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### **TRI-C ACADEMIC**

\*All program data in this newsletter is based on 2014-2015 Annual Performance Report data submitted to the U.S. Department of Education.

# 1st Annual College-wide Student Support Services Data Issue!

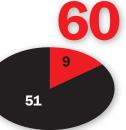
## 2014 – 2015 Academic Year Statistics Metropolitan & Western campuses



Number of students served by TRIO SSS programs at the Metro and West campuses

Percentage of students who persisted to the fall 2016 semester





Number of students who graduated with a degree or certificate from TRIO SSS programs during the 2014-15 academic year

Degrees Certificates



Percentage of students in good academic standing

# Also awarded a new TRIO SSS program at the Eastern campus!



Through a grant competition, Trio Student Support Services (SSS) funds are awarded to institutions of higher education to provide opportunities for academic development, assist students with basic college requirements, and to motivate students toward the successful completion of their postsecondary education.\* The SSS Programs at Cuyahoga

Community College's Metropolitan, Western, and Eastern Campuses seek to support students through intensive academic advising, tutoring, and regularly offered educationrelated programs. This support assists participants in preparing for graduation and/ or transfer to a 4-yr institution, or entry into the workforce. SSS projects also may provide grant aid to current SSS participants who are receiving Federal Pell Grants.

"The goal of SSS is to increase the college retention, graduation and transfer rates of its participants."

# **TRIO SSS Team Members**



**College-wide SSS Staff** Mary Ann Meaker, Student Advisor Alex Fuentes, Technology Specialist

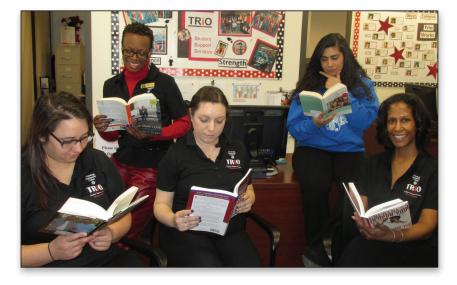


### **Metropolitan Campus Staff**

# Zyanya Torres, Director Dr. Jane Schierloh, Student Advisor Gerry Nemeth, Math Instructional Assistant Bleranda Musai, Math Tutor Dyonne Smith, Program Assistant Cortez Allen, Office Assistant Bridgette DeRivera, Marketing Assistant Angela Garcia, Office Assistant

### Metropolitan Campus

2900 Community College Avenue Cleveland, OH 44114 (216) 987-4919



### Western Campus Staff

Nichole Kroggel, Program Assistant Audra Jones, English/IT Tutor Sarah Eakin, Student Advisor Allie Salmons, Office Assistant Melanie Allamby, Director Not Pictured: Sarah Mann, Math Supplemental Instruction Leader Petra Sullivan, Science/Math Instructional Assistant

Western Campus 11000 Pleasant Valley Road Parma, OH 44130 216-987-5360

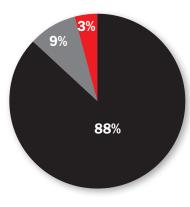
### **Eastern Campus Staff**

Tamera Hauser, Director Karly Smith, Program Assistant/English Tutor Hasida Weber, Math/English Tutor Tiffany Wilder, Student Advisor

Eastern Campus 4250 Richmond Road Highland Hills, OH 44122 216-987-2700



# By the Numbers:



# Who Did SSS Serve?

### Income Eligible/First-Generation College Students

TRIO Student Support Services programs are funded by the U.S. Department of Education to assist income eligible (IE), first-generation (FG) college students. During the 2014-15 academic year, 88% of students were both IE and FG. Students who were income eligible, but not first generation accounted for 3% of SSS participants. First-generation college students only made up 9% of the population.

Income Eligible First Generation Both Income Eligible and First Generation
\*Federal income guidelines as determined by the U.S. Department of Education

# **How Did SSS Serve?**

**1,593** Hours of academic tutoring

**872** Hours of advice and assistance in postsecondary course selection **169** Hours of assistance

in completing and applying for federal student aid

**99** Hours of transfer advising

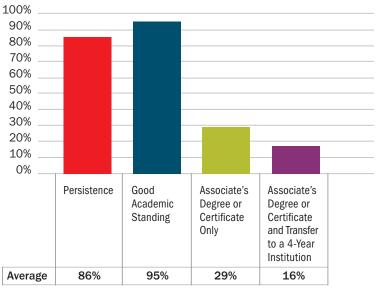
### Services 2014-2015

College-wide, nearly 60% of SSS participants took advantage of academic tutoring in math, English, science and information technology during the 2014-2015 academic year. About one-third of students were provided advice and assistance with selecting classes. Other support students received included help with completing the FAFSA/Pell Grant application, exposure to managing finances while pursing higher education and assistance with applying for admission to four-year colleges and universities. Cultural activities were a highlight of the last academic year. Participants attended Akron University's 8th Annual Black Male Summit, the Playhouse Square performance of STOMP, Cleveland Browns and Cavaliers games (including a playoff game!), and visited Cleveland's Museum of Contemporary Art.

### Mission Accomplished! SSS Program Objectives 2014-2015

TRIO Student Support Services tracks participants' persistence, academic standing, associate degree and certificate completion, and rate of transfer to four-year institutions. The persistence rate is the percentage of all participants served in 2014-2015 who returned in fall 2015. Good academic standing is meeting the performance level required by the College. College-wide, 86% of

# Program Objectives 2014-2015



SSS students persisted, and 95% were in good academic standing at the end of the reporting period.

Twenty-nine percent of participants who joined SSS in 2011-2012 graduated by 2014-2015. Sixteen percent of the graduates from this cohort transferred to a four-year institution to continue their education.

# **Student Spotlight**

### Western Campus Student Spotlight



A Walk Through Life's Journey as a TRIO Student at Tri-C's Western Campus by David Mulliner

My name is David Mulliner, and I started at Tri-C West Campus in fall of 2011. I was 45 years old when I started at Tri-C, but had tested at an 8th or 9th grade math level. (Math was not one of my favorite subjects). I needed to take math as high as 1510: Trigonometry. I struggled with math as I moved through the semester, and I often failed tests. I was barely passing even though I was getting help from my teacher and using the TLC. I remember being really upset after my first midterm. I started to cry because I had a family to feed, all this math to complete, and I was starting off with failure. I knew there was no way I could bring up my math grade on my own because I had failed this class in 9th grade. In high school, I was not required to repeat the class or take any other math because I was in a vocational program. Here I was, 27 years later, taking the same math I had failed when I was younger. I figured college was not for me, and I was just too old.

"The most amazing thing was that the students were teaching, learning from and growing with one another. We had a TRIO family."

A fellow student told me about a program she was in called Trio. She guided me to the office so I could find out if I met the requirements to get into the program. It was a Friday afternoon, late in the day, when I started what would be my life's journey through the Trio program at Tri-C West. I walked into the office and was met by Cynthia Gilchrist and Linda Lanier, the two women running the program. I walked in crying my eyes out and sat down with Cynthia. She gave me some tissues and had me fill out some paper work. She wanted to help me calm down, so she told me not to worry about qualifying for the program. She also encouraged me to stay in school and said she would talk to Ms. Lanier to see what they could do for me. They would help me get through this, she said, and she told me to return on Monday. On Monday I learned that I qualified for the Trio program.

At that time Trio had two tutors. I went to school full time and spent the time between classes at the Trio office. I stayed until the TRIO office closed at 5pm. On days I did not have classes, I was in Trio doing math whenever the tutors were available. I passed my math class and moved on to the next level in the spring semester of 2012.

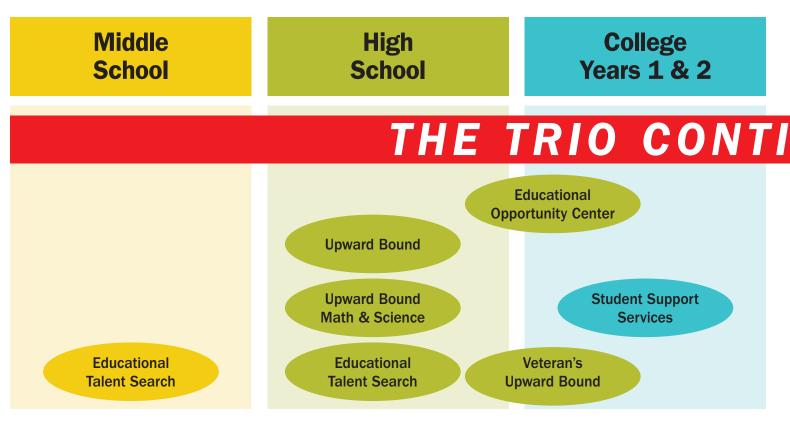


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# Student Spotlight

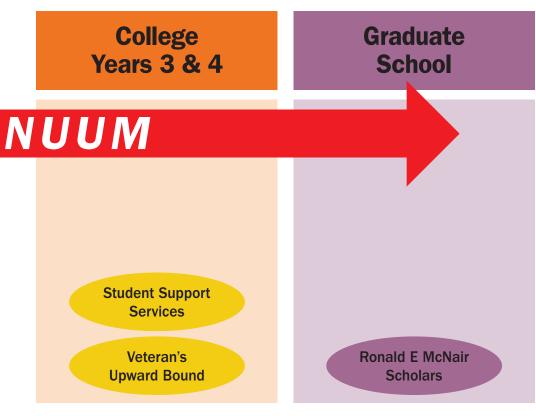
It was during the spring semester that enrollment in the Trio program grew. I started making friends, one of whom became one of my best friends, Isaac Cody. He and I were in the same level math classes all the way through. Both of us worked with the tutors. We were exactly alike: determined to pass our math classes. Fortunately, we had Trio willing to work with us until we understood the math, and we both received help from our math professors.

"TRIO will always be a part of me. I will always remember all the people in TRIO who helped me and those I helped in the program. TRIO works! I'm living proof of it!"

Through my time in Trio, Linda and Cynthia were always there to support us, even when we wanted to give up. They took an interest in our grades and wanted to know our test scores. If they felt the scores were not good enough, they would push us to get more study time. This semester was the turning point for Trio! I noticed that the students who had been in Trio longer were now helping the students who were just starting out. We were becoming role models and working together as a team. People who wanted to give up were told by tutors, Linda, and Cynthia, "Look at the other students. Talk to them. Ask them where they were, and look at them now helping you. You can do this. You are no different than they are. You want it? Work for it! Get in here and start working."

By spring of 2013 we had a tutoring lab, and many students wanted extra time in the lab. We would work late into the evening, with students joining us who could not make it in for the daytime tutoring. This worked very well. The most amazing thing was that the students were teaching, learning from, and growing with one another. We had a Trio family.

After that spring, I did not return to Tri-C until the fall of 2014. I finished my last math class, which was Trigonometry 1510. Then I completed my degree. If it were not for the Trio program, I would have not



made it. The dedication that was given to me gave me the dedication to help others in this program. This is what has made Trio such a success. That is the Trio way of life: live, learn, grow, and help others to achieve what you were helped to achieve.

I graduated on December 17, 2015. Walking on stage to get my diploma, I remembered the day I cried and wanted to give up. I am glad I did not. The same person who had watched me cry coming into Trio, Linda Lanier, was part of the graduation ceremony that night. She had the honor of seeing double success because she was able to see me and Isaac graduating together. Trio will always be a part of me. I will always remember all the people in Trio who helped me and those I helped in the program. Trio works! I'm living proof of it!

# **TRiO Continuum**

TRIO programs provide support to low-income, first generation college students from middle school to a doctorate degree. Eligible students can participate in Educational Talent Search (ETS) beginning in 7th grade until high school graduation. Upward Bound (UB) and Upward Bound Math & Science (UBMS) provide college preparation and academic support to high school students. Educational Opportunity Centers (EOC) serve those 18 or older in assisting with college entrance. Student Support Services (SSS) programs support enrolled college students in their successful completion of certificate and degree programs. Veterans' Upward Bound (VUB) programs help develop skills among military veterans for acceptance and success in postsecondary education programs. The Ronald E. McNair Post Baccalaureate Achievement (McNair) program provides research and scholarly activities for students enrolled in graduate programs up to the doctoral level.



#### Metro Campus Student Spotlight

SSS-Metro Celebrates 2016 MLK Scholarship Recipient by Zyanya Torres

The Student Support Services program would like to congratulate Ms. Diamond Lewis for being selected as a scholarship recipient at this year's 39th Annual Dr. Martin Luther King, Jr. Celebration on Sunday, January 17 at the Metropolitan Campus. The event celebrated the life and achievements of Dr. Martin Luther King, Jr. and acknowledged all scholarship recipients. Diamond, a sophomore at Tri-C on her way to becoming an occupational therapist, received a scholarship from the Cleveland Teachers Union. She expressed her gratitude to TRIO Student Support Services at Metro for helping pass her Introduction to Biological Chemistry class and for helping her to identify and apply for scholarships.

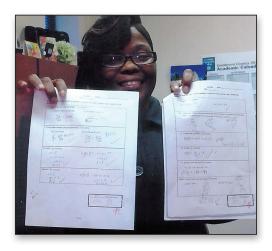
# Growing SSS: The Need for Support at the Eastern Campus by Tamera Hauser

For more than 30 years, TRIO Student Support Services (SSS) has served low-income and first-generation college students on Tri-C's Metropolitan Campus. The dedicated staff has worked diligently to positively impact the lives of thousands of students. Their work has resulted in high graduation and retention rates as well as successful academic preparation for college completion and transfer to four-year colleges. In 2010, the Western Campus was awarded a TRIO SSS grant, with the mission and the means of carrying on the SSS legacy of success. Until recently, the need for TRIO services still existed among the student population at the Eastern Campus.

The area surrounding the Eastern Campus has a 14% poverty rate, with 25% of the population attaining less than a high school diploma. Less than 4% in the area have a bachelor's degree. According to the Ohio Department of Education, 80% of the area's school district students are considered economically disadvantaged. The income eligible population is evident. There is also a discernible population of first-generation college students – those whose parents have not earned a bachelor's degree.

The need for TRIO SSS program services at the Eastern Campus goes beyond low-income, first-generation eligibility – there is also academic need. Of those Tri-C students who are eligible for TRIO SSS, 76% have demonstrated academic need as evidenced by placement into developmental education courses. These courses are designed to prepare students for college-level courses. Students also revealed a need for SSS services through a 2014 College-wide Noel-Levitz survey in which 56% of students predicted some kind of academic difficulty for themselves. Some other academic needs identified among Eastern Campus students include computer literacy, navigating the College landscape, organizational skills, lack of support for educational goals, monitoring of student progress, financial literacy and limited cultural and career awareness.

Thanks to the College's Development Office and Eastern Campus President J. Michael Thomson, the students' needs had a voice. The Department of Education heard those needs and responded with a five-year grant award. The TRIO SSS East staff is energized and excited to serve the students of the Eastern Campus. The program started in fall semester 2015, and the staff is happy to have already made an impact on the achievement of students who had been struggling in their courses. The staff looks forward to TRIO SSS East having a rich history of success like our predecessors at the Metro and Western campuses.



### **Eastern Campus Student Spotlight**

# Good Tutoring Makes the Grade by Eugena Perry

My name is Eugena Perry. When I started at Tri-C, I was on a downhill road. I was getting nowhere; I kept failing math. I took it again and failed it again. I was going to the Tutoring Center until one day I felt very discouraged. I talked to the head of tutoring and she said she knew of something that might be better for me. That's when she introduced me to TRIO Student Support Services. Tiffany lifted my spirits and told me I was going to pass my math class. If it wasn't for Tiffany, I would still be going downhill. She introduced me to a TRIO math tutor, and the tutoring I got was the best tutoring I had ever had. After coming to work with the one-on-one tutoring with TRIO, I passed math with an 88.9%! I went from a D to a B! Thank you TRIO for everything – you are doing a good job!

# Welcoming the first students at SSS East by Karly Smith



TRIO SSS East had its very first orientation on October 13, 2015. In the sunny President's Plaza on the East Campus, 23 students started off with an activity called human bingo where they learned interesting and humorous facts about one another. When the laughter and chatting died down, Director Tamera Hauser welcomed the students warmly and gave a brief history of the Student Support Services program.

Sharonda Smith, one of East's current students, bravely interviewed two Metro TRIO SSS students, Megan and Faith.

They shared their stories of success and encouraged all the students to utilize full support from the TRIO SSS program.

Campus President Dr. J. Michael Thomson emphasized the same idea, explaining to students that his success was greatly helped by the support he found during his college years. To bring the point home to the students, East Campus Student Advisor Tiffany Wilder explained that students should see their SSS advisor any time they need support. She explained that TRIO Student Support Services takes their name seriously. "We support our students," she said.

TRIO SSS cannot emphasize the success of the program enough, and students were encouraged by a video of a former TRIO student named Luther. He shared his struggles and the support he received that helped make his career possible.



The afternoon ended on a fun and challenging note, with Metro's Gerry Nemeth leading a few rounds of Jeopardy. The competition was tough, but some great students took home sports tickets and TRIO bags. The first Eastern TRIO SSS orientation was a success!

# Smart Money: Lessons Learned-Staying Financially Responsible During College by Zyanya Torres

I remember beginning college and experiencing a newfound freedom and sense of empowerment. I had proudly navigated through the confusing financial aid process with little help. "Loans," I thought. "I can do without those. I don't want to have to pay back all that money!" I convinced myself that I was prepared and equipped to make wise financial decisions – until the end of my first year in college.

By the end of the first 9 months, I had amassed over \$3,500 in credit card debt with interest charges piling up – FAST! Even worse, these accounts had become delinquent after I missed a few payments. In a panic, I shared my troubles with my father who scolded, "You haven't been making the minimum payments? Why spend that money if you couldn't even make the minimum payments?!?"

I was embarrassed and felt dumb for not knowing that missing a few payments could affect me as it did. You see, barely having a credit history made it extremely difficult to shake the impact of those missed payments. It took dedication and craftiness to dig out of that small financial hole, and about seven years for those missed payments to disappear from my credit report. During that time, I was able to purchase a vehicle – at a higher cost than I would have paid had I not had negative accounts in my credit history. I learned a great lesson early on: it takes good credit to get more credit.

"I challenge you, as a student of our program, to reach beyond topics limited to college financial aid."

As I grew older, I sought out information on investments, insurance, taxes and buying a home. My experience was similar to so many of my peers in that I was not taught responsible and realistic money management or financial planning in high school or in my household. My parents did not speak of finances to their children.

Over one-third of college graduates have

\$10,000 or more in credit card debt in addition to student loans. Indebted adults pay approximately 30 cents of every dollar toward debt, causing financial stress in relationships. Research shows that rates of financial stress are higher for minority and first-generation college students. To address this need, the TRIO Student Support Services program is encouraged to provide financial education and economic empowerment seminars.

I challenge you, as a student of our program, to reach beyond topics limited to college financial aid. Create long- and short-term financial plans that not only limit unnecessary debt but also promote planning strategies for emergency expenses, homeownership and retirement. I encourage you to seek out and attend workshops hosted by Student Support Services, the College or other community organizations. For more information on how to promote your financial well-being, please visit the following websites.

National Endowment for Financial Education	Jump\$tart Coalition	Mapping Your Future	Cash Course
www.nefe.org	www.jumpstart.org	www.mappingyourfuture.org	www.cashcourse.org

### **A Few Financial Tips**

- Be realistic and informed about your earning potential within your chosen career field. Unsure of what your future job might pay? Check out the U.S. Bureau of Labor Statistics to research salaries.
- Create a plan to complete college quickly and successfully so you can enter the workforce sooner. The longer it takes to earn your degree, the less money you are earning.
- Create a budget and set limits on your spending to help manage your money.
- Take advantage of the student discounts available through your Tri-C card.
- Limit the amount of money you borrow and make sure you fully understand the terms of the loan before you sign. These loans follow you throughout your life.
- Pay less for textbooks by buying them through an online retailer like Amazon.com or using an online book comparison website like AddALL.
- Use your credit card sparingly. Compare rates between credit card companies and pay attention to fees and interest rates.
- Look for alternative funding options such as employee tuition reimbursement programs or external scholarship opportunities.
- Put your savings on autopilot by treating it like another recurring expense. Set up a direct deposit through your employer or set up automatic transfer through your checking account into an easy-to-access savings account. Start with depositing \$20 each month and increase the amount as time goes by.

# You Need to Know Your FSA ID by Mary Ann Meaker

The Federal Student Aid ID (FSA ID) is now the only way you can log into many federal student aid websites, including your FAFSA and the NSLDS. Your PIN is no longer usable!

On May 10, 2015, FSA ID replaced the Federal Student Aid PIN. The PIN was a four-digit numeric code used together with personally identifying information (such as Social Security number, name and date of birth) to log in to FSA websites. The FSA ID is more secure because it does not require you to provide sensitive personal information when logging in.

If you have not logged in to a Federal Student Aid website (such as FAFSA, StudentLoans.gov or the National Student Loan Data System) since May 10 of last year, you will need to create an FSA ID. Your PIN will no longer work. Do you know what your FSA ID is? Do you know how to create one? Still have questions? Need assistance? Your very own SSS TRIO staff can help. Stop in and make an appointment with your advisor.

Make sure you're not left behind when financial assistance is being given out!

Federal Student Aid

### Featured Program – Eastern Campus



Maria Brathwaite, Career Services Center

Allow me to introduce myself. I'm Maria Brathwaite, career services specialist at the Eastern Campus. Before joining the team at East in January 2016, I worked in Career Services at the Metro Campus – first in workforce development at the UTC building and later on the main campus. Some of my credentials include a Master of Education in Adult Learning and Development from Cleveland State University along with Global Career Development Facilitator (GCDF) trainer and Professional Resume Writer certifications.

I provide a variety of services to students such as career coaching and exploration, workshop facilitation, job search preparation and experiential learning opportunities including co-op and internship assistance for students. Preparing students for co-ops and internships is a significant part of my role as career services specialist, as it connects students with realworld experience.

For the first time in the history of Cuyahoga Community College, the Career Center is leading a new initiative called the Summer Internship Program (SIP). The goals of the SIP are for our students to build professional networks, apply classroom knowledge and gain handson experience. Multiple departments within the College will host students this summer who will work a minimum of 100 hours between May 1 and August 12, 2016. Other perks of the program include compensation of \$10.00 per hour, payment for one credit course during the summer and payment of the cost of one textbook up to \$125.

For additional details and guidelines, please visit the Career Center located in ESS 1103. The team at the Eastern Campus looks forward to working with multiple departments as we fulfill the College's mission of student success and completion.





### **Student Financial Aid and Scholarships**

The Office of Student Financial Aid and Scholarships at the Western Campus provides guidance to students looking for both federal and institutional funding to pay for their education. The office can provide helpful assistance in areas such as grants, loans, work-study and scholarships. Students can stop by the office to drop off materials or to ask questions any time during business hours. Students may also make appointments with our financial aid advisors when more time is needed.

Additional resources are available to assist students, including phone counseling, Online Chat (from 2-5 p.m.) and our extensive video catalog on faTV. More about those resources can be found on our website. Have a great semester and please come see us!

Back row standing: May Mooney, Mike Halter, Andrea Clark, Adam Diiulio Middle Row: Renee Lamp, Bob (Toys for Tots), Beverly Croom-Reynolds Seated: Lynn Lucas, Yolanda Hill

### WSS G224

Monday: 8:30 a.m. - 6:30 p.m. Tues., Wed., Thurs.: 8:30 a.m. - 5 p.m. Friday: 9:30 a.m. - 5 p.m. 216-987-600 financialaid@tri-c.edu

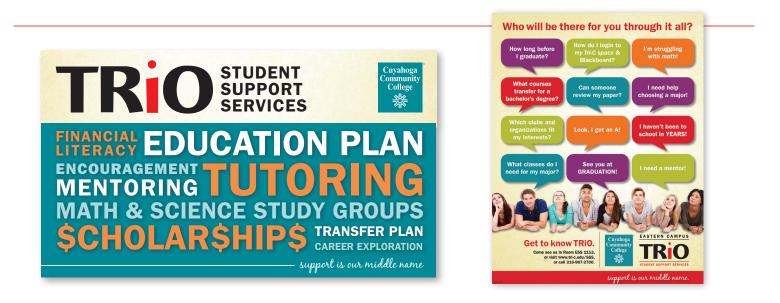
### **Transfer Center**

The Transfer Center is designed to support students in all aspects of transfer planning. Our department assists students in creating transfer plans that allow them to utilize their time at Tri-C to the fullest, connects them with external transfer advisors and provides them with the assistance and support needed to transition from Tri-C to their new institution. Throughout the semester, we not only

Cuyahoga Community College



bring external four-year advisors into our department to meet with students, but we also work to offer a variety of four-year college tours. The Transfer Center strives to ensure that students not only engage with faculty and staff, but that they also participate in and utilize the diverse resources here at Tri-C that can help make their transfer experience as seamless as possible.



### **TRI-C**

**Student Life:** The Office of Student Life, Athletics & Recreation provides programs and activities that promote learning and development outside of the classroom and encourage interaction among students and between students and staff. http://www.tri-c.edu/student-life/index.html

**Transfer Advising and Campus Visit Schedule:** If a bachelor's degree is your educational goal, Tri-C has many partnerships with four-year colleges and universities that allow our students to seamlessly continue their education from an associate's degree to a bachelor's with significant cost savings. See your SSS advisor or an academic counselor. View the Spring 2016 Campus Visit Schedule: http://www.tri-c.edu/transfer-center/index.html.

**Student Career Services:** Connect with employers and career-related resources during your education and after degree completion. Services include career exploration and planning, job search preparation, employment opportunities and access to the Career Center library and resource materials. http://www.tri-c.edu/career-services/

### **COLLEGE BEYOND TRI-C**

Review the details of a college you are considering, including costs, graduation rate, loan default rate, average amount borrowed and employment: https://collegescorecard.ed.gov/.

Research careers and the demand for various jobs: http://www.mynextmove.org/ or the Occupational Outlook Handbook: http://www.bls.gov/ooh/.

Research colleges to find the right fit for you: http://nces.ed.gov/collegenavigator/.

### **OTHER RESOURCES**

**Free Tax Preparation Services:** Cuyahoga Community College (Tri-C<sup>®</sup>) will again offer free personal income tax filing services to qualified taxpayers filing simple returns with a 2015 earned income of less than \$62,000. The services will be offered at four campus locations this year, beginning in February. Call 216-987-0606 to hear information on the College's free tax preparation service or go to www.tri-c.edu/taxhelp.

### **Tri-C Academic Calendar**

April 4, 2016	Last Day to Withdraw from Session B (Second 8 Weeks) with NO RECORD
April 8, 2016	Deadline to Petition for Graduation in Spring 2016 and Summer 2016
April 20, 2016	Last Day to Withdraw from Full Term (16 Weeks) Course with a "W" Grade
April 25, 2016	Last Day to Withdraw from Session O (14 Weeks) Course with a "W" Grade
May 2, 2016	Last Day to Withdraw from Session B (8 Weeks) Course with a "W" Grade
May 9-15, 2016	Final Exam Week – Full Term
May 15, 2016	Spring Semester Full Term, Session B (Second 8 Weeks) and Session O (14 Weeks) End
May 17, 2016	Final Grades Due: Full Term, Session B (Second 8 Weeks) and Session O (14 Weeks)
May 20, 2016	Grades (Full Term, Session B and Session O) available to students
May 19, 2016	Commencement

