

TRiO STUDENT SUPPORT SERVICES



2009-2010 Community Report

TRiO Student Support Services is a federally-funded program designed to provide more intensive support for students who are first generation to college, or are low-income, or who may have a disability. The Green River TRiO program was funded at \$292,905 in 2009-2010 to support 200 participants.

Connecting with TRiO Student Support Services at Green River Community College

Our office is located on the second floor of Lindbloom Student Center in Rooms 268, 269A, 269B, 271B, and 273A.

Mailing Address: TRiO Student Support Services
Green River Community College
12401 SE 320th St.
Auburn, WA 98092-3622

Phone: 253.833.9111 ext. 2655

Hours: Monday-Thursday: 8:00 am—5:00 pm; available for evening hours by appointment
Friday: 9:00 am—4:30 pm (4:00 pm during July and August)

Website: <http://www.greenriver.edu/trio/>

Staff 2009-2010:

Joanne Martin, Director

jmartin@greenriver.edu

ext. 2654

Christine McMullin, Transfer Specialist/Advisor

cmcmullin@greenriver.edu

ext. 2661

Annalee Dunn, Program Support Supervisor

adunn@greenriver.edu

ext. 2726

Michellyn Shonka, Office Assistant

mshonka@greenriver.edu

ext. 2660



TRiO Staff: Christine McMullin, Annalee Dunn, Michellyn Shonka, and Joanne Martin

Welcome to our 2009-2010 community report for the TRiO Student Support Services program at Green River Community College. This report highlights department and participant accomplishments that help foster an institutional climate supportive of the success of students who are low income, first-generation to college, or who may have a disability.

Green River TRiO is mandated by Congress that at least two-thirds of our students come from low-income households where neither parent graduated from college or are students with disabilities. We are funded to work with 200 students per year who are either degree-seeking and intend to transfer on to a four-year university. Our participants often have multiple barriers between themselves and their goals, and it is our purpose to provide a support network. The path to their bachelor's degrees is often long, indirect, and uncertain. We help them navigate through many of the constraints affecting their educational journeys. Over the last few years, our GRCC participant average data says the following:

- 12.4% of our participants have documented disabilities
- 80% qualify as low-income (family income below 150% of the federal poverty rate)
- The average age of a TRiO participant when first enrolled at college is 26.8 years old
- Women make up 70% of our students
- 17.8% are English speakers of other languages
- 30.3% have children
- 62% of those participants who have children are single parents
- 12% completed a high school equivalency

Over the lifetime of our current grant (2005-2010), our diversity has been consistently greater than that of GRCC's population. Our numbers reflect the diverse population of the communities in our service area. Many of our students are immigrants and refugees who have been moving out of the Seattle area and into South King County. TRiO also works with Diversity Services and with the Commencement Achievement Program (CAP) which provides mentoring and other support for students who are pre-TRiO.

So, how successful has our TRiO program been for our participants? From fall 2008 to fall 2009, our participant persistence rate was 81%. Ninety-four percent of our participants were in satisfactory academic standing, and our 2006-07 cohort achieved a 52% graduation/transfer rate.

We have been selected to be funded for the upcoming 5-year period (2010-2015). This report will be updated each December reflecting our most current data and success statistics.



Joanne Martin
Director, TRiO Student Support Services

What is TRiO?

TRiO is a group of federally-funded college opportunity programs created to provide additional academic support and motivation to students from disadvantaged backgrounds in pursuit of a college degree. Nationally, there are more than 2,800 TRiO programs serving nearly 840,000 students who are low-income, first generation to college, or who have disabilities. TRiO programs encompass sixth grade through college graduation and provide support via academic tutoring, personal counseling, mentoring, financial guidance and financial education—all proven services to improve educational access and retention.

The family of TRiO programs is comprised of the following:

Educational Opportunity Centers (1972)

EOC's primarily serve displaced or underemployed workers from low-income families. The 124 Centers around the country help people choose a college and secure suitable financial resources to attend college.

Ronald E. McNair Post-baccalaureate Achievement Program (1986)

The McNair program encourages low-income and minority undergraduates to consider careers in college teaching as well as prepare for doctoral study. Nationally, the 201 McNair projects serve over 5,400 students.

Student Support Services (1968)

Nearly 950 SSS projects serve students at colleges and universities. SSS projects work to encourage students who are low-income, first-generation, or who have disabilities to stay in school until completion of a baccalaureate degree.

Talent Search (1965)

Talent Search projects are early intervention programs that focus on students in grades six through 12. Over 363,000 students are served by Talent Search and are provided opportunities to better understand their educational options.

Upward Bound (1964)

Upward Bound projects help prepare students for college via instruction in core subjects after school, on weekends, and during the summer. There are 964 UB projects nationally.

Upward Bound Math/Science (1990)

The 117 UB Math/Science projects around the nation work to improve math and science skills for students from low-income families.

Veterans Upward Bound (1972)

Veterans Upward Bound focuses on the needs of military veterans to assist them in transitioning to postsecondary education.

TRiO Student Support Services at a Glance

Mission:

TRiO Student Support Services increases opportunities for academic success for first-generation and/or low-income students and students with disabilities. Our program does this by actively providing comprehensive academic support services and encouragement to our participants. Our overarching goals are to increase graduation and baccalaureate transfer rates for our students and to foster a climate supportive of the success of SSS-eligible students.

Services for participants:

- academic advising
- transfer advising
- field trips to 4-year institutions
- career and strength assessments
- assistance in completing financial aid and scholarship applications
- TRiO grant aid for Pell-eligible students in good standing with unmet financial need
- study skill information
- textbook lending
- access to cultural events
- limited financial planning
- information on full range of financial aid programs and benefits

Where do GRCC TRiO graduates go?

Throughout the life of this current grant (2005-2010), approximately 40 students have graduated each year from the TRiO program. Some graduates entered employment in their field of study immediately after graduation, others transferred on to the following universities.

- Central Washington University
- Columbus School of Design
- Eastern Washington University
- Northwest University
- Pacific Lutheran University
- Portland State University
- Seattle University
- St. Martin's University
- The Evergreen State College
- University of Illinois
- University of Washington, Seattle
- University of Washington, Tacoma
- Washington State University
- Western Washington University

TRiO Department Indicators of Service

	07/08 Sept 07- Aug 08	08/09 Sept 08- Aug 09	09/10 Sep 09- present*
Numbers of participants served	201	211	203
Hours of tutoring provided	1574	1133	2692
Number of advising & program contacts	(records not kept)	2845	3835
Book Lending: Number of books loaned	244	323	338
Book Lending: Amount of money we saved our students	\$18,025	\$27,730	\$32,207
TRiO Supplemental Grant Aid: Number of students awarded	19	25	28
TRiO Supplemental Grant Aid: Total amount awarded	\$30,829	\$30,009	\$52,189*

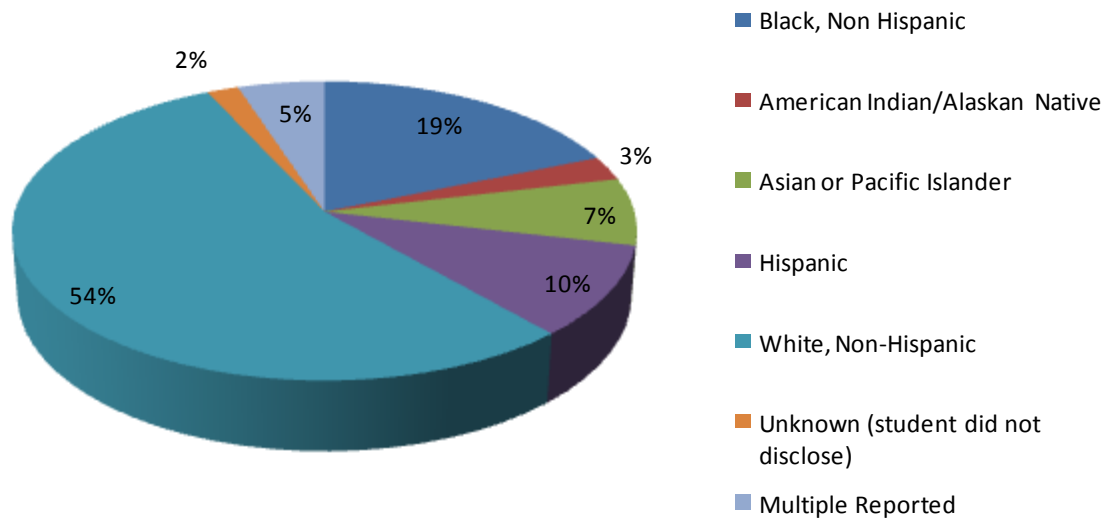
* one-time additional funding of \$20,000 provided by Department of Education

TRiO Department Indicators of Performance

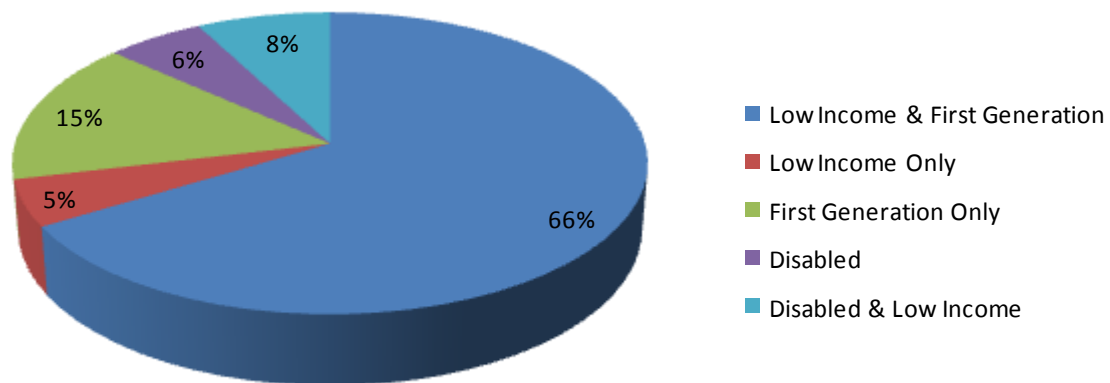
	Sept 2007- Aug 2008		Sept 2008- Aug 2009	
	Number	%-age	Number	%-age
Number of Participants	201		211	
Persistence to end of spring/summer quarter (including graduates and transfers)	174	87%	161	76%
Persistence at beginning of fall quarter (including graduates and transfers)	156	78%	164	78%
College-level Satisfactory Academic Performance at end of summer quarter	191	95%	198	94%
Mean college-level GPA	3.0		2.96	
Graduates with degrees by end of summer	21	10.4%	34	16.1%
Transfer to 4-year institutions	33	16%	24	9.5%
Transfer to 2-year institutions	3	1.5%	10	4.7%

* Data for 2009-10 will be available after August 31, 2010

Race & Ethnicity of TRiO Participants, 2005-2010



Eligibility of TRiO Participants, 2005-2010



TRiO Department Accomplishments

September 2009 – present

- On track to meet program objectives for the Department of Education
- Awarded over \$52,000 in TRiO Supplemental Grant Aid
- National TRiO Day—Campus Food Drive for Women’s Programs
- Submitted new SSS Proposal for 2010-15
- Successfully applied to Kent Rotary for \$2500 in textbook funding through Foundation Request
- Presented workshop on 1st Generation/Low-Income students to faculty and staff during Opening Week

September 2008 – August 2009

- Met/exceeded program objectives for the Department of Education
- Conducted comparative research and built foundation for 2010-2015 RFP
- National TRiO Day—Campus Food Drive for Women’s Programs
- Campus wide publicity campaign for TRiO, include articles in the CommuniGator and GRCC website
- Contact lists were initiated
- Collaborated with Women’s Program and Go To College Free regarding textbooks
- Became CRLA Certified for the TRiO Tutor Training Program

September 2007 – August 2008

- Met/exceeded program objectives for the Department of Education
- Survey to campus about collaborative relationships
- Surveys regarding customer service in TRiO & Disability Support Services
- National TRiO Day—Guest Speaker Sue Singer
- Awarded first ever TRiO Student of the Year award at the annual TRiO Student Celebration
- Designed/drafted College Reading & Learning Association (CRLA) Tutor Training Program
- Piloted first 10 sessions of CRLA Tutoring Training

Student Profiles



Shantel Bize: Giving back to her community

Shantel Bize, a TRiO Student Support Services alum and GRCC graduate, completed her Bachelor of Arts in Social Welfare with a minor in Criminal Justice at the University of Washington, Tacoma in June 2010.

Shantel completed her Associate of Arts degree at Green River in Summer 2008 after two years of being active in the TRiO program. During her time in TRiO, Shantel overcame many obstacles that could have easily derailed her efforts to complete her degree. She was

diagnosed with a chronic health condition exasperated by stressful situations and she coped with the death of two of her brothers. One brother was murdered and the resulting grief experiences by her family in another state caused Shantel to have to abruptly leave her classes in the middle of a quarter. Rather than withdraw from these courses, Shantel worked with her instructors to finish out the requirements and successfully completed the quarter.

After graduation, she entered the Social Welfare program at UWT where she focused her work on youth. In her senior year at UWT, she completed a year-long internship at First Creek Middle School in Tacoma where she worked to prepare 8th graders for college by developing detailed 4-year plans for each of her students.

Shantel credits her time at Green River with preparing her well for the rigors of the Social Welfare program. She shared with us that her UWT faculty are impressed by GRCC students' ability to write and to use APA format. She especially credits Vic Aquino for his rigorous English Composition class – "I love that he was so focused on keeping us on track. It really improved my writing to take his class."

Shantel is considering completing a Master of Social Work program. She is also contemplating a career in working with youth in the juvenile justice system. "It is so difficult for youth to get back on their feet after the stigma of committing a crime. I want to help them see that they can turn things around and have a future in spite of past mistakes," Shantel says. Given the violence that has touched her own family, Shantel sees her future career choice as one of healing.

Donald Fleming: Designing new systems in his program at the University of Washington

Donald Fleming, a TRiO Student Support Service and Spring 2008 Green River Community College graduate, is majoring in Industrial and Systems Engineering at UW.

We recently reconnected with Don to see how he has been doing in life post-Green River. Don was a participant in the TRiO program from 2006 – 2008 and was named the first TRiO Student of the Year at the 2008 TRiO Student Celebration.



Don is a senior at the University of Washington in the Industrial and Systems Engineering program. He is on track to complete his Bachelor of Science in summer 2010. He is excited about the courses he is taking and the opportunities that are available to him. Currently, Don is interning with Boeing's Satellite Development Center in Segundo, California.

Don credits GRCC with helping him build the foundation he needed to move on to success at UW, "GRCC was a good step for me – especially in teaching me how to apply myself and how to be a better student." He specifically mentioned GRCC engineering instructors, Jeff McCauley and Janet Ash, as being instrumental to his success at UW. "In their classes you couldn't move on until you grasped the critical reasoning concepts needed to really understand engineering problems." He went on to explain that some of his UW classmates didn't have that kind of educational background and they really struggle with where to begin when they are faced with a new type of problem.

Don also believes the connections he made at Green River taught him a lot about life in general. "Community is the key – you can't do it all alone." He told us that even though he originally came to TRiO Student Support Services to seek out tutoring, he quickly found that the relationships he built within the program and, later, within his classes were the best part of his educational experience. Don eventually became a tutor for TRiO and he acknowledges that tutoring helped him gain confidence in his own abilities and helped him better understand other people. The strides he has made in his current internship have demonstrated this confidence.



Norvina Charleston: Diversity diva on a stingray

Norvina Charleston has been a student at Green River since 2007; she joined the TRiO program after hearing about their book lending program but has since become part of the Green River Community College TRiO family. She completed her Associate in Arts degree at the end of Winter Quarter, 2010.

Norvina was active on campus. She was a member or the leader of three GRCC clubs and organizations and she was also active in the local community. Norvina served as the secretary for Low Motion Car Club in the region. While Norvina fully supports classic cars and their culture, she is devoted to lowering her carbon footprint and chooses to use public transportation or ride her vintage Schwinn Stingray as often as possible.

Norvina was happy to help in any way she could on campus. A strong leader in the diversity movement on campus, she was an active leader in First Nations, the Native American student club that Norvina helped launch last year. Thanks to Norvina's commitment to increasing awareness of the multi-cultural environment at Green River, many students are more familiar with not only her own Navajo culture, but many others as well. Her efforts toward education have included sponsoring a campus wide powwow in the spring of 2008, attending the annual Student of Color conference to learn about cultural awareness with the Latino Student Union, and many smaller roles on a daily basis.

This success was definitely not handed to Norvina on a platter. She moved to Washington in 2005 without knowing a single person in the state, and since then, her school and community friends have evolved into an adopted family that Norvina plans on continuing to expand when she transfers to Seattle University in the fall of 2010 to study Forensic Science.

Kiah Brown: Reaching for the stars

Kiah Brown is a single mom from Kent. She works hard to provide a better life for her daughter; however, Kiah was laid off from her job in December 2008. She quickly connected with Workforce Education and ended up enrolling at GRCC for winter quarter 2009. Although Kiah's tuition was covered by Workforce Education, she found that she was overwhelmed with all the other expenses of attending college. Kiah hung in there and eventually her financial aid was approved and she was able to purchase some of the remaining items she needed for her classes.



Kiah joined the TRiO Student Support Services program in February 2009 with aspirations of becoming a teacher. Being able to tap into the textbook lending library that TRiO offers its students was a huge financial relief for Kiah. In spring quarter 2009, Kiah enrolled in MATH 070: Pre-Algebra and was able to borrow both the Pre-Algebra textbook and Student Solutions Manual from TRiO, saving her over \$200 in textbook costs. Throughout the 2009-2010 academic year, Kiah was again able to borrow the textbook she needed for MATH 072: Introductory Algebra and MATH 097: Intermediate Algebra at a savings of \$150 each quarter. She credits the TRiO textbook lending program in part for helping her do so well in her classes, "Knowing that I can borrow the books and save money in that area of my life has helped me focus more completely on school. I still have to budget my financial aid money, but I don't have to choose which of my many required books I'm going to be able to purchase first. Being able to borrow from TRiO helps me afford my other required school materials."

One hardship that Kiah faced this year was that her apartment sustained heavy water damage due to frozen pipes. She lived in temporary housing until her apartment complex was repaired. During this trying time, Kiah commented that she was relieved to know that TRiO had multiple copies of the next math textbook she needed for winter quarter 2009. It was one less thing she needed to worry about as she juggles being a full-time student and mom with the stress of unemployment.



Jacob Furfaro: Racing toward the finish line

Jacob Furfaro is a second year student at Green River with high expectations for himself, and for others. He has been in the TRiO program since enrolling back in 2007, and uses several of the services that TRiO offers their students. He has used book loaning, attended brown bag lunches and workshops, and utilizes math tutoring through TRiO to name but a few.

Jacob was offered a position as a Peer Navigator for the Commencement Achievement Program (CAP) last year, and has made huge leaps with the program in the time he has been with it. Between high school outreach events, the Disability Awareness Week itinerary, Spring-a-Paloosa, Fall Fling, and giving campus tours over summer break; Jacob is a common face on campus.

After a TRiO tutor helped him with some issues in math, he later went on to become a tutor in the very same subject for CAP. Jacob is very level headed, which helps his students grasp the concepts easier since he never gets frustrated or loses his patience with a problem.

Jacob's favorite quote says a lot about his positive outlook on life, "Expecting life to treat you well just because you are a good person is like expecting an angry bull not to attack you because you are vegetarian." Jacob likes this quote because it creates humor when people complain about things, which Jacob doesn't waste his time doing very often.

After graduating this summer, Jacob plans to transfer to Western Washington University. Jacob's ultimate goal is to become either a police officer or a juvenile corrections officer because he wants to help kids and make a difference.

The idea to go into juvenile corrections came from Jacob's volunteer work with Auburn Youth Services. Jacob teaches 12-16 year old boys anger management skills several nights a week. While he races his own car in a legal platform, Jacob is currently working on an anti-street racing movement at Green River designed to educate students about the dangers of street racing. Being familiar with the racing scene, he is the perfect student to take on this challenge.

Student Quotes

- TRiO is a great asset to students who want to make a change in the cycle of poverty and limited education within their family. TRiO is the biggest factor to a student's success who is in poverty. (Mominah, 2010)
- TRiO is the BEST! Without TRiO I wouldn't have continued with school. I love you ladies! (Connie, 2010)
- TRiO matters because TRiO is the best program to help students. TRiO provides a great opportunity to students that need help with tutoring and mentoring and they do a good job! I love TRiO! (Sergio, 2010)
- TRiO matters because of all the services they provide for the students that are in need. TRiO cares and that makes a huge difference. (Tyler, 2010)
- TRiO matters because students who feel that there is no hope left for them can actually find help here. They can find a way to bring their hopes back up! (EJ, 2010)
- TRiO basically ROCKS! (ZamZam, 2010)
- Everyone needs someone in their corner. TRiO is support on every level. Whenever I have needed help with anything, the wonderful staff have supported and helped me achieve my goals. Thank you. (Catherine, 2010)
- TRiO is a community of caring and dedicated individuals. The goals of this organization are for the benefit of others. TRiO helps us succeed! (Don, 2010)
- TRiO matters because they really and truly care. These people really want you to succeed; it is just as important to them as it is to yourself. They give you many wonderful resources and great presentations. I love them. (Kiah, 2010)
- TRiO matters because they are about students. Not only do they provide academic advising, they also provide emotional support. They make sure students don't get lost or left behind in the college system. I LOVE TRiO! (Alicia, 2010)
- I support TRiO Student Support Services because they are a really big help. If I didn't have TRiO, I wouldn't be going to GRCC anymore. (Stephanie, 2009)



Join the TRiO Team! Your tax-deductible contribution to the Green River Community College Foundation's TRiO Fund will give TRiO students the means to succeed. Donate online at www.grecfoundation.org or by mail to: Green River Community College Foundation, 12401 SE 320th Street, Auburn, WA, 98092. For more information, please contact (253) 288-3330 or foundation@greenriver.edu.