



**TRIO Student Support
Services
Participant Handbook**

Texas A&M University-Texarkana

2023-2024

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Welcome to TRIO Student Support Services!

Welcome to the Texas A&M University-Texarkana TRIO Student Support Services (SSS) Program.

The TRIO SSS Staff and I are excited that you have chosen to be a part of our program! We are on a mission to help you realize your potential and reach your academic goals. As a TRIO SSS Participant, you have the opportunity to utilize specialized services that are not available to the general student population. Our staff is a team of dedicated professionals who are driven to make a positive impact in the lives of our participants. We have the resources and the expertise; the rest is up to you.

The best way to reach your goals is to be an active participant. Being an active participant means to let us know when you need help. Do not hesitate to call, email us, or stop by and set up an appointment. On the next page is a list of the staff, contact information, and hours of operation. TRIO SSS is here for you!

This handbook was created as an easy reference to TRIO SSS information. Please take some time to look it over and become familiar with our services and policies.

If you have any questions or concerns, please do not hesitate to contact us. Once again, welcome and together we can help you achieve academic success. TRIO WORKS!

Sincerely,

Brittany V. Barnett

Brittany V. Barnett
Director, TRIO Student Support Services
Texas A&M University-Texarkana



Office Hours & Contact Information

TRIO SSS Office & Computer Lab Hours

Fall and Spring semesters hours are as follows:

Monday – Friday 8:30am – 4:30pm

**Limited Availability of TRIO SSS Staff during breaks, please be sure to schedule an appointment.*

Summer semester hours are as follows:

Monday – Thursday 8:00am – 5:00pm

Friday 8:30am – 11:30am

The TRIO SSS Office will be closed during holidays and breaks as noted by Texas A&M University-Texarkana. In the event that our office must close due to unforeseen circumstances, participants will be notified via their ACE email.

Physical Location: University Center Suite 335

Contact Information

Phone: (903) 334-6656

Email: trioss@tamut.edu

Website: <https://tamut.edu/trio/index.html>

Facebook: TAMUTexarkanaTRiOSSS

Twitter: @TAMUT_TRiOSSS

Instagram: @TAMUT_TRiOSSS



Brittany Barnett, Director
University Center 328
903-334-6691
Brittany.Barnett@tamut.edu



Dustin Nix, Coordinator
University Center 335B
903-334-6684
Dustin.Nix@tamut.edu



Alan Olvera, Peer Tutor/Mentor
University Center 335
903-334-6788
Alan.Olvera@tamut.edu



Amari Robinson, Peer Tutor/Mentor
University Center 335
903-334-6788
Amari.Robinson@tamut.edu

History of TRIO

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 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.

There are currently 8 TRIO federal programs: Upward Bound, Talent Search, TRIO Student Support Services, Educational Opportunity Centers, Veterans Upward Bound, Training Programs for Federal TRIO Programs Staff, Ronald E. McNair Post-Baccalaureate Achievement, and Upward Bound Math-Science.

TRIO Student Support Services (SSS) at Texas A&M University-Texarkana was founded in the Fall semester of 2015 with an annual budget of \$220,000 to service 220 eligible participants annually. We are currently serving 140 participants with an annual budget of \$272,364.

General Information

Mission Statement:

The mission of TRIO Student Support Services at Texas A&M University-Texarkana is to provide an academic and personal support system to meet participants' individual needs, enabling them to persevere and be successful in attaining their desired degrees.

Purpose:

The purpose of TRIO SSS is "...to increase the number of disadvantaged low-income college students, first-generation college students, and college students with disabilities in the United States who successfully complete a program of study at the postsecondary level"

<http://www2.ed.gov/programs/triostudsupp/faq.html#q1>

Eligibility Criteria:

Students interested in applying for TRIO SSS must be:

A U.S. citizen, national, or permanent resident, as defined below:

US Citizen

US National (includes natives of American Samoa or Swain's Island)

Permanent Resident (U.S. permanent resident who has an I-151, I-551, or I-551C)

Eligible Non-Citizen (Arrival-Departure Record (I-94) from the U.S. Immigration and Naturalization Service)

Not eligible are holders of student visas (F1, F2, J1, and J-2 Visas)

Students who are enrolled or accepted for enrollment at Texas A&M University-Texarkana

Maintain a 2.8 Institutional GPA

Students who are accepted into the TRIO SSS program must be one of the following:

First-generation college student (neither parent has a bachelor's degree) and/or,

Low-income (as determined by federal guidelines) and/or,

Have a documented disability (as determined by the Disability Accommodations office)

Application Process:

Students that meet the criteria must complete an application to be considered for admittance into the TRIO Student Support Services program. Applications that are submitted will be reviewed, and scored based upon a rubric that determines eligibility and need. The TRIO SSS Project Director will determine based upon your rubric score if you will be admitted into the program. Once admitted, you will receive an email to your ACE email notifying you of your acceptance into the program. At that time, you will be eligible to begin receiving our services.

Project Waiting List:

Students that meet the criteria, and have completed an application will be placed on a waiting list if the TRIO SSS program is full. You will then be admitted into the program as other participants graduate or leave TRIO SSS program. Your acceptance into the program will be based upon the discretion of the TRIO SSS Project Director based upon your rubric score and need rather than a first-come, first-served basis. Freshman participants that meet the eligibility criteria may qualify for provisional acceptance into the program, at the discretion of the TRIO SSS Director.

Readmit Policy:

Participants will need to reapply to the TRIO SSS program, if they have left Texas A&M University-Texarkana for more than two (2) semesters or were exited/dismissed from the TRIO SSS program. The denial policy also applies to readmit participants.

Denial Policy:

The TRIO SSS staff reserves the right to deny admission into the TRIO SSS program to any student, even if the student meets the eligibility criteria. Reasons for possible denial into TRIO SSS may include, but are not limited to, any of the following:

- Student has a history of very poor academic performance
- Student has erratic enrollment patterns
- Student withdraws for a semester
- Student is disrespectful/abusive towards TRIO SSS staff or participants
- Student shows consistent part-time enrollment
- Student has no desire to seek a degree
- Student already has achieved a bachelor's degree
- Student has a poor disciplinary record on campus
- Student does not intend to obtain bachelor's degree from A&M-Texarkana (e.g. PSA)

Dismissal Policy:

In order to maintain an atmosphere conducive to educational pursuits, TRIO SSS maintains a code of conduct. All participants are expected to behave in a manner consistent with the mission of both A&M-Texarkana and TRIO SSS. Participants may be removed from the program after having received one (1) verbal warning, followed by one (1) written warning prior to their dismissal from the program. Reasons for dismissal may include, but are not limited to, any of the following:

- Disrespectful or abusive behavior towards TRIO SSS staff or participants
- Deciding not to pursue a degree
- Ceasing communication with SSS staff, failing to return calls, or not responding to other repeated attempts at contact
- Having disciplinary problems on campus
- Failing to attend mandatory meetings
- Academic Suspension
- Dropping out of school for more than one semester
- History of very poor academic performance or erratic enrollment patterns

*Participants may be removed without a warning process, if the student commits or participates in any crime punishable by law in any U.S. State or Territory as defined by the TRIO Student Support Services Director.

Assessment:

After participants are admitted into the TRIO SSS program, they will be asked to complete an annual needs assessment to determine student needs, so that the SSS coordinator may correctly assist the participant. TRIO SSS staff may recommend additional assessments, if needed, to further assist the participant with their needs.

Mandatory Meetings:

TRIO SSS participants are required to meet with a TRIO SSS staff member at least two times per semester, excluding summer, to be considered an active participant. TRIO SSS participant must attend the TRIO SSS Orientation at least once during their time with our program; however, you may be required to attend again in the instance of major changes to the program policies.

Academic Progress Report:

The TRIO SSS office performs at least two grade checks during the semester to monitor your progress in your classes and identify students that are struggling academically, so that we may provide you with assistance. If you are receiving a “C” or below during the grade check(s), the TRIO SSS Coordinator will reach out to you via your ACE email to schedule a meeting with you.

Change of Information:

It is very important for the TRIO SSS office to have participants’ correct contact information. A participant that changes their mailing address, phone number, last name, etc. needs to contact the TRIO SSS office immediately so that we make the appropriate changes in our database.

Federal Educational Rights and Privacy Act (FERPA)

This federal law protects the rights of matriculated students at post-secondary institutions, regardless of age, in regards to their educational records. The Act grants four specific rights to students:

- The right to inspect their education records
- The right to seek to amend their educational records if they believe them to be in error
- The right to consent to disclosure of their records
- The right to file a complaint with the FERPA office in Washington

In compliance with the [Family Educational Rights and Privacy Act of 1974 \(FERPA\)](#), A&M-Texarkana gives notice that the following directory information may be made public unless the student desires to withhold the information.

Directory Information Includes:

- Students full name
- Addresses- local, permanent
- University email
- Telephone listings- both local and permanent
- Date and place of birth
- Major field of study
- Participation in officially recognized activities and sports
- Photograph
- Dates of Attendance
- Degrees and awards received
- Full or part time status
- Enrollment status (Undergraduate, Graduate, classification, etc)
- Most recent previous educational agency or institution attended

Prevent Disclosure of Directory Information

Any student who objects to the release of directory information must notify the Registrar's Office in writing by submitting the "Request to Prevent Disclosure of Directory Information" form that he or she does not wish to have such information released. This request will be honored, and all of the information will be held confidential. Texas A&M University-Texarkana and the Office of the Registrar will exercise discretion in the release of all directory information.

Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the university to comply with the requirements of FERPA. The name and address of the office that administers FERPA is Family Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, D.C. 20202-4605.

Statement of Rights

Texas A&M University-Texarkana encourages students to exercise all of their rights under the Family Educational Rights and Privacy Act (20 U.S.C. 1232g). Operating under the premise that the educational process is a cooperative venture between a student and the University, we emphasize the following rights of eligible students:

1. The right to inspect and review, with certain limited exceptions, the student's educational records, including the right to receive explanations and interpretations of the records and to obtain copies of the records when such are needed to allow the student to effectively exercise his/her right of inspection and review;
2. 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;
 - a. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person or entity:
 - i. employed by the university or the university system in an administrative, supervisory, academic or research, or support staff position;
 - ii. serving on a university governing body or duly authorized panel or committee; or
 - iii. employed by or under contract to the university to perform a special task, function, or service for the university.
 - b. A school official has a legitimate educational interest if the information requested is necessary for that official to
 - i. perform appropriate tasks that are specified in his/her position description or in the performance of regularly assigned duties by a lawful supervisor;
 - ii. fulfill the terms of a contractual agreement;
 - iii. perform a task related to a student's education;
 - iv. perform a task related to the discipline of a student; or
 - v. provide a service or benefit relating to the student or student's family, such as health care, financial aid, job placement, or former student-related activities.
 - c. Disclosure to a school official having a legitimate educational interest does not constitute university authorization to transmit, share, or disclose any or all information received to third parties unless such disclosure is permitted or required by law.
3. The right to correct a student's education records when the records are inaccurate, misleading or otherwise in violation of FERPA;
4. The right to report violations of FERPA to the Department of Education;

All the rights and protections given students under FERPA belong to the student, however, information in student records may be provided to parents/legal guardians without the written consent of the student if the eligible student is a financial dependent of his or her parents/legal guardians as defined under Section 152 of the Internal Revenue Code of 1986.

Certification of Dependency

Under provisions of the Family Educational Rights and Privacy Act (FERPA), students enrolled in post-secondary educational institutions are deemed to “own” their educational records. Institutions may, but are not required to, grant access to certain non-directory information in a student's educational record if the student is claimed as a dependent on his or her parent's/guardian's federal income tax return. Generally non-directory information will not be released to a parent or guardian unless a Certification of Dependency Form is completed and signed by the parent(s)/guardian(s) and the student and is submitted to the Office of the Registrar.

Questions

Questions concerning the Family Educational Rights and Privacy Act (FERPA) may be referred to the Registrar's Office located in the Building for Academic and Student Services, or email registrar@tamut.edu, or call 903-334-6601.

Student Conduct

Academic Integrity

Academic honesty is expected of all students enrolled at Texas A&M University-Texarkana. Cheating on examinations, unauthorized collaboration, falsification of research data, plagiarism, and undocumented use of materials from any source constitutes academic dishonesty and may be grounds for a grade of 'F' in the course and/or disciplinary actions without the option of dropping or withdrawing. The university defines plagiarism as "taking and using as one's idea the writing, invention, expression, or ideas of another person."

Student Honor Code

Texas A&M University-Texarkana expects high standards that include academic honesty, personal integrity, and ethical, academic behavior of all its students. Reverence, relentless curiosity, and a willingness to participate are essential qualities of an emerging scholar, and the university encourages these qualities. A student's personal integrity, ethical behavior, and sense of honor contribute to a respectful and positive academic climate allowing all students to develop as scholars and reach their greatest academic potential. Since students are responsible for maintaining an academic climate based on trust and respect, they should report any activity threatening a climate conducive to learning to an instructor or administrator.

Student Code of Conduct

Students have rights that are to be respected. These rights include respect for personal feelings; freedom from indignity of any type, freedom from control by any person except as may be in accord with published rules and procedures of Texas A&M University-Texarkana or The Texas A&M University System, and conditions that allow the best use of time and talents toward educational objectives. No officer or student, regardless of position or rank, shall violate those rights; no custom, tradition or regulation in conflict will be allowed to prevail. At all times students are expected to recognize constituted authority, to conform to the ordinary rules of good conduct, to be truthful, to respect the rights of others, to protect private and public property, and to make the best use of time toward the completion of an education. The Code of Student Rights and Responsibilities (The Code) is designed neither to be exhaustive nor to encompass all possible relationships between students and the institution. The Code is not rigid or unchangeable. As the relationship between students and the University grows, it may be necessary to modify the Code.

It is incumbent upon students to be aware of University rules and procedures. Ignorance of these rules and procedures does not excuse students from adherence to them. Staff and University officials should endeavor to inform students of University rules, regulations, and policies, whenever the circumstance is applicable.

Title IX

The U.S. Department of Education's [Office for Civil Rights](#) (OCR) enforces, among other statutes, [Title IX of the Education Amendments of 1972](#). Title IX protects people from discrimination based on sex in education programs or activities that receive Federal financial assistance. Title IX states that:

No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

Title IX applies to institutions that receive federal financial assistance from the Department of Education, including state and local educational agencies. Educational programs and activities that receive Department of Education funds must operate in a nondiscriminatory manner. Some key issue areas in which recipients have Title IX obligations are: recruitment, admissions, and counseling; financial assistance; athletics; sex-based harassment; treatment of pregnant and parenting students; discipline; single-sex education; and employment. Also, a recipient may not retaliate against any person for opposing an unlawful educational practice or policy, or made charges, testified or participated in any complaint action under Title IX. For a recipient to retaliate in any way is considered a violation of Title IX.

Sexual Misconduct

Sexual misconduct is a violation of university standards of conduct for students, faculty, staff, and the university community as well as a violation of the law.

Sexual misconduct includes, but is not limited to, forcing, threatening to force, coercing, or deceiving another to engage in sexual activity or engaging in sexual activity with another knowing that the person does not want to engage in the activity, feels the activity is offensive, or is unable to assess the nature of or control the conduct.

Sexual misconduct also includes engaging in sexual activity with another when that person has impaired judgment or control due to drugs or other intoxicants.

Engaging in sexual conduct without consent is a serious offense; furthermore, the person may withdraw such consent, whether verbal or non-verbal, at any time without regard to activity preceding the withdrawal of consent.

The university will not tolerate such offenses that may cause not only physical harm but also emotional harm. Please visit the [Student Affairs website](#) for additional information.

Direct questions or concerns about sexual misconduct to:

Jill Whittington, Director of Compliance and Risk Management

UC Room 414J

jwhittington@tamut.edu

(903) 334-6755

Statement of Sexual Harassment

Texas A&M University-Texarkana will neither accept nor tolerate sexual harassment of students or employees. Guidelines governing the university policy are available upon request from the Office of Student Life and the Office of Human Resources/EEO for employees.

Disability Accommodations

Students who need assistance with disability accommodations are encouraged to contact Dr. Alytrice Brown in the Office of Student Affairs, University Center, Room 125E.

Students who have a request for accommodations should:

- Contact the A&M-Texarkana Student Life Office to request appropriate accommodations.
- Students will have to complete a release and provide documentation of a disability to the A&M-Texarkana Student Life Office.
- Documentation must be from a professional that is qualified to diagnose the disability and should be less than 5 years old.
- Accommodation requests are addressed on a case-by-case basis.
- The Student Life Office will issue a letter to students that notifies the professors in the affected classes about the student's approved accommodations.
- It is the student's responsibility to inform the class instructor of accommodations in a timely manner.
- It is the responsibility of the student to ensure all requirements of the class are completed, including scheduling alternative test locations or other out-of-class accommodations.
- Accommodations that include the use of scribes or other alternative methods of completing assignments will be coordinated through the Student Life Office.
- Contact the Student Life Office if you have any questions or concerns.

The Student Life Office is located in room 125 of the University Center or for more information you can email accommodations@tamut.edu or phone: 903-223-3062.

You may complete an accommodation request form by [clicking here](#).

Services Offered by TRIO SSS

Academic Support:

TRIO SSS offers numerous types of academic support to assist our participants in their efforts to earn a baccalaureate degree from Texas A&M University-Texarkana. The list of academic support services offered include the following:

- Academic Tutoring – online tutoring upon appointment request
- Academic Advising – our staff are available to assist you in planning your course schedule each semester by appointment
- Academic Workshops – we offer several workshops throughout the semester to provide you helpful information that can help you succeed at A&M-Texarkana. For example, we cover topics like graduate school, tips for success, panel of success, and many more!
- Peer Tutoring – our Peer Tutors will be able to assist you in many undergraduate nursing and mechanical engineering courses.
- Peer Mentoring – our Peer Mentors will be providing mentorship to Sophomores and Juniors; which may include: goal-setting, advice and guidance.

Priority Registration:

As a benefit of being in TRIO SSS, participants qualify for priority registration. Priority registration allows you to register for your classes, before most other students. You will need to get your registration PIN from the TRIO SSS office in order to register during priority registration. In order to receive your priority registration PIN, you must complete the advising and registration form that will be emailed to your ACE e-mail. For more information about priority registration, including dates and our form, please visit <https://www.tamut.edu/Academics/Student-Support/TRIO/index.html>

Virtual Learning Guidelines:

TRIO SSS will be offering virtual appointments, tutoring, some workshops, and financial literacy modules. We will continue to offer these online services as needed.

*No social distancing guidelines are currently in place; however, they may be instated as recommended by the CDC and Texas A&M University-Texarkana.

Financial & Economic Literacy Education:

TRIO SSS strives to help educate our participants on their financial and economic literacy. The list of services we offer include the following:

- Financial Literacy Workshops – each semester we offer at least one financial literacy workshop that covers topics, like financial aid, loans, money management, scholarships, etc.
- Assistance in Completing the FAFSA – our staff are available by appointment to assist participants in completing the FAFSA.
- Scholarship Search – our staff are available by appointment to assist you in helping you find websites that can offer numerous scholarships for you to apply for.
- Supplemental Grant Aid – Free money that you Pell Grant recipient TRIO SSS participants can apply for each semester.

Professional Development:

TRIO SSS can assist you in preparing for your career through our professional development services. The list of professional development services offered include the following:

- Resume building – our staff are available by appointment to assist you in building the best resume for you to utilize in your job search
- Job searching – utilizing our Career Development office's Hire an Eagle online platform, we can assist you in finding a job
- Mock Interviews – our staff are available by appointment to perform a mock interview to help you prepare for interviews with future employers
- Pathful Explore – online 24/7 program that allows you to take career assessments, build your resume/cover letter and much more virtualjobshadow.com
- Career Assessments – our staff are available by appointment to work with you in completing a career assessment to assist you in finding a career that suits you
- Etiquette Dinner – in partnership with the Career Development office, we provide a few of our participants the opportunity to attend their Etiquette dinner(s) offered.

Cultural Enrichment:

TRIO SSS provides several opportunities each semester by providing our participants free cultural enrichment activities. The list of cultural enrichment activities is below:

- Cultural Trip(s) – each year we provide several of our participants the opportunity to go on cultural trip(s) with us. We will go to another city and/or state in a charter bus or van to a graduate school as well as a museum. Meal(s) will be provided.

- Local Cultural Activities – Outside of the cultural trip, we offer local activities for our participants to attend within the Texarkana area, such as local theater productions and movie screenings.
- On-Campus Cultural Activities – We recognize that not all of our participants are able to travel, so we offer opportunities on campus to bring cultural awareness for our participants.

Participants that are interested in attending the off-campus activities such as the cultural trip or local activities must meet the criteria as noted in the notification of the event, and will most likely need to complete a registration form. Cultural trips require participants to complete a travel waiver.

**Participants that sign up for activities that are sponsored by TRIO SSS, where participant registration costs are waived by TRIO SSS, require an advance notice of registration cancellation or the participant may be ineligible from attending future off-campus activities.*

Computer Lab:

The TRIO SSS computer lab has three Dell computers and three iMac computers with internet and printing access to participants. Participants are required to sign-in before using the computer lab. Please note that these services are provided using grant funds, and participants must abide by copyright guidelines.

Copyright and fair use are the law. For help understanding how copyright and fair use laws apply to course-related material, please read the following guidelines for production of student course reader materials:

- Limit course reader material to:
 - Single chapters from books
 - Single articles from a journal issue
- Include:
 - Any copyright notice on the original
 - Appropriate citations and attributions to the source
- Obtain permission for materials that will be used repeatedly by the same instructor for the same class.
- We will not copy materials intended to be “consumable” in the course of study or of teaching. These include workbooks, exercises, standardized tests, test booklets, and answer sheets.

Our space is only for participant use. Due to the limited space and grant requirements, we will not be able to accommodate guests. If our staff sees any guests in the lab, they will be asked to leave. Please keep in mind that this is a shared space which is intended to provide our participants with a positive learning environment, so please be considerate of others. The TRIO SSS Computer Lab is for academic purposes only. Please keep your voice at an appropriate

level, turn cell phones to vibrate, and take phone calls outside. Consistent disruptive behavior may cause you to be dismissed from the TRIO SSS program.

In-Office Equipment:

Our office currently has several available equipment for participant use. ***Items in bold and italics must be requested as well as utilized only within the TRIO SSS office.*** Below is a list of available equipment:

- Printer
- Stapler
- 3-hole punch
- Pencil Sharpener
- Paper (i.e. color paper, craft paper, and notebook paper)
- Supplies (i.e. paperclips, pens, pencils, highlighters, glue, etc.)
- Hygienic items (i.e. menstruation products, soap, shampoo, toothpaste, etc.)
- ***Noise-Cancelling Headphones***
- ***TI-84 Graphing Calculators***
- ***Magnifying Readers (assists with reading)***
- ***Color Overlays (assists with reading whole pages)***
- ***Single-Line Color Overlays (assists with reading by line)***
- ***APA Manuals***
- ***MLA Manuals***

We do our best to maintain the equipment and supply levels, but if you notice that we are out of an item or the stapler is out of staples, please inform a staff member. Participants are not permitted to use office phones, tamper with file cabinets, or remove any supplies or equipment from the TRIO SSS Computer Lab and Staff Offices.

TRIO Stars, Student Leadership Council:

In fulfilling its mission statement, TRIO Stars Student Leadership Council encourages active participation of its peers in helping achieve the program's goals of increasing retention and graduation rates of first-generation, low-income, and students with disabilities.

The TRIO Stars Student Leadership Council is composed of TRIO participants who are committed to developing their leadership skills and advocating for the success of all TRIO participants through advocacy, mentorship, and resources necessary to achieve academic and personal excellence.

For more information on this organization, please speak with a TRIO SSS staff member so that they may direct you to a TRIO Stars representative.

On-Campus Resources

Eagle Learning Center:

The Eagle Learning Center houses Tutoring

The Tutoring Center offers free of charge face-to-face tutoring for all A&M-Texarkana students. Tutoring is available by walk-in or by appointment, which can be booked online through Eagle-Connect. The Tutoring Center also offers a writing studio for students, which provides students a space to write with the help of the writing tutors. For more information stop by the Success Center or contact them via email at tutors@tamut.edu.

Physical Location: University Center 330

Phone: 903-334-6724

First Year Experience (FYE):

First Year Experience (FYE) and Students in Transition provides engaging activities for first-year students that aims at building a strong foundation to enhance educational experiences and foster success. FYE works with the entire campus to help our students with transitions, mentorship, involvement, community engagement, academic support and career skills. Students that are involved in FYE are typically enrolled in a faculty led class, the IS 1100 University Foundations course, and have a first-year experience peer coach. FYE supports all first-year students from the beginning of their journey, starting with Freshman Orientation, Hatch Camp during the weekend right before the fall semester starts, and Convocation which is an academic ceremony that traditionally allows newly matriculated students to join the university community. A Common Reader program provided in partnership with the Program for Learning and Community Engagement (PLACE) delivers a shared learning experience for all our freshman class. FYE Password program encourages our students to engage in workshops, events and activities by winning points for participating and attending and bidding those points to win prizes at the end of the semester

Student Success & Retention:

Our goal is to see every student succeed at Texas A&M University-Texarkana. The Student Success & Retention monitors and assists when needed for academic, well-being and emotional, and instrumental support.

Contact Information:

Ashley Elmore/ Student Success & Retention Coordinator

University Center Suite 330N

903-223-3139

Ashley.Elmore@tamut.edu

PATHWAYS Program:

PATHWAYS (**Providing Assistance That Helps While Accomplishing Your Success) is a mentorship program designed to encourage and assist students by offering a supportive network of academic, career, and social development with guidance and engagement to enhance academic and personal success. PATHWAYS program participants are eligible for an annual scholarship worth \$1,000.**

Contact Information:

Melanie Nelson / PATHWAYS Program Manager
University Center Suite 330Q
903-223-3141
Melanie.Nelson@tamut.edu

Testing Center:

The Testing Center is responsible for the administration and proctoring of make-up and select standardized exams. A registration fee may be required for select standardized exams and a completed application may be required by the respective testing company.

Physical Location: University Center 325

Phone: 903-223-3072

Email: testingcenter@tamut.edu

Advising & Career Experience (ACE) Center:

The faculty and staff at Texas A&M University-Texarkana are dedicated to helping students achieve academic success in every area, and two centers on campus support this mission: The The Advising Center & Career Development. The Advising Center oversees the advisement of all students who have not completed their core requirements, as well as assisting students with the adjustment to college life, helping with course selection and scheduling , and monitoring students' academic progress, as needed.

Career Services ensure that students not only live here but thrive during their stay and after they graduate.

Physical Location: University Center 134

Phone: 903-334-6758 (Advising) / 903-334-6707 (Career Development)

Email: advising@tamut.edu and career.development@tamut.edu

Counseling Center:

The mission of the Counseling Center at A&M-Texarkana is to affirm, support, and uplift. We strive to provide mental health services to help support our students' growth academically and personally. We do this by providing clinical services that affirm a student's identity and experiences, support their goals, while also uplifting hope and a growth mindset.

Student Counseling Services strives to support and empower our campus community by providing personalized care for the integrative wellness needs of each individual. We strive to create a safe environment, enhanced by the principles of compassion, respect, and autonomy.

Physical Location: University Center 420

Office Phone: 903-334-6613

After Hours Phone: 903-276-8276

Email: counseling.services@ace.tamut.edu

John F. Moss Library:

The Texas A&M University-Texarkana library is named in honor of the university's founding president, Dr. John F. Moss. It is located on the south side of the third and fourth floors in the University Center. Patrons may use the lobby elevators or north stairwells to access the entrance on the third floor. The south stairwells on the third and fourth floors are emergency exit only and alarms will sound if used.

The library is a spacious (30,157 sq ft), modern facility with large windows overlooking the campus and lake. It has been designed to provide students, faculty, and visitors with a variety of common spaces to appeal to individual preferences and needs including casual seating, comfortable lounge areas, study nooks, group and individual study tables as well as group study rooms. Casual seating and study tables extend into both the third and fourth floor lobbies just outside the library's walls.

For users' convenience, the library provides the following amenities: KIC, the Knowledge Imaging Center, which offers the ability to copy pages from books, resize, digitize and e-mail documents, or save as media files; an open computer lab for class assignments or research; computer print stations (black & white or color); scanners; the Commons Area for Leisure Reading with Best Sellers; magazines and newspaper rack; Media Services provides media equipment (digital cameras, camcorders, calculators, USB headsets, Nooks, Kindles, Notebooks); and two study rooms for collaborative study. Supplies Services offer kits containing items needed for projects as well as everyday items such as scissors, stapler, hole punch, etc., bibliographic instruction; exhibitions by regional artists and resources in a wide variety of formats.

Physical Location: University Center 3rd Floor

Phone: 903-223-3100

Veteran Services:

The Veteran Services Center serves as your One Stop Shop for coordination of all your academic activities, progress, and needs. The office is staffed by a full time employee trained as a VA School Certifying Official and will help you connect with any services required on campus. The center is also staffed by VA Work Study students who are also trained to help you interface with all the services on campus.

Physical Location: 1st Floor of Building of Academic & Student Services

Phone: 903-334-6602

Email: veterans@tamut.edu

National Crises Hotline for Veterans:

1-800-273-TALK (8255), Press 1 for Veterans

Financial Aid:

The Office of Financial Aid offers many financial aid options to help pay for your college expenses. They offer one-on-one counseling to answer any questions or concerns you have as well as offer a financial literacy program to better educate students on making the right financial choices.

Physical Location: 1st Floor of the Building of Academic & Student Services

Phone: 903-334-6601

Email: finaid@tamut.edu

Eagle Central Bookstore:

The Eagle Central bookstore is where students can purchase textbooks, Eagle clothes and accessories, graduation caps & gowns, as well as snacks and drinks. Students that qualify for book vouchers can redeem them there. Visit their website for more information:

<https://www.bkstr.com/texasamstore/home>

Physical Location: 1st Floor of the University Center

Phone: 903-334-6620

Participant Acknowledgement of TRIO SSS Participant Handbook

I, _____ (Print Name), acknowledge that I have received a copy or have been given access to the TRIO SSS Participant Handbook for the 2023-2024 academic year. I have read and understand the contents of this handbook and will act in accordance with these policies and procedures as a condition of my participation in TRIO SSS.

I understand that if I have any questions or concerns at any time about the handbook or my participation with TRIO SSS, I will consult a TRIO SSS staff member for clarification.

Finally, I understand that the contents of this participant handbook may change at any time, and it is my responsibility to stay up to date with the information within the participant handbook.

Student Signature: _____ Date: _____

Staff Signature: _____ Date: _____

