

Greetings, Mustangs,

It cannot be overstated how grateful I am for each and every member of our Norco College community. Your efforts to serve students are extraordinary and they are effective. Many of you are working through the nights and weekends, and we see you. This has been a life altering experience for everyone, and you are helping to make the transition easier for our students.

STUDENTS WHO NEED LAPTOPS:

- Please come to the CSS drive-through on today, April 1 between 3:00 - 4:00pm. Students must be registered in an RCCD Spring 2020 course to be eligible for a laptop.

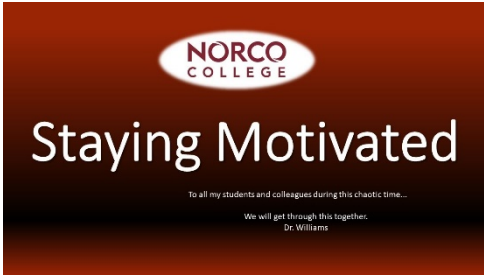
A friendly reminder, per the March 17 Nor-all email, committees, council, and governance meetings are suspended until April 20th (with the exception of Academic Senate) in order to support everyone's focused effort on the transition to an online/remote format. Meetings after the 20th will be held via Zoom. Agendas as well as Outlook invitations should include the Zoom meeting information.

Lastly, and importantly, today is [Census](#) Day. Our system does partially rely on accurate Census counts to provide funding and support for our students. If you haven't already, please take a moment today to fill it out for your household. Here is the link to respond:

<https://2020census.gov/en/ways-to-respond.html>

I'll leave you again with an inspirational video from yesterday, created by Dr. Sigrid Williams, it made my day and I hope you will draw some additional strength from this beautiful reminder, we are Mustangs!

The Mustang is always ready to face any challenge, any barrier, no matter how big or bad they may be. ~ Dr. Sigrid Williams

 A video thumbnail for Norco College. It features the Norco College logo at the top, followed by the title "Staying Motivated" in large white text. Below the title, there is a quote: "To all my students and colleagues during this chaotic time... We will get through this together. Dr. Williams". The background is a dark red gradient.	<p>Norco College 2020 Staying Motivated</p> <p>www.youtube.com</p>
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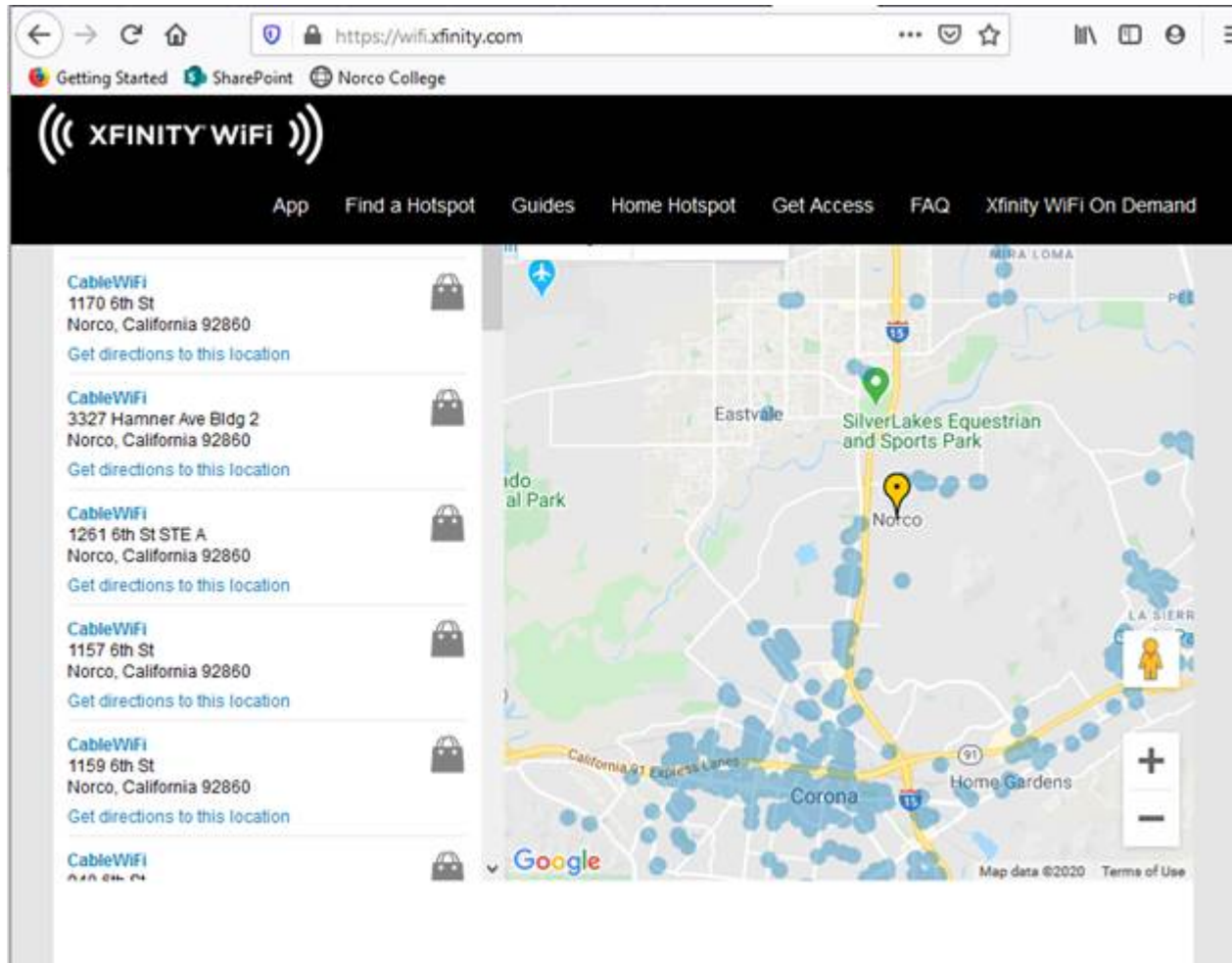
Below is an update from our Vice Presidents:

ACADEMIC AFFAIRS

- Faculty accessibility mentors have been designated to work with the District DE office and NC faculty to help make online documents and resources meet accessibility standards. If one of our mentors contacts you to offer help, please respond right away.

This is important for the success of our students. The final list of mentors should be available tomorrow.

- Xfinity is offering free Wi-Fi hotspots and there are many locations available in the Corona, Norco, Eastvale area. For info, go to <https://wifi.xfinity.com/>



STRATEGIC DEVELOPMENT

- An “Access to Technology” survey was sent out to all enrolled students district-wide. 483 Norco College students have thus far responded to the survey. Of note:
 - 99.3% of respondents have internet access at least "sometimes."
 - 1% do not have a computer
 - 97% are familiar with Canvas
 - 98.5% state they have access to the software they need
 - 61.66% of our students anticipate they will not be able to learn as well as on the on-campus format.
 - 56.2% of students state they don't know who to contact if they need technical support.
 - 6.64% of students are unlikely to stay enrolled

- In response, we have been personally reaching out to students that expressed specific needs/questions (for hardware, academic/tutoring support, Canvas/Zoom help, health/mental health resources, food insecurity, enrollment help, etc.) **Thank you** to all our employees across the college for personally reaching out to the 64 student survey responders requesting to be contacted. We are also using these survey responses to tailor our ongoing student communications (via email, GradGuru, and social media).
- This morning, in response to the student Access to Technology survey results, Norco College sent out this concise email to all enrolled students.

Subject: Having technical issues with Canvas? We can help.

Support and help is available 24 hours a day/7 days a week because we want you to have help when you need it. Contact Canvas Support toll free by calling (844) 603-4264. Here are additional ways to get technical support:

- You can also find Canvas login information, tutorials and help for [Getting Started with Canvas](#).
- Click the Report a Problem link from Help & More link on the main login screen, or within the global Canvas Navigation.
- Be sure to check the [Canvas Browser & System Requirements](#) page.
- For non-technical issues, or issues regarding content in your class, please contact your instructor.

STUDENT SERVICES

- Laptop distribution
 - Monday, March 30th - 25 distributed
 - Wednesday, April 1st from 3pm to 4pm lower level of CSS (outside of the Corral)
- Live Chat
 - Monday, March 30th – 162 chats
 - Tuesday, March 31st – HOLIDAY
- The College Futures Foundation plans on giving out \$1 million in funds to documented and un-documented students (up to \$500 per student is available). The on-line application goes live this week - <https://collegefutures.org/about/who-we-are/>
- Updated Online Student Services Website is now available at <https://www.norcollege.edu/online/Pages/oss.aspx>

ONGOING WEBINAR

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/> (*corrected link*) 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

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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](#).