University College
Student Support Services
(TRIO grant program)

MISSION

Student Support Services (SSS), a federally funded TRiO program, established in the Higher Education Act and funded through a U. S. Department of Education grant, is dedicated to providing innovative and transformative programming to low-income, first-generation and students with a disability through collaborative relationships with university departments and the students served. SSS Programming will include creative activities designed to develop culturally adept and globally engaged students who through the SSS program interventions will become leaders at LSU and in their careers.

VISION

Student Support Services aspires to be the campus leader in designing retention programing and services for SSS participants as well as advocating for all SSS-eligible students disconnected due to personal and cultural situations.

VALUES

Student Support Services values every student and delivers services to program participants that promote academic and personal development through self-exploration. SSS treats all students in an ethical, honest, fair and respectful manner; fosters an inclusive climate that values diversity and encourages cultural exploration. In addition, SSS will foster an institutional climate supportive of the success of all disconnected or disenfranchised students as they experience the transformative journey through LSU.

GOALS

1. Recruit a diverse group of sss-eligible LSU students for SSS membership and provide researched based, structured services as established in the SSS grant agreement and as specified by the Higher Education Act for the purposes of retention to graduation.

2. Provide creative programming to SSS participants focused on non-cognitive skill development, particularly those promoting self-awareness, self-motivation and self-management; as well as resources to strengthen the academic, career, personal and financial (economic) skills necessary for successful higher education completion and career establishment.

3. Collaborate with other LSU units to enhance utilization of available resources by SSS participants and deliver programing to promote the development of knowledge, skills, practices and attitudes that contribute to effective learning.

4. Promote and encourage involvement in multicultural opportunities that enhance each student's collegiate cultural experience and strengthens their appreciation for diversity.

5. Establish a supportive SSS community (both the physical location as well as the mental/emotional safety net) to foster a sense of home (belonging) for the SSS participants at LSU and promote community alliance by involving students in community service events.

Objectives/Outcomes:

Goal 1 - Recruit a diverse group of sss-eligible LSU students for SSS membership and provide researched based, structured services as established in the SSS grant agreement and as specified by the Higher Education Act for the purposes of retention to graduation.

- Utilize the Admissions Scholarship query on the Admissions database to cull the list to include students who are first generation students and have a need for academic support.
- Contact via telephone students who are SSS-eligible and who would benefit from participation in the SSS program.
- Utilize "GoToMeeting" programming to host virtual opportunities for accepted and eligible LSU students to discuss Student Support Services and for SSS staff to explain the benefits of membership to the student.

Performance Indicators:
- Recruit and enroll 75 incoming freshmen and/or the number necessary to maintain the required 288 participants in the SSS program.
- Maintain the required 2/3 low-income and first-generation or students with a disability and ensure that the remaining students are all either low-income, first-generation or a student with a disability. Ensure that all students have a need for academic support and are U. S. Citizens, U. S. Nationals or Permanent Residents.

Goal 2 - Provide creative programming to SSS participants focused on non-cognitive skill development, particularly those promoting self-awareness, self-motivation and self-management; as well as resources to strengthen the academic, career, personal and financial (economic) skills necessary for successful higher education completion and career establishment.

- Utilize the Skip Downing book "On Course: Strategies for Creating Success in College and in Life book that focuses on eight essential non-cognitive skills for success in the SSS 1001 course.
- Collaborate with other units, alumni or other professional to provide supplemental non-cognitive workshops and trainings.

Performance Indicators:

- SSS participants in SSS 1001 will complete the course with a B average.
- Pre and post student self-assessments to evaluate improvements in non-cognitive skills.
- Utilize post session evaluations of workshops and trainings to evaluate success of the programs.

Goal 3 - Collaborate with LSU units to enhance utilization of available resources by SSS participants and deliver programing to promote the development of knowledge, skills, practices and attitudes that contribute to effective learning.

- Provide academic, personal, career and economic (financial) counseling to participants.
- Provide career and strengths finder assessments to participants, who will then meet with other campus units for interpretations.
- Encourage student participation in workshops offered by other LSU units, i.e. Center for Academic Success, Olinde Career Center, Communication across the Curriculum, etc.
- Establish and provide workshops and trainings in collaboration with other LSU departments.

Performance Indicators

- Post-session student evaluations will reflect positive outcomes.
- Counseling evaluations will reflect positive counseling experiences.
- Student evaluations of assessments and interpretations will reflect a positive experience
- Counselors will follow up with students about referrals to other departments to confirm student participation in referred trainings, etc.

Goal 4 - Promote and encourage involvement in multicultural opportunities that enhance each student's collegiate cultural experience and strengthens their appreciation for diversity.

- Enroll a diverse SSS membership and create opportunities for collaboration and communication within the community
- Encourage member participation in various cultural opportunities available on LSU campus.
- Conduct either as a program or through a collaboration with LSU departments workshops on diversity and cultural exploration
- Provide information and opportunities via social media to participants about various cultural events that are available to students.

Performance Indicators

- Evaluate membership at the end of each academic year and report on diversity within the program.
- Conduct post event evaluations of diversity or cultural opportunities to determine student satisfaction.

Goal 5 - Establish a supportive SSS community (both the physical location as well as the mental/emotional safety net) to foster a sense of home (belonging) for the SSS participants at LSU and promote community alliance by involving students in community service events.

- Create and maintain a clean and welcoming physical location in the SSS offices.
- Create and maintain a safe space for all students.

Performance Indicators

- End of the semester evaluations of student participants in the SSS labs
- End of the semester Counselor surveys of student participating in Counseling.

Overall Program Outcomes as stated in SSS Grant

- SSS will serve a minimum of 288 participants each academic year, all of whom will be U. S. Citizens, U. S. Nationals or Permanent Residents and two-thirds of whom will be low-income and first-generation or students with a disability. The remaining one-third participants will be either low-income, first-generation or a student with a disability. Of the students with a disability, one-third will also be low-income.
- 85% of program participants will graduate or persist to the next academic year.
- 84% of program participants will end of the academic year in good academic standing.
- 60% of each cohort will graduate within six years.