

Student Services Planning Council

May 22, 2019

ST 107 (1:30-3:00pm)

Minutes

Members Present: Natalie Aceves (Co-chair), Kimberly Bell, Patti Brusca, Mark DeAsis, Lilia Garcia, Mark Hartley, Tenisha James, Pamela Kollar, Amy Kramer, Daniela McCarson, Gustavo Ocegüera, Kaneesha Tarrant (Co-Chair)

Absent: David Chaney, Maria Gonzalez, Ana Hernandez, Amber Lall, Leticia Martinez, John Moore (Co-Chair), Aimee Nunez

Guests Present: Cynthia Acosta, Kris Anderson, Monica Esparza, Kevin Fleming, Maria Jurado, Samuel Lee, Cecilia Ramirez, David Schlanger, Maureen Sinclair, Erin Spurbeck, Jeanne Wallace

Call to Order: 1:32pm

Approval of Minutes:

Approval of Minutes for March 27, 2019 and April 24, 2019

MSC (McCarson/Brusca)

Approved. Unanimous

I. Action Item(s):

None

II. Information Item(s):

A. Guided Pathways (Tenisha James/Erin Spurbeck)

Tenisha James distributed and reviewed a CCRC handout regarding Guided Pathways Essential Practices and Highlights and discussed next steps (attached).

Erin Spurbeck reported that EduNav is live; districtwide use is approximately 15K and approximately 4K at Norco.

- 29 ADT's are in EduNav; goal is to have every program in EduNav by 19FAL
- Some special populations are opting out because currently EduNav won't plan for some of these
- Student feedback is 3.15 on a 5-point scale (1196 student ratings)
- System is slow which results in difficulty using it
- Students are having difficulty with sign-on
 - Can we get a seamless process?
 - NC.edunav.com solves issue (only one sign-on required)

B. Strategic Development Annual Report (Kevin Fleming)

- The full report was distributed and highlights on pages 2-4 were covered
- Visionary Circle prompted a local donor to contact us to pay off debt of a Norco College foster youth student

Alumni – There are more than 14K alumni and we have never reached out to them. Recently a group convened to see what we could do. We cannot have an alumni association (per district/foundation),

or solicit donations. However, we can have an alumni network who will mentor students. This year each graduating student will receive a Norco College alumni license plate holder. The bookstore will also sell regular Norco College license plate holders. Fall activities include career services.

- C. 2020 Accreditation Institutional Self-Evaluation Report-First Read (Kristine Anderson/Samuel Lee)
Samuel Lee walked the council how and where to access the report online. Student Services area is C.2, with eight subsections. Help was enlisted by distributing worksheet sections for review by council members that need to be completed and returned to Kris Anderson by 6/7/19.

- D. Proposed Student Services organizational changes (Kaneesha Tarrant)

The proposed changes would bring services in line with Guided Pathways and the Educational Master Plan

- School ambassadors will serve as peer mentors in Engagement Centers
- Job descriptions need to be reviewed to be in alignment with duties under the reorganization
- Discussion ensured regarding
 - Placement of various services (Adult Ed, Foster Youth, Outreach & Educational Partnerships, RISE, Veterans)
 - Continuation of certain programs (First Year Experience, Summer Advantage)
 - Distribution of responsibilities for Student Services Deans

- E. Program Review Timeline

Council discussed timeline for 2018-19 Program Review and decided on faculty feedback due date of 6/7/19 and final submission by 6/27/19.

- F. SSPC Survey of Effectiveness Results

Only six responses received; results will be sent out via email

- G. Commencement (Mark Hartley)

New this year:

- Color guard on the field
- Commencement pins
- Moving toward celebrations based on the year Norco became a college
- Drones require approval 30 days before event; none received, so shouldn't have any; if so, they will be confiscated and guests escorted out

- H. Summer/Fall Enrollment (Mark DeAsis)

As of today:

- 19SUM – 1770 students enrolled in 7,946 units
- 19FAL – 2383 students enrolled in 22,165 units
- Live Chat up and running as of 5/6/19
 - 928 contacts; 283 during extended hours 80% positive
 - Lowest activity – Monday; Peak – Wednesday
 - In person visits = 94
 - Weekly emails (5000); weekly texts (4000) to students with registration appointments
 - Some issues occurred due to no staffing available upstairs for computer use

- I. 2019-20 Hours of Operation (Kaneesha Tarrant)

- Summer hours are Monday – Thursday 8:0am – 6:00pm
- Further discussion is necessary to discuss the remainder of the year, taking into consideration:
 - Meeting student needs and decreasing confusion (i.e., which office are open/closed on Friday and evening hours)
 - Areas with limited staffing
 - Weekend college
 - Increase in Friday classes
 - Saturday academy
 - Moving some student use computers to A&R lobby
 - Lowest and peak days for extended hours

Meeting adjourned: 3:00pm