



Student Support Council

Minutes for February 24, 2022

12:50-01:50pm

<https://rccd-edu.zoom.us/meeting/register/tJEvceqgpjwpGtZ2WqjGnhPpkeBki5pbZU->

Meeting ID: 952 6388 7302

Committee Members (total:16)

Meeting Participants

Committee Members Present

Natalie Aceves (co-chair), Melissa Bader, Janelle Brekke, Patti Brusca, Lilia Garcia, Tenisha James, Daniela McCarson, David Schlanger, Klutvert Tabot, Kaneesha Tarrant (co-chair)

Committee Members Not Present

Mark DeAsis, Dominique Hitchcock, Lisa Martin, Leticia Martinez, Jethro Midgett (co-chair), John Moore

Guests

Maureen Sinclair

Recorder

Monica Esparza

1. Call to Order

- Time 12:54pm

2. Action Items

2.1 Approval of Agenda

- MSC McCarson/Schlanger

2.2 Approval of December 16, 2021 Minutes

- MSC Tarrant/Brusca

2.3 Present & Review Special Program Charters – Daniela McCarson - *Attached*

- Approved by consensus
 - 2.3 a Charter for EOPS Advisory Group
 - 2.3 b Charter for Foster Youth Workgroup
 - 2.3 c Charter for Undocu Taskforce
 - 2.3 d Charter for Disability Resource Center Advisory Group

3. Discussion Item

3.1 Key Performance I #3 Update – Dr. Maureen Sinclair - *Attached*

Dr. Maureen Sinclair facilitated a presentation and discussion for Key Performance Indicator (KPI) #3 -*Increase capture rate from feeder high schools by 4% annually*. The presentation covered:

- Baseline data from 2018-19 and outcomes for 2019-20 and 2020-21. We have not met our goal primarily due to COVID.
- Current outreach efforts and strategies to increase Norco College's capture rate
- There was robust discussion on the Norco Advantage program. A key point of the discussion focused on course options for students moving into Fall 2022. There was a strong recommendation to use a "Light the Fire" course as part of our Guided Pathways framework. Additional meetings will take place with key stakeholders.

3.2 Student Support Follow-up – Dr. Kaneesha Tarrant/Natalie Aceves

Tabled to March 2022

4. Good of the Order

Admissions timeline is available; 2-term registration was combined again

5. Adjournment

- Time 01:48 pm

Next Meeting:

Date: March 24, 2022

Time: 12:50pm

Location: Via Zoom



Charter for EOPS Advisory Group

February 2022 – June 2023

This Charter is established February 2022 between the EOPS Advisory Group and the Student Support Council to structure the process and planned outcomes included herein thru the 2021-2023 academic years.

Purpose

Title V guidelines to require EOPS programs to hold advisory meetings a minimum of twice a year. The operational advisory group meets to provide vital information, program highlights, student data to both internal and external constituent constituents. The advisory group also receives ideas, guidance and recommendations from members in order to support program and college goals for program and student benchmarks as illustrated in the NC EMP goals and objectives.

Charge

The EOPS Advisory Group is responsible for supporting the goals listed below.

Objective 7.6: Build and support student services to foster student engagement, wellness, and success in the classroom and outside the classroom

Guiding Principles and Assumptions

The guiding principles of this advisory group is to comply with Title V guidelines to hold advisory meetings by working with internal and external constituent groups in support of guiding EOPS/CARE/NextUp students towards academic and personal success based on their educational and career goal through a certificate, training and/or transfer.

Scope & Expected Deliverables

The goal is to collaborate with partners twice a year to discuss issues, program updates, policies and student achievements. The advisory group will assess ways to navigate support for students who struggle to navigate county DPSS services. Work with CSU and other transfer institutions in support of increasing EOPS student success rates. EOPS will collaborate and refer students to other success programs on campus for greater access to support. The advisory group will establish pipeline partnerships with local and regional universities.

Membership

Membership is open to the entire college community. The composition of members include managers, classified professionals, faculty, county, K12, university partners and student representatives.

External members invited to participate represent CSU's, K12, county and community partners.

EOPS Advisory Group meetings are hosted by two facilitators voted into the roles every two years by the advisory group.

Meeting Time/Pattern

The EOPS Advisory Group meets approximately once each semester to discuss issues, policies, and procedures related to the EOPS/CARE/NextUp Programs at Norco College. Meetings occur twice a year. Once in fall (November) and once in spring (May). Each meeting is approximately two hours in length. Co-chairs facilitate the meetings.

Roles of Chairs and Members

The facilitators are accountable to the EOPS Advisory Group to ensure the program meets Title V guidelines and regulations along with the continuity of dialogue during meetings including both internal and external constituent groups.

Members are recognized as stakeholders with important expertise and perspectives relevant to the advisory committee that can help to achieve the charter objectives. Members will actively participate in meetings, deliberations, and decision-making processes. While representing the perspectives of the constituency group to which they belong members will engage in effective dialogue with peers with the intention of finding consensus on all issues that come before the advisory group.

It is recommended that the minute recorder (or a designated delegate) shall prepare notes of each meeting and send it to the advisory group within two weeks of the meeting to fulfill transparent communication reporting.

Meeting Procedures and Expectations

Meeting agendas are issued in advance of meeting times. Meeting agendas are organized to achieve milestones established in the charter and prioritize actions pending, actions required, and problem solving to move the work of the group forward. Either minutes or notes are taken to record the groups progress OR a final summary report is to be submitted/posted.

Members endeavor to:

- appropriately prepare for meetings based on the meeting agenda.
- arrive promptly and stay for the duration of entire meetings.
- participate in a problem-solving approach where the interests of all participants are considered in developing proposals and recommendations and, where appropriate, distinguish between constituency versus college-wide perspectives.

Meeting Procedures and Expectations

- welcome all ideas, interests and objectives that are within the scope of the charter.
- actively listen to engage in respectful and constructive dialogue.
- work with a spirit of cooperation and compromise leading to authentic collaboration.
- move forward once a consensus-based decision has been made.
- continue to progress with the members who are present at each meeting.
- follow through on tasks that are committed to outside of scheduled meetings.



Charter for Foster Youth Workgroup

February 2022 – June 2023

This Charter is established February 2022 between the Foster Youth Workgroup and the Student Support Council to structure the process and planned outcomes included herein thru the 21-23 academic years.

Purpose

The Foster Youth Workgroup is centered on Norco College's mission of access, equity, and success in support of current and future foster youth students. The workgroup receives ideas, guidance and recommendations from internal and external constituent groups in order to support program and college goals as illustrated in the NC Educational Master Plan (EMP). The taskforce in collaboration with various constituent groups to host events for current and future foster students to Norco College.

Charge

The Foster Youth Workgroup is responsible for supporting the goals listed below.

1. EMP Objective 3.5: Reduce the equity gap for Foster Youth by 40%

Guiding Principles and Assumptions

The guiding principles of this workgroup is to work with internal and external constituent groups in support of the successful transition of foster youth students into college and guiding them towards academic and personal success based on their educational and career goal through a certificate, training and/or transfer. Additionally, the workgroup is charged with addressing the key performance indicator, KPI: 12. The group will address strategies and assess progress made in reducing the equity gap among foster youth.

Scope & Expected Deliverables

The goal is to collaborate with these partners every other month to discuss mutual events, plan visitations, onboarding activities, student issues, program updates, policies and student achievements. The workgroup will assess ways to navigate support for students who struggle to navigate services. The workgroup serves as a pipeline to local high schools and public agencies that support foster youth and work to reduce the equity gap among foster youth at Norco College.

Membership

Membership is open to the entire college community to include classified professionals, faculty, administrators, and students. Facilitators will guide meetings and plan agendas. Facilitators are nominated by the workshop and serve for two years in the role.

External members are specifically identified and invited to serve for a two-year commitment and is based on expertise serving and supporting foster youth in the community.

- Riverside DPSS Liaison
- Foster Youth Housing Agencies
- RCOE Liaison
- CNUSD Liaisons

Meeting Time/Pattern

Meetings occur 4-5 times per a year. Twice in fall, once in winter, and twice in spring. Each meeting is approximately 1.5 hours in length. Facilitators host the meetings via zoom or in-person.

Roles of Chairs and Members

The Foster Youth Workgroup meets throughout the academic year to discuss the needs of foster youth, support the seamless transition of high school foster youth to Norco College, plan collaborative events, and to identify strategies to reduce the equity gap of foster youth.

Members are recognized as stakeholders with important expertise and perspectives relevant to the workgroup that can help to achieve the charter objectives. Members that attend and participate in meetings will take part in deliberations, and decision-making processes. While representing the perspectives of the constituency group to which they belong, members are expected to engage in effective dialogue with peers with the intention of finding consensus on all issues that come before the workgroup.

It is recommended that the minute recorder (or a designated delegate) shall prepare notes of each meeting and send it to the workgroup within two weeks of the meeting to fulfill transparent communication reporting.

Meeting Procedures and Expectations

Meeting agendas are issued in advance of meeting times. Meeting agendas are organized to achieve milestones established in the charter and prioritize actions pending, actions required, and problem solving to move the work of the group forward. Either minutes or notes are taken to record the groups progress OR a final summary report is to be submitted/posted.

Members endeavor to:

- appropriately prepare for meetings based on the meeting agenda.
- arrive promptly and stay for the duration of entire meetings.
- participate in a problem-solving approach where the interests of all participants are considered in developing proposals and recommendations and, where appropriate, distinguish between constituency versus college-wide perspectives.
- welcome all ideas, interests and objectives that are within the scope of the charter.
- actively listen to engage in respectful and constructive dialogue.

Meeting Procedures and Expectations

- work with a spirit of cooperation and compromise leading to authentic collaboration.
- move forward once a consensus-based decision has been made.
- continue to progress with the members who are present at each meeting.
- follow through on tasks that are committed to outside of scheduled meetings.



Charter for Disability Resource Center Advisory Group

[February 2022 – June 2022]

This Charter is established between the Disability Resource Center and the Student Support Council to structure the process and planned outcomes included herein during 2021-2022 academic year.

Purpose

The purpose of the DRC Advisory Group is to support Norco College's mission of access, equity and student success for students with disabilities. The Advisory Group brings together college and community members, which include K-12 and postsecondary partners, who focus on the needs of students with disabilities at Norco College and work together to develop strategies to support these students. Maintaining an advisory group related to the needs of students with disabilities is a Title 5 requirement (Title 5 - Section 56050).

Charge

The DRC Advisory Group is responsible for supporting the goals listed below:

- Objective 6.6: Develop regional outreach and recruitment systems
- Objective 7.6: Build and support student services to foster student engagement, wellness, and success in the classroom and outside the classroom.

Guiding Principles and Assumptions

The guiding principle of this advisory group is to comply with Title 5 guidelines to hold advisory committee meetings by working with internal and external constituent groups in support of DRC efforts to provide accessible towards academic and personal success based on their educational and career goal through a certificate, training and/or transfer.

The DRC Advisory Group believes in and supports Norco College's goal of ensuring equal access to educational opportunities for all students. The Advisory Group believes in the ability of students with disabilities to benefit from support services as they work towards their educational and career goals.

Scope & Expected Deliverables

This advisory group includes representation from the community, transfer institutions, county DPSS partners, high schools and Norco College. The goal is to collaborate with partners twice a year to discuss issues, program updates, policies and student achievements. The advisory group will assess ways to

Scope & Expected Deliverables

navigate support for students who struggle to navigate county DPSS services. Work with CSU and other transfer institutions in support of increasing EOPS student success rates. EOPS will collaborate and refer students to other success programs on campus for greater access to support. The advisory group will establish pipeline partnerships with local and regional universities.

Deliverables include:

- Regular and consistent contacts with local K-12, postsecondary, and community service disability support providers
- Recommendations for the improvement of services available to students with disabilities at Norco College
- Ongoing cooperation in supporting DRC activities and disability-related events
- Liaison with community agencies providing services to individuals with disabilities
- Provide consultation on existing DRC policies and procedures and provide recommendations for improvement where necessary
- Increase outreach to K-12 partners and recruitment of students with disabilities to Norco College
- Agenda and meeting notes will be maintained as documentation of fulfillment of Title 5 Advisory Group requirements

Membership

The composition of members includes college managers, classified professionals, faculty, and community partners, including K-12 and postsecondary colleagues who serve students with disabilities at their respective sites. Members of the community are welcome to participate in Advisory Group meetings.

All DRC employees will serve as members of the Advisory Group. There will be opportunities for other employees across all constituencies to participate depending on agenda items specific to their area of expertise.

Meeting Time/Pattern

The DRC Advisory Group meets approximately twice each year. Meetings are held in the Fall and Spring terms. Each meeting is approximately two hours.

Roles of Chairs and Members

The DRC Director will serve as the facilitator of the Advisory Group. The facilitator is accountable to the DRC Advisory Group to ensure the group adheres to the group Charge and meets Title 5 DSPS requirements for the development and facilitation of an advisory group. The facilitator is responsible for preparing agendas and leading meetings of the DRC Advisory Group based on best practices and guidelines for effective facilitation.

Members are recognized as stakeholders with important expertise and perspectives relevant to the strategic charge of the DRC Advisory Group that can help to achieve the charter deliverables. Members are expected to actively attend and participate in all meetings, deliberations, and decision-making processes of the

Roles of Chairs and Members

DRC Advisory Group. While representing the perspectives of the constituency group to which they belong members are expected to engage in effective dialogue with peers with the intention of finding consensus on all issues that come before the advisory group

It is recommended that a notes recorder (or a designated delegate) shall prepare summary notes of each meeting. These notes will be disseminated to the Advisory Group participants to ensure transparent and consistent communication.

Meeting Procedures and Expectations

Members of this governance entity will adhere to meeting and governance best practices as follows:

Meeting agendas are issued in advance of meeting times. Meeting agendas are organized to achieve milestones established in the charter and prioritize actions pending, actions required, and problem solving to move the work of the group forward. Notes are taken to record the group's progress OR a final summary report is to be submitted/posted.

Members endeavor to:

- appropriately prepare for meetings based on the meeting agenda.
- arrive promptly and stay for the duration of entire meetings.
- participate in a problem-solving approach where the interests of all participants are considered in developing proposals and recommendations and, where appropriate, distinguish between constituency versus college-wide perspectives.
- welcome all ideas, interests and objectives that are within the scope of the charter.
- actively listen to engage in respectful and constructive dialogue.
- work with a spirit of cooperation and compromise leading to authentic collaboration.
- move forward once a consensus-based decision has been made.
- continue to progress with the members who are present at each meeting.
- follow through on tasks that are committed to outside of scheduled meetings.



Charter for Undocu-Taskforce

February 2022 – June 2023

This Charter is established February 2022 between the Undocu-Taskforce and the Student Support Council to structure the process and planned outcomes included herein thru the 21-23 academic years.

Purpose

The Undocu-Taskforce is centered on Norco College's mission of access, equity, and success: to create a safe, welcoming atmosphere on campus for students who are undocumented, to identify safe spaces, and train Undocu-Liaisons on best practices to support undocumented student with resources and advocacy. The Taskforce also receives ideas, guidance and recommendations from other college constituent groups in order to support program and college goals as illustrated in the NC Educational Master Plan (EMP).

Charge

The Undocu-Taskforce is responsible for supporting the goals listed below.

1. Increase campus-wide awareness of barriers Undocu-students experience through workshops and trainings
2. EMP Objective 7.6: Build and support student services to foster student engagement, wellness, and success in the classroom and outside the classroom

Guiding Principles and Assumptions

The guiding principles of this taskforce is to foster equitable support and opportunities by working with internal and external constituent groups in support of guiding Undocumented students towards academic and personal success based on their educational and career goal through a certificate, training and/or transfer.

Scope & Expected Deliverables

The goal is to collaborate with partners four times a year to discuss issues, Unity Zone updates, legislation and relevant policies and student achievements. The taskforce will assess ways to navigate support for students who are undocumented.

Membership

Membership is for two years at which time will be revisited. The composition of members includes classified professionals, faculty, administrators, community partners, and local legal services. Facilitators are voted in their roles every two years and will prepare agendas and facilitate meetings.

The Undocu-Taskforce will be comprised of members who are passionate in supporting undocumented students and efforts taking place at the college, community and in the state. The taskforce is an open membership group, yet will include specific external members from the following groups and is based on expertise:

- Legal Services
- Community Liaison
- K12 representative

Meeting Time/Pattern

The Undocu-Taskforce will meet four times a year (twice a semester) during college hour via zoom and/or in-person. The group will convene to discuss current issues, policies, and procedures related to the undocumented students at Norco College.

Roles of Chairs and Members

The facilitators will set the agendas with insight from taskforce members and will guide dialogue during meetings.

Members are recognized as stakeholders with interest to support undocumented students who share perspectives relevant to the taskforce that can help to achieve the charter objectives. Members will attend and participate in meetings, deliberations, and decision-making processes. Information will be disseminated via email and agenda/notes posted on the Unity Zone webpage.

It is recommended that the recorder (or a designated delegate) shall prepare notes of each meeting and send it to the taskforce within two weeks of the meeting to fulfill transparent communication reporting.

Meeting Procedures and Expectations

Members of this taskforce will meet four times per academic year. Meeting agendas are issued in advance of meeting times. Meeting agendas are organized to achieve milestones established in the charter and prioritize actions pending, actions required, and problem solving to move the work of the group forward. Either minutes or notes are taken to record the groups progress, OR a final summary report is to be submitted/posted.

Members endeavor to:

- appropriately prepare for meetings based on the meeting agenda.
- arrive promptly and stay for the duration of entire meetings.

Meeting Procedures and Expectations

- participate in a problem-solving approach where the interests of all participants are considered in developing proposals and recommendations and, where appropriate, distinguish between constituency versus college-wide perspectives.
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KPI # 3

INCREASE CAPTURE RATE FROM FEEDER HIGH SCHOOLS BY 4% ANNUALLY

Baseline	Actual	Actual
2018-19	2019-20	2020-21
784/4354 (18.0%)	755/4358 (17.3%) (18.7%) -1.4%	627/4320 (14.5%) (19.5%) -5.0%

KPI 3 - STRATEGIES

A stylized, geometric illustration of a horse's head in profile, facing left. It is rendered in a light, semi-transparent maroon color, matching the slide's theme. The horse's features, including its eye, ear, and mane, are defined by sharp, angular lines.

- Outreach Efforts:
 - High School Presentations (In-Person and virtual)
 - High School Tabling
 - College and Career Fairs (In-Person and virtual)
 - Community Events
- Capture Rate Efforts:
 - Norco Advantage
 - Application Workshops (In-Person and virtual)
 - Call Center
 - Promise Program Priority

NORCO ADVANTAGE





WHAT IS NORCO ADVANTAGE?

The Norco Advantage Program is intended to prepare students to transition into Norco College seamlessly. Our goal is to provide a space for students to learn about our admissions process, Student Financial Services, learn about *Norco Promise Program*, learn from our Engagement Center staff about the importance of creating your first semester educational plan, and hear more from our Norco College academic counselors.

**Students who participate in Norco Advantage will be put on the priority list for Norco Promise Program*

Contact Us : NorcoAdvantage@norcollege.edu



NORCO ADVANTAGE 2022 REQUIREMENTS

Students must complete the following by April 1st (Hard Deadline):

1. Apply to Norco College
 2. Fill out and submit Norco Advantage Application
 3. Fill out FASFA forms and submit
 4. Fill out Promise Program forms and submit
 5. Attend Norco Advantage (June 18, 2022, and one other date TBD)
 6. Register for ILA-3 course held in the summer (Face to Face or Online)
- ✓ **All graduating Seniors are eligible!**

NORCO ADVANTAGE SUMMER 2022 INCENTIVES

- Cash grant of **\$300** (Given on first day of Norco Advantage)
- Corral Meal Card for \$50
- Bookstore Voucher \$50
- Norco Swag
- Early Registration for Fall and Spring terms
- Priority for Promise Program

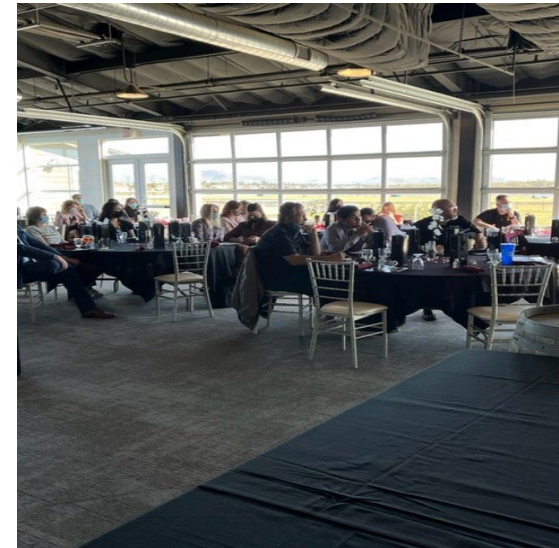
What's Next...

NORCO ADVANTAGE FALL 2022 INCENTIVE PLAN

- Students must register for 12 units by May 30th (English 1A and one TBA are required part of the 12 units)
- **Other incentives to be announced at the first day of Norco Advantage (Fingers Crossed)**

HIGH SCHOOL PRESENTATIONS

- Norco College 101
- Financial Aid
- Promise Program
- CNUSD Administrators Breakfast



HIGH SCHOOL TABLING – CNUSD, JUSD, AUSD

- Table at lunch time
 - Program Flyers
 - Interest sign-up sheets
 - College swag
 - Answer Norco College questions



COLLEGE AND CAREER FAIRS

- Attend College and Career Fairs (in-person or virtual)
- Present on the Norco College general and Special Programs
- Norco College Swag

APPLICATION WORKSHOPS

- Hold application workshops on the high school campus
- Walk students through the application process
- Answer questions on timelines
- Password help
- Hold virtual application workshops via Zoom

COMMUNITY EVENTS

- Attend community events
- Table at Chamber events
- Present at community service club
- Table at Community Career and College Fairs



CALL CENTER

- **Over 12,000 students have been called to date**
- Call prospective students using *Anthology Reach Program*
- Call students with 6 units or under
- Call students who have applied but not registered for any classes
- Coming soon texting students through *Ocelot*

PROMISE PROGRAM

- Give Promise Program presentations to students and parents
- Promise Program Workshops to sign up
- Norco Advantage students have priority to the program



NEED FINANCIAL SUPPORT?



WHAT'S INCLUDED

- Enrollment costs of \$46 per unit (up to a maximum of 12 units)
- Student services fee
- Health fee
- Transportation fee



Scan QR code to Apply Now
and express interest in our
Promise Program!



HOW DO I APPLY?

- Complete Norco College Admissions Application for Fall 2022
- Complete 2022-2023 Financial Aid Application (FAFSA or Dream Act)
- Complete Promise Program online application: *Available January 2022.*
- Complete, sign, and submit a Norco College Promise Program Agreement (sent to you after online application submitted)



ELIGIBILITY

- Must be a first-time college student
- Must stay enrolled in 12 units for Fall & Spring term.
- Must maintain a 2.0 GPA.
- Must be a CA resident or AB540 eligible.
- No income requirements to join.



OUTREACH ACCOMPLISHMENTS

AUGUST 2021 – FEBRUARY 2022

Outreach Activity	Outreach Number of Activities	Contacts Students and Community
Face to face Application Workshops	8	190
Virtual Workshops	5	0 (Count was not collected)
Tabling	11	571
College Fairs	3	65
Community Events	5	211
Presentations Face to Face	9	696
Presentations Virtual	5	175
Calling Student	7 (data sets)	12,239
Totals	53	14,147

QUESTIONS?



NORCO
COLLEGE