

TRIO STUDENT SUPPORT SERVICES PARTICIPANT HANDBOOK



2026-2027 EDITION

Updated on 8/14/2026

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WELCOME

Welcome to the University of Missouri St. Louis TRIO Student Support Services (SSS) Program. Student participants in the UMSL's TRIO Student Support Services program will benefit from a holistic support model created to provide high impact practices to promote retention and degree completion in a safe and welcoming environment. 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 reach 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! 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



OFFICE HOURS/CONTACT INFO

Please feel free to contact us if you have any questions or would like additional information.

Office Hours

Monday - Friday, 8:00 am to 5:00 pm

Appointment Options

Monday - Friday

In Person, Zoom, Phone

Appointments start at 8:30 am

Last appointment starts at 4:30 pm

*If other accommodations are needed,
please contact our office

TRIO Student Support Services

University of Missouri-St. Louis

180 Millennium Student Center

One University Boulevard

St. Louis, MO 63121

Email: umsltrio@umsl.edu

Phone: 314-516-4332

Fax: 314-516-4631





Director
Harry Harris



Office Support Assistant III
Pamela Dickens



TRIO Success Coach
Taylor Jones M.A.



TRIO Success Coach
StarR Logan, M.Ed.

MEET OUR TEAM



MISSION, VISION & VALUES

MISSION

The University of Missouri-St Louis TRIO Student Support Services program seeks to support eligible students from two-year to four-year institutions while increasing the college retention and graduation rates of program participants. TRIO SSS increases the postsecondary persistence and graduation rates of low-income students, first-generation college students (i.e. students whose parents have not received a bachelor's degree), and students with disabilities.

VISION

Student participants in the UMSL's TRIO Student Support Services program will benefit from a holistic support model created to provide high impact practices to promote retention and degree completion in a safe and welcoming environment. Our TRIO SSS team will be guided by utilizing best practices to address critical support needs that will combat academic and non-academic barriers that impede student persistence. Through strong collaborative efforts with faculty, staff, and community partners, we will ensure that you are provided with individualized plans to meet your personal needs.

VALUES

Student-Centered Support
Equity & Access
Empowerment Through Education

HISTORY

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 the University of Missouri-St. Louis was founded in 2020 with funding to serve 140 participants.

FERPA/TITLE IX/SEXUAL MISCONDUCT

The University of Missouri System complies with Title IX, which states in part that “[n]o 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.”

The University of Missouri-St. Louis conforms to federal regulations known as the Family Educational Rights and Privacy Act, or FERPA. The purpose of FERPA is to provide rights to the students and their families with regard to access and privacy of academic records. FERPA guarantees students at the post-secondary level the right to inspect and view their academic records. It also prohibits UMSL from releasing information from a student's record to any third party unless the student authorizes the release.

All University of Missouri students, employees (faculty and staff), volunteers and visitors are prohibited from engaging in sexual harassment in a University education program or activity against a person in the United States under Title IX. The University of Missouri does not discriminate on the basis of sex in any education program or activity that it operates. To that end, the University is committed to affording equal employment and education opportunities to its employees and students, and to creating an environment free from discrimination and harassment.

TRIO ELIGIBILITY REQUIREMENTS

Applicants should meet at least one of the following criteria indicated below:

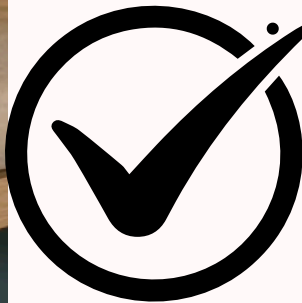
- First-generation college student (neither parent has earned a bachelor's degree)
- Demonstrated economic need as defined by federal requirements
- Have a documented disability on file with UMSL's Disability Access Services

Please complete the application to be considered as a participant in UMSL's TRIO Student Support Services program. We strongly encourage you to continue your educational journey with UMSL's TRIO SSS!

TRIO SSS REQUIREMENTS



- Required to meet with Success Coaches at least three times each semester
- Complete Success Plan during first meeting with Success Coach
- Attend 2 TRIO Workshops
- Consistently check your email and phone for updates.



- Keep Success Coach updated on any changes, needs, and barriers you may encounter. We can only help you if you let us know what's going on.

ACADEMIC PROGRESS MONITORING AND SUPPORT

The TRIO Student Support Services (SSS) staff are committed to providing proactive support to help students maintain satisfactory academic progress and successfully achieve their educational goals. As part of this commitment, staff members regularly monitor participants' academic performance throughout the semester.

Success Coaches will contact students when academic concerns or deficiencies are identified and will work collaboratively with them to develop strategies for improvement. Academic monitoring may include reviewing information available through My Connect, faculty progress reports, and academic alerts or flags submitted by instructors.

While the TRIO SSS staff actively monitor student progress and initiate outreach when concerns arise, students are strongly encouraged to communicate any academic challenges they may be experiencing. Early communication allows staff to provide timely support and connect students with appropriate resources.

Following the midterm grading period, TRIO SSS staff will review faculty reports and academic progress information to identify students who may benefit from additional assistance. Staff may provide referrals to tutoring, learning centers, academic coaching, and other campus support services as needed.

The earlier academic concerns are identified and addressed, the greater the opportunity for TRIO SSS staff to assist students in developing effective solutions and remaining on track toward graduation.

STRATEGIC LEARNING ASSESSMENT

After participants are admitted into the TRIO SSS program, they will be asked to complete an annual assessment, the Strategic Learning Assessment, is a 10-scale, 60-item assessment of students' awareness about and use of learning and study strategies related to following components of Strategic Learning. It may take 10 to 20 minutes to complete. You will also complete the TRIO Investment Sheet to identify goals and resources needed to complete your academic goal.

SEMESTER SUCCESS PLAN



Semester Success Plan & Responsibilities Agreement

This form is used to help develop an academic success plan for your semester here at UMSL. Please complete all sections below as honestly and thoroughly as possible.

Name & UMSL ID Number Registration Term/Credit Hours You are Taking

Major & Minor + Expected Graduation Date

May/Minor /Expected Grad Date:

& Attend Class & Be on time - The biggest thing you have control over
& Participate - Be IN the moment, don't let things distract you like phones, web surfing, etc.
& Plan ahead - Prepare ahead of time, don't work at the last minute.
& Plan to study & Study properly - Find a method that works best for you.
& Put in effort - Are you doing everything you can?
& Communicate - Don't know? Ask. Not sure? Ask. Need help? Ask.

Items that will compete for your time this Semester (Ex: Job, family, hobbies, etc.)

Job (How many hours:) Relationship Other (Please list):

Family Commitments Homesickness

Hobbies/Clubs Health Issues

Athletic Team Friends

How will you balance these commitments?



please **SIGN IN** *Here*



**SCAN
QR
CODE**

OPEN DAILY 8AM – 5PM

BE SURE TO SIGN IN AND OUT

SCAN THE QR CODE.

ENTER YOUR NAME OR STUDENT ID (NO SPACES; CAPITALIZE FIRST AND LAST INITIALS).

WHEN “STUDENT CHECK IN” APPEARS, ENTER YOUR REASON FOR VISIT AND STAFF MEMBER, THEN CLICK CHECK IN.

WHEN LEAVING, REPEAT STEP 2 AND CLICK CHECK OUT.

This is an important step in the check-in process.

You must sign in to be seen and receive services.

Thank you for helping us serve you better!

MAINTAINING CURRENT CONTACT INFORMATION

It is important that the TRIO Student Support Services (SSS) office maintains accurate and up-to-date information for all participants. Students are responsible for notifying the TRIO SSS office promptly of any changes to their contact or academic information, including mailing address, phone number, email address, legal name, major, academic program, enrollment status, or other relevant updates.

Keeping your information current ensures that TRIO SSS staff can communicate important program updates, provide timely support, and maintain accurate records. Failure to update your information may result in missed communications and could affect your ability to fully benefit from program services. Additionally, you will need to contact the Registrar's office to ensure the university also has the correct information.

Please contact the TRIO SSS office as soon as any changes occur so that your records can be updated accordingly.



DISABILITY ACCOMMODATIONS

Students who need assistance with disability accommodations are encouraged to contact Dr. Tara Cramer, MS in the Office of Health, Counseling & Disability Access Services, MSC, Room 131.

Students who have a request for accommodations should:

- Contact the the Office of Health, Counseling & Disability Access Services, MSC, Room 131. to request appropriate accommodations.
 - Students will have to complete a release and provide documentation of a disability to DAS.
 - Documentation must be from a professional that is qualified to diagnose the disability
 - Accommodation requests are addressed on a case-by-case basis.
 - The DAS 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 DAS Office.
 - Contact the DAS Office if you have any questions or concerns.
- The DAS Office is located in room 131 of the MSC or for more information you can email das@umsl.edu or phone: 314-516-5671.

TRIO STUDENT RESOURCES

As a Student Outreach & Support (SOS) student, you have FREE resources available to guide you in your academic journey. Our system of targeted, individualized support helps students face their academic challenges and persist to graduation.

Student Enrichment and Achievement provides targeted support and workshops for students facing academic challenges. An experienced team of success coaches partner with you to create a culture of enrichment and achievement through a commitment to holistic and individualized support. Located in 107 Lucas Hall.

Veterans Center The UMSL Veterans Center aims to be the first stop resource for services including admissions support, GI Bill advising and certification, academic support, and networking opportunities with local military-friendly employer. Located in Room 211 Clark Hall

University Student Support/ The University Tutoring Center provides comprehensive support services for all students, which includes academic coaching, professional development, mentoring and Commit to Success workshops. UTC provides individualized tutorial services, group tutorial sessions, alumni tutoring, online tutorial support Located in Room 225 Millennium Student Center.

Student Financial Services is here to help you navigate the financial aspects of your education. Home to Financial Aid, Student Accounts and Cashiers, students only need to contact one office to have all their billing and financial aid questions answered. Located in Room 327 Millennium Student Center.

Student Advocacy and Care provides students with interventions, education, and access to resources which empower them to address barriers relative to academic progress and personal success. Located in Room 144 Millennium Student Center.

Health, Counseling and Disability Access Services is committed to supporting student health and well-being through a collaborative approach that includes Counseling Services, Health Services, and Disability Access Services. We strive to assist students by prioritizing health-related services and resources to support academic success. Located in Room 131 Millennium Student Center.

Career Services provides services to currently enrolled students and alumni up to 2 years after graduation. We provide services to individuals, groups, classrooms, faculty and staff to help meet career related needs. Services include, but are not limited to, resume writing, interview preparation, career assessments for students unsure about the direction that they want to know, class presentations and collaborative workshops with student groups. Located in Room 278 Millennium Student Center.



TRIO SSS 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 UMSL 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.



CONTACT INFORMATION

WEBSITE

<https://www.umsl.edu/outreach-and-support/trio/index.html>

EMAIL

umsltrio@umsl.edu

CONTACT

Phone: 314-516-4332
Fax: 314-516-4631

LOCATION

University of Missouri-St. Louis
180 Millennium Student Center
One University Boulevard
St. Louis, MO 63121