Norco College 2023-2024 SEP Research Findings
Student-Identified Barriers and Recommendations
Onboarding & Retention

	BARRIERS	RECOMMENDATIONS
Enrollment	• Lack of true financial aid knowledge • Inability to communicate with parents the importance /security of tax information. • Strain of financial disbursement after school begins. • Getting started tools (e.g., Canvas, MyPortal, WebAdvisor) not intuitive for those below a Living Wage. • Do not understand enrollment steps. • Unaware of what classes to enroll in • Unable to schedule counseling appointments.	• Clarifying what different financial aid deadlines mean for potential students (E.g., Pell grant). • Provide detailed cost estimates, explain process, and clarify financial aid letters. • Provide simple verbiage about importance and security of tax information. • Create a checklist/quick start guide (of different sites/systems) to improve enrollment navigation. • Improve online accessibility to enrollment. • Communicate (or eliminate) counseling midnight rule. • Empathy training for support staff.
Persisting from 1st to 2nd Semester	• Lack awareness of existing support services • Current modes of communication (student services, events, academic/career paths) do not reach them. • Lack sense of belonging on campus - many expected but did not have any opportunities for online engagement in/outside their courses. • Paying for unused books/materials • Nonprogram/nonconnected students receiving conflicting information from counselors. • Nonprogram/nonconnected students say some instructors cannot teach.	• Communicate HOW to access available free student services early and often. • Communicate events, opportunities to connect including who can join and HOW. • Use multi-mode communications to reach students where they are. • Improve website user experience including self-service information on academic/career paths (this is enrollment and persistence) • Orientation on how to use Canvas, submit assignments and take tests w/o timing out. • Support service hours/modes should consider students needs. • Effective teaching training for instructors. • Empathy training for instructors and staff. • Consistent communication of transfer courses.

Norco College 2023-2024 SEP Research Findings
Student-Identified Barriers and Recommendations
Momentum & Graduation

	BARRIERS	RECOMMENDATIONS
Complete Transfer-level Math 1st Yr.	• Unaware they should complete transfer-level math their 1st year. • Math instructors who do not use Canvas. • Students expected math support course to be tutoring/homework help.	• Communicate everywhere students go for info about course selection AND why they should complete it their 1st year. • Consistent canvas use by instructors.
Complete Transfer-level Eng. 1st Yr.	• Unaware they should complete transfer-level English in their 1st year. • Unexpected heavy workload and poor communication on course expectations	• Communicate everywhere students go for info about course selection AND why they should complete it their 1st year. • Communicate expectations in advance.
Attaining Vision Goal by 3rd Yr.	• Uncertainty on potential paths • Students feel they are left to figure things out on their own. • Students lack clarity on how to schedule counseling appointments.	• Improve communication around alternative and accelerated options. • Improve website self-service information on academic/career paths. • Communicate (or eliminate) counseling midnight rule.
Successful Transfer to 4-Yr	• Students uncertain what transferring would entail. • Students unaware where to go to get transfer questions answered.	• Communicate existing support services. • Alleviate fears by communicating answers to common transfer questions. • Advertise resources and clubs. • Offer opportunities to explore career pathways.