NORCO COLLEGE

Program Review - Overall Report

Student Services: Student Life

Data Review

2021 - 2024

Program Comparison

How does your program compare to the college in the following areas: age, gender, ethnicity, FT/PT enrollment status?
The number of students who have participated in STUDENT GOVERNMENT went from 17 in the Sprng of 2019 to 14 in the Spring of 2020. This represents a decreased for this program. In age and gender during the Spring of 2020, there was a slight increase in the number of females involved in Student Government (64.29%) compared to the general population (52.65%). Also, in age, there was a greater percentage of students 19 and younger who participated in Student Government (78.57%) compared to the NC general population (34.50%) in Spring 2020. FT/PT and Ethnicity are in alignment with the college as a whole.

Program Comparison: Are there any gaps in demographic areas that need to be addressed?
There are no negative gaps in the demographics. We are always looking for ways to engage a broader demogrphic of student through outreach and collaborations with clubs and organizations on campus.

Program Student Outcomes Comparison

How do student outcomes for your program compare to the college overall in Student Educational Planning, Success, GPA, and Persistence?
The percentage of students in Student Government who have met with a counselor and developed an educational plan is 47.06% during the Spring 2019 term and 50% during the Spring 2020 term. This rate is significantly higher than the general population of students at Norco College which is 13.71%and 11%, respectively.

In looking at all enrollments during the Spring 2019 term 63 students achieved a 79.4% success rate. This rate is higher than the general population of students at Norco College which is 71.3%   When comparing GPA between the college and the program, Norco College students had a 2.78 GPA and students in Student Government had a 3.10 GPA), which is moderately higher in GPA as compared to Norco College students. No data was available to compare persistence rates for this cohort of students.

Program Student Outcomes: Are there any gaps in student subgroups that need to be addressed?
There are no significant gaps in subgroups that need to be addressed at this time.

Assessment Review

2021 - 2024

1. How does this student service area evaluate the quality of service delivery? ("Quality" can be measured various ways: speed of service, student satisfaction with services, accuracy of processing, responsiveness, achievement of SLOs, etc.)

Student Government evaluates the quality of services in two ways: 1) did the leaders in Student Government gain a better understanding of the purpose of shared governance, the Brown Act, and Roberts' Rules of Order than they had prior to joining and 2) were their constituents satisfied with the quality and quantity of opportunities available to them as a result of the leaders using the resources given to them via Student Service Fees.

2. In what ways does this student service area support student learning?

Student Government supports student learning through the philosophy of Learning by Doing. Through field trips, programs, leadership workshops and conferences, and shared governance opportunities. Students are given the chance to implement the knowledge they learn in the classroom and apply it to a real life situation where they have help, support, and constructive criticism if they stumble while attempting to learn a new concept.

3. What strategic goals does this student support service area align with to support the college mission?

2025 Objective 2.4: Increase number of transfers 15% annually.

4. How has assessment data been used to improve this student support program or service?

Student Life uses this data to adjust trainings and workshops on a year to year basis. We also utilize exit interviews to gain a better understanding of what incoming Student Government leaders would need to succeed in their positions.

5. How does this student support service area assure equitable access to appropriate, comprehensive, and reliable services?

Annually, the Associated Students host elections for positions ranging from president to senators to at-large members. The Office of Student Life intentionally seeks out students from a variety of backgrounds to compete for these positions. The diversity of the student body should be reflected in the membership of Student Government. While this has been the case since 2010, this pillar needs to continue to remain at the forefront of our mission,

Program Review: Part 1

EMP GOAL 5. Reduce working poverty and the skills gap.

GOALS AND ACTIVITIES
What are you doing now in support of this goal?
The Student Life Office, along with the Associated Students of Norco College (ASNC), Basic Needs and Wellness,, and Student Activities has worked diligently ove the past several years to establish a Food Pantry on campus emergency housing for our most vulnerable students. This was started during the 2016-2017 academic year. Initially, the Food Pantry was established with private gifts and donations; however, in 2018 - 19, the state created a Hunger-Free Campus Grant which helped to stock the shelves of the Food Pantry, as well as pay student assistants to work the pantry. The student assistants were typically homeless students or students who have struggled with food insecurities. It became a win/win situation for all involved.
After the Food Pantry was successfully up and running, we turned our attention to students with housing insecurities. During the 2019-20 academic year, Student Life sought out ways to house students. Several meetings with hotels managers were arranged. The WoodSprings Suites were the most accommadating of those we met with. A discounted rate of $77 per night (the typical rate is $147 per night). A partnership was created, which made it easy for a student who found him/herself homeless to get checked in with no payment out-of-pocket for the student. A PO was established, and on the recommendation of the dean of Student Life, the General Manager of of hotel would authorize the check-in of the student. To date, 19 student have been removed from a very bad living situation and provided housing on behalf of Norco College. Students have been able to stay anywhere from three days to several months depending on their circumstances. This has been an ideal transisitional situation for students until they find a more permanent living situation.

What are your plans/goals (3-year) regarding this goal?
Over the next three years, Student Life looks to continue this housing program while expanding the education of its existence to more faculty, staff and adminitrators. As more professionals on campus know about our program, we will need to increase the fund used to house student. In addition, as our numbers increase we hope to get even larger discounts from our hotel partner.

EVIDENCE
Do you have assessment data or other evidence that relates to this goal?
We will be assessing the Food Pantry and the Housing Program in the next Program Review.

RESOURCES
Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)
Yes

Program Review Part 2

2021 - 2024

Information/Publication Review

Please discuss any publications or published information that require regular updates for your area.
The Basic Needs & Wellness website has been updated regularly. This resource has become the primary guide to direct students towards getting the resources they need to aid during difficult times. Here is the Basic Needs and Wellness
website: https://www.norcocollege.edu/services/studentLife/bn/Pages/index.aspx

Program Review Reflections

What would make program review meaningful and relevant for your unit?
Student Life's Program Review could benefit from qualitative data sections being substituted for quantitative data. Student stories, interviews, and focus groups are more condusive towards understanding our unit and the impact we have on students.

What questions do we need to ask to understand your area's plans, goals, needs?
Are students with food insecurities being assistant in a timely manner?

Could the Food Pantry's funding be increased?

Are students with housing insecurities being assistant in a timely manner?

Could the housing budget be increased

What types of data do you need to support your area's plans, goals, needs?
Objective Thrid-Party Qualitative Data would be helpful as we look at both food and housing insecurities across campus.

If there are any supporting documents you would like to attach, please attach them here.
2014-17_STUDENT_SERVICES_STUDENT_LIFE_ResourceRequests.xlsx
2014-17_STUDENT_SERVICES_STUDENT_ACTIVITIES_ResourceRequests.xlsx

Resource Requests

2023 - 2024 Update

Resource Request

What resources do we already have?
Student Life, with financial support from the CCCCO, was able to hire a full-time Supervisor for Basic Needs and Wellness in August 2022.

What resources do you need?
The demand for Basic Needs at NC is extremely high. We are asking for a Support Services Specialist

Request related to EMP goal or Assessment?
EMP Goal 3,EMP Goal 5

$ Amount Requested
75,000

Resource Type
STAFF: Classified Professional, Confidential, Manager

Potential Funding Source(s)
Equity,CTE: Strong Workforce Project (SWP),Guided Pathways,GRANT: Here to Career Title V

The evidence to support this request can be found in:
Assessment Review

Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.
"Low-income college students are struggling to balance success in the classroom with meeting basic needs—including stable access to adequate amounts of food. While temporary measures have made CalFresh food assistance—known nationally as the Supplemental Nutrition Assistance Program (SNAP)—easier for students to access during the COVID-19 crisis, federal guidelines create enrollment hurdles for students and complexity for the state and its higher education system. In addition to demonstrating their income eligibility, college students must typically also receive certain kinds of financial aid or participate in specific types of employment to qualify for the program. California's community colleges, which serve large shares of low-income students, are working to reduce some of these hurdles through basic needs centers" (https://www.ppic.org/blog/basic-needs-centers-at-california-colleges-can-help-fight-student-hunger/). NC was one of the leaders in the state of California when implementing a food pantry. The need is larger than ever, but the staffing levels have not kept pace. This department needs to be more than just a one-person show. Our Basic Needs students need our help, but so does our Supervisor who is working literally 24/7 to keep our students feed and housed.

Two EMP Goals 3 and 5 (equity and reducing poverty) are met by fulfilling this staffing request. Our most vulnerable students deserve our support.

This request for my area is Priority #:
1

Is this request:
New

Resource Requests

Funding Status

Notes

Council Ranking

2022-23 Council Ranking

2022-23 Notes

2023 - 2024 Update

Resource Request

What resources do we already have?
We currently have a Supervisor for Basic Needs and Wellness
What resources do you need?
Resource Specialist to work with local non-profits and government agencies to assist students with receiving Basic Needs not offered at NC.
Request related to EMP goal or Assessment?
EMP Goal 3,EMP Goal 5
$ Amount Requested
95,000
Resource Type
STAFF: Classified Professional, Confidential, Manager
Potential Funding Source(s)
Equity,CTE: Strong Workforce Project (SWP),Guided Pathways,College Futures Foundation
The evidence to support this request can be found in:
Assessment Review
Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.
"Basic needs centers are intended to be points of contact for students across California's higher education systems—the University of California (UC), the California State University (CSU), and the California Community Colleges (CCC)—for services such as food pantries, housing assistance, and access to safety net programs like CalFresh. Even though the CCCs enroll a higher proportion of low-income students than UCs and CSUs, funding for and implementation of these centers on community college campuses have lagged" (https://www.ppic.org/blog/basic-needs-centers-at-california-colleges-can-help-fight-student-hunger/).

The Basic Needs & Wellness Center is positioned to help 100s of students. However, with the help of 1 to 2 more staff members, they could help 1,000s of NC students annually. This would help bridge the Equity Gap (Goal 3), as well as reduce working poverty and the skills gap amoung our students (Goal 5).
This request for my area is Priority #:
2

Resource Requests

Is this request:
New

For Administrative Use Only

Funding Status

Notes

Council Ranking

2022-23 Council Ranking

2022-23 Notes

2023 - 2024 Update

Resource Request

What resources do we already have?
Basic Needs and Wellness shares space in the Engagement Center; however, due to the vast amounts of resources needed to support our students (food, clothing, toiletries), Basic Needs has out grown that space within their first 7 months since the Supervisor was hired.

What resources do you need?
Cubicle and office space for Basic Needs and Wellness student assistants, interns, and private meetings to discuss sensitive topics.

Request related to EMP goal or Assessment?
EMP Goal 5,EMP Goal 12

$ Amount Requested
15,000

Resource Type
BUDGET: Facilities Building, Remodel

Potential Funding Source(s)
Equity,Guided Pathways,CTE: Strong Workforce Project (SWP),General Fund

The evidence to support this request can be found in:
Program Review: Part 2

Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.
"The state and its higher education systems have committed to developing on-campus resources to fight student hunger. As part of their effort to eliminate food insecurity and improve college affordability, basic needs centers need robust systems to help low-income students access the nation's primary food assistance program. Given complex and shifting state and federal policies around student eligibility, these centers play a vital role in helping students get much-needed support" (https://www.ppic.org/blog/basic-needs-centers-at-california-colleges-can-help-fight-student-hunger/).

Resource Requests

Space allocation is needed to assist staff members in achieving their goal of reducing working poverty among our students (EMP Goal 3). Basic Needs and Wellness, like the entire college, is also committed to developing innovative new resources to build and sustain a comprehensive college.

This request for my area is Priority #:
3
Is this request:
New

For Administrative Use Only

Funding Status

Notes

Council Ranking

2022-23 Council Ranking

2022-23 Notes

2023 - 2024 Update

Resource Request

What resources do we already have?
Basic Needs borrows the Student Life Golf Cart
What resources do you need?
Golf Cart for food distribution and mobile Food Pantry set ups throughout the campus.
Request related to EMP goal or Assessment?
EMP Goal 5
$ Amount Requested
10,000
Resource Type
ITEM: Equipment, Services, Software, Furniture
Potential Funding Source(s)
Equity,GRANT: PACES Title V HSI,Guided Pathways,College Futures Foundation
The evidence to support this request can be found in:
Program Review: Part 2
Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.
Students who benefit from Basic Needs represent all of the major on campus. As a result, STEM students and art students need access to food, shelter and resources equally. By developing a rotating schedule whereby our mobile Food Pantry Cart (aka: golf cart) can be positioned at the West End Quad or the STEM Center, as easily as in the middle of campus, is a benefit to students who have not found their way to the Engagement Center. This is an effort to reduce working poverty (EMP Goal 5), as well as expanding access to much needed resources.

Resource Requests

This request for my area is Priority #:
4
Is this request:
New

For Administrative Use Only

Funding Status

Notes

Council Ranking

2022-23 Council Ranking

2022-23 Notes

2022 - 2023 Update

Resource Request

What resources do we already have?
None
What resources do you need?
Students Activity Clerk
Request related to EMP goal or Assessment?
EMP Goal 8,EMP Goal 9
$ Amount Requested
75,000
Resource Type
STAFF: Classified Professional, Confidential, Manager
Potential Funding Source(s)
General Fund
The evidence to support this request can be found in:
Assessment Review,Program Review: Part 1
This request for my area is Priority #:
1
Is this request:
New

For Administrative Use Only

Funding Status
In Progress
Notes
Updated to Student Activity Clerk

Resource Requests

Council Ranking
Annual Update
2022-23 Council Ranking
21
2022-23 Notes

2022 - 2023 Update

Resource Request

What resources do we already have?
$125,000 to operate Commencement; however, with supply chain issues, the pricing for staging, chairs, and set up for large events has gone up drastically.
What resources do you need?
Increase budget for Commencement
Request related to EMP goal or Assessment?
EMP Goal 7,EMP Goal 10
$ Amount Requested
30,000
Resource Type
BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)
Potential Funding Source(s)
Guided Pathways,General Fund
The evidence to support this request can be found in:
Assessment Review,Program Review: Part 1
This request for my area is Priority #:
2
Is this request:
New

For Administrative Use Only

Funding Status

Notes
N/A
Council Ranking
Annual Update
2022-23 Council Ranking
5
2022-23 Notes

Resource Requests
2021 - 2024

Resource Request

What resources do we already have?
Food Pantry Location
What resources do you need?
Stable Funding to Support the Food Pantry. The CCCCO has stopped the Hunger-Free Grant assistance.
Currently, ASNC is supporting the Food Pantry, as well as the Student Life Emergency Fund.
Request related to EMP goal or Assessment?
EMP Goal 3,EMP Goal 5
$ Amount Requested
60,000
Resource Type
BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)
Potential Funding Source(s)
Guided Pathways,Other/None
The evidence to support this request can be found in:
Program Review: Part 1
This request for my area is Priority #:
1

For Administrative Use Only

Funding Status
Completed/Funded
Notes
Funded
Council Ranking
9
2022-23 Council Ranking
N/A
2022-23 Notes
N/A

2021 - 2024

Resource Request

What resources do we already have?
Housing for Homeless Students: This new program was originally funded when the State Chancellor's Office allowed Hunger-Free Grant Funding to be used to help with other Basic Needs. Since then, we have received $20K in funding from ASNC. Also, with the President's help, we have raised $30K for the Student Life Emergency Funds to be used as a secondary source of funding to help cover the hotel expenses at the WoodSpring Suites on Hamner.

Resource Requests

What resources do you need?
Stable budget to assist with students' basic needs, specifically housing.
Request related to EMP goal or Assessment?
EMP Goal 3
$ Amount Requested
100,000
Resource Type
BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)
Potential Funding Source(s)
Equity,Guided Pathways,Other/None
The evidence to support this request can be found in:
Program Review: Part 2
This request for my area is Priority #:
2

For Administrative Use Only

Funding Status
Completed/Funded
Notes
Funded
Council Ranking
16
2022-23 Council Ranking

2022-23 Notes

Submission

2021 - 2024

All parts of my Program Review have been completed and it is ready for review
Yes

2022 - 2023 Update

I would like to submit this update
Yes
The additions or updates to my Program Review can be found in:
Resource Requests