

Good morning, Mustangs,

I hope today finds you and your loved ones healthy, happy, and safe. The Norco College community continues to collaborate on how we best serve our students remotely. I encourage you to explore the offerings provided in the updates below to see for yourself what is available for students and all members of the Norco College community. Thank you for staying together through difficult times and for never losing sight of why we are here, to do the meaningful work of making a difference in the lives of our students.

**Helpful resource:**

California Community College Chancellor's Office correspondence and executive orders are available on the state [website](#).

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Below is an update from our Vice Presidents:

**ACADEMIC AFFAIRS**

- Thank you to the deans, chairs, and faculty leaders for helping us determine the changes needed for summer offerings, which will move online except for three Hybrid ELC/ELE courses (ELC/ELE-76, ELE-77, ELE-91) for our solar installation/green technician program. The lecture portion of the hybrid courses will be online and lab the last two weeks of the semester. These classes all have skills that must be developed and demonstrated to meet industry needs.
- For courses that already have DE approval we plan to convert sections to online in Colleague
- For courses that rely on the emergency DE addendum to be offered as distance education, we plan to leave sections scheduled as-is in Colleague AND clearly identify for students the sections that appear to be face-to-face or hybrid but will be delivered online.
- LRC Drop-in and appointment tutoring support is available online, via [ZOOM](#), Monday-Thursday: 9am-8pm, Friday 9am-4pm, and Saturday: 9am-2pm. Drop-in schedules (no appointment necessary): [Math and Science Success Center](#), [STEM Center](#), [Writing and Reading Center](#), [General Tutoring Center](#). Click [HERE](#) to make an appointment with a tutor.
- All Supplemental Instruction Sessions are conducted online at their scheduled times via zoom. Click [HERE](#) to view the SI Schedule and find the access link for each SI session.

**CORRECTION:**

- The due date for all library materials is now **June 25, 2020**. If your library account reflects something different, please [email Miguel Castro](#).

## BUSINESS SERVICES

### CAMPUS ACCESS PROCESS/EQUIPMENT LOAN AGREEMENT/MAILROOM/WAREHOUSE SERVICES

The college process for Campus Access during the closure is outlined below:

1. Requests with justification should start with immediate supervisor
2. Request then forwarded to area Vice President and onto the President for approval.
3. If approved, President/VP sends authorization to College Police for parking information, who coordinates visit with Vice President and/or Dean
4. Employees on campus will be either escorted or items retrieved and drop-off at curbside arranged

#### Equipment Loan Agreement Form

If the request to come on campus includes the pickup of district-owned equipment, the **Equipment Loan Agreement Form** must be completed, approved by the area VP, and emailed to Esmeralda Abejar in Business Services with a copy to the employee's direct supervisor.

#### Loan equipment pick up at Operation Center warehouse.

Loaned equipment such as laptops, cables, etc., are distributed every Friday from 10:00am to 12:00pm by Business Services managers. **Keep 6 feet of distance and use of a face mask when coming to the college.**

#### Mail Room Services/Warehouse deliveries

- Mail to and from the college continues to be delivered/picked up every Wednesday. (Since approval processes are done online, the amount of mail has been minimal). If you have mail that needs to go out other than to the District office:
  - Drop your mail in the yellow box at the CRC with a note to Robert Rodriguez to mail it out. Please note: this needs to happen before Wednesdays.
  - OR**
  - Please mail out your correspondence and submit a reimbursement for the stamps you used using an IERR form. (This option is limited to urgent matters and only if electronic records are not accepted. (i.e. checks, final signed contracts, etc.,))
- RCC warehouse delivers ordered equipment and supplies to the college every Wednesday, with departments that receive deliveries being notified. Pick up of essential items takes place on Fridays at the Norco Operations Center warehouse **from 10:00am to 12:00 noon. Keep 6 feet of distance and use of a face mask when coming to the college.**

## STRATEGIC DEVELOPMENT

- Special thanks today to Lenny Riley for all the website and FAQ updates to our website!
- A number of items have been added to the [Employee Resource Guide](#) including:

- Instructions on installing Office 365
- VDI (Virtual Desktop Infrastructure) User Guide and access link
- Here are some new FAQs added to our [Frequently Asked Questions](#) webpage from rock stars all across the college. Kindly refer students to this page for answers to a myriad of questions!
  - Q: I registered for a face-to-face class and I'm not sure I will be successful in an online class. Will I get penalized if I drop my class?
  - Q: If I have to withdraw from classes, can I get a refund on the fees that I paid?
  - Q: I am concerned about my grades. What are my options?
  - Q: If I am a Norco Promise student, what happens if I drop a class (or take an EW) and end up with fewer than the 12 units required?
- A number of employees continue to monitor responses to the student “Access to Technology” survey and are personally following up (in batches three-times per week) to help connect students to appropriate resources, support, advice, and encouragement. Thank you team!

## **STUDENT SERVICES**

- Student Services Weekly Newsletter – the first student newsletter from Student Services can be found on the [Student Services Website](#). The newsletter will provide students with weekly updates from programs and services along with important events and deadlines within Student Services. The goal for the newsletter is to provide one place that students can quickly reference the information they need to navigate the spring semester.

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## **UPCOMING WEBINARS**

Wednesday, April 22, 3 pm – Town Hall: A Conversation with Policymakers and Practitioners on African American Student Success  
 Registration link: <https://tinyurl.com/uutcvh9>

## **ONGOING WEBINARS**

Since 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

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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](#).*

