Welcome to Rose State College’s TRiO Student Support Services program!

Funded by the U.S. Department of Education, TRiO Student Support Services is designed to assist first-generation and income eligible college students achieve success.

We take great pride in our ability to offer individualized and personal services - whether you’re looking for academic guidance, mentoring support, transfer information or career preparedness - we’re here for you!

We encourage you to take full advantage of the TRiO Student Support Services program by fully participating in the services we offer such as academic advisement, tutoring, transfer assistance, workshops, financial literacy development, campus visits, and cultural events.

In return for the benefits our program provides, we ask only for your commitment to your own success. Utilize the opportunities before you and take charge of your educational experience!

We look forward to working with you to ensure that your time at Rose State College is positive, productive, meaningful and educational!

We’re glad you’ve chosen to be part of the TRiO Student Support Services family!

Amber Mitchell
Director, TRiO Student Support Services
Rose State College
ABOUT THE PROGRAM

HISTORY
Student Support Services was authorized in 1968 by the Higher Education Amendments and became the third in a series of educational opportunity programs funded by the federal government. These three programs later became known as the TRiO programs. Today there are seven TRiO programs designed to assist eligible individuals to progress through the academic pipeline from middle school to post baccalaureate programs.

MISSION
Our mission is to promote student learning, development, persistence, connection, and satisfaction. We will foster an environment that is caring, supportive, and nurturing in order to enhance the academic skills, improve the retention rate, and increase the graduation rates of our participants.

WHO WE SERVE
To be eligible for the program individuals must be:
1. A U.S. citizen or meet the residency requirements for Federal student financial assistance.
2. Admitted to Rose State College.
3. Committed to succeeding in college.

In addition, ONE of the following criteria must be met:
- You meet federal financial guidelines.
- Neither of your parents graduated with a four-year degree.
- You have a documented disability.

SELECTION PROCESS
Participation in the program is limited. Our program is only funded to serve 140 students.

Interested students must submit an application along with all supporting documents in order to be considered for the program. Participants are selected through a review process. Applications are reviewed and select individuals may be called for an interview.

Meeting eligibility criteria and having an interview does not guarantee acceptance into the program.

WAIT-LIST
If you meet the criteria for eligibility but can’t be admitted because the program has reached capacity, you will be placed on our wait list. As TRiO students graduate, transfer, or leave the program, we can admit more new students into the program.
ACADEMIC ADVISEMENT
We provide individualized, personalized advising services. The Academic Support Counselor can help you with: selecting classes, getting enrolled, declaring a major, understanding degree requirements, developing a graduation plan, addressing academic difficulty, and transferring coursework to other colleges and universities.

ACADEMIC RESOURCE LIBRARY
Our resource library includes a wide variety of materials designed to keep you on track academically. Books, DVDs, textbooks, study cards, academic software - we've got the information you need to be a successful student! Participants are free to utilize any of the resource materials but these items can not be removed from the study lab.

4-YEAR COLLEGE/UNIVERSITY CAMPUS VISITATIONS
You'll have the opportunity to visit multiple four-year institutions to help you determine which institution best suits your personal and academic needs. Our tours are designed to help you identify campus resources, learn about admission requirements, and become familiar with important offices.

CULTURAL ENRICHMENT ACTIVITIES
You will have an opportunity to attend museums, festivals, plays, musicals, ballets, historical centers, and a wide variety of other activities. It's our desire to expose you to a wide range of activities that are intended to enrich your academic experience and strengthen your cultural awareness.

FINANCIAL AID INFORMATION
Need assistance completing your FAFSA or understanding your financial aid package? We work closely with the Financial Aid office to make sure you thoroughly understand federal financial aid. In addition, we disseminate information about scholarship and tuition fee waiver opportunities!

FINANCIAL LITERACY
Making good financial decisions is one part of being a successful college student. We provide information on budgeting, managing student debt, financial responsibility, and credit card management.

LIBRARY ORIENTATIONS
Become acquainted with the RSC library and all of its many resources through our scheduled library orientations. We'll explore their audiovisual services, reference services, academic testing services, interlibrary loan program, and their online tutoring services.
MENTORING
Academic Mentors support your learning and academic growth by providing information, connecting you to resources, and offering encouragement. They are available by appointment or you can meet with them by walk-in, pending their availability.

REFERRALS
Need assistance with something outside the scope of our program? Not a problem! We can help you find the right community or campus resource to meet your needs.

SERVICE LEARNING
Make a difference in the community by participating in one of our service learning projects! These projects are recognized by RSC and count towards student service learning points!

STUDY LAB
Need a place to study or complete a project? Visit our private study lab! Our lab consists of 6 computers, a printer, and a variety of academic materials available for our students.

TRANSFER ASSISTANCE
When you're ready to transfer we can help you navigate the transfer process, prepare your personal statement, and identify appropriate resources.

TUTORING SERVICES
Our Academic Mentors are available to enhance study skills in a variety of subject areas. We believe that tutoring is not just for those having difficulty with their classes - it's a way for you to deepen your understanding and improve your overall academic performance.

WORKSHOPS
We partner with the RSC Student Success Center to host numerous workshops throughout the academic year designed to assist students academically and personally. Workshop topics include: learning styles, college survival, math anxiety, time management, stress management, organizational skills, computer basics, test taking skills, building a professional portfolio, understanding your syllabus, education etiquette and many more!

"To accomplish great things, we must not only act, but also dream; not only plan, but also believe."

-Anatole France
To make the most of your experience in our program, it’s imperative that you understand our policies and procedures. Here are some important things to know about our program:

**ACADEMIC PROGRESS**
We work along-side you to ensure you have a positive and productive educational experience. Part of that process is holding you accountable for your academic progress.

**Mid-term Evaluations:** Mid-term evaluations will be conducted each semester. The purpose of these evaluations is to gather information directly from your professor regarding your classroom progress and performance. Any student whose mid-term grade is “C” or below or whose professor has indicated a need for improvement, will be asked to meet with the Academic Support Counselor to discuss the evaluation and develop strategies for improvement.

**Probation/Suspension:** Unfortunately, sometimes students get off track during their academic careers. Any student who is placed on Probation or Suspension will be required to meet with the Academic Support Counselor before they are able to enroll for the next semester. This allows us an opportunity to discuss strategies for preventing this from reoccurring.

**ACADEMIC RESOURCE LIBRARY**
Our academic resource items are located in our study lab. Educational software programs are available on each student computer and can be freely accessed. Books, study guides, DVDs and other academic materials must be checked out by an SSS staff member. Items cannot be removed from the study lab and must be returned before you leave the study lab.

**CAMPUS VISITS**
**Request:** We want to help you decide which institution is best for you, so we rely on your input when planning our campus visits. If there is a school you would like to visit, please submit a formal request through our website (under Student Spot). Please be aware that if your request is fulfilled, you will still need to sign up for the campus visit.

**Attendance:** Once you sign up for a campus visit, we expect you to honor that commitment. We make travel arrangements based on the number of people attending and depend on you to follow through with your obligation. In an event of an emergency cancellation, please notify us as soon as possible.

**COMPUTER & PRINTER USE:**
The computers and printer in our study lab are for academic use only. Anyone who uses a TRiO computer must abide by RSC computer use guidelines.
Saving Computer Work: Documents that are saved on the computers will be deleted when the computer is turned off or rebooted. To prevent your work from being deleted, save your work on a USB jump drive or CD at regular intervals.

Printing: Print jobs are limited to 20 pages per day.

CONTACT INFORMATION:
It is very important for us to have the correct contact information. If you change mailing addresses, phone numbers, or email addresses please notify us so we can make the appropriate changes in our database.

EVENTS
Calendar: The calendar of events is distributed before the beginning of the semester via mail. The schedule can also be found on our website, on our facebook page, and in our office. We send out the information early so that you have time to make arrangements to attend the events you are interested in.

Signing Up: There are three ways to sign up for our events. There is a red sign-up folder located in our office that has sheets for each event. In addition, you can sign-up through our website or facebook. We can not sign you up for an event over the phone.

Deadlines: All of our events require preparation and planning in order to make the appropriate travel arrangements. Because of the need to make these arrangements, most off-campus events have a deadline. In order to attend these events you must sign-up before the deadline!

Wait-List: If you miss the deadline for an event, you are able to be put on our wait-list. If someone that has reserved a spot is unable to attend, individuals on the wait-list will have the opportunity to attend the event in their place. Participants on the wait-list will be contacted in order of sign-up. Due to the nature of the wait-list, we may not be able to give you advance notice of the opportunity to attend.

Attendance: Once you sign up for an event, we expect you to honor that commitment. We make travel arrangements based on the number of people attending and depend on you to follow through with your obligation. In the event that we are required to prepay for an event and you do not attend, you will be required to reimburse the program the entire cost. Exceptions will be made for absences due to an emergency.

Travel Policies: Transportation will be provided for all off-campus events. Due to liability, all participants must be transported in the vehicle provided by our program. Participants may not drive their personal vehicles. We are unable to transport anyone that is not enrolled or employed by Rose State College.

FRESHMAN MENTORING
Participants within their first 24 hours of college credit or those who may
have been out of the education pipeline for 5 or more years may be assigned to our Freshman Mentoring Program. The program is designed to familiarize students with RSC and applicable deadlines, policies, and procedures.

**Meetings:** There will be an orientation meeting for everyone in the Freshmen Mentoring program. In addition, your mentor will provide you opportunities to meet individually.

**PARTICIPATION POINTS**
Beginning fall 2012, we will begin awarding participation points for the fall and spring semesters. Any student earning a minimum of 130 points will be eligible to attend a special cultural event which will take place towards the end of the semester. Participate and watch your points add up!

**Tracking Points:** Data will be transferred from sign-in sheets – please make sure you sign in at every event and at each tutoring session.

**Workshops:** Workshop points can be earned by attending either SSS or Student Success Center workshops. Please make sure to list SSS on the sign in sheets so we will receive verification of your attendance. We will not be responsible for obtaining verification of workshops outside our department. Additional workshop points can be earned by watching DVDs from our resource library.

**Tutoring:** You must have a formal tutoring session with an academic mentor in order to earn tutoring points. Open lab sessions do not count towards points. Please make sure you sign the Tutoring Strategies & Assessment form at each session.

**Point System:**
- **Adviseement Session:** 20 points
- **Campus Visit:** 10 points
- **Cultural Event:** 10 points
- **Service Learning:** 10 points
- **Tutoring Session:** 20 points
- **Workshop:** 20 points

**Most of the important things in the world have been accomplished by people who have kept on trying when there seemed to be no hope at all.**

- Dale Carnegie

**STAFF AVAILABILITY**
Full-time staff are normally available for meetings Monday - Friday from 8:00 a.m. to 4:30 p.m. We strongly suggest scheduling appointments to ensure that we may give you our undivided attention. We cannot guarantee that we will be available to assist you if you do not have a prior appointment. Students with scheduled meetings will take priority over drop in students and may affect our ability to help you.

**STUDY LAB**
While using our study lab, students are expected to be considerate of other students in the area. Do not carry on inappropriate or loud conversations and be respectful of those around you.
Hours: The study lab is open M-F from 8:00 to 5:00.
Use: The study lab is only for Student Support Services participants. Please do not bring guests into the lab. We also ask that you refrain from bringing children into the lab.
Food & Drink: Please do not have food or drinks at the computer stations. You can bring these items into the lab, but they need to be placed on a table, away from the computers.
Cell Phone: Please do not use your cell phone while in the lab, this can be very disruptive to others utilizing the space. If you need to take a cell phone call, we ask that you step outside the lab into the lounge area.

TUTORING PROGRAM
Requests: Tutor requests can be submitted two ways: online through our website (under Student Spot) or by visiting the office.
Assignments: Tutors are assigned by the Academic Support Counselor based on subject background and availability. If, at any time, you desire a different tutor, please notify the Academic Support Counselor.
Tutor Hours: Tutors are scheduled to work a maximum of 10 hours per week. Their hours of availability will vary. Schedules are posted in the study lab. Tutoring should be done during regular business hours, M-F from 8:00-5:00. If you require tutoring services outside of this time frame, please notify the Academic Support Counselor.
Meeting Location: All tutoring sessions should be done in the study lab.
Cancelling A Meeting: If you are unable to meet with your tutor for a scheduled tutoring appointment, please notify them as soon as possible.
Open Lab Tutoring: Subject to availability, you are able to meet with a tutor without a scheduled appointment by visiting the study lab. While this is not ideal for long-term academic development, it may be beneficial if you have a simple question or need a quick review of your work before submitting it to your professor. Students with scheduled tutoring sessions will take priority over drop in students, and the amount of time a tutor can spend with you may be limited.
Evaluations: Each semester evaluations will be conducted on the tutoring program. Students will be asked to evaluate their tutoring experience and tutors will be asked to evaluate student progress.

Some succeed because they are destined to, but most succeed because they are determined to. -Henry Van Dyke
The Student Support Services Program at Rose State College is part of the federal TRiO programs funded by the United States Department of Education.