



C L E G E

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 for the 2024-2025 academic year

Purpose
The Student Support Council (SSC) (Formerly SSPC) coordinates, discusses, and makes recommendations re 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

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In the 2020 ISER, Norco College designed two action projects to be coordinated by this Council. SER Quality Focus Essay (QFE) Project: *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
 - 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 on-campus 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

Scope & Expected Deliverables

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

Membership

The Student Support Council (SSC) 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 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 Advisor Faculty
- Faculty rep from Guided Pathways/Faculty Advisor 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 legal 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 first 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)

Roles of Chairs and Members

classified professional 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