

Policies and Procedures Manual
of the
TRiO Student Support Services Program
Academic and Multicultural Student Services
University of Alaska Anchorage

Responsible Executive: Dr. Kim J. Patterson, Director

Responsible Office: Academic and Multicultural Student Services
Vara Allen – Jones, Assistant Vice Chancellor

Contact: Kim Patterson / kim.patterson@uaa.alaska.edu
Vara Allen-Jones / vara@uaa.alaska.edu

**UAA Student Support Services
Policies and Procedures Manual**

University of Alaska Anchorage Mission Statement

"The University of Alaska inspires learning, and advances and disseminates knowledge through teaching, research, and public service, emphasizing the North and its diverse peoples." Regents' Policy 10.01.01

UAA is a comprehensive university that provides opportunities to all who can benefit from education programs of high quality in an inclusive environment rich in diversity. Located in Anchorage and on community campuses serving South central Alaska, UAA is committed and uniquely situated to serve the needs of its communities, the state, and its diverse peoples.

The University of Alaska Anchorage (UAA) is a comprehensive public four-year institution, the largest and most urban of three major academic units in the University of Alaska Statewide System of Higher Education. UAA's main campus is located in Anchorage, the state's largest city. The Anchorage area has an extensively diverse population. The Anchorage School District has students who speak over 77 different languages as their first language. UAA has experienced rapid growth in traditional age, degree seeking, and Alaska Native student populations in recent years. The majority of these students are under-prepared, both academically and culturally, for the rigors of academic life. Their drop out and failure rates are the highest of any identifiable student group.

Student Support Services Mission Statement

The mission of the Student Support Services at the University of Alaska Anchorage is to promote the retention and graduation of low income, first generation and students with disabilities through tutoring, mentoring, skill development, and other services to empower them to graduate. The SSS grant was written and spearheaded by Vara Allen-Jones, Assistant Vice-Chancellor of Student Affairs.

The goals for UAA's Student Support Services program include the following: Service to Cohorts of 160 SSS eligible students; SSS services that will enable its participants to earn a UAA degree within six years or transfer to another postsecondary institution; 70% of SSS students served will be retained and achieve academic success; the SSS program will enhance the institutional climate of UAA; SSS participants will become proficient in the use of technology for academic purposes; and, the SSS program will provide tutoring and peer mentoring for eligible students. These efforts will strengthen its participants' study skills, and assist in the development of a learning community. Student Support Services will also provide eligible students the skills needed to successfully complete courses that are "high risk", i.e. English and Math. The access and utilization of technology, along with instruction, will provide SSS participants an additional resource for academic success. Student Support Services is part of the Trio programs that are described in detail below.

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Trio Background

The history of TRIO is progressive. It began with Upward Bound, which emerged out of the Economic Opportunity Act of 1964 in response to the administration's War on Poverty. In 1965, Talent Search, the second outreach program, was created as part of the Higher Education Act. In 1968, Student Support Services, which was originally known as Special Services for Disadvantaged Students, was authorized by the Higher Education Amendments and became the third in a series of educational opportunity programs. By the late 1960's, the term "TRIO" was coined to describe these federal programs.

Over the years, the TRIO Programs have been expanded and improved to provide a wider range of services and to reach more students who need assistance. The Higher Education Amendments of 1972 added the fourth program to the TRIO group by authorizing the Educational Opportunity Centers. The 1976 Education Amendments authorized the Training Program for Federal TRIO Programs, initially known as the Training Program for Special Programs Staff and Leadership Personnel. Amendments in 1986 added the sixth program, the Ronald E. McNair Post baccalaureate Achievement Program. Additionally, in 1990, the Department created the Upward Bound Math/Science program to address the need for specific instruction in the fields of math and science. The Upward Bound Math/Science program is administered under the same regulations as the regular Upward Bound program, but it must be applied for separately. The Higher Education Amendments of 1998 authorized the TRIO Dissemination Partnership program to encourage the replication of successful practices of TRIO programs. Finally, the Omnibus Consolidated Appropriations Act of 2001 amended the Student Support Services (SSS) program to permit the use of program funds for direct financial assistance (Grant Aid) for current SSS participants who are receiving Federal Pell Grants.

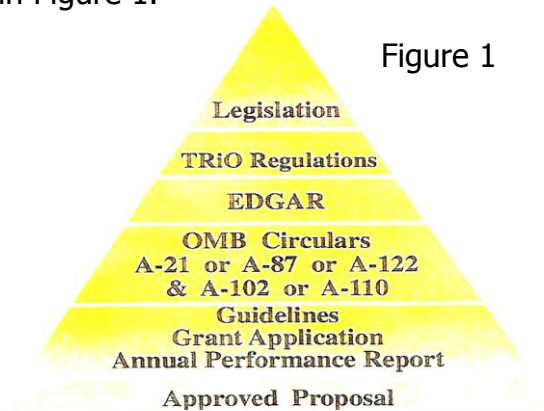
The legislative requirements for all Federal TRIO Programs can be found in the Higher Education Act of 1965, Title IV, Part A, Subpart 2. The requirements for the SSS Grant Aid can be found in Public Law 106-554.

This manual is designed to orient you to the programmatic and administrative functions of SSS as it operates within the tapestry of [Academic and Multicultural Student Services \(AMSS\)](#) – a subcomponent of the [UAA Student Affairs Division](#). Only SSS staff and program participants are directly affected by the policies and procedures contained herein. The Trio regulations are outlined below.

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TRiO Authority

The governing authorizations supporting SSS and all other TRIO programs can be understood through the illustration in Figure 1.



Trio Governing Authorizations

- The first, and foremost, authority for TRIO programs is the Legislation known as the Higher Education Act of 1965, 1998 Higher Education Act (HEA) Amendments Subpart 2 – Federal Early Outreach and Student Services Programs. CHAPTER 1 – FEDERAL TRIO PROGRAMS SEC. 402A.20 U.S.C. 1070a-11. All on and off campus promotion of SSS must include the following passage from the 1965 HEA: **SEC.402D. 20 U.S.C. 1070a – 14.**
- Second, the TRIO Code of Federal Regulations that stem from TRIO Legislation. For instance, the regulations governing Student Support Services are Title 34: Education, Parts 646.1 – 646.11; 646.20 – 646.23; and 646.30 – 646.32.
- Third, are the Education Department General Administrative Regulations (EDGAR) 34 Code of Federal Regulations, Parts 74 – 77; 79 – 82; 84 – 86; and 97 – 99.
- Fourth, are the federal Office of Management and Budget Circulars that govern fiscal management and use of federal dollars. Specifically, circulars A-21 and A – 110 govern the UAA SSS program.
- Fifth, are the administrative guidelines included in the original grant application for SSS or within the Annual Performance Report due 90 days after the end of each funding cycle. The latter is subject to change and must be monitored closely by the director.
- Last, is the approved grant proposal authorizing the release of funds to the hosting institution, namely UAA.

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Student Support Services Grant Award Notification

Section I - Project Identification (P042A050979)

- 1. PR/Award Number:** P042A101310
- 2. Name of Grantee Institution:** University of Alaska/ Anchorage
- 3. Address: Campus:** University of Alaska Anchorage
Street: 3211 Providence Drive, Diplomacy 105
City: Anchorage **State:** AK **Zip:** 99508-4614
- 4. Name of Project Director:** Dr. Kim J. Patterson
- 5. Telephone Number:** 907-786-1378
Fax Number: 907-786-1383
E-mail Address: kim.patterson@uaa.alaska.edu
- 6. Report Period:** 09/01/2011 to 08/31/2012
- 7. Data Entry Person:** Dr. Kim J. Patterson
Telephone Number: 907-786-1378
E-mail Address: kim.patterson@uaa.alaska.edu
- 8. Project Characteristics:**
 - a.Has a Summer Bridge Program:** YES
 - b.Uses Federal Grant Funds to Provide Grant Aid:** NO
 - c.Receives institutional or other non-federal funds:** NO

Warning: Any person who knowingly makes a false statement or misrepresentation on this report is subject to penalties which may include fines, imprisonment, or both, under the United States Criminal Code and 20 U.S.C. 1097.
Further Federal funds or other benefits may be withheld under this program unless this report is completed and filed as required by existing law (20 U.S.C. 1231a) and regulations (34 CFR 75.590 and 75.720).

Section II - Verification of Number Funded to Serve and Prior Experience Standard Objectives (P042A050979)

The following information reflects the approved Student Support Service project's number of participants to be served and the negotiated project objectives for your project for this grant award cycle. This information was retrieved from the data you reported in Section II of the 2005-06 APR and includes appropriate changes as approved by your ED Program Specialist for the duration of the grant award cycle.

Number Funded to Serve:

In 2006-07, this project is funded to serve 305 participants.

Sector of Grantee Institution:

A: Public 4-Year

Prior Experience Objective(s):

1. 2006-07 Persistence Rate: 68% of all participants served by the SSS project will persist from the 2006-07 to the 2007-08 academic year or graduate and/or transfer from a 2-year to a 4-year institution during the 2006-07 academic year.
2. 2006-07 Good Academic Standing Rate: 70% of all participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution.
 4. Graduation Rate (4-year institutions only): 40% 2000-01 New participants only will graduate by 2006-07.

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Grant Regulations

Education Department General Administrative Regulations (EDGAR)

TRiO - SSS programs are regulated by Title 34 Code of Federal Regulations Parts 74-86 and 97-99.

Title 34 Code of Federal Regulations Parts 74-86 and 97-99, can be found at the following web address:

<http://www.ed.gov/policy/fund/reg/edgarReg/edgar.html>

The entire Education Department Code of Federal Regulations Title (Title 34 CFR) can be viewed or searched at the National Archives and Records Administration Code of Federal Regulations web page. EDGAR can be downloaded in html/text format in a zipped file (411Kb).

Office of Management and Budget – OMB Circulars

TRiO - SSS Programs are regulated by OMB CIRCULAR No. A-21 (Revised 8/8/00) and OMB CIRCULAR No. A-110.

The entire text of the OMB Circular A-21 can be found at the following web address:
<http://www.whitehouse.gov/omb/circulars/a021/a021.html>.

The entire text of OMB Circular A-110 can be found at the following web address:
<http://www.whitehouse.gov/omb/circulars/a110/a110.html>

Expanded Authorities Overview

Revision of budget and program plans.

(a) The budget plan is the financial expression of the project or program as approved during the award process. It may include either the Federal and non-Federal share, or only the Federal share, depending upon Federal awarding agency requirements. It shall be related to performance for program evaluation purposes whenever appropriate.

(b) Recipients are required to report deviations from budget and program plans, and request prior approvals for budget and program plan revisions, in accordance with this section.

(c) For non-construction awards, recipients shall request prior approvals from Federal awarding agencies for one or more of the following program or budget related reasons:

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- (1) Change in the scope or the objective of the project or program (even if there is no associated budget revision requiring prior written approval).
 - (2) Change in a key person specified in the application or award document.
 - (3) The absence for more than three months, or a 25 percent reduction in time devoted to the project, by the approved project director or principal investigator.
 - (4) The need for additional Federal funding.
 - (5) The transfer of amounts budgeted for indirect costs to absorb increases in direct costs, or vice versa, if approval is required by the Federal awarding agency.
 - (6) The inclusion, unless waived by the Federal awarding agency, of costs that require prior approval in accordance with OMB Circular A-21, "Cost Principles for Educational Institutions," OMB Circular A-122, "Cost Principles for Non-Profit Organizations," or 45 CFR part 74 Appendix E, "Principles for Determining Costs Applicable to Research and Development under Grants and Contracts with Hospitals," or 48 CFR part 31, "Contract Cost Principles and Procedures," as applicable.
 - (7) The transfer of funds allotted for training allowances (direct payment to trainees) to other categories of expense.
 - (8) Unless described in the application and funded in the approved awards, the sub award, transfer or contracting out of any work under an award. This provision does not apply to the purchase of supplies, material, equipment or general support services.
- (d) No other prior approval requirements for specific items may be imposed unless a deviation has been approved by OMB.
- (e) Except for requirements listed in paragraphs (c)(1) and (c)(4) of this section, Federal awarding agencies are authorized, at their option, to waive cost-related and administrative prior written approvals required by this Circular and OMB Circulars A-21 and A-122. Such waivers may include authorizing recipients to do any one or more of the following:
- (1) Incur pre-award costs 90 calendar days prior to award or more than 90 calendar days with the prior approval of the Federal awarding agency. All pre-award costs are incurred at the recipient's risk (i.e., the Federal awarding agency is under no obligation to reimburse such costs if for any reason the recipient does not receive an award or if the award is less than anticipated and inadequate to cover such costs).
 - (2) Initiate a one-time extension of the expiration date of the award of up to 12 months unless one or more of the following conditions apply. For one-time extensions, the recipient must notify the Federal awarding agency in writing with the supporting reasons and revised expiration date at least 10 days before the expiration date

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specified in the award. This one-time extension may not be exercised merely for the purpose of using unobligated balances.

- (i) The terms and conditions of award prohibit the extension.
- (ii) The extension requires additional Federal funds.
- (iii) The extension involves any change in the approved objectives or scope of the project.

(3) Carry forward unobligated balances to subsequent funding periods.

(4) For awards that support research, unless the Federal awarding agency provides otherwise in the award or in the agency's regulations, the prior approval requirements described in paragraph (e) are automatically waived (i.e., recipients need not obtain such prior approvals) unless one of the conditions included in paragraph (e)(2) applies.

(f) The Federal awarding agency may, at its option, restrict the transfer of funds among direct cost categories or programs, functions and activities for awards in which the Federal share of the project exceeds \$100,000 and the cumulative amount of such transfers exceeds or is expected to exceed 10 percent of the total budget as last approved by the Federal awarding agency. No Federal awarding agency shall permit a transfer that would cause any Federal appropriation or part thereof to be used for purposes other than those consistent with the original intent of the appropriation.

(g) All other changes to non-construction budgets, except for the changes described in paragraph (j), do not require prior approval.

Special Conditions for Disclosing Federal Funding in Public Announcements

The recipient agrees that, when issuing statements, press releases, requests for proposals, bid solicitations, and other documents or announcements describing this project, the recipient will state clearly:

1. the dollar amount of federal funds for the project or program;
2. the percentage of the total costs of the program or project that will be financed with federal money; and
3. percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.

Recipients must comply with these conditions under Public Law 107-116 Sec. 507.

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University Student Educational Records (FERPA) Policy

The Family Educational Rights and Privacy Act (FERPA) of 1974, as amended, was designated to protect the privacy of education records, to establish the right of students to inspect and review their education records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings.

FERPA affords students certain rights with respect to their education records. They are:

1. The right to inspect and review the student's education records within 45 days of the day the school receives a request for access. Students should submit a written (letter or FAX) request to the Office of the Registrar that identifies the record(s) they wish to inspect. The Registrar will make arrangements for access and notify the student of the time and place where records may be inspected. If the records are not maintained by the Office of the Registrar, Registrar-designated staff will refer the student to the appropriate personnel or office to access the record.
2. The right to request the amendment of a record that they believe is inaccurate or misleading. Students may ask the University to amend the student's education records if he/she believes they are inaccurate or misleading. If the University decides not to amend the record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. If the University denies the amendment request after the hearing, the student is given the right to insert a statement in the education record.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. UAA may release, without consent, certain directory information. No one outside the University shall have access to, nor will the University disclose any other information from a student's educational record, without the written consent of the student, except to University officials with legitimate educational interests, to officials of other institutions in which a student seeks to enroll, to persons in compliance with a judicial order, and to persons in an emergency in order to protect the health or safety of the student or other persons, or as otherwise permitted under FERPA.

A University official with legitimate educational interests is a person employed by the University as an administrator, supervisor, instructor, or administrative staff member; a person or company with whom the institution has contracted to perform a special task (such as an auditor or attorney); a member of the Board of Regents; a governmental entity or any other entity with which a student is placed as part of his or her education; or a student serving on an official committee (such as a judicial or academic review committee or scholarship committee), or assisting another University official in performing his or her tasks. A University official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities.

Project Regulations and Eligibility Requirements

A student who meets all of the following criteria is eligible for TRiO - SSS:

- Is a citizen or national of the United States or meets the residency requirements for federal student financial assistance;
- Is enrolled or accepted for enrollment, in the next academic term, at the grantee institution;
- Has a need for academic support;
- Is a first-generation college student, or an individual with a disability, or qualifies for financial reasons.

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Potential first-generation college student means--

(1) An individual neither of whose natural or adoptive parents received a baccalaureate degree; or

(2) A student who, prior to the age of 18, regularly resided with and received support from only one natural or adoptive parent and whose supporting parent did not receive a baccalaureate degree.

**Federal TRIO Programs
2011 Annual Low Income Levels**

(Effective January 20, 2011 Until Further Notice)

Size of Family Unit	48 Contiguous States, D.C., and Outlying Jurisdictions	Alaska	Hawaii
1	\$16,335	\$20,400	\$18,810
2	\$22,065	\$27,570	\$25,395
3	\$27,795	\$34,740	\$31,980
4	\$33,525	\$41,910	\$38,565
5	\$39,255	\$49,080	\$45,150
6	\$44,985	\$56,250	\$51,735
7	\$50,715	\$63,420	\$58,320
8	\$56,445	\$70,590	\$64,905

For family units with more than eight members, add the following amount for each additional family member: \$5,730 for the 48 contiguous states, the District of Columbia and outlying jurisdictions; \$7,170 for Alaska; and \$6,585 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, Vol. 76, No. 13, January 20, 2011, pp. 3637-3638.

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General Information - The DSS Philosophy

At the University of Alaska Anchorage, providing equal opportunities for students who experience disabilities is a campus-wide responsibility and commitment. Students who experience disabilities are an important part of our student body. Disability Support Services is responsible for coordinating support services for UAA students who experience disabilities. Student Support Services works in conjunction with DSS to assist students with further support.

In addition to responding to requests for academic adjustment, DSS promotes a universal design approach in which the learning environment is structured to meet the needs of a wide range of students from the beginning, thus minimizing the need for retroactive accommodation. Toward that end, DSS provides information and serves as a resource to the university community. When barriers do arise, Disability Support Services assists in the identification of reasonable adjustments.

Thus, there are two primary areas in which DSS serves:

- 1) Providing Services for Students with Disabilities
- 2) Sharing Resources with the Community

SSS Grant Objectives

All SSS office support functions are governed by federal reporting standards. As a federally funded program, SSS is required to maintain written and electronic records of demographic student data and programmatic series delivered. The UAA Student Support Services program reports on service offerings that are rooted in 6 grant objectives:

1. One hundred sixty eligible students will actively participate in the services provided by the Student Support Services Program between September 1, 2005 and May 15, 2006 (and each year thereafter), as documented by Program records.
2. Of the 160 eligible students served [during the grant year], 68% (108) of participants will be retained at UAA through two semesters with a 2.0 GPA (on a 4.0 scale) or will transfer to another postsecondary institution to continue their education.
3. Forty percent of each Program Year (PY) Cohort (60-65 participants) will earn a degree within six years of Program enrollment or will transfer to another post secondary institution to complete an Associate or Bachelor Degree.

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4. 100% of those selected participants with an assessed need for access to technology will receive access and basic computer skills instruction for each PY. Of the 160 eligible students served, 70% will achieve proficiency in the use of technology by the end of the program year.
5. SSS participants will have available and will utilize services in sufficient numbers to demonstrate a supportive climate at the institution as measured by participant evaluations.
6. A Program review committee for the purpose of assessing Program activities and operations will review the SSS management system twice annually so that procedures can be modified to meet program objectives and to ensure that participants are being tracked for reporting purposes.

Plan of Operation

Student Recruitment

The recruiting of new participants into the Student Support Services program is an on-going time obligation of the Student Support Services Coordinator. SSS is largely an on campus program; therefore most entering students will be accepted from the existing UAA student pool.

The process of selecting students for SSS begins with identifying the eligible population from within the pool of new students who have been accepted for admission into the University. Since two-thirds of our students are required to be low-income, the identification of this sub-population requires the involvement of the Financial Aid Office. Most notably this identification process involves a query which identifies students whose parents did not attend college (FAFSA questions) which may qualify them for a significant Pell Grant. The project also receives referrals from the Disability Support Services who meet the disability requirement, the Upward Bound Program and the Talent Search Program.

UAA students who are found to meet the eligibility requirements for the project are contacted by mail, email, and phone or in person during new student orientation and invited to complete an SSS application. (Such correspondence typically includes receiving a SSS brochure, Informational CD and letter from the director.) Once received an intake appointment is scheduled as soon as possible and academic need is verified. The student may then be invited to be a participant in the project.

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New Student In-take Process**

1. Space Availability

2. Eligibility

- a. Application Received (**First Generation** and Disability status)
- b. **Low-Income** eligibility Check (1040 Tax Return verification or RNANA, RPAAWRD and/or Application)
- c. Academic **Need Determination** (Accuplacer / SOATEST score review, Transcript Review, or as determined by the UAA Academic Need Policy).

3. Assessment

- a. Application
- b. Academic **Success Plan***
- c. **Learning Styles** Test

Pending space availability, the **ASP marks the official acceptance date and date of first service**. ASP should be completed upon application submission or soon afterwards.

4. Letter of Acceptance Sent

Counseling (Academic, Career, Financial, Personal, Transfer, Graduate)

It is the primary responsibility of the project counselor to provide comprehensive counseling services to our project participants. Although students are assigned a staff advisor, they also receive ongoing academic advising from their SSS advisor. This support can range from assistance with scheduling courses to the discussion of attendance problems, instructional difficulties, and an assortment of other academic matters. Students also receive assistance with assessing career interests and identifying career goals, developing a resume and interviewing skills (in conjunction with *Career Services*), and receiving support in arranging internships, externships, and other forms of work experience.

Financial advising can take the form of money management, assistance in reapplying for federal financial aid and applying for endowment scholarships, and answering a variety of questions regarding their financial aid award and assistance with loans and grants.

Personal counseling is provided to students on demand and in concert with Student Health and Counseling Center. It is the goal of the project to assist students as they make the transition to college life and support their personal development. The peer mentoring component of the project supports students socially and academically as they form new relationships with other students and form connections within the University.

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Students who decide to transfer out of the University of Alaska Anchorage are supported in finding the best fit with another college, and are guided through the transfer process (including admissions and financial aid processes). Students placed on probation or suspension are assisted in registering for the right coursework to transfer back to meet standards of academic progress.

Cultural Events are arranged every semester to encourage students to become involved in their community.

Learning Styles & Personality Assessment

New participants either during the Intake Assessment process or soon thereafter receive the Myers-Briggs Type Indicator. This assessment is interpreted by the project counselor and/or the director and is used for self-awareness and career exploration purposes, and in support of the tutoring/learning process. The Accuplacer testing is also given at no charge for SSS students to access which Math, English and Study Skills classes the student is prepared to take. The ongoing advising and mentoring that first year students receive also reinforce and remind students about the results and applications of their assessment results.

Tuition Waiver

Student Support Services provides their students with a select amount of tuition waivers, dependant on the University of Alaska's availability of these waivers. It is at the discretion of Director or Coordinator to change the requirements for the Tuition Waivers. In order to receive a tuition waiver for Spring 2009 the student must have met the following:

Eligibility Criteria

- 1) Applicant must be Pell grant eligible for the current academic year.
- 2) Applicant must have remaining unmet need from their financial aid award.
- 3) Applicant must be formally admitted to an undergraduate program at UAA and registered for at least 6 credits.
- 4) Applicant should be in good academic standing with a cumulative and semester college GPA of 2.0 or higher. Applicant must maintain satisfactory academic progress (as stated in the UAA catalog page 32).
- 5) Applicant must be (or be willing to become) an active Student Support Services participant. An active participant regularly meets with SSS staff and/or has recently attended an SSS sponsored activity and/or utilizes SSS resources.

Below is an example of what a Tuition Waiver entails:

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UAA Student Support Services (SSS) is providing a limited number of 6 credit tuition waivers for active program participants. In addition to meeting the eligibility criteria, applicants must choose between two options:

1) Submit a 1 page proposal for a 30-60 minute information session or workshop they could help facilitate (if awarded a waiver) that would help their SSS peers personally or academically. Proposal ideas could be drawn from personal or academic knowledge, the options are endless. Examples include: "How to Create a Personal Budget," "Help with Math 105," "Preparing a Meal While Studying for Finals," or any other creative, practical tips a student could use in Spring 2009. If chosen, prospective recipients must meet with Laura by _____ to help plan the workshop/session prior to the waiver being applied.

2) Identify a cultural activity in the Anchorage area that interests the applicant. The applicant would research how to get involved in the activity, then help organize a group of SSS students to participate in the activity. Proposal ideas can be any activity that would be worthwhile to the applicant and other SSS students. Examples include a cooking class, a volunteer event, a play downtown, getting a team together for a sports tournament, etc. Submit the activity idea in a 1 page proposal. If chosen, prospective recipients must meet with Laura (who can help facilitate the organization of the activity) by _____ to go over the details of the activity prior to the waiver being applied.

Student Contact

Student Support Services records every phone, email and in-person contact it makes with new and existing students. The type and frequency of contacts are reported to the Department of Education to help determine program efficiency as it relates to program objectives; therefore it is critical that they be recorded. Typically each contact SSS has with its students is a planned and strategic effort to guide the student towards his/her academic goal(s).

Service Delivery within SSS is primarily carried out by the SSS Coordinator and entails providing a series of academic support and instruction, persistence workshops, and academic mentoring services.

Among the most needed forms of academic support and instruction is the Guidance A150 course. Guidance 150 (Survival Skills for College) is designed to promote confidence, knowledge, and develop good habits necessary to be a successful student. SSS students are encouraged to enroll in this course.

Once students have been accepted into the SSS program, the Project Director will design a system to maintain copies of all student records needed to demonstrate program eligibility (income status, first generation status, disability) and the basis for a determination of academic need. Academic need documentation will constitute copies of transcripts (from UAA, a high school, and/or another college), a GED certificate, UAA placement test scores, and

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assessment instruments administered by the SSS program. The student folder will contain the original application, the assessment form and Educational Support Plan completed by the Counselor, and eligibility/acceptance form signed by the Director. Monitoring documents as the student progresses in the program will include copies of grades and/or subsequent transcripts, staff early-warning grade reports, records of attendance at SSS sponsored events, reports from the Peer Mentors, and reports from the Staff Advisors, and referrals to or from other institutional offices. Each file will present a complete picture of why the student was accepted into the program, how he/she was served, and what he/she accomplished. Other SSS staff (Peer Mentors) will have limited access only to documentation related to the particular service they provide for an individual student. The record keeping process is explained in further below.

Tutoring/ Peer Mentoring for SSS Students

The SSS program offers free tutoring for their students. At this time Math tutoring is provided by two peer mentors and one professional mentor. It is offered Monday through Friday at varying times throughout the week. The students are encouraged to contact SSS employees to set up a tutoring session. In the future if there is a need shown for tutors in other subjects they will be provided.

A Peer Mentor is a caring student that is willing to socially and academically mentor a small group of peers towards success at UAA.

What does a Peer Mentor Do?

- Call a peer group weekly to listen and offer guidance towards campus resources.
- Leads a small tutoring group and encourages peer group to attend.
- Assist SSS staff to prepare for and to facilitate computer and non-computer generated workshops .

Another tool that is offered at no cost to SSS students is Smarthinking. Smarthinking is an online tool that is available for students to send e-tutors their assignments. This tool can be accessed by students through their Blackboard account from any computer. More information about Smarthinking can be found at www.smarthinking.com or contacting the SSS office.

Student Activities

Student Support Services offers numerous Academic Support, Cultural Activities, and Skill Development services for participants. Below is a list of some of the services that SSS provides to their students.

- Academic mentoring support
- Access to computer laptop technology
- Access to our textbook loan library

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- Assistance with academic planning
- Community and campus cultural events
- Help with the FAFSA and locating sources of financial aid
- Learning Style Testing
- Online and small group tutorial assistance
- Skill building workshops and lectures

Below is an example of an **SSS Events Calendar**:

ACTIVITY	WHEN?	WHERE?	WHAT?
Welcome Back!	Wed, Jan 21, 3:00-5:00	ESH 210	Welcome back for all students! Come say hello and find out about what SSS is offering this spring semester
New Student Welcome	Mon, Feb 2, 3:00-5:00	ESH 210	Come meet other new SSS students joining our program this Spring
Smarthinking Webinar	Tues, Jan 27, 12:00-1:00 Wed, Jan 28, 4:00-5:00 Thurs, Jan 29, 10:00-11:00	GHH 103	Learn how to use this fantastic tool for personal tutoring in subjects from math to English to biology
Help with FAFSA	Wed, Feb 4, 5:00-6:00 Thurs, Feb 5, 12:00-1:00 Thurs, Apr 2, 4:00-5:00 Fri, Apr 3, 12:00-1:00	ESH 205 ESH 203 TBA TBA	Confused about this very important financial aid form? We'll help you at this workshop make some sense of it.
Show Me the Money	Mon, Feb 9, 4:00-5:00 Tues, Feb 10, 11:30-12:30	ESH 205 ESH 104	Want to learn about opportunities for grants and scholarships? This is the workshop for you!
Undeclared & Non-Degree Seeking	Mon, Feb 16, 4:00-5:00	ESH 210	Not picked a major yet or undecided about your degree? Come learn about possibilities.
What's the Word?	Wed, Feb 18, 5:00-6:00	ESH 205	Does Microsoft Word baffle you? We'll give you some useful tips to make everything a bit clearer!
Juniors, Are You on Track to Graduate?	Mon, Feb 23, 4:00-5:00	ESH 210	Are you a junior wondering if you're headed in the right direction for graduation? Come find out!
Seniors, Are You on Track to Graduate?	Wed, Feb 25, 4:00-5:00	ESH 210	Seniors, make sure you'll be wearing your cap and gown. Come find out important steps for graduation.

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Potluck and Midterm Study Break	Wed, Mar 4, 1:00-5:00	Lyla Richardson Student Union 103	Need a break? Want a place to study for midterms and get some snacks? Join us for a potluck and study time.
Hire Me, Please!	Wed, Mar 18, 5:00-6:00	ESH 205	We'll go over resumes and interviewing techniques at this workshop to get you ready for a job!
Associates to Bachelors	Wed, Mar 25, 5:00-6:00	ESH 205	In an associates program & thinking about going for a bachelors? Come learn about how simple it can be.
Career Spotlight: Nursing	Mon, Apr 13, 6:00-7:30	Lyla Richardson - Student Union 103	On track to be a nurse? Come learn more about career possibilities.
Fuel-up for Finals	Tues, Apr 28, 11:00-4:00	Lyla Richardson - Student Union 103	You're on the home stretch. The light at the end of the tunnel is near. Stop in for some snacks or a place to study, we'll be around all day.

Office Protocol and Procedures

There are several office procedures that, if maintained, will assure the smooth operation of the SSS Office:

1. *Student Sign-In Station:* Each student or visitor to SSS is required to sign in upon entering. This is done at the computer that is on your left immediately as you walk into the SSS Office. This computer has a program called Accutrack that allows students and visitors to sign in with their 8 digit identification number. Accutrack allows SSS staff in reporting which students have visited the SSS office and the nature of services offered or desired.
2. *Student Brochure Station:* As a part of its referral service, SSS maintains a small Brochure Station that contains copies of the student-centered programs for example the Student Health Center, Native Student Services, AHAINA, Student Programs, and others.
3. *Student Support Services Events Calendar:* An academic events calendar is maintained by the Student Support Coordinator and lists all the planned program offerings for the year. The calendar contains workshop dates, times, and locations and is posted within the SSS office. SSS observes all university holidays and incorporates them into its program year calendar.
4. *Program Supplies:* Program supplies are typically stored within the SSS storage closet. The Administrative Assistant is responsible for keeping track of needed program supplies, and is to order them upon approval from the Director.
5. *Purchases:* All program supplies are purchased through the SSS Administrative Assistant or the Director. A list of needed items is typically forwarded to the Administrative Assistant for purchase and recording. All hard copy purchases (such as equipment) are recorded by serial number, typology and cost into the inventory spreadsheet.

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6. *Computer Access:* Currently, the SSS office has 4 computer stations, each requiring a user name and password for access. The passwords for each computer station are held in strict confidence by the Director, Coordinator and Administrative Assistant.
7. *Passwords and Office URL's:* The SSS program has its own list serve and website that are maintained by the Administrative Assistant. A complete list of passwords and web addresses are maintained by the SSS Director.
8. *Banner Training:* Program planning relies, in part, on pop selects and other data obtained from the Banner system. The UAA Banner website contains a complete list of Banner codes and commands for accessing student and departmental forms. Periodic trainings on Banner are scheduled with Charese Gearhart of Statewide Systems.
9. *SSS Website:* The SSS website <http://www.uaa.alaska.edu/sss/> is updated by the SSS Administrative Assistant. This site includes information about Student Support Services, an Events Calendar, Sign-Ups for events and tutoring, Financial Aid links as well as and Student Resources link. Many of the forms that are commonly used by SSS are found in the Student Resources section of the website. This includes the SSS application, SSS Brochure, Smarthinking Student Manual and the Tuition Waiver Application.

SSS Office Record Keeping

SSS record keeping and reporting begins with the maintenance of student files. SSS creates a hard copy file of every first-generation, low- income and disabled participant. Each student file has six components:

1. *Section One* contains the signed Student Application
2. *Section Two* contains an Eligibility Summary Sheet followed by Banner, Accuplacer, and miscellaneous supportive documents (i.e. financial aid received, proof of citizenship or permanent residency). At a glance this sheet determines a student's class standing, citizenship, income level, first-generation status, and disability (if existent).
3. *Section Three* contains the Academic Success Plan (ASP). The ASP is the assessment tool SSS uses to collect information on each student and to determine what services they need the most.
4. *Section Four* contains the Student Contact Log. From this log, SSS reports on the number and type of contacts the program has with each participant during the academic year.
5. *Section Five* is the Miscellaneous Correspondence section. This section contains copies of acceptance letters, copies of email correspondence with each student, degree work sheets, and other miscellaneous documents.

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6. *Section Six* is the Academic Records section. This section contains Banner copies of each student's admission application, semester courses and transcripts.

Each student file is a hard copy representation of the electronic student database called Student Access. Student Access (see manual) stores information on student contacts, student cohort level, and student class standing, among other features. The SSS director maintains backup copies of Student Access for reporting purposes. At the end of the academic year Student Access will generate an Annual Performance Report to be submitted to the Department of Education.

Another form of reporting is the weekly Time and Effort Log completed by the Director, SSS Coordinator and the Administrative Assistant. This log reports measureable program efficiency and is used to report to the Department of Education on the productive use of program staff and time.

Project Administration

Institutional

The SSS program at University of Alaska Anchorage has been organizationally structured so that the top administrators will remain continually informed and involved.

Administrative

Financial management of the project will be a primary responsibility of the Project Director who, under EDGAR 75.510 (c), has full authority to administer the SSS program.

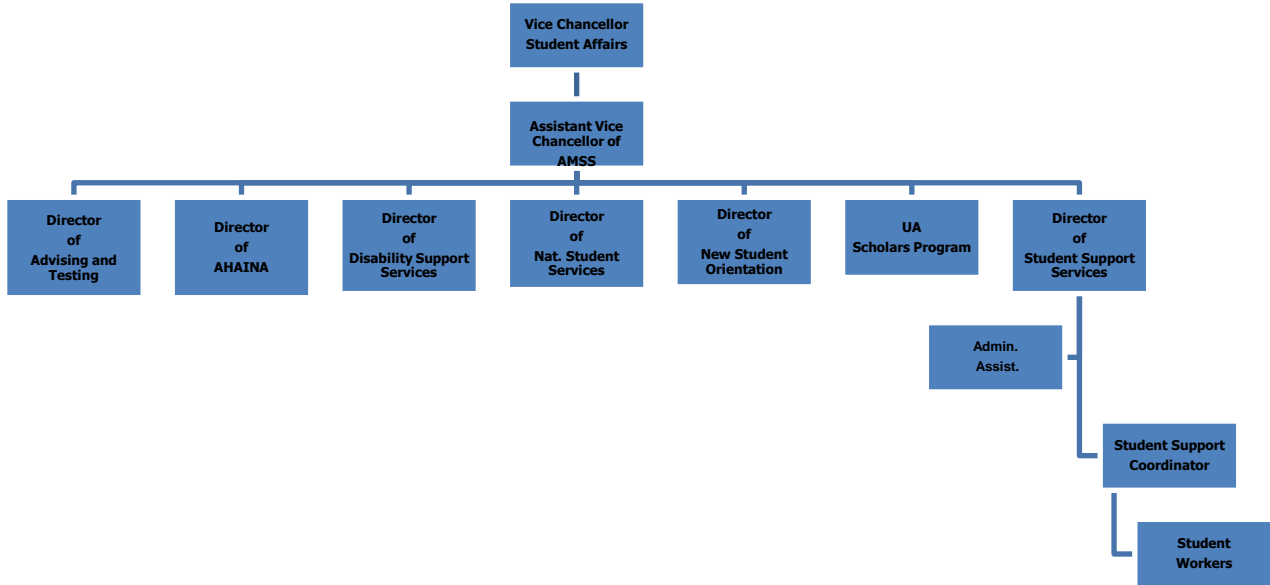
Records related to grant funds and legal expenditures as related to program goals and objectives will be maintained. These records will show: the amount of funds allocated for each project year; the itemized expenditure of these funds; evidence of compliance with governmental or institutional regulations; and any other records needed to facilitate an effective audit.

Accounting for the project is the responsibility of the Administrative Assistant who carries out Fiscal Technician duties. The Fiscal Technician will maintain excel spreadsheets of all expenditures. This position is responsible for documenting all purchase requests and maintenance of records for expenditures. The Banner System and Monthly Management Reports will be able to generate at any time the unexpended balance for expenses. Monthly printouts of account activity will be provided to the SSS Director who will insure that Business Office records are reconciled. All records are subject to annual audit under the same rules governing unrestricted University of Alaska Anchorage funds and accounts. Many of these records will need to be sent to and approved by the University's Grants and Contracts Office.

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University of Alaska Anchorage Organizational Chart

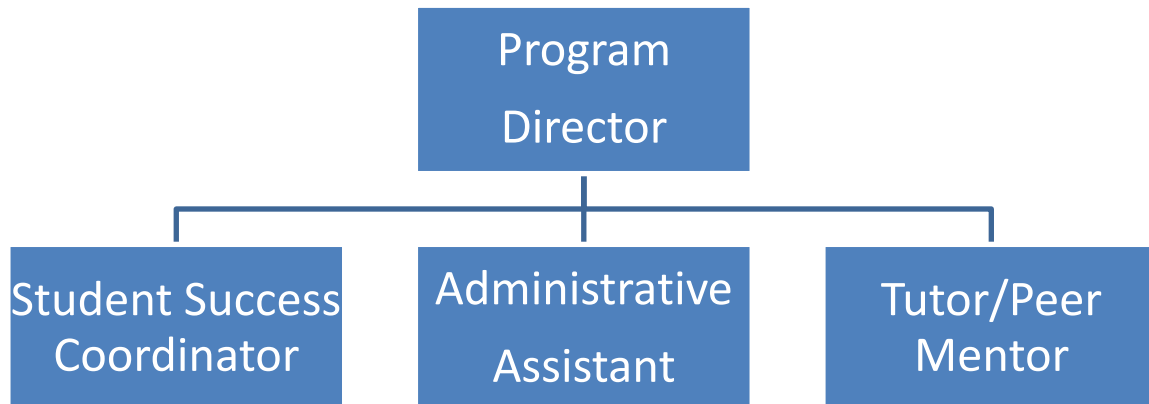
The ensuing figure depicts the micro-level organization that SSS functions within.



Student Support Services (SSS) Staff Structure

Personnel Position Description

Student Support Services staff positions fall mainly within the categories of Exempt and Nonexempt employment (See Regents' Policy 04.01.050.F; Policy 04.01.050.G) as defined by the U.S. Department of Labor Fair Labor Standards Act and Alaska Wage and Hour Law.



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The Director – Student Services Manager 1 position is a full-time, term appointment position that is exempt from hourly compensation. The Director’s position description is as follows:

- Provide leadership and administrative oversight to the Student Support Services program. Maintaining a high level of SSS visibility on campus by developing and sustaining working relationships with many university departments and supervising the public relations component of the SSS program.
- Develop, coordinate, evaluate, and revise on-going programs for new and continuing UAA students throughout the academic year that aid in retention and student success.
- Create, manage, and implement various marketing strategies to promote the SSS program and its services to UAA students, and to coordinate the development of cost projections for program activities.
- Coordinate the development and maintenance of the SSS program website, brochures, posters, and correspondence to the students and community.
- Hire, train, direct, and evaluate staff members and student tutors/peer mentors
- Develop annual budgets to be submitted to the U.S. Department of Education, authorize expenditures, supervise and reconcile soft ledger processes and management reports. Strictly adhere to federal compliance regulations and university policy, project line item balances, and authorize revisions.
- Monitor and approve all requests for purchases and travel.
- Research, develop, and write annual continuation and five year grant proposals for the SSS program including need, project design, staffing, and budget statements. Prepare and submit continuation grants and annual reports to the U.S. Department of Education in a timely manner.
- Implement and supervise the maintenance of record keeping and statistical reporting activities. Review and monitor monthly, quarterly, and annual SSS Client information/Client Action Management Reports.
- Develop, implement, and evaluate local strategies and services to match federal legislation and regulations concerning postsecondary education, information dissemination, and service delivery. Analyze current program performance, work patterns, and develop and write revision.

The Student Success Coordinator position is an 11-month, full-time, non-exempt position. The Coordinator’s position functions to:

- Conduct and facilitate seminars, workshops, and other student retention activities. Provide advisement on an individual and group basis. Produce and distribute information related to educational opportunities, resources, and SSS activities. Coordinate and supervise all tutor activities.
- Provided educational and academic information to SSS participants regarding post-secondary selection and planning, admissions requirements, application processes,

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general education, and graduation requirements. Provide success strategies to enhance students' achievement of their educational goals.

- Provide informational advising regarding financial aid types and availability, application requirements and processes, referral to funding sources, and assistance with application completion.
- Provide career exploration and guidance activities, and coordinate the interpretation of assessments. Provide occupational information and make referrals to educational programs.
- Maintain confidential student files to document participant contact for internal and external reporting purposes (including assessment results, services provided, educational plans, and follow-up activities).

The Administrative Assistant III position is a part-time, term appointment for a 12 month period. The Administrative Assistant position functions to:

- Coordinate the daily office operations and activities. Maintain SSS annual calendar and schedules, noting deadlines and monitoring follow-through. Provide administrative support for meetings (set-up and minutes) and organization for all SSS activities and events.
- Keep all financial records for department annual budget of 217,241.00. Perform accounting functions: budget projections, reconciliations, soft ledger preparations, leave projections, and tracking budget activity in Banner Finance. Maintain timely and accurate records. Determine immediate and long range needs of department. Responsible for all purchasing and pro card management for the SSS program.
- Provide working supervision to SSS student workers and tutor/mentors. Coordinate schedules for 2 professional staff providing services to 160 college students each month. Coordinate office systems, including quality assurance for office processes, and customer service.
- Prepare all hiring/continuing/termination documents; maintain confidential files which include participants and personnel (educational advisor, student tutors/mentors and temporary staff). Process all purchases, travel requests, leave requests, job forms, and time sheets.
- Produce and disseminate office correspondence. Maintain office equipment inventory and resource room library, including computer software. Assist the director in the preparation of federal reports and grants.
- Assist staff and provide basic computer instruction to SSS students. Facilitate the online (FAFSA) financial aid process. Provide technical support to staff.

Tutor/Peer Mentor:

Qualifications: Second term sophomore standing required, junior or senior standing preferred. Overall GPA of at least 2.5 required (including a grade of A or B in the selected course). Good interpersonal and communication skills required, including the ability to listen carefully and work successfully with people of diverse cultures. Individuals coming

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from backgrounds similar to the SSS target population who have successfully overcome barriers and have insight into solutions to problems facing SSS participants are given preference. Peer Mentors are required to call students to evaluate how they are doing in their studies or personally if the student is willing to share. These evaluations are then submitted by the peer mentor to the Coordinator. The Coordinator looks over the call sheet to determine if she/he needs to get in touch with any particular students.

How to Fill an Unclassified Professional Position – Student Affairs Division

The nine-step recruitment process, beginning with surveying current position descriptions and ending with a drafted appointment letter, is outlined accordingly (for more information, please visit <http://www.uaa.alaska.edu/humanresources/procedures/recruitment-process.cfm>.)

- **Check the Position Description (PD):** If you are recruiting for a staff position, use UAKjobs to view the PD on-file to make sure it reflects the current description of the work. *(Staff positions do not have a PD, so skip this step. Temporary and student recruitments vary slightly from the process described below, you may wish to speak with your HRS Consultant to post a temp or student recruitment.)*
 - There must be an up-to-date PD in the UAKjobs system before recruitment can begin. If you locate the PD in the UAKjobs system and it is up-to-date proceed to the next step.
 - If you are unable to find the PD in UAKjobs, check with your HRS Consultant to confirm it is indeed not in the system or if you can't see it due to assigned access to the PD. Access to a PD can be provided through your HRS Consultant. If the PD has not previously been entered in the UAKjobs system, work with your HRS Consultant to get the PD set-up in the system.
 - If the PD is in the system, but is not current, it will need to be updated prior to launching recruitment. The hiring department should edit the PD and submit it to HRS via the system for evaluation before a recruitment can begin.
- **Determine the search committee** chair and other committee members. The hiring authority should meet with the search the committee, or committee chair, to communicate the timeline and other specifics of the process, i.e. internal or external process, advertising needs and budget, whether or not relocations expenses will be considered...etc.
- **Draft all levels of screening** for the recruitment. **Stage 1** screening should include only absolute requirements of the position as indicated in the PD. **Stage 2** should allow for a scoring system that rates individuals on their level of knowledge, skills and experience for both requirements and preferences of the position, again, this should match the PD. **Stage 3** should be the interview questions. Additional stages may be added if desired, such as a preliminary interview stage. Reference questions should also be developed at this time.
- **Draft a memo to the Provost** all academic departments are required to submit a memo to the Provost requesting permission to recruit for all faculties (not required for administrative departments or staff positions in academic departments).

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- **Go to UAKjobs and use the "Create Posting"** feature to begin recruitment.
 - **Complete all sections of the posting**
 - **Upload required documents** like the proposed screening documents and a scanned copy of the Provost approval to recruit memo (if applicable) in the "Additional Screening Documents" section.
 - **Set-up approvers**, the department approval section will need to list all required approvers for this position. The direct supervisor should be entered under the "Posting Details" and therefore doesn't also need to be in the "Approval" section. The "Approval" section should list the hiring authority and possibly the appropriate Dean or Director depending upon the department.
 - **Activate the guest user password** and enter password. This is the username and password all search committee members will use to access applications. Committee members will not be able to access applications until the review or closing date has passed.
 - **Submit the recruitment to HRS for posting** via the UAKjobs system. Your HRS Consultant will review the posting and attached documents, make minor changes if necessary, and then submit for appropriate budget and grant approval. Once the posting is finalized the HRS Consultant will post the recruitment to the UAKjobs website for applicants to view and apply. View HRS Consultant Client List.

- **Complete initial screening of applications:** once the position's review or closing date has passed, committee members will have access to the applications in the system. The search chair should communicate the timeframe and method in which the committee members will review and provide their results to the chair. If the position has a review date and not a close date, the committee should determine whether or not they should keep the posting open to further applicants, or close the posting so they may advance to the interview stage.

- **Request approval to interview:** the department summarizes stage 1 and 2 screening results, and requests approval to interview in a memo to the appropriate HRS Consultant. The summary memo should be uploaded to the "Additional Screening Documents" section of the recruitment. The "Request to Interview" option should be selected within the system which generates an e-mail to the HRS Consultant who will review the request and respond via the system.

- **Request HRS approval to offer:** after interviews have been completed and a finalist has been identified, a memo summarizing the interview process is drafted by the department and submitted to the HRS Consultant. If a finalist has been identified the memo should include a request to offer to a specific candidate. This memo can also be uploaded to the system, although you will need to e-mail your consultant to let them know you are requesting approval to offer.
 - **Request Provost Approval to hire:** All Academic departments will also need to create a separate memo to the Provost requesting approval to hire a specific candidate for all staff positions (this step is not required for staff positions). Unlike the memo to HRS, this memo should not include information about any other applicant for the position.

- **Submit a draft appointment letter to HRS:** once you have received both HRS and Provost approval (if applicable) the department should submit a draft appointment letter to the HRS

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Consultant prior to making an offer to the candidate. Go here for appointment letter templates.

- **Proceed to "New Hire Paperwork"** for a list of forms to be completed by the new employee.

Annual Performance Report (APR)

The APR is due every year, and now is submitted electronically through the grants.gov website. Only the signature page of Section I is submitted via fax.

Section I

This section consists of project identification information (PR/Award number, etc.) and certification that the information submitted is accurate and complete.

Section II

Beginning with the 2005-06 reporting year, this section must be completed by all SSS projects that began their new grant/project period in 2005. Projects that began prior to 2005 complete Section IV instead. Section II requires verification of pre-population information regarding the approved number of participants to be served and the prior experience standard objectives. In 2006-07, projects no longer had to complete this section, since it was validated (prior experience objectives) the previous year.

Section III

In this section the record structure for participants (Excel or CSV format) is reported across 32 fields. This section was formerly Section V and was to initially include the reporting of services provided to each participant. However, the Dept. of Ed thought it would be burdensome to make all these changes at the same time. It was expected that the reporting of support services would be a part of the 07-08 APR, but no official decision has yet to be made. Many of the 32 fields can be directly imported into the project database from the College's student information system.

Section IV

Project performance outcomes and objectives (persistence, good academic standing, graduation and transfer, and administration) are reported in this section for projects that began prior to 2005. Cohort comparison group statistics are included in support of reaching project objectives.

Grant Evaluation Plan

Below the Evaluation Plan for the Student Support Services Grant is outlined.

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EVALUATION PLAN: The Secretary evaluates

1.1. The quality of the evaluation plan for the project based on the extent to which the applicant's methods of evaluation are appropriate to the project and include both quantitative and qualitative evaluation measures.

As required in EDGAR, an annual evaluation covering three areas will be completed at the end of each program year. The areas evaluated will be: (1) progress of the program in achieving the funded objectives, (2) effectiveness of the program in meeting the purpose of the SSS program, and (3) effect of the project on persons being served. These areas will undergo both a quantitative and qualitative assessment.

Quantitative Evaluation: Three objectives have been established for the UAA/SSS Program. The expected outcome for each of the three objectives is clearly stated. Throughout each year, documentation required to evaluate the accomplishment of each objective will be assembled. Program statistics will be compared annually to criteria established as indicative of acceptable performance levels to determine if the individual objectives have been met. Should the program fail to meet any objective in the given evaluation period, a recommendation for modification and/or correction of subsequent program years will be required.

Evaluation of individual activities under the objectives, which will be used to obtain the objective results, will be evaluated on an ongoing basis and modified as needed. The overall evaluation will be completed at the end of each program year. Forms for use in the quantitative evaluation process will be included in this section.

Qualitative Evaluation: Several methods of qualitative assessment will be used to ensure quality of outcome: (1) Staff Advisory Board, (2) Northwest Association of Special Programs (NASP) trained TRIO Program Monitors, and (3) SSS Participant Surveys.

An **Advisory Board**, which will meet twice yearly for the purpose of evaluating program activities and accomplishments will be established. The advisory board will be comprised of university staff and will have a diverse minority representation. Each board member will be asked to independently evaluate the program before the year-end meeting. The information received from these evaluations will be used to generate discussions, which will lead to improvement.

Through the Northwest Association of Special Programs, Program Monitors are available (upon request) to visit programs. Periodic visits by a monitor will ensure that records are up-to-date and program requirements are in place. The monitors have gone through extensive training by a former U. S. Department of Education site monitor and are considered knowledgeable regarding program regulations and record keeping needs. One of their functions is to identify exemplary services for the whole region's benefit in improving programs.

SSS Participant Surveys will be administered twice a year to evaluate and provide input regarding program services. An SSS participant will serve on the Advisory Board.

1.2. Examine in specific and measurable ways, using appropriate baseline data, the success of the project in improving academic achievement, retention and graduation of project participants.

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All evaluations will be derived from a baseline set by the university general population. The general population comparison will be appropriate since such a large number of individuals are SSS eligible (80% of total population). However, a cohort comparison group will also be utilized to track admitted SSS participants and non-participants. Students who score below college level on the ACCUPLACER English and Math Placement Exam and SSS participants with a similarly documented academic need will be compared. The evaluation process for the SSS Program is extensive. Please note the following Formative and Summative evaluation forms.

2. Intent to use the results of an evaluation to make programmatic changes based upon the results of project evaluation.

The purpose of the evaluation process will be to make programmatic changes. Three controls will be built into the process: (1) staff input through Advisory Board; (2) SSS staff and participant evaluations which will be ongoing and extensive; and (3) administrative input through Enrollment & Student Financial Services, and the Assistant Vice Provost for Student Success.

The Staff Advisory Board's role was discussed previously. Enrollment & Student Financial Services has committed resources to running statistical comparisons for SSS that will be reported to the Assistant Vice Provost for Student Success, who also will evaluate the Program Director's performance on a yearly basis. The Program Director and the SSS staff performance evaluations will be based on successful program outcomes. Staff evaluations will be on record at the UAA Human Resource Services offices.

The SSS Program will rely heavily on the evaluation of SSS participants to assess the usefulness of new program services, to revisit the effectiveness of standard services, and to recommend improvements. For a participant to be successful, it will be necessary that he/she attend program activities. Although the ten minimum contact hours will be set for participant acceptance, many individuals will have logged over 50 contact hours per year with the average being 20 contacts per year.

SUMMARY:

Formative and **summative** information in this section will be compiled from the database, Advisory Board, staff, students, and administrative evaluations. These evaluations will be critiqued during a staff retreat, which will be scheduled each summer. During this time the SSS staff will formulate new strategies for the coming year based on the previous year's evaluation and programmatic adjustments made during the year.

Budget

Budget Approval of Charges to Projects

UAA management has charged UAA GCS with the responsibility of monitoring all expenditures involving restricted fund accounts, and related unrestricted fund accounts, to ensure they are in compliance with the contractual terms and conditions. Expenditures are monitored, utilizing

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the Banner Finance System, to assure fund use is allocable, allowable, and reasonable as required by Federal regulation.

Any budget amendment requests must be routed through UAA GCS for consideration of allowability. If the award allows, UAA GCS will have internal authority to exercise the budget amendment. All other budget requests, including no-cost extensions should be forwarded to the funding agency for correct endorsement and approval. Approvals presented directly to GCS will be relayed to the unit when received.

Billing and Financial Reporting of Projects

UAA GCS has the responsibility to prepare and submit invoices on restricted projects. Before final billing or financial reports are submitted, contact is made with the unit to ensure all charges have been submitted and appear in the Banner Finance restricted account. Direct charges to the account as well as required match expenses must precede invoicing. Some agencies require specific reporting forms or backup documentation that can only be generated by the unit. Coordination will be required between GCS and the unit to present the invoicing/reporting required by the agency. Whenever possible, invoices will be generated via the Banner billing function rather than by manual billing. The Banner Billing function ensures the University of accurate aging of receivables, payment application, and allowance for doubtful account reporting. Invoices generated via Banner Billing include payment address to UAA GCS – UAA Grants and Contracts Office, P.O. Box 141628, Anchorage, AK 99514-1628.

When final payment has been received at GCS, closeout can occur in the Finance System. The account is closed to prevent any entries into the account after the end date. (See Closeout Procedures, Chapter 13(B), P. 41.)

Journal Vouchers (JVs)

Journal vouchers written to include UAA restricted fund accounts are to be routed to UAA GCS for review and approval. Journal vouchers are used for correcting debits and credits to accounts and to record transfer of expenses and revenue for interdepartmental services rendered. Journal voucher transfers should include information allowing viewers to determine what has been purchased and how it will benefit the project it is being transferred to. Backup documentation to JV's may include Banner screen-prints, pro-card transaction reports, and/or other source documentation. Proper signatures are required as indicated by the signature areas at the bottom of the form and forms lacking these signatures will be rejected back to the department. Journal voucher entry will generally be at the Budget and Finance Office located at the University Center. Copies are to be requested from that office.

Charging of Facilities and Administrative (F&A) Costs

In most cases, F&A will be calculated and charged automatically via the coding provided on budget request forms and entered into Banner. The F&A will be charged and the proper

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income accounts credited in the month in which the direct charges for the base of the F&A costs are recorded in the project. In rare cases where the F&A charge cannot be calculated and posted by the accounting system, the entry will be manually calculated and posted by journal voucher as soon as possible by UAA GCS.

Travel

The unit business office will handle all travel details at the request of the PI after approval for the travel has been received according to university guidelines.

Subawards, Vendor Procurements

In conjunction with the PI, the unit business office is responsible for initiating all requests for subawards and vendor procurements (see Chapter 8). They will ensure that all documents required for each type of order are provided to either UAA GCS or the Purchasing Department, as appropriate.

Pro-Card Use: It is especially important that the unit is aware of levels of spending according to supply accounts on restricted awards. It is recommended that while it is UA policy that Pro-Card use be encouraged, the availability of restricted funds be released in levels that protect over-spending during quarters of the budget year. (For example, if a supply line provides for \$8,000 in supplies, release only \$2,000 per quarter on the Pro-Card unless the award specifically calls for "up-front" expenditure to get the scientific work completed.) This selective release should be arranged by understanding and agreement between the unit and the PI. All ProCard documentation and receipts will be maintained in the unit business office.

University of Alaska Anchorage Handbook

University of Alaska Anchorage employees must adhere to the rules and regulations that are found in the Employee Handbook at www.alaska.edu/benefits. Below is an outline of rules that SSS employees must be regulated by.

Probationary Status

P04.07.020

Newly hired and promoted regular exempt and nonexempt staff, with the exception of officers of the university and senior administrators and staff, will serve a six month probationary period. The provisions for probationary status will be set forth in regulation.
(06-10-04)

Performance Evaluation

P04.07.030

The performance of each employee will be evaluated annually and written evaluations will be used as a basis for personnel actions. Performance evaluations will include discussions of the position duties, responsibilities and purpose as defined by the supervisor, performance and conduct, review of progress, and as appropriate, planning for more effective performance.

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The review will include an opportunity for the employee to ask questions concerning work assignments and performance expectations. Written performance evaluations will be communicated to the employee and will be placed in the employee's official personnel file.

Written evaluations will be sufficiently specific to inform and guide the employee toward achieving major goals and objectives for the employee's position as determined by the supervisor. The employee will have an opportunity to respond to the performance evaluation in writing. Employee performance review guidelines appropriate to officers of the university and senior administrators, and exempt and nonexempt staff will be established in regulation. Evaluation of Staff will be consistent with Policy 04.04.050. (06-20-97)

See the following link to access an [employee performance evaluation form](#):

<http://www.uaa.alaska.edu/humanresources/procedures/performance-eval.cfm>.

Dress Code

Employees are encouraged to remember that SSS is located within the diverse student population on campus – with a variety of cultural dress codes in affect. With this in mind, business-casual dress is normative; however, periodic casual-professional dress is accepted at times. Staff are encouraged to speak with the Director if questions arise.

Time Commitment of Key Project Staff

The federal Office of Management and Budget's Circular A-21 requires the documentation of personal services charged to sponsored agreements. [Circular A-21 requires after-the-fact reporting](#) of the percentage of time each employee spent on all grants and contracts compared to total time (effort)."

This reporting requires the signature of the employee, Principal Investigator, or responsible official(s) to confirm that the percentages allocated to each activity represent a reasonable estimate of the work performed. This process is commonly known as "Time and Effort Reporting" (Quote reference: <http://www.policy.ilstu.edu/fiscal/time.html>).

With this in mind, all SSS exempt and nonexempt staff are required to report work time appropriated to project activities through weekly Time and Effort logs (See Appendix 2) and bi-weekly time sheets.

Enrollment in UAA Classes by SSS Staff

Tuition Waiver: Administrative staff are eligible for tuition waiver for 12 course credits per calendar year. Eligible dependents may have an unlimited number of course credits waived per academic year. Employees and dependents are responsible for any course or material fees, books, etc.

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Staff Meetings

The project director will meet weekly with non-exempt staff to coordinate scheduling and programming. Weekly meetings are designed to maintain program compliance with federal law and university policies, and to assure optimum program operation.

Workers Compensation

Workers' Compensation Insurance Claim:

University claims are handled in-house by Statewide Office of Risk Management claims adjusters. Claims are handled in accordance with Title 23 of the Alaska Statutes and Title 8 in the Alaska Administrative Code.

Reporting Work Related Injuries or Illness

Within thirty (30) days: Employees are required to report a work-related injury or illness to their supervisor.

Within ten (10) days: The University is required to report an employee work-related injury or illness to the Alaska Workers' Compensation Board (see address below) once they have knowledge of that injury or illness.

Within eight (8) hours: A report must be made by the University to the State of Alaska, Division of Labor Standards and Safety if an injury or illness results in an overnight hospitalization or death of an employee:

For more information visit <http://www.alaska.edu/risksafety/html/claimswc.xml> or contact:

State of Alaska, Division of Labor Standards and Safety
1111 W. 8TH Street, 304
P.O. Box 020630
Juneau, AK 99802-0630
Phone: (907) 465-4855

SSS Policies

Timesheets

The employee's timesheets are due every other Friday. The timesheets are the responsibility of the Administrative Assistant to be printed out in a timely fashion and are to be signed by the employee and the Director. They are then turned into Human Resources to be processed. Job Forms are to be completed by the Director or the Administrative Assistant and then turned into HR.

Leave Requests

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The UAA Employee Manual outlines the various sick time, vacation, annual leave days and other benefits employees are eligible for. In the SSS department, the staff is required to turn in Leave Forms to the director so that the time off can be evaluated for approval.

Duplicating

Students involved in SSS are able to use the copier in the SSS office within moderation. SSS Students are encouraged to use the computers to print off school related information.

Keys

Each staff member should request a key to his/her staff office from the Facilities and Campus Services using the Key Request Form. All key requests must be approved by the director of SSS. Keys to other rooms/buildings to which the Staff member needs official access may be obtained upon request. All keys must be picked up from, and returned to, the Facilities Office at the end of the staff member's employment at the University.

Mail

Mail, including all intercampus mail, is picked up each day from the SSS Office from the University's Mail Service.

Telephones

A telephone is provided in each staff office. Student Support Services has an assigned a pin-number for long distance calls.

Emergency phones are located: 1 at Arts, 1 at WFSC, 2 at RH, 1 at ESB, 1 at K Bldg, and 2 along the trail to Housing. Additionally there are phone in the parking garage which can be used in emergency situations.

Bulletin Boards

Members of the staff may use the bulletin boards in the main corridors for posting notices for students. SSS also has bulletin boards to post activities that are going on around campus and events that SSS is offering.

Maintenance

All maintenance problems should be reported to the Facilities and Campus Services Department by a Maintenance or Custodial Request Form found at:

<http://www.uaa.alaska.edu/fcs/forms/>.

Textbooks

Student Support Services purchases textbooks available for checkout each term or as needed by the program. Students are allowed to check out textbooks for 3 days. Current textbooks available are primarily in beginning Math classes as well as Introduction to Literature.

Vehicle Safety Policy and Procedures

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Vehicle rentals are available through the University of Alaska Anchorage; however employees must first take a safety course before renting the vehicle. This can be used for driving students to and from activities around the community.

Driving and Parking on Campus

Staff, Staff, Visitors and Students are required to purchase a parking pass or some sort of fee must be paid at the parking lot that they are parking in. Parking Services is located in the basement of the Bookstore, or parking passes can be purchased online at www.thepermitstore.com. and will be mailed to you.

Room Reservations on Campus

HOW TO MAKE THE RESERVATION

1) You must book the available space that meets your needs by completing and submitting the on-line room reservation format:

<http://www.uaa.alaska.edu/enrollmentservices/roomrequest.cfm>

2) Your room is not reserved until you receive a room confirmation. Rooms are only confirmed during regular business hours. If there is any conflict with your request you will be informed and asked to change your date, times or location.

UAA Computer Labs are listed below:

Lab is open for all UAA-affiliated individuals



Lab use is restricted, please see the individual lab for details







Lab is staffed, please see the individual lab for staffing hours









Lab is not staffed

Allied Health Sciences - AHS

Lab	Rm#	
Medical Assisting Lab	148	 
Medical Laboratory Tech. Classroom	208	 









Fine Arts Building

Lab	Rm#	
Arts Computer Lab	331	 
Music Computer Lab	339	 
Music Computer Lab/Classroom	345	 

Auto/Diesel Building - ADT

Lab	Rm#	
GM ASEP Lab	201	 
HDTE/ADT Lab	204	 









Professional Studies Building - PSB

Lab	Rm#	
COE Computer Lab	216	 
Digital Publication Lab	203B	 
English Computer Classroom	204B	 
Journalism Lab	201A	 

Beatrice McDonald Hall - BMH

Lab	Rm#
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Biological Sciences Lab 1	105	 	Nursing Resource Center	146E	 
Biological Sciences Lab 2	204	 			
Commons			Sally Monserud Hall - SMH		
Lab	Rm#		Lab	Rm#	
Commons Open Computer Lab	105	 	Computer Assisted Writing Lab	119	 
			Language Lab	112	 
			LRC Open Computer Lab	111	 
			Smart Start Classroom	110	 
Consortium Library			Science Building		
Lab	Rm#		Lab	Rm#	
Justice Center Lab	213G	 	SCICOM	234	 
Library Open Computer Lab	210	 			
Edward and Cathryn Rasmuson Hall - RH			Social Sciences Building - SSB		
Lab	Rm#		Lab	Rm#	
AHAINA Lab	106	 	CS Lab 1	170	 
Career Resource Lab	122	 	CS Lab 2	172	 
Honors Program Computer Lab	313	 	Math Lab	156	 
Native Student Services Lab	108	 	Sociology/Political Sciences Computer Lab	369	 
Engineering Building			Student Union -SU		
Lab	Rm#		Lab	Rm#	
Physics & Astronomy Lab	111	 	Student Union Open Computer Lab	211	 
School of Engineering Lab 1	218	 			
School of Engineering Lab 2	228	 			
School of Engineering Lab 3	229	 			
School of Engineering Lab 4	230	 			

Regional and National Associations & Trainings

TRiO programs are divided into ten regional associations:

- *Association for Equity and Excellence in Education (AEEE)* <http://www.aeee.org>.

Includes: New Jersey and New York.

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- *Association of Special Programs in Region Eight (ASPIRE)* <http://www.aspire-online.org>. Includes: Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming.
- *Caribbean Association of TRIO Programs (CATP)*. Includes: Puerto Rico and Virgin Islands.
- *Mid-America Association of Educational Opportunity Program Personnel (MAEOPP)* <http://www.maeopp.org>. Includes: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, and Wisconsin.
- *Mid-Eastern Association of Educational Opportunity Program Personnel (MEAEOPP)* <http://www.meaeopp.us>. Includes: District of Columbia, Delaware, Maryland, Pennsylvania, Virginia, and West Virginia.
- *New England Educational Opportunity Association (NEOA)* <http://www.neoonline.org>. Includes: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont.
- *Southeastern Association of Educational Opportunity Programs (SAEOPP)* <http://www.saeopp.org>. Includes: Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee.
- *Southwest Association of Student Assistance Programs (SWASAP)* <http://www.swasap.org>. Includes: Arkansas, Louisiana, New Mexico, Oklahoma, and Texas.
- *Western Association of Educational Opportunity Personnel (WESTOP)* <http://westop.csuchico.edu>. Includes: Arizona, California, Nevada, and the Pacific

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Islands (American Samoa, Federation of Micronesia, Guam, Hawaii, Marshall Islands, and Palau).

- Northwest Association of Special Programs (**NASP**) <http://www.ess.pdx.edu/ets/NASP>.



Includes: Alaska, Idaho, Oregon, and Washington.

Alaska is considered to be a part the Northwest Association of Special Programs (NASP) or Region X. NASP represents professional educators who work with low income, first generation, and disabled students throughout the Northwest. As a region we network with other TRIO programs (Talent Search, Upward Bound, Student Support Services, Educational Opportunity Centers) in Idaho, Washington, and Oregon to disseminate information and to discuss regional and national TRIO matters.

Within Alaska is the Alaska TRIO Association (ATA). The ATA seeks to disseminate information and to discuss local, state, and national TRIO matters as they pertain to Alaska TRIO programs. ATA typically meets my conference call or when a regional meeting, such as NASP or ASPIRE meets in Alaska.

TRIO is known for its training opportunities. Although Alaska TRIO staff have a range of trainings locations to select from (pending no program or budget restraints), we often opt to participate in the ASPIRE association trainings.



The ASPIRE Training Institute is a non-profit association which delivers professional development training to educators who work in federally funded programs with the goal of increasing educational access to low-income and

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first-generation students.

National Affiliations



U.S. Department of Education
Promoting educational excellence for all Americans.



SSS is first and foremost affiliated with the U.S.

Department of Education National Trio Programs Office. All

Trio programs report directly to the National Director for Federal Trio Programs. The

Department of Education (or ED) website can be access by linking to

<http://www.ed.gov/programs/triostudsupp/index.html>.



The Council for Opportunity in Education (COE) is a nonprofit organization, established in 1981, dedicated to furthering the expansion of educational opportunities throughout the United States. Through its numerous membership services, the Council works in conjunction with colleges, universities, and agencies that host TRIO Programs to specifically help low-income Americans enter college and graduate. COE hosts an annual national conference for TRIO professionals and is the biggest advocate on behalf of TRIO programs.

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APPENDICES

Listed below are the titles of a number of important SSS and UAA documents and forms. These forms and/or their updates are located on the Shared Student Support Services Drive under SSS- Manual Appendix, within this manual, on the UAA HRS website, on the current SSS website or within the SSS office on Diplomacy Drive.

1. Annual Low Income Levels
2. Employee Leave Requests
3. W-4
4. Academic Need Policy
5. Academic Success Plan
6. Acceptance Letter revised
7. Advising Contacts
8. Coordinator Orientation Manual
9. Eligibility Form
10. I-9 Employee Verification Form
11. Job Form
12. JV Form
13. Key Request
14. Labor Redistribution Form
15. Mileage Report
16. Office Absence Policy
17. Planning Template
18. Printing Request
19. Procard Change Form
20. Re-non-Rep Form
21. Retention Coordinators duties
22. SSS Brochure
23. SSS Goals (Goals Example)
24. SSS Tuition Waiver Form
25. SSS Application
26. Student and Program Agreement
27. Student Support Services Income Statement
28. Time and Effort log
29. Travel Authorization Form
30. Travel Expense Report
31. Tuition Waiver Request
32. Wait List Letter

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