



STUDENT SUPPORT SERVICES TRIO

TRiO STUDENT SUPPORT SERVICES Participant Handbook

Phillips Community College of the University of Arkansas

2020-2021

Arts & Sciences Building Room C302
Phillips Community College of the University of Arkansas
1000 Campus Drive
Helena-West Helena, AR 72342



TRiO PROGRAM

Student Support Services

2020-2021 Participant Handbook

Welcome to Phillips Community College of the University of Arkansas' Student Support Services! Student Support Services is a TRiO Program funded by the U.S. Department of Education to help first-generation, income-eligible students achieve college success. We are excited about your decision and commitment to join us in our efforts to develop a program specifically designed to serve your needs as a PCCUA student.

Student Support Services has one goal for all of our students: SUCCESS. Whether that success for you means personal achievement, academic excellence, or career preparedness, Student Support Services is here for you. As a Student Support Services participant, you will have the opportunity to attend interesting, informative workshops designed to meet specific academic and personal needs, and to receive tutoring from qualified, trained tutors to help you be successful in your academic and vocational courses. In return for the benefits we provide our students for participation, we ask only for your commitment to your own success.

We look forward to this new academic year and hope that it brings success for us all!

Sincerely,

A handwritten signature in blue ink that reads "Clarence Hayes".

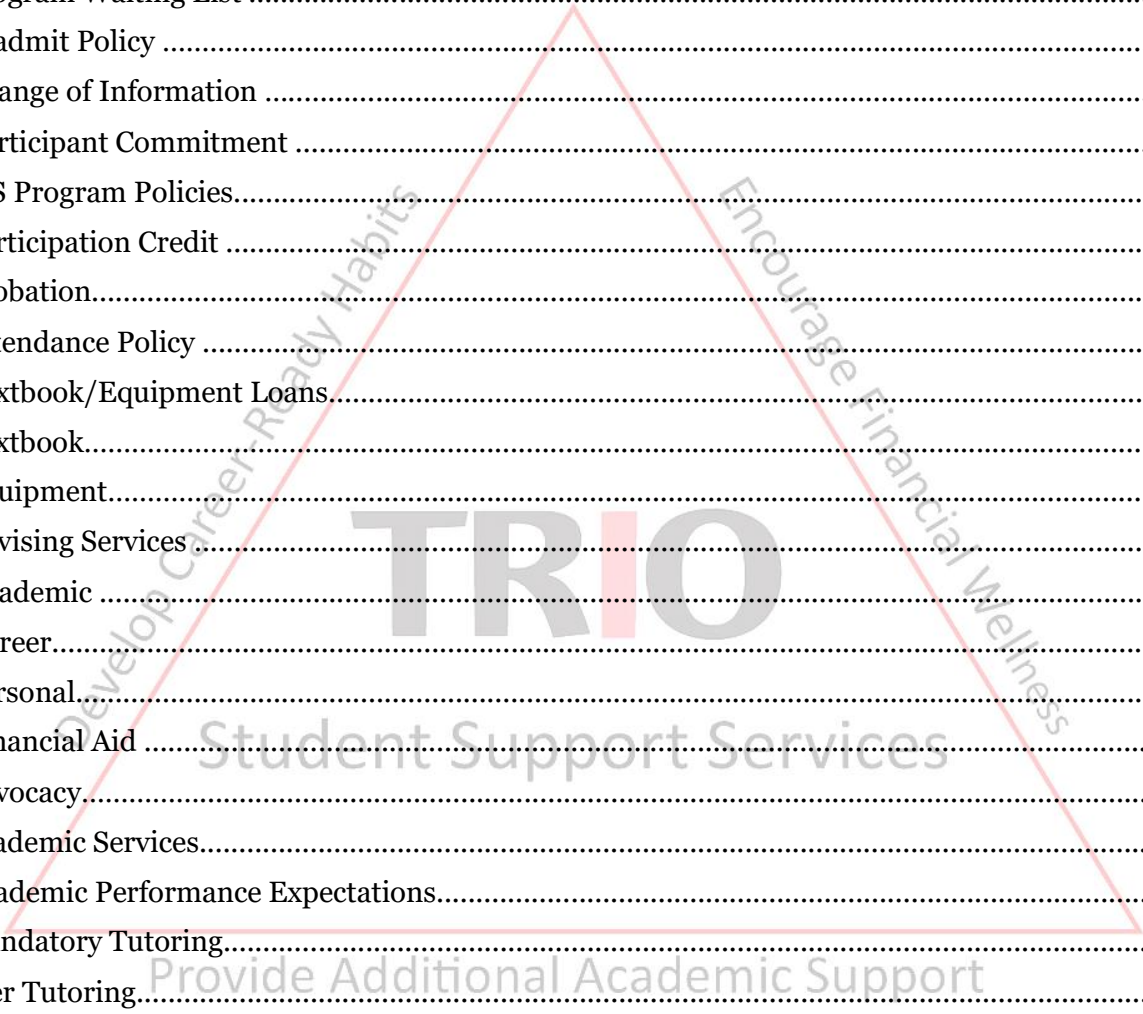
Clarence Hayes, Ph.D.

Director
Student Support Services
Phillips Community College of the University of Arkansas
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TRiO
STUDENT SUPPORT SERVICES
Where Success Begins

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What is Student Support Services?

Student Support Services is one of the eight Federal TRiO Programs funded through the United States Department of Education. Other TRiO Programs include Upward Bound, Upward Bound Math/Science, Upward Bound Veterans, Educational Opportunity Centers, Ronald E. McNair Post Baccalaureate Program, Training Program for Federal TRIO Programs Staff, and Talent Search. These programs are designed specifically to assist limited income, first-generation college students, and/or students with a disability enroll in and successfully graduate from a post-secondary educational institution. There are over 1,200 TRiO programs throughout the country assisting college students just like you. Phillips Community College of the University of Arkansas hosts two of these programs: Student Support Services and Gear Up.

PCCUA's Student Support Services program is funded to serve 257 students. To qualify for SSS services, currently enrolled PCCUA students must be enrolled full-time and must meet at least one of the following criteria:

1. Be a first-generation college student. (Neither parent has a four-year college degree.) OR
2. Come from a low-income family (based on taxable income.) OR
3. Have a documented disability.

SSS offers these services to help you achieve college success:

- Tutoring & Academic Support
- Academic Advising
- Workshops
- Campus Visits
- Grant Aid
- Text Book Loans
- Electronic Equipment Loans

Student Support Services Staff

SSS offices are located on the Helena campus in the Arts and Science Building room C302. Daily hours are 8:00 a.m. to 4:30 p.m., Monday through Friday.

Clarence Hayes, Ph.D., Director

Office Phone: 870-338-6474 ext. 1110

E-mail: chayes@pccua.edu

Douglas Bielemeier, Assistant Director

Phone: 870-338-6474 ext. 1135

E-mail: dbielemeier@pccua.edu

Adline Chandler, Tutor Coordinator

Phone: 870-338-6474 ext. 1278

E-mail: achandler@pccua.edu

Carolyn Holloway, CAT Lab Coordinator

Phone: 870-338-6474 ext. 1102

E-mail: cholloway@pccua.edu

Jacqueline Johnson, Project Assistant

Phone: 870-338-6474 ext. 1175

E-mail: jdjohnson@pccua.edu

Students are welcome to drop into the Student Support Services offices any time during office hours.

Mission Statement

The mission of Student Support Services at Phillips Community College of the University of Arkansas is to provide an academic and personal support system to meet participants' individual needs, enabling them to persevere and be successful in attaining their desired degrees.

Purpose

The purpose of SSS is "...to increase the number of disadvantaged low-income college students, first-generation college students, and college students with disabilities in the United States who successfully complete a program of study at the postsecondary level" <http://www2.ed.gov/programs/triostudsupp/faq.html#q1>

Application Process

Students that meet the criteria must complete an application to be considered for admittance into the Student Support Services program. Applications that are submitted will be reviewed, and scored based upon a rubric that determines eligibility and need. The SSS Director will determine placement based upon your rubric score to be admitted into the program. Once admitted, you will receive an email to your PCCUA email notifying you of your acceptance into the program. At that time, you will be eligible to begin receiving our services after attending SSS orientation.

Program Waiting List

Students that meet the criteria, and have completed an application will be placed on a waiting list if the SSS program is full. You will then be admitted into the program as other participants graduate or leave the SSS program. Your acceptance into the program will be based upon based upon your rubric score and first-come, first-served basis.

Readmit Policy

Participants who leave Phillips Community College of the University of Arkansas for any reason will need to contact your advisor in the SSS office to inform them of your decision to leave the college.

Change of Information:

It is very important for the SSS office to have participants' correct contact information. A participant that changes their mailing address, phone number, last name, etc. needs to contact the SSS office immediately so that we make the appropriate changes in our database.

Provide Additional Academic Support

TRiO

STUDENT SUPPORT SERVICES
An Academic Excellence and Achievement Community

Participant Commitment

Upon acceptance into Student Support Services, these are the commitments we ask from each individual participant:

The following is my understanding of the services offered to me and my responsibilities as a participant:

1. In return for these services, I agree to participate in the following:
 - Meet with a Student Support Services Advisor a minimum of three times throughout the semester and upon request of the Academic Advisor.
 - Contact my instructors before each meeting with my SSS Academic Advisor in order to learn of my current standing in each of my courses
2. Attendance and participation in the SSS programming is strongly encouraged to influence individual academic and professional growth. All program opportunities and services are provided at no cost to me.
3. As a program participant, I understand that I must communicate challenges and successes to my advisor for continued support and celebration.
4. As a program participant, I must update my advisor if I have plans of departing/leaving the college.
5. As a program participant, I must attend all advisor meetings, attend at least four workshops to be eligible for grant aid.
6. As a program participant, I agree to adhere to the loan agreement policy for textbook and electronic equipment.
7. As a program participant, I understand and agree that the SSS staff may need to share my personal information with faculty and/or staff in order to advocate on my behalf in specific situations.
8. As a program participant, I authorize the release and/or acquisition of appropriate educational and/or personal documents and information deemed necessary by the Student Support Services Director and/or Academic Advisor for official use at Phillips Community College of the University of Arkansas. This includes permission for the Student Support Services Director and/or Academic Advisor to share my academic reports with Phillips Community College of the University of Arkansas faculty and staff upon their request to aid in my plan of success for graduation and/or transfer. This authorization continues from semester to semester, as long as I am currently enrolled in Phillips Community College of the University of Arkansas courses.
9. As a program participant, I give Student Support Services permission to use my photo, taken during Student Support Services activities, for Student Support Services newsletters, bulletin boards, website or other public relation announcements.

Students sign this commitment during orientation. The commitment stays in the student file and is considered binding and in effect as long as the student is continually enrolled at PCCUA.

SSS Program Policies

Participation Credit

To maintain your status as an active Student Support Services participant and to be eligible for textbook loans, equipment loans, and Grant Aid, you must meet with your advisor a minimum of 3 (three) times during each semester. Subsequent meetings are then scheduled by the student and advisor at their convenience.

Attendance Policy

Student Support Services students are expected to keep appointments with both professional staff and with peer tutors. Excessive or unexcused absences from Student Support Services activities or appointments may lead to restricted or revoking of program activities.

Textbook/Equipment Loans

Textbooks

Student Support Services participants who would like to borrow a textbook must be an active member of the program for one academic semester. To be considered active, the participant must have been in contact with his or her SSS Academic Advisor in the previous semester OR have satisfied the requirements of a previous textbook loan.

A participant who does not return the textbook(s) he/she has been loaned will have a hold placed on his/her academic records. This hold will remain on his/her record until the textbooks are returned or a set fee of \$75 per book is paid to the Student Support Services supplies account.

Equipment

Any current Student Support Services participant is eligible to borrow equipment without a prior semester of participation in the program. Calculators and recording devices may be checked out for extended times, up to an entire semester. Laptops may only be checked out for two weeks at a time. Any exceptions to this policy must be approved through the Director. Participants who do not return the equipment they have been loaned will have a hold placed on their academic records. This hold will remain on their record until they have returned the equipment or paid the **replacement value** of the equipment to the Student Support Services supplies account.

Advising Services

Academic

All PCCUA students are assigned a Student Support Services Academic Advisor. Advisors can offer advice regarding course selection and dropping or adding classes. SSS Academic Advisors are available to discuss academic planning, review of the Learning and Success Plan, 4-year transfer equivalencies, and other related curriculum questions.

Career

Student Support Services Academic Advisors can help participants select a concentration. Several career assessment tools and web sites are available to Student Support Services participants which can aid in this process as well. SSS staff will also assist in resume development, job search, and interview skills.

Personal

Participants may choose to visit with a Student Support Services Advisor to discuss any personal concern. The SSS Academic Advisors are always available through phone, e-mail, walk-in, and

scheduled appointments. SSS Academic Advisors will also refer participants to campus and community resources.

Financial Aid

Student Support Services Academic Advisors can help participants complete financial aid paper work, offer updates on scholarships, and provide timely information regarding the financial aid process. Student Support Services also provides financial aid workshops each year.

Advocacy

Student Support Services Academic Advisors will act as advocates on a participant's behalf when needed. Participants are encouraged to turn to Student Support Services if they need help navigating the system or working with another department on campus. SSS Academic Advisors often work with outside resources and provide recommendation letters when requested.

Academic Services

Academic Performance Expectations

All Student Support Services participants are expected to maintain a minimum of a 2.0 GPA. Students who do not maintain this GPA requirement will be subject to academic interventions prescribed by their Academic Advisors.

SSS participants must also be in good academic standing, defined as having a cumulative GPA of 2.0 or greater. You will be responsible for reporting your academic standing to your advisor during your meetings throughout the semester.

Mandatory Tutoring

Any participant whose college GPA falls below the minimum Student Support Services GPA requirement of 2.0, will be required to receive a discretionary amount of tutoring per week for a minimum of one semester or until his/her GPA meets the requirements of the Student Support Services Academic Advisor.

Peer Tutoring

SSS's Peer Tutoring Program is very extensive. Services offered include one-on-one, group, and drop-in tutoring for General Education courses in the Student Success Center. The peer tutors not only have expertise in their subject areas, but are also trained in study and learning skills. SSS participants who need tutoring help in math will be referred to CAT Lab Coordinator in the CAT Lab room L301.

All tutoring is offered to SSS participants free of charge.

Campus Visits

Student Support Services provides the opportunity for participants to attend transfer days and college visits to 4-year schools they are interested in. Trips to schools within 1.5 hours' drive are generally one day in length. Trips to schools farther away are generally one or two overnights in length. Space is generally limited on these trips and participation is limited to participants in good academic standing.

Awards & Special Recognitions

Student Support Services is proud to acknowledge outstanding achievements of SSS participants each academic year. Student Support Services honors a Student of the Month each month during the academic year and, in May, sponsors the "Shed the Light" Appreciation Reception, which recognizes outstanding SSS participants, peer-tutors, peer-mentors, faculty, and staff.

Student Advisory Committee (SAC)

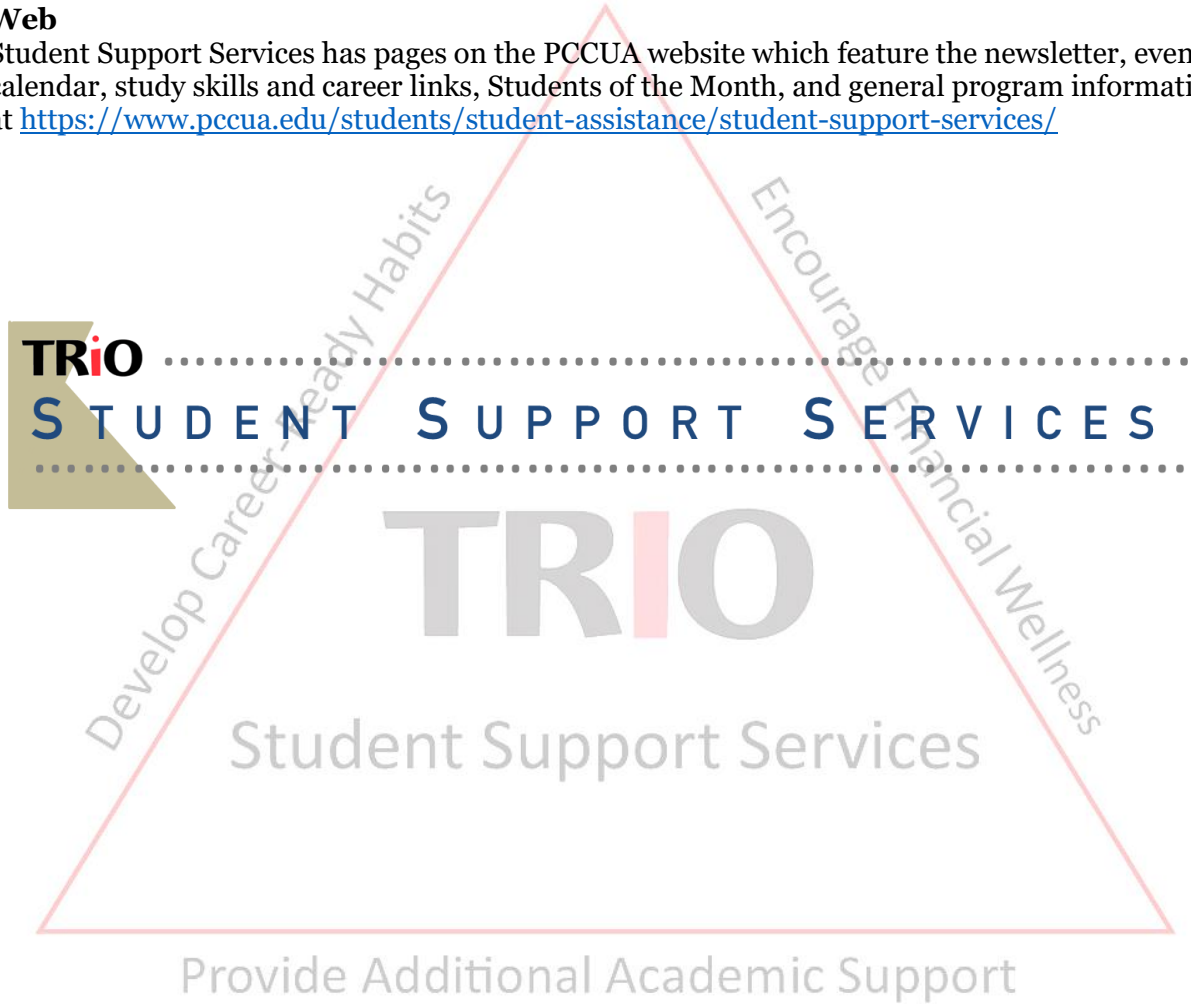
The Student Support Services SAC is comprised of SSS participants interested in leadership. Members will have a voice in planning SSS trips, workshops, and projects and will serve as ambassadors for Student Support Services at PCCUA and in the community. Students interested in participating in the SAC should contact Jacqueline Johnson in the Student Support Services offices.

Newsletter & Calendar

Student Support Services sends out a monthly calendar and a bi-monthly newsletter. It is helpful to read the newsletter as important and timely information is presented.

Web

Student Support Services has pages on the PCCUA website which feature the newsletter, events, calendar, study skills and career links, Students of the Month, and general program information at <https://www.pccua.edu/students/student-assistance/student-support-services/>



Student Support Services Participant's Statement of Commitment

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Provide Additional Academic Support

Print Name

Signature

Date

