Student Support Council
Minutes for September 26, 2024
12:50-1:50pm
Location: Industrial Technology Building (IT), Room 110
ZOOM: https://rccd-edu.zoom.us/j/88443227226?pwd=Rvlt2S2aHexBtKledeZfYa3YQKpLP0.1

Committee Members (total:16)

Meeting Participants

Committee Members Present

Natalie Aceves (co-chair), Kaytlyn Blank, Samantha Cannon, Sonia Gonzalez, Steven Gonzalez, Vivian Harris, Caroline Hutchings, Amy Kramer, Cheryl Kumar, Gustavo Oceguera, David Schlanger, Sheree Summers, Kaneesha Tarrant (co-chair)

Committee Members Not Present
Elizabeth Lopez, Jethro Midgett, 1-vacancy

Recorder
Monica Esparza

1. **Call to Order**

   - Time 12:57 PM

2. **Action Items**

   2.1 Approval of Agenda

   - MSC Harris/Aceves
   - Approved by consensus

   2.2 Approval of Meeting Minutes from April 25, 2024

   - Tabled for next meeting on October 24, 2024

3. **Discussion Items**

   3.1 Review of Student Support Council Charter
   - Kaneesha Tarrant presented Student Support Council Charter-*attached*
     ssc-charter-2021-25.pdf (norcocollege.edu)
     - Reviewed purpose of charter
     - Charge

- Standards
- Guiding Principles and Assumptions
- Scope and Expected Deliverables
- Membership
- Focus on key things for the college, moving forward.
- Charter will sunset at the end of 2024-2025 academic year.

3.2 Meeting Procedures
- Kaneesha Tarrant presented Attendance and quorum procedures for the 2024-2025 academic year-*attached*
  - Moving to all-hybrid leadership council meetings
  - Co-Chair:
    - In-person attendance
    - Remote attendance (due to district travel/business) requires advance notice to co-chairs
      - Include Co-chair remote attendance in meeting minutes (co-chair virtual attendance or absence)
  - Voting Members:
    - Can attend virtually or in-person
    - If you have to be virtual, you have to have your camera on
  - Redefine Quorum
    - 50% +1 of actual attendees (voting members virtual + in-person)
    - 3-person minimum
  - Discussion:
    - Gustavo Oceguera recommended 50% +1 of appointed members, excluding vacancies

3.3 Resources Request Prioritization Plan
- Kaneesha Tarrant presented
  - VP's met with Deans
    - Proposed plan
      - Current Student Support Resource Request form 2024-2027
        - Spreadsheet will be updated on 9/10/2024
      - Student Services Cluster Ranking 9/30/2024
      - VP's & Deans meet to prioritize requests 10/08/2024
      - Review with Student Services Management 10/15/2024
      - Action Item to Student Support Council 10/24/2024
  - Discussion:
    - Recommendation to add a statement/narrative to why the order of ranking
    - Be able to ask question
    - Recommend a timeline

3.4 Charters
- AANHPI SAP Advisory Group
- Commencement
- Diversity, Equity, Inclusion and Accessibility

- Outreach, Norco Advantage, Promise Program
- Racial Justice Taskforce
- Scholarship Committee
- Special Programs
  - DRC Advisory Committee
  - EOPS Advisory Committee
  - Foster Youth Support Network
  - Undocu-Taskforce
- Student Equity Plan Project Team
- Transfer Advisory Committee

4. Information Items
4.1 My Portal
- My Portal demonstration, Friday, September 27, 2024
- Portal goes live on Monday, October 07, 2024 - [MyPortal Staff and Faculty Training video](#)

5. Good of the Order
- Transfer season is upon us-send students to Natalie Aceves in the Transfer Center

6. Adjournment
Time 1:49 PM

Next Meeting:
Date: October 24, 2024
Time: 12:50-1:50pm
Location: IT110

Fall Meeting Dates: ~~September 26~~   October 24   November 21

NORCO COLLEGE

Charter for Student Support Council
August 2021 - June 2025

This Charter is established April 2021 between the Student Support Council and the Institutional Strategic Planning Council to structure the process and planned outcomes included herein thru the 2024-2025 academic year.

Purpose
The Student Support Council (SSC) (Formerly SSPC) coordinates, discusses, and makes recommendations regarding functions, plans, and activities throughout student support services. The SSC provides leadership and retains responsibility for ACCJC Standard IIC, while serving as a communication link to the rest of the college regarding strategic and operational matters associated with their assigned EMP objectives. The SSC makes recommendations to the College Council and the Vice President of Student Services.

Charge
The Student Support Council (SSC) is primarily responsible for assessing and coordinating the listed Educational Master Planning objectives below. Operational items are to be handled at the departmental, task force, project team, or work group level often determined by job title or functional area of responsibility. • Objective 1.2 - Go from 14,624 headcount to 16,581 total headcount • Objective 1.3 - Expand enrollment with strategic groups (Dual Enrollment, International, Online, California Rehabilitation Center, Veterans, etc.) • Objective 1.4 - Increase capture rates from feeder high schools by 4% annually • Objective 2.4 - Increase number of transfers 15% annually • Objective 2.5 - Increase the number of first-time, full-time enrolled students from 508 to 900 • Objective 2.6 - Increase percent of students who receive financial aid from 73% to 81% • Objective 3.1 - Reduce the equity gap for African American students by 40% • Objective 3.2 - Reduce the equity gap for Latinx students by 40%. • Objective 3.3 - Reduce the equity gap for Men of Color by 40%. • Objective 3.4 - Reduce the equity gap for LGBTQ+ students by 40%. • Objective 3.5 - Reduce the equity gap for Foster Youth students by 40%. • Objective 5.1 -Increase the median annual earnings of all students • Objective 5.2 -Increase percent of CTE students employed in their field of study by 3% annually • Objective 5.3 - Increase percent of all students who attain a livable wage by 5% annually • Objective 6.3 - Expand partnerships with regional veterans' services and support organizations • Objective 6.6 - Develop regional outreach and recruitment systems • Objective 7.4 - Develop and implement plan for expanded athletics offerings • Objective 7.6 - Build and support student services to foster student engagement, wellness, and success in the classroom and outside the classroom. • Objective 11.1 - Design intuitive and simple student onboarding system • Objective 11.2 – Implement intuitive and technology-enhanced CRM (e.g., Salesforce) systems for the entire student life cycle ("from recruitment to alumni")

Charge
In the 2020 ISER, Norco College designed two action projects. One is to be coordinated by this Council: ISER Quality Focus Essay (QFE) Project *#2: Implement Student Success Teams in the Schools*

Guiding Principles and Assumptions

The guiding principles for the Student Support Council are:
 	
• Facilitate effective and efficient student services area reviews.
• To utilize service area outcome performance data and student achievement data as a means to inform annual evaluations and summaries.
• Align planning and resource allocation with the institutional mission statement and goals for student achievement.
• Review and revise expected deliverables as needed to meet identified student needs.
 	
Accreditation Standards guiding the Student Support Council are:
 	
• Standard IA, B, C
    • Standard I.A.3
    • Standard I.B.3
• Standard IIB, C
    • Standard II.B.3c
• Standard IIIA.9
• Standard IVA
 	
There is no associated budget with the Council's charge.

Scope & Expected Deliverables
1. Provide guidance and recommendations on student services planning and operational issues including onboarding, enrollment management, program development, support services, special programs development, and student services policy matters. 2. Foster the development of programs and services in accordance with the Education Master Plan. 3. Provide guidance and recommendations on implementation activities for Guided Pathways, student equity, retention, and success. 4. Oversee and support the implementation of the college's Guided Pathways Plan and other related plans. 5. Strategic plan development, revision, and activities related to Student Services. 6. Implement, review, and make recommendations to the pertinent sections of the College strategic plan. 7. Provide guidance and recommendation to enrollment management activities related to achieving annual FTES targets; improving student access, success, and program completion. 8. Communicate, through its members, with the college community on issues and recommendations. 9. Prioritize annual resource requests for Student Services operational areas. In mid-spring of each academic year, the Student Support Council will participate separately in dialogue sessions to 1) self-evaluate the effectiveness of their planning and decision-making processes through the Survey of Effectiveness, 2) self-report on EMP objective progress and appropriate objective assignment, and 3) self-assess the completion of their charter's scope/deliverables during the academic year. In late spring, the Student Support Council will receive an executive summary from each standing committee addressing the above three areas for review and discussion at a designated council meeting. The receiving council (College Council for leadership councils) will make recommendations to, and receive recommendations from, each governance entity based on the results of the self-

Scope & Expected Deliverables
evaluation to determine if a charter needs to be revised/extended or not. The Student Support Council will conduct its evaluation of effectiveness and post an executive summary on the Council's website.

Membership
The Student Support Council (SSC) will be comprised of 16 members inclusive of representatives of all primary constituency groups and assigned or appointed by their respective representative bodies OR defined membership based upon expertise, title, functional area of responsibility, etc. Voting members consist of all members except where noted. The Student Support Council will have three co-chairs (faculty, classified professional, administration) selected from the recommended membership.

- Vice President Student Services, Chair– Administrator
- Administrator with oversight in Student Services – Administrator
- Administrator with oversight of Admissions and Records– Administrator
- Administrator with oversight in Equity– Administrator
- Administrator from Student Services Management Group– Administrator
- SBS/Guidance/Counseling– Faculty
- Counseling Faculty Representative– Faculty
- Counseling Faculty Representative– Faculty
- Faculty rep from Guided Pathways/Faculty Advisors– Faculty
- Faculty rep from Guided Pathways/Faculty Advisors– Faculty
- Representative with knowledge/experience in area of onboarding and enrollment services– Classified Professional
- Representative with knowledge/experience in financial aid programs– Classified Professional
- Representative with knowledge/experience in equity programs and learning communities– Classified Professional
- Representative with knowledge/experience in the area of student success programs and initiatives– Classified Professional
- Representative with knowledge/experience in the area of educational planning or student support programs and resources– Classified Professional
- ASNC representative – Student
- ASNC alternate (non-voting unless primary member is absent) – Student

Meeting Time/Pattern
The Student Support Council (SSC) meets monthly on the fourth Thursday, of the month at 12:50pm to 1:50pm, with Zoom option, for Fall and Spring Terms. Contact the co-chairs to place an item on a future agenda.

Roles of Chairs and Members
The co-chairs are accountable to Student Support Council (SSC) to ensure continuity of dialogue between governance tiers. Co-Chairs are responsible for preparing agenda and facilitating meetings of the Student Support Council (SSC) based on best practices and guidelines for effective facilitation. To the extent possible, co-chair appointments and elections shall be made in staggered terms to help ensure group stability: the faculty co-chair will be elected in even years and the classified professional co-chair will be selected in odd years. It is recommended that the faculty and

Roles of Chairs and Members

classified professional co-chairs are limited to serving a maximum of two, two-year consecutive terms. This is to facilitate broad participation and the rotation of ideas/perspectives, as well as to broaden leadership development opportunities. Previous council membership is not required to serve as a co-chair.

Members are recognized as stakeholders with important expertise and perspectives relevant to the strategic charge of the Student Support Council (SSC) that can help to achieve the Student Support Council (SSC) charter deliverables (and relevant strategic charge). Members are expected to actively attend and participate in all meetings, deliberations, and decision-making processes of the Student Support Council (SSC). While representing the perspectives of the constituency group to which they belong members are expected to engage in effective dialogue with Student Support Council (SSC) peers with the intention of finding consensus on all issues that come before the Student Support Council (SSC).

A co-chair (or a designated delegate) shall prepare a brief summary of each Council meeting and send it to the College community within 24 hours of the meeting to fulfill transparent communication reporting.

Meeting Procedures and Expectations

The co-chairs, and 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. Minutes are taken to record the groups progress.

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.

Attendance & Quorum Procedures for 2024-25 Academic Year:

- Move to all-hybrid leadership council meetings
- Co-chair:
  - In-Person attendance
  - Remote attendance (due to district travel/business) requires advance notice to co-chairs
    - Include Co-Chair remote attendance in meeting minutes (co-chair virtual attendance or absence)
- Voting Members:
  - Can attend virtually or in-person
  - If you have to be virtual, you have to have your camera on!
- Redefine Quorum
  - ==50%+1 of actual attendees== (voting members virtual + in-person)
  - 3 person minimum!