



**2017-2018**

**Student Handbook**

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## Welcome to the KEYS Program!

Dear Participants,

It is with great pleasure that I welcome you to the 2017-2018 academic year with the Arizona Western College Student Support Services (KEYS) Program.

The KEYS staff and I are glad that you have made the decision to become a part of this program. TRIO has a long and rich history of ensuring that all students regardless of gender, ethnicity, economic status, educational background, and/or disabilities not only have equal access to higher education, but also have the support and resources necessary to graduate from college.

As a participant in the KEYS program you have at your fingertips many services that have been tailored just for students in this program. You also have a team of highly skilled and dedicated professionals working with you who are concerned about your future success.

Carefully read through this handbook in order to find out what KEYS has in store for you and what you are required to do as a KEYS participant. By being an active participant in the program you not only increase your chances of success here at Arizona Western College but in all your future educational endeavors. Please remember that your success is our success.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Thomas".

Michelle Thomas, M. Ed.  
Director of TRIO Programs

# OFFICE HOURS AND CONTACT INFORMATION

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## Hours of Operation

**Monday-Thursday 7:00 am- 5:00 pm**

*The office is closed for 8 days during the winter holiday break and follows the AWC Academic calendar.*

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## Contact Information

**Telephone:** (928) 344-7761

**Fax:** (928) 569-2999

**Website:** <http://www.azwestern.edu/ss>

# TRIO HISTORY

## History of the Federal TRIO Programs

The TRIO education programs emerged out of the Economic Opportunity Act of 1964, which was passed in response to the administration's War on Poverty. Upward Bound was created in 1964, and was followed in 1965 by Talent Search, a second outreach program 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 and funded by the Higher Education Amendments. By the late 1960's, the term "TRIO" was coined to describe these three 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 a fourth program to the TRIO group by authorizing the Educational Opportunity Centers. The 1976 Educational 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 a 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. And finally, the Higher Education Amendments of 1998 authorized the TRIO Dissemination Partnership program to encourage duplicating successful practices of TRIO programs. These amendments provided incentives for institutions and agencies to adopt valuable TRIO program components, practices, strategies, and activities.

You can find the legislative requirements for all TRIO programs in the Higher Education Act of 1965, Title IV, Part A, and Subpart 2.



# GENERAL INFORMATION

## Active Status

**Academic Success Plan:** In order to be classified as an active KEYS participant you must complete an Academic Success Plan with your KEYS advisor each semester. The Academic Success Plan is a tool that is developed in conjunction with your KEYS advisor, to identify specific goals and needs that will ensure your academic success.

## Inactive Status

- If you do not enroll for classes in either the fall or spring semester, you will be placed on inactive status with the KEYS program for that semester. If you do not return the following semester, you must communicate with your assigned advisor or the Program Director to discuss your absence from school. *A prolonged inactive status will lead to removal from the KEYS program.*
- If a student is enrolled in classes, but does not complete an Academic Success Plan each semester, they are also considered an inactive participant and therefore ineligible for program services.

## Removal from the KEYS Program

You may be removed from the KEYS program if you:

- Decide not to pursue a degree or transfer to a four-year university
- Do not enroll in classes for two consecutive semesters
- Cease to communicate with your KEYS advisor or the Program Director
- Fail to return calls or respond to other repeated attempts at contact
- Receive academic suspension from AWC
- Experience disciplinary problems on campus
- Disrespectful or abusive to KEYS staff or fellow students

## Contact Information Changes

It is very important for the KEYS program to have your correct contact information. If you change mailing addresses, phone numbers, etc., please contact the KEYS program immediately to update your information. We need to ensure that we are able to contact you regarding scholarship information, cultural events, program activities and reminders for important deadlines.

## Mandatory Advising Appointments

While you are in the KEYS program, you must attend at least two academic advising sessions with your assigned KEYS advisor each semester. During the advising meetings you will work with the advisor to update your Education Action Plan (EAP), review your academic progress, make decisions about needed services, and/or select courses for the next semester.

## Information Sources

Communication is key! The KEYS staff makes a significant effort to keep students up to date with relevant and useful information.

Here are some ways you can keep up to date with important KEYS program information:

1. Please visit the KEYS program website for general information, and for information about upcoming events, workshops, and other services.  
<http://www.azwestern.edu/ss>
2. Check your KEYS program class on Blackboard
3. Check your Toro email account on a regular basis. We will send you reminder notices and other important announcements. Please note we will only use your Toro email account, we will not send any correspondence to personal emails.
4. Check your mail and your voice mail. We make phone calls and send postcards and letters that may contain critical academic and scholarship information.
5. The KEYS program is on Facebook (SSS KEYS Program), Snapchat (trio\_works), and Instagram (TRIO KEYS). Please follow us to stay updated on the latest program news!

# KEYS PROGRAM SERVICES

## Academic Advising

You must meet with your assigned KEYS advisor at least once each semester. Your KEYS advisor will help you with the following:

- Questions about academic difficulty
- Choosing classes
- Developing an Education Action Plan (EAP)
- Declaring a major
- Degree requirements
- Graduation/transfer plans
- Transferring coursework to other colleges and universities

## Personal Counseling

You can also make appointments with the KEYS advisor to discuss personal issues. Common issues students may face include: adjusting to college, stress and time management, balancing school, work and family, and relationship problems. All issues discussed are kept strictly confidential. The KEYS advisors are not licensed counselors, but have a wide network of local referral sources for students who need additional services.

## Tutoring Services

The KEYS Program believes that tutoring is not just for those having difficulty with their classes—it is a way to deepen your understanding and improve your overall academic performance.

The KEYS Program provides math and writing tutoring conducted by qualified tutors. Tutoring is primarily on a one-on-one appointment basis. To sign up for tutoring, KEYS participants must make an appointment with a KEYS advisor in order to complete a tutoring referral form. In addition to one-on-one tutoring, the KEYS Program may offer small group tutoring sessions and walk in tutoring times (availability varies).

***Please note: The one-on-one tutoring appointments are on an on-going basis, which require the KEYS participant to sign a tutoring contract that states that they will commit to attend the tutoring sessions for the duration of the semester. Failure to abide by this agreement will result in the loss of tutoring privileges.***

## Academic/Personal Developmental Skills Workshops

The KEYS Program offers academic/personal developmental skills workshops designed to help participants develop essential college success strategies and to explore academic and career-related topics. These workshops are offered at various times each semester and are also available on-line via Blackboard to ensure that the workshops are accessible to all KEYS participants. Topics include:

- Time Management
- Note-Taking & Study Skills
- Test-Taking Strategies
- Stress & Relaxation
- Money & Budget Management
- Scholarships & Financial Aid



## **Guided Pathways to Success Program**

The first-year of college is a dramatic transition for most students. The pace and level of expectation can overwhelm even the highest performing students and can cause them to take a break in their educational journey. The KEYS Program offers the Guided Pathways to Success (GPS) program for first-year college students who are in need of developmental courses in math and English. Students selected for the GPS program will have the opportunity to participate in the New Student Summer Orientation (NSSO), receive individualized academic advising with KEYS Program advisors, and will enroll in the learning community courses for the Fall and Spring Semesters. Additionally, GPS participants are paired up with a continuing student who will serve as their Peer Mentor throughout their first-year of college. The goal of the GPS program is to prepare students for college-level courses, increase retention, and prepare them to graduate and transfer to four-year institutions in good academic standing.

## **Mentoring Program**

The KEYS mentoring program is a service specifically designed for first-year college students, and for new continuing students who have completed only two or three semesters of college, but are having difficulty adjusting to the college environment.

The goals of the KEYS mentoring program are:

- To foster mentor-mentee relationships that support program participant's journey towards progressive decision-making and self-advocacy.
- To aid program participants in their transition to college and to familiarize them with the culture of higher education.
- To challenge its participants to work through personal academic challenges, and build self-esteem and confidence through different educational and personal development courses and/or workshops.
- To connect program participants with campus resources and information that will ensure their academic and social success.

## **Steps to Success Program**

Experience has shown that students continue to need intensive interventions, beyond their freshman year. To support student success and encourage transfer to 4-year institutions, the KEYS program offers a structured sophomore program: Steps to Success. Services offered through the Steps to Success program include: Sophomore Year Student Orientation (YSO), academic coaching, mentoring, academic advising, transfer advising, and personal development workshops. The goal of the YSO program is to increase student retention, academic success, and prepare students for graduation and transfer.

## **IMPACT! Program**

The KEYS IMPACT! Program focuses on the reintegration of disconnected program participants who 'are identified as at-risk of separating from the institution.' Program participants receive intensified intrusive advising and personalized intervention services which allow them to identify and follow a viable academic track for successful completion of a degree, certificate, and/or transfer.

## Financial Literacy

Financial/economic literacy is a required service for all KEYS active participants. Program participants will have access to services that will increase their knowledge and awareness of financial and economic factors that can aid or hinder the student's academic progress and future. The KEYS Program provides the following financial literacy resources:

- Scholarship information
- Help with specific scholarship application processes
- Assistance completing FAFSA
- Online financial and economic curriculum through CashCourse
- Presentation on available financial aid options
- Guest speakers

## Grant Aid Scholarships

The KEYS program offers a limited number of Grant Aid scholarships each year. Grant Aid scholarships are designed to help reduce students' unmet financial needs, in order to help students stay in school and graduate.

To be eligible for the Grant Aid scholarship, you must meet the following guidelines/requirements:

- a current, active participant in the KEYS program
- successful completion of Activity Reports
- enrolled in at least 6 academic credit hours
- within your first two years of post-secondary education
- receiving Federal Pell Grant
- determined to have an unmet financial need according to the AWC Financial Aid Office

## Transfer Services

- Help you obtain and complete applications for 4-year institutions
- Share information about department requirements and deadlines for enrollment
- Work with advisors at the transfer institution to clarify information about transferring AWC course credits
- Share academic and student resources available at the transfer institution
- Conduct trips to the major in-state universities each semester (ASU, U of A, GCU, & NAU-Flagstaff)

## Cultural Enrichment

KEYS participants have the opportunity to travel to cultural events like concerts, plays and museum exhibits. Program participants can also attend conferences and visit four-year universities with KEYS. Some travel opportunities will be available to all KEYS students, while others will require an application and interview process.

If you attend any KEYS event that is off-campus, you must complete and sign a Field Trip Waiver and Travel Code of Conduct form.

## **Club SOTE**

### ***Seeking Opportunities Through Education***

Club SOTE organizes and facilitates student activities aimed at leadership and professional development. This student club focuses on the development of student leadership skills, motivation, peer mentoring, and community service. Participation in Club SOTE is open to all active KEYS program participants.

### ***KEYS Student Advisory Club (KSAC)***

KSAC is a student leadership club for continuing KEYS students. The purpose of the club is to promote experiences in social interaction, leadership, self-confidence, and self-advocacy. The club will also promote service learning through community service projects that will enhance the perspectives of students. There will be opportunities for learning the process of fund raising to attain a desired goal, such as conference participation.

# How-to Guide for: *Completing your CashCourse Online Financial Literacy Requirement*



1. Go to <https://www.cashcourse.org> and register for a free Student Account. Select Arizona Western College for your school.
2. Once you are logged in to your account, click on My Assignments.
3. Select your Instructor or School Administrator:

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4. Complete the course work that is listed. The coursework should take around 30 – 45 minutes in one sitting. Please allow enough time to complete the course. Partial saving is not available. Once you start you must finish, or, if you logout or close the web browser, you will need to start over. Coursework includes:
  - a.* 10 question pre-test. Do your best!
  - b.* Short tutorial – click through as you read!
  - c.* 10 question post-test. Test your knowledge!
5. Once your coursework is complete, the KEYS Program staff will receive an email indicating your completion.

That's it! You're done!