



SSS Director, Catherine M. Clark named the AVP for the new Student Success Center (SSC)



Catherine M. Clark, the director of Clarkson University's Student Support Services has been named the Associate Vice President of the University's new Student Success Center.

The SSS staff would like to **CONGRATULATE** Cathy for her hard work in providing assistance in the evolution of this new center.

Cathy came to Clarkson University in 1993 as Assistant Director in Undergraduate Admissions. She also was the Director of C-STEP/McNair and the SSS office. Cathy is a member of the CU Million Dollar Club, having been awarded over one million dollars in grants. She received her Bachelor's in Biology and Master's in Teaching from SUNY Potsdam and her Master's in Counseling and Development from St. Lawrence University.

The Student Success Center will bring the following departments together:

- Student Support Services
- First-Year Advising/University Studies
- Accommodative Services

Student Support Services (SSS) is a federally funded grant whose guidelines state that participants must fall under one of the eligible criteria (low-income, first generation college or accommodative). With the creation of the new Student Success Center, SSS will remain a grant funded program but will be part of a department that focuses on the success of all students (regardless of eligibility).

The new Center will focus on Student Success initiatives that will ultimately increase retention. The formation of the SSC will be comprised of Student Support Services, First Advising/University Studies and Accommodative Services. By bringing these offices together, services will be well-coordinated, timely and effective. The SSC will stand as a clearly marked pathway to get help!

Special points of interest:

- New Student Success Center
- Finals
- AAUW
- SAEOPP
- Business Etiquette Training Dinner
- Tutoring
- Workshops

Upcoming Final Exams

'Tis the season for buckling down for the dreaded final exams.

You may be feeling overwhelmed, adding more stress to your already hectic life. Well, keep in mind that's what we're here for. Use your resources!

Across campus there are many areas where you can get extra help. SSS is one of the many departments that will be glad to help you with your academic needs.

Don't forget to take care of your nutritional needs too.

- Get plenty of rest
- Eat nutritious meals & snacks
- Use the buddy system to help you study and remember to turn off IM and other distractions during study time.

AAUW Event



Women’s History Month Event: Strategies and Techniques in Negotiation

On Thursday, March 26 approximately 35 Clarkson undergraduate students attended a dinner program on the topic of salary and workplace negotiations. The session was in celebration of Women’s History month and served as a follow-up program to last year’s “Negotiations U.” training and contest funded by the American Association of University Women. All participants received a copy of the following popular press book based upon the leading research on negotiations:

Babcock, L. & Laschever, S. 2009. *Ask For It: How Women Can Use the Power of Negotiations to Get What They Really Want*. New York: Bantam-Dell.

Session co-organizer Cathy Clark, Director of Student Support Services, provided an overview of the 2008 Negotiations U. project. Clark commented, “The catalyst for this year’s event was Negotiations U. participants and student leaders from 2008 who felt strongly about the issues surrounding the pay gap. They wanted to continue educating their peers about negotiations techniques and strategies.” The other session co-organizers were Paula Wilmot, Director of Co-Curricular Education and Programming, and Mary Graham, Associate Professor in the School of Business at Clarkson. In introductory remarks, Graham highlighted an 8% difference in pay per year between women and men with the same qualifications working in the same occupations and industries, that potentially could be reduced with effective negotiations.

The program also included small group discussion and a keynote address by Jennifer deCoste, Associate Vice President for Institutional Diversity Initiatives at Clarkson. In her talk, deCoste shared interesting examples of negotiations in her work career, including an early career misstep and the process by which she negotiated terms of employment with Clarkson. deCoste emphasized that negotiations involves building cooperative relationships to assist both sides in getting what they want, and she encouraged the students to view the answer of “no” in negotiations settings as a “speed bump” rather than the end of discussions. deCoste commented, “There will always be speed bumps in the road, but you can handle them by creatively using an attitude that anticipates negotiation, opening communication amongst all parties, flexibly planning your approach, evaluating all viewpoints, and closing appropriately.” The Women’s History Month event was funded by the Deans of the School of Business, the Coulter School of Engineering, and the School of Arts and Sciences.

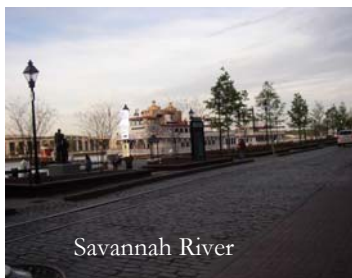
The Women’s History Month event was funded by the Deans of the School of Business, the Coulter School of Engineering, and the School of Arts and Sciences.

SAEOPP workshop

The Southeastern Association of Educational Opportunity Program Personnel Center hosted this training - “Priority 1 - Record Keeping; Reporting Student and Project Performance; and Rigorous Evaluation of Project Performance in Order to Design and Operate a Model TRIO Project”.

The workshop was held in beautiful Savannah, Georgia from 3/31/09 — 4/02/09

The SSS staff members who attended this workshop created a Master Action Plan (MAP) to “Tell Our Story” to the campus community to capture those students who are eligible for SSS.



Savannah River

Business Etiquette Training Dinner

The SSS, HEOP, and C-STEP/McNair offices teamed up for our annual Business Etiquette Dinner with Etiquette & Protocol Consultant, Christine Lancaster.

There were 28 students and 3 staff members who attended the training. Christine’s expertise in this field gave us the guidelines for proper business etiquette dining. ARAMARK deserves a 5 fork rating for the delicious food and the magnificent service they provided.



TUTORING - record breaking numbers

**Tutoring is on the rise -
simply put, our students know that tutoring works!**



*Like riding a bike, what was once so hard, is now so easy, after I finally learned how to do it.
~ Lorraine H*

	Spring 2009 (4/08/09)	Fall 2008	Spring 2008	Fall 2007	Spring 2007	Fall 2006
Filled Request	568	980	550	886	414	655
	1548		1436		1069	
Students	308	589	315	569	247	425
	897		884		672	
Groups	126	169	147	137	89	113
	295		284		202	



... I'm glad to help

Recognizing our tutors

SSS would like to take the time to thank all of our tutors, past and present.

Our tutors truly do a great job in sharing their knowledge with their peers. Their dedication and desire to help others is evident according to feedback of success stories.

Every year we recognize our graduating senior tutors, this year is no different. We are looking forward to a Senior Tutor Dinner to formally thank our graduating tutors. Congratulations and Good Luck to you all!

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|----------------|-------------------|-----------------|----------------|
| Matt Adamchick | Markthomas Cutone | Inho Kim | Max Martin |
| Greg Chojecki | Bill Gately | Matthew Kinnier | Daniel Stevens |
| Peter Coffin | Allie Hazard | Patrick Lee | Karen Streeter |
| Emily Connor | Marissa Hirschey | Andrew Lipinoga | Nicole Waldow |

SSS workshops going strong

Natural abilities are like natural plants; they need pruning by study.

- Francis Bacon

Any one or all of the following workshops may be of interest to you:

- ◆ Test Taking Techniques
 - ◆ Improving Your Study Skills
 - ◆ Effective Time Management
 - ◆ Stress Reduction & Relaxation
 - ◆ Finishing your Semester Strong
 - ◆ Success with Final Exams

The SSS workshops that our trained academic specialist hosts are becoming more and more popular.

They say that word of mouth is the best advertisement; well we can vouch for that! It must be that our students are spreading the word and sharing their positive experience with fellow peers.

If you are interested in attending a workshop or want to suggest another topic please contact us the SSS office.

Clarkson University
2008-2009 Student Support Services Satisfaction Survey

1). What services offered by SSS have you utilized during the Fall 2008 and/or Spring 2009 Semesters?

- Academic Counseling
- Tutoring Services
- Cultural Enrichment/ Recognition (*Awards Open House, Halloween or Christmas events, Etiquette Training or Other*)
- Personal Counseling
- Workshops (*please check below as many as you have attended*)
 - Knight Owls Time Management Test Preparation
 - Managing Test Anxiety Stress Management Personalized Workshop

2). Do you feel that you are in a safe and welcoming environment when you come to the SSS office?
If you select no, please tell us why.

Yes Most of the time Sometimes, but not often No

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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3). Were you satisfied with the assistance and information you received? (Choose one)

Very Satisfied Satisfied Not Satisfied No Opinion

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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4). Please rank on a scale of 1 to 10 (1 being not helpful and 10 being excellent) how your study skills, time management skills and test prep were before and after you came to SSS.

	Before	After
Study Skills	-	-
Time Management	-	-
Test Preparation	-	-

5). Please rank on a scale of 1 to 10 (1 being not helpful and 10 being excellent). Do you feel you received the appropriate personal support, became able to deal with academic difficulties, and increased your overall self-confidence and motivation?

- Appropriate Personal Support -
- Dealing with Academic Difficulties -
- Overall Self-confidence and Motivation -

Please fill out both pages

6). On Average, how many times (total) have you received assistance from SSS during 2008-2009? (This includes tutoring, meeting with an advisor, academic/personal counseling sessions, and/or cultural enrichment programs).

0	1-5	6-10	11-15	16-20	More than 20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If less than 5, please indicate why:

7). Regarding tutoring, do you feel that your tutor met your academic needs?

Yes Most of the time Sometimes, but not often No

If not, please explain why:

8). In regard to Cultural Enrichment, Recognition or Business Etiquette training, do you feel welcomed to participate?

Very Satisfied Satisfied Not Satisfied No Opinion

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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9). What are some of the strengths that you see for SSS?

10). What are some improvements that SSS could make?

11). Any other comments or suggestions would be most appreciated.

Name: _____ Student ID# _____
optional *optional*

Please Return to the SSS office, Box 5647

Please fill out both pages



Student Support Services

Box 5647

Price Hall—Ormsby Entrance—2nd Floor

Phone: 315-268-2209

Fax: 315-268-7991

E-mail: sss@clarkson.edu

Student Support Services

Guiding you to YOUR fullest potential

Spring
is
in
the
air



Our destiny changes with our thought; we shall become what we wish to become, do what we wish to do, when our habitual thought corresponds with our desire.

REMINDER

All SSS library items must be returned to the SSS office by 4/27/09 unless other arrangements have been made.

Laptops / Books / Calculators / etc...

Student Support Services Staff:

Catherine Clark

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Associate Director/Academic Specialist

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Associate Director/Tutor Coordinator

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Lorraine Hicks

Administrative Secretary

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SSS Trivia

SSS is a federally funded program

SSS eligibility is based on one or any combination of the following:

- First generation college student
- Income eligible
- Documented disability
- Clarkson University is able to serve 160 SSS students
- Grant aid may be available to select students

So what's in it for you?

- Tutoring – you may be eligible for one-on-one tutor sessions
- Academic counseling –
 - Study skills
 - Time management
 - Concentration, organization and motivation, are just a few of the techniques you could learn about.

