



Student Support Services Newsletter

Welcome to Student Support Services!

Welcome to **Student Support Services (SSS)** at Lock Haven University! Located in 113 Russell Hall, we are a unit within the **Department of Academic Development & Counseling** of the **College of Education and Human Services**. The SSS program's primary objective is to promote the academic success of program participants, leading to higher retention and graduation rates. Serving up to 230 students per year, SSS is staffed by **Dr. Tammy Russell**, Director and Assistant Professor; **Ms. Julie Story**, Writing Specialist and Instructor; and **Mrs. Judy Robb**, Secretary.

Students qualify for SSS if they are first-generation (neither parent nor guardian received a bachelor's degree) and low income according to guidelines, first-generation only, or have

a documented disability (as supported by documentation submitted to the Disability Services Office).

Available services for students include an Academic Year Component, the Book Loan Program, Grant Program, Cultural Programs, and Tutoring. Freshmen work especially closely with Dr. Tammy Russell to receive academic advisement, Julie Story to work on writing skills, and Peer Mentors for additional assistance. The 2007-2008 Peer Mentors are Beth Blazina, Lillian Calkins, Erie Coney, Lydia Dively, Tyler Fenimore, Terrance Green, and Alyssa Hoover.

This newsletter provides an overview of the SSS services and staff.

Services Available to Active SSS Students

Academic Year Component

Throughout participants' undergraduate experiences, SSS will help students meet their goals. With emphasis on the freshman year, the Director of the SSS program, **Dr. Tammy Russell**, provides academic advisement to first-year SSS participants. First-year participants meet monthly for team meetings and work closely with SSS faculty and assigned Peer Mentors. A faculty Writing Specialist also works one-on-one with program participants.

Book Loan Program

Active SSS participants will be able to reduce their cost of attendance by utilizing the SSS Book Loan Program. Students can check out textbooks from Russell 113 with the understanding that their textbooks must be returned to the office at the end of the semester and not sold.

Grant Program

SSS students who receive a Pell award, have a minimum of a 2.5 cumulative quality point average, and who have been active participants in the program are given the opportunity to apply

for an SSS grant. The award is equal to the student's Pell awards.

Cultural Programs

Active SSS participants will have the opportunity to participate in cultural activities throughout the year. Trips include excursions to Washington, DC, New York City, Philadelphia, and even study abroad experiences. Participants must read their newsletters regularly and pay attention to their e-mails in order to be aware of these cultural opportunities.

Tutoring

SSS participants can take advantage of one-to-one writing assistance from **Ms. Julie Story**, Writing Specialist, by e-mailing her at jstory@lhup.edu.

Students needing additional assistance for specific University courses are referred to University Tutorial Services as well as the separately housed Writing Center and Math Center. The SSS Director and Peer Mentors follow up with SSS participants who receive tutoring services to make sure that they are using the services to the best of their ability.

SSS Director, Dr. Tammy Russell

Dr. Tammy A. Russell began as Assistant Professor and Director of Student Support Services, Fall 2006. A first-generation, conditional admit to The Pennsylvania State University, she received a B.S. in Rehabilitation Services Education in 1992. Dr. Russell completed an M. Ed. in Counselor Education in 1997 and a Ph. D. in Counselor Education with a minor in Higher Education in 2006, also from The Pennsylvania State University.

Dr. Russell has 7 years experience in the academic advising profession, two of which were spent as an administrator. After developing and chairing the First-generation College Student Interest Group for the National Academic Advising Association (NACADA), she was appointed as a Commission and Interest Group Division leader for NACADA.

Areas of research specializations include organizational structures and their relation to student persistence, student retention, and academic advising. According to Dr. Russell, it is crucial for faculty advisors to help students design a schedule that fits students' academic strengths and learning styles. Students' simultaneously enrolling in too many social and behavioral sciences and humanities courses can be as academically detrimental to their success as enrolling in science courses without completing math prerequisites.

Dr. Russell just recently passed the peer review process to have LHU's SSS program listed with the Educational Policy Institute. The program is one of the 140 programs listed within the Effective Practices in Student Success (EPSS) database.

Dr. Tammy Russell
Director, Assistant Professor
Russell Hall 111
(570) 484-2324
trussel2@lhup.edu



Writing Specialist, Ms. Julie Story

In August 2003, **Ms. Julie Story** began serving as Writing Specialist for SSS students at LHU, teaching Business Writing, and acting as interim director of the Writing Center. Now, she provides SSS students with writing assistance full time. Ms. Story believes, "Communication skills are essential for students' success at LHU, on the job, and in life."

Ms. Story earned a B.A. in English from Lock Haven State College in 1982 and an M. A. in English from Indiana University of Pennsylvania in 1984. From 1984-87, she continued English graduate studies at The Pennsylvania State

University before joining its faculty as a Lecturer. Until 2003, Ms. Story taught basic writing, writing in the professions, and peer tutoring in writing. In addition, she served as an administrator and professional tutor in the Penn State Writing Center—the keystone for the Center for Excellence in Writing,—while working in partnership with the University Learning Center.

Ms. Story participates in several writing center organizations and is currently working on a doctorate in Educational Leadership with an emphasis in Curriculum and Instruction.

Ms. Julie Story
Writing Specialist,
Instructor
Russell Hall 19
(570) 484-3847
jstory@lhup.edu

She is available to assist students by appointment:

M-F

8:00-11:30 a.m.

& 1:30-4:00 p.m.

Secretary, Mrs. Judy Robb

Mrs. Judy Robb came to LHU in March 1991 as the SSS secretary following 15 years at the Lock Haven YMCA. She graduated from Lock Haven High School before attending Indiana State College and Lock Haven State College.

Mrs. Robb has three children, two grandchildren, and her husband is a retired elementary school teacher and wrestling coach. She loves sewing and quilting, reading books by mystery writer Mary

Higgins Clark, and taking walks along the Lock Haven dike. Mrs. Robb is someone who can keep students "in the know" with her take on Lock Haven's beautiful surroundings, outdoor activities, and many restaurants.

Mrs. Robb has made many close connections with students, many of whom keep in touch, and she is the first point of contact for SSS with a "Hello! How can I help?"

Mrs. Judy Robb
Secretary
Russell Hall 113
(570) 484-2345
jrobb@lhup.edu