

**OFFICE OF THE VICE CHANCELLOR
EDUCATIONAL SERVICES & STRATEGIC PLANNING**

District Guided Pathways Sub-Committee Meeting

Thursday, March 26, 2026
Zoom Meeting / CAADO 319
3:30 pm – 5:00 pm

MEETING MINUTES

Meeting called to order: 3:40 pm

Present: Steven Butler, Courtney Carter, Herbert English, Adrienne Grayson, Jake Kevari, Deanna Murrell, Nikki Thurston

A quorum was not present at the time of calling the meeting to order, and no votes were taken on the agenda or previous minutes.

I. Standard of Care Updates

The committee presented updates on how each college is operationalizing the “standard of care” framework, with a strong emphasis on restructuring student support, improving case management, and increasing proactive outreach. At Moreno Valley College, there are ongoing efforts to centralize student engagement services into the main Welcome Center space, with additional smaller spaces and a secondary site at the Ben Clark Training Center for public safety pathways. This restructuring is intended to improve collaboration between counselors and educational advisors, though questions remain about how case management will function in practice given staffing limitations, shared counselor roles (e.g., pathway and career/transfer split responsibilities), and space constraints. MVC also noted they currently have four educational advisors in place but are understaffed by two positions, with recruitment and internal transfers in progress.

Riverside City College shared a more developed implementation model, particularly around its educational advisor-led outreach campaigns tied to four institutional priorities: increasing completion of student educational plans (SEPs), ensuring first-year enrollment in math and English, re-engaging “stop-out” students, and reducing excess unit accumulation. RCC described a structured four-week SEP campaign in which counseling appointments were intentionally blocked off for targeted outreach to new students (Fall 2025–Spring 2026 cohorts). Educational advisors directly contacted students and scheduled appointments on their behalf using the SARS system, rather than allowing students to self-book. While this approach initially led to unfilled appointment

slots and operational concerns, the team implemented a flexible adjustment—releasing unfilled appointments to the general population within 24–48 hours—which improved efficiency. By mid-campaign, approximately 70% of appointment slots were filled, with some pathways (e.g., health-related sciences) reaching full capacity, while others experienced lower engagement rates (around 10% contact success in some areas). RCC team has ongoing communication through biweekly check-ins where staff can raise concerns, share barriers, and suggest improvements. These feedback loops have already generated insights related to transcript evaluation and workflow coordination.

II. **Review of Standard of Care BOT Presentation**

The committee reviewed the Standard of Care presentation on 4/7/26 Board of Trustees meeting which outlines the broader vision and progress of the standard of care initiative. The presentation includes foundational frameworks from organizations like Achieving the Dream and the Community College Research Center, emphasizing holistic student support, case management, and reducing the need for students to navigate fragmented services. It also highlights a proposed staffing model (1 counselor, 2 ERAs, and 10 tutors per 500 FTES) and showcases campus-specific innovations: MVC’s operational redesign, Norco’s improvements to case notes and referral systems, and RCC’s data-driven outreach campaigns. Updates on the implementation of Element 451 were also shared, including assigning students to counselors and ERAs, integrating student data labels (e.g., program participation), and upcoming training and campaign development.

III. **Committee Goals for 2025-26**

This item is tabled and will be discussed at a future meeting.

IV. **Next Meeting Date**

- April 23, 2025

V. **Adjournment**

Meeting Adjourned: 4:20 pm