Riverside Community College District DISTRICT MARKETING AND COMMUNICATIONS COMMITTEE

March 10, 2023

https://rccd-edu.zoom.us/j/81681801432?pwd=M3BxYTdxN0g0VVp0UXVuQIBMTkNYZz09

Charge: In support of the RCCD District Strategic Plan, the District Marketing and Communications Committee (DMCC) will work to establish policies and procedures that will provide guidelines and standards for creating and producing marketing, advertising and strategic communications for the District and its colleges.

I. Call to Order

- Welcome CSEA RCC Member Tony Rizo
- Welcome Faculty RCC Member Patrick Scullin
- Thank You for Service and Continued Support of the DMCC Chie Ishihara

II. Approval of Minutes

• December 1, 2022

III. Action Item

• Re-Approve RCCD Acronym Guide

IV. Topics for Discussion

- Presentation by Institutional Research & Strategic Planning
- Future Items
 - Logo Creation
 - Social Media Guide

V. Updates

- Moreno Valley College
- Norco College
- Riverside City College
- District
 - o <u>RCCD-ALL ListServ Guideline</u> Approved on February 24, 2023 by DSPC

VI. Resources

- Request Forms
 - o Graphic Design
 - o <u>Photography</u>
 - o <u>Publicity</u>
- Completed Items
 - o District Brand Guide
 - o MVC Brand Guide
 - o <u>NC Brand Guide</u>
 - o RCC Brand Guide

Upcoming Meeting

• May 5, 2023 at 9:30am

Riverside Community College District DISTRICT MARKETING AND COMMUNICATIONS COMMITTEE Descent on 4, 2000

December 1, 2022 via Teleconference

Committee Members Present

Chie Ishihara Chris Clarke Leslie Vargas Lino Leon Mark Figueroa Noelle Hansen Rebeccah Goldware Robert Schmidt Ruth Leal Thea Quigley Ashley Etchison

Committee Members Absent

Robert Delgadillo Lesley Zavala Brady Kerr Anthony Azarte Mark Knight

District Staff/ Guests

Patrick Scullin

Call To Order

Meeting called to order at 2:00pm. Committee member Leal asked who the Riverside City College (RCC) classified representative assigned the DMCC is. Vice Chancellor (VC) Goldware clarified this was on her agenda to discuss with the CSEA president.

Approval Of Minutes From October 20, 2022

Member Hansen had sent feedback for the minutes to Renee via email. Member Etchison noted she attended the last DMCC meeting and requested the minutes reflect her attendance vs. absence. Member Vargas motioned to approve the minutes with the corrections and member Etchison seconded. (11 ayes)

Listserv Guideline

VP Figueroa asked about the next steps for moving the Listserv Guideline item forward. It was discussed that this item would go through the Academic Senate as an informational or action item. For consistency, it was suggested that the item should be presented as the item was presented/processed at Norco College (NC). Member Leal shared this item would be researched for the path NC followed. Guest Scullin shared this was a new project for RCC's Marketing committee and will confirm next steps.

Listserv backend technology is complex and the goal is to have a live directory like Office 365. The distribution list examples were shared (RCC Library and employee of the month) and the Listserv goal is automated vs. managing lists to distribute information. Member Clarke shared that this is a guideline for best practices and recommendations for communications at the District/colleges. Guidelines can escalate to become a policy and go through an approval process, but the goal is to setup best practices for marketing, communications, etc.

Each college has different governance structure and the goal is to ensure share. The RCCD-All proposal did go through District Strategic Planning Committee (DSPC) for discussion and approval for agreement within internal communication.

RCCD-All Guideline

VC Goldware shared that the RCCD-All guideline has been sent to the Faculty Association chair and CSEA, but she has not received feedback. There were no significant comments or changes on the latest version. Member Hansen inquired about footnote number two which captures all associations, but the word "association" refers to generic labor. There was confusion about the footnotes being in quotes and not clear direction about who the source was. A suggestion was received regarding footnote number two wording received from HRER for number one and five within the document. The second footnote should reflect, "Does not supersede collective bargaining agreements." Member Hansen motioned to approve the document with these changes and member Vargas seconded. (11 Ayes)

Acronym Guideline

HBCU is missing from the guide per member Hansen and requested this be added. DEIA is not in the guide and member Leal requested this be added. Member Hansen asked about adding an acronym for a state bill merging programs and JEDI is the new term per VP Figueroa. Member Clarke shared the Acronym Guide would be a fluid document to add new acronyms and this document would be an appendix for the Writing Guidelines on the District site. Member Leal asked if there will be a statement added to the document for others to contribute acronyms and have a contact email address for changes/additions. The DMCC suggested that the Guide be updated with a date stamp and that the document be reviewed annually. VC Goldware suggested this Guide be a searchable document. The Inland Empire Technical Trade Center (IETTC) and Procurement Technical Assistance Center (PTAC) need to be added to the guide. Patrick Scullin motioned to approve the Acronym Guide and member Leal seconded.

Updates

For MVC, VP Figueroa discussed billboards that were used in the past, how the billboards don't focus on District programs and not just advertised in local areas surrounding the campuses. VC Goldware shared examples like the CTE programs that were focused on Districtwide programs vs. college specific with ads. A recommendation was made about Outreach staff to attend trainings at the various colleges to learn about all three college's programs to promote with students.

NC member Leal shared that there has been an increase in student engagement via social media and on campus with live events. Outreach staff attended the Harvest Festival that was attended by thousands. Member Etchison shared that the eSports tournament was attended by participants and watchers which has been effective engagement post-Pandemic. Member Vargas shared that the 16-piece mailer was sent out to the community and has helped with engagement with the community members. Member Leon shared that students seem more interested in NC after attending the Harvest Festival and suggested Districtwide events to advertise District services. It was discussed

about having more District advertising when folks are onsite for events at the campuses. Member Vargas shared that NC has a PeachJar account which can help push information to the community.

RCC guest Scullin shared that the Marketing committee has started gathering again to discuss the RCC Branding Guide to update the Guide and make it easier to implement. The Marketing committee would like to start a team for logo creation and design. It was discussed on how to start logo creation and updates at RCC might be an incubator to hopefully start a new process that can be duplicated at the other colleges.

At the District, member Clarke extended an offer to the DMCC members to invite External Relations and Strategic Communications unit staff to attend college meetings and have District representation/feedback. Chaffey College's advertisements on the 15 freeway near Eastvale and NC campus was discussed.

Request Forms

The request forms were discussed and shared with the DMCC. Member Leal inquired about a survey. Member Clarke shared that there were a few surveys about students that have left education and the Interact media preference survey incorporated larger area/District survey. There was a state survey with few respondents that did not apply to District areas. There was a request for future projections on enrollment numbers decreasing due to lower population at the high school rate. There was discussion about data for helping with projections and marketing as a District; VC Goldware suggested David Torres from Education Services attend a DMCC meeting to share data details regarding students.

Social Media and Website Guidelines

Member Clarke requested that feedback from the DMCC about the Social Media Guidelines as this is the next item that would be before the DMCC for approval. The website guidelines for NC and District are being worked on as MVC and RCC are already utilizing Modern Campus. Each campus would have website guidelines and discussed in the future with the DMCC.

Next Steps

Renee will reach out to the DMCC for winter/spring availability. The Advancement committee is being formalized as there were membership and language questions. VC Goldware asked CSEA for a new appointment for RCC classified representation for the DMCC.

RCCD Acronym Guide

Α

- AA Associate in Arts
- AAR Annual Assessment Report
- AA-T Associate in Arts for Transfer
- AB Assembly Bill
- AC Academic Council
- ACCCA Association of California Community College Administrators
- ACCJC Accrediting Commission for Community and Junior Colleges
- ACCT Association of Community College Trustees
- ACE American Council of Education
- ACES Academic Counseling and Educational Support program
- ACS Average Class Size
- ADA Americans with Disabilities Act
- ADN Associate Degree in Nursing
- ADT Associate Degree for Transfer
- AHWL Arts, Humanities and World Languages
- ALE Association of Latino Employees
- ALO Accreditation Liaison Officer
- AOE Area of Emphasis (Degree)
- AP Administrative Procedures
- APC Academic Planning Council
- APE Adaptive Physical Education
- APEX APEX Accelerators
- API Academic Performance Index
- APIC Association of Psychology Internship Council
- APRU Annual Program Review Update
- A&R Admissions and Records
- ARCC Accountability Reporting for Community Colleges
- AS Academic Senate
- AS Associate in Science
- AS Associated Students
- ASA Academic Support Assistants (Tutor)
- ASCCC Academic Senate for the California Community
- ASF Assignable Square Feet
- ASMVC Associated Students of Moreno Valley College
- ASNC Associated Students of Norco College
- ASRCC Associated Students of Riverside City College
- ASRCCD Associated Students of Riverside Community College District
- AS-T Associate in Science for Transfer
- ATB Ability to Benefit
- ATEC Applied Technology Building
- AUO Administrative Unit Outcomes

• AY - Academic Year

В

- BAM Budget Allocation Model
- BCTC Ben Clark Training Center
- BEIT Business, Engineering and Information Technology
- BIRT Behavioral Intervention and Resource Team
- BIT Business and Information Technology Department
- BOG Board of Governors
- BOGFW Board of Governors Fee Waiver
- BOT Board of Trustees
- BP Board Policy
- BRAC Budget and Resource Allocation Committee
- BSI Basic Skills Initiative

С

- C&I Curriculum and Instruction Committee
- CAADO District Office
- CAAHEP Commission on Accreditation of Allied Health Education Programs
- CACT Center for Applied Competitive Technologies
- CAFYES Cooperating Agencies Foster Youth Education Support
- CAI Common Assessment Initiative
- CAIR California Association for Institutional Research
- Cal SACC California Student Association of Community Colleges
- Cal SOAP California Student Aid Student Opportunity and Access Program
- Cal WORKs California Work Opportunity and Responsibility to Kids
- Cal-PASS California Partnership for Achieving Student Success
- CalWORKs California Work Opportunity and Responsibility to Kids
- CAP Course Accommodation Plan
- CAP College Advantage Program
- CAPIC California Psychology Internship Council
- CAPM Council on Academic and Professional Matters
- CARE Cooperative Agencies Resources for Education
- CATC Community Adult Training Center
- CBC Community Business Center
- CBO Chief Business Officer
- CBOC Citizens' Bond Oversight Committee
- CC College Council
- CCC California Community Colleges
- CCCAA California Community College Athletic Association

- CCCCO California Community College Chancellor's Office
- CCCSAA California Community College Student Affairs Association
- CCCSE Center for Community College Student Engagement
- CCCSFAA California Community Colleges Student Financial Aid Administrators
- CCCSFAAA California Community Colleges Student Financial Aid Administrators Association
- CCCT California Community College Trustees
- CCLC Community College League of California
- CCO Course Content Outline
- CCSSE Community Colleges Survey of Student Engagement
- CDC Child Development Center
- CEC Community Education Center
- CELSA Combined English Language Skills Assessment
- CEO Chief Executive Officer
- CEOCCC Chief Executive Officers of the California Community Colleges
- CERT Community Emergency Response Team
- CFO Chief Financial Officer
- CI Completion Initiative
- C-ID Course Identification Numbering System
- CIP Curriculum Inventory of Programs
- CJPC Career and Job Placement Center
- CLAVE Chicanos/Latinos Advancing in the Values of Education
- CLEP College Level Examination Program
- CLOs Course-Level Outcomes
- CML Communications, Media and Languages
- CMP Comprehensive Master Plan
- CNUSD Corona Norco Unified School District
- COMM Communications Department
- COA Cost of Attendance
- COC Circle of Change Leadership Conference
- COLA Cost-of-Living Adjustment
- COR Course Outline of Record
- C-PART Crisis Prevention & Response Team
- CPEC California Postsecondary Education Commission
- CPR Cardiopulmonary Resuscitation
- CPR Comprehensive Program Review
- CPROS- Classified Professionals
- CPTESL Computerized Proficiency Test for ESL
- CRC College Resource Center
- CRLA College
- CRT Campus Emergency Response Team
- CSAC California Student Aid Commission
- CSEA California Schools Employee Association
- CSSO Chief Student Services Office
- CSU California State University
- CTA California Teachers Association

- CTE Career and Technical Education Division
- CTEA Career Tech Educational Act
- CTA California Teachers Association
- CWE Cooperative Work Experience
- CWI Center for Workforce Innovation

D

- DBAC District Budget Advisory Council
- DCC District Curriculum Committee
- DE Distance Education
- DE Dual Enrollment
- DEI Diversity, Equity and Inclusion Committee
- DEIA Diversity, Equity, Inclusion and Accessibility
- DEMC District Enrollment Management Committee
- DHH Deaf/Hard of Hearing Services
- DMC Digital Media Center
- DMCC District Marketing and Communications Committee
- DO District Office
- DOB Date of Birth
- DOD Department of Defense
- DOI Dean of Instruction
- DRC Disability Resource Center
- DSCH Daily Student Contact Hours
- DSS Disability Support Services
- DSP District Strategic Plan
- DSPC District Strategic Planning Council
- DTC District Technology Committee

Ε

- EAP Employee Assistance Program
- EC Education Code
- ECE Early Childhood Education
- ECEC Early Childhood Education Center
- ED US Department of Education
- EDD Employment Development Department
- EEO Equal Employment Opportunity
- EERA Educational Employment Relations Act

- EFC Expected Family Contribution
- EIR Environmental Impact Report
- EMP Educational Master Plan
- EMS Emergency Medical Services
- EMT Emergency Medical Technician
- EOC Emergency Operations Center
- EOP Emergency Operations Preparedness
- EOPS Extended Opportunity Programs and Services
- ER&SC External Relations and Strategic Communications
- ESL English as a Second Language
- ED Economic Development

F

- FAFSA Free Application for Federal Student Aid
- FAQs Frequently Asked Questions
- FERPA Family Educational Rights and Privacy Act
- FIG Faculty Inquiry Group
- FKCE Foster and Kinship Care Education
- FLEX Flexible Calendar Program
- FMP Facilities Master Plan
- FMTF Function Map Task Force
- FON Faculty Obligation Number
- FS Faculty Senate
- FSA Federal Student Aid
- FT Full Time
- FTE Full-Time Equivalent
- FTEF Full Time Equivalent Faculty
- FTES Full Time Equivalent Students
- FTS Full-time Student
- FWS Federal Work Study
- FY Fiscal Year
- FYCP Five Year Construction Plan
- FYE First Year Experience
- FYP First Year Pathways
- FYSI Foster Youth Success Initiative
- FYSS Foster Youth Support Services (Guardian Scholars)

G

GAAP - Generally Accepted Accounting Principles

- GASB Governmental Accounting Standards Board
- GC Government Code
- GE General Education
- GED General Education Development
- GELO General Education Learning Outcome
- GIS Geographic Information Systems
- GP Guided Pathways
- GPA Grade Point Average
- GR Government Relations
- GSA Gender Sexuality Awareness Club

Η

- HACU Hispanic Association of Colleges and Universities
- HASS Humanities, Arts and Social Sciences Department
- HBCU Historically Black Colleges and Universities
- HEOC Health Occupations
- HHPS Health, Human and Public Services Department
- HIPAA Health Insurance Portability and Accountability Act
- HR Human Resources
- HRER Human Resources and Employee Relations
- HM Humanities Building
- HS Health Sciences Division
- HSCE High School Concurrent Enrollment
- HSE High School Equivalency
- HSEE High School Exit Exam
- HSI Hispanic Serving Institution
- HSI-STEM Hispanic Serving Institution Science, Technology, Engineering and Math
- HUM Humanities

- IA&ED Institutional Advancement and Economic Development
- ICC Inter Club Council
- ICP Incident Command Post
- IDEC Indirect/Direct Evaporative Cooling
- IDS Instructional Department Specialist
- IE Institutional Effectiveness
- IEAC Inland Empire Athletic Conference
- IEC- Institutional Effectiveness Committee
- IETTC Inland Empire Technical Trade Center

- IG(s) Inquiry Group(s)
- IGETC Intersegmental General Education Transfer Curriculum
- ILO Institution-Level Outcomes
- ILO Institutional Learning Outcomes
- INST Instruction
- IOI Improvement of Instruction
- IPEDS Integrated Post-Secondary Education Data System
- IPRO Institutional Planning and Research Office
- IR Institutional Research
- ISC International Student Center
- ISIR Institutional Student Information Report
- ISP Integrated Strategic Plan
- ISS Institutional-Set Standards
- Industrial Technology
- ITS Information Technology Services

J

- JEDI Justice, Equity, Diversity and Inclusion
- JD Job Description

K

- KIN Kinesiology, Health, & Athletics
- KPI Key Performance Indicators

L

- LANG Languages and ESL Division
- LAO Legislative Analyst's Office
- LAUNCH Launch Apprenticeship Network
- LC Learning Center
- LEH Lecture Equivalent Hours
- LFM Leading from the Middle
- LGA Local Goal Alignment
- LGBTQIA+ Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex, Asexual and More
- LGI Large Group Instruction
- LIB Library
- LLC Library Learning Center
- LLRCC Library and Learning Resource Center Committee

- LMP- Logistics Management Program
- LMS Learning Management System
- LO Learning Outcome
- LRC Learning Resource Center
- LVN Licensed Vocational Nursing

Μ

- MA Management Association
- MA Mutual Agreement
- MAP Media Arts Pathway
- MAP Military Articulation Platform
- MCHS Middle College High School
- MTSC Math and Science
- META My ePortfolio Transfer and Assessment (Program)
- MIS Management Information System
- MLA Management Leadership Association
- MMAP Multiple Measures Assessment Project
- MOE Methods of Evaluation
- MOI Methods of Instruction
- MVC Moreno Valley College
- MOU Memorandum of Understanding
- MQs Minimum Qualifications
- MSC Math Success Center
- MVC Moreno Valley College
- MVV Mission, Vision, and Values

Ν

- NAC Norco Assessment Committee
- NAR (Financial) Need Analysis Report
- NASFAA National Association of Student Financial Aid Administrators
- NC Norco College
- NCATC National Coalition of Advanced Technology Centers
- NFO New Faculty Orientation
- NOC Network Operations Center
- NSF National Science Foundation

- OAC Orientation, Assessment, Counseling
- OC Operation Center
- OCR Office of Civil Rights
- OEC Orange Empire Conference (Athletic Conference within which Norco College previously competed)
- OEI Online Education Initiative
- OER Open Educational Resources
- OI Office of Instruction
- OER Open Educational Resources
- OPEB Other Postemployment Benefits
- OSL Office of Student Life

Ρ

- PA Positive Attendance
- PAB President's Advisory Board
- PACAH Program and Course Approval Handbook
- PARS Positive Attendance Reporting System
- PD Professional Development
- PDC Professional Development Center
- PDC Faculty Professional Development Committee
- PE Physical Education
- PERS Public Employees Retirement System
- PI Proportionality Indices
- PFE Partnership For Excellence
- PIN Personal Identification Number
- PLAC President's Latino Advisory Committee
- PLO Program-Level Outcome
- PLO Program Learning Outcome
- PO Purchase Order
- POST Police Officer Standards and Training
- PR Program Review
- PR Purchase Requisitions
- PRC Program Review Committee
- PSA Personal Services Agreement
- PSC Parkside Complex
- PT Part Time
- PTAC Procurement Technical Assistance Center
- PTSA Parent, Teacher and Student Association

Q

• QFS - Quest for Success

R

- RC Resource Council
- RCC Riverside City College
- RCCD Riverside Community College District
- RFP Request For Proposals
- RJT Racial Justice Taskforce
- ROP Regional Occupational Programs
- ROPE Rights of Passage in Education
- RR Resource Request
- RRO Robert's Rules of Order

S

- SA Summer Advantage
- SAM State Administrative Manual
- SAM System for Award Management
- SAO Service Area Outcome
- SAP Satisfactory Academic Progress
- SAR Student Aid Report
- SARS-GRID Appointment Scheduling and Reporting System
- SAS Student Academic Services
- SB Senate Bill
- SBA Small Business Administration
- SBDC Small Business Development Centers
- SBS Social and Behavioral Sciences
- SC Soccer Complex
- SCFA Southern California Football Association
- SCFF Student Centered Funding Formula
- SCI Science and Technology Building
- SE Student Equity
- SEA Student Equity and Achievement
- SEM Strategic Enrollment Management
- SEOG (Federal) Supplemental Educational Opportunity Grant
- SEP Student Educational Plan
- SERP Supplemental Employee Retirement Incentive Plan
- SFS Student Financial Services
- SHPS Student Health and Psychological Services
- SHS Student Health Services

- SI Supplemental Instruction
- SID Student Identification
- SLA Service Level Agreement
- SLO Student Learning Outcomes
- SLOAC Student Learning Outcomes Assessment Cycle
- SLPA Speech-Language Pathology Assistant (Program)
- SMART Specific, Measurable, Attainable, Realistic/Relevant, Timely/Time-Bound
- SOU Statement of Understanding
- SP Strategic Plan
- SPC Strategic Planning Council
- SPGM Strategic Planning and Governance
- SPO Student Performance Objectives
- SQL Structured Query Language
- SRTK Student Right To Know
- SS Student Services
- SSC Student Support Council
- SSCCC Student Senate of California Community Colleges
- SSL Student Success Leaders (Student Assistants)
- SSN Social Security Number
- SSOs Student Services Outcomes
- SSS Student Support Services
- SSS/SSS RISE-TRIO- Student Support Services/Realizing Individual Success through Education
- SSSP Student Success and Support Program
- SSV Student Services
- ST Science and Technology
- STACC Stretch Accelerated Composition
- STARS Scholars Transitioning and Realizing Success
- STEM Science, Technology, Engineering and Mathematics
- STEM STEM Center
- STRS State Teachers Retirement System
- STU Student Services Building
- SWACC Statewide Association of Community Colleges
- SWOT Strengths, Weaknesses, Opportunities and Threats
- SWP Strong Workforce Program
- SYP Second Year Pathway
- S&K Science and Kinesiology Department

Т

- TA Teaching Assignment
- TABE The Association of Black Employees
- TAG Transfer Admission Guarantee

- TANF Temporary Assistance to Needy Family
- TBA To Be Arranged
- TBD To Be Determined
- TCO Total Cost of Ownership
- THTR Theater
- TLC Teaching and Learning Committee
- TMC Transfer Model Curriculum
- TOEFL Test of English as a Foreign Language
- TOP Taxonomy of Programs
- TRANs Tax Revenue Anticipation Notes
- TSS Technology Support Services

U

- UB Upward Bound
- UC University of California
- UDL Universal Design Learning

V

- VA Veterans Administration
- VAMS Visual Arts and Media Studies
- Vet2Vet Veterans Crisis Hotline
- VFS Vision for Success
- VOIP Voice Over Internet Protocol
- VPAA Vice President Academic Affairs
- VPAS Vice President of Business/Administrative Services
- VPBS Vice President, Business Services
- VPI Vice President of Instruction
- VPPD Vice President, Planning and Development
- VPSS Vice President, Student Services
- VRC Veterans Resource Center
- VRS Veterans Resource Center
- VTEA Vocational and Technical Educational Act

- WAIII Workability III
- WASC Western Association of Schools and Colleges
- WC Writing Center
- WEB CMS Web Curriculum Management System
- WED Workforce and Economic Development
- WEQ West End Quad
- WIB Workforce Investment Board
- WOEX Work Experience
- WSCH Weekly Student Contact Hours

^{*}Please email Renee Vigil at <u>Renee.Vigil@rccd.edu</u> if you have updates or additions to the Acronym Guide.