

Greetings, Norco College,

I want to wish another hearty congratulations to Dr. Gail Zwart, our first ever [Mustang of the Month!](#)

It is important that we take time to acknowledge and celebrate each other both in good times and in difficult times. This moment in our history has brought out so many shining stars at Norco College. We are fortunate to have an entire community of faculty, classified staff, and managers who are living the college mission and making a difference in the lives of our students every day. Please take time to celebrate the work of a colleague you appreciate and admire by nominating them today.

The Census deadline has been extended to April 30. The California Community Colleges and the Foundation for California Community Colleges are partnering with the [California Complete Count – Census 2020 Office](#) to spread the word to all of our students and encourage them to be counted.

Finally, a friendly reminder about my open office hour tomorrow, April 10 at 10:30am. I look forward to seeing you!



**President's Office Hour**

DR. MONICA GREEN AND THE VICE  
PRESIDENTS INVITE YOU TO A  
VIRTUAL OFFICE HOUR OPEN TO  
ALL COLLEGE CONSTITUENTS

Friday, April 10  
10:30 am

<https://cccconfer.zoom.us/j/400326827>

**NORCO**  
COLLEGE

Below is an update from our Vice Presidents:

## ACADEMIC AFFAIRS

Thank you to the 125 faculty who have completed the survey so far. Based on the results of the survey, faculty now have the option to invite another instructor as a visitor in their Canvas shell. Here's how it works:

- Email your chair to let them know you have added another instructor. The [Observer or Co-Teacher / Mentor](#) form is located on our forms page [https://www.rccd.edu/admin/ed\\_services/de/Pages/forms.aspx](https://www.rccd.edu/admin/ed_services/de/Pages/forms.aspx). This will authenticate the requestor with their login and provide security as a means for granting permission (Hat Tip Melissa Bader:).

The Library & Learning Resource Center (LRC) continues to make progress expanding online support services for our students:

- Norco College librarians are available [online via chat](#) during regular library hours: Monday-Thursday 7:30am-8pm; Friday 7:30am-4pm; Saturday 9am-2pm.
- Outside of regular library hours, you may [chat with a librarian](#) 24 hours a day, 7 days a week, 365 days a year.
- Some textbooks and course materials are available [online](#).
- The due date for all library materials is now June 25, 2019. If your library account reflects something different, please [email Miguel Castro](#).
- Make an [appointment with a tutor](#). Drop in tutoring is available via [ZOOM](#). Online tutoring is available via [NetTutor](#).
- Contact [Damon Nance](#) for a report on your students' use of tutoring or Supplemental Instruction (SI).

## STRATEGIC DEVELOPMENT

- Thank you for all you are doing from your bedrooms, kitchen tables, patios, and home offices for our students!
- The Marketing team is pivoting all our search engine ads, social media, digital billboards in the community, and all marketing/advertising efforts in light of our online classes and services.
- We are researching various project management and CRM tools that may assist us in effectively working remotely and communicating to our students in the future.  
Here is this week's video message to students by [Dr. Kevin Fleming on Facebook](#) encouraging them to reach out to our vast digital Mustang Community for support and resources. "Together, we've got this!"
- Information is constantly being updated to our [Frequently Asked Questions - Students page](#) as well as additional tips, tricks, and links on our [Employee Resource Guide](#). A new Norco College Support page is also in development to help organize and archive all our FAQs!
- Here are some new FAQs added to our [Frequently Asked Questions](#) webpage from Academic Affairs and Business Services. Kindly refer students to this page for answers to a myriad of questions!

- Q: How can I make sure that I'm receiving all of my emails in Outlook?
  - A: You can check your Clutter folder in Outlook. The following link contains instructions on how to manage your Clutter folder: <https://support.office.com/en-us/article/use-clutter-to-sort-low-priority-messages-in-outlook-7b50c5db-7704-4e55-8a1b-dfc7bf1eafao>
- Q: I'm having trouble with my Laptop borrowed from Norco College. How can I get some technical help?
  - A: Hardware and software-related issues can be solved for students by our Norco College Technology Support Services Staff. Students can contact the Norco College Helpdesk ([Helpdesk@rccd.edu](mailto:Helpdesk@rccd.edu) or 951-222-8388) and submit a ticket with as much detail about the issue you are having with your Norco College device.

## STUDENT SERVICES

- **Commencement Student Survey Underway:** In an effort to gain feedback from potential graduates, a survey was sent to 2,207 eligible graduates for 2020 to get their input. We are exploring [virtual commencement](#) for the class of 2020, and giving graduates the option to join the class of 2021 for a traditional commencement ceremony.
- **Grab n Go Bags:** Settlement House will now be able to provide our students with a bag of groceries worth \$60-75 once a week. Students will need to show their Norco College Student ID to access this service.

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## ONGOING WEBINARS

Beginning Wednesday, March 25, 2020, the Chancellor's Office will host weekly webinars until further notice. Weekly webinars are on Wednesdays from 9:00 am to 10:00 am. Each webinar will be recorded and available on the Vision Resource Center following the event. California Community Colleges faculty, staff, and administrators will find resources and information within the Vision Resource Center. Visit <https://visionresourcecenter.cccco.edu/> for additional responses to webinar questions. After logging in, under the "Connect" menu, visit "All Communities" and look for the "CCC | COVID-19 Resources, Tools, and Discussion." Select the community and then click "Join Community" to access the content. To join the live weekly webinar sessions, please connect here <https://cccconfer.zoom.us/j/299858221>.

Best,

Monica

*Monica L. Green, Ed.D.*

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Norco College is temporarily providing all services and instruction online to help prevent the spread of COVID-19. The health and safety of our students and employees is our top priority. Click here for [RCCD Updates](#) and for [NC online education support](#).

