

**TROJAN  
COLLEGE  
ACCESS  
CENTER  
RETENTION  
MANUAL**



# INTRODUCTION

Because college life is new and not always an easy adjustment for graduates, the Trojan College Access Center has designed a college retention manual to assist Greater Johnstown High School Graduates in their journey towards a post secondary degree.

All graduates are welcome to return to the Center for assistance at any time during their college career, or they can contact us via phone or email.

This manual will try to help you answer questions such as;

“Where do I go when grades are bad?”

“My roommate and I don’t get along!”

“How can I transfer to another school?”

“I am so homesick”

Contact Information: **Trojan College Access Center**

**Greater Johnstown High School**

**222 Central Ave. Room A220**

**Johnstown Pa. 15902**

**Phone 814-533-5601 ext 1330, 1220, or 1023**

**Contact Bob Arcurio, Cyndi Ahlborn, Jen Vance, or Ed**

**Dreikorn**

You can email us at [aslarcurio@gjsd.net](mailto:aslarcurio@gjsd.net)

**Don’t let stumbling blocks get in your way of achieving a college education.**

# **CONTENTS**

Definition of Retention	pg. 4
Issues that Might Impact Retention	pg. 4
Reasons for Dropping Courses	pg. 4-5
Retention Strategies	pg. 5-7
o Category I: Institutional	pg. 5-6
o Category II: Departmental	pg. 6-7
Possible Resources	pg. 7
Miscellaneous Issues	pg. 8
Trojan College Access Center Services	pg. 9

# **Definition of Retention**

Retention encompasses several substantial factors that center around completion. Thus, retention must be addressed with a specific focus on each of its constituent factors, namely:

- Completion of a course,
- Completion of all courses in which a student enrolls each semester,
- Completion of requirements for an associate degree or certificate,
- Completion of course, program, or any other undertaking, in which a student is enrolled for the explicit purpose of self-improvement and/or continuing education,
- Reaching a point of transferability to another institution,
- Acquisition of a particular skill

# **Issues That Might Impact Retention**

- Economically disadvantaged
- Academically disadvantaged
- Individuals with disabilities
- Single parents
- Female
- Full time students
- Taking fewer than 6 hours
- Academic majors
- Occupational/technical majors
- Tech prep students
- Ethnicity

# **Reasons for Dropping Courses/College**

- Changes in job schedules and/or work-related conflicts
- Course too challenging and/or academically unprepared
- Instructor/student conflict
- Enrolled in too many semester hours
- Excessive absences due to a variety of reasons
- Childcare-related needs

- Feeling of hopelessness due to failing performance in the class
- Job and/or family relocation
- Poor communication (cannot understand teacher, language problem, not getting anything out of the class)
- Students discover that they do not need the particular course
- Procrastination and unprepared particularly as they relate to Internet Coursework
- Transportation problems
- Military-related matters (veteran and/or eligible dependents)
- Family-related issues
- Economic concerns
- Health/Medical reasons

## **Retention Strategies**

Places you can look for help within the campus

### **Category I: Institutional Help**

Support to improve the likelihood of remaining enrolled in classes and in the college for as long as is required to achieve their various personal academic goals.

#### **• Retention-Oriented Student-Support Services:**

Not all colleges have these particular services, but most have something similar.

- o Counseling Center
- o Women's Center
- o Student Development Program
- o Basic Skills Enrichment Program
- o Transfer Center
- o Veteran's Affairs Center
- o Disability Support Services

- o Day Care Services for Students
- o Student Learning Assistance Center
- o Assessment Center
- o College Health Center
- o Student Financial Services
- o Career Planning Center
- o Job Placement Program
- o International Students Services
- o Distance Education Office
- o Student Activities Office
- o Student Support Services Program
- o Student Assistance Program

**• Activities Related To Title V:**

- o Supplemental Instruction (peer assisted study sessions)
- o Learning Communities
- o Faculty Instruction in Alternative Learning Techniques
- o Computer Literary Web-Based Learning Center
- o Strategies for Success (counseling intervention)

**Category II: Departmental Strategies**

Always check with your advisor or a professor you feel comfortable with for ways you can obtain help within your specific major department or within a course department.

- Academic Counseling
- Other Counseling
- Students can avail themselves of professional counseling and related student-support services in the Counseling Center, Women’s Center, International Students’ Services, Veterans’ Affairs, Disability Support Services and Career Planning and Placement Center.

This is done by walk-in self-referral, referral from faculty (professors), referral from staff and pre-scheduled appointments. With the exception of crisis intervention and other situations of an exigent nature, need-based counseling involves a timely and systematic approach, and a referral process to campus-based/community-based resources.

## **Some of the possible resources may be:**

- Academic Enrichment
- Learning Resource Center
- Library Services
- Course-Related Instructional Program
- Library-Resources Instructional Program
- Educational Multimedia Center
- Audio Visual Media Services
- Student Learning Assistance Center
- Tutoring
- Computer Assisted Instruction
- Video-Based Instruction
- CD ROM-Assisted Instruction
- Study Skills Training
- Note-Taking Training
- Basic Skills Enrichment Programs
- Non-Course Based Remediation
- Skills Development: Overcoming Math Fear and Failure
- Homework Assistance
- Specialized Tutoring
- Available Videos
- Textbooks on reserve in the Library

# Miscellaneous Issues

Issues with **roommates** can be resolved through the RA (Residence Assistant) in the dorms or in off campus college owned housing through the **Housing Office**.

**Counseling Services** are always available on college campuses to assist students with any **personal problems**. Please take advantage of their services. They are free of charge and can sometimes take what seems to be an overwhelming problem and find an easy solution. They are a good resource for issues such as “homesickness”, ‘loneliness”, family related issues, etc.

**Tutoring Help** are available through a Learning Center at almost all colleges. The Counseling Center, your advisor, or any professor can help direct you to tutoring help as well.

All Campuses have a **Security Office**. They can help with safety issues you may encounter while away from home.

Most colleges have a **Health Center/First Aid Station**. They can generally help with minor health issues. They will call the appropriate services for more severe health issues.

Always consult your **Advisor** for any issue you do not know where to go for help.

**The Trojan College Access Center will also provide ongoing services to Greater Johnstown High School graduates for up to 5 years after graduation.**

1. Tutoring at the High School for local college students
2. Continue counseling services at the High School for students and their parents
3. Provide a supportive environment for parents and/or students to come in and discuss college related issues and problems
4. Financial Services continued
  - Continued help with FAFSA
  - Grant, scholarship and loan counseling continued
5. Develop and maintain close working relationships with college administration, staff, faculty, financial aid offices and admissions offices to identify and connect students to:
  - On campus tutoring programs,
  - Mentors,
  - Minority student support groups,
  - Other on campus support programs to help students succeed.
  
6. Represent and negotiate on behalf of students and their parents in the event of problems and/or disputes in areas of:
  - Financial Aid
  - Academic Standing
  - Probation
  - Expulsion
7. A Computer Lab for
  - Tutoring
  - College searches,
  - Grant and scholarship searches