

SOAR HOME

MCC HOME

S.O.A.R.

**(SUPPORT OPTIONS FOR
ACHIEVEMENT AND RETENTION)**



ORIENTATION
TO PROGRAM SERVICES

Mayland Community College
www.mayland.edu



DIRECTOR'S ADDRESS

Welcome to the S.O.A.R. Program! The fact that you have taken the initiative to apply for academic support demonstrates that you are serious about pursuing your goal of getting an education. Research has shown that, when compared with students from similar backgrounds and skills, those who participate fully in the S.O.A.R. Program have better grades, a greater chance of continuing in school, and higher graduation and transfer rates. ***What does this mean?*** Your motivation and initiative in using S.O.A.R. services is the key to your success at Mayland and beyond.

The S.O.A.R. staff is dedicated to helping you get the information you need to make choices, increase your options, and broaden your academic experience. **So, use us!** Together, we will be successful.

Nancy Godwin
S.O.A.R. Director

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ITS PURPOSE AND HISTORY

S.O.A.R. is a Student Support Services Program funded by the U.S. Department of Education. The S.O.A.R. Program is one of several programs referred to as “TRIO Programs.” In the late 1960’s when the first three programs were established (Student Support Services, Upward Bound, and Talent Search), the name “TRIO” was coined. Though the “TRIO” name continues, many more programs have been added. TRIO services are designed to improve academic performance, increase student motivation, and assist in the transition from one educational level to the next.

To receive assistance, students must be enrolled or accepted for enrollment at Mayland Community College and have a need for academic assistance. To qualify, you must fall under at least **one** of the following:

- First generation college student (neither of your parents graduated from a 4-year college)
- Low income by federal guidelines
- Physically or learning disabled

S.O.A.R. Staff

The S.O.A.R. Program is a part of the Student Development Division at Mayland. Staff members are:

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Email</u>
Nancy Godwin	Director	232	ngodwin@mayland.edu
Debra Cagle	Administrative Assistant	236	dcagle@mayland.edu
Jeannette Murray	Personal/Academic Counselor	234	jmurray@mayland.edu
Michelle Musich	Transfer Specialist	230	mmusich@mayland.edu
Elizabeth Hardy	Supplemental English Instructor	271	ehardy@mayland.edu
Sandy Pierce	Supplemental Math Instructor	215	spierce@mayland.edu

You may contact any of the S.O.A.R. staff by calling (828) 765-7351 and their extension (see above) or toll-free, 1-800-462-9526, sending e-mail to their Mayland account (see addresses above), or making an appointment by signing up on schedules posted on each office door.

PRIVACY AND CONFIDENTIALITY

One of the fundamental responsibilities of the S.O.A.R. Program is to protect the confidentiality of information you share with your counselor. With a primary aim of helping you overcome problems which may threaten your success as a student, we keep your personal, family, and academic information in strictest confidence.

While a certain amount of personal information is needed to adequately assess your needs, you have the right to ask your S.O.A.R. counselor why this information is requested and what it is used for. Our staff will not disclose personal or college-related information to anyone without your permission. Even information related to your attendance or the classes you are taking cannot be revealed to your friends, spouse or parent(s) without your permission. Your written consent must be obtained before we release any information to anyone outside of Mayland.

There will be times when we will speak with instructors or staff at Mayland about your progress or needs. All new S.O.A.R. applicants are discussed in a staff meeting consisting of the S.O.A.R. Counselor, the Transfer Specialist, the Director, the Administrative Assistant and the S.O.A.R. Supplemental Instructors in order to assess their eligibility. Information relevant to your participation in the program is discussed during this meeting. These are professional consultations which do not require your permission.

There are certain exceptions to sharing of confidential information which are important to understand. In cases where, **in the judgment of the counselor, you are dangerous to yourself or others or if child abuse or neglect is involved, we must, by law, report that information to the appropriate authorities. Please talk to your counselor if you have any questions about this.**



CONFIDENTIAL



FIRST STEP

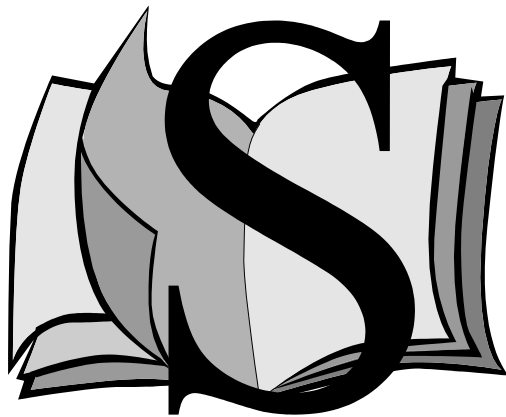
S.O.A.R. Orientation and Peer Advising

Once you are accepted into the S.O.A.R. Program, you are scheduled to meet with a Peer Advisor for your orientation. The purpose of this meeting is to introduce you to all of the available services, answer any questions or concerns that you may have and give you an opportunity to get to know the Peer Advisor. Having been a student at Mayland for at least two semesters, the Peer Advisor is familiar with the resources on-campus and in the community and can assist you while you are here.

The purpose of Peer Advisors is to provide support, listen to your problems/concerns, and offer helpful suggestions and information. They also act as a bridge between you and your S.O.A.R. Counselor. Often the Peer Advisor has experienced some of the same barriers you are facing and can help by pointing out options to overcoming these barriers. The Peer Advisors exercise the same confidentiality and privacy rules as the S.O.A.R. counselors.

The S.O.A.R. staff has trained Peer Advisors in communication techniques, study skills, and campus resources. They may assist you in problem areas or merely serve as a “campus friend.” A Peer Advisor in your major may also provide specific information about that major.

Let this orientation be your first step toward a successful year. Don't forget, Peer Advisors have office hours so you can check the schedule on their door (Room 237) if you'd like to talk with them.



SECOND STEP

Needs Assessment/Getting to Know Your Counselor

Once you have completed the S.O.A.R. Orientation, it's time to meet with your assigned counselor for an assessment of your needs. You may have already met with your counselor during the initial interview or a different counselor may be assigned.

In this meeting your counselor will determine your specific needs and develop an Action Plan with your assistance. This plan may include a number of services, including the following:

- **College Adjustment/College Resources**
- **Learning Style Assessment**
- **Personality Type Assessment**
- **Screening for a learning disability**
- **Self-Esteem Building**
- **Study Skills Assessment/ Study Skills Training**

Other services of the program include:

- **Academic/Personal Growth**
- **Academic Progress Review**
- **Assistance for a Disability**
- **Career Counseling Referrals**
- **Exposure to Cultural Events**
- **Financial Aid Referrals**
- **Lending Library Materials**
- **Mid-Term Progress Checks**
- **Reading, Writing and Math Skills Assistance**
- **Referrals to other programs/agencies for help**
- **Transfer Assistance**
- **Tutoring**
- **Use of the N.E.S.T. computer lab/tutorial software**

You can prepare for your meeting with your counselor by thinking about your goals and any assistance you think you may need. Bring your ideas, questions, and concerns to this meeting. Remember, your counselor is here to help you reach your goals.

The Needs Assessment is reviewed each term and updated as needed to address your changing needs and keep track of your progress. Remember, we are here to help you cross the finish line and achieve your goals.

S.O.A.R. SERVICES



COUNSELING SERVICES



The S.O.A.R. Program provides both academic and personal counseling related to your educational and personal goals.

Academic Counseling Services:

Although this does not replace the services you receive through your academic advisor for your major, the S.O.A.R. counselor can assist you with:

- Strategies for improving grades in specific subject areas
- Study skills assistance
- Tutoring
- Basic skills assistance
- Use of Lending Library materials to supplement course material
- Course selection/planning (done in conjunction with your academic advisor or, if you prefer, you may designate your S.O.A.R. counselor to act as your exclusive academic advisor.)
- ****Mid-Term progress checks** (designed to monitor and ensure your progress and assess your need for services.)

****Mid-Term progress checks are mandatory for all S.O.A.R. students.** You are required to schedule an appointment with your counselor each mid-term to review report forms which are filled out by all of your instructors. These forms include information on your attendance, participation, suggestions for improvement, and positive comments on your progress. The mid-term progress check is also an ideal time to discuss with your counselor any problems or questions you have. **But, don't wait until mid-term to get help when you have difficulty in any of your classes!**

End of term progress checks are done by your counselor to check your grades and determine by grades, number of hours attempted and number of hours completed whether or not you may need additional support services.

If, at any time, you experience problems in your academic program, see your S.O.A.R. counselor. We are here to help prevent short-term problems from becoming long-term ones.

Personal Counseling Services:

Your S.O.A.R. counselor is here to counsel and support you in any matters related to your academic success, including personal issues that may affect your progress. Other areas considered in the counseling process include:

- Day-to-day support for issues interfering with your progress
- Improvement of specific personal goals, such as improving stress management, time management and assertiveness
- Lending Library materials to address personal issues
- Peer Counseling/Advising
- Referrals to area agencies to receive assistance with emergencies, crises or long-term problems
- Workshops for personal growth and development

Financial Counseling

One of the goals of the S.O.A.R. Program is to ensure that eligible students receive sufficient financial assistance to make college attendance possible. The Financial Aid Coordinator and S.O.A.R. Counselors can provide information about financial resources available to you.

Financial aid packages may consist of Pell grants, work-study assignments, and scholarships. Most students who receive a Pell Grant accept a work-study position and receive scholarships that can adequately meet the direct costs of education.



FINANCIAL AID TIPS:

- **Apply early** each year (preferably by March 1) in order to be eligible for the maximum available aid. Some supplemental grants are on a first-come, first-served basis.
- You must **reapply each year** you attend.
- When you receive your financial aid papers in the mail, meet with the Director of Financial Aid to discuss other possible sources of help.
- If you are interested in Work-Study, see the Financial Aid office.
- The Mayland Community College Scholarship Program has three scholarship periods each academic year - Fall, Spring and Summer. Students may apply by submitting a new application for each scholarship period. All applications must be submitted to Student Development by noon on the deadline date for each scholarship period. The application deadline for the Fall 2010 semester is July 1; the Spring 2011 deadline is October 15; the Summer 2011 deadline is March 18. *Mayland now offers a scholarship workshop (both seated and online) to help applicants navigate their way through the scholarship process! Visit www.mayland.edu/foundation for more information on the scholarship workshop, to download and print the MCC Scholarship Application or for general scholarship information.
- NC Division of Veterans Affairs Scholarships are available to children of deceased, disabled or POW/MIA veterans. For further information, contact the Veterans Service Officer in your county or the Veterans Benefit Coordinator in the Financial Aid office.



OTHER SOURCES OF AID:

- **WIA** is designed to assist students with class tuition, fees, books, material and other services. The qualifications for WIA are: low income (receiving AFDC and/or Food Stamps), disability, displaced homemaker and pregnant youth (ages 16-21). Call Ruby Greene at 765-7758 (Mitchell County) or Rebecca Kenyon, 733-3901 (Avery County). For Yancey County, call WAMY for WIA Information (828) 682-2610.
- **Childcare Project Funding** is available to assist with childcare costs through a special grant for general education majors and transfer students. Childcare assistance covered by this program must be provided by a registered/licensed home or center. See Dr. John Gossett, Vice President of Student Development

in Room 150. Assistance with childcare is also available through your local Department of Social Services.

COMMUNITY AGENCY ASSISTANCE:

See your counselor to explore referrals to appropriate community agencies. Some examples are:

- **Vocational Rehabilitation:** Students with physical, emotional or learning disabilities may be eligible for financial assistance under the provisions of U.S. Public Law 565. Vocational Rehabilitation is a public service program that assists individuals in preparing for and obtaining gainful employment.
- **Veterans Administration Benefits:** Most curriculum programs offered by the College are approved for Veterans Administration education assistance benefits. Veterans, dependents of veterans and war orphans may be eligible for VA benefits.

TRANSFER COUNSELING

The purpose of transfer counseling is to prepare students both academically and socially for the challenges they will face at four-year colleges and universities. Transfer counseling facilitates the process of transfer and assists students with problem-solving and coping skills.

Services Offered Through Transfer Counseling:

- Assistance with applications, paperwork, deadlines
- College videos
- College visits (both group and individual)
- Development of personalized transfer plans to meet specific student needs
- Information on career/majors
- Monitoring of student progress both at MCC and four year schools (tracking)
- Personal/academic counseling
- Researching financial resources for attending four year schools
- Transfer Handbook, which gives essential information to students considering transfer to a four-year institution.
- Transfer Lending Library
- Workshops are available to address transfer issues

SERVICES FOR STUDENTS WITH DISABILITIES

Mayland Community College complies with regulations of the Rehabilitation Act and the Americans with Disabilities Act in order to provide reasonable accommodations to students with documented disabilities. These services include:

- Academic counseling
- Accommodation plans to fit individual student needs (such as taped texts, oral testing, note takers, tutors, etc.)
- Adaptive equipment
- Advocacy with faculty/staff
- Tutoring and Supplemental instruction in reading, writing and math

ACADEMIC SERVICES

MODULES

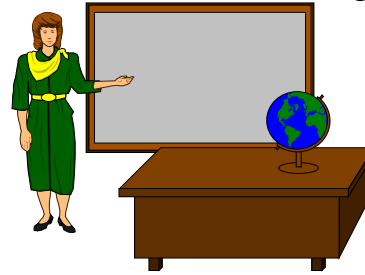
The S.O.A.R. Program recognizes the importance of good skills and personal development. Your counselor can assess your skills and discuss ways to improve them. If you would like to work on improving study, note taking, time management, and test taking skills, as well as personal development skills, see your counselor for self-paced modules designed for your convenience and busy schedule. These modules can be done independently and reviewed with the counselor after they are completed.

Modules available through your counselor include:

- Assertiveness Training
- Career Preparation
- Conflict Resolution
- Goal Setting and Decision-Making
- Managing Anger
- Managing Math
- Memory
- Money Management
- Note-Taking
- Proper Punctuation
- Reading
- Self Esteem Building
- Stress Management
- Study Skills
- Test Anxiety
- Test-Taking

➤ Time Management

➤ Writing College Research Papers



ENGLISH AND MATH ASSISTANCE

To assist you in English and Math, S.O.A.R. provides supplemental instruction through the developmental English and Math instructors who work with you individually outside of class. See your counselor for more information.

ENGLISH SKILLS AND WRITING ANXIETY

Have you ever had problems with English skills? Do Writing assignments give you a headache? Many students experience English and writing problems. Fortunately, we have a solution. If you have difficulty with topic selection, organization, or repeated grammatical mistakes, get help from The Writing Lab Room 204 (Times posted each semester) or from Elizabeth Hardy, English/Reading Instructor, in Room 244. Elizabeth is ready to assist you with any English or writing problems. Also do the modules *Proper Punctuation* and *Writing College Research Papers* and make an appointment with your counselor for more assistance.

MATH SKILLS & MATH ANXIETY

Have you ever had problems with math skills? Do you dread math exams? Many students have what is called math anxiety. Math anxiety involves symptoms that range from mild uneasiness to extreme outward physical symptoms and distress.

If you experience difficulty with math skills or math anxiety, you can get help in the Math Skills Lab Room 205 or from Sandy Pierce, Math Instructor, in Room 243. Also do the modules *Managing Math* and *Managing Test Anxiety* and make an appointment with your counselor for more assistance.



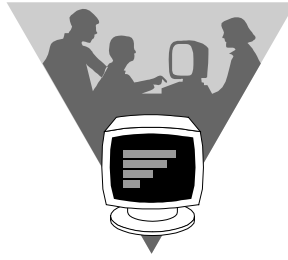
TUTORING

Peer tutors are students trained and ready to assist you in any classes in which you are experiencing difficulty. Tutoring includes help with study skills, time management, learning and testing strategies. Peer tutors are recommended by faculty members because of their quality coursework and ability to communicate.

To request a tutor, you must: **1) See your counselor to determine the type of assistance you need; 2) Fill out a tutoring request form and return it to your counselor or S.O.A.R. Administrative Assistant; 3) Provide a schedule of times you are available for tutoring; 4) Commit to attending each scheduled tutoring session or notify your tutor and counselor when you cannot attend.**

At the end of the term, or when tutoring is completed, you will evaluate your tutor. Your honest feedback is essential for continued improvement of tutoring services.





THE N.E.S.T.

The **N.E.S.T. (A Nurturing Environment for Student Training)** is a computer lab that is available for all S.O.A.R. students in **Room 237**. The N.E.S.T. has a wide variety of computer software related to your courses. Check the listing above each computer to see what software is available and see a Peer Advisor or Lab Technician for assistance in using the N.E.S.T. computers. The Lab Technician's work hours are posted on the door of the N.E.S.T.

N.E.S.T. HOURS:

The N.E.S.T. is open throughout the day and evening* for S.O.A.R. students only. To keep track of student use of the N.E.S.T., we ask you to:

1. Sign-in the logbook (the black notebook that is sitting on the black filing cabinet in the back of the room.)
2. Include your name, time in and out, and software used. You can use the same sheet to log all of your use for that particular semester.

At the end of the semester, we collect these sheets to determine “peak” times of computer use, what software is being used most often, and report lab usage to the Department of Education (our funding source). Please be dedicated to signing in because it could affect our availability of funds.

* If you need to use the NEST after 5:00 p.m., please let your counselor know so they can inform Student Development personnel to let you in (before 7:00 p.m.) Monday thru Thursday. You will be responsible for locking up when you leave.





LENDING LIBRARY

The S.O.A.R. Program has a variety of materials to assist you with academic and personal concerns, including audio tapes, text books, recorded texts, college catalogs and videos, self-help and wellness books and videos, pamphlets, and adaptive equipment to aid students with disabilities. To use the Lending Library, see your counselor first to request any item and sign it out. Some items can be checked out for an entire semester. A complete listing of Lending Library materials is available through the S.O.A.R. Administrative Assistant. A sample of library offerings follows:

- *Audio Tapes* on academic and study skills, self-esteem issues, and stress management
- *Recorded Texts* for students with learning disabilities or with varying learning styles
- *Books and Pamphlets* on achievement, addictions, AIDS, assertiveness, career and college exploration, communication, computers, crisis intervention, depression, disabilities, drug & alcohol abuse, finances, health topics, job search, learning disabilities, overcoming abuse, psychology, role models, parenting-traditional and non-traditional, stress & relaxation, study & test-taking skills, time management, and tutoring
- *College Catalog Library and College Tour Videos*- see Transfer Counselor for catalogs.
- *Equipment* for students with disabilities includes items such as closed-circuit TV, tape recorders, talking calculators, wrist supports, and various aids for the visually impaired. Ask your counselor



LEO: Linking Everyone Online

LEO is Mayland's portal designed to make it easier to share information. All students and employees have e-mail accounts through LEO and are able to check grades, request transcripts, get information on clubs and events at MCC and register for classes. S.O.A.R. has a place on LEO listed under Clubs in the Who's Who section of the page. Check this page often for more S.O.A.R. information and announcements because this is the first way we use to contact you!

PERSONAL DEVELOPMENT

The S.O.A.R. Program strives to contribute to each individual student's experience a sense of well-being, fostering improved understanding of self and creative expression.



CULTURAL TRIPS & SOCIAL EVENTS

Each year S.O.A.R. sponsors a number of cultural trips/events. Cultural trips are “by invitation only,” for students who actively participate and use the services of the S.O.A.R. Program.

At times, students have requested to bring family or friends to the trips. Since grant funds are used to purchase tickets and pay for transportation costs, **students are encouraged to come enjoy the trips with their fellow students and leave family behind.** One of the great benefits of our trips is to be “carefree” and get to know your peers and S.O.A.R. staff.

S.O.A.R. also sponsors different social events on campus for example the S.O.A.R. Social. The Social is a “get-together” for all S.O.A.R. students.



S.O.A.R. STUDENT RESPONSIBILITIES

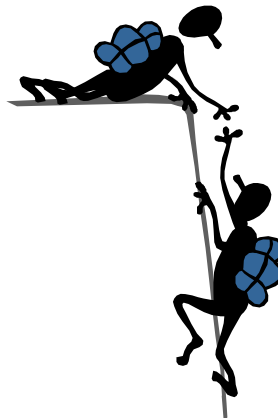


YOUR RESPONSIBILITIES/COMMITMENTS

As a participant in the S.O.A.R. Program, you must commit to using the services designed to meet your goals. We can serve only a limited number of students, therefore we want to serve students who will truly benefit and actively participate. As an S.O.A.R. student, you are required to:

1. Meet with a Peer Advisor for a program orientation.
2. Meet regularly with your assigned counselor, including mid-term for the mandatory mid-term progress check.
3. Keep your counselor informed of your situation and needs, especially when you need help, your situation changes, and when good things happen, too. We love to hear good news!
4. Call or stop by to let us know if you have to miss an appointment.
5. Use the services indicated in your Needs Assessment, which were determined by agreement between you and your counselor.
6. Talk with your counselor if you are thinking of dropping out. Many times, alternate solutions can be found.
7. Keep us informed of changes in your phone number, name, address, or change of major.

Your S.O.A.R. Program counselor can assist you **only** if you carry your share of the responsibility. It is extremely difficult to “go to bat” for a student who has missed class for a week and hasn’t called anyone! Students with continued unexcused absences from counseling or tutoring sessions, or who fail to participate, may be asked to leave the program to allow other eligible students a chance to participate. Again, our main concern is to provide services to those most likely to benefit from them.



S.O.A.R. STUDENTS ARE SPECIAL!

As a member of the S.O.A.R. Program, you will enjoy being a part of a group committed to achieving educational goals and getting the most out of their college experience. From feedback we have received over the years, S.O.A.R. makes an important difference in the lives of our students.

Many S.O.A.R. students have told us that without our services, they would not have reached their goals and would not be where they are today. S.O.A.R. is committed to giving you the best possible advantages in making your college career and future life fulfilling and successful.

By taking this step you are demonstrating a commitment to hard work and responsibility in your college program. Whether your goal is to complete a two-year program or a bachelor's, master's, or doctoral degree, the S.O.A.R. Program is ready to assist, encourage, and support you along the way.

We wish you the very best in your time at Mayland Community College. We look forward to seeing you succeed, persist, and graduate, proving what we already know-- that **S.O.A.R. students are achievers and very special people!**

