University of Maine at Augusta
TRIO Scholars
Student Support Services
Program Procedures Manual
2019-2020

Revised September 2019

Dear University of Maine at Augusta Community Member,

This manual comprises the policies, procedures, forms, and documents that support the department efforts to provide outstanding Student Support Services. The UMA TRIO SSS program came about through its first Federal grant in 1978 and has lived on through many grant cycles. Equipped with the unwavering belief that every student can succeed, TRIO SSS programs all over the United States give students who are first generation, who may be living on minimal financial resources, and some who live with documented disabilities the opportunity to realize their dreams to become fully fledged and contributing members of society in their chosen professions.

Every year the UMA TRIO SSS program endeavors to fill its 360 services slots with goals to help at least 70% of students achieve Good Academic Standing, 65% to maintain their progress and retain them from fall to fall, and 30% to achieve the goal of a baccalaureate degree.

Year after year, TRIO demonstrates the power of these services by posting Good Academic Standing, Persistence, and Graduation rates far and beyond this goal. Our dedicated team continues to research and serve this mission.

This procedures manual is a product of the work and organization of the whole TRIO team and their commitment to UMA's students and the TRIO eligible population. Many thanks to our whole team.

- Elizabeth McCue-Herlihy, EdD—Associate Director
- Anthony Staffiere, MST, MSOL—College Success Counselor
- Laurel York, BSBA-ACC—College Success Counselor
- Michael Corlew—College Success Counselor
- Robin Crawley, BSEd—Data Specialist
- Lisa Moguel—Administrative Specialist CL3

In the spirit of excellent service to students, we commit to updating this procedures manual annually in order to capture the best practice, articulated processes, and clear communication that assists us in assisting students to achieve their dreams.

Thank you for being a part of our work.

Yours in education,

Sara M. Fawcett née Flowers, PhD; Director of TRIO Scholars

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The UMA TRIO SSS Function

Grant Cycle 2015-2020

The current grant cycle runs from September 1, 2015 to August 31, 2020. The UMA TRIO SSS grant is for a five-year cycle and totals $2,423,410. Each project year begins on 09/01 and ends on the following 08/31. The DOE assigns each year a Project Number listed as follows:

- #1450161: 09/01/2015--08/31/2016$484,682
- #1450171: 09/01/2016--08/31/2017$484,682
- #1450181: 09/01/2017--08/31/2018$484,682
- #1450191: 09/01/2018--08/31/2019$484,682
- #1450201: 09/01/2019--08/31/2020$484,682

Grant Award Notifications

Notification of the grant award arrives via the G5 communication system found at https://www.g5.gov/. The director gains access to this system when the institution notifies the program officer of any changes to the director personnel. This is a password protected portal and the director must create an account keeping their username and password in a secure manner.

The DOE and program officer release the GAN as early as possible in order to prepare sequential year's budgets. This is not often released until late in August. Budget predictions and proposals should be near complete before the DOE releases the GAN as budget proposals are due on or near September 15th each year.

It is the responsibility of the TRIO director to document all GANs, program officer communications, and budget documents in a place and in a manner that the UMA certifying official may view. The current platform for this sharing is the UMA enterprise license for BOX™.

Procedure for Internal Budget Management

Because the TRIO project year is staggered in a different period from the UMS budget cycle, TRIO budget managers must take extra care in monitoring fiscal activity in the General Ledger system. The Director administers this function with the input from the Associate Director and the assistance of the Administrative Specialist CL3. The Chief Business Officer is the certifying official of the TRIO grant and receives copies of all budgets and communications with the Federal Program Officer.

TRIO SSS time and effort

The University of Maine at Augusta is proud to offer the Federal TRIO Student Support Services program to its students. It is through UMA's commitment to students that the University also commits to full compliance with all Federal TRIO SSS regulations. One such regulation states that TRIO grant-funded

salaries are paid to TRIO staff to complete duties only as specified by the grant in service to TRIO participants.

Participation in outside employment, education, volunteerism, research, etc. outside of the duties of one's role as a TRIO-funded employee are embraced and encouraged by the University. The University must insist, however, that employees commit to the following:

1. TRIO department hours are year round, Monday through Friday, 8:00 AM to 5:00 PM, less any intermittent personal breaks or meal breaks as allowed by Maine State Employment Regulations and less any approved holidays, administrative school closures, personal vacation time, or personal sick leave.
2. The employee will conduct all activities that are not part of the UMA TRIO SSS program and that do not directly address the service needs of UMA TRIO SSS participants outside of TRIO-funded time.
3. Failure to document and openly differentiate between the duties funded by TRIO and external duties may be construed as misuse of Federal funds.
4. Misuse of Federal TRIO funds is a serious offense that could cause UMA to lose its TRIO SSS grant thereby compelling all employees to avoid any real or perceived misuse of TRIO grant-funded time and effort.
5. Employment by other departments of the University of Maine System that are not within the TRIO suite of services will be considered employment external to their duties as a TRIO-funded employee.
6. Participation in educational workshops or degree-granting programs will not be considered TRIO-funded activities unless there is documented pre-approval.
7. Time and effort pertains to that of physical participation as well as digital participation in tasks external to TRIO-funded duties.
8. TRIO equipment, supplies, machines, and devices will be used for TRIO-related activities only.
9. Agreements to adjust one's work week to accommodate activities external to TRIO will be i.) evaluated for program consideration, ii.) subject to pre-approval, iii.) documented and iv.) will accompany an affidavit of adjusted schedule or salary on a case-by-case basis. These affidavits will be available for any audit the Federal TRIO officer may conduct. The activities include but are not limited to:
    a. Coaching an athletic team.
    b. Teaching an adjunct course for UMA, UMS, or any other institution.
    c. Attending meetings, trainings, conferences, etc. that pertain to external activities.
    d. Attending appointments of a personal nature.
    e. Participating in or conducting research external to TRIO programming.
    f. Attending face-to-face or online courses for a degree program whether with UMA, UMS, or any other institution.
10. TRIO staff will openly document their TRIO schedule and will obtain pre-approval prior to working from home in lieu of coming to the TRIO worksite or adjusting their posted schedule.

UMA TRIO Scholars Program Procedures

UMA patron of the TRIO SSS function

COL/100 Introduction to the College Experience tuition is waived for TRIO Scholars Program participants. The University permits 60 students per year to participate in this course. (source: 2015-2020 Grant Narrative, page 40, lines 2-3).

The University of Maine at Augusta calculates 8% of the total budget for indirect costs covering the physical plant, utilities and institution-wide support services that enable the work of TRIO SSS (source: 2015-2020 Grant Narrative, page 54, lines 1-4)

Direct Institutional Commitment (source: 2015-2020 Grant Narrative, page 53-54, table 2)

- Personnel $46,495
- Supplies and Equipment $17,437
- Testing and COL 100 tuition $40,110
- Unrecovered F&A $26,025
- Institutional Aid $148,000

Regulatory Compliance Protocol

Statement of Record Retention

TRIO retains the records of students utilizing two methods: a paper-based file format and a digital student data management system. Paper-based records contain data tracking that includes the regulation application, intake, and eligibility assessment as well as ongoing records of services rendered. The digital record keeping systems are secure, durable, and accessible maintaining application, intake, and service data, as well as other risk assessment, degree progress, and dynamic student activity. Paper records are retained for the duration of that student's service eligibility (6 years) then archived for an additional 6 years. When records are dispositioned, a TRIO staff or student employee confidentially shreds the whole file. Digital records are retained forever.

FERPA Requirements for Student Record Review

Student records are confidential and are only accessed by staff on a need-to-know basis. Student records may be viewed for auditing, institutional research, or program compliance by authorized personnel and should not be removed from the building unless preapproved by the Director upon determination of necessity and information security.

Current list of participants

A current list of participants is a digital record within the TRIO student data management system and will not be kept in paper format for use for any purpose other than a TRIO staff member's personal record keeping system. Lists of participants will not be shared with non-TRIO staff unless Director approves such for a demonstrated necessity. Program documents and student records will not be permitted to leave the University of Maine at Augusta campus unless compelled in writing by the terms of a Federal program review and approved by the University of Maine at Augusta leadership team.

Displaying Individual Student Records

Student records may be displayed and shared with Department of Education TRIO Program Officer(s) and/or appointed auditors in the event of a program review. Program documents and student records will not be permitted to leave the University of Maine at Augusta campus unless compelled in writing by the terms of a Federal program review and approved by the University of Maine at Augusta leadership team.

Evidence of Student Services Rendered

Student records of services rendered are a part of the digital student data management platform and are kept filed by student. These records are not commingled by event, class, workshop, etc. These records are not displayed or shared with unauthorized persons outside of the TRIO staff team. A review of these records may be compelled by University of Maine at Augusta leadership or Federal review team. Program documents and student records will not be permitted to leave the University of Maine at Augusta campus

unless compelled in writing by the terms of a Federal program review and approved by the University of Maine at Augusta leadership team.

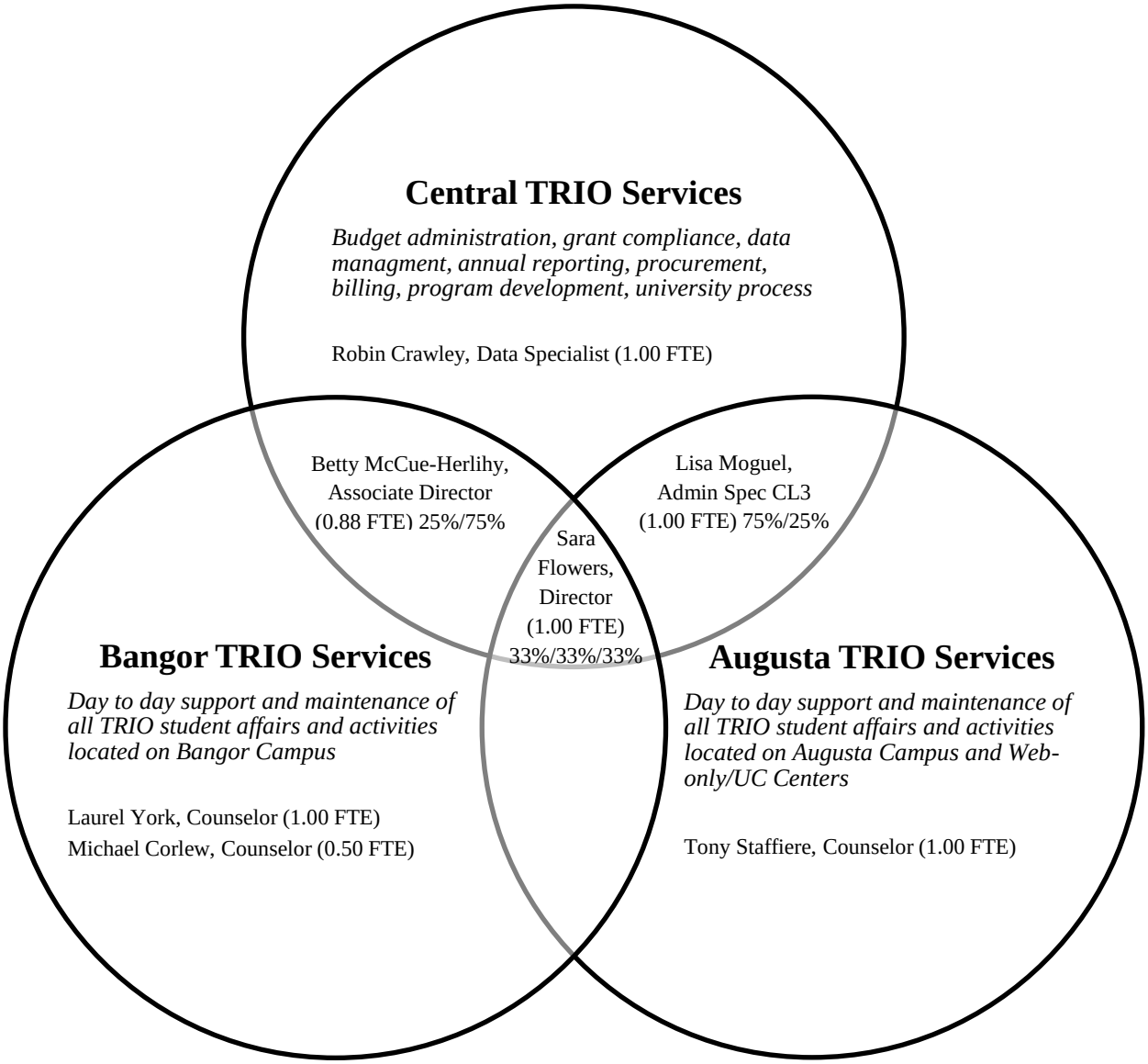
Documented Services from other Federal Programs

In the event that a University of Maine at Augusta TRIO Student Support Services students receives services from other federal programs, this will be noted in the student's digital record or noted as an affidavit to the paper file. Program documents and student records will not be permitted to leave the University of Maine at Augusta campus unless compelled in writing by the terms of a Federal program review and approved by the University of Maine at Augusta leadership team.

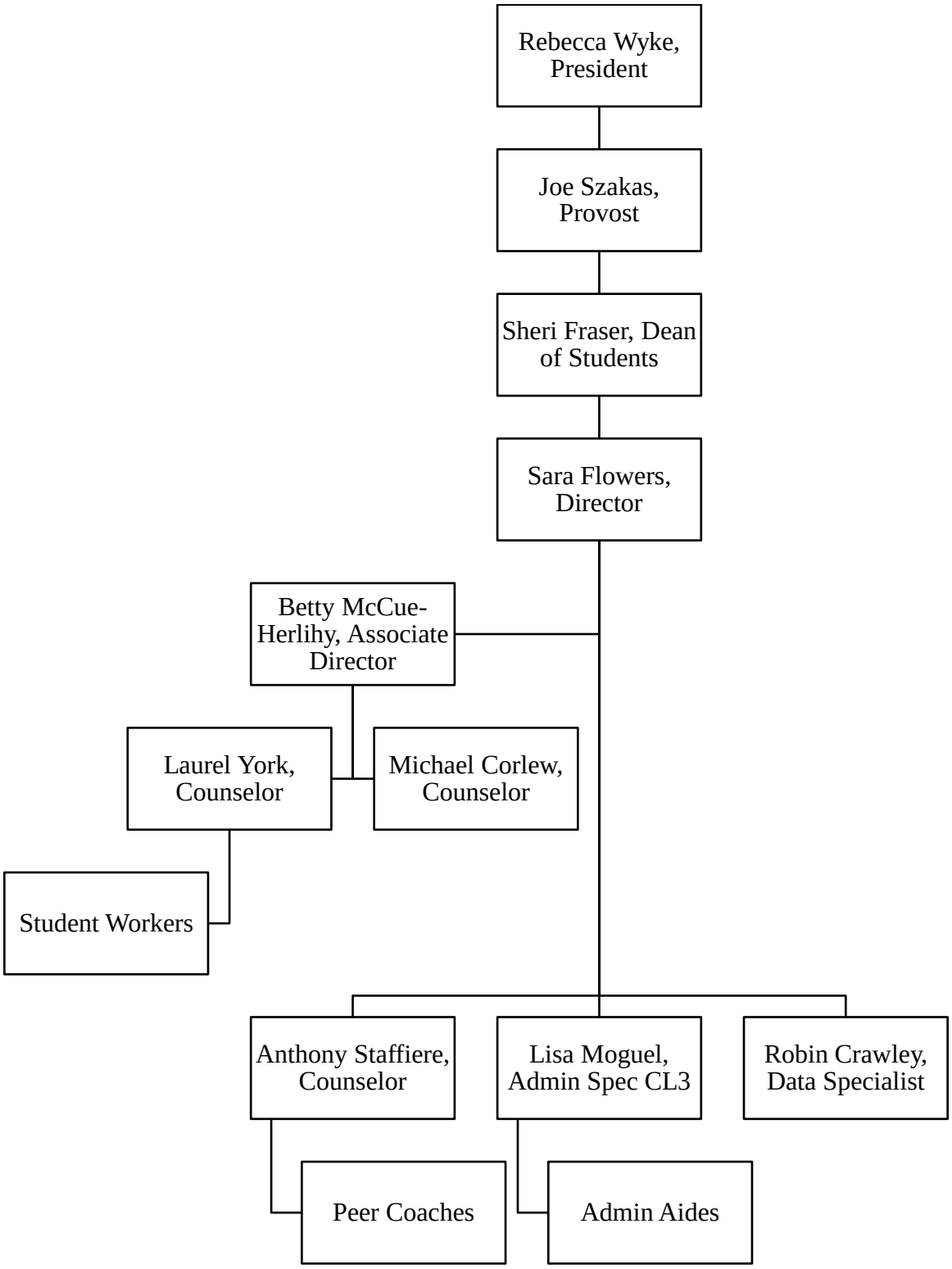
Personnel List

Anthony Staffiere (1.00 FTE) ..... College Success Counselor [AUG]
Elizabeth McCue-Herlihy (0.88 FTE) ..... Program Associate Director [BGR]
Laurel York (1.00 FTE ..... College Success Counselor [BGR]
Lisa Moguel (1.00 FTE) ..... Administrative Specialist [AUG]
Michael Corlew (0.50 FTE) ..... College Success Counselor [BGR]
Robin Crawley (1.00 FTE) ..... Data Specialist [AUG]
Sara Flowers (1.00 FTE) ..... Program Director [AUG]

Organizational Chart



Augusta:	1.58 FTE T&E
Bangor:	2.16 FTE T&E
Central:	2.30 FTE T&E
Total:	6.04 FTE 100% TRIO Time and Effort


Rebecca Wyke, President
Joe Szakas, Provost
Sheri Fraser, Dean of Students
Sara Flowers, Director
Betty McCue-Herlihy, Associate Director
Laurel York, Counselor
Michael Corlew, Counselor
Student Workers
Anthony Staffiere, Counselor
Lisa Moguel, Admin Spec CL3
Robin Crawley, Data Specialist
Peer Coaches
Admin Aides

Participant Enrollment

Order of TRIO SSS Involvement

1. Application and acceptance to UMA.
2. Entry into MaineStreet and issuance of an EMPLID.
3. TRIO may reach out and student may apply for services.
4. TRIO prequalifies federal eligibility.
    a. Citizen/Permanent Resident
    b. First Generation
    c. Income
    d. Disability
5. Student must choose a program for matriculation.
6. Student must select class enrollments.
7. TRIO confirms institutional eligibility.
    a. No prior baccalaureate degree
    b. Enrollment in a UMA baccalaureate program and expected graduation from UMA
    c. 4-year degree program.
    d. 6-year grad plan course load.
8. Maxient sends a letter of acceptance to the participant and Data Specialist enters student into BOT as "waiting."
9. Student completes the semester with:
    a. Good Academic Standing
    b. Personal Learning Plan and course load to graduate within 6 years
    c. Retention from semester to semester
    d. Desire to continue receiving TRIO Services
10. In subsequent semester after Counselor selections, Data Specialist enters student into BOT as "APRactive"

Application procedure

1. Student becomes fully enrolled and matriculated in a 4-year, UMA program.
2. Student receives their 7-digit UMA Student Identification Number (EMPLID). This becomes the student's number throughout all university applications.
3. Student fills out UMA TRIO SSS application at http://www.edu/trio
4. Application routes to Data Specialist via the Maxient platform.
5. Data Specialist determines eligibility by checking the current MaineStreet data and eligibility report.
6. Data Specialist assigns the new intake to the College Success Counselor at the appropriate location or Director\Associate Director in the CSC's absence.
7. Data Specialist sends appropriate letters to the eligible and non-eligible applicants via Maxient and appropriate staff is copied on the letters.

8. Data Specialist enters student into BOT as soon as eligibility is confirmed and Maxient processing is complete. Staff and counselors will be able to begin entering contacts for them as early as the scheduled intake.
9. Location designee schedules intake—[Associate] Director, CSC, Admin Specialist, Lead Peer Coach.
10. Once intake is complete, staff/counselor enters the relevant contact data into the BOT system.
11. There is no flagship documentation necessary when the intake is complete. Locations will keep any paper copies of the intake and assessments in the local student folder.

Selecting TRIO participants for APR cohort

A successful TRIO participant is one who satisfies the necessary Federal and institutional eligibility criteria. Further, a successful participant is one who wishes to engage in the activities and services that TRIO provides. Participants are not selected based upon academic merit unless it is to the extent that a student chooses to take advantage of the academic benefits of TRIO involvement. A student—regardless of academic performance or GPA—who does not engage in behaviors that are conducive to academic success may not be an appropriate match for the TRIO SSS program.

When assessing a student for their likelihood to benefit from TRIO services, the intake counselor will consider the following:

1. Determine regulatory TRIO eligibility
2. Look at # of courses registered
3. Check course history by subject for non-credit-bearing marks
4. Check academic probation/suspensions
5. Look at transfer credits for grades and levels
6. Check Financial Aid tab for SAP probation status
7. Look at placement test scores
8. Conduct intervention interview if intake reveals a particularly high risk person in order to
    a. Document student's goals and intentions
    b. Check willingness to engage in necessary remediation
    c. Check for willingness to change unsuccessful behaviors
    d. Enroll in COL 100 if appropriate
    e. Enroll in MAT/ENG brush-ups if appropriate

Examples of conducive academic behaviors are:

- Meeting with their counselor regularly.
- Connecting with their peer coach regularly.
- Attending events hosted by TRIO and its partners.
- Completing other academic and career planning tasks as listed in the personal learning plan.

Intake procedure

1. Following the application review, the Data Specialist assigns the prospective TRIO student to the appropriate College Success Counselor for an intake appointment via the Maxient platform.
2. College Success Counselor will email and/or telephone the prospective TRIO student about completing the intake process through a 45-60-minute face-to-face meeting on campus or via internet or telephone platform.
3. Prospective TRIO student will meet with the College Success Counselor (or Director) to complete the intake using the Grit Scale and Personal Learning Plan (PLP) forms

New TRIO student orientation

UMA new student orientation happens three times per year. Approximately 2 weeks prior to the start of a new semester in the fall, spring, and summer, UMA's Office of the Dean of Students plans and executes an institution-wide orientation day on both Augusta and Bangor campuses. TRIO SSS makes every effort to reach out to the students on our eligibility reports and invites them to a pre-orientation get-together in the TRIO suite. The objective of this get-together is to convey TRIO-specific information, complete applications, collect data, make appointments, and allow TRIO students to begin a cohort with other TRIO participants. The content and agenda will differ from event to event.

Individual Learning Plan

Throughout the participant's career with the TRIO department, regular meetings will revolve around the creation and maintenance of the Individual Learning Plan. Much of the work on which TRIO staff will focus, begins with the student identifying goals and tracking their own stages. The following activities are available in both paper form and in Maxient, online, fillable forms. Staff places these in the student file and may be either paper or digital. Only the BOT contact entry for these meetings become a required document for auditing purposes.

- TRIO SSS New Student Orientation Checklist
- TRIO SSS Grit Scale
- TRIO SSS Personal Learning Plan (0-29 credits)
- TRIO SSS Personal Learning Plan (30-59 credits)
- TRIO SSS Personal Learning Plan (60-89 credits)
- TRIO SSS Personal Learning Plan (90+ credits)

Individual Learning Plans are a document that students create with their counselor or peer coach. Counselors and peer coaches support students in planning their steps, task analysis, and accountability. Engagement in TRIO contacts and events is important to this commitment. This form is both on paper and in the Maxient system. TRIO keeps these at the local campus in the student's file. These are not a form typically requested in an audit and it is not necessary to forward copies to the flagship campus.

Eligibility Determination

Determining institutional eligibility

The UMA TRIO Scholars program has written a grant in order to serve UMA students who are enrolled in a 4-year degree and who anticipate completing a UMA program within 150% of the completion time anticipated for baccalaureate programs. In order to achieve completion within six (6) years, students should enroll in new fewer than nine (9) credits per semester. The following programs' enrollees are eligible for TRIO services.

- Bachelor of Applied Science
- Bachelor of Architecture
- Bachelor of Art
- Bachelor of Science, Aviation
- Bachelor of Art, Biology
- Bachelor of Science, Business Administration
- Bachelor of Science, Computer Information Systems
- Bachelor of Science, Cyber Security
- Bachelor of Science, Dental Hygiene
- Bachelor of Art, English
- Bachelor of Science, Information & Library Services
- Bachelor of Art, Interdisciplinary Studies
- Bachelor of Science, Justice Studies
- Bachelor of Art, Liberal Studies
- Bachelor of Science, Mental Health & Human Services
- Bachelor of Art, Music--Contemporary & Popular Music
- Bachelor of Science, RN to BSN [Not UMFK 4-year BSN*]
- Bachelor of Science, Public Administration
- Bachelor of Art, Social Sciences
- Bachelor of Science, Veterinary Technology

*Special Note About Liberal Studies Students with an UMFK Nursing Sub-plan

UMA and UMFK have a partnership that allows students to enroll at UMA in the liberal studies department in order to begin coursework while applying for their placement in the UMFK nursing program. UMFK nursing students remain on the UMA campus but their enrollment status changes to UMFK. TRIO regulations do not permit an institution to serve a student who is enrolled at another institution. At this time, UMFK does not have TRIO services on the UMA campus to support this population. Currently, TRIO must use its best judgement to err on the side of student support but enroll TRIO participants who are most likely to persist to graduation from a UMA program. Changes to the UMA/UMFK collaboration may or may not affect TRIO's limitations in serving this population.

Determining first generation

Students self-report their first generation status upon completion of their FAFSA and their institutional application. Upon acceptance to UMA, a student's first generation status becomes a part of their MaineStreet profile in "Student Groups" and appears as an "FGEN" group code. Additionally, the TRIO Scholars Program application asks participations if they are a first generation student. This self-declaration becomes a part of their student file.

Determining academic need

Students who complete the TRIO Scholars Program application self-report the following statements and may choose all that apply to them.

- I had low grades in high school
- I had low Accuplacer scores
- I had low SAT or ACT scores
- I had a low score in another academic proficiency test
- I have had low grades in college courses
- I have a GED™, HiSET™, or TASC™ credential
- I have experienced failing grades
- I have been out of school for 5 or more years
- Other academic needs
- I have Limited English Proficiency (LEP)
- I don't know what my educational or career goals are
- I feel unprepared for college-level course work
- I need help bringing up my grades in required courses for my major

Students' self-reported statements serve as documentation for this need.

Determining income eligibility

November 7, 2018:
"*Dear TRIO Project Directors: In recent months, you have brought to our attention a new challenge in verifying income eligibility for students participating in TRIO programs, including Student Support Services and Ronald E. McNair Post-Baccalaureate Achievement programs, that arose after the Department allowed "prior-prior" year income to be used in completing the FAFSA. We would like to thank you for effectively communicating this issue to us and recognize the difficulty it presented as you seek to serve students. Throughout her time in office, Secretary DeVos has fought to reduce unnecessary regulatory burden so that organizations like yours can spend less time on paperwork and more time providing students with the skills and supports they need to be successful. We are therefore pleased to announce the following change: Beginning in fiscal year 2019, the Department of Education will allow the most recently completed FAFSA, based on prior-prior year information, to document income eligibility for participants in the TRIO programs. We hope that this change will support you in your*

efforts to serve students. If you have additional questions, please feel free to contact your assigned program specialist. Sincerely, Diane Auer Jones--Principal Deputy Under Secretary Delegated to Perform the Duties of Under Secretary and Assistant Secretary for the Office of Postsecondary Education"

Federal TRIO Programs Current-Year Low-Income Levels
(Effective **January 11, 2019** until further notice)

Size of Family Unit	48 Contiguous States, D.C., and Outlying Jurisdictions
1	$18,735
2	$25,365
3	$31,995
4	$38,625
5	$45,255
6	$51,885
7	$58,515
8	$65,145

For family units with more than eight members, add the following amount for each additional family member: $6,480 for the 48 contiguous states, the District of Columbia and outlying jurisdictions; $8,100 for Alaska; and $7,455 for Hawaii.

The term "low-income individual" means an individual whose family's taxable income for the preceding year did not exceed 150 percent of the poverty level amount.
The figures shown under family income represent amounts equal to 150 percent of the family income levels established by the Census Bureau for determining poverty status. The poverty guidelines were published by the U.S. Department of Health and Human Services in the Federal Register on January 18, 2018.

Determining documented disability

When an applicant indicates on the TRIO Scholars application that they have a documented disability, the Data Specialist pings the Director of Disability Services for confirmation. Once the Director of Disability Services confirms the student's status, the Data Specialist indicates in the Maxient case that eligibility has been confirmed. TRIO does not seek specific information about the nature of the student's disability or their diagnoses. TRIO does not gather or store any HIPAA protected student information in any of its files.

Data Management

Student Data Management Platforms

- MaineStreet: University of Maine System enterprise software for managing all University business and student data, registration, transcripts, financial aid, etc.
- Blumen Online for TRIO (BOT): UMA TRIO license for managing student data for TRIO involved individuals.
- Maxient: University of Maine System enterprise license for managing all University student conduct and Title IX. UMA TRIO SSS uses this software for applications and student case management.
- EAB: University of Maine System enterprise software for risk assessment and student status snapshot. EAB indicates in a quick reference manner whether a student is low, moderate, or high risk for non-completion.

Waiting List procedure

Upon acceptance into the TRIO Scholars program, the Data Specialist adds the applicant to the waiting list. While on the waiting list, the student may benefit from TRIO sponsored activities, events and presentations hosted by TRIO, use of TRIO student spaces and social opportunities, and other forms of engagements that do not increase the time and effort of TRIO staff. While on the waiting list, students may not received COL 100 reimbursement, Competitive Grant Aid funds, or other sources of TRIO funding. If TRIO assesses a waitlisted student to be deserving of these resources, they must be rolled up to APRActive upon receipt of the benefit.

Annual Performance Report

The annual performance report is due each year on dates to be determined by the Department of Education. This date typically falls between early December and early March. The DOE opens the TRIO APR portal approximately 30 days prior to the submission deadline. Director must register the program with the submission site and provide a username and password to the Data Specialist for processing. Submission is a three-step process: submission of current BOT file of data, confirmation of file submission, DOE request for signatures, upload of all final documents for final approval. The APR is complete when the DOE confirms and verifies the receipt of the APR file and signatures cover page.

Required Student File Contents and Sources of Evidence

Student File: Electronic Filing Cabinet (EFC)

- Application.....Maxient (MAX)
- Documentation of Eligibility ..... MaineStreet (MES) & Maxient
- Record of Services ..... Blumen Online for TRIO (BOT)
- Academic Need.....Educational Advisory Board (EAB)

UMA TRIO Scholars Program Procedures

Eligibility Documentation

- US Citizen/Permanent Resident.....MES Financial Aid/Residency Data
- UMA enrollment.....MES General Info
- 4-year degree program matriculation..... MES Academic Summary
- First generation .....MES General Info
- Documented disability .....MAX Disabilities Director Affidavit
- Low income .....MES Financial Aid/MAX Financial Aid Director Affidavit

Evidence of Academic Need

- Low grades in high school .....EAB Class Info
- Low Accuplacer scores ..... MES Admissions
- Low SAT of ACT scores .....EAB Class Info
- Low score on another academic proficiency test ..... As applicable
- Low grades in college courses .....MES Transcript
- Have a GED, HiSET, or TASC ..... MES Admissions
- Experienced failing grades.....MES Transcript
- Been out of school for 5 or more years ..... MES Admissions
- Other academic needs ..... EAB Overview
- Limited English Proficiency (LEP) .....Self reported/Intake Assessment
- Don't know what my educational or career goals are.....Self reported/Intake Assessment
- Feel unprepared for college-level course work.....Self reported/Intake Assessment
- Need help bringing up grades in required courses for major .....MES Degree Progress Report

BOT™ Contact Procedure & Definitions

Definitions

Contact: Communication between a TRIO agent and a TRIO participant that is relevant to their status as a scholar, at least 15 minutes in length, and reciprocal in nature. For example: face-to-face meetings; synchronous phone calls; email, text message, voicemail, or letters from the participant to which the agent responds; email, text message, voicemail, or letter from the agent to which the participant responds. The contact must include response and reciprocation.

Participant: An eligible student who has applied to join TRIO services, has completed an intake process, and who acknowledges their role as a TRIO participant and is aware of TRIO involvement expectations.

Eligible: The participant is a.) enrolled and matriculated in a 4-year degree program at UMA, b.) a citizen or permanent resident of the United States, and c.) has academic need as defined by DOE, and at least one of the following apply: i.) a first generation college student (neither parent/guardian has a bachelor's degree), ii.) meet federal income guidelines for financial aid, or iii.) have a documented disability which impacts the learning process.

APR Reportable (ideal): The participant maintains at least a 2.0 Grade Point Average (GPA), is scheduled to persist to baccalaureate within six years (>9 credits per semester), and persists from each fall semester to the next fall semester.

Roles

Counselor: A student worker hired by the TRIO program as part of a work study program for the purposes of coaching and counseling TRIO participants.

Staff: A person hired by the University of Maine System on a full- or part-time basis for the purpose of supporting the TRIO grant activities.

Teacher: A person hired by the University of Maine System on a full-time, part-time, or adjunct basis for the purpose of instructing the COL/100: Introduction to the College Experience course.

Tutor: Any of the above named people who are assisting a TRIO participant--outside of their primary duties as a counselor, staff, or teacher--in a course subject for the purposes of furthering the participant's skills and abilities in the subject.

Student data management platform coalescence

	MaineStreet	Blumen BOT	Maxient
MaineStreet		BOT draws student information from MaineStreet in a scripted format and prompted by Data Specialist's regular updates.	Maxient pulls student data from MaineStreet on a case by case basis as long as the IR form captures the full EMPLID
Blumen BOT	Blumen does not feed any data into MaineStreet. Contacts stay in BOT and are not iterated into the notes of the institutional student file.		Blumen BOT has no relationship to enter data into a Maxient record.
Maxient	Maxient data is considered confidential even from the student's main institutional file. Maxient contains CARE notes, TRIO forms and student conduct. This information does not iterate to MaineStreet.	When Maxient application is submitted, Data Specialist enters student information manually into Blumen for contact management. Other file contents are not kept in Blumen at this time.	

BOT™ Contact Labels

- Academic Advising - internal
- Academic Advising - Referred to Advising Dept.
- Academic Workshop (Specify in Notes)
- Career Counseling

UMA TRIO Scholars Program Procedures

- COL 100 Course
- Course Selection, Assistance
- Course Selection, Wish List Event
- Cultural Enrichment (Activities - Campus)
- Cultural Enrichment (Activities - Community)
- Economic & Financial Literacy - Referred to external dept. or agency
- Economic Literacy
- FAFSA Application Assistance
- FAFSA Application Assistance - Referred to external dept. or agency
- FAFSA Information
- FAFSA Information - Referred to external dept. or agency
- Goal Setting
- Graduate School - Referred to Advising Dept.
- Graduate School Information
- Graduation Activities
- Intake Interview
- Junior Jumpstart
- Mediation
- Midterm Grades (Individual counseling)
- Orientation - TRIO
- Orientation - UMA Fall
- Orientation - UMA Spring
- Personal Counseling
- Professional Mentoring
- Senior Success
- Sophomore Summit
- Success Seminar
- Transfer Counseling, Institution
- Tutoring - ENG Brush-up
- Tutoring - MAT Brush-up
- Tutoring - Mathematics
- Tutoring - Other (Specify in Notes)
- Tutoring - Reading
- Tutoring - Referred to ELSS Dept. for Academic tutoring
- Tutoring - Study Skills
- Tutoring - Writing

Student Employment

Student Employee Job Descriptions

- Peer Coach #9136
- Lead Peer Coach #9127
- Academic Tutor #9101
- Office Assistant I #9131
- Office Assistant II #9132
- Administrative Aide #9104

Evaluation of student workers

Informal evaluation for every semester in order to determine eligibility for rehire in sequential semesters
Formal evaluation annually for student employee record and professional development/workforce preparation

Work study and departmental fund procedure

Student workers must have Federal Work Study monies in their financial aid package. Student may propose a schedule that exceeds FWS money but must exhaust FWS first. Supervisor must declare semester schedule prior to student beginning work and complete a Student Employment Authorization form for both the FWS amount and the expected departmental funded portion.

Volunteerism program

Students may participate in the UMA volunteer program and log hours toward tuition reimbursement for 120 hours of service to the institution. A student may not volunteer in a position for which they are paid or have been paid in the past.

Peer Coach Handbook

UMA TRIO Scholars' Peer Coach Handbook is posted to http://www.uma.edu/trio.

Outreach activities

Regulatory recruiting limitations

Institutions may not use TRIO services as a recruitment tool for new students. Events held at the institution for an audience of non-enrolled students may not incur TRIO expense including that of time and effort. Institutional staff are welcome to speak to the benefits of the Federal TRIO program and disseminate the Maine TRIO SSS Program Brochure that may be found at http://www.uma.edu/trio.

Developmental level class visits

The TRIO Scholars Program staff will cultivate relationships with faculty teaching developmental-level courses in mathematics, reading, and writing. TRIO Staff will make themselves available to present on topics relevant to TRIO services upon faculty request.

Eligibility reports and mailings

In preparation for new semesters, the Data Specialist provides an eligibility report to TRIO that identifies the potentially TRIO-eligible population of UMA enrollments. This report relies upon MaineStreet data for Pell grant status, FGEN, degree program enrollment, and any known comment codes for Documented Disability. The report includes a vetting of students with known baccalaureate degrees from other institutions.

Before reaching out to the students on this list, the College Success Counselor and/or [Associate] Directors must review any sub-plans that suggest intent to transfer and any other data that suggest a student's ineligibility. In the weeks prior to the start of a new semester, the Administrative Specialist CL3 sends a standard invitation to the potentially TRIO-eligible population inviting them to call, apply, or visit the TRIO website for more information about TRIO services.

UMA New Student Orientation presence

The TRIO Scholars Program will participate in UMA orientation activities for fully-enrolled UMA students to the degree of request from orientation organizers. This participation may include hosting a table of TRIO information, providing visuals or materials for display, speaking at an orientation workshop session, participating in a student support services panel, or other activities as requested by organizers.

TRIO service activities

Required Services

The TRIO SSS program reports its annual performance each year detailing the number of students who received the following six required services as dictated by Federal TRIO regulations. The following descriptions are how UMA implements these requirements.

1.) "Academic tutoring" UMA provides tutoring services through its Student Success department. Only after a student has accessed the institutional services may they approach TRIO for amplified services. TRIO funds may not be used to replace this institutional effort. Examples of TRIO amplification may include summer brush-up programming, increased hours of contact if the Student Success resources become exhausted, or specialized programming planned in collaboration with another department. TRIO is able to arrange tutoring in any of the academic content areas and in study skill topics.
2.) "Advice and assistance in postsecondary course selection" The TRIO department hosts "wish list" events for TRIO Scholars in order to evaluate a student's degree program, reference the institutional check sheets for degree completion, and place necessary courses in their MaineStreet "wish list". TRIO advisors do not have the authority to approve a student's course selection nor may TRIO advisors enroll the student in a course. TRIO assists in the goal-setting, planning, and personal management of program sequencing and refers the student to their faculty advisor or the advising department.
3.) "Education/counseling to improve financial and economic literacy" TRIO assists students in managing their understanding, awareness, and decision-making in personal finance, budgeting, borrowing, etc. TRIO is not trained in financial advising but may assist students in accessing information and may make referrals to appropriate agencies. Economic literacy is matters of finance that impact a student's ability to self-manage in order to balance their role as a student. Economic literacy is not exclusively student financial aid or FAFSA assistance but includes financing vehicles for transportation, personal debt awareness, balancing a school/work schedule for financial planning, etc.
4.) "Information in applying for Federal student aid" TRIO will schedule contact and host events with participants in order to encourage students to complete their FAFSA and other scholarship opportunities both internal and external to the institution.
5.) "Assistance in completing and applying for Federal Student Aid." TRIO schedules one-to-one contacts, workshops, and course units for assisting students in completing the FAFSA for federal student aid. When appropriate, TRIO refers students to the Student Financial Aid office for assistance and any necessarily professional judgements or appeals.
6.) "Assistance in applying for admission to graduate school and obtaining Federal student aid (not applicable to 2-year institutions)." TRIO schedules and host one-to-one contacts, workshops, and course units (as necessary) in order to assist students with questions about graduate schools, undergraduate behaviors that contribute to graduate aspirations, entrance testing, school selection, and funding based on an assessment of needs of the TRIO population annually.
7.) *Competitive Preference Priorities*: CPP 1 Non-cognitive Development "Influencing the development of non-cognitive factors." To address the competitive preference priority goal of developing non-cognitive skills in our TRIO population, UMA TRIO offers a TRIO-specific

section of a credit-bearing course titled COL 100 Introduction to the College Experience. This class gives the student three credits of general elective credit toward their degree. Professional staff of the TRIO project instructs it. The charter for this offering lists the following course objectives: understand how the college experience is different from the high school experience; appreciate the benefits of a college education; utilize electronic learning technology; apply strategies to improve memory; understand how to read a textbook effectively; know how to take quality notes in class; be able to prepare effectively for tests; know how best to take tests (objective and essay); know how to research and organize written assignments; recognize the various learning styles, and identify personal preference; learn how to manage time effectively; utilize various strategies to manage stress; access library sources; understand and access the academic advising process; recognize the various teaching styles of professors; utilize career resources; clarify personal values; apply various assertiveness strategies; appreciate how personal health practices impact college performance; identify and utilize campus resources. Students achieve these objectives throughout the semester by completing assignments meant to model ongoing scholarly behaviors. Behaviors include keeping a journal, completing all assignments and activities for class, engaging in individual and group activities, completing necessary examinations, engaging in student activities on campus, and meeting frequently with professors and peer coaches. Campus collaborators combine departmental resources for this effort from career services, IT helpdesk, instructional design staff, the writing center, counseling, disabilities and tutoring services, library services, advising, faculty, and community resources for financial wellness and economic literacy. TRIO students do not pay tuition for this regularly offered course hosted each semester on both of our campuses.

8.) *Competitive Preference Priorities*: CPP 2 Individualized Counseling "Providing individualized counseling for personal, career, and academic matters." To address the competitive preference priority goal of offering individualized counseling to our TRIO population, UMA TRIO meets with students for intake interviewing and goal setting regularly capturing "contacts" with students in three areas that support academic, personal, and career coaching. 1.) Academic coaching falls into three categories: contacts, events, and initiatives. In one-on-one contact with students, TRIO staff offer amplified advising toward success in courses and planning for degree completion. This does not replace the UMA advising department or faculty advising within the major. Additionally, academic coaching may include transfer or withdrawal decisions with goals toward harm reduction and reentry plans. Academic events that TRIO hosts or co-sponsors include workshops or meetings specific to the progression level of the student population. Based on a needs assessment, this may include year-specific gatherings (first-year, sophomore, etc.), COL 100 alumni activities, or orientation activities. Academic initiatives include mid-term grade report collection and coaching, as well as success seminars to coach new TRIO participants in new school years. 2.) Career coaching includes collaboration with our Career Connections department on events such as the Annual Career Summit, and the Annual Business Etiquette Dinner. Additionally, our peer coaching/student employment model allows TRIO professional staff to create an authentic employment environment for federal work-study students by hiring, evaluating, and mentoring in a real-world workplace. Additional career supports include resume preparation, interview practice, and assistance in finding internships. 3.) Personal coaching includes one-to-one contact with students who may be experiencing difficulty in their out-of-school life that has impact on their ability to be scholars. This includes mediation at school if

coaching is needed to resolve conflict with peers or even faculty. Personal coaching includes cultural and enrichment activities both on and off campus by way of a TRIO sponsored event or a TRIO collaboration with Student Life.

TRIO Initiatives

COL 100 Introduction to the College Experience (3-credit course)

To address the competitive preference priority goal of developing non-cognitive skills in our TRIO population, UMA TRIO offers a TRIO-specific section of a credit-bearing course titled COL 100 Introduction to the College Experience. This class gives the student three credits of general elective credit toward their degree. Professional staff of the TRIO project instructs it. The charter for this offering lists the following course objectives: understand how the college experience is different from the high school experience; appreciate the benefits of a college education; utilize electronic learning technology; apply strategies to improve memory; understand how to read a textbook effectively; know how to take quality notes in class; be able to prepare effectively for tests; know how best to take tests (objective and essay); know how to research and organize written assignments; recognize the various learning styles, and identify personal preference; learn how to manage time effectively; utilize various strategies to manage stress; access library sources; understand and access the academic advising process; recognize the various teaching styles of professors; utilize career resources; clarify personal values; apply various assertiveness strategies; appreciate how personal health practices impact college performance; identify and utilize campus resources. Students achieve these objectives throughout the semester by completing assignments meant to model ongoing scholarly behaviors. Behaviors include keeping a journal, completing all assignments and activities for class, engaging in individual and group activities, completing necessary examinations, engaging in student activities on campus, and meeting frequently with professors and peer coaches. Campus collaborators combine departmental resources for this effort from career services, IT helpdesk, instructional design staff, the writing center, counseling, disabilities and tutoring services, library services, advising, faculty, and community resources for financial wellness and economic literacy. TRIO students do not pay tuition for this regularly offered course hosted each semester on both of our campuses.

Mid-term Faculty Reports

1. What TRIO does for students:
    a. TRIO students are identified as higher risk for leaving school before graduation.
    b. TRIO Student Support Services uses mid-term data in order to praise students who are doing well and to intervene when students are not doing well.
    c. TRIO offers additional financial aid to students who are in good academic standing and who have unmet financial need.
    d. TRIO matches students' needs with campus resources when a student is struggling
    e. TRIO offers students engagement opportunities and relationships that encourage school persistence
2. What Faculty Reports do for students:
    a. Faculty reports help identify students who need help before it is too late to pass a course
    b. Faculty reports give students the confidence to keep working hard or the reality check to get some support
    c. Faculty reports demonstrate which students are on target and eligible for additional aid in order to persist to graduation.

   d. Faculty reports tell us when something is going on in the students' lives even if they have not reached out to us specifically
   e. Faculty reports give us a tool to guide conversations with our students in order to keep important relationships current
3. About TRIO's Faculty Reporting practices:
   a. Each student completes a release for TRIO to obtain information about their grades and performance.
   b. Mid-term grades is an intervention program; collecting grades does not negatively impact a student's accountability in your course.
   c. Even if the letter grade for your course is not available at the mid-term, a note about (un)satisfactory progress is helpful for student support.
   d. Not all students are aware of how to calculate a mid-term grade on their own in the Blackboard environment or from the syllabus so many are not able to do this without your help
   e. Feedback from faculty—either commendation or critique— can have a positive impact on how a student relates to you and your course.

TRIO Awards and Grants

Publishing TRIO Student Accolades

If the TRIO department wishes to publish a congratulatory list of award recipients who are specifically identified as TRIO participants, students must sign a release for this permission. This release of information will be separate from the photography release of the institution and the academic data release that TRIO collects on the program application materials. TRIO eligibility is private student data and publishing a student's identity in association with TRIO services without release is an infringement on their right to privacy regarding potential disability and financial status.

Convocation TRIO Rising Scholar Award

The Rising Scholars initiative was developed to honor and recognize student achievement and/or student promise and potential. Rising Scholars are nominated by faculty and staff. UMA honors Rising Scholars at Convocation which is held on the Augusta campus in late September. The Convocation Committee encourages each faculty to nominate a maximum of two Rising Scholars and one student speaker for the event. Students receive a certificate of recognition as well as a lapel pin that they may choose to affix to their regalia at graduation. The deadline for nominations is early August. Students are only recognized once as a Rising Scholar. Students have to:

- be registered for the fall semester.
- be enrolled in a degree program.
- not have any financial holds.
- not have any disciplinary holds.

Competitive Grant Aid Award

Minimum requirements for grant aid include:

- Enrollment in the TRIO Student Support Services program.
- Have a Pell Grant or are Pell Grant eligible.
- Have a GPA of 2.50 or higher (If the student's current GPA is lower than 2.50, the student is encouraged to contact the College Success Counselor to learn about options).
- Carry and pass enough credits per semester to complete a Bachelor's degree within 6 years (usually 9 credits per semester).

Additional criteria for selection:

- Have unmet financial need.
- Priority goes to students with fewer than 53 credits. If the student has more, the student is encouraged to apply and inform the program of unmet financial needs.
- Notable level of involvement in TRIO SSS programs and services.

Award amounts and number of awards vary each project year. The individual award amount may not be lower than the minimum Pell Grant amount for the current year as established by the Department of Education. Students must have his or her application and essay completed and submitted by 4:00 PM of the last business day of November for full consideration. TRIO will notify recipients of the award by the winter break. Grant aid application may be completed online at https://www.tinyurl.com/triograntaid.

University of Maine at Augusta Annual Student Awards Ceremony

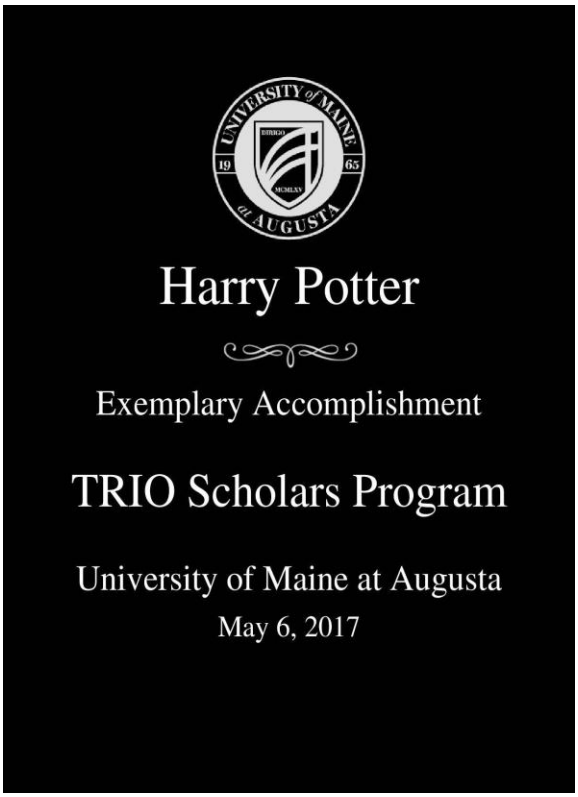
UMA hosts the Student Awards ceremony annually one week prior to graduation exercises on a Saturday. The ceremony typically begins at 1:30 PM and ends at approximately 3:30 PM. This could change from year to year or if organized by different staff. Students are notified ahead of time by ceremony organizers that they are a recipient and may bring family members as guests. The Executive Assistant to the Dean of Students requests names of all awards, names of recipients, and the names of all staff who will be presenting approximately one month ahead of the date. A reception follows the ceremony--typically in the Fireside Lounge of Randall Student Center.

The Outstanding TRIO Scholar Award

The purpose of the Outstanding TRIO SSS Student Award is to recognize one TRIO student's exemplary performance on the Augusta campus and one on the Bangor campus. This award is made just prior to graduation exercises but does not necessarily need to be awarded to a rising graduate. TRIO staff nominate one student on each campus based on the following criteria. The student is:

- Highly engaged in their academic program and in TRIO services and programming
- Respected throughout the campus community by peers
- A COL 100 Alumnus
- Service-oriented (on or off campus).
- Unanimously voted upon (by a selection committee designated by the Director).

TRIO gives two awards; one for Augusta and one for Bangor. Recipients of the award also receive a plaque. The plaque is 10" x 8", wood backing, with laser etched placard. Design includes: UMA's official seal, the student's full name as they wish to have it appear, a filigree divider, the distinction "Exemplary Accomplishment", "TRIO Scholars Program," "University of Maine at Augusta," and the full date of the student awards ceremony.



The TRIO SSS President's Scholarship

The purpose of the TRIO SSS President's Scholarship is to:

- Recognize TRIO SSS students who demonstrate aptitude for their studies.
- Honor students who commit to consistent and full-time participation in their academic program.
- Honor students who commit to participation in the TRIO SSS program.
- Address unmet financial need.
- Add to the UMA student retention mission.

TRIO SSS staff will convene in May in order to review student eligibility and recommend recipients for the following fall semester. Students will be notified in early summer if they will be a fall recipient.

This scholarship is valued at 50% of UMA tuition--rounded to the nearest $25--for up to two semesters (excluding summer) of study in a UMA baccalaureate degree. One student may potentially receive this award more than once. The amount of this award for 2017-2018 is $3,000 annually ($1,500 per semester).

This offer of scholarship is contingent upon the student successfully completing UMA studies with a minimum grade point average (GPA) of 2.5. The student must also be registered for at least twelve (12) credit hours of UMA courses, and be matriculated in a UMA degree program beginning with the upcoming semester. As part of the TRIO Scholarship the student is required to provide one hundred

hours (100) of service per semester to the TRIO SSS department. The specific hours and assignments will be determined between the student and the supervisor.

To retain this award in subsequent semesters the student must:

- Maintain participation in UMA's TRIO Student Support Services.
- Register and remain registered each semester as a full-time student (minimum of 12 credit hours). All courses must be completed with a passing grade to retain the scholarship into the next semester. The student must be making satisfactory progress toward completing the student bachelor's degree.
- Earn a minimum accumulative GPA of 2.5.
- Maintain continuous enrollment (excluding summer) at UMA. This scholarship is not available for summer enrollment.
- Meet the service component required.

A credit for the amount of the award will be applied to the student's UMA account upon selection pending the student's signature of acceptance.

The Blanche Garrity Perseverance Scholarship

The Blanche Garrity Perseverance Scholarship was established at the University of Maine at Augusta in 2007 with an initial gift from an anonymous donor. The fund is named after Blanche Garrity, an Administrative Assistant in the University of Maine at Augusta TRIO SSS program who taught many students about perseverance. The fund shall be used for scholarship assistance to one student per semester who is:

- Enrolled in a degree program at UMA.
- Has completed a minimum of six (total) credit hours.
- Has a minimum G.P.A. of 2.0; is eligible for the TRIO SSS program.
- Is enrolled in courses during the semester in which the award is received.
- Has demonstrated financial need.
- Is actively participating in the TRIO SSS services and activities.

Selection of the recipients shall be made by a committee composed of the

- Associate Director of TRIO SSS,
- Administrative Specialist to TRIO SSS,
- UMA-Bangor Campus Dean,
- UMA-Bangor Learning Support Specialist,
- one UMA-Bangor faculty,
- one UMA-Bangor staff member, and
- Wally Fraser, Jr. so long as he chooses to participate.

UMA TRIO Scholars Program Procedures

Administration of the fund shall be made by the Chief Financial Officer. Should it ever become impossible or impractical to carry out the purposes of this fund as described above, an alternative purpose that best fits the donor's intent and wishes shall be designated by the President of the University of Maine at Augusta at his/her sole discretion.

Graduation regalia and accessories

TRIO students--upon completing their baccalaureate degree while participating in TRIO services--receive a red and black cord to wear with their mortar board and gown. Students also receive a gold-toned metallic and enamel TRIO Student Support Services lapel pin. Some variations of the pin may include a die cut of the State of Maine. The student will affix this pin directly to their gown. If the student wears a stole as part of their regalia, they will affix the pin to the stole.

TRIO
STUDENT SUPPORT
SERVICES

TRIO

TRIO activity documents

UMA TRIO Scholars Program Branding

The University of Maine at Augusta Student Support Services department uses the TRIO logo that matches the naming conventions of the Federal Department of Education TRIO website at https://www2.ed.gov/about/offices/list/ope/trio/index.html

The common branding of TRIO programming includes a graphic in serif font; “T,” “R,” and “O” in black; “I” in bright red; a black divider line below TRIO, and “SCHOLARS” written in uppercase, bright red font. This is not a licensed or trademarked logo and some variations are found through the nation. Below is the image used by UMA TRIO Scholars.

TRIO
SCHOLARS

Annual Participant Program Evaluation

Associate Director of TRIO SSS distributes the Annual Evaluation Survey and manages this through the SurveyMonkey platform. The team may workshop the survey questions in order to suit the data and services needs of students and the program from year to year. The Associate Director sends invitations to all students who participated in the project year via the SurveyMonkey invitation tool. SurveyMonkey allows us to monitor access, completion, and reminders efficiently. The TRIO team aims to analyze the results of the survey in the August, full, regular TRIO staff meeting in order to make program adjustments for the following project year.

NOTES

uma.edu/trio

Augusta Campus: 195 Jewett Hall 46 University Drive, Augusta, Maine 04330 (207) 621-3157
Bangor Campus: 205 Belfast Hall 85 Texas Avenue, Bangor, Maine 04401 (207) 262-7820

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