

# TRiO Manual

*TRiO @Kingsborough Community College*

*Promoting Purposeful Education*

**policies and procedures / rights and responsibilities**

**The TRiO Student Support Services Program  
Kingsbough Community College (KCC)  
City University of New York (CUNY)  
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Brooklyn, New York 11235  
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**<http://www.kbcc.cuny.edu/TRio/Pages/TrioHomePage.aspx>**

*You cannot reach your destination if you don't know where you're going*



Fall 2014

Dear Student,

Thank you for your interest in the TRiO manual entitled *Promoting Purposeful Education*.

TRiO @Kingsborough Community College is an academic support program, but it is more than the provision of interventions for retention, graduation, and assistance with transfers. We provide diverse initiatives and problem solve, always going the extra mile for positive outcomes. Our program is dynamic and addresses issues which block persistence.

TRiO graduates move forward as good students and well-rounded citizens with career objectives. Our students understand that the KCC years are preparatory and not an end in themselves. TRiO takes the time and effort to assist students with identifying and activating plans for life after graduation to ensure successful transitions into four year colleges or professional employment.

We promote purposeful education and that begins with selecting a major, or to use CUNYfirst terminology, an academic plan. Career direction is critical since it provides direction. Additionally, we stress self-knowledge so that students become aware of their challenges and strengths, and how to advocate and negotiate for success.

If you have any questions about this manual or TRiO @Kingsborough, please feel free to contact me at [faith.fogelman@kcc.cuny.edu](mailto:faith.fogelman@kcc.cuny.edu) or any other staff member listed on the staff page of this manual. Our intake and primary counselor, Ms. Irina Abinya, is an especially knowledgeable TRiO resource.

Best,  
*Faith Fogelman, ACSW*

Program Manager  
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## ***General Information about TRiO***

### ***TRiO Defined***

The TRiO Student Support Services Program (SSSP) is one of several grant funded TRiO programs under the US Department of Education (US DOE). Established in 1965 as one of three original programs (hence “TRiO”), SSSP addresses the academic and vocational needs of matriculated undergraduate students. Other TRiO programs serve pre-college or graduate students.

### ***Overarching TRiO Objectives***

SSSP promotes completion of post-secondary education and transfers to four year colleges in the case of community colleges, and transfers to graduate programs for 4 year institutions.

### ***Student Eligibility***

The DOE is invested in the academic progression of the following three student populations since they are designated the least likely to persist and transfer without academic and vocational initiatives:

- students with documented disabilities
- students who are the first in their family to attend college
- students who are low income according to federal guidelines

TRiO participants must also be US citizens or permanent resident aliens.

### ***TRiO Grant Competition***

The TRiO grant competition is open to US colleges. Proposals describe plans for the development of an SSSP program including the implementation of mandated and allowable services. The DOE determines awards based on the viability of the plan, among other considerations. The DOE awarded 1,080 Student Support grants for the most recent competition in 2009 accounting for 72% of the 1,500 submitted proposals. SSSPs commenced on September 1, 2010 and will terminate on August 31, 2015. KCC has been awarded a TRiO grant for over 30 years and will re-submit a new proposal.

### ***TRiO Services***

The DOE mandates that Student Support Programs offer the following five interventions:

- academic advisement including course selection and charting semester schedules
- tutorials in math, English, other subjects; workshops related to time management and note taking
- assistance with financial aid; the provision of financial aid opportunities including scholarships
- services designed to improve financial and economic literacy
- assistance with transfers

TRiO @KCC also offers allowable interventions including counseling, career activities, and cultural events, among others.

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***A wise man is not he who never makes a mistake, but he who never makes the same mistake twice***

***Take risks, make mistakes; don't repeat them***

### ***TRiO at Kingsborough – mandated and allowable initiatives***

TRiO @KCC services over 250 students per academic year and maintains a graduation rate higher than the general college population. The counseling relationship is key for academic and vocational direction and is available year-round. Research shows that students with a career direction or academic plan are more inclined to graduate, which challenges the ancient Greek ideal of academia just for the sake of learning.

KCC offers both education and training in marketable majors, but students need to identify a plan or they will waste time and financial aid. Education and training provide graduates with the choice of transitioning into entry level professional employment or four year colleges. With a career objective, education is not fragmented.

#### *Connecting with TRiO*

##### *Intake*

TRiO welcomes all eligible students (see *Student Eligibility*, page one). New students meet with the TRiO intake counselor at which time a review of their goals and academic progression are assessed. We accept freshmen, transfer students and upper classmen who are not imminent graduates.

Assessment includes the results of CUNY ACT exams, the grade point average, and if the academic plan makes sense in light of student performance. The intake counselor also addresses studentship responsibilities such as KCC identification cards, knowledge of CUNYfirst, etc. Students should check their KCC e-mail address at least once a day.

The following mandated and allowable services are categorized for definition clarity. In practice, they overlap.

##### *Academic Advisement*

TRiO counselors and students shape semester schedules with consideration of financial aid/employment/family Obligations/time preferences, among other variables including how many courses can be successfully managed. TRiO counselors know about new financial aid and academic regulations so students are urged not to register independently.

##### *Tutorials*

TRiO tutorials complement developmental classes in preparation for re-taking CUNY entrance exams, to improve grades for credit bearing courses, and to facilitate critical thinking for universal applicability and success. Tutorials are also available for developing technology skills. We encourage utilization of college tutorials when TRiO cannot accommodate requests.

The program offers individual weekly sessions for one hour, although sometimes students are paired. Intakes provide information about tutorial request protocol and the importance of making requests at the commencement of semesters. When students cannot meet their tutorial schedule, they should inform their counselor. Workshops are also offered during the semester and can be subject related, such as how to prepare for math exams, or address aspects of studentships such as how to improve note taking skills.

----- *Writing Through the Academic Looking Glass: A Tutorial Model for Struggling Academic Writers.*

In Fall 2012, TRiO and the reading and writing center will embark on a new tutorial project to address underdeveloped writing abilities for students who failed the CAT W entrance writing exam by 10 points or less.

##### *Financial Aid Ministrations*

TRiO works with the financial aid office to ensure that students complete their annual FAFSA (Free Application For Federal Student Aid) on time; the TAP office (Tuition Assistance Program) for continued TAP eligibility based on the selection of courses related to the major; and the career/transfers/scholarship office to ensure that students are aware of additional financial opportunities.

##### *Financial Literacy*

TRiO supports proficiency in money management, knowledge of entitlements, skills for planning graduate education, and ways to avoid heavy debt. We work closely with Single Stop, the college resource for providing financial literacy education.

### *Transfers to Four Year Colleges*

Although we refer students to the career office, TRiO counselors monitor all activities pertaining to transfers and distribute information about local Open House Sunday forums, usually in the fall. When students have narrowed their transfer choices, we link them with TRiO programs or disability offices on those campuses.

### *Counseling*

Counselors are the primary student contact. They advise, coordinate, negotiate on behalf of students, and counsel around all areas which impede persistence. TRiO counselors employ the problem solving model with the over-arching objective of successful functioning in all spheres - academic, vocational, social, etc. Frequency of sessions is by need, but monthly meetings, at minimum, are encouraged. Many students meet bi-weekly and more often at peak times.

### *Career Activities*

As previously mentioned, a career direction is critical to academic success. TRiO offers career workshops, job search tips, and has created useful career power points. We encourage students to meet with members of their respective department for information interviews and to take career tests on-line at the career office for a better understanding of their interests and abilities. TRiO facilitates internships so that students graduate with experience in their major.

### *---- A Major Decision*

Identifying a career is critical and begins with students knowing themselves. Some students selected their career long ago while others require an exploratory process. Some jump at what seems momentarily attractive, others emulate role models, and many are hesitant to make a commitment. Everything in life begins with the self which may mean turning hobbies into careers. People change careers, but students should select a major which reflects their current interests and talent.

### *Cultural Activities*

TRiO links students with the wide array of cultural, club, and civic opportunities on campus. Our students are recognized as active campus participants.

## ***TRiO at Kingsborough – other points about the program***

### *Collaborative Efforts*

TRiO does not work in isolation and engages in collaborative efforts with campus offices including the Men's Resource Center, Women's Resource Center, career/transfers/scholarship office, CUNY New Start, advisement office, among a host of others. We also share the D-205 suite with VASO (Veteran Affairs Student Office) and Access-Ability Services - AAS (office for students with disabilities). We service mutual students, especially AAS which is sanctioned for accommodation provisions.

### *Interns*

We serve as a field placement for human service interns from Hunter College School of Social Work and NYC College of Technology. Interns provide additional assistance for TRiO students.

### *Special Events*

TRiO presents Open House and Orientation forums for information, procedures, and socialization. Fall orientations are together with Access-Ability Services; spring orientations are TRiO exclusive.

### *CUNYfirst*

CUNYfirst is the new student information and tracking system. All students need to claim a CUNYfirst account and use the system to track their KCC activities. They should see their TRiO counselor for more information. Under CUNYfirst, students need to check their KCC e-mails daily and to master new vocabulary such as *major* to the CUNYfirst term *academic plan* and *credits* is now *units*. CUNYfirst sends weekly e-mails to inform about updated vocabulary and other information.

### *Website and Powerpoints*

Please check <http://www.kbcc.cuny.edu/TRiO/Pages/TrioHomePage.aspx> (or go to the KCC website, Administrative Offices on left hand side, and scroll down to TRiO) for additional information and upcoming events. The website has many useful powerpoints under Tips for TRiO students.

### *TRiO Talks*

An annual newsletter of TRiO news and events written by and for students.

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***Ah, but a man's reach should exceed his grasp, or what's a heaven for? - Robert Browning***

### *Above and Beyond*

As previously noted, many TRiO services don't fit into categories. We request over tallies to facilitate enrollment into needed classes, advocate for students who mis-registered themselves and lost TAP, advocate for room changes for students with disabilities, inform students about courses they need for their curricula when changes have been made, identify omitted steps in transfer procedures so semesters are not lost due to incomplete transfers packets, negotiate with professors on student behalf when absences are due to unforeseen circumstances, and so on. All interventions support persistence.

### Preserved Financial Aid

Student decided to change major. He was unaware that he had to file an official change of major form with the registrar or risk the loss of financial aid since aid is awarded based on courses in the major. He had registered for courses in his new major and his TRiO counselor noticed the discrepancy. She told him about the protocol for changing a major, he then made the change official, and preserved his financial aid.

### Advocated for Over Tally to Ensure Timely Graduation

Student needed to successfully complete math 2 in the winter module in order to take a college-level math course in the spring and graduate in June. At the point of registration, all math 2 sections were closed. Counselor wrote a letter to the math department requesting an "over tally" into the closed course. The letter was accepted, student registered for the needed course, and graduated on time.

### Facilitated On-line Application for Timely Transfer

Student was expected to graduate in June and wanted to transfer to Brooklyn College (CUNY) for a baccalaureate degree. She had difficulty completing an online transfer application, her counselor assisted with the process, and the student transferred to Brooklyn College without wasting a semester.

### Re-Shaped Schedule to Avoid Probation

Student was referred to TRiO by another program manager due to risk of probation. The student had registered herself and the TRiO counselor reviewed the schedule. There student had registered for too many courses and the counselor advised withdrawal from the most difficult one for which a failure would result in probation. The counselor also suggested that the student to speak with her remaining professors for guidance on how to improve performance. Counselor assured that she would provide TRiO advisement for future semesters and the student subsequently persisted.

### Prevented Withdrawal Penalties

Student was not doing well in a required course. He wanted to officially withdraw which would have resulted in a "W" grade, impacted on his financial aid, and he would have had to re-take this requirement delaying his graduation date. Counselor advised him to speak to the professor for tips on passing. It turned out that the student had a reasonable chance. The counselor encouraged him to utilize TRiO tutorials and the student got motivated to work hard and passed the course.

*You must do the things you think you cannot do - Eleanor Roosevelt*

*TIPS FOR SUCCESS*

*Intellectual Curiosity*

Are you intellectually curious?

Do look up any word you don't know, inquire about concepts you don't understand, and can identify Robert Browning and Eleanor Roosevelt? Upon receiving class syllabi, review for unfamiliar terms and note assignment and exams dates.

***A son wanted to impress his mother. He came home from college one day and told her about all the wise comments he articulated in class. He waited for her reaction whereupon she inquired about what questions he asked since good questions reflect insightful thinking. She suggested that he ask more questions.***

*Main Point*

Can you identify the main points or issues?

After each class, review your notes and identify the main points. Don't look at the individual trees and forget the forest.

***A daughter called her parents to say that she had her baby. Dad asked about the baby's health. Mom asked about resemblance. Dad asked when the daughter is leaving the hospital. What question was omitted?***

*Connections*

Do you make connections? Do you see that math and science are connected to history? Use what you learn in one class to enhance your understanding of the content of other classes.

***....She majored in human services and thought she was finished with math. At her first professional job, she prepared statistical reports on low income families in New York City.... He loved science and disliked history. In time he understand connections between how historical eras contributed to scientific discoveries....She majored in culinary arts and resented taking so many math classes until she started to supervise meals for a hospital.....He majored in the sciences and thought that learning foreign languages is a waste of time, until he was asked to presented in Europe.....She majored in fashion marketing and eschewed literature until she designed fashions which reflected characters in noted nineteenth century novels.....***

*Identify a Starting Point*

What do you need to start your essay, library assignment, math review? Once you have a starting point, the process for completion usually gets easier. Don't live in the land of vague. Strategize what you need to begin and map out all the necessary steps. There is a difference between working hard and working well.

Visit the TRiO website under **ACADEMIC TIPS** for TRiO STUDENTS for TRiO power points

***Labor for learning before you get old, for learning is better than silver and gold.  
Silver and gold will vanish away, but a good education will never decay.***

***TRiO Staff***

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Please note that TRiO works very closely with Access-Ability Services and wishes to extend a special note of gratitude to its director:

**Stella Woodroffe, Ph.D., LMHC**

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