

Student Services Planning Council
March 23, 2016
1:30pm-3:00pm
ST-107

MINUTES

Present: Natalie Aceves, Eva Amezola, Keith Coleman, Hortencia Cuevas, Lilia Garcia, Monica Green, Maria Gonzalez, Tricia Hodawanus, Timothy Huneck, Leticia Martinez, Lisa McAllister, Daniela McCarter, Koji Uesugi

Absent: Mejghan Ahmadi, Miriam Alonso, Patti Brusca, Zina Chacon, Mark DeAsis, William Diehl, Mark Hartley, Monica Huizar, Pam Kollar, Lisa Nelson, David Payan

Welcome

Leticia welcomed the group.

Approval of 2/24/16 minutes

Motion to approve: Maria Gonzalez

Seconded by: Eva Amezola

Approved unanimously

BOG changes 16FAL

Maria Gonzalez presented a PowerPoint overviewing the Fall 2016 Update for BOGW Eligibility (attached). The appeal process will be presented at the next meeting (DeAsis).

Planning Council Survey - 15FAL

Leticia reminded the committee of the reason for performing the surveys, walked through how to find the survey on the website and reviewed the results and discussed some of the comments. The results of the 10 question survey and suggestions consisted of:

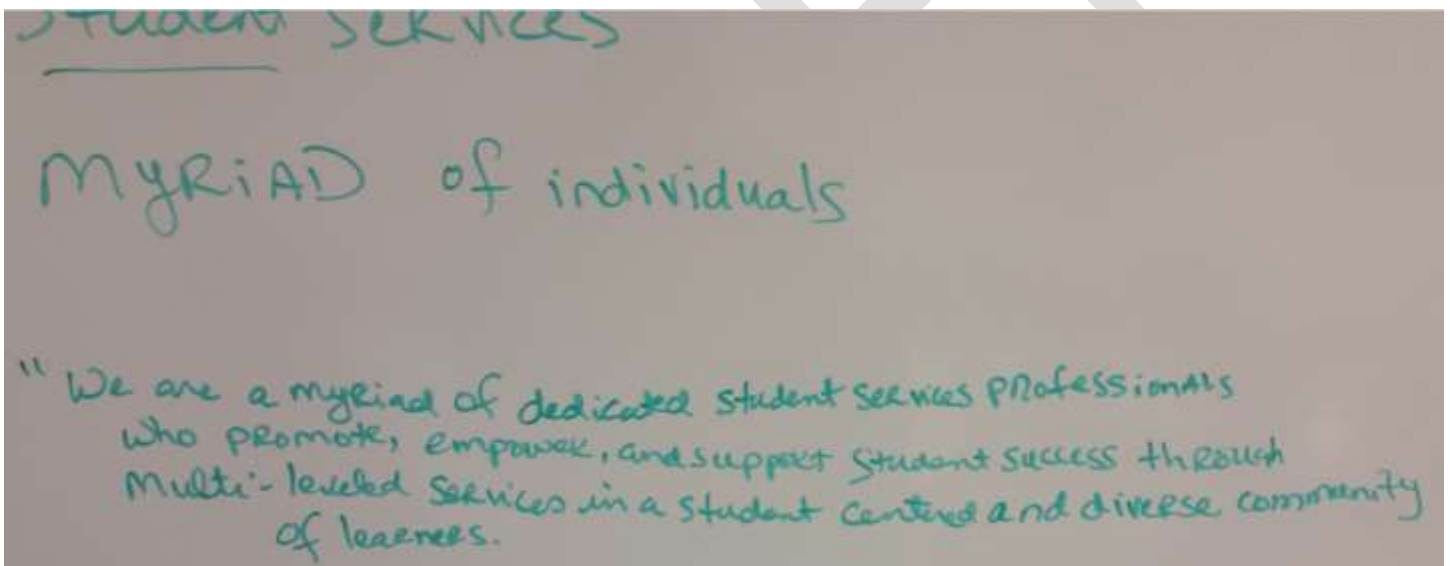
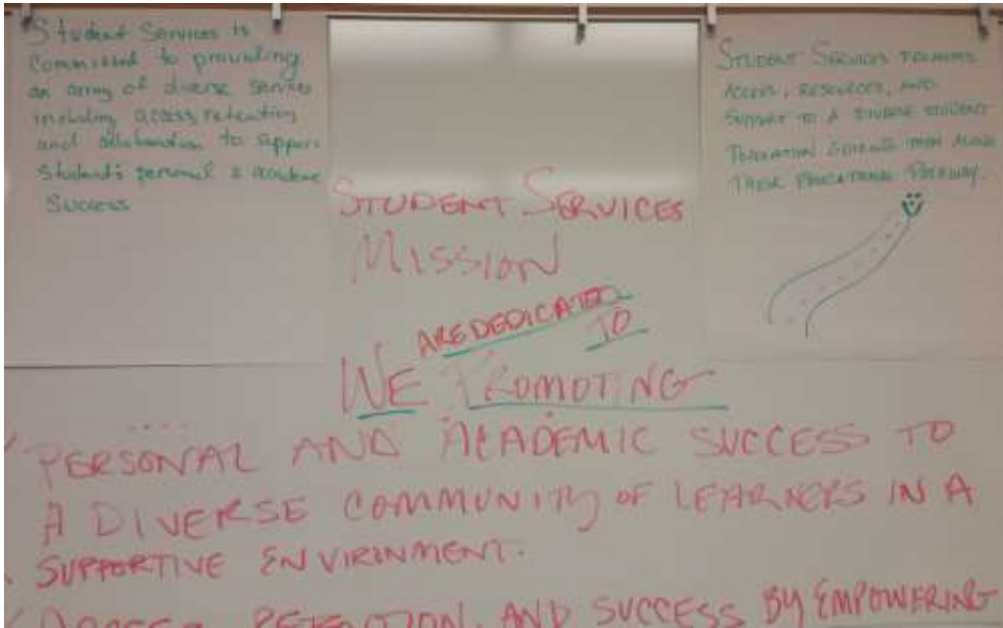
- 13 out of 23 members of SSPC responded (57%)
- more in depth information and discussion regarding the importance of each proposed position before individual ranking is completed
- the timeline will also be adjusted to allow for this change; further discussion will occur to determine ways
- include staff members from one-person departments during discussion to get first-hand information/overview of impact to department and students served
- review membership to ensure proper representation exists
- Dr. Green reviewed the prioritization process as it relates to all three councils

Revision of Student Services Mission Statement

Daniela presented a PowerPoint of various mission statements. The committee broke up into small groups to review the current Student Services mission statement to review how it supports the College Mission, determine if it needs to change and if so, how. The result of the three breakout groups resulted in the following:

- We are dedicated to promoting access, retention and success by empowering a diverse community of learners in their personal and educational pathways.

- Discussion and voting on the recommended changes will occur at the next meeting.



Student Services Program Review Data Reports-14FAL/15SPR
 Tabled until the next meeting

Next meeting: April 27, 2016



BOG Waiver Changes: Fall 2016

Maria Gonzalez
Student Financial Services
Norco College

Update for BOGW Eligibility

NEW:

The California Community Colleges Board of Governors approved a policy change that will take effect in fall 2016 as part of the Student Success Act of 2012 (SB 1456).

- Students must now meet satisfactory academic and progress standards to be eligible to receive the BOGW. Students with two consecutive semesters of not meeting academic and/or progress standards will lose their BOGW beginning in the fall 2016.

What are the RCCD Satisfactory Academic and Progress Standards?

Once a student has attempted 12 or more units at RCCD, they must:

- Have a cumulative grade point average (GPA) of 2.0 or above **AND**
- Have completed more than 50% of their attempted units successfully

Loss of BOG Eligibility

Students on Dismissal will lose their BOG waiver eligibility.

Notification:

Students will be notified via email regarding loss of BOG waiver eligibility and their award letter on Web Advisor will reflect the loss of the BOG waiver.

How Does a Student Regain BOG Eligibility?

1. Attend class without a BOG waiver and meet cumulative SAP standards
2. Appeal
3. Not attend RCCD for 1 year

Estimated Numbers of Students Affected

FALL 15

10,000

Norco Student Population

1,000

Students on dismissal

500

Financial Aid eligible students

5% (on dismissal and on financial aid)



Questions?

RENEWING OUR STUDENT SERVICES MISSION STATEMENT

Daniela McCarson

March 23, 2016

WHY UPDATE OUR MISSION STATEMENT?

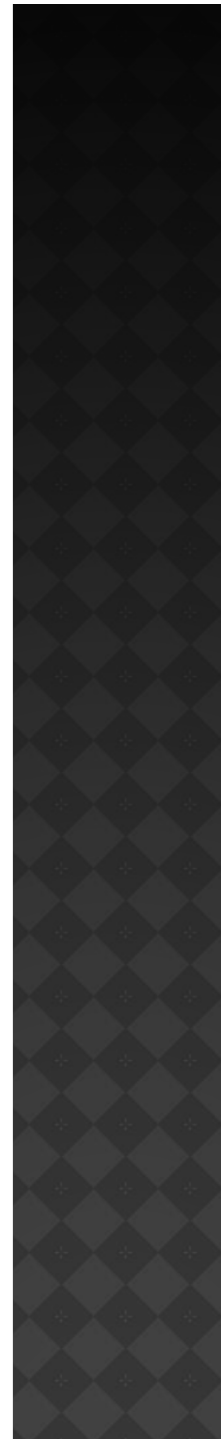
- ◎ It is our opportunity to define our student services purpose in 30 seconds or less.
- ◎ We want to capture what we stand for in a brief and memorable way.
- ◎ This is how we show our commitment to students, peers and the college!
- ◎ It gives us a chance to renew ourselves as we continue to evolve in what we do.





Mission Statement

"Apple is committed to bringing the best personal computing experience to students, educators, creative professionals and consumers around the world through its innovative hardware, software and Internet offerings."





McDonalds

McDonald's vision is to be the world's best quick service restaurant experience. Being the best means providing outstanding quality, service, cleanliness, and value, so that we make every customer in every restaurant smile

Disney Walt Disney World[®]
RESORT



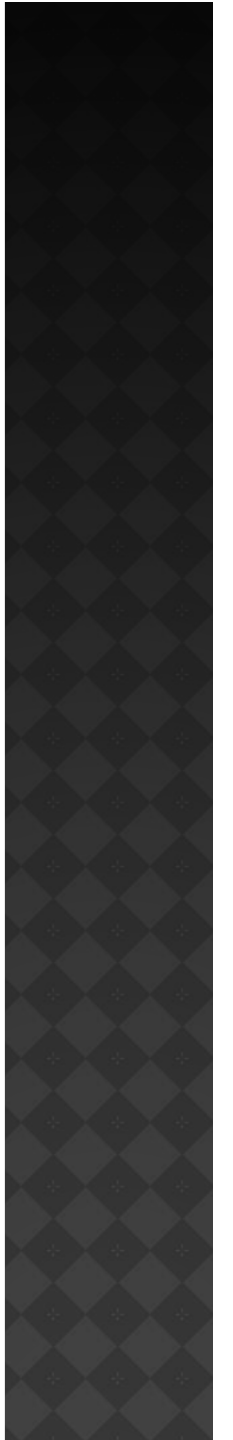
Disney

*"We create happiness by providing
the finest in entertainment
for people of all ages, everywhere."*

Google™

Google™

*"To make the world's information
universally accessible and useful"*





To refresh the world...
To inspire moments of optimism and
happiness...
To create value and make a difference.





Wal-Mart

To help people save money so
that they can live better

NORCO COLLEGE'S MISSION STATEMENT:

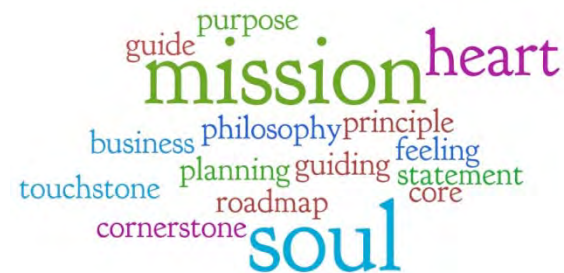
Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

The logo features the word "MISSION" in a large, bold, gold-colored font with a 3D effect. Below it, the word "statement" is written in a smaller, lowercase, gold-colored font with a similar 3D effect. The text is set against a white background with a subtle drop shadow.

MISSION
statement

NORCO COLLEGE'S STUDENT SERVICES MISSION STATEMENT:

Our Student Services professionals are committed to empowering college students by enhancing personal and educational achievements through our comprehensive programs and services. Student Services is dedicated to educating, serving, supporting, and promoting student success for a diverse community of learners in a student-centered environment.



OUR TASK TODAY...

Revise our existing mission.... or come up with a new mission statement that matters to all of us and represents who we are and what we do.

- Break out into groups of 4-5 people per group
- Generate key points describing who we are, what we do and how we support the college mission. (10 minutes)
- Group Reports/Discussion



STUDENT SERVICES GOALS:

1. Participate in the program review process on a continuous basis to improve and enhance services and exceed ACCJC standards.
2. Provide a seamless process for admissions and registration into the college.
3. Support the concept that orientation, assessment, and counseling services, including follow-up advising and education planning, are vital for student success.
4. Promote and enhance effective, ongoing communication with students.
5. Provide comprehensive outreach services to prospective and current students within the communities we serve.
6. Empower students by providing mechanisms for student involvement in the planning, decision making process, and evaluation of support services.
7. Provide comprehensive and technologically-advanced student support services that are accessible to all students regardless of location.
8. Collaborate with academic departments and community partners on programs and initiatives designed to enhance equity, access and student success, with an emphasis on recent high school graduates.
9. Provide a safe, inclusive, supportive, friendly, and student-centered environment for a diverse student population.

SSV Goals Suggestion from 1/27/16 Meeting: recommendation was made to move #1 to #9 and rename the “Student Services Goals” to “Guiding Principles.”