



student support services

**2008-2009
Participant Handbook**

Welcome to Labette Community College's 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 an LCC 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.

You will find all the important information you'll need to have a satisfying and successful experience in Student Support Services in this planner. From important dates and informative workshops to the requirements to satisfy in order to earn a College Completion Grant, this planner will be your one stop for nearly all program information.

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

Sincerely,

Kelly Kirkpatrick, Director
Student Support Services
Labette Community College
200 South 14th Street
Parsons, KS 67357

TRiO

STUDENT SUPPORT SERVICES

TABLE OF CONTENTS

What is Student Support Services?	3
Student Support Services Staff.....	3
Participant Commitment	3
SSS Program Policies	4
Participation Credit	4
Code of Conduct.....	5
Probation.....	5
Attendance Policy	5
Textbook/Equipment Loans	5
Textbooks	5
Equipment.....	6
Advising Services	6
Academic	6
Career	6
Personal.....	6
Financial Aid	6
Advocacy	6
Academic Services	6
Academic Performance Expectations.....	6
Mandatory Tutoring.....	6
Get On Track Program	7
Professional & Peer Tutoring.....	7
Workshops	7
Computer Access	8
Academic Trips	8
Awards & Special Recognitions.....	9
Student Advisory Committee (SAC)	9
Newsletter & Calendar	9
Web.....	9

What is Student Support Services?

Student Support Services is one of the seven 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, 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. Labette Community College hosts two of these programs: Student Support Services and Talent Search.

LCC's Student Support Services program is funded to serve 215 students. To qualify for SSS services, currently enrolled LCC students enrolled in at least 6 credit hours 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
- Cultural Activities
- Grant Aid
- Mentoring
- Equipment and Book Loan Programs
- Computer Access
- Leadership Opportunities

Student Support Services Staff

SSS offices are located in the Student Success Center. Daily hours are 7:30 a.m. to 6:00 p.m., Monday through Thursday and 7:30 a.m. to 4:30 p.m. on Fridays.

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

Participant Commitment

Many students think they lack the capabilities or the financial assistance to attend college and succeed. Those students selected for participation in Student Support Services have indicated a sincere willingness to improve themselves and are committed to the goal of college success. Because of the expense, time, and effort the staff must give to a Student Support Services participant, we request that those students make a sincere commitment to themselves and to the program.

Upon acceptance into Student Support Services, these are the commitments we ask from each individual participant in order to remain in the program and to be eligible for benefits:

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

1. All program opportunities and services are provided at no cost to me and are intended to help me grow both academically and personally.
2. In return for these services, I agree to participate in the following:
 - Attend and be on time to all classes and tutoring sessions.
 - Participate in at least one Student Support Services workshop per semester.
 - Meet with a Student Support Services Academic Advisor throughout the year when needed and upon request of the Academic Advisor at midterm.
 - Follow the Academic Plan agreed upon between my Academic Advisor and myself concerning academic, career and/or transfer advising.
3. I understand that as my needs change; i.e., grades improve, class attendance is satisfactory, etc. that I may change the Academic Plan with my advisor.
4. I understand that Student Support Services has provided information about financial aid opportunities at Labette Community College.
5. I understand that if I do not uphold the terms and conditions of this commitment, I may be denied further participation in the Student Support Services program.
6. 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 Labette Community College. This includes permission for the Student Support Services Director and Academic Advisor to share my academic reports with Labette Community College 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 Labette Community College courses.
7. 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.
8. I understand my participation in Student Support Services is confidential. However, I give the project staff the right to disclose information about the possibility of inflicting harm to myself or others to the appropriate personnel.

Students sign this commitment during their intake interviews. The commitment stays in the student file and is considered binding and in effect as long as the student is continually enrolled at LCC.

SSS Program Policies

Participation Credit

As you plan your Student Support Services participation to earn a College Completion Grant or fulfill a book or equipment loan contract, make sure that you are earning enough points. The point value for each activity is listed on the calendars Student Support Services produces each month.

5 Point Activities	3 Point Activities
<ul style="list-style-type: none"> ▪ SSS-Sponsored Workshops ▪ Educational Workshops (ex: study skills, transfer information, etc.) ▪ Personal Development Workshops (ex: stress management, health issues, etc.) ▪ SSS-Sponsored On-Line Workshops (through Blackboard or in the SSS office) ▪ SSS-Sponsored Cultural Activities (KC Ren. Festival, TRIO Day, etc.) ▪ SSS-Sponsored Campus Visits and Transfer Days ▪ Completing the Peer to Peer Series. 	<ul style="list-style-type: none"> ▪ LCC Academic Department-Sponsored Events (ex: Madrigal Dinner, Guest Speakers, Concerts, Plays) ▪ LCC Student Activity-Sponsored Event (ex: Community Service, Recruiting, Guest Speakers) ▪ Community Events (ex: Concerts, Community Service, Plays, Local Festivals) ▪ Visits with college recruiters ▪ Videos/DVDs (with Activity Evaluation <u>AND</u> worksheet/project) ▪ Other approved activities (with Activity Approval form <u>AND</u> Activity Evaluation)

If you wish to receive Student Support Services credit for an activity that is not sponsored or offered by Student Support Services, you must fill out the Activity Approval form and have it approved by an Academic Advisor or the Director. The forms are available in the Student Support Services office and must be approved **BEFORE** you complete the activity.

Code of Conduct

In order to maintain an atmosphere conducive to educational pursuits, Student Support Services maintains a Code of Conduct. All participants are expected to behave in a manner consistent with the mission of both the College and the program. Participants are reminded that they are representatives of LCC and Student Support Services when they are off campus as well as on campus. **Failure to conform to this code of conduct will result in the disciplinary sanctions of Labette Community College and may result in the student being dismissed from the Student Support Services program.**

The Code of Conduct lists the following behaviors as unacceptable:

- Using foul language
- Misconduct, including disrespect for and disturbing others
- Physical and/or verbal abuse or mistreatment of any person
- Theft, vandalism, defacement, or damage to property
- Disorderly conduct
- Drinking illegally or using any illegal substances
- Smoking in nonsmoking areas

Probation

Participation in Student Support Services is a privilege. Students who do not honor their obligations to Student Support Services may face disciplinary action including but not limited to having privileges restricted or revoked or facing dismissal from the program entirely. Students are notified individually of their probationary status and the requirements they must fulfill in order to be returned to full participant status.

Attendance Policy

Student Support Services students are expected to keep appointments with both professional staff and with peer tutors and mentors. Excessive or unexcused absences from Student Support Services activities or appointments may lead to a student's dismissal from the program.

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 completed at least 5 points' worth of activities in the previous semester OR have satisfied the requirements of a previous textbook loan.

New participants or participants who have not met the above requirements will be allowed a textbook loan only after the second day of classes is completed and textbooks remain in the Student Support Services loan library.

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 a calculator or recording device without a prior semester of participation in the program. However, participants who receive a loan will be required to complete 10 points' worth of Student Support Services activities in order to be eligible for further equipment loans. Calculators and recording devices may be checked out for extended times, up to an entire semester. Laptops and other more valuable pieces of equipment may only be checked out overnight. 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 LCC 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 an Student Support Services Counselor 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.

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.

Get On Track Program

Student Support Services requires participants who earn a GPA lower than 2.0 to complete a semester of the Get on Track Program to ensure they improve their academics at Labette Community College.

The Student Support Services Academic Advisor with the Transfer/Career emphasis will visit with each participant who is required to complete the program prior to the third week of the semester. Together, they will complete a contract to determine what services the participant will be required to fulfill throughout the semester. Failure to complete the contract may lead to possible dismissal from the Student Support Services Program.

Possible activities that may be required as a part of the contract include, but are not limited to:

- Weekly or monthly meetings with the Academic Advisor
- Tutoring in at least one course
- Grade Tracking
- Meetings with instructors
- Attending workshops or completion of study skills videos
- Attending study sessions in the Student Success Center
- Repeating courses in which an F was received
- Completing the on-line Study Skills course

Criteria for completing the GOT program include:

- Not withdrawing from courses without consultation with Academic Advisor
- Completing the GOT Plan of Action
- Completing semester with at least a 2.0 grade point average

Students who complete their Get on Track contracts will be eligible for the College Completion Grant in the following semester.

Professional & Peer Tutoring

Student Support Services employs an English/Reading Specialist and a Math Specialist who work in the Student Success Center to help Student Support Services participants with English, reading comprehension, and math courses. The Specialists are degreed professionals in their subjects and are also happy to help students in other courses that may be outside their specialty. The Specialists post their hours on their desks and are available to help students on a drop-in basis.

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 have received numerous hours of ongoing training which is required for an institution to be CRLA certified. 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 or help in English or math will be referred to the English/Reading and/or Math Specialists in the Student Success Center **before** a peer tutor will be assigned.

All tutoring is offered to SSS participants free of charge.

Workshops

Student Support Services provides a variety of workshops each semester to aid participants in academic, social, and personal growth while attending LCC. Each semester Student Support Services staff evaluates students' needs and selects workshops that best assist SSS participants. Workshops have included, but are not limited to: time management, stress management, study skills, test taking, money management, health issues, and critical thinking. Workshops are offered three to four times each month.

Computer Access

The Student Support Services office has 2 computers for participant use. Please sign in each time you use the computers and adhere to the following rules:

1. The computers are first-come, first-served. Students may only reserve a time to use the computer for a Student Support Services online workshop.
2. Priority is given to students working on class assignments. Students should refrain from web surfing or checking email, especially when other students are waiting.
3. Save all your work on your own disk, jump or flash drive, or writeable CD.
4. Please let a Student Support Services staff member know that you need to print. Printing is limited to class assignments or documents needed for admissions, enrollment, or financial aid. Exceptions must be cleared through a Student Support Services staff member.
5. The computers are not equipped for sound. However, if you are completing a class that requires you to have sound, let us know and we will accommodate you as best as we can.
6. Please be aware that the computers are in a working area. Avoid excessive noise, talking, or congregating around the computers and office area.
7. Do not download or install any programs on the computers. If the computer prompts you for an update of any kind, please let a staff member know. As with all LCC computers, viewing or transmitting any material of a pornographic or illegal nature is absolutely forbidden and is strictly monitored.
8. Failure to comply with these rules may result in a student's suspension from computer lab use or to dismissal from the Student Support Services program entirely.

There are two additional computer labs for student use housed in the Student Success Center.

Cultural Enrichment

Each academic year Student Support Services provides cultural enrichment activities for participants. Past Spring Break Trips have been made to New Orleans, San Antonio, Chicago, and Atlanta. Past trips have included college/university visits to other TRIO programs, dinner theater, ball games, shopping, museum visits, and other activities. Each year, Student Support Services purchases community concert tickets for area and participating locations and Kansas City Renaissance Festival tickets for SSS participants to use. Participant input is always invited in the selection of cultural events.

Student Support Services takes several cultural enrichment trips throughout the school year. Eligible participants are required to sign a Travel Agreement and a Code of Conduct and to pay a small deposit. Student Support Services will refund deposits to participants who attend the trip or who have given the director sufficient notice of a cancellation. For campus visits and smaller trips, 48 hours is usually sufficient notice; longer trips, like the Spring Break Cultural trip, may require more notice for a student to be eligible for a refund. It is the responsibility of the participant to contact Student Support Services to cancel a trip reservation. If, for any reason, Student Support Services personnel have to cancel a scheduled trip, and trip deposits have been collected, Student Support Services will refund the trip deposits to the participants who signed up for the canceled trip.

Please do not hesitate to sign up for cultural enrichment events, but please follow through on your commitment when you do sign up.

Academic Trips

Student Support Services provides the opportunity for participants to attend transfer days and college visits to 4-year schools they are interested in. The most popular trip for participants is to the Pittsburg State University Transfer Day in April.

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 Luncheon, 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 LCC and in the community. Students interested in participating in the SAC should contact Rikke Mitchell 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 LCC website which feature the newsletter, events, calendar, study skills and career links, Student of the Month, Focus Career Testing, and general program information at www.labette.edu/stusvcs/sss