised EMP.
- *Accreditation 2020 News!* On November 8 and 15, members from each Standard Committee met to celebrate their work on the ISER—complete with pumpkin pie!—and to prepare for the accreditation team's visit in March. Keep your eyes open for accreditation at spring Flex!
- Click here to access Norco College's ISER, updated as of November 13. ISERs from all three colleges in the District will be presented to Chancellor's Cabinet on November 18 before going to the Board of Trustees in December.
- *Mark your calendar!* The accreditation visiting team will be at Norco College March 2-5, 2020.
- **ACCREDITATION TIP!** *Do you know?*
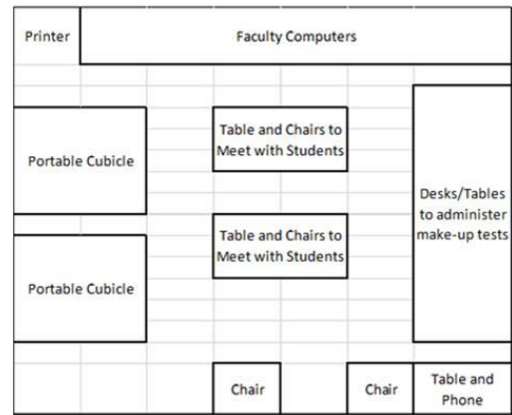 **Standard IV: Leadership and Governance**
  Standard IV is divided into four sections. Major accomplishments and improvements-in-progress that have emerged during the self-evaluation process include the following:
  - **IV.A: Decision-Making Roles and Processes**—The College values inclusive and engaged governance. As part of Strategic Plan development, the College is assessing and will revise (as needed) as well as document governance and workflow processes and procedures, integrating District processes and procedures as applicable.
  - **IV.B: Chief Executive Officer**—Through the president, the College has worked to strengthen ties to the community. In addition, a renewed focus has been put on communication within the college and between the College and the District.
  - **IV.C: Governing Board**—The Board has reviewed and approved district colleges' goals alignment with state Chancellor's Office Vision for Success and has reviewed access, success, and equity data. An update of board policies and administrative procedures is ongoing. Regular Board self-evaluation and goal setting are also in process.
  - **IV.D: Multi-College Districts or Systems**—The RCCD Functional Maps have been updated. The District Strategic Plan has been developed and approved. The RCCD Budget Allocation Model has been revised. The District Services Five-Year Program Review and Plan also is in progress.

2030 Goal 9: (Workplace/Employees) Expand workforce to support a comprehensive college and develop/sustain excellent workplace culture.

2024 Objective 9.2: Develop systems and provide resources to preserve and foster a positive workplace culture for all constituent groups including full-time faculty, part-time faculty, classified professionals, student workers, and managers

- *Hey, look!* Now that the Assessment Center staff and equipment have relocated to the Engagement Centers in ST-107 and ST-108, the associate faculty office space has moved from its temporary location in ST-108 to the former assessment center space in the LRC. Expected opening is November 18. The space is available for associate faculty to work and to meet with students. Currently, temporary furniture will be placed in the space (shown in photo and proposed layout), but discussions and planning for the future configuration and permanent furniture will take place during the spring 2020 semester. Associate faculty leaders from the Academic Senate and the Faculty Association will be engaged and consulted during this design phase.

2024 Objective 9.3: Develop culture that recognizes/thanks employees on regular basis and celebrates college's successes

FACULTY NEWS

Thanks to Dakota Mattson, associate faculty in English, who compiles Faculty News!

- Glen Graham, assistant professor of electronics, and Patricia Gill, STEM services developer, wish to announce the success and exciting partnership between STEM and Loma Linda University (which is in its third year!). The Loma Linda University Orthotics and Prosthetics/Norco College Service Learning Project comprises Loma Linda students and Norco College students (Michael Trejo, Anfal Jneidi, and Paul Guyett) who collaborate to design and build a prosthetic hand for a human model. The students presented their findings during Loma Linda's "White Coat" ceremony and again for the STEM Speaker Series on November 3. Congratulations to our students and to the STEM program! Thank you for all of your hard work! *And there's more*: An information session for the continuation of the service learning project will be presented by Student Team Leader Michael Trejo on November 19 in STEM 125 from 12:50-1:50 p.m. Spread the news to students about this awesome opportunity!

- Ruben Aguilar, associate faculty in kinesiology, and Beverly Wimer, associate professor of kinesiology, wish to share their experiences with the Faculty Internship Program. Last year, Ruben and Bev were involved with this newly reinstituted program with very successful results. Ruben was a previous student of Bev's and said that he would return to teach with her one day—and he did (in his own words "it was a lifetime dream" that finally came true). Through the yearlong internship program, Bev mentored Ruben, and they provided one another with support and insight into pedagogical methods, building connections and communicating with students, and all the other nitty gritty details of the job (syllabi creation, professional ethics, etc.). Both found the program a wonderful, energizing experience. Thank you, Bev and Ruben

for your role in the relaunch of this program, which can be a help to many others! Also, thank you, Dr. Monica Green, interim president, and Dr. Jason Parks, dean of instruction, for your work in getting this program "back on the books"!

2030 Goal 10: (Facilities) Build a comprehensive and inspiring campus integrated into the region that serves as a destination for education, commerce, life, and the arts.

2024 Objective 10.2: Develop and maintain Facilities Master Plan

- The draft narrative is being finalized for the Norco College Facilities Master Plan. We are currently working on the sustainability and utility infrastructure planning component of the narrative. This narrative report is being targeted for completion by the end of 2019, with a presentation to BFPC upon completion.

2024 Objective 10.3: Build out funded projects (amphitheater, Center for Student Success room 217, etc.)

- Two hydration stations are being installed during the week of November 18, one on the first floor of the IT building, and the other outside the Little Theatre.
- The architect is currently developing design plans for the SSV elevator improvements, soccer field replacement, and amphitheater shade project.
- Parking lot A rehab project will take place beginning January 14.

2024 Objective 10.4: Finish Veterans Resource Center phase 1 by spring 2021

- The College is excited to announce that the state Department of Toxic Substances Control (DTSC) has approved our construction site plan for the VRC, which moves the project forward into the California Environmental Quality Act (CEQA) comment period and closer to bidding the project in January 2020.

2024 Objective 10.9: Develop and start implementing sustainable campus

- The Colleges and District are working collaboratively to develop a Districtwide Sustainability Plan, which will work in concert with the three colleges' FMPs and future capital improvement projects. This plan will also look into business processes that can be implemented to move our District towards a more sustainable institution.

2030 Goal 11: (Operations) Implement professional, intuitive, and technology-enhanced systems.

- The Partnership Resource Team (PRT) will visit the College again on December 5. If you were involved in the PRT meetings in November, keep your eyes open for an Outlook invitation to the upcoming meetings. The PRT team is providing guidance and support for organizational and technical changes needed to implement a customized cloud-based scheduling platform for chairs and deans to create detailed class schedules well in advance of the Colleague schedule roll. This will allow the College to build and budget for planned schedules years in advance. This also is expected to shorten students' time to completion and reduce total units taken while informing schedulers well in advance of the schedule changes needed to accommodate student demand and facilitate efficient program completion.

2024 Objective 11.2: Develop intuitive and technology-enhanced CRM (e.g., Salesforce) systems for the entire student life cycle ("from recruitment to alumni")

- Based on the recommendation of Strata Information Group, the vendor assisting us with the enterprise resource planning/student information system (ERP/SIS) procurement process, we have decided to evaluate one additional candidate as a potential replacement system for our current ERP/SIS, which is Ellucian Colleague. The system under consideration is [CampusNexus by Campus Management](). Campus Management is a provider of cloud-based SIS, customer relationship management (CRM), and ERP solutions and services for higher education institutions. More than 1,100 institutions in over 30 countries are using Campus Management

software for academic delivery, student success, and operational efficiency. The evaluation demonstrations have tentatively been scheduled for the following days and locations:

- o Wednesday, November 20 – UCR Arts
- o Thursday, November 21 – UCR Arts
- o hursday, December 5 – CAADO
- o Friday, December 6 – CAADO
- o Tuesday, December 10 – CAADO

Evaluation team members have received a calendar invitation for each day of the demonstrations. They are welcome to attend any of the sessions they feel are relevant to their area of expertise.

- The District has begun its migration of our server infrastructure to the County of Riverside's data center, which now will serve as the District's server operations center, moving away from its current location at RCC.

2030 Goal 12: (Resources) Develop innovative and diversified resources to build and sustain a comprehensive college and achieve our visionary goals.

2024 Objective 12.2: Coordinate with RCCD to establish a BAM that allocates funding equitably

- As noted in the District Budget Advisory Council (DBAC), the Student-Centered Funding Formula (supplemental allocation, student success) metrics will be addressed in the 2021-2022 BAM model due to lack of clarity in the 2019-2020 metrics/rate from the state.
- FTES target-setting by discipline is taking place now so the revised BAM model can evaluate revenue flow in relation to FTES targets and determine impacts to the colleges.
  - o District is planning enrollment in 2020-2021 at the 3% growth target, districtwide
  - o Norco will be completed with FTES discipline targets by November 22

Strategic Direction 1: Student Transformation

2030 Goal 1: (Access) Expand college access by increasing both headcount and full-time equivalent students (FTES).

- The Student Engagement Centers are open for students! ST 107 serves students in the Schools of Social and Behavioral Sciences plus Arts and Humanities. ST 108 serves students in the Schools of STEM and Business and Management. The centers provide a number of services to students: application assistance, orientation, advising, registration support, career counseling, career assessments, placement and diagnostic testing (special subjects), and campus resources.

2030 Goal 2: (Success) Implement Guided Pathways framework.

2024 Objective 2.6: Increase percent of students who receive financial aid from 73% to 81%

- *Scholarship reminder!* RCCD scholarship applications are now open! Click here for information, and encourage students to apply. The deadline is January 10, 2020, at 5 p.m.