WHAT IS TRIO/STUDENT SUPPORT SERVICES?
Student Support Services is a federally funded TRIO Program, housed in The School of General Studies at Florida A&M University. It is designed to supply supportive academic and personal services to a limited number of low-income and/or first generation college students. Past participants in other TRIO Programs, as well as students having the potential to achieve a college degree, but who may not have performed well on the college entrance exam (SAT/ACT) are selected to participate in this program, which recognizes the importance of individual needs and goals. Additionally, students who are already in their majors and qualify for the program may also become participants upon space availability.

WHY IS THE TRIO/STUDENT SUPPORT SERVICES PROGRAM IMPORTANT?
This program is important because we give the participants individualized attention and make them feel at home. The participants have a place to go where someone knows their name and cares about them as an individuals. The staff members understand that the participants may need a support system to help deal with the challenges they will face in college. We are here to help them become better students and better people.

WHAT WILL TRIO/STUDENT SUPPORT SERVICES DO FOR ITS PARTICIPANTS?
TRIO/Student Support Services will provide services designed to help the participants graduate from college.

TRIO/Student Support Services will fund the orientation (TOPS) registration fee for a limited number of participants.

The staff members will become the academic advisors. They will assess participants’ needs and make sure that the participants are taking classes that they need in order to satisfy university policies.

The staff members will become the participants’ instructors for a fall course entitled College Survival and a spring course entitled Education and Career Planning. These courses will help the participants to learn about themselves and about FAMU, so that they can make informed decisions about their majors and careers.
The staff members will serve as program counselors. If participants are having personal problems, the staff is ready to assist them.

TRIO/Student Support Services will provide tutorial support, especially in the areas of English, math, and science.

TRIO/Student Support Services will provide an academic support laboratory that services staff members, tutors, and computers with internet access.

TRIO/Student Support Services will provide an opportunity for participants to bond with other Student Support Services participants, as well as interact with the rest of the university community through its TRIO Scholars Association.

TRIO/Student Support Services will provide academic seminars: Success in Math, Success in Science, and Success in Communications Skills. These seminars run throughout the fall and spring semesters to assist participants in successfully completing math, science, and English classes.

The TRIO Computer Lab is available only for TRIO students. The lab houses computers that are connected to the internet. Participants will be able to type papers, create Powerpoint presentations, use research software, as well as utilize a host of other services, free of charge. TRIO/Student Support Services will provide computer seminars each semester that teach participants how to get the most out of using a computer in college. Topics such as internet, Microsoft Word, and presentation software are addressed in these seminars.

TRIO/Student Support Services will provide a CLAST (College Level Academic Skills Test) Workshop each semester to assist participants in passing the CLAST.

TRIO/Student Support Services will provide a Financial Aid Workshop each semester to assist participants with the financial aid application process and to give pertinent information.

TRIO/Student Support Services will give an average grant aid amount of $1,200.00 to selected eligible first-year and second-year participants.

HOW TO BECOME A TRIO/STUDENT SUPPORT SERVICES PARTICIPANT
An Individual can become a TRIO/Student Support Services participant by meeting the following requirements:

Be a freshman or sophomore student attending FAMU;

Be a student who is eager to improve his/her academic performance and attain his/her full potential; and
Meet the federal guidelines for the program.

**HOW LONG WILL A PARTICIPANT REMAIN IN TRIO/STUDENT SUPPORT SERVICES?**
The participants in the TRIO/Student Support Services Program are able to take advantage of the services provided until they graduate.

**WHERE TO GET MORE INFORMATION**
TRIO/Student Support Services is located in the TRIO Academic Support Center on Gamble Street (inside the gate, across from Student Services). The staff can be reached at 599-3055. Additionally, you may contact the Director, Linda C. Williams, at 561-2106 or linda.williams@famu.edu.

*In TRIO/Student Support Services, Our Goal is Your Success*
TRIO/STUDENT SUPPORT SERVICES

What academic support programs exist for faculty and students?
The TRIO/Student Support Services Program is funded by the US Department of Education and is designed to assist students from low-income and first-generation backgrounds to remain in college and graduate. The program serves 250 students per year.

How does the institution ensure that its academic support programs and services are adequate and appropriate to the needs of the faculty and students?
The grant is funded based upon the institution’s need and the continually changing needs of the participants.

How does the University ensure that faculty and students have knowledge of and access to academic support programs?
The admissions application asks for information regarding the student’s household income as well as the educational level of the parents. Information is mailed to incoming freshmen along with an application to the program. Information is also mailed to faculty members regarding the program. The participants are encouraged to bring their friends to the program if they feel the students meet the criteria from the program.

Sample Documentation
Brochure

Data on the frequency of usage of academic support services by students and faculty
The sixty first year participants use the lab at least five hours per week. The second year participants use the lab at least three hours per week. The upper level students use the lab sporadically, but mostly for computer usage. A log in sheet is kept at the front desk of the lab and students sign in and out with each usage.

Information about how academic support services are evaluated and how the results are used to improve services.
Every semester, the participants are given an evaluation to complete about the services provided by the program and asked to make any suggestions that will improve the program. Additionally, the staff is asked to provide feedback on the services as well as provide any suggestions for improvement. The results are analyzed by the Director and Counselor, and changes are made based upon the results and suggestions.