



Norco College
Student Success and Support Program Plan
2014-2015

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Riverside Community College District Measures

- ▶ Mandated Assessment/Orientation/Counseling (AOC) Required 2015
 - ▶ Fall 2001 - Implementation of mandatory AOC
 - ▶ Fall 2002 - Implementation of Early Alert
 - ▶ Spring 2004 - Online Probation Workshop
 - ▶ Spring 2006 - Online Dismissal Workshop
 - ▶ Winter 2010 - Online Orientation/Online Counseling/Abbreviated Ed Plans
 - ▶ **Fall 2014 - Comprehensive Student Education Plans in electronic format (pdf/email)**
 - ▶ **2014-2015 - Implement Elucian Student Planner (online SEP)**

District Measures

continued

- ▶ Enrollment Priorities Modified - Required Fall 2014
 - ▶ Spring 2012 - AP5056 Registration Priorities approved
 - ▶ Fall 2013 - Implementation began
 - ▶ **Fall 2014 - Enforced academic standards for priority groups**
- ▶ Technology Investments - Expected by December 2015
 - ▶ **Fall 2014 - OnBase - Transcript Credit Evaluation**
 - ▶ **Spring 2015 - (expected) Online Educational Plan**
- ca Alternative Placement - Early Assessment Program (EAP) - Effective January 2009 (SB 946)
 - ▶ Summer 2011 - EAP Pass (English/Math) Placement accepted
 - ▶ Other alternative placements include: high school articulated courses, Advanced Placement, International Baccalaureate, Credit by Examination, and college-specific academic intervention programs

SSSP Plan Writing Process

- ▶ Process took place in Student Success Committee
Split the committee up into 2 groups: SSSP vs. Equity
- ▶ Leads: Administrative Lead (Vice President of Student Services), Faculty Lead (Counseling), Staff Lead (Matriculation Program Assistant): Responsible for assigning individuals to write portions of the plan and edit into final version
- ▶ Information in the SSSP Plan was taken from Accreditation Self-Evaluation, Catalog, Program Review, College Planning documents

Key Players :

- ▶ Administrators: Vice President of Student Services, Vice President of Academic Affairs, Dean of Admissions & Records, Associate Dean of Special Funded Programs, Associate Dean of Grants/College Support
- ▶ Faculty: Counseling, English, ESL, Math
- ▶ Classified Staff: Counseling Clerks, Matriculation Program Assistant, Student Success Specialist, Institutional Research Specialist
- ▶ Student Representative

Student Success & Support Program (3SP) Plan Approval Timeline

| Timeline | Task |
|-------------------------------|---|
| Monday, March 10, 2014 | "3SP/Summit Planning" Sub-Committee Meeting |
| Monday, April 7, 2014 | 3SP Plan Drafts Due |
| Monday, April 21, 2014 | 3SP Subcommittee Lead Meeting |
| Wednesday, April 23, 2014 | ISPC First Reading |
| Monday, April 28, 2014 | Present draft to Student Success Committee |
| Wednesday, May 7, 2014 | ISPC Second Reading |
| Monday, May 12, 2014 | "3SP/Summit Planning" Sub-Committee Meeting |
| Friday, May 23, 2014 | Submit final draft |
| Tuesday, May 20, 2014 | COTW Presentation |
| Monday, June 2, 2014 | Present final draft to Student Success Committee |
| June 3 – mid-August | 3SP Lead last minute modifications/Budget development |
| Week of August 25, 2014 | Obtain signatures |
| Friday, August 29, 2014 | Board of Trustee submission completed |
| Tuesday, September 16, 2014 | BOT approval |
| Wednesday, September 17, 2014 | 3SP submission to Chancellor's Office |
| October 17, 2014 | Chancellor's Office Deadline for Submission |

Sharing Information/Data

- ▶ Strategic Planning Process
- ▶ Presented in Committee of the Whole
- ▶ Available on our website on our Student Success Committee page

<http://www.norcocollege.edu/about/president/strategic-planning/Pages/Committees.aspx>

Bringing to Scale the Core Services at Norco College

- ▶ Assessment
 - ▶ Increase staffing, scope, and hours of operation
 - ▶ Improve outreach for high school placement opportunities
- ▶ Orientation
 - ▶ Summer Advantage's Norco Orientation Week (500 students)
 - ▶ Purchased Comevo license to develop college specific New Student Orientation
- ▶ Counseling
 - ▶ Increased counseling and advising (New Hires: Counselor and Ed Advisor)
 - ▶ Using PrepTalk for Online Counseling Services
 - ▶ Classroom/Group SEP development workshops
 - ▶ Summer Advantage Students develop comprehensive SEP
 - ▶ SEP Awareness Initiative

Challenges, Kudos, and Aha Moments

Challenges:

- ▶ Being able to work through the budget process and hiring process (very long)
- ▶ SSSP Plan (since so new) is currently not tied to our Program Review
- ▶ Looking at needs from our 2013-2014 Program Review and build in extra budget
- ▶ Need to DREAM BIG and then tier/prioritize needs so we are able to respond responsibly
- ▶ Degree Audit System—Currently trying to build it up

Challenges, Kudos, and Aha Moments

Kudos:

- ▶ Increased assessment hours to meet need of evening student (30%)
- ▶ Hired Outreach staff - targeting core services
- ▶ Summer Advantage/Collaborating with K-12 district
- ▶ Spreading awareness of Matric/SSSP process so that people understand core services

Challenges, Kudos, and Aha Moments

Aha Moments:

- ▶ A lot of people didn't understand Matriculation and the role of Counseling
- ▶ Questions about what Counseling can do alerted us to the need to inform campus community about the role of counseling- need to include counseling in campus discussions
- ▶ Need to define role of Paraprofessional- What is her scope of responsibility? How can she support counseling?
- ▶ Scaling up case management models (ie EOPS) - we know it works, how do we scale up??
