

**Institutional Strategic Planning Council
(ISPC)
MINUTES
November 2, 2016**

Members

**Ruth Leal (Staff-Instructional Production Specialist *ISPC Chair*)
Melissa Bader (Faculty Rep to District EMTF *ISPC Chair*)**

Diane Dieckmeyer (VP Academic Affairs *ISPC Chair*)

Jim Thomas (CTE Faculty)

Leona Crawford (Staff)

Chris Poole (Staff)

Koji Uesugi (VP Student Services –Interim)

Daniel Landin (Staff)

Barbara Moore (Faculty)

Jason Parks (Chair of Chairs-APC)

Mark DeAsis (Dean of Admissions and
Records) Mitzi Sloniger (Faculty)

Peggy Campo (Academic Senate President)

Gail Zwart (CTE
Faculty)

Absent

Greg Aycock (Institutional
Effectiveness)

Mark Lewis (Faculty)

Beth Gomez (VP Business Services)

Monica Esparza (Staff)

Arlene Cordova (ASNC)

Guests:

Stan Tyler

Colleen Molko

Charles Henkles

Kris Anderson

Gustavo Ocegüera

Welcome Daniel Landin as our new staff representative

Approval of Minutes

- Approval of Minutes from October 19, 2016

Motion to approve: Gail/Chris

MSC 1 abstention

I. Action Items:

a. Business Information Worker (Colleen Molko)

Motion to approve in concept Gail/Mark

- Supported by the Chancellor's office.
- All classes are currently offered at Norco except three that are currently offered at RCC. (CAT-1A, CAT-51, CAT/CIS-90) These three courses need to go through our curriculum process at Norco. Currently in process to be in next catalog. Deadline is very close.
- Entry level into business
- Market survey shows expected 9% increase in need for the Inland Empire
- Offered as a certificate and associates degree
- Median earning \$15.49/hr

Discussion:

- Really good concept. We need these skills.
- Why are there so many units associated with Outlook? Outlook is a very powerful program.
- Why are we doing concept approval when we already have this at RCC. We are doing this to follow our Norco College process. Must go to State and regional approval. Already gone thru first reading.

MSC

b. Concept Approval for the Strong Workforce Program Plan (Colleen Molko)

Motion to approve in concept Peggy/Gail

- Goal-California needs 1 million more AA, certificates, or industry-valued credentials.
- Task Force Roll Out
- \$200M set aside statewide to increase quality and quantity of CTE jobs offered. 5% set aside for state activities.
- Required Outcomes-Increase CTE enrollments, Improve Quality, gain improved skills, improve transfer, improve employment rate, etc.
- Inland Empire will receive \$19.2M-60% direct to Community Colleges, 40% Regional Share
- 30 month funding periods that overlap in three phases.
- Our district will receive \$2.9M. Allocation is based on CTE FTES.
- \$595,609 will go to Norco.
- Broken down by month-see handout
- Plan will be presented to the Academic Senate, Institutional Strategic Planning Council, and the Committee of the Whole

Discussion:

- What is the likelihood of unused funding being returned to Norco? We are in an intense planning process. We wish it was more equitable. The decisions were made by the District Executive Cabinet. We will look at requesting additional funds from the regional pot.
- Chris added the need for additional legal information in the Library resources. Paralegal database is not cheap.
- Dr. Dieckmeyer-you have all been involved in this very thoughtful and inclusive approach. I recently received this feedback from the CTE "Wow! Thank you Norco College. This is a great approach"
- If you have questions, please stop by, email, call Colleen Molko

MSC

II. Information Items:

- a. Grants Committee Report (Stan Tyler)
- Grants Committee Report reviewed-see attached- Committee Statement of Purpose, Strategic Goals and Objective Review, Action plan to meet those goals, how committee aligns with Norco Colleges Mission, Challenges, Committee members and assistance needed from ISPC.
 - Plant seed to promote scholarships. Consider Grants committee partnering with scholarships.
 - Get information out quicker so that committee members have time to review.
 - How closely do you work with Financial Aid? Not connected at all at this time but we could look at collaboration.
 - ISPC offers assistance to get name out there.
 - Current Norco College Grants spreadsheet reviewed-please see attached. Spreadsheet maintained by the District Office.
 - Very likely TRIO grants will be extended
 - Overlap between two Title III grants
 - Title V-grants -one Supports Completion Initiative, one supports Title V Cooperative. Primary interest is to promote transfer.
 - NSF name change
 - Pathways to Completion-revamps basic skills
 - CCPT-Big Partnerships
 - ACE-Increase completers in trade programs
 - Adult Ed-The numbers are what the RCCD consortium received. We are in the process of researching our actual funding.
 - Foster Youth-3 year extension
 - Cal Wellness Foundation \$41,066. Gustavo will correct spreadsheet with revised information.

Discussion:

- Where is the middle college grant? No listed. Needs to be added.
- Does this include additional 800-900 thousand in unspent funds? No. This is still in the process.
- Foundations grant? Not included yet. All should be included.
- Strong Regional Workforce grants are still in the process, but needs to be included once vetted. This should be done by mid-December. Should go through the Grants Committee.
- Are expiring grants being renewed? Some are, some are not.
- Gustavo needs everyone's help to make sure the Grants Committee has all of the important information.
- It is outstanding the number of grants that Norco has received, but are we requesting and spending strategically? Are we strategically looking at how we are planning for these grants and how they align with our goals?
- Does the committee have the authority to deny a grant. Needs input from ISPC.
- Is there anything written into the expiring grants to institutionalize positions. Gustavo will look into this question. It will take some research.
- On a district level, based on all the grant money we have, could it be creating situations that hurt Norco in regards to current allocations. If all grants went away, yes, Norco would definitely look different. The

District is not responsible to “institutionalize” positions. It is a Norco issue.

- We need to make sure the “programs” get institutionalized for our students.

- b. Calif Apprenticeship Initiative New Innovative Grant (Charles Henkels)
 - Presentation of new grant - received information the end of September. Will be submitted next week.
 - What is Apprenticeship? On the job training. Community college is stepping into the apprenticeship programs arena to provide on the job training and supplementary education
 - We will be helping employers identify courses that would help them in their industry.
 - Industry leaders cannot find employees to fill positions in Supply Chain.
 - Will help our low enrolled CTE courses.
 - Great for residents in the community to find gainful employment.
- c. District Strategic Planning Council Update (Ruth Leal)
 - Update on Portal-Pilot group was scheduled to go live November 1? Will go live for all NEW students summer 2017. Big discussion. Please bring to your next department meeting.
 - Received IT report about network. Shared documents from other Community Colleges shows that we have a similar system. We have the capacity but not the equipment for a 10gig backbone. Chancellor has asked for a full report.
 - Open Campus-Spring online.
 - Move to Canvas still in discussion
 - Considering the possibility of rebranding Open Campus. Asking for comments.
 - Online Blackboard Academy.
- d. District Enrollment Management Update (Melissa Bader)
 - 17,082 Applied but did not enroll. Out of these, 17065 gave their personal email addresses and we will be asking the students, why didn't you enroll?
 - Darren Dong-Winter 17 Schedule of Classes will be a rolling file. No longer a static PDF and will be updated daily. Run through Datatel. These files can be used to mine for trends in information. Next phase- APP friendly. We have had this capability for 7 years but it has not been implemented.
 - FTES Update -Norco 48 MV -219 RIV -514 at a cost of \$5800 per FTES. Norco has added and we will be ok. Added 50 FTES to winter.
 - Multi-term registration discussed. Need to have several terms ahead so that students can sign up for multiple terms. Some colleges have constant enrollments.
- e. Completion Initiative (Diane Dieckmeyer)
 - Ongoing Completion Initiative workgroup
 - Meets first Tuesday of the month
 - Open to Faculty, Staff and Administrators
 - Focus on agreeing to what we call Meta Majors
 - 40 attendees at yesterday's Faculty meeting. Majority did not like the use of the word “schools”.
 - Future focus on pathways maps.

- Winter begins facilitating Professional Development for Faculty and Staff – linking to careers so they can better explain the meta majors concept to students.
 - Vendor search-supported by College Futures Foundations funds. Website needs updating.
 - Launch Fall 2017
 - All are welcome to attend as available ST 107 First Tuesday of every month 2-4pm.
- f. Marketing Plan Update (Diane Dieckmeyer)
- Mix of good and bad
 - Reviewed data from faculty survey
 - Red Fusion worked on the survey. Sent to 5000 students. Received only 150 responses. What is the student's perspective of Norco and how do they see Norco College?
 - Recommendations from marketing firm were not surprising: Website needs more content. We should be constantly looking for content and content writers.
 - Diana Meza is doing a wonderful job but we also need students, and faculty to post and repost to the outside community.
 - Need a Chief Communications Officer.
 - Lots of resource constraints.
 - Red Fusion does not totally understand how Community Colleges work. Re-evaluating our working relationship. Can we find a marketing firm with specific experience with Community Colleges?
 - Survey reviewed with the committee-Dr. Dieckmeyer will e-mail the survey to group.
 - Recently contacted by two Spanish radio stations in the area. Meeting with one tomorrow.

III. Open Hearing:

Next meeting November 16, 2016

RIVERSIDE COMMUNITY COLLEGE DISTRICT PROGRAM OUTLINE of RECORD

College: R X M ___ N X

Certificate/Program Title: Business Information Worker

PROGRAM PREREQUISITE:

None

SHORT DESCRIPTION of PROGRAM

The Business Information Worker Certificate of Achievement is designed to prepare students for entry-level and administrative support in a variety of fields and businesses.

PROGRAM LEARNING OUTCOMES

Upon successful completion of this program, students should be able to:

- Demonstrate computer literacy with respect to computer hardware and software applications.
- Apply standard rules of business conduct and customer service.
- Develop specialized keyboarding skills at an employable level of accuracy and speed.
- Use word processing, spreadsheet, presentation graphics, and scheduling software to perform business and office tasks.
- Apply oral and written communication skills in various business and office environments.
- Design, modify, query, and manipulate lists (database and information in workbooks using common formulas, data and 'what if' scenario tools to organize and convey information.

Required Courses (19 units)

		<u>Units</u>
CAT-1A	Business Etiquette	1
CAT/CIS/BUS-3	Computer Applications for Business	3
CAT-31	Business Communications	3
CAT-51	Intermediate Keyboarding/Document Formatting	3
CAT/CIS-90	Microsoft Outlook	3
CAT/CIS-93	Computers for Beginners	3
CAT/CIS-98A	Introduction to Excel	1.5
CAT/CIS-98B	Advanced Excel	1.5

Total Units:

19

Associate of Science Degree

The Associate of Science Degree in Business Information Worker will be awarded upon completion of the degree requirements, including general education and other graduation requirements as described in the college catalog.

Norco College CTE Strategic Plan Summary

Norco College CTE Strategic Plan Summary

Norco Strategic Goal 1: Increase Student Achievement and Success		
CTE Strategy: <i>Grow Norco's CTE Program and offerings in response to local and regional labor market demands to ensure the success and employability of completers and graduates.</i>		
CTE Objective #1: INCREASE NORCO CTE OFFERINGS AND STUDENTS BY 33% OVER THE NEXT 5 YEARS.		Funding Options
1A: New Norco CTE Programs – Initiate at least one new program a year for the next three years using SWP funds, grant funds, and Perkins funds as appropriate.	Explore labor market demand for possible new/added programs in ADJ, Legal Secretary or Paralegal, Insurance, Banking/Finance, Hospitality Management, Leadership, Office Assistant, Business Information, GIS, Coding Camps, Construction Inspection, Cyber Security, Social Media	SWP Supported by FTEs after Year 3
1B: New Regional Programs – Participate in regional programs funded by SWP	Participate in regional program development in Hospitality Management as part of the Business/Management Division SBVC is the lead college on this project	SWP
1C: CTE Certificates - Create more CCCCO-approved certificates and manage and market local certificates	Create more CCCCO-approved certificates and manage local certificates to provide incentives for student completions	No \$ support needed
1D: Dean of Instruction for CTE - Support growing CTE (non-grant funded) program by increasing the general fund support for Dean of Instruction, CTE from 50% to 100%.	Currently this position is only 50% funded by the general fund (50% categorically funded.) <i>From the Instructional Unit program review 2016-17: Staff Need #5.</i>	FTE
1E. Administrative Assistant III - Support new CTE Grants (now totally \$18 million) and general activity with an AIII position	Increased CTE duties and processes (i.e. faculty evaluation processes, program review, 2-year rotations, program flyers, accreditation, CTE events, assessments, curriculum development) and pending additional grant awards require added administrative support. <i>From the Instructional Unit 2016 Program Review: Staff Need #4.</i>	FTE
1F. Marketing and Media Technician Recruit new CTE Students through public relations, social media, web development, community outreach, program recruitment, and strategic communications assistance.	CTE initiatives that need this support include 2+2 high school pathway programs, forthcoming Earn & Learn programs, job placement, accelerated training programs, the National Center for Supply Chain Technology Education, ADTs, and developmental skills. <i>From the 2016 Instructional Unit Program Review: Staff Need #10.</i>	SWP
1G. Grants to Support New Programs	Hire a self-sustaining grant-writing group to generate funds for new programs and growth of existing programs	Self-Sustaining

Norco College CTE Strategic Plan Summary

CTE Objective #2: EXPAND AND BUILD ON EXISTING CTE PROGRAMS TO SUPPORT INCREASED ENROLLMENTS, COMPLETIONS, AND SKILL GAINS.		Funding Options
2A. ACE Expansion – Build on the success of CAP/ACE program developed with DOL grant by sustaining the current program and using the model in other program areas	Programs being proposed for possible ACE format include Gaming and Computer Coding, Facilities Maintenance and Industrial Automation. Full-time program manager is needed to make this happen.	DOL SWP
2B. Expand Programs with High Labor Market Demand	Possible intermediate to advanced PLCs and Robots course (to follow ELE/MAN-64), an intermediate to advanced robotics course (to follow ELE/MAN-61), an ELE course in soldering and connector, cable, and harness building and troubleshooting.	SWP
2C. Expand Cal-Osha Curriculum	To support training in construction and general industry, rather than Federal OSHA training only	Faculty to Complete
2D. Continue to Build the Supply Chain Technology Program	The \$4 million renewal grant for Supply Chain Technology supports expansion into 19 states, hosting a National Symposium for Supply Chain Automation, establishing a nationally recognized industry certification, establishing a model apprenticeship program at the state and federal levels, and increasing the number of individuals from underrepresented populations entering into supply chain automation. Complete the SCT program for maintenance personnel. Only SCT-1 is written. High-tech equipment is needed to fully implement.	NSF Perkins FTE
2E. ITT Students - Add class sections and counseling to assist ITT students	ITT campuses which were closed in Corona and San Bernardino awarded 265 AA degrees in 2014-15 in disciplines where Norco offers programs	SWP FTE
2F. Employ Scheduling Efficiencies	Rotate class times for Electronics Technology classes (including online and nighttime classes) to meet the needs of a broader set of potential students	FTE
2G. New Faculty Hires/Resources	Game Art Faculty - Currently Norco College offers 3 certificates and degrees in Game Art without dedicated full-time faculty leadership to ensure successful/updated curriculum, program review, assessment, & industry collaborations. <i>From Instructional Unit 2016 Program Review: Staff Need #8</i>	FTE
2H. Remove Obstacles to Student Success and Completions	Provide tutors, books, supplies, and other incentives to support completions and skill gains.	SWP Perkins cannot be used for this

Norco College CTE Strategic Plan Summary

CTE Objective #3: INCREASE CTE STUDENTS' OPPORTUNITIES FOR HANDS-ON AND REAL-WORLD EXPERIENCE DURING THEIR EDUCATIONS.		Funding Options
3A. Earn While You Learn – Develop paid hands-on experiences for students WHILE THEY CONTINUE towards their completion goals	Green Technician Program – “Boots on the Roof” lab simulation, perhaps working with Habitat for Humanity or similar organizations. Engineering Apprentice Program expansion will be supported by the recently awarded \$6 million DEA Title V grant. Also need an engineering apprentice program for transfer students.	Title V
3B. Expand Apprenticeships into non-grant funded programs	Hire a full-time Apprenticeship Director to collaborate with government offices and industry groups to create formal apprenticeships. Currently this position is being funded through grant funding so work is focused on grant needs. <i>From Instructional Unit Program Review: Staff Need #9.</i> Also, perhaps Apprenticeships can be developed on a regional basis in priority sectors such as Advanced Manufacturing, Global Trade, ICT/Digital. Example: Green Technician Program – “Boots on the Roof” lab simulation, perhaps working with Habitat for Humanity or similar organizations	Perkins SWP Prop 39
3C. Music Industry Studies	Practice rooms for students and equipment (sound system and lighting) for Little Theater	Perkins
3D. Child Development	Virtual (or real) Child Development Center and experiences to improve student competencies. Use Service Learning and paid internships to enhance classroom and lab work. Also, provide required vaccines for low-income students.	Perkins for Center SWP for vaccines?
3E. Technology Program Equipment Improvements	New equipment (CNC machines/3D printing), Laptop carts for use in classrooms	Perkins
3F. Lab Technician II and Senior Applied Technologist 50% time	A full-time technician is needed for Engineering, Automation, Manufacturing, Robotics, and Electrician and Electronics programs instructional labs. A 50% Senior Applied Technologist is needed to maintain and do preventative maintenance on equipment for these programs. <i>From Instructional Unit 2016 Program Review: Staff Need #1 and 6.</i>	FTE
3G. Invest in Inventing	Program to support student innovation with a 3-5 hr/wk commitment from students to work on inventing/innovative/entrepreneurial CTE projects, 1 – 2 faculty advisors, solicit local & regional sponsorships for students	Local and Regional Sponsorships

Norco College CTE Strategic Plan Summary

Norco Strategic Goal 2: Improve the Quality of Student Life		
CTE Strategy: Increase CTE students' engagement with support services and perception of themselves as part of the college AND the local business community by aligning and expanding existing support services that are key to CTE student success.		
CTE Objective #4: CREATE A COLLEGE-WIDE TEAM OF SUPPORT STAFF WHO UNDERSTAND AND/OR ARE DEDICATED TO CTE STUDENTS' SUCCESS.		Funding Options
4A. More Comprehensive Career Center with Full –Time Director – Make this the on-campus center of all things career and employment-related for CTE students	Provide career exploration, resume development, lead industry engagement, community job postings, career fairs, community outreach, industry panels and tours, provide central clearinghouse for internships, expanded work experience, program specific career fairs and events	SWP
4B. Create a cross-campus CTE Support Team – including existing student support services and new services dedicated to CTE students	Composed of faculty, staff, dedicated counselors, and success coach who work together and incorporate RP's Six Success Factors into their work. As the CTE program grows, add CTE-dedicated Staff, i.e. Outreach Specialist, CTE Counselors, Educational Advisors, A&R Specialist for CTE, Student Acct. Specialist for CTE, educational advisors, and support staff. <i>Possibly led by the CTE Specialist for SWP – See CTE Objective 9A.</i>	SSSP & Equity
4C. Remove barriers to entry and/or completion	Provide supplemental instructors and additional tutors for critical CTE programs and classes with high withdrawal or failure rates, like Accounting. Create modules to help with prerequisites and advisories.	Perkins SWP
4D. MBTI Training	Lead efforts to set up regional MBTI training for counselors.	?
Norco Strategic Goal 3: Increase student access		
CTE Strategy: Develop program strategies and services that will increase access for CTE students.		
CTE Objective #5: INFUSE A COMPREHENSIVE CAREER PATHWAYS APPROACH THROUGHOUT CTE PROGRAMS AND OFFERINGS.		Funding Options
5A. Build Pathway Connections	Develop/Expand Pathway connections with high schools. This is already underway as part of the CCTP grant and the recently funded NSF grant. A Pathways Coordinator could expand program significantly.	CCPT NSF
5B. Transfer Support Services for CTE students	Enlarge and improve transfer support services and equip faculty to discuss articulation. Hire a CTE Counselor and/or Educational Advisor, Create linkage between University CTE degree programs (pathways), Improve data sharing among CCCs and Universities, Promote CTE to University pathways with local K-12 partners, Improve Articulations of CTE to Universities	SWP
5C. Expand Dual Enrollment Opportunities	Establish dual enrollment on all CNUSD high school campuses. Hire Dual Enrollment Coordinator/Director.	CCPT
5D. College Promise	Work with others in the region to encourage establishment of a regional College Promise Program	Regional SWP?
5E. e-Portfolios	Promote for CTE students / Integrate into the program of study and provide opportunity to show competencies	FTE Faculty

Norco College CTE Strategic Plan Summary

Norco Strategic Goal 4: Create Effective Community Partnerships		
CTE Strategy: <i>Increase active engagement of the local business community in the CTE program and offerings as advisors for curriculum development and as potential employers.</i>		
CTE Objective #6: EXPAND THE COLLEGE'S PRESENCE IN LOCAL AND REGIONAL BUSINESS COMMUNITIES AND INCREASE THE NUMBER OF REGIONAL EMPLOYERS WHO ARE ACTIVELY ENGAGED WITH NORCO AND PROVIDE CURRICULUM DEVELOPMENT ADVICE, INTERNSHIPS FOR FACULTY AND/OR STUDENTS, JOBS FOR COMPLETERS AND GRADS, AND/OR MENTORSHIPS.		Funding Options
6A. Establish Office of Community and Workforce Development	Hire a Dean of Community and Workforce Development to coordinate and provide leadership to college career/employment efforts by building partnerships outside of the college. College efforts in work-based learning, job placement, (paid) internships, and apprenticeship opportunities would be developed and expanded through this office.	SWP
6B. Industry Mentors	Formal pairings of active students with industry professionals/ internships, job prep, placement. The mentors could be recruited through the Office of Community and Workforce Development (above).	See 6A
6C. Regional Job Placement Center for Completers and Graduates	Support regional efforts to establish job placement opportunities	Regional SWP
CTE Objective #7: IMPROVE STUDENTS' PREPARATION FOR ENTRY INTO AND SUCCESS IN THE WORKFORCE.		Funding Options
7A. Paid Work for Students	In concert with CTE Objective 3A, develop more paid internships for Norco students while also supporting similar regional efforts AND expanded job placement opportunities.	SWP
7B. Self-Employed Program for CTE students	Combine education, money for tools, and marketing with someone to search for state or government contracts for completers who will be self-employed	?
7C. Business Incubator for CTE Students	Regional or college resources/center for students AND 6-12 months start-up support, Real OR Virtual (ala Shark Tank?)	District Resources or Regional SWP
Norco Strategic Goal 5: Strengthen Student Learning		
CTE Strategy: <i>Use metrics to ensure quality and skills gains in all CTE programs, to guide program decisions and growth, and to link programs to labor market demand.</i>		
CTE Objective #8: MONITOR STUDENT PROGRESS, CTE PROGRAM DATA, AND LABOR MARKET INFORMATION TO MAKE SURE FACULTY ARE AWARE OF THE METRICS THAT AFFECT THEIR PROGRAMS.		Funding Options
8A. CTE Metrics Specialist	Full-time IDS position to provide support to CTE faculty with program outcomes assessment aligned with employability. Also support CTE enrollment management.	SWP

Norco College CTE Strategic Plan Summary

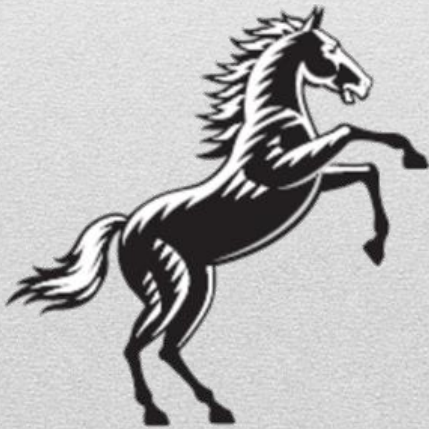
Norco Strategic Goal 6: Demonstrate Effective Planning Processes		
<i>CTE Strategy: Design a CTE Strategic plan that supports and expands the Norco and RCCD strategic plans and is developed through a transparent process that engages and builds on the expertise of CTE faculty, staff, and business partners.</i>		
CTE Objective #9: INTEGRATE STRATEGIC PLANNING FOR CTE WITH OTHER COLLEGE PLANNING, CREATING COLLEGE-WIDE AWARENESS AND PARTICIPATION IN THE ISSUES AND OPPORTUNITIES DRIVING THE DEVELOPMENT OF THE CTE PROGRAM.		Funding Options
9A. Create a Strong Workforce Office	Hire a CTE Specialist to guide program aspects funded by SWP	SWP
Norco Strategic Goal 7: Strengthen our Commitment to our Employees		
<i>CTE Strategy: Strengthen the connection between faculty and regional businesses in their sectors to ensure currency of curriculum.</i>		
CTE Objective #10: SUPPORT PROFESSIONAL DEVELOPMENT FOR FACULTY THAT INCREASES AWARENESS OF CTE PROGRAMS AND ISSUES.		Funding Options
10A. Faculty Internships and Externships	Create and support opportunities for faculty experiences in industry and with college partners.	SWP

Norco College

\$200M Strong Workforce

Planning Process

Institutional Strategic Planning Council
November 2, 2016



NORCO
COLLEGE

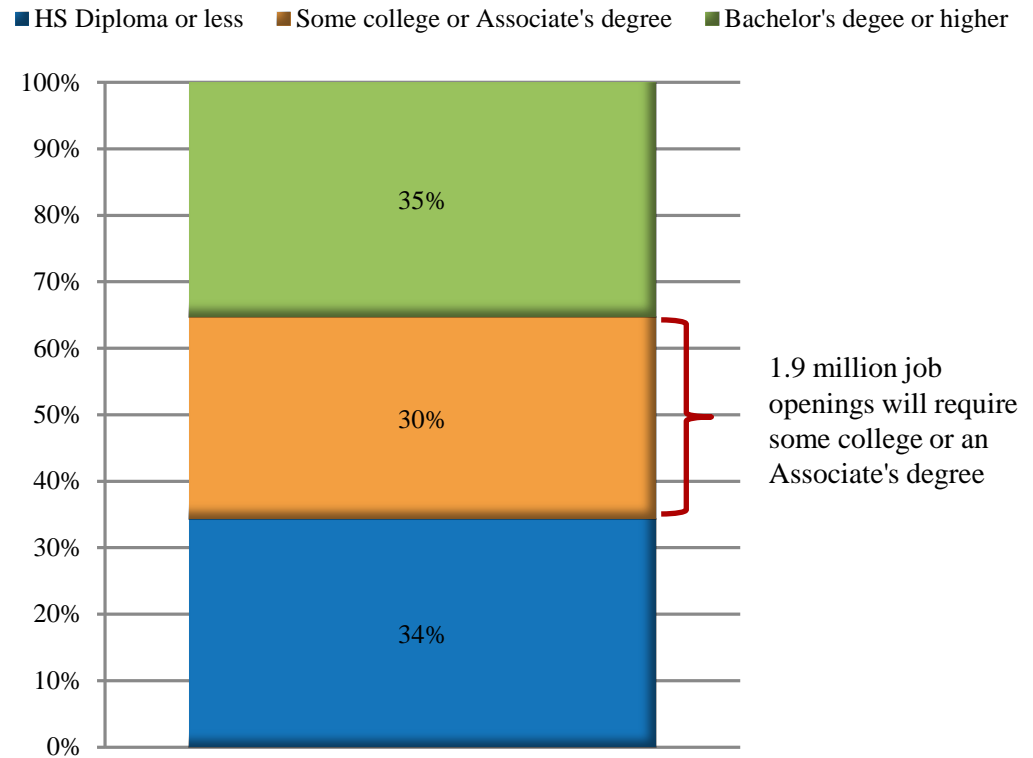


**STRONG WORKFORCE
PROGRAM FUNDING**

The Goal

**California needs
1 million more
AA, certificates, or
industry-valued
credentials.**

California's Job Openings by Education Level 2015-2025



Data source: Georgetown University Center on Education and the Workforce, "Recover: Job Growth and Education Requirements Through 2020," State Report, June 2013.

Analysis: Collaborative Economics

Task Force Roll Out

14 Regional College & Faculty Conversations

- ✓ Over **700** attendees, including 40% faculty

6 Strong Workforce Town Hall Meetings

- ✓ Over **500** participants in regions across the state

6 expert background papers on common themes

- ✓ Workforce Data & Outcomes
- ✓ Curriculum Development & Instructors
- ✓ Structured Pathways and Student Support (2 parts)
- ✓ Regional Coordination
- ✓ Funding

5 meetings of the **26**-member Task Force

221 website & **10** letters during public comment period



Goal of \$200M Strong Workforce Program Investments

Increase quantity and improve quality of CTE



Courses, programs, pathways, credentials
(licensure), certificates, degrees

Data Informed:

Labor Market Demand / Community College Supply

Required Outcomes

- Increase Quantity
 - CTE enrollment
 - Improve Quality
 - Skills gains
 - Completion
 - Transfer
 - Employment rates
 - Employment in field of study
 - Earnings
 - Median change in earnings
 - Proportion of students who attained living wages
-

\$200M - Flow of Funds - Statewide

\$10M

\$114M

\$76M

5%
**Statewide
Activities**

Chancellor's Office



Colleges

60%

Local Shares

Goes to districts to invest
in CTE at colleges

Chancellor's Office



Regional Consortia



Colleges

40%

Regional Shares

Invests in CTE at colleges
upon coordinated action



\$19.2M to the Inland Empire

\$11.5M

\$7.7M

**60% Local Shares
Direct to Community Colleges**

**40%
Regional Share
Via Regional
Proposals**

FY 2016-17 – 7/1/16 to 12/31/18

FY 2017-18 – 7/1/17 to 12/31/19

FY 2018-19 – 7/1/18 to 12/31/20

... and beyond



RCCD Annual Local Share Funding

\$2.9M

**Riverside Community College
District Allocation**

\$595,609

**Norco College
Allocation**



Norco College Planning for 60% Funds

Collaborative, Transparent, Data-Driven, College-Wide

September

**Planning Session and
Faculty Surveys.
All ideas collected.**

October

**Organize Proposals from
Planning Session and
Gather Data for Analysis.**

November

**ISPC and Academic Senate
Concept Approval.
Based on Agreed Upon
Criteria, Proposals Selected
for Further Consideration.
Stakeholder Feedback.
NC Exec Cabinet Reviews,
Amends and Approves
Proposals.**

December

**Stakeholder Meeting to
Share Final Proposals.
Proposals Submitted to the
Board for Approval.**

January

**Board Approves all
District Proposals.
District Submits to the
State Chancellor's Office.**

February/March

**Final Plans Go Through
College Committees.**

FOCUSED ON OUTCOMES!



Norco College planning process will look similar to how our college community recently created a plan for Student Success Act and Equity funds.

Plan will be presented (at least) to the following college committees

Academic Senate

**Institutional Strategic
Planning Committee**

Committee of the Whole



QUESTIONS ?

Business Information Worker Occupations

Riverside-San Bernardino-Ontario MSA (Riverside and San Bernardino County combined)

Please see page 5 of this document for business information worker occupation definitions and alternative job titles.

Job Opportunities

In the Riverside-San Bernardino-Ontario MSA, business information worker related occupations are expected to increase nine percent between 2015 and 2020. By 2020, more than 20,000 business information worker job opportunities will be available due to new job growth in this occupation group and replacement need (e.g. retirements); more than 4,000 jobs openings each year during the five-year time frame. As shown in the table below, General Office Clerks is the occupation with the most annual job openings. Customer Service Representatives will experience the highest rate of growth – 12 percent.

Exhibit 1: Five-year Projections for Business Information Occupations

Occupations	2015 Jobs	2020 Jobs	5-Yr Change	5-Yr % Change	5-Yr Openings	Annual Openings
Office Clerks, General (43-9061)	28,875	31,167	2,292	8%	5,587	1,117
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	20,694	22,380	1,686	8%	2,870	574
Customer Service Representatives (43-4051)	16,172	18,172	2,000	12%	4,151	830
Shipping, Receiving, and Traffic Clerks (43-5071)	11,427	12,605	1,178	10%	2,521	504
Receptionists and Information Clerks (43-4171)	8,615	9,604	989	11%	2,245	449
Office and Administrative Support Workers, All Other (43-9199)	5,113	5,446	333	7%	1,062	212
Order Clerks (43-4151)	3,548	3,776	228	6%	735	147
Hotel, Motel, and Resort Desk Clerks (43-4081)	2,143	2,238	95	4%	668	134
File Clerks (43-4071)	1,769	1,821	52	3%	237	47
Court, Municipal, and License Clerks (43-4031)	1,096	1,175	79	7%	114	23
Total	99,453	108,385	8,932	9%	20,190	4,038

Source: EMSI

Earnings

In the Riverside-San Bernardino-Ontario MSA, the median level wage for business information workers is \$15.49 per hour, above the MIT Living Wage estimate of \$11.75 per hour for a single adult living in the Riverside-San Bernardino-Ontario MSA. The average annual earnings for these occupations are \$33,256 per year, assuming full-time employment.

Exhibit 2: Earnings for Business Information Workers in the Riverside-San Bernardino-Ontario MSA

Occupations (SOC)	Entry Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings	Avg. Annual Earnings
Court, Municipal, and License Clerks (43-4031)	\$15.58	\$21.25	\$24.16	\$43,614
Customer Service Representatives (43-4051)	\$10.78	\$16.51	\$26.89	\$36,935
File Clerks (43-4071)	\$9.97	\$14.00	\$22.42	\$31,428
Hotel, Motel, and Resort Desk Clerks (43-4081)	\$9.51	\$11.58	\$15.26	\$25,209
Order Clerks (43-4151)	\$10.51	\$16.85	\$23.66	\$35,536
Receptionists and Information Clerks (43-4171)	\$9.60	\$13.17	\$21.48	\$29,569
Shipping, Receiving, and Traffic Clerks (43-5071)	\$9.83	\$14.21	\$22.17	\$31,453
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	\$11.26	\$17.82	\$25.07	\$37,579
Office Clerks, General (43-9061)	\$9.68	\$15.03	\$22.76	\$32,574
Office and Administrative Support Workers, All Other (43-9199)	\$9.75	\$12.17	\$21.05	\$28,666
Average Wages	\$10.30	\$15.49	\$23.53	\$33,256

Source: EMSI

*Entry Hourly is 10th percentile wage, median is 50th percentile wage, experienced is 90th percentile wage.

Job Postings, Top Employers, Skills, and Education

Across the full year 2015, there were a total of 11,220 job postings for business information workers in the Riverside-San Bernardino-Ontario MSA. Nearly 40% of these listings were for customer service representatives (4,487 postings).

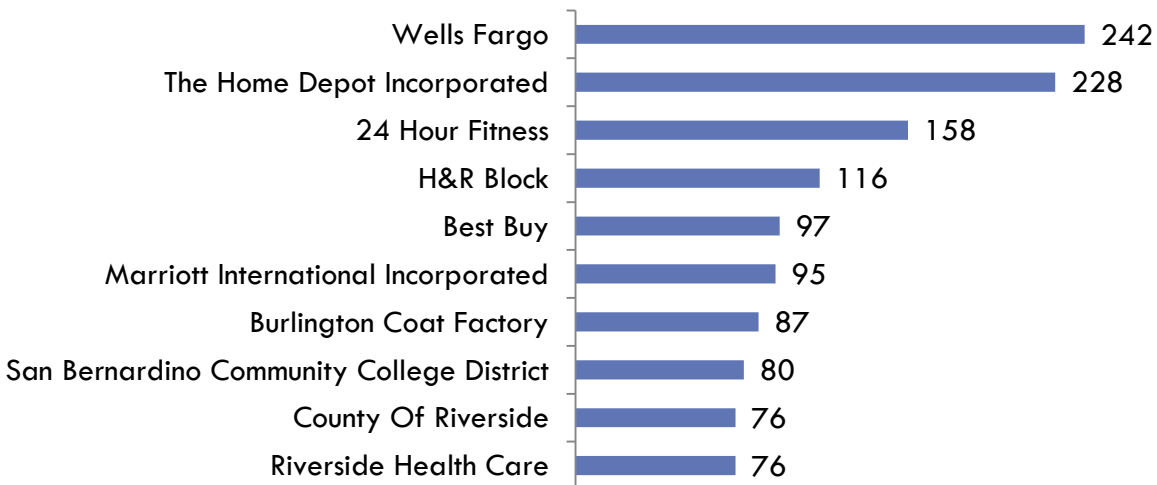
Exhibit 3: Job Postings by Occupation (n=11,220)

Occupations	Job Postings, Full Year 2015
Customer Service Representatives (43-4051)	4,487
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	2,915
Office Clerks, General (43-9061)	1,267
Receptionists and Information Clerks (43-4171)	1,033
Hotel, Motel, and Resort Desk Clerks (43-4081)	528
Shipping, Receiving, and Traffic Clerks (43-5071)	512
Office and Administrative Support Workers, All Other (43-9199)	326
File Clerks (43-4071)	80
Order Clerks (43-4151)	72

Source: Burning Glass

Exhibit 4 lists the top employers hiring business information workers. Top employers include: Wells Fargo, Home Depot, 24 Hour Fitness, H&R Block, and Best Buy. Only 63% of job postings included the name of the employer.

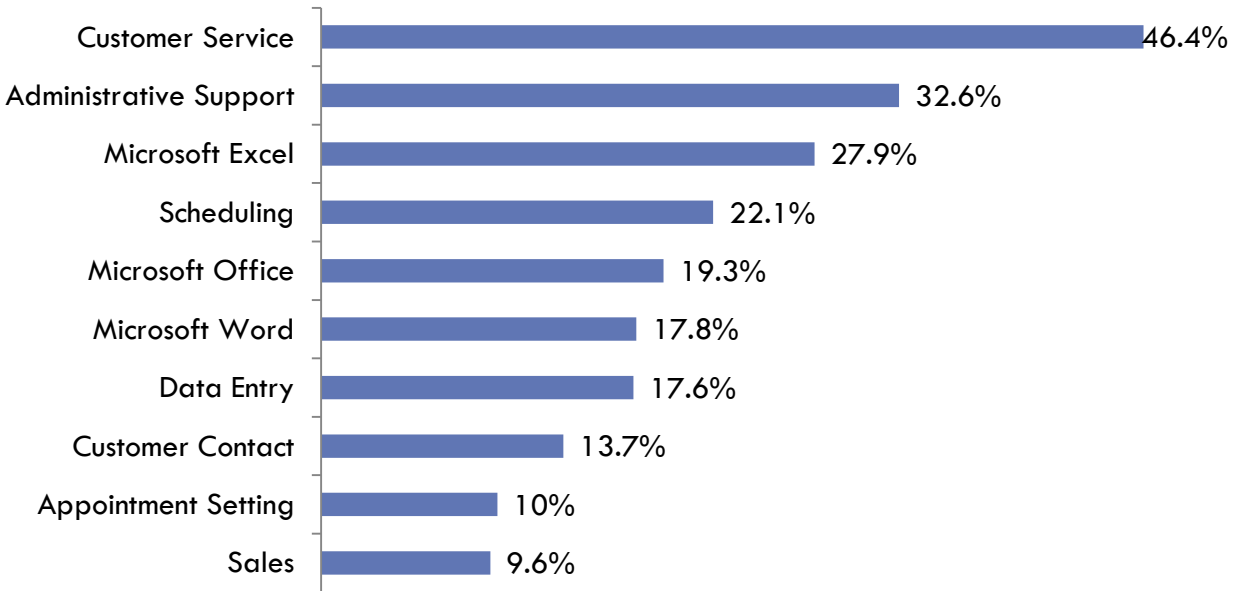
Exhibit 4: Top Employers in the Riverside-San Bernardino-Ontario MSA (n=11,220)



Source: Burning Glass

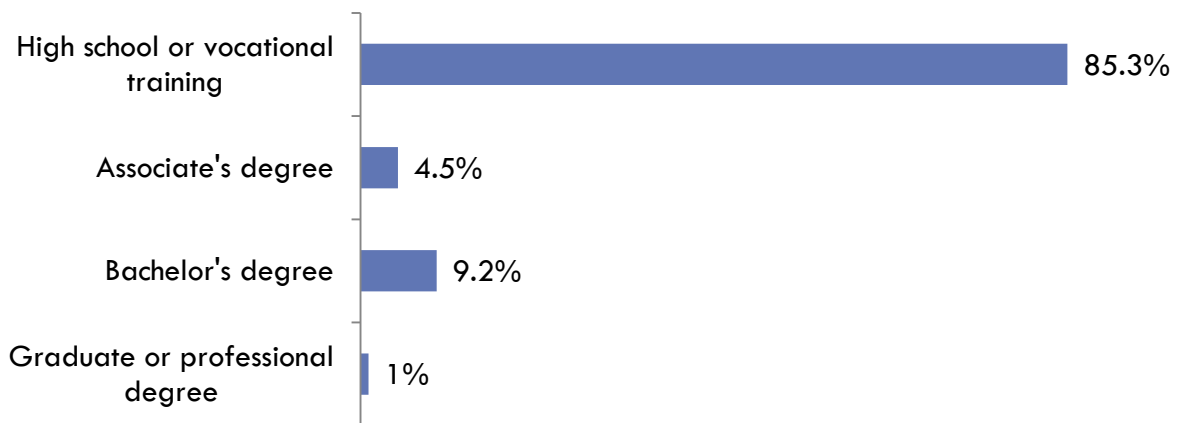
Exhibit 5 lists the top 10 skills mentioned in job postings for business information workers. Top skills include: customer service, administrative support, and Microsoft Excel. Please see the business information worker website to view the general pathway skills and certifications list for this pathway: <http://ict-dm.net/biw>

Exhibit 5: Top Skills for Business Information workers (n=11,220)



Source: Burning Glass

Exhibit 6: 2015 Online Job Postings Minimum Advertised Education Requirements for Business Information Workers (n=11,220)



Source: Burning Glass

Student Completions

Exhibit 7 shows the projected 2015-2020 annual job openings for the occupations in Exhibit 1 with an associated TOP6 programs. Exhibit 7 also shows the annual average regional community college awards and the total annual average awards for education institutions outside the California Community Colleges system. Please note, an award is not equivalent to a single person in search of a job opening since students may earn more than one award, such as a degree in addition to a certificate. Please see the business information worker website for course related to this pathway in the Inland Empire region: <http://ict-dm.net/biw-pathway-home/category/inland-empire-biw>

Exhibit 7: Annual Job Openings and Student Completions in Riverside-San Bernardino-Ontario MSA

TOP06	TOP06 Title	Annual Job Openings	Annual Avg Associate Degrees (2012-15)	Annual Avg Certificates or Other Credit Awards (2012-15)	Total Other Ed. Annual Avg Awards (2012-15)
051400	Office Technology/Office Computer Applications	4,038	52	49	194

Occupation Definitions and Reported Job Titles

Court, Municipal, and License Clerks (43-4031)*

Perform clerical duties for courts of law, municipalities, or governmental licensing agencies and bureaus. May prepare docket of cases to be called; secure information for judges and court; prepare draft agendas or bylaws for town or city council; answer official correspondence; keep fiscal records and accounts; issue licenses or permits; and record data, administer tests, or collect fees.

**This title represents a group of more specific occupations, which include: Court Clerks (43-4031.01), Municipal Clerks (43-4031.02), and License Clerks (43-4031.03)*

Customer Service Representatives (43-4051)

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Sample of reported job titles: Account Manager, Account Representative, Call Center Representative, Client Services Representative, Customer Care Representative (CCR), Customer Service Agent, Customer Service Representative (Customer Service Rep), Customer Service Specialist, Member Services Representative, Sales Facilitator



File Clerks (43-4071)

File correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used. Locate and remove material from file when requested.

Sample of reported job titles: Claims Clerk, Clerk, Documentation Specialist, File Clerk, Human Resources Assistant (HR Assistant), Manufacturing Clerk, Medical Records Clerk, Office Assistant, Police Records Clerk, Records Clerk

Hotel, Motel, and Resort Desk Clerks (43-4081)

Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys or cards, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

Sample of reported job titles: Desk Clerk, Front Desk Agent, Front Desk Associate, Front Desk Attendant, Front Desk Clerk, Front Desk Supervisor, Front Office Agent, Guest Service Representative, Guest Services Agent (GSA), Night Auditor

Order Clerks (43-4151)

Receive and process incoming orders for materials, merchandise, classified ads, or services such as repairs, installations, or rental of facilities. Generally receives orders via mail, phone, fax, or other electronic means. Duties include informing customers of receipt, prices, shipping dates, and delays; preparing contracts; and handling complaints.

Sample of reported job titles: Hub Associate, Materials Specialist, Order Analyst, Order Clerk, Order Entry Administrator, Order Entry Representative, Order Processing Clerk, Order Taker, Sales Assistant, Warehouse Clerk

Receptionists and Information Clerks (43-4171)

Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.

Sample of reported job titles: Clerk Specialist, Community Liaison, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler, Senior Receptionist, Unit Assistant



Shipping, Receiving, and Traffic Clerks (43-5071)

Verify and maintain records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products.

Sample of reported job titles: Receiver, Receiving Clerk, Receiving Manager, Shipper, Shipping and Receiving Clerk, Shipping Clerk, Shipping Coordinator, Shipping/Receiving Clerk, Traffic Manager, Warehouseman

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

Sample of reported job titles: Administrative Assistant, Administrative Associate, Administrative Secretary, Administrative Specialist, Administrative Technician, Clerk Typist, Department Secretary, Office Assistant, Secretary, Staff Assistant

Office Clerks, General (43-9061)

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.

Sample of reported job titles: Administration Assistant, Administrative Assistant, Clerk, Customer Service Representative, Office Assistant, Office Clerk, Office Coordinator, Office Manager, Receptionist, Secretary

Office and Administrative Support Workers, All Other (43-9199)

All office and administrative support workers not listed separately.

*"All Other" titles represent occupations with a wide range of characteristics which do not fit into one of the detailed O*NET-SOC occupations. O*NET data is not available for this type of title.*