

**STUDENT SUPPORT SERVICES**

Robert Wilson, Associate Director  
 Shirley Adamczyk, Administrative Assistant  
 Amy Horan, Counselor  
 Sonya Pollard, Counselor  
 Christopher Weiss, Counselor  
 Marudhu Ramachandran, Tech. Consultant

**Office of Supportive Services**

Home of Syracuse University's  
**Higher Education Opportunity Program  
 & Student Support Services**

Denise Trionfero, Associate Director  
 Michelle Tessier, Administrative Assistant  
 Marian Cappelletti, Counselor  
 Pedro Luna, Counselor  
 Mary Owuor, Counselor  
 Anand Natarajan, Tech. Consultant

# 804 University AveNews

**The Office of Supportive Services Philosophy: *Collaboration & Engagement* as key to Retaining & Graduating Sponsored Students**

**INSIDE THIS ISSUE**

**Feature Article**  
**page 2**  
*Learning Through*  
*Action: Research*  
 by *Kate E. Min*

**Staff Update**  
**page 2**  
**New HEOP Counselor**

**Featured Alumna**  
**page 3**  
**Teneka Frost**

**OSS Scholars**  
**page 4**  
**ARISE, CSTEP & McNair**

**OSS Student Advisory Board**  
**page 4**  
*Leadership in Action*

**OSS Academicians**  
**page 5**  
**Dean's List by college**

**OSS News & Info**  
**page 6**  
*Life Long Learning*

**Important Dates**  
**page 6**  
**Fall 2006**

Creating an environment where students can grow and develop continues to challenge many colleges and universities across the nation. According to Vincent Tinto, Ph.D., approximately 47% of college students do not finish their degrees in the same four-year institution where they started. Of those students who leave college before completing their degree, approximately 56% of them leave during their first year. According to Tom Mortenson, a senior scholar at the Pell Institute for the Study of Opportunity in Higher Education, the chances for students from the lowest income quartile of obtaining a baccalaureate degree by the age of 24 is less than 10%. This is compared to 74% for students from the highest income quartile. These statistics show that college students' economic status has a significant impact on their ability to complete a four year degree.

The good news is that at Syracuse University the Higher Education Opportunity Program (HEOP) and Student Support Services (SSS) have designed a comprehensive system that promotes student learning and development and leads to significant increases in student retention and graduation rates. The retention rate for first year students enrolled in both the HEOP and the SSS programs is above 90%. The most recent six year graduation rate for the 350 students enrolled in the SSS program is approximately 82%. Thus, students enrolled in the HEOP and SSS programs at Syracuse University are approximately seventeen times more likely to obtain a college degree when compared to students from similar economic backgrounds at the national level.

How have the HEOP and SSS programs achieved these outcomes? Briefly, the results can be attributed to: engaging students and parents with our programs; providing comprehensive academic and personal support to students; and developing supportive relationships with Syracuse University departments and national, state, and local government officials.

OSS strategically maintains strong collaborations with the following departments on campus: Office of Admissions, Office of Financial Aid, all the schools and colleges, Tutoring and Study Center, Career Services Network, Division of International Programs Abroad and the various offices within the Division of Student Support and Retention. Each staff member is assigned liaison responsibilities to develop and maintain our collaborations across campus. We use developmental and intrusive approaches in our efforts to engage students with all the resources that our programs and the university have to offer. The staff knows that it is not enough to provide services to students, we also strive to engage them in crafting a comprehensive educational experience.

Through the Student Advisory Board, students: organize career workshops; visit legislators; engage in community service; and give professional staff suggestions on how to strengthen programs and initiatives. For example, in the fall 2004, an HEOP student named Eugenio Abreu developed a program called "Friends On Campus United to Study" (F.O.C.U.S.) to create a supportive studying atmosphere among students. This program has been very successful in encouraging students to work together in their studies of math, sciences, psychology, economics and accounting.

The OSS staff realizes that we need the entire university and support from alumni and government officials in order to continue to be effective in meeting the diverse needs of the students enrolled in our programs.



Nathalie Quezada, center, with Chancellor Nancy Cantor and Anwar Nasir, a VPA senior.

Nathalie Quezada, SSS '08 and a sophomore in the College of Arts and Sciences, was awarded the Chancellor's Award for Public Service (CAPS) in March 2006. The CAPS award is given to acknowledge those students who contribute to the improvement of the quality of life in our community. Nathalie assisted in developing the Cross-Cultural Connections program in the Syracuse community. The program helps to link Latino youth with Syracuse police officers in an effort to foster understanding and respect.

804 University AveNews Feature Article By Kate E. Min

*Learning through action: Research*

Doing more than course work can seem overwhelming. For instance, getting involved in research may seem like an impossible, or difficult, task for many students. However, the reality is that research experiences are possible and worthwhile for those students who are eager to learn and explore their personal and academic interests. Syracuse University students attend an institution that supports learning through action – and research is certainly included in that category. I first came to college thinking that I would study to become a medical doctor and/or a journalist. I enjoyed these fields superficially in high school and thought I could make a successful career out of one of them. I didn't realize that there was more to life than just striving to get a job that matched my best skills. I needed to have a stronger interest and a passion for a truly successful life – not just a career.

I actually found myself engrossed in my Introduction to Psychology course and decided to look into psychology more seriously. I was sold on psychology but, for some reason, not completely. I was scared to make a change from biology and/or journalism to psychology. However, that fear did not stop me from exploring psychology.

I continued to take a variety of classes because I wanted to make sure that psychology was what I really wanted to study. I got involved in research during my freshmen year by first talking with my social psychology professor. I asked her what this whole research deal was and if I could get involved. Although I did not know whether or not I wanted to do social psychology research, I jumped right into work at her lab when offered a research

assistant position. I just wanted to see what research was about. At first, it is sometimes more important to get any kind of research experience.

The skills obtained from such experiences create a ticket for you to explore your own personal and academic interests. I gained confidence and courage to do further research through my more basic research experience with my social psychology professor. In fact, I decided to apply to the Allport Project, a program that promotes and supports students to conduct their own independent research. I asked my social psychology professor to be my mentor for this independent research, and she agreed. I did not know how it would all work out but she consistently guided me through the research process, from beginning to end. I also had the experience of presenting the research at a national psychology conference. My professor and I also wrote up the research for publication in a professional journal. With my accumulating research experience, I applied to another research program, The Ronald E. McNair Post-Baccalaureate Achievement Program, and was accepted. This program gave me ample opportunity and support to conduct another research project.

Students, I encourage you to take the first step to learn more about your interests and to find your passions. Learning is an active process and it requires you to take action, one step at a time. There are various programs and people on our campus who are excited to support you all the way. Success is inevitable with hard work and a true heart – Go after it!



Euiyoung "Kate" Min presenting her work during Syracuse University's Mayfest, 2006

**Undergraduate Research Resources here at S.U.:**

- <http://mcnair.syr.edu/>
- <http://www-che.syr.edu/REU/>
- <http://ilearn.syr.edu>
- <http://soling.syr.edu>
- <http://beesl.syr.edu/>
- <http://whitman.syr.edu/eee/falcone/index.asp>
- <http://whitman.syr.edu/people/institutes/ballentine/>
- <http://soa.syr.edu/community/community.html>

**Additional Undergraduate Research Resources:**

- <http://www.ams.org/employment/reu.html>
- <http://www.washington.edu/research/urp/students.html>
- <http://www.clarkson.edu/reu/>
- <http://www.bu.edu/eng/reu/>
- <http://astrosun2.astro.cornell.edu/specialprograms/spacegrant//undergrad.html>
- <http://www.doorsofopportunity.org/>

**THE OFFICE OF SUPPORTIVE SERVICES WELCOMES NEW HEOP COUNSELOR**

Marian Cappelletti may be new to the Office of Supportive Services but she is a seasoned academic counselor with many years working with undergraduates here at Syracuse University. Through the years, Marian has served in a variety of roles in both Student and Academic Affairs including Director of Registration and Assistant Registrar in the 1970s, Director of Orientation Programs and Assistant Dean in the College of Visual & Performing Arts in the 1980s, Director of Career Exploration Services in the College of Arts & Sciences in the 1990s and, most recently, as an Academic Counselor in Arts & Sciences.

Over the years OSS has interacted and collaborated with Marian in a variety of contexts. She has been a very active participant in the Advising Practitioner's Forum and has regularly attended the National Academic Advising Association regional conferences with members of OSS. Her work as a SummerStart Seminar instructor over the last few years has brought her into even closer collaboration with OSS.

Marian holds a BA in Political Science from SUNY Fredonia and has completed graduate work in Art History at SU. She shares her life with her husband, Scott Strickland, three dogs and fifteen retired show cats.



## THE OFFICE OF SUPPORTIVE SERVICES' FEATURED ALUMNA

Page 3

The Office of Supportive Services is proud to recognize Teneka E. Frost, Esq. '02 as our Featured Alum. Teneka earned a Bachelor of Arts in Political Science and African American Studies at Syracuse University in 1998 as an HEOP student. She graduated from Albany High School where she was named one of the outstanding high school students in the Albany area and was presented with the High School Achiever's Award from the State University of New York at Albany.

Featured Alumna

Before joining the **Government Law Center of Albany Law School**, Albany, NY as a POST-GRADUATE FELLOW IN GOVERNMENT LAW & POLICY, Ms. Frost worked as a Staff Attorney for the Legal Aid Society of Northeastern New York, Inc., where her practice concentrated in housing litigation. She also practiced law with Lemery Greisler, LLC in Albany as an Associate Attorney in the area of commercial litigation. Ms. Frost is currently serving a four-year term as an elected member of the Board of Education for the City School District of Albany and serves as a board member for the Capital District Black and Hispanic Bar Association and St. John's Community Development Corporation. She graduated from Albany Law School in 2002 and, while attending law school, she also obtained a Master's Degree in Public Administration from SUNY Albany's Rockefeller College of Public Affairs and Policy. During law school, Ms. Frost served as: Northeast Regional Director of the National Black Law Students Association; Regional Representative of the Albany Law School Black Law Students Association; Member of Albany Law School's Moot Court Board; a law clerk to Lemery Greisler LLC; and as an intern for the Black, Puerto Rican and Hispanic Caucus of the NYS Legislature.



Teneka Frost, Esq.  
Syracuse University, '98

## INTERVIEW WITH TENEKA FROST, ESQ.

**804: How did your experience in HEOP contribute to your preparation for a career and your continuing career development?**

One of the most valuable outcomes of my experience in HEOP came about through the career counseling aspect of the program. Although I had some ideas about where I wanted to be career-wise, it was not until my junior year that I decided to go to law school. This decision was a combination of evaluating my ultimate career goal, which was to run for public office, and figuring out what steps I needed to take in order to get to that point. My HEOP counselor and I literally sat down and discussed my options on a regular basis until I had a firm idea of my next steps. She encouraged me to think bigger than I had imagined and led me to the point where I could challenge myself and my own personal limitations. I can honestly say that I continue to engage in this practice whenever I make decisions about my career.

**804: Why did you choose to give of your time to serve on the Albany School Board ?**

I ran for the Albany School Board for various reasons which can all be summed up with my philosophy. My senior quote in my high school year book is "Education is the key to success." It might sound a little cheesy, but I believed in this statement so much that it became my mission to get the best education possible and to get as much of it as possible. It was not simply the educational attainment which motivated me, but where that education would take me. In addition to having a strong sense of community and feeling the need to give back, it was my desire to be in a position where I could instill a similar sense of motivation in the youth in the community in which I grew up. Being on the Albany School Board placed me in a position where I was able to set policies and create a learning environment that embraces this philosophy.

**804: What would you say to current students to assist them in getting the most out of the college experience?**

I would encourage students to think of their experiences at Syracuse beyond simply acquiring credits toward a degree, but instead a laboratory that will lay the foundation for continuous personal growth and professional development. At Syracuse, you are exposed to a variety of activities and what better way to discover new talents and abilities than by taking advantage of the many things Syracuse has to offer.

**804: What do you know now that would have been helpful to know in college?**

Your reputation is your most valued possession in your career and beyond. Protect it and guard it with your life. If you maintain one of good character, the sky is the limit. If you develop a questionable one, it may haunt you for a very long time, or worse, you will never be able to separate yourself from it.

**804: How can we persuade politicians to increase funding for HEOP and SSS?**

The focus should remain on continuing to let the politicians know how effective these programs are by profiling the personal journey of graduates who have made the decision to stay in New York and contribute to the economy and the overall well-being of the state. Or, you can always help me get elected to state-wide office (just kidding!).

## Division of Student Support & Retention 2005-2006 Scholars

The Office of Supportive Services is proud to recognize the following HEOP and SSS students who have demonstrated their passion for learning by challenging themselves and seeking personal and professional development opportunities with McNair, ARISE and CSTEP (all are programs within SS&R).

### CSTEP & ARISE Participants

<i>Rita Aidoo</i>	<i>Luis Duenas</i>	<i>Jerille Lowe</i>	<i>Anthonia Seriki</i>
<i>Vanessa Asubonten</i>	<i>Waskar Espinosa</i>	<i>Chacine McCoy</i>	<i>Monica Sylvester</i>
<i>Terri Barnes</i>	<i>Jonelle Figueroa</i>	<i>Jose Miller</i>	<i>Lien Tran</i>
<i>Chauncey Brown Jr.</i>	<i>Melody Garcia</i>	<i>Krystle Niles</i>	<i>Chayri Vargas</i>
<i>Pearlene Butler</i>	<i>John Giles</i>	<i>Ettamarie Richards</i>	<i>Tamara White</i>
<i>Jennifer Cheung</i>	<i>Deon Gordon</i>	<i>Jennifer Rios</i>	
<i>Courtney Chevalier</i>	<i>Gloria Gyamfi</i>	<i>Ivan Rodríguez</i>	
<i>Ariba Chowdhury</i>	<i>Peter Herbsman</i>	<i>Jeananne Russell</i>	
<i>Vincent Cobb II</i>	<i>Shelene Johnson</i>	<i>Caeresa Scott</i>	

### MCNAIR SCHOLARS

<i>Terri Barnes</i>	<i>Bernardette Jno-Finn</i>
<i>Thalia Charles</i>	<i>Min-Ying Li</i>
<i>Sabrina Davis</i>	<i>Denise Frias</i>
<i>Jenet DeJesus</i>	<i>Katarzyna Gorska</i>
<i>Sheana Dunkley</i>	<i>Milka Hagos</i>
<i>Deon Gordon</i>	<i>EuiYoung Min</i>
<i>Araceli Jacobs</i>	<i>Caeresa Scott</i>



**The Division of Student Support & Retention is committed to student success and retention through inclusive academic services and programs for all students—past, present and future.**

<http://studentsupport.syr.edu/>

### THE OFFICE OF SUPPORTIVE SERVICES' ADVISORY BOARD

#### OSS Student Advisory Board: Leadership In Action

The OSS Student Advisory Board (SAB) is a concrete example of the student-centered commitment we have in the Office of Supportive Services. With the collaboration and guidance of Pedro Luna (assisted in the fall by former HEOP counselor, Julian White, and in the spring by newcomer, Marian Cappelletti), SAB provides HEOP and SSS students an opportunity to contribute to the office as student representatives and to gain meaningful leadership and citizenship experience on campus. SAB has had a very successful year in 2005-2006. The Executive Board members: Dayanna Torres, President; Edwin Suarez, Vice-President; Melody Garcia, Treasurer and Louis Duenas, Community Service Chair have committed their energy and hard work on behalf of HEOP and SSS students.

Among the year's activities have been a series of Career Workshops addressing Portfolio Building, Resume Preparation and the Inroads Program in the fall and Internships and Networking Skills in the spring. Each workshop invited campus career specialists to OSS to share their expertise and experience with students. Additionally, SAB celebrated Women's History Month in March with a program titled "Women on Their Way to Success." The panel discussion presented the achievements of an HEOP alumna as well as the accomplishments of several seniors in the HEOP and SSS programs. The program provided an opportunity to recognize and honor the successes of women "we see every day...who are working hard to make their own history" according to President Dayanna Torres.

SAB continued their long standing commitment to community service with a fall Food Drive to benefit the CNY Food Bank and the annual Comstock Kidsfest in spring. This year's advocacy efforts on behalf of opportunity programs in higher education included campus letter writing campaigns and a lobbying trip to Albany. Just for fun, SAB organized ice skating and bowling social events.

Recent elections, completed on-line through a website designed by Vice-President Suarez, produced a new Executive Board for 2006-2007: LaShay Carr, President; Melody Garcia, Vice-President; Joemmy Ramirez, Secretary; Frances Escano, Treasurer; Alejandra Almonacid, Community Service Chair; Latoya Ifill, Alumni Relations Chair; and Diane Ceballos, Public Relations Chair.

## OSS Dean's List Students Fall 2005 by College

### College of Arts & Sciences

Emmanuel Jimenez  
 Carla Perez  
 David Villegas  
 Davina Godley  
 Michelle Herrera  
 Vanessa Asubonten  
 Curtis Eatman  
 Qin Li  
 EuiYoung Min  
 Kaylen Thorpe  
 Lien Tran  
 Stephanie Zuniga  
 Chauncey Brown, Jr  
 Benardette Jno-Finn  
 Jason Newton  
 Ashley Olson  
 Nathalie Agudelo  
 Candice Allen  
 Yuehua Li  
 Joemmy Ramirez  
 Jorge Rodriguez  
 Yuriana Uceta

### School of Information Studies

Melody Garcia  
 Jeffrey Golden  
 Peter Herbsman  
 Mihai Liptak  
 Bing Li Tan  
 Bryan Zafra  
 \*Waskar Espinosa

*\*Dual with Whitman School of Management*

### School of Education

Tiffany Riccio  
 Kerry Carter  
 Brienne Karow  
 Gladaisa Tatum  
 Ling Chen

### College of Arts & Sciences and Newhouse School of Public Communications

Christopher Joanis  
 Terri Barnes  
 Araceli Jacobs  
 Michael Blanco

### College of Human Services & Health Professions

Melissa Guerrero  
 Giovannie LaRoc  
 Katie Prentice  
 Stephanie Rojas  
 Sheana Dunkley  
 Min-Ying Li  
 Ebony Medas

### LC Smith College of Engineering & Computer Sciences

Hoi Cheung  
 Robin Richards Jr  
 Herbert Tompkins III

### College of Visual & Performing Arts

Katherine Wong  
 Micenis Garrido  
 LaShauna Carr  
 William Debord  
 Patrick Flanagan  
 Gordon Hyppolite  
 LaShay Carr  
 Indra Santana

### Newhouse School of Public Communications

Julie Kwong  
 Christine Show  
 Kyle Favaloro  
 Momo Berg-Munch

### Martin J. Whitman School of Management

Mehwish Iqbal  
 Indira Jerez  
 Wenzhao Liu  
 Thalia Charles  
 Chen Fong  
 Yi Liu

#### Did You Know

- ◆ All Schools and Colleges listed on this page require a 3.4 or better semester grade point average for students to be placed on the Dean's List.
- ◆ All students listed on this page entered Syracuse University through the Higher Education Opportunity Program or Student Support Services. To be eligible for either of these programs students must be first-generation college students and meet federal or state low-income guidelines.
- ◆ We proudly recognize the achievements of these students and wish them continued success.

**LIFE LONG LEARNING: OSS PROFESSIONAL DEVELOPMENT NEWS**

Syracuse University's new vision statement, "Scholarship in Action: Investing in the Creative Campus," challenges students, staff and faculty to apply their knowledge, skills and energies to address real world issues. While it is true that grant funded research projects, student internship programs and redesigned curricula all have important roles in realizing this vision, the participation of student support staff in nationally recognized conferences and campus committees is of equal importance. The professional involvement of OSS staff locally and nationally may surprise some of our readers but it attests to our quest for innovation and improvement. Over the last ten years OSS staff have regularly presented at and/or attended: **NACADA, NCORE, COE, HEOP PO, FYE** and **ACA** (see Key below). OSS staff hold professional memberships with **NACADA, COE, AERA** and **ACA**. In addition Denise Trionfero is a past president of the **HEOP PO** and is currently the treasurer. Christopher Weiss was recently named to the National Advisory Committee for **NCORE**. Weiss, Trionfero and Pedro Luna presented at **NCORE 2006** in Chicago this month. Marian Cappelletti (OSS's newest HEOP counselor) presented at **NACADA** this past March 2006.

OSS staff are also very engaged with the Syracuse University Community: Denise Trionfero is a member of the "Welcome School/College Academic Coordinating Team" for the Office of Orientation & Transitional Services; Robert Wilson, along with Pedro Luna and Felicia Proud coordinate the Advising Practitioner's Forum (APF) which brings together a network of advisors from schools, colleges and student support offices on a monthly basis to discuss issues related to the work we do with students. Mr. Wilson also participates on Syracuse University's ACC subcommittee on Advising. Other OSS community connections include professional relationships with the university's Team Against Bias and Conversations About Race & Ethnicity, a collaboration between the Office of Residence Life, the Office of Multicultural Affairs and the Interreligious Council of Central New York. This world is a complex place—to be successful we must all embrace learning as a life long process.



Pedro Luna & Chris Weiss, NCORE 2005

- ACA** = American Counseling Association
- AERA**= American Educational Research Association
- COE** = Council for Opportunities in Education
- FYE** = Annual Conference: First-Year Experience
- HEOP PO** = Higher Education Opportunity Program Professional Organization
- NACADA** = National Academic Advising Association
- NCORE** = National Conference on Race & Ethnicity in American Higher Education

SYRACUSE UNIVERSITY  
 OFFICE OF SUPPORTIVE SERVICES  
 804 UNIVERSITY AVE SUITE 009  
 PHONE: 315-443-3867  
 VISIT OUR WEBSITE: OSS.SYR.EDU

Place student address label here



**Important dates for Fall '06**

- Monday, August 28<sup>th</sup> First Day of Classes
- Monday, Aug. 28<sup>th</sup>—Tuesday, Sept. 5<sup>th</sup> Late Registration & Schedule Adjustment period.
- Monday, September 4<sup>th</sup> Labor Day (no classes, SU Offices closed).
- Monday, October 2<sup>nd</sup>, Yom Kippur (no classes, SU Offices open).
- Tuesday, October 24<sup>th</sup>, Eid Ul-Fitr (no classes, SU Offices open).
- Wednesday October 25<sup>th</sup> Academic Drop Deadline.
- November 8—November 17, Registration for Spring 2007 semester.
- Friday, November 17<sup>th</sup> Withdrawal Deadline.
- November 22—November 26, Thanksgiving Break (no classes, SU Offices closed).
- Friday, December 8<sup>th</sup> Last Day of classes.
- December 9, 10, 12 & 14, Reading Days
- December 11, 12, 13, 14, 15 Final Exams



**SSR**

Division of Student Support & Retention  
 at Syracuse University

Your Success. Our Commitment.