

Annual Report 2020-2021

TRIO Programs

Division of Student Affairs
The University of Utah



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Message from the Director

The TRIO Programs Office at the University of Utah is unique in that funds to support the efforts contained within our department come externally from the US Congress and is overseen by the US Department of Education. While our office falls within the purview of the Division of Student Affairs, federal legislation and regulation dictate service provision and reporting efforts.

This document is intended to provide information on the internal efforts of the TRIO Programs Office, in the context of the Student Affairs structure. The data collection and analysis differs slightly from the federal reporting structure in that the federal reporting requirements measure only summative data for a given measurement of time. The data in this document are intended to provide formative data points to help assess what interventions and services were most impactful and could potentially be replicated going forward. It must be noted as well that the data in this report do not represent the final reports submitted to the US Department of Education as final data collection and analysis uses information received from the University of Utah after September 1st of each year. This date is after the required deadline for the Student Affairs Annual Report (August 1).

As of the spring 2021 semester census date, there were 405 enrolled students at the university, who at one time participated in the TRIO SSS program and are part of the TRIO student group in the CIS database system. We also continue to serve 95 Upward Bound high school students who are attending East, West, Highland and Kearns high schools. This report helps to frame efforts to provide program structure and service provision for these students.

It should be noted that AY 20-21 saw continued challenges as the university and the school districts had moved to an entirely online format. The number of SSS students with a TRIO designation in the university's CIS database decreased by 25% (down from 537 the previous academic year), while the number of students in the Upward Bound program meeting satisfactory academic progress reduced from an overall rate of 80% in AY 19-20 to a rate of 60% as of July 2021.

Moreover, the summer bridge and pre-bridge program saw a decrease in participation and an overall drop in academic performance. The primary reasons shared by participants as to the decrease was an overall feeling of exhaustion from the pandemic and online learning.

Despite this, participants continued to make significant progress toward their academic goals. This report provides insight into the activities provided during this unprecedented year and the impact of these efforts.

Respectfully,



Kyle K. Ethelbah, MPH
Director, Federal TRIO Programs

What are TRIO Programs?

What are TRIO Programs?

The TRIO Programs Office oversees three programs, the Federal TRIO Upward Bound, the Federal TRIO Student Support Services and the state funded Jump Start Programs. The primary goal of these programs is to assist first generation and low-income students to enroll into and complete post-secondary education.

TRIO Programs are programs funded by Congress and overseen by the US Department of Education which consist of outreach and student service projects and are designed to identify and provide academic success services to qualified individuals. Nationally, TRIO includes eight programs targeted to serve and assist low-income individuals, first-generation college students, and individuals with disabilities to progress through the academic pipeline from middle school to post-baccalaureate programs. The University of Utah currently operates 2 federally funded programs, Upward Bound (UB) and Student Support Services (SSS).

The Upward Bound program assists low-income and first-generation high school students who attend East, West, Highland, and Kearns high Schools. The program delivers tutoring, career exploration, and post-secondary admissions and financial aid application assistance.

The Student Support Services program assists low-income, first-generation and students with disabilities, who are formally admitted to the University of Utah with tutoring, academic advising, financial aid application assistance and graduate school preparation.

The Jump Start Summer Academy is a state funded component of the Upward Bound Summer bridge program. Each year, the TRIO office selects 5 students to participate in this component. These students qualify as low-income and first-generation students but were not served through the Upward Bound program while in high school. This is open to students across the state of Utah.

Our Mission

The TRIO Programs, through a supportive environment, empower underrepresented students to access postsecondary education & to achieve academic success leading to a postsecondary degree.

Departmental Core Objectives

1. Create environment where all staff recognize their personal potential and continue to develop personally and professionally (Staff Excellence and Education).
2. Create programs where all students recognize their personal potential and engage in their post-secondary educational objectives (Student Support).
3. Create environment of cooperation with programs and services that serve low-income and first-generation college students (Collaboration).
4. Create an environment of program accountability (Assessment).
5. Pursue funding opportunities to support and enhance existing programs (Resource Development).

Each of these core objectives will be reviewed independently by program in the following pages.

I - Overview

A. Accomplishments

Although the 20-21 academic year was impacted by the COVID 19 pandemic, the TRIO Programs Office had many accomplishments, including:

1. The TRIO Programs, in collaboration with the Office of Global Engagement, applied for and received the IDEAS Grant (Increase and Diversify Education Abroad for US Students) through US State Department. Funds received are intended to provide a study abroad program for TRIO SSS students and provide professional development for TRIO professional staff.
2. The TRIO Student Support Services program partnered with the UU Alumni Association to disburse \$25,000.00 to eligible junior and senior students in the Fall 2020 and Spring 2021 semesters. The intention of the award was to provide additional support to students nearing graduation who were at high risk for dropping out. In total 30 awards were made, of whom 6 graduated and 18 returned for the 21-22 academic year.

B. One University

The University of Utah's "One U" initiative is intended to foster collaboration between departments and colleges across the university on innovative and groundbreaking interdisciplinary work to solve social problems. The TRIO Programs Office has been able to advance on this initiative in the following ways.

1. The TRIO Student Support Services Program has recently partnered with the Office of Undergraduate studies to provide a major exploration course (UGS 1050) for the fall 2021 semester. This course will allow first year TRIO SSS students to consider possible majors within their first semester at the U.
2. The TRIO Student Support Services Program has recently partnered with the Career and Professional Development Center to provide a career exploration course for students in the summer bridge program. This course was delivered in summer 2021 and is intended to provide students with in depth self-exploration techniques to assist with career exploration.
3. The TRIO Student Support Services Program partnered with the Office of Global and Engagement and the Global LEAP Program to support the establishment of the IDEAS Grant wherein in students will be selected to provide students selected for international travel through the IDEAS grant to prepare for and consider international education. To date, 3 students have been identified to participate and are planning to complete spring 2022 at the Utah Asia Campus.
4. The Upward Bound Program partnered with the Office of Youth Protections, the School for Cultural Change and Transformation, the UU Math Department and the Department of Writing and Rhetoric Studies (among many others) to deliver academic course content to students participating the Upward Bound and Upward Bound Summer Bridge Programs. Students enrolled in these courses earned college credit and were able to begin their postsecondary student careers a semester earlier than their peers.
5. The Upward Bound Program has established a partnership with the College of Engineering which will deliver STEM coursework to participants in the summer 2022 with faculty from Engineering delivering course content. This opportunity will be supported by both offices and is intended to support low income and first-generation students to consider the STEM fields as major and career options after high school.

C. Equity Diversity and Inclusion

The TRIO Programs Office developed an Anti-racism plan to assist with university efforts to combat racism in its various forms, most notable, structural racism at the institution. Some points for consideration from the department include:

1. The TRIO Programs Office has established collaborations with university departments to combat structural racism, including the implementation of the Ethnic Studies course into the Summer Bridge Program.
2. The TRIO Programs Office will examine its processes and procedures for participation to address barriers to program participation.
3. The TRIO Programs Office will continue to evaluate and augment the Mission and Vision of the department to ensure that the office is moving toward achieving goals related to the anti-racism plan.
4. The TRIO Programs Office will offer opportunities for student and staff development on social justice issues that will assist with the overall anti-racism campaign.

D. COVID 19 Impacts

The TRIO Programs Office was greatly affected by the COVID 19 pandemic. In the spring 2020 semester the university moved quickly to virtual programming. This lasted through the academic year 2020-2021. The TRIO Programs Office established the following protocols to assist students during this time.

1. The TRIO Upward Bound Program continued with virtual learning which included the continuation of the summer academy as a virtual program in the summer 2021.
2. The TRIO Student Support Services Program continued providing tutorial services online through the TutorMe tutoring platform. This platform allows students to access tutors 24 hours a day, 7 days a week.
3. The TRIO Programs Office continued with minimal office hours from the fall 2020 semester through summer 2021. In person office hours were offered from 10am to 3pm, Monday through Friday, although staff are available virtually beginning at 8am and until 5pm, Monday through Friday.

II. Departmental Core Objectives

UPWARD BOUND

Federal Citation

AUTHORIZATION

Higher Education Opportunities Act as Amended 2008 20 USC 1070a-11: Program authority; authorization of appropriations

Title 20-EDUCATION: CHAPTER 28-HIGHER EDUCATION RESOURCES AND STUDENT ASSISTANCE SUB CHAPTER IV-STUDENT ASSISTANCE

Part A-Grants to Students in Attendance at Institutions of Higher Education

Subpart 2-federal early outreach and student services programs

Division 1-Federal TRIO Programs

§1070a–13. Upward bound

(a) **Program authority:** The Secretary shall carry out a program to be known as upward bound which shall be designed to generate skills and motivation necessary for success in education beyond secondary school.

FEDERAL APPROPRIATION:

\$434,609

COMMUNITIES SERVED:

Students enrolled in East, West, Highland and Kearns High Schools.

This program is funded to serve 95 students.

Program Staff

Kyle Ethelbah, MPH, Director

Ben Dahn, Graduate Assistant

Emery Vigil, MEd, Student Success Manager

Kushal Gautam, Academic Mentor

Kenny Quintanilla, MEd, Coordinator

Oswaldo Rios, Student Assistant

Goal 1: Create environment where all staff recognize their personal potential and continue to develop personally and professionally (Staff Excellence and Education)

This goal aligns with the Student Affairs Strategic Objectives:

- a) Professionalism (SA Strategic Objective 2): Provide education that ensures staff is properly trained to provide professional and competent service.
- b) Exemplary Staff (SA Strategic Objective 4): Recruit and retain highly qualified staff.

Initiative I: Staff Training

The TRIO Programs Office has determined to provide professional development opportunities for Upward Bound staff to ensure all are current in best practices and competencies for service provision.

Goal 1 for Initiative I: Provide professional development opportunities for UB staff to ensure staff is current in best practices and competencies for service provision. The following programs support this endeavor:

- a. **Upward Bound Summer Academy Training:** This annual event provides administrative training opportunities for 28 staff members involved in the establishment and maintenance of the Upward Bound Summer Academy. This event occurred from June 21 to June 23, 2021.

COVID 19 Impact

The training program maintained the streamlined 3-day virtual programming established in the summer 2020 with no in person components as recommended by the university.

- b. **Relations with the US Department of Education Seminar:** Emery Vigil, UB Student Success Manager attended virtual Relations with the US Department of Education regulation seminar on March 22, 2021.

Retention & Graduation

Faculty and staff are integral in facilitating classroom learning and sense of belonging, which provide pathways to post-secondary educational success. Hiring and training staff are important to the success of our student population.

Student Quotes

NA

Utilization Data

NA

Initiative II: Staff hiring

The TRIO Programs Office has taken measures to ensure that the department recruits and retains high quality staff.

Goal 1 for Initiative II: Recruit and retain highly qualified staff. The following activities support this activity.

- a. **Hiring of summer academy staff:** The TRIO Programs Office coordinated with the Center for Ethnic Student Affairs, the Ethnic Studies Department, Human Resources and Urban Institute for Teacher Development program to recruit virtual student and teaching staff for the annual summer program.

Outcome: As a result, all 28 positions for teaching and non-teaching positions were filled prior to the start of the UB Summer Academy.

Retention & Graduation

Faculty and staff are integral in facilitating classroom learning and sense of belonging, which provide pathways to post-secondary educational success. Hiring and training staff are important to the success of our student population.

Student Quotes

NA

Utilization Data

NA

Goal 2: Create programs where all students recognize their personal potential and engage in their post-secondary educational objectives (Student Support)

This goal aligns with the Student Affairs Strategic Objectives:

- a) Student Engagement (SA Strategic Objective 1): Develop students as a whole through the cultivation and enrichment of the body, mind and spirit.
- b) Best Practices (SA Strategic Objective 8): Promote the effective use of best practices in Student Affairs departments, programs and services.

Initiative I: Academic service provision

Goal 1 for Initiative I: Provide required services to 95 eligible students from East, West, Highland, and Kearns High Schools during the 2020-2021 academic year. Services that support this initiative:

- a. After school tutoring – adjusted to virtual tutoring and check in hours with UB staff.
- b. Saturday Education Workshops – virtual for AY 20-21.
- c. Annual Summer Academy – continued virtually for the summer 2021.

Outcomes: The table below shows the impact of services from the Upward Bound programs on student performance as it pertains to the federally established program objectives.

Federal Required Objective	Obtained Objective
a) 80% of students served will achieve a cumulative GPA of 2.5 or higher during the academic year.	60% of UB Students served in 20-21 completed the year with a 2.5 GPA or higher.
b) 40% of students served will have achieved at the proficient level on state assessments in reading/language arts, and math.	40% of students served achieved at the proficient level on state assessments in reading/language arts, and math.
c) 95% percent of students served will continue in school for the next academic year, at the next grade level, or will have graduated from secondary school with a regular secondary school diploma.	95% of students served progressed from one grade level to the next or graduated with a regular high school diploma.
d) 30% of all current and prior-year UB participants who graduated from high school during the school year with a regular secondary school diploma will complete a “rigorous secondary school program of study.”	25% of UB participants completed a rigorous secondary program of study.

<p>e) 65% of all current and prior-year UB participants who graduated from high school during the school year with a regular secondary school diploma will enroll in a program of postsecondary education by the fall term immediately following high school graduation.</p>	<p>65% enrolled in a program of postsecondary education by the fall term immediately following high school graduation (F20).</p>
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COVID 19 Impact

The Upward Bound program was impacted greatly by the Corona Virus pandemic. All programming continued online throughout the 20-21 academic year, including at site locations (East, West, Highland and Kearns high schools). The UB program saw an increase in student truancy at each site location and students reported increased work hours to support family incomes. Additionally, high school course work decreased significantly with many students now requiring credit retrieval moving into AY 21-22. The UB Program worked collaboratively with school site contacts to facilitate student interaction at each school as well as with the UB program. Fortunately, the UB program did not see a decrease in student participation, though assisting students to reengage in high school coursework served as the primary focus through advising/counseling and individual tutoring. The program also adopted a robotics development program intended to engage students directly with coding and STEM introduction. This course proved successful as more than 50 students participated in this component from fall 2020 into spring 2021.

Retention & Graduation

The Upward Bound does not directly impact retention and graduation of University of Utah students, but rather provides access to post-secondary education from this student community.

Student Quotes

NA

Utilization Data

2,000 contact hours were recorded for the 2020-2021 academic year, excluding the summer academy. Services recorded included college admissions, tutoring, student success planning, community service and UB activities.

Goal 3: Create environment of cooperation with programs and services that serve low-income and first-generation college students (Collaboration)

This goal aligns with the Student Affairs Strategic Objectives:

- a) Collaboration (SA Strategic Objective 5): Partner with faculty, staff and external constituencies to foster student development and enhance the greater community.

Initiative I: Programmatic Partnerships

Goal 1 for Initiative I: Establishment partnerships to support programming and administrative reporting for the Upward Bound program. The following partnerships were initiated or maintained for the 20-21 academic year.

Partnering Agency	Services Provided	Intended Outcome	COVID 19 Impact
Youth Protection and Program Support - University of Utah	Staff Training	All TRIO staff receive training on the protection of minors at the University of Utah	No Impact
Summer Conference Housing - University of Utah	Summer housing	Summer conference housing provides residential living space to Upward Bound Summer Academy, Jump Start and Summer Bridge Programs	Summer housing was released from contract as no summer housing was needed from the TRIO Programs Office.
Ethnic Studies Department - University of Utah School of Cultural and Social Transformation	Introduction to Ethnic Studies course – ETHNC 1800	Department provided Ethnic Studies 1800 course for summer bridge and Jump Start Students	No Impact
University of Utah Math Department	Math 980, 1010 courses	Department of Mathematics provides curricular support for TRIO Programs office to provide instruction for Math 980, 1010, and 1030. TRIO Program pays salary. These services are provided for Bridge and Jump Start programs	No Impact
Division of Child and Family Services - State of Utah	Training and Referral services	DCFS Provides training for TRIO personnel for the Upward Bound Summer Academy	No Impact

Initiative 2: Summer Academy

- a) Goal 1 for Initiative 2: Provide robust and intrusive services to Upward Bound Summer Academy participants.

Outcomes:

- Provided six-week summer academy to 72 (62 pre-bridge students, and 10 bridge students) eligible participants during the summer term 2021.

COVID 19 Impact

The summer program continued entirely virtual for the summer 2021. The following items indicate the impact of COVID 19 on the summer programming:

- 3 subjects were offered plus a career development/entrepreneurship course.
- All grade level cohort-based programming was eliminated (Fresh Steps Academy, ACT Preparation, and Next Steps Academy).
- ACT Preparation course was eliminated.
- Summer residential quarters were eliminated.
- The federal government authorized meals to be provided to each student with \$266 in Smith's meal cards for the duration of the program.

Retention & Graduation

The Upward Bound does not directly impact retention and graduation of University of Utah students, but rather provides access to post-secondary education from this student community.

Student Quotes-

NA

Utilization Data

NA

Goal 4: Create an environment of program accountability (Assessment)

This goal aligns with the Student Affairs Strategic Objectives:

- a) Assessment, Evaluation and Research (SA Strategic Objective 6): Utilize a coordinated assessment, evaluation and research approach to promote data driven-decision-making.

Initiative I: Assessment

- a) **Goal 1 for Initiative I:** Evaluate and assess the TRIO Programs compliance to federal legislation and regulation as it applies to data collection, program management and annual performance reporting.
 - a) **TRIO Staff Planning Retreat:** This annual event occurred in January 2021 and reviewed AY 2019-2020 annual performance report data compared to 2020-2021 data to measure established benchmarks and determine service provision and augmentations to processes. Assessment of this activity is dependent on annual performance report data and is typically reviewed once again in August of each year.

Outcomes: Staff have been able to project service provision as laid out by grant requirements and implement these requirements into established service provision planning.

COVID 19 Impact

Due to the impact of the Corona Virus pandemic, the August review did not occur.

Retention & Graduation

Program accountability, even for college access programs, is important in the overall retention and graduation of students once enrolled into an institution of postsecondary education. Students who participate in the UU's Upward Bound in high school graduate at higher rates (10% percentage points higher) than those first time, full time, freshmen from similar backgrounds.

Student Quotes

NA

Utilization Data

NA

Goal 5: Pursue funding opportunities for additional initiatives within the TRIO Programs office (Resource Development)

This goal aligns with the Student Affairs Strategic Objectives:

- a) Collaboration (SA Strategic Objective 5): Partner with faculty, staff and external constituencies to foster student development and enhance the greater community.

Initiative I: Resource Development

- a) Goal 1 for Initiative I: Explore and write for additional funding to support the efforts of the TRIO Programs office. The program applied for the Talent Search program in spring 2020. This program was intended to provide outreach services including academic advising, after school tutoring, mentoring and additional supports to students in the Uintah Valley, specifically from the Ute Reservation.

Outcomes: The program received formal notification in August 2021 that this application was not funded.

COVID 19 Impact

No impact.

Retention & Graduation

NA

Student Quotes

NA

Utilization Data

NA

STUDENT SUPPORT SERVICES

AUTHORIZATION:

Higher Education Opportunities Act as Amended 2008 20 USC 1070a-11: Program authority; authorization of appropriations **Title 20-EDUCATION: CHAPTER 28-HIGHER EDUCATION RESOURCES AND STUDENT ASSISTANCE SUB CHAPTER IV-STUDENT ASSISTANCE Part A-Grants to Students in Attendance at Institutions of Higher Education Subpart 2-federal early outreach and student services programs Division 1-Federal TRIO Programs**

§1070a-14. Student Support Services

(a) **Program authority:** The Secretary shall carry out a program to be known as student support services which shall be designed—

- (1) to increase college retention and graduation rates for eligible students;
- (2) to increase the transfer rates of eligible students from 2-year to 4-year institutions;

(3) to foster an institutional climate supportive of the success of students who are limited English proficient, students from groups that are traditionally underrepresented in postsecondary education, students with disabilities, students who are homeless children and youths (as such term is defined in section 11434a of title 42), students who are in foster care or are aging out of the foster care system, or other disconnected students; and

(4) to improve the financial literacy and economic literacy of students, including—

- (A) basic personal income, household money management, and financial planning skills;
- (B) basic economic decision making skills.

FEDERAL APPROPRIATION:

\$348,842

Program Staff

Kyle Ethelbah, MPH, Director

Tony Lam, PhD, Math Instructor

Donna Jordan Allen, Coordinator for Academic Support & Instruction

Janet Reyes, Graduate Assistant

Moises Santiago, Student Assistant

Luis Lopez, Coordinator for Student Success & Involvement

Goal 1: Create environment where all staff recognize their personal potential and continue to develop personally and professionally (Staff Excellence and Education)

This goal aligns with the Student Affairs Strategic Objectives:

- a) Professionalism (SA Strategic Objective 2): Provide education that ensures staff is properly trained to provide professional and competent service.
- b) Exemplary Staff (SA Strategic Objective 4): Recruit and retain highly qualified staff.

Initiative I: Staff Training

The TRIO Programs Office has determined to provide professional development opportunities for

Student Support Services staff to ensure all are current in best practices and competencies for service provision.

Goal 1 for Initiative I: Provide professional development opportunities for SSS staff to ensure staff is current in best practices and competencies for service provision. The following programs support this endeavor. Services that support this activity:

- a. **ASPIRE Conference:** This annual event provides administrative training opportunities for TRIO staff members to ensure continued development regarding TRIO legislation and regulation, and professional best practices.

Outcomes: Donna Jordan Allen attended the ASPIRE Conference in October 2020. Donna has been able to implement effective tutoring oversight measures as a result of her attendance at these professional development conferences.

COVID 19 Impact

Training opportunities have actually gotten easier to attend (and more affordable) as a result of most of these being moved to a virtual platform.

Retention & Graduation

Faculty and staff are integral in facilitating classroom learning and sense of belonging, which provide pathways to post-secondary educational success. Hiring and training staff are important to the success of our student population.

Student Quotes

NA

Utilization Data

NA

Goal 2: Create programs where all students recognize their personal potential and engage in their post-secondary educational objectives (Student Support)

This goal aligns with Student Affairs Strategic Objectives:

- a) Student Engagement (SA Strategic Objective 1): Develop students as a whole through the cultivation and enrichment of the body, mind and spirit.
- b) Best Practices (SA Strategic Objective 8): Promote the effective use of best practices in Student Affairs departments, programs and services.

Initiative I: Academic Service Provision.

The core of the Student Support Services program is the academic advisor/counselor relationship with the student. This individual is involved in all areas of service provision including academic advising, financial aid and delivery of tutorial services.

Services that support this initiative:

- a) Academic Advising
- b) Tutoring
- c) Scholarship disbursement

Goal 1 for Initiative I: Provide services to 225 eligible students from the University of Utah.

Outcomes: Project served 246 eligible students and provided 1,097 hours of service in AY 2020-2021. Services included academic advising, financial aid and scholarship search assistance, and career exploration.

Initiative II: Staff hiring

The TRIO Programs Office has taken measures to ensure that the department recruits and retains high quality staff.

Goal 1 for Initiative II: Recruit and retain highly qualified staff. The following activities support this activity.

- a. **Hiring of Associate Instructor for Math Programs:** The TRIO Programs Office coordinated with the Math Department to recruit candidates for the Associate Instructor for Math Programs in the Spring of 2021.

Outcome: Dr. Tony Lam was hired and began instruction in January 2021.

Retention & Graduation

Service provision directly impacts retention and graduation. The ability for staff to assist student navigation at the university has proven effective in student achievement.

Student Quotes

NA

Utilization Data

First time, full time TRIO SSS students enter the university with lower average ACT scores (20 Fall 2019 versus 25 UU average) but persisted at higher rates than the general student body (82% v 75% Fall 19 to Fall 20 unofficial rates). Though more research and evaluation should be conducted around this, services provided by staff are the primary deliverable from the UU TRIO SSS Program. Although the overall rate in participation in the TRIO SSS Program decreased, the retention rate for first time, full time TRIO students remained higher than the rate for first time, full time students overall at the university.

Goal 2 for Initiative I: Administer College Student Inventory (CSI) to all incoming freshmen students.

Outcomes: 40% of incoming students completed CSI. The College Student Inventory identifies at-risk students in the incoming class using the leading non-cognitive indicators (academic motivation, general coping and receptivity to support services) of college student success.

COVID 19 Impact

Training opportunities have actually gotten easier to attend (and more affordable) as a result of most of these being moved to a virtual platform.

Retention & Graduation

The CSI has proven to be an invaluable tool to assist advisors in determining effective interventions for students before potential concerns can arise. This software in conjunction with the INSPIRE for Advisors (Civitas) has helped staff to ensure that students are aware of their academic progress and receiving the necessary services to pass their courses and connect to needed interventions.

Student Quotes

NA

Utilization Data

During the Academic Year 2020-2021, the TRIO Programs administered 50 CSI evaluations.

Goal 3 for Initiative I: Administer financial aid to qualified SSS participants.

Outcomes:

- \$30,000 of SSS Grant Aid dollars were disbursed in 2020-2021 (TRIO Participation Scholarship). These funds are designated to assist first and second year students who are at high risk of dropping out at the outset of the academic year.
- \$25,000 of additional aid provided through the Alumni Association (Alumni TRIO Advanced Standing Award) was disbursed in 2020-2021. These funds are designated to

assist third and fourth year students who are at high risk of dropping out at the outset of the academic year.

COVID 19 Impact

There was no disruption to the disbursement process as a result of the Corona Virus pandemic.

Retention & Graduation

For the Alumni Advanced Standing Scholarship, 27 awards were made to SSS participants, of whom 3 graduated and 22 returned for the 20-21 academic year.

For the TRIO participation Grant, 29 awards were made to SSS participants, of whom 25 returned for the 20-21 academic year.

Both these scholarship programs are intended to assist students who are at high risk of dropping out at the beginning of the start of the term of awarding due to financial constraints. The overall Fall 19 to Fall 20 retention rate for SSS Scholarship recipients was 89%, 9 percentage points higher than overall SSS student community.

Student Quotes

On the need to receive additional scholarship funds:

“This scholarship means so much to me and I’m appreciative of it because it removes a portion of the financial burden I will be facing this last semester at the U. Covid has taken a huge impact in my jobs and I’m very limited in hours. As a university student I understand this education is not cheap and it had been difficult for me and parents to see higher education as a reality this academic year because of our economic status, low resources, and unknown barriers while surviving a pandemic.” – name withheld

“I cannot thank you enough for the scholarship! Getting this scholarship is helping to break the cycle of poverty within my family. I am an older, single mother and being able to get my degree gives me the opportunity to find a stable job and hopefully one that will afford me the opportunity to support my children through college. All of you are truly a blessing to me and I wouldn’t be able to get my degree without your help!
” – name withheld

“Thank you again for the generosity and support. I was struggling with finding housing among other issues that arose from the Covid-19 pandemic. Thankfully, this scholarship was able to support me in my time of need, by providing the materials necessary for me to succeed.” – name withheld

Utilization Data

The TRIO Programs Office used the Academic Works scholarship portal (www.utah.academicworks.com) to administer both scholarship programs (Alumni Advanced Standing Scholarship and SSS Participation Grant).

Goal 4 for Initiative I: Provide tutorial services for TRIO SSS Participants

Outcomes: Provided 815 hours of tutorial services to active SSS participants through the TutorMe software platform.

COVID 19 Impact

Use of the TutorMe software platform increased during the move to online service provision.

Retention & Graduation

Tutorial services play a large role in the success of TRIO participants. Students who utilized tutoring services through our program have indicated a stronger sense of self-efficacy related to the subjects for which services were sought.

Student Quotes

“I like the TutorMe! It fits well in my schedule, especially for me that I work full time and I'm a full-time student. I can use the tutor.me during times when there are no classes and I get the crucial help that I need for my math assignments. I hope I could continue learning and be able to use Tutor.Me for future math courses.” – anonymous student survey response

“The site is very helpful! I like it” – anonymous student survey response

Utilization Data

Tutoring provided virtually through the TutorMe platform continued to increase. Total tutor hours provided via TutorMe in AY 20-21 was 339.

Assessment of tutoring activities is ongoing. The TRIO Programs Office has partnered with the Office of Budgets and Institutional Analysis to evaluate the impact of TRIO Course participation finding that students who take TRIO sponsored math courses pass at higher rates than students not enrolled in the same courses not taught by TRIO. This same evaluation is intended to be constructed for the overall tutorial program as well.

In addition to the review already provided, the federal reporting requirements do show that the UU SSS Program is meeting established federal objectives.

Federal Required Objective	Obtained Objective
a) 88% of all participants served by the TRIO SSS project will persist from one academic year to the beginning of the next academic year.	80% of participants served by the SSS project in AY 2019-2020 persisted into the fall 20 semester.
b) 87% of participants served by the SSS project meet requirements to be in good academic standing at the University of Utah.	97% of participants served by SSS remained in good academic standing.
c) 38% of new participants served will graduate with a bachelor's degree or equivalent within six (6) years (First served in AY 2015-2016).	46% of SSS participants who entered in 2015-2016 graduated within 6 years.

Goal 3: Create environment of cooperation with programs and services that serve low-income and first-generation college students (Collaboration)

This goal aligns with the Student Affairs Strategic Objectives:

- a) Collaboration (SA Strategic Objective 5): Partner with faculty, staff and external constituencies to foster student development and enhance the greater community.

Initiative I: Programmatic Partnerships

Goal 1 for Initiative I: Establishment partnerships to support programming and administrative reporting for the Upward Bound program. The following partnerships were initiated or maintained for the 19-20 academic year.

Partnering Agency	Services Provided	Outcome
Writing & Rhetoric Department - University of Utah	WRI 1010 course	The Writing & Rhetoric Department provides instruction to TRIO participants on a contractual basis
University of Utah Academic Advising Center	Mandatory Advising Program, INSPIRE for Advisors	The AAC provides TRIO with support and assistance with the Mandatory Advising Program (MAP) and Inspire for Advisors, student success software
Office of Orientation & Transition	First Generation student breakout sessions during summer orientation	The Office of Orientation & Transition Services provides TRIO space and time to allow incoming students to learn more about services provided by TRIO
Associated Students of the University of Utah Tutoring Center	Subsidized tutoring services	The ASUU Tutor Center provides subsidized tutoring to students referred by TRIO program
Ethnic Studies Department - University of Utah School of Cultural and Social Transformation	Introduction to Ethnic Studies course	Department provided Ethnic Studies 1800 course for summer bridge and Jump Start Students
University of Utah Math Department	Math 980, 1010 courses	Department of Mathematics provides curricular support for TRIO Programs office to provide instruction for Math 980, 1010, and 1030. TRIO Program pays salary. These services are provided for Bridge and Jump Start programs
Office of Scholarships & Financial Aid	Scholarship Disbursement, Financial Aid presentations	The OSFA provides the TRIO programs with support and assistance with the disbursement of the Oser scholarship and the TRIO Participation Grant in addition to financial aid presentations for TRIO students.
University of Utah Registrar	Data Reporting	The Registrar's office provides TRIO with real time data for federal reporting requirements to the US Department of Education

Office of Budgets & Institutional Analysis, The University of Utah	Data Reporting	The Office of Budgets & Institutional Analysis provides the TRIO Programs office with data for reporting and development of existing and future programs.
Center for Ethnic Student Affairs	Office Hours	The CESA Office provides the TRIO Programs office with space and time in their office location in the Student Union.
University of Utah Alumni Association	Scholarship Dollars	The Alumni Association provided the SSS Program with \$25,000 to provide additional financial support to participants in their junior and senior years at the university.
University of Utah Office of Admissions	SSS Program information distribution	The admissions office shared SSS program information with all students indicating first gen status on the admissions application. The TRIO SSS program was able to meet federally mandated number of students served within the first semester of AY 20-21. This is the first time the SSS program was able to meet this objective this early in the academic year.

COVID 19 Impact

Much of the established partnerships were not significantly impacted with the exception of the Office of Orientation and Transition. This year all new student orientation sessions were conducted online. The OOT provided specific orientation programming for TRIO and other support programs on campus to share information about the services available through these programs.

Retention & Graduation

The collaboration between offices for both program delivery and administrative oversight is extremely important to ensure that the TRIO SSS program is meeting established objectives.

Student Quotes

NA

Utilization Data

NA

Goal 4: Create an environment of program accountability (Assessment)

This goal aligns with the Student Affairs Strategic Objectives:

- b) Assessment, Evaluation and Research (SA Strategic Objective 6): Utilize a coordinated assessment, evaluation and research approach to promote data driven-decision-making.

Initiative I: Assessment

- b) Goal 1 for Initiative I: Evaluate and assess the TRIO Programs compliance to federal legislation and regulation as it applies to data collection, program management and annual performance reporting.
 - a) **TRIO Staff Planning Retreat**: This annual event occurred in January 2021 and reviewed AY 2019-2020 annual performance report data to measure established benchmarks and determine service provision and augmentations to processes. Assessment of this activity is dependent on annual performance report data and is typically reviewed once again in August of each year.
Outcomes: Staff have been able to project service provision as laid out by grant requirements and implement these requirements into established service provision planning.
COVID 19 Impact
 This process moved from in person to virtual, and is now conducted only once per year.

Retention & Graduation

Program accountability has been a point of importance in the last few years. In particular, the TRIO Programs Office wishes to ensure that all services are delivered in line with federal requirements, and that they have a demonstrable impact on students in the programs. The annual TRIO planning retreat offers staff to ensure that objectives are met, but also that services can be evaluated for impact and not just delivery.

Student Quotes

NA

Utilization Data

NA

Goal 5: Pursue funding opportunities for additional initiatives within the TRIO Programs office (Resource Development)

This goal aligns with the Student Affairs Strategic Objectives:

- b) Collaboration (SA Strategic Objective 5): Partner with faculty, staff and external constituencies to foster student development and enhance the greater community.

Initiative I: Resource Development

- a) Goal 1 for Initiative I: Explore and write for additional funding to support the efforts of the TRIO Programs office. The program applied for the Talent Search program in spring 2020. This program was intended to provide outreach services including academic advising, after school tutoring, mentoring and additional supports to students in the Uintah Valley, specifically from the Ute Reservation.

Outcomes: The program received formal notification in August 2021 that this application was not funded.

COVID 19 Impact

No impact.

Retention & Graduation

NA

Student Quotes

NA

Utilization Data

NA

Plans for the future

You are experts in your area. There may be national trends and/or changes that will impact the work of your department. Describe how you are planning to address these.

- A. Anticipated challenges
 - a. Kyle Ethelbah has resigned his position as Director effective August 2021. A new director will be hired and on boarding will take some time.
 - b. Congressional stall on FY Budget appropriation for federal programs (including TRIO) due to national elections.
- B. Anticipated opportunities
 - a. Opportunity to increase TRIO services through the Upward Bound grant application.
- C. What on-line programs and services do you plan to continue to offer that will compliment in-person services
 - a. ConexEd (Cranium Café) for advising appointments
 - b. TutorMe for tutorial services
 - c. Docusign for signatures on TRIO applications
 - d. Civitas (INSPIRE for Advisors)
 - e. My Emma email communication software
 - f. Academic Works for scholarship applications
 - g. Qualtrics for student applications and departmental surveys
 - h. National Student Clearinghouse for student tracking
 - i. Student Access database for Upward Bound and Student Support Services database services
 - j. Microsoft Teams for staff communication
 - k. Canvas for course teaching and TRIO SSS Resource Access
- D. Any grants or contacts you have received and how it compares to the previous year
 - a. Receipt of TRIO SSS Continued Funding award. Three percent increase reflected in the new appropriations with a \$1.9 million, five-year total.
 - b. Writing for the TRIO Upward Bound program to be implemented in June 2022.
- E. Any gifts/new revenue
NA

Staff Excellence

A. Awards and Recognitions

NA

B. Committee Memberships, Leadership Roles in Professional Organizations

Kyle Ethelbah, Council for Opportunity in Education (COE), Immediate Past Chair, Board of Directors

C. Presentations and Publications

NA

D. Faculty Appointments

NA

E. Additional Information and Staff Highlights

i. Professionalism

Conferences attended:

- a) Donna Jordan Allen – ASPIRE Conference 2020
- b) Kenny Quintanilla – ASPIRE Conference 2020
- c) Luis Lopez – COE Conference

ii. Recruitment and retention of highly qualified staff [Part B of Budget Report (A-J)]

- d) Tony Lam, PhD, Associate Instructor for Math Programs, January 2021

iii. Retirements, new hires, accomplishments, committees, awards. . .anything you deem important!

The TRIO Programs Office is pleased to welcome the following individuals to their new roles within the department:

- a) Tony Lam, PhD, January 2021

The TRIO Programs Office bid farewell to the following individuals:

- a) Kyle Ethelbah, August 2021

The TRIO Programs staff have been instrumental in assisting in development of meaningful partnerships to support the One U initiative and the anti-racism work established by Equity, Diversity & Inclusion. Specifically, Luis Lopez, SSS Manager for Student Success was selected to participate in the Intergroup Dialogue Series sponsored by the One U Thriving and the Anti-racism committee at the University of Utah. Additionally, Kyle Ethelbah participated in the Male Identifying Initiative for American Indian and African American students as well as the McCluskey Center for Violence Prevention's Community & Identity Based Curriculum Development work group.

Anti-Racism Plan

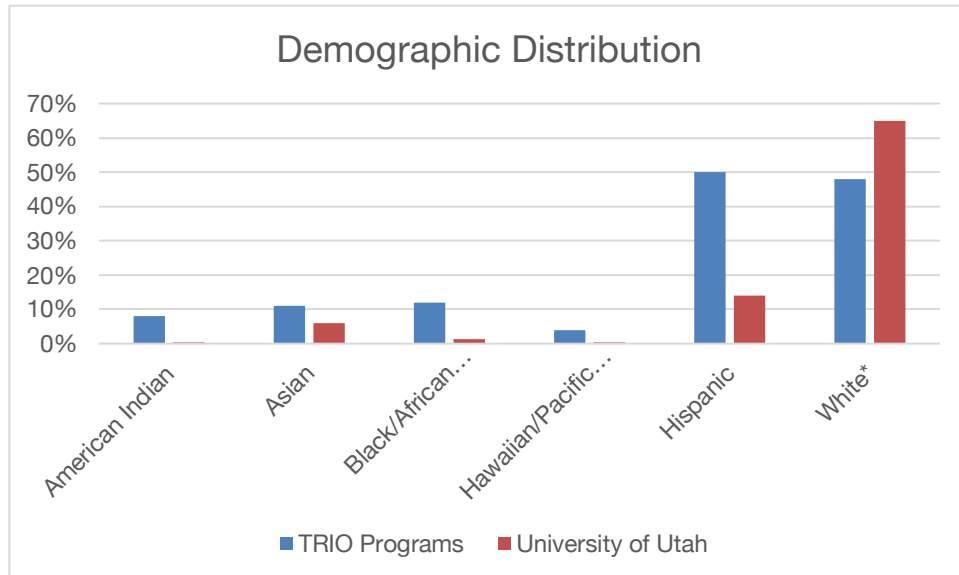
Position Statement

The TRIO Programs Office has been in existence on the University of Utah campus since 1972. The programs represented in this unit included the Veterans Upward Bound Program (1981), the Student Support Services Program (1978), and the Upward Bound Program (1972). Currently, the two programs housed in this department are the Upward Bound and Student Support Services Programs, which are two of the longest running federal TRIO Programs in the United States. These programs are funded through Congress and are overseen by the US Department of Education. TRIO Programs in general are intended to provide access and opportunity services to students who are low-income, first-generation, and/or disabled. The primary intention of these programs is to assist participants to obtain their post-secondary education. These programs originated through the war on Poverty established by President Lyndon B. Johnson and were initially included in the Economic Opportunity Act of 1964 as the primary mission was to combat intergenerational poverty. These programs moved formally into the Higher Education Act of 1965 and have remained there since.

Given that these programs have at their core the elimination of poverty, the primary eligibility criteria for participation in these programs is income. In order for students to participate, their family income must be 150% below the federal poverty line. For the Upward Bound program, the use of Free and Reduced Lunch Program eligibility was used to determine partner schools (currently East, West, Highland and Kearns High Schools). For the Student Support Services program, students provide income statements attesting to their family taxable income.

Historically, low-income individuals are heavily represented in marginalized and minoritized communities. This is evident in our race and ethnicity distribution within our programs. Current racial and ethnic distribution percentages in our programs are listed below in comparison with the University of Utah representation for undergraduate students:

Race/Ethnicity	TRIO Programs	University of Utah
American Indian	8%	0.4%
Asian	11%	6%
Black/African American	12%	1.4%
Hawaiian/Pacific Island	4%	0.4%
Hispanic	50%	14%
White*	48%	65%



**This number includes individuals who identified ethnically as Hispanic but racially as White on the TRIO application for services.*

The fact that the programs participation rate of minoritized communities is higher than the general student body at the university indicate that the TRIO programs contribute to the diversification of the institution to meet the needs of all communities in the Salt Lake metropolitan community.

In January 2020, the TRIO Programs team came together to devise a position statement to reflect the values and commitment that the office as a whole was to take in relation to student representation, safety and well-being. The final product of that work is reflected below. This work is iterative and will be revisited on an on-going basis.

The TRIO Programs, through a supportive environment, empower underrepresented students to access postsecondary education and to achieve success leading to a postsecondary degree. Federal TRIO programs include eight programs targeted to serve and assist low-income individuals, first generation college students, and individuals with disabilities to progress through the academic pipeline from middle school to post-baccalaureate programs. At the University of Utah, two programs are housed, Upward Bound for high school students and Student Support Services for college students. TRIO is committed to the transformation of society into one that promotes social justice and freedom from oppression, including, but not limited to, racism, sexism, classism, heterosexism, ageism, and ableism.

Our Vision

To create a powerful learning community at the University of Utah, centered on core values and a shared commitment to academic excellence. Student Support Services and Upward Bound will increase the number of underserved students (low-income, first-generation, and students with disabilities) in college. UB and SSS graduates will be responsible, engaged citizens who are prepared to be leaders of the future.

Our Mission

TRIO is dedicated to empowering a diverse student body with an outstanding college education.

Guiding principles

- *Value, respect, and appreciate each student and staff*
- *Place students' needs first (remain student centered)*
- *Value resiliency in students*
- *Promote social justice in education*
- *Promote education by providing the tools that students need to become empowered for themselves and to contribute to their communities and to society as a whole*

This commitment statement was created as a result of incidents which occurred on the UU campus regarding student behavior toward minoritized communities, African American students especially. The intent of the statement was to ensure that our office would serve to assist and support students from all communities and that students knew that they could find support and safety within our programs.

Current Anti-Racism Initiatives

Current anti-racism initiatives undertaken from our office include:

- The incorporation of Ethnic Studies 1800 as part of the Summer Bridge Program curriculum. This course is a two-credit course that explores the historical development of, research issues in, and theoretical trends in the field of ethnic studies. This is a collaboration with the Department of Ethnic Studies within the School for Social Change and Transformation.
- The provision of technology for students who do not have access to hardware to complete coursework. This initiative addresses barriers to education (institutional racism) that can prevent low income students and minoritized communities from accessing needed requirements for degree completion.

Anti-Racism Plan

Goal	Timeline	Assessment	How does this address institutional/systemic racism	Strategies/Collaborations
Remove Taxable Income signature page from TRIO Program application from SSS Program.	May-22	Program application review	The TRIO Programs participation application requires similar information that is collected from the FAFSA. By eliminating the signature page (which requires parental signature for dependent students), this will reduce the already heavy requirements	Office of Scholarships and Financial Aid

			(structural racism) already placed on the student.	
Require all staff to complete a personal anti-racism plan.	May-22	Staff anti-racism plan	TRIO program staff are part of the institutional fabric. By complying with institutional policies and procedures, staff are not always aware of the biases perpetuated by these systems. A personal anti-racism plan will assist staff to evaluate their personal values and assess where and how they can help alleviate potential barriers or overt acts of racism.	Student Affairs Diversity Committee
Provide dialogue opportunities for TRIO program participants to discuss social justice and opportunities for continued growth and development	May-22	Dialogue evaluations	This program and series will allow participants to engage in dialogue around current social justice events and opportunities to improve racial awareness. These dialogues will help move the TRIO programs Office forward with student led recommendations.	First Generation Scholars, DREAM Center

Balancing Commitments

Although social justice work is often taxing, the TRIO Programs Office feels it is of the utmost importance. This work will be undertaken in addition to the requirements of the federal grants, and institutionally established commitments. Staff will oversee the implementation of these objectives collectively. A portion of each monthly all staff meeting will be dedicated to the follow up and update on the progress to this work. Where possible, partnerships indicated will be invited to assist with the delegation of plan requirements to assist in this process. Additionally, all staff will be provided opportunities for self-reflection, including mental health days to process through this work.

