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TRiO

STUDENT SUPPORT SERVICES

connect

Cuyahoga
Community
College



An Annual Report on Student Support Services College-wide

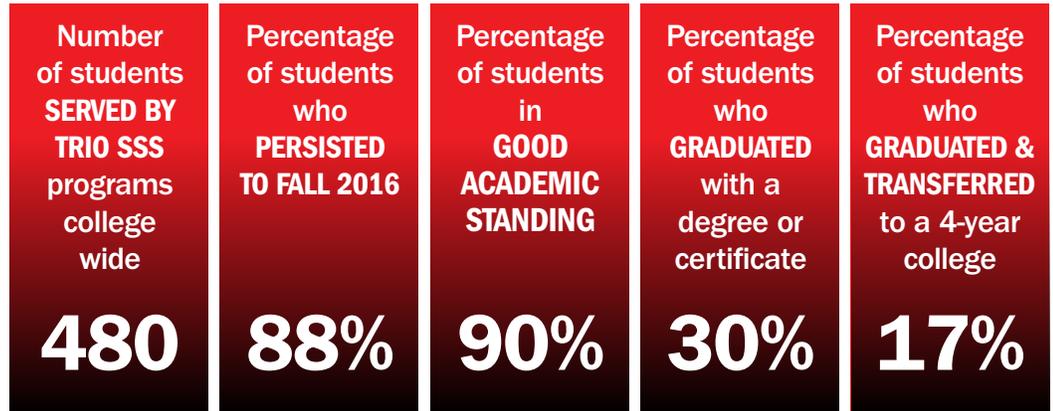
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*All program data in this newsletter is based on 2015-2016 Annual Performance Report data submitted to the U. S. Department of Education.

Support is our middle name!

Details inside!



TRiO WORKS!

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 education-related 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

Alex Fuentes, Technology Specialist;
Mary Ann Meaker, Student Advisor



Western Campus Staff

L-R Standing: Sarah Eakin, Student Advisor; Dorsey Faight, Math/Science Tutor; Petra Glaser, Math/Science Instructional Assistant; Allie Salmons, Office Assistant

Seated: Melanie Allamby, Director; Nichole Kroggel, Program Assistant

Not Pictured: Audra Jones, English/IT Tutor



Metropolitan Campus Staff

L-R Front row:

Anne Lattimore (Peer Writing Tutor), Bleranda Musai (Math Tutor), Dr. Jane Scheirloh (Student Advisor), Anddra-Nee' Hawkins (Work Study)

L-R Back Row:

Alex Fuentes (Tech Specialist), Zyanya Torres (Director), David Karban (Intern), Dyonne Smith (Program Assistant), Gerry Nemeth (Math Instructional Assistant), Mary Ann Meaker (Student Advisor), Jason Law (Science Tutor).

Not Pictured: Bridgette DeRivera (Marketing Co-Op), Shakitha Day (Work Study)

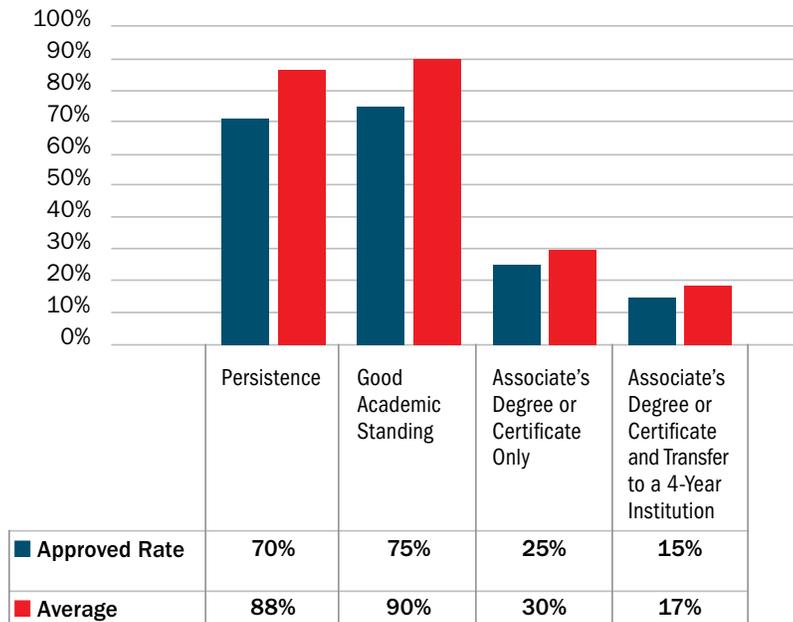


Eastern Campus Staff

(L-R)

Tiffany Wilder, Student Advisor
Hasida Weber, Math/English Tutor
Kimberly Kattas, Science/Math Instructional Assistant
Tamera Herron, Director

Program Objectives 2015-2016



TRiO
WORKS!

TRIO Student Support Services (SSS) exceeded all federally approved objectives for persistence, good academic standing, completion and transfer among student participants in FY 15-16, as shown above.

Among the three campuses, the average persistence rate was 88 percent, compared with the grant-approved rate of 70 percent. Ninety percent of participants were in good academic standing, compared with the 75 percent grant objective. Students completed associate degrees or certificates within four years at a rate of 30 percent, compared with the 25 percent goal. Finally, the rate of completion and transfer was 17 percent, compared with the 15 percent objective.

Hours of Service

2,542

Hours of academic tutoring

1,399

Hours of advice and assistance in postsecondary course selection

227

Hours of assistance in completing and applying for federal student aid

149

Hours of transfer advising

Tri-C's TRIO SSS programs spent a combined 2,542 hours providing tutoring services in FY 15-16. Nearly 1,400 hours of personal, career and academic advising were delivered, along with 227 hours of assistance with the Free Application for Federal Student Aid (FAFSA) and financial literacy education. Nearly 150 hours were spent on transfer advising to assist students with transitioning to four-year colleges and universities.

Impact of the New Administration on TRIO SSS Programs

by Zyanya Torres

Donald Trump was sworn in as the 45th President of the United States on Jan. 20, 2017. Just a few days prior, his nominee for Secretary of Education, Betsy DeVos, appeared before the Senate Committee on Health, Education, Labor and Pensions for nomination proceedings. During the extensive and, at times, contentious hearing, several hot-button issues were

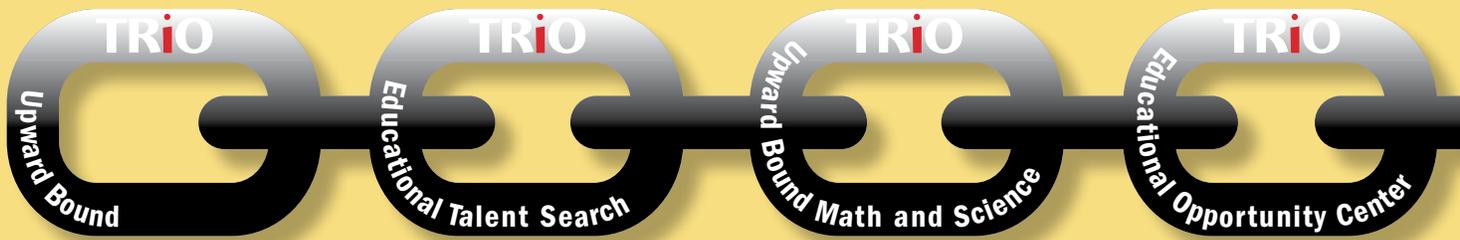
raised, including standardized testing, school safety and student loan debt.

One bright moment occurred during questions put forth by Sen. Susan Collins (R-ME), co-chair of the Congressional TRIO Caucus. Noting the low rate of college completion among low-income students, Collins mentioned the TRIO programs as a way in which students are able to gain access to the information and support needed to enter and complete college. Collins went on to ask DeVos about her views on college access programs. DeVos

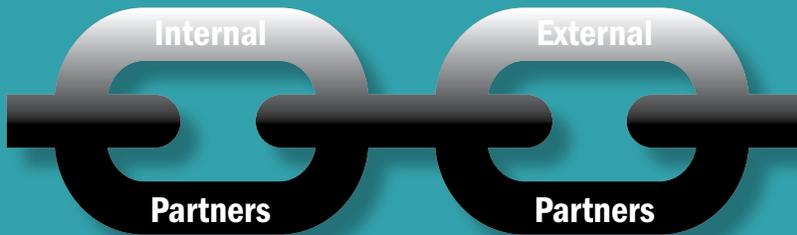
acknowledged the work of TRIO programs and noted that TRIO could serve as a model for future federal efforts to increase college enrollment and completion.

The Trump administration ushers in a threat for budget cuts to programs that support low-income children and families. The Federal Pell Grant Program, a critical funding source for students who otherwise couldn't afford the promise of higher earnings, may be significantly reduced. A more critical threat is the outright elimination of the Department of

BEFORE TRI-C

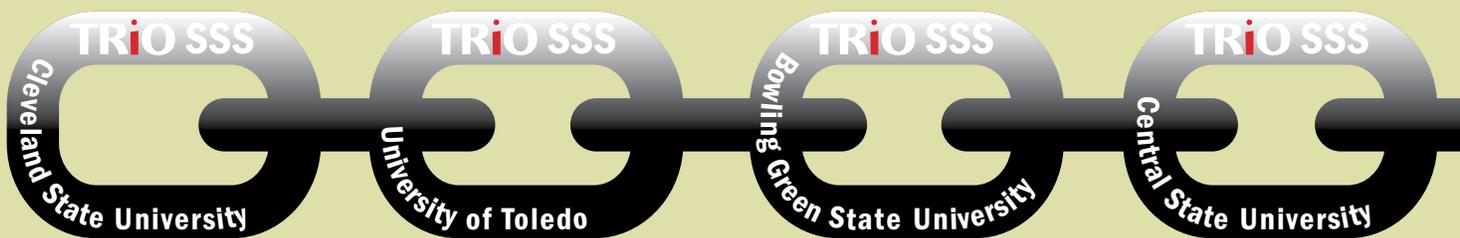


DURING TRI-C



Career Center · Degree in Three · Enrollment Management · Student Affairs Development · Women's Center · Learning & Engagement · Tri-C TRIO SSS · College Now · Grants Accounting Accounts Receivable · Engineering Department · Grants Management

AFTER TRI-C





The Creative Arts department provides tickets for SSS students and staff to attend special exhibits and cultural events.



A joint trip to The Jack, Joseph and Morton Mandel Humanities Center results in several SSS participants becoming Mandel Scholars.

Counseling faculty members Andrea Borders, Kevin Berg and Lisa Belcher-Nelson present to SSS staff on approaches to serving and engaging under-resourced students.



SSS Program Assistant Nichole Kroggel delivers items donated by SSS participants and staff to the Parma Hunger Center.



SSS Student Advisor Tiffany Wilder gives back in many ways, including mentoring students in Black American Council and serving on the Minority Women's Leadership Initiative committee.



TRIO SSS West Tutor Audra T. Jones (left) with Women in Transition graduate and TRIO SSS participant Kathleen Smith.

DeJuan Spencer

While filling out the forms for TRIO SSS, I had no idea what I was getting myself into. Looking back on that day one year ago, I know that I was thinking that TRIO SSS would help me at an absolute minimal level while taking classes at Tri-C – but I needed all of the help that I could find.

Tiffany Wilder became my advisor. She was my biggest cheerleader, hands down. During this time in my life, I was working on the foundation that would lead to my studies and involvement on a university campus. At Tri-C, I was building the foundation of the most important time in my life. When I needed clarification on plans I had in mind, she would help me see the plan from all angles and aid me in making decisions. She also helped me earn scholarship money and save hundreds of dollars on textbooks.

Tiffany and the other advisors do not do their jobs for the paycheck or good name. They work the way they do because they want students to be effective at Tri-C and successfully transfer to a four-year university or continue on to whatever else they may desire.

From her office, the cafeteria, the main intersection of ESS, to the Mandel building, Tiffany high-fived and cheered me on. She has the energy of a cheerleader on caffeine – the echoes of her voice heard around Tri-C are proof! Tamera Herron, Director of TRIO SSS at the Eastern Campus, also established her support with a genuinely warm smile and congratulations on my achievements. Her support was particularly special because she wasn't my advisor. The fact that the SSS staff would aid me and have my back from the beginning to the end of my journey, advisor or not, gave me confidence in myself and motivation to expand my mind and travel down new paths.

As an Eastern Campus student,

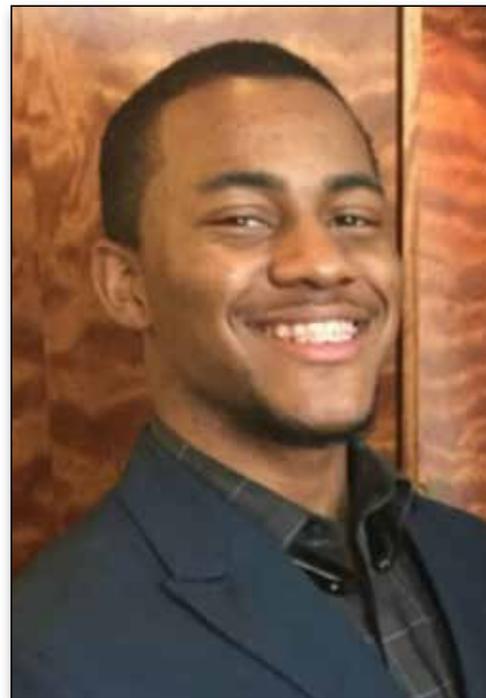
opportunities seemed interminable. With new opportunities come new responsibilities, and new responsibilities can mean new levels of stress. No worries – SSS had my back. When I was chosen to work in the office of the Eastern Campus President, I was sort of nervous although I didn't tell anyone. But the confidence and expectations SSS had in me made me feel tranquil.

SSS advisors wear multiple hats. First, cheerleader. Then, motivator. After that, counselor. And, last but not least, best friend. TRIO advisers have a voracious desire to see their students excel and will speak words to their students that ignite a higher intellectual being, motivated to learn and lead by eminent example.

Tiffany put a mirror in front of me that magnified my good qualities while allowing me to see areas that needed improvement. Going to meetings in the SSS office gave me a holistic perspective on my role as a student. Tiffany informed me that I was not an average student, and I took that to heart. She acknowledged my good GPA, leadership roles at Tri-C, the influence that I carried and – above all else – my potential. She spoke into me and created a DeJuan Spencer who refused to be contained by doubt, fear or laziness.

With SSS behind me, pushing me forward, I began to feel everything was within my grasp. I joined SSS in fall 2015, and since then I've been a member of the Honors Program, Black Male Initiative, Black American Council, the Mandel Scholars Academy, the Louis Stokes Alliance of Minority Participation (LSAMP) and the Cleveland Humanities Collaborative. Although SSS did not directly nudge me through those doors of opportunity, they did encourage me to travel beyond with faith as they spoke into me.

Tamera Herron and Tiffany Wilder were



the primary staff that I had the pleasure of being acquainted with at SSS, and they both made a tremendous difference in the DeJuan Spencer who first walked into Tri-C as a student by helping him evolve into a scholar. I give them credit for entering the lives of individuals they do not know and being able to transform them into students with a deeper inclination to excel. No one student is guaranteed success – the journey is hard work. However, I guarantee that the journey is easier with TRIO SSS.

From The Desk of...



Dr. JaNice Marshall,
Associate Vice
President of Access
and Community
Engagement

Balancing access, success and completion is the hallmark of College Pathway Programs at Cuyahoga Community College (Tri-C). TRIO Student Support Services (SSS) is an educational opportunity program launched in 1968 to help prepare low-income and first-generation scholars (students whose parents do not have four-year college degrees) for college success. SSS programs, available at Tri-C's Eastern, Metropolitan and Western Campuses, are critical to the College's outreach and readiness efforts. More than 17,000 K-12 students, their families, and other

adults in Northeast Ohio learn about SSS each year.

SSS at Tri-C underscores the first recommendation by the American Association of Community Colleges' 2014 document, Empowering Community Colleges to Build the Nation's Future: An Implementation Guide: Increase completion rates by 50 percent by 2020. Each year, nearly 500 students enroll for academic guidance, planning, tutoring and career development through SSS, which facilitates persistence, retention and graduation.

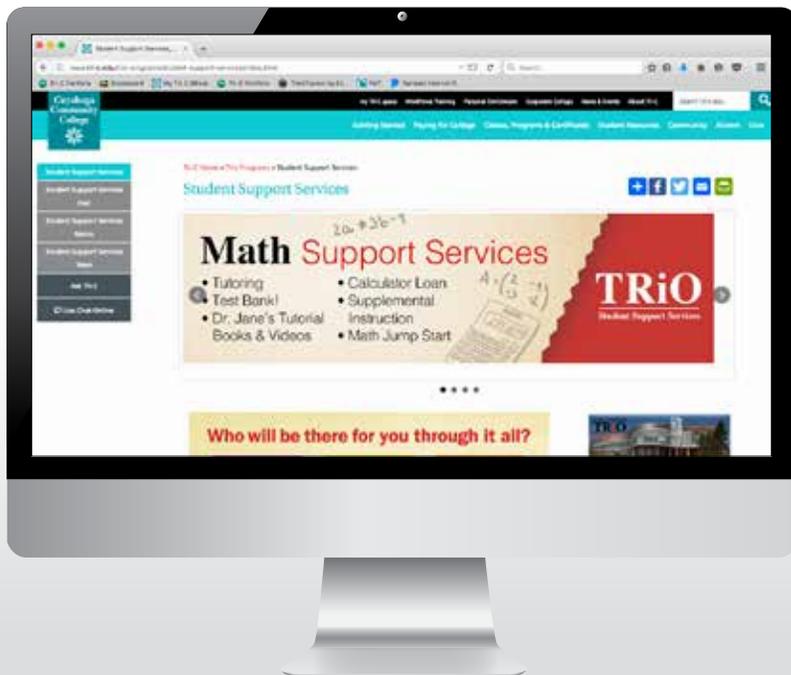
SSS collaborates with the Tri-C Centers of Excellence at each campus, enabling SSS advisors to provide timely application and registration materials to interested students. SSS programs support students with advising, tutoring, course selection and preparatory

workshops during enrollment in prerequisite coursework.

We want our TRIO students to excel – but most of all, we want our scholars to have the tools necessary to soar above and beyond what they thought was possible. SSS provides the resources that help students to be their best.

Stay Connected

Visit our website: tri-c.edu/SSS



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