Student Support Council
Minutes for February 27, 2025
12:50 PM-1:50 PM
In-Person Location: Industrial Technology Building (IT), Room 122
ZOOM | Meeting ID: 892 9018 3964 Passcode: 148382

Committee Members (total:15)

Meeting Participants

Committee Members Present | In-Person

Natalie Aceves (co-chair), Samantha Cannon, Sonia Gonzalez, Steven Gonzalez, Lisa Hernandez, Caroline Hutchings, Amy Kramer, Cheryl Kumar(ASNC), Ethan Lumahan (ASNC), Elizabeth Lopez, Jethro Midgett, Damon Nance, David Schlanger, Sheree Summers, Kaneesha Tarrant (co-chair).

Committee Members Present | via Zoom

Vivian Harris (co-chair)

Committee Members Present | Not Present

Lisa Hernandez

Guests:

Brittany Quintanar

Recorder

Cecilia Ramirez

1. **Call to Order**
   - Time: 12:52 PM

2. **Action Items**

   2.1 Approval of Agenda
   - MSC
   - Approved by consensus

   2.2 Approval of Meeting Minutes from November 21, 2024
   - MSC
   - Approved by consensus

3. **Discussion Items**

3.1 Divisional Reorganization Update | [25SPR Reorg Presentation](#)

- **Lead by Dr. Tarrant:**

    Guided by the Strategic Enrollment Management plan and preparing our students for career development. Growing from 4 to 8 Schools, infusing equity throughout the college.

    The college's divisional reorganization plan for 2024-2025 is presented, focusing on streamlining resources and enhancing collaboration to improve student access, success, and equity. The plan includes shifting several departments and programs between divisions, such as moving the Dean of Special Funded Programs to Planning and Development and the Dean of Technology and Learning Resources to Student Services. Some program shifts are on hold pending further developments, like the MESA program and TRIO grants. The reorganization aims to align services with the college's mission and strategic enrollment management plan, with full implementation scheduled for July 2025. Programs shifted to date: Athletics to Dean of Instruction, Dean of Technology and Learning Resources to VP, Student Services.

3.2 Standard of Care Partnership Resource Team – [2025 Spring Flex Presentation](#)

- **Lead by Dr. Tarrant**

    Standard of Care – Page 20

    Implementation of a new standard of care model for counseling services, educational advisors, and tutors across the district's colleges. The model aims to provide consistent support to students, regardless of which college they attend. The team acknowledged challenges in implementing this model, such as lack of a case management system and physical spaces for engagement centers. A Partnership Resource Team (PRT) was invited to help develop an implementation plan. The PRT will also assist in branding the new model and exploring technology for case management. The standard of care is intended to permeate the entire college experience, from onboarding to graduation, and is not limited to specific services or programs. The team also discussed the need to integrate this model with existing special funded programs.

    The goal is to create a model based on FTE's with a team comprised of Counselor (1), Ed Advisor (2), Tutors (10) per 500 students.

    The PRT's first visit is scheduled for 2/28/2025, second visit is 04/10/2025 and the last visit in Fall 2025.

    Invitations have been sent out, but the college community is invited to attend all open attendance sessions

3.3 Priority Registration Workgroup | [Policy](#) and [Administrative Policy (AP) 3055 [A]](#)

- **Lead by Dean Gonzalez**

    Discussion of the priority registration work group at the institution. The group's purpose is to review new or proposed priority registration groups. The current policy was last updated in 2015, and there were discussions about updating it. The committee was also discussing the process of flagging students who become parents, after they apply and how this is reported. The form is located under the Basic Needs and Wellness site, Student Parent Support Center. There were questions about the composition and future of the work group, with

suggestions that it might need to be a standing committee for continuous review.

Key takeaways are Group 1 is determined by the state, group 2 and 3 are at the college level

For group 2 and 3, are determined at the college-level and will be recreated as most members are no longer with the college.

2025-2026 admissions timeline was created, and registration is scheduled to being May 6, 2025, for Summer/Fall.

Priority Registration must be used only during the week of PR, with the exception of some students receiving disability services.

Recommendation to convene the workgroup to update the existing NC PR policy, also include a review of the timeline.

3.4 Mitigating Fraud at Norco College

- **Lead by Sonia Gonzalez**

  Dean Gonzalez addressed the ongoing issue of fraud at Norco College-RCCD and other California community colleges. The colleges are dealing with admissions, enrollment, and financial aid fraud, with a new pattern of "bots" or bad actors taking seats in online and in-person classes.

  The district is implementing measures to combat fraud, including using artificial intelligence to block false applications and requiring additional forms of identification from students. CCCApply has also implemented ID.Me to minimize the fraudulent activity. Students under the age of 18 applying are bypassed from this additional verification step.

  Faculty are encouraged to be more diligent in checking student participation and to drop inactive or no-show students during the census window. If the student does return to the class, faculty may send an email admissions@norcocollege.edu, to reinstate the student.

  Lastly, the Dean of Enrollment Services is working closely with the Deans of Instruction to identify fraud in late-start classes.

4. Information Items

4.1 Student debt

- **Lead by Dr. Tarrant**

  Shared with the council the significant student debt problem, with Norco College carrying nearly $1.5 million in student debt for spring 2025. The college is considering strategies to mitigate this issue while balancing accessibility for students.

Current semesters outstanding balance:				
Row Labels	24SUM	24FAL	25WIN	25SPR
MOV	$ 119,690	$ 500,740	$ 192,034	$ 1,103,729
NOR	$ 144,114	$ 624,874	$ 246,438	$ 1,496,004
RIV	$ 385,909	$ 1,551,302	$ 592,813	$ 4,010,616
Grand Total	**$ 649,714**	**$ 2,676,915**	**$ 1,031,285**	**$ 6,610,349**

  Letter will be set out to students with past term unpaid balances, if dept is not paid the information will be sent forward to COTOP.

  Current threshold is $500, students with a balance over this amount are no longer eligible to register until balance is paid down.

  More information to come addressing this issue/concern.

5. Good of the Order
- Students eligible for CCPG are being charged the full cost of parking, Dean Gonzalez is working with Parking Services to determine the issue.
- Club Rush 3/5 and 3/6

6. Adjournment
Time: 1: 50 PM

Next Meeting:
March 27, 2025
Time: 12:50 PM-1:50 PM
Location: IT-122

Spring 2025 Meeting Dates: ~~February 27~~, March 27, April 24, May 22