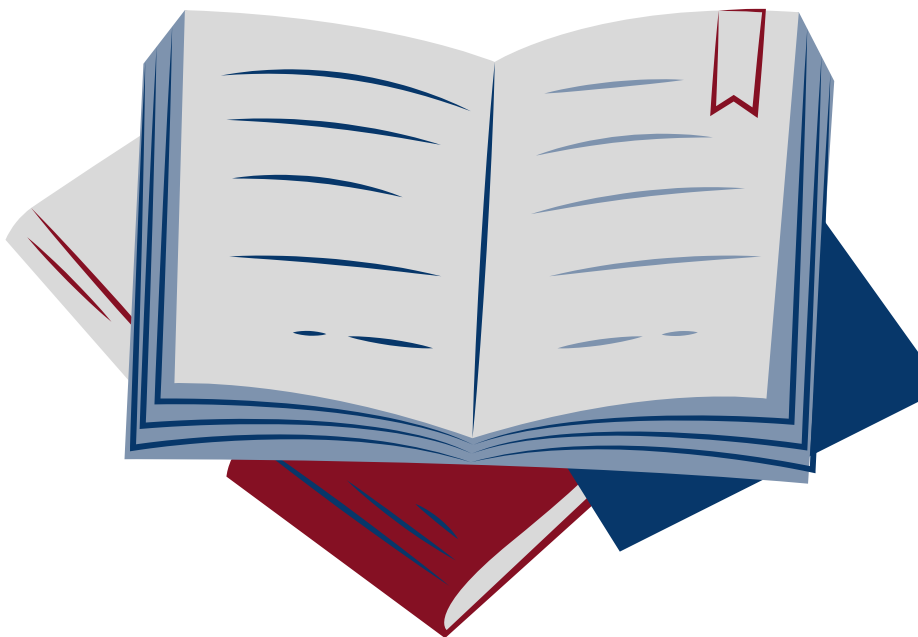# GEAR UP First Year Services

Toolkit

Overview of the GEAR UP program and its purpose

GEAR UP is an acronym that stands for Gaining Early Awareness and Readiness for Undergraduate Programs. The program is designed with this purpose: to help students from low income families receive higher education. They can do this through a traditional university or through technical colleges. GEAR UP aims to provide students with access to resources that will allow them to be successful after high school. This is done through tutoring, academic advising, and workshops focused on this purpose.

You are a vital part of this program and its success. You will help students navigate through the challenges of their first year of college. Students should know you are there for them as a resource whether they seek your help or not. Your goal is to be available for your students and do that consistently.

Before you can endorse the program, it is vital that you understand the objectives that GEAR UP has.

In the GEAR UP Outreach Mentor Manual, the objectives for this seven-year grant are outlined as follows:
1. Increase academic performance and preparation for postsecondary education for GEAR UP students.
2. Increase the rate of high school graduation and enrollment in postsecondary education for GEAR UP students.
3. Increase GEAR UP students' and their families' knowledge of postsecondary education options, preparations, and financing.
4. Increase GEAR UP students' success in their first year of attendance at an institution of higher education.

Achieving these objectives would be impossible without the advisors. We are excited to work with you to promote further education and student success!

About the Toolkit:

This kit is designed to help you be more successful and confident as a GEAR UP First Year Services Advisor. It focuses on three aspects of this position and outlines some basic expectations regarding said aspects. They are as follows:

Advising Responsibilities

Work With Students

Connect With the Schools
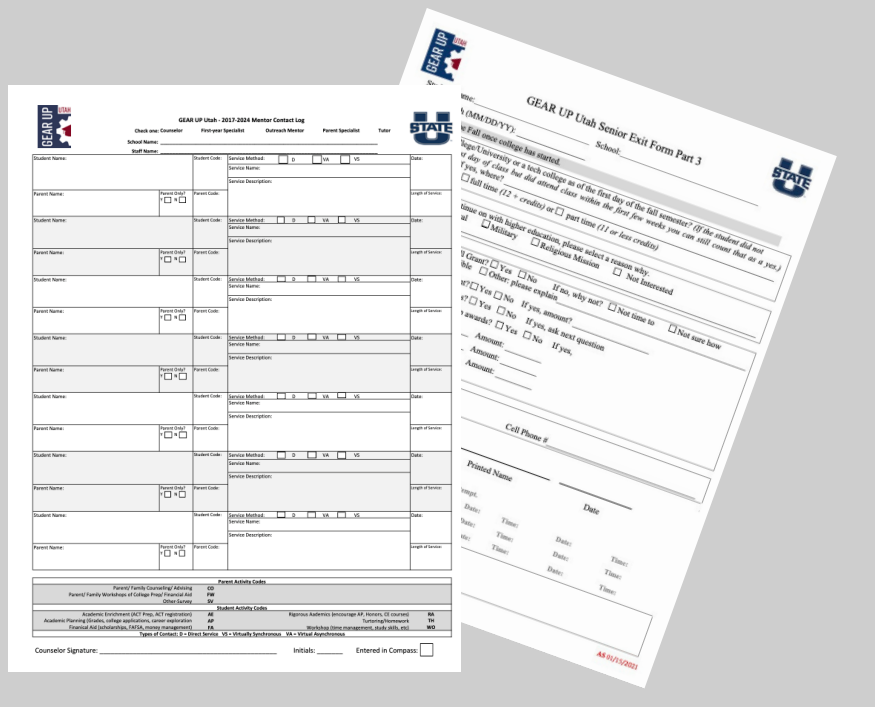
The forms you will fill out are all found on the website usu.app.box.com.

Application Forms

Students cannot sign up for the program after they graduate from high school. There are, however, other resources available to students such as TRIO (another federal grant program designed to help students from disadvantaged backgrounds. TRIO is open to students of every age.)
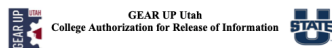
Senior Exit Forms (SEFs):

You will need to start filling out these forms with the seniors in the program in **January or February**. These forms are separated into three different parts, but they cover very similar information. You should complete the first form with the students, then only follow up with the students after to see if the information has changed. You will go into each of the high schools and meet with the seniors to complete these forms.

FERPA Forms

Without this form signed, you will not have access to student grades or any of their academic records. The students have to sign this form in order to have your help as their academic advisor if they're 18 or older. If they are younger than 18, they will need to sign this document with a parent or guardian.

Service Logs:

You will need to complete this form daily. This will be a record of the meetings you have with students, their families, and other events and activities associated with GEAR UP. You will need to submit this form online weekly. The following two pages will explain what names to use and the codes associated with this document.

FERPA Student Release

Event/Activity Approval

Summer Contact Log

Senior Exit Forms

Workshop Sign in Sheets

Service Logs

Mileage Tracking Form

Drop/Transfer Form
(Excel Spreadsheet from the state)

All of these forms are available at **usu.app.box.com** in the GEAR UP files

This is a form that you will need to complete weekly. There will be a folder with your name on it in Box for USU. To access this:

1. Go to usu.app.box.edu
2. Log in with your A# and password
3. Go to "00 Reports-Staff Time & Effort-Completed"
4. Go to the folder with your name on it. (if there is not a folder for you, please reach out to the office staff.)
5. You should copy and past T&E forms into your folder and update the information weekly.

To the left is an example of a log. You should ONLY change the date in the box highlighted in green. This should be the date of that week's Friday. For example, if I were to complete my Time & Effort for the week of May 30-June 3, I would put "6/3/22" into the green area.

Because the form is an Excel spreadsheet, the formula only works correctly if you input your information in this manner.

Every day, you will only have five lines for the activities you did. If you did a lot that day, that's awesome! Try to find an umbrella activity that will encompass what you completed. For example, instead of saying everything you did during a workshop, simply put "FAFSA workshop" and the amount of time spent for this activity (that would include travel if necessary). If you met with students about grades and researched Scholarships that day, your form should look like the form below.

Your time spent on activities should be identical to your clocked hours. Be sure to clock your time on Aggietime and match those hours with your Time & Effort form. Your Aggietime time sheet will be approved at 5pm the 15th and the last day of each month. So-if you don't put time in, you WILL NOT GET paid. Pay days are the 10th & 25th.

Detailed Service Log

Things may change over time, but the general concepts for filling out service logs will remain the same. Dawna Webb filled out this service log and outlined what should be done with the logs. If you have any questions regarding service logs, please use this log as a reference. If this does not answer your question, feel free to reach out to the office staff and they will find an answer for you.

GEAR UP Utah - 2017-2024 Contact Log

School Name: Cherry Tree Lane High
Staff Name: Mary Poppins
Staff Title: Advisor

Student Name	Parent Only?	Code	Service Name & Description:		Date:		Notes
Michael Banks		TH	Tutored him one on one-worked on his Statistics 1040 class (**You MUST be specific in whether you worked with him directly or if he was simply working in your office AND you must name the class he worked on specifically-examples: Secondary Math 2, English 1010, Environmental Science, AP US History)	Statistics 1040	Date:	3/18/2022	
					Minutes:	30 min. (*Be Exact)	
					Method:	Direct (*Make sure to use the right code-they track every single code)	
Student Name	Parent Only?	Code	Service Name & Description:	Classes	Date:	3/18/2022	
Jane Banks		AP	She had questions about what classes to take next trimester. We talked through the different options.		Minutes:	20 min.	
					Method:	D	
Student Name	Parent Only?	Code	Service Name & Description:	Financial Aid	Date:	3/18/2022	
Bert Chimneysweep		FA	He needed help applying for a scholarship at Btech, but needed to do it over zoom to make the deadline.		Minutes:	30 min.	
					Method:	VS	**Remember it wasn't in person, but it was happening live-so it's virtually synchronous.
Student Name	Parent Only?	Code	Service Name & Description:	College	Date:	3/18/2022	
Winifred Banks		AP	She wanted to know what kind of majors she could do if she liked politics but doesn't want to be a politician. (Google Chat)		Minutes:	10 min.	
					Method:	VA	**Remember that it wasn't in person, and it the answer back isn't immediate. VA is best for this.
Student Name	Parent Only?	Code	Service Name & Description:	ACT	Date:	03/19/2022	
George Banks		AE	Mom dropped by the office to talk through how to register her son for the ACT test.		Minutes:	10 min.	
Mom	Y				Method:	D	
Student Name	Parent Only?	Code	Service Name & Description:	Counseling	Date:	3/19/2022	
Albert Uncle		AP	He is feeling really overwhelmed about the issues he is having with his parents at home.		Minutes:	15 min.	
					Method:	D	
Student Name	Parent Only?	Code	Service Name & Description:	Onboarding	Date:	3/19/2022	
Senior Dawes		AP	ONBOARDING; his Mom signed him up so he had no idea what GEAR UP was so I filled him in on what we do.		Minutes:	10 min.	
					Method:	D	
Student Name	Parent Only?	Code	Service Name & Description:	College	Date:	3/19/2022	
Junior Dawes		AE	He asked how to access his ACT scores-sent him the link to the ACT website and told him if he needed him to just reach out again. (Cadence).		Minutes:	5 min	
					Method:	VA	**Remember that it wasn't in person, and the answer back isn't immediate. VA is best for this.
Student Name	Parent Only?	Code	Service Name & Description:	Career	Date:	3/19/2022	
Admiral Boom		AP	He needs help revising his resume to fit in his recent service hours and new job.		Minutes:	15 min.	
					Method:	D	
Student Name	Parent Only?	Code	Service Name & Description:	Classes	Date:	03/21/2022	
Jane Banks		AP	She is worried about choosing the right college and how her classes here at the school will transfer to U of U.		Minutes:	30 min.	
					Method:	D	
Student Name	Parent Only?	Code	Service Name & Description:	Financial Aid	Date:	03/21/2022	
Jane Banks		FA	Helped her work on her FAFSA application & apply for scholarships.		Minutes:	60 min.	**We rarely spend 60 minutes with our students (except for a workshop)-FAFSA help just takes longer.
					Method:	D	
Student Name	Parent Only?	Code	Service Name & Description:	Check in	Date:	03/22/2022	**Although he is talking about differen things, they are still within the context of the school environment, so they do not need to be separate entries
Michael Banks		AP	We talked about auditioning for the school play & making sure to stay on top of his schoolwork when he has practices after school each day.		Minutes:	10 min.	
					Method:	D	
Student Name	Parent Only?	Code	Service Name & Description:	Check in	Date:	03/24/2022	
Michael Banks		AP	Checked in-asked about the audition; asked questions about UVU for vet school		Minutes:	15 min.	
					Method:	D	

Method of Contact: D = Direct Service   VS = Virtually Synchronous   VA = Virtually Asynchronous

Advisor Signature_ADD YOUR SIGNATURE_____ Data Initials_____ Entered into Compass _____

The following pages in this toolkit will explain what the service names and codes stand for and when to use them.

Student Service Codes

Code	Service	Description
AP	Academic Planning/Advising, or Career Counseling	This is our most common code. Use it for General (problem solving, goal setting, academic planning, and class, college or career choices); Onboarding; or Rigorous Academic advising.
AE	Academic Enrichment	This code is used for ACT Services: General Questions about ACT, ACT Prep, ACT Waivers.
TH	Tutoring/Homework Assistance	Use this code for homework help. Please include the full name of the student's class that you are helping with.
FA	Financial Aid	Use this code when helping answer quesitons with FAFSA, Scholarship, Financial Aid.
WO	Workshops	Use this code for any workshop that doesn't fall under another service code. (Example: a scholarship workshop would use FA as the code instead of WO.)

Service Name Category Descriptions

Appointment:

Setting up a meeting with a student (say, they can't come when pulled out but you set up an appointment. This would be the service name, not when they come to the set appointment.)

Career:

Talking about future jobs or things pertaining to a work field.

Check in:

Seeing how life is going and how they are doing.

Classes:

Talking about classes, how they're going, class planning, and goals.

College:

Working on college applications, talking about different colleges and options, answering college questions.

Counseling:

Mentoring about life outside school or problems they are having.

Event:

Anything to do with an event; registration; RSVP; logistics; texts; phone calls; etc.

FAFSA:

Anything to do with FAFSA.

Financial Aid:

Anything to do with financial aid EXCEPT FAFSA specifically and scholarships.

Grades:

Talking about grades, plans to raise grades, checking on grades.

Job/Resume:

Helping find a job, creating a resume, succeeding with work, etc.

Parent Contact:

Anytime you talk with just a parent.

Resources:

Discussions about how you can help them with school, ACT prep/registering.

Scholarships:

Talking about scholarships, helping with scholarships, anything with scholarships.

Tutoring:

Tutuoring should never be used as a service name. It should be the name of the class you're tutoring them in.

Daily Responsibilities

- Check Cadence consistently throughout the day
  - Respond to student questions and concerns in a professional manner
  - Remember they are still learning-so there are no stupid questions
- Check your FYS Gmail account consistently throughout the day
- Record interactions on Service Logs-be specific & concise
  - Due EVERY Friday-uploaded to Box
- Record your tasks for the day in your Time & Effort report
  - Due EVERY Friday-uploaded to Box
- Stay up to date with registration & scholarship deadlines at USU and Bridgerland Tech

Monthly Responsibilities

- Visit all four high schools and meet with Senior students
  - Discuss plans for after high school
  - Discuss current grades/classes
  - Make goals for finding success in High School
  - Help students complete FAFSA
  - Help students complete Scholarship applications
- Turn in mileage to the Program Director for the visits you made to each of the high schools-track every time you visit the school
  - You will put the legacy office as your starting point
- Participate in Team Meetings
  - 1st & 3rd Monday of every month
- Meet with Program Director to give update on students
- Post relevant information on social media
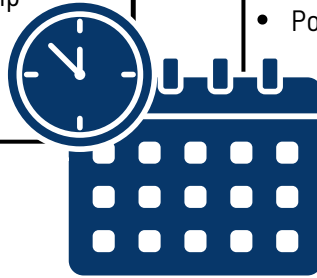
Other Timely Responsibilities

- Attend FAFSA night at the high schools/assist students in completing FAFSA
- Complete Forms (February 2023)
  - Senior Exit Form
  - FERPA Form
- Update the FYS Toolkit periodically
 - Add in any tools or tricks that have helped you complete the job

Responsibilities From Month to Month

July:	Reach out to students about registration, help walk them through the whole registration process if needed Post on social media
August:	Help students with registration if needed Post on social media
September:	Encourage students to do career exploration Post on social media
October:	Post on social media Talk to students about filling out their FAFSA for next year Host mid-semester FYS Meet up on campus
November:	Finals preparation, tutoring resources, registration for spring semester Post on social media
December:	Registration for spring semester Post on social media
January:	Adjust to the university, how's it coming? Summer plans Post on social media
February:	Encouragement for the start of the semester Housing options for the following school year Post on social media
March:	Getting back in the groove after spring break Post on social media Host mid-semester FYS Meet up on campus
April:	finals prep, tutoring, registration for fall semester Post on social media
May:	finals week, Post on social media
June:	Advisors don't need to work after graduation. If you choose to work, you will need to coordinate responsibilities with the office staff.

Goals for Each School Year and Trimester

Each of your goals will build on each other. You are free to add your own goals to the ones on this sheet, but you should at least accomplish these things:
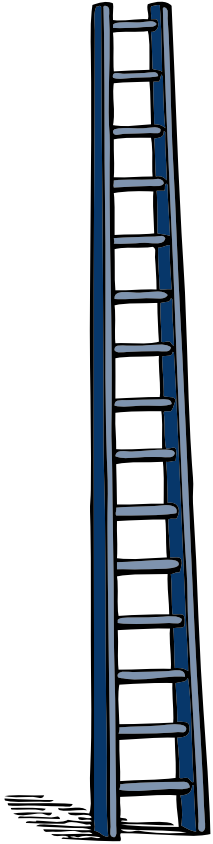
Complete all daily and weekly responsibilities

Host an activity at least once per semester

Post on social media at LEAST monthly

Meet with all GEAR UP students

Complete the SEFs with all of the graduated seniors in the program

Reach out to students consistently, and offer guidance in whatever they seem to be struggling with

Personal Goals:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Establishing Importance of Tasks

There are a lot of different things that you could do with your time, some of them are less productive than others. GEAR UP has a goal of being visible, assisting the students, and documenting your interactions with students and their families. These three things are outlined below. The most important things you will do as an advisor will be encompassed by these goals.

BEING VISIBLE

1. Be present at the university. Make sure someone knows you're there.
2. Keep a consistent schedule, be at the office and schools when you say you will be there.
3. You represent the program, please do so professionally.

ASSISTING

1. Your most important assistance is directed toward your students.
2. You will also assist the schools as needed, you will go to the high schools monthly
3. Your main focus is helping your students improve their academic performance.

DOCUMENTING

1. A huge part of this job is keeping record of your interactions with students. This includes, but is not limited to:
   a. Service Logs
   b. Trackers/Rosters
   c. Drop Forms
   d. Workshop Logs

Are you fulfilling one of these needs by how you spend your time? If the answer is anything other than an emphatic YES, then you should reach out to the GEAR UP Director to ask for direction and clarification.

Cadence is a really useful tool to have as an advisor. This is what you will use to communicate with the students. There are a lot of specifics that you will need to be trained on in your specific school, but there are some commonalities that all advisors will work with.

1. Before you send ANY group message, you will need to **make sure that "Send to my assigned contacts only" is selected**. If you do not press that, you will send your message to EVERYONE. I mean, EVERYONE.
2. This is where most of the communication between you and the students will take place.
3. The Parent Liaison is in charge of updating the contact information on Cadence, so if you find that there is incorrect information for a student/parent-follow the directions below.

There is a table in Box where you will input the contact information of your students and the action you want (add to contact list, transfer student to different school, drop number, update number, etc.) These are general instructions, but they should be specific in the table. (transfer contact from RHS to GCHS)

If you have any other questions, you should contact the Data Administrator or Parent Liaison and they will clarify anything you are having difficulties understanding.
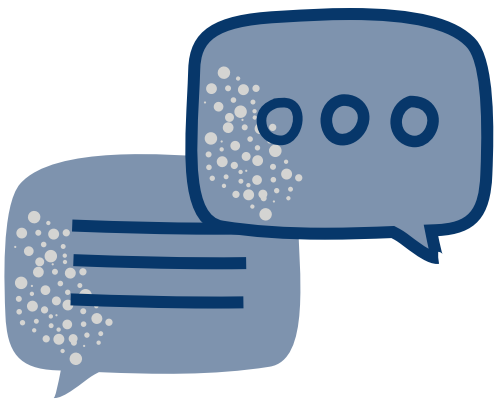
You can have activities with the students on campus. You should coordinate these with both the program director of GEAR UP and the university. In order to have an activity, you will need to reserve a spot on campus. As a FYS advisor, you should host an activity for your students one time per semester.

These activities should be focused on your students' success. For example, for fall semester, you may do an activity that helps the students learn how to eat well on a budget. In the spring, you may host an activity to encourage better study habits in your students. You should get close enough to the students to know things that will be useful to them.

You are in charge of spreading the word of the activity among your students. This will be primarily done through Cadence. You may also post something on social media or email the students. Communication methods should vary if students aren't responding to your text messages through Cadence.

You will work with the university to reserve rooms or areas for activities. The next page will give you detailed instructions about how you can do that.

You will prepare the supplies for the activities and the food as well. You will need to coordinate the expenses with the Director of GEAR UP and the Event Coordinator.

As of May 2022, the pricing for meals are as follows:
Breakfast: $10/student
Lunch: $12/student
Dinner: $14/student

Scheduling Rooms

Before you schedule a room for an activity or event, you will need to get approval from both the university and the director of the GEAR UP program. There will likely be a fee for scheduling the room, so be sure to receive full approval before reserving anything.

As of January 2022, the contact for pricing is Savanna Martin with Events Services. (email her at: savanna.martin@usu.edu with the name(s) of the venue(s) you want to schedule and she can help you with pricing and even scheduling the venue.)

Follow these steps:
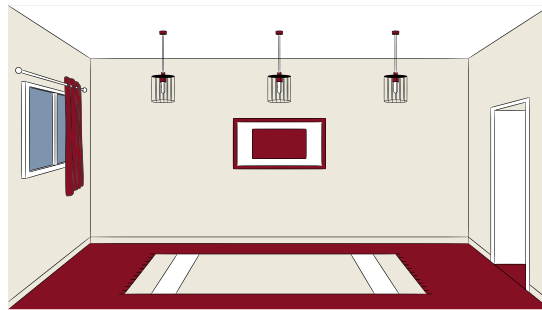
- Go to https://scheduling.usu.edu/emswebapp/
- log in using your A#.
- You will have to book rooms at least **48 hours in advance,** per request of USU. (the rooms, however, are in high demand throughout the semester, so you will probably want to book rooms a couple of weeks in advance.)
- You will see a button on the left hand side of the screen that says "Create a Reservation"
- This should take you to a place that says "My Reservation Templates"
- There are a lot of different types of rooms to schedule. You will probably want to book a room under "Events and Indoor Room Request"
  - When you reach this point, you will be able to specify how many people you need the room for and locations if you have a preference. A calendar showing all bookings will appear and you will know if there are any other scheduling conflicts.
- Once you select a room and time, proceed to the next step by clicking the "Next Step" button.
- If applicable, you will be asked about set up and take down times.
- You will need to have the event name handy, as well as your "Group" (this will be "School of Teacher Educ and Leadership DPELED"
- Your name should be on the drop down menu as the 1st Contact. Put yourself as the 1st Contact and the Director of GEAR UP as 2nd Contact for the reservation.
- Fill out the rest of the information as requested.
- Finish the reservation by clicking "Create Reservation"

Activity/Event Approval

Division of Student Affairs Activity/Event Application

Please mark the box below that best describes your proposed function or gathering:

☐Activity	☐Event
Activities are defined as:	**Events are defined as:**
• Specific to an office, group/organization and operational in nature	• Not specific to an office, group/organization or operational in nature
• Internal facing (not advertised to or open to the public)	• External facing (advertised and open to the public or guests outside of the USU campus community are invited)
• Can effectively control the number of participants	• An event, meeting, or retreat that includes multiple internal constituents that do not regularly interact, or where external constituents are invited to attend
• Can easily educate participants about health and safety guidelines	

Public Gathering Request

To prevent the transmission of COVID-19 within the USU Community, where possible, **the University encourages departments to host virtual events and limit large in-person gatherings.**

Consistent with Utah Health Guidance Levels, gatherings at USU are divided into three categories: University Operations, Public Gatherings, and Social Gatherings.

- <u>University Operations</u>: Gatherings and in-person interactions that occur as part of the day-to-day business operations of an organization.
    - COVID-19 Safety Guidelines for University Operations have been developed as part of each department's Return to Operation Plan. Department administrators should have copies of these plans on file for review by all appropriate faculty, staff, and students.
- <u>Public Gatherings</u>: Gatherings and events with organizational oversight.
    - Public Gatherings may only be hosted by organizations that have a management structure overseeing their venue and operation.
    - USU affiliated public gatherings must be approved in advance by the appropriate Dean or Vice President.
- <u>Social Gatherings</u>: Gathering of individuals from separate households at the same time and in the same place that does not involve formal oversight from an organization.
    - Social gatherings primarily occur among friends and family in a home, park, picnic area, etc.
    - Social gatherings do not include a gathering for a primarily commercial, educational, political, religious, or similar purpose.

For in-person public gatherings, the University requires that sponsors fill out the following Public Gathering Request form.

Because the information provided here will be used by university administrators to evaluate and/or approve your activity or event, **please fill out this form completely and in detail.** Should a particular field be non-applicable to your gathering, please enter "Not Applicable" in the field rather than leaving it blank. Requests for public gatherings lacking the necessary detail will be returned to the requester for correction and will potentially increase the review time considerably.

If you have questions while filling out a public gathering request, please contact the Vice President for

GEAR UP will have Activities at the University, not events. (They will not be open for the entire student body, the USU definition of events implies that they are open to the general student body or even the general public).

You need to fill out the form to the left to request activity approval from the GEAR UP Director (the university uses the term "supervisor"). You will need to do this a **minimum** of six weeks prior to the activity to ensure that there is suffient time for your activity to go through the approval process.

This form, as well as the form explained below are accessible at:
www.usu.edu/student-affairs/events-procedures

- There is a link at the bottom of the webpage that will lead you to a request form to fill out. If you cannot find the link, you can try to access it <u>here</u>.
- There is a chance that you will not have access to the document, in which case, you should reach out to IT with USU and file a request to get access to it.
- If you do not see a form, you can search "event" in the search bar at the top of the page.
- There should be something titled "Event Services--Pre-Event Planning Guide for Departments and Clubs" Click on that link and it will take you to an online document to fill out.
- This document will ask for some basic information, as expected. There is one thing that will say "reservation number (found in event confirmation)." This is likely the room number, but if it is not, you may need to reach out to someone more qualified than me.
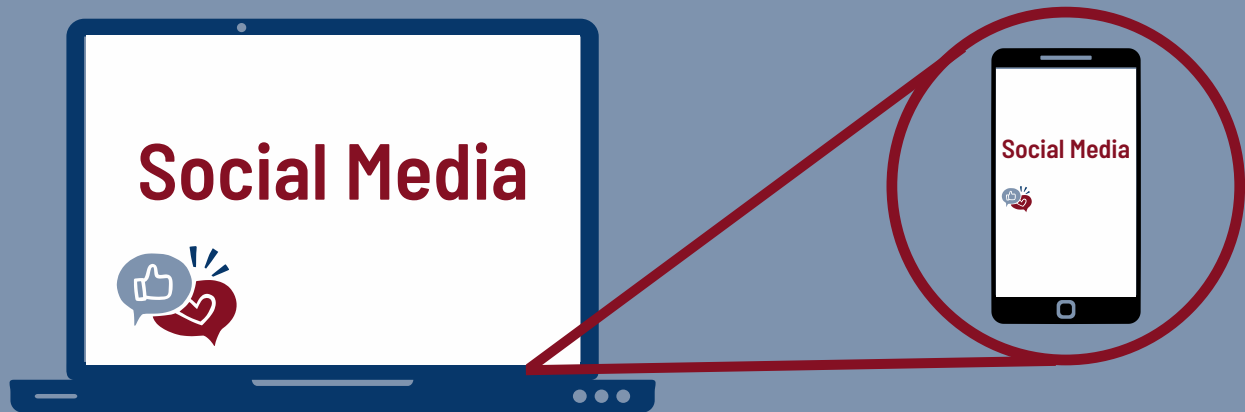
We have several social media accounts but focus most of our attention on Instagram and Facebook currently. You will be put in charge of running the accounts and keeping people engaged with the program online. You have a lot of freedom on how you decide to do this, but we will offer some suggestions for you on this page.

A lot of the students look at their social media daily. You shouldn't spam people with copious amounts of feed, but you should keep the accounts fairly active. This should be around a post every other week or monthly. Stay consistent with your posts.

Things you should post on the account:
- Pictures of the students at events (as long as they have a media release, which is part of the GEAR UP application. If you are not sure about a student's media release status, you can ask the Data Admin and they will look at their application. If students have not signed this media release form, you CANNOT post pictures of them on social media.)
- Marketing materials for events from the Event Coordinator
- Posts about life skills
- Interactive posts, like polls and conversational posts
- Videos about the "how to's" for college

These are just a few suggestions for the social media accounts. You should confirm with the Director about posts that you are making and bounce ideas off of them.

For the login information for all social media, please contact the office staff (Director, Data Administrator, or the Event Coordinator).
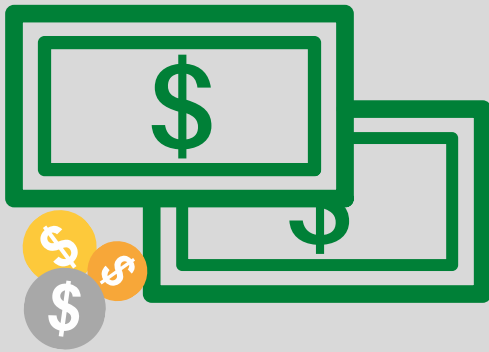
Financial Aid

A really good resource is this article:

NerdWallet article by Teddy Nykiel, Anna Helhoski, published online on August 28, 2019, entitled, "How to Pay for College: 8 Expert-Approved Tips".

You can also check out our website for some good resources:

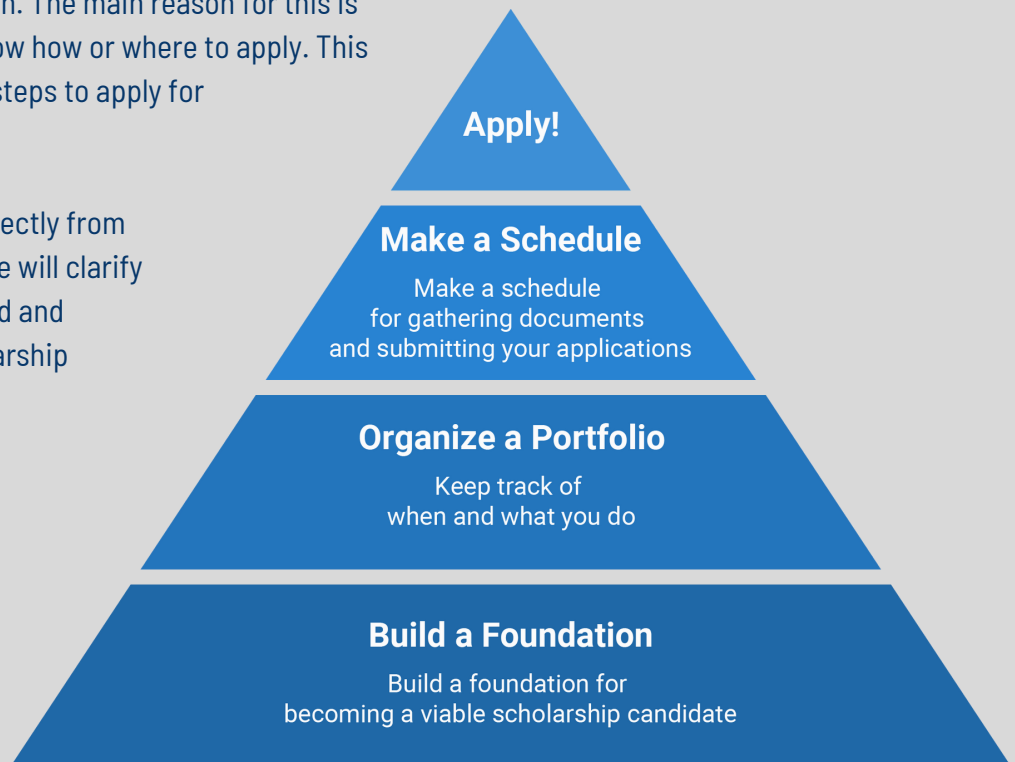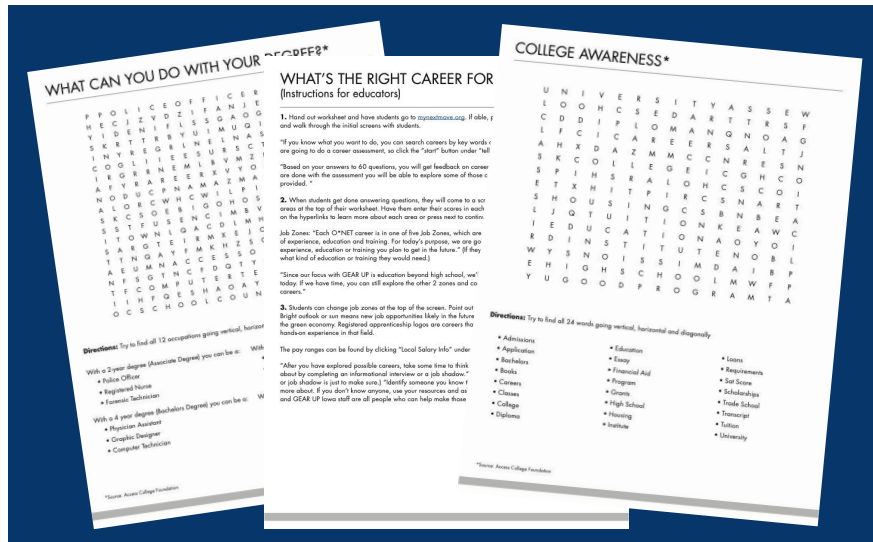www.usu.edu/gearup/student-resources/financial-aid

Scholarships

There are a lot of unused opportunities to receive scholarships here in Utah. The main reason for this is that students do not know how or where to apply. This pyramid outlines some steps to apply for scholarships.

The pyramid is taken directly from our website. The website will clarify each level of the pyramid and offers really good scholarship information:

www.usu.edu/gearup/
student-resources/
scholarships

Apply!

Make a Schedule
Make a schedule
for gathering documents
and submitting your applications

Organize a Portfolio
Keep track of
when and what you do

Build a Foundation
Build a foundation for
becoming a viable scholarship candidate

Confidence in Career Paths

Pages come from GEAR UP Iowa " YCtC in the classroom Toolkit"

- There are many career tests you can have the students take:
  - https://www.usu.edu/career-design-center/students/focus2 (every USU student has access to this, it's a GREAT resource.)
  - **mynextmove.org***** (This is the best one because no account is required.)

  The office also has worksheets for this activity. You can present this and then talk about job shadowing that GEAR UP offers.

Students may feel more sure about their career path by taking career tests. There is also a chance that they will feel more insecure about their choices. Support them through this, each student and situation is different, so the way to face this will be different with each student.

Keep their background and family in mind. In some cultures, education is a sacrifice that one person makes to help the entire group progress. Some students aren't pursuing their passions, but rather the career path that will help their family progress the most.

USU has a really helpful test that enrolled students can take. This is completed by going to **https://www.usu.edu/career-design-center/students/focus2** then signing in with their A# and their USU password.

Support Systems for College Students

Aggie Wellness

https://www.usu.edu/aggiewellness/shwc/
435-797-1660
Monday – Friday, 8 a.m. – 5 p.m.
Laboratory: 8:30 a.m. – 4:30 p.m.
X-Ray: 2 p.m. – 5 p.m.
Physical Therapy: 8:30 a.m. – 6 p.m.

- Respiratory problems
- Gynecological issues
- Sinus and pneumonia concerns
- Orthopedic injuries
- General dermatology
- Abdominal complaints
- Urinary tract problems
- Emotional health concerns:
  - anxiety, depression, and ADHD issues among others.
- Headaches
- Sleep problems
- Mental Health Help

Tutoring Services

https://www.usu.edu/asp/
https://www.usu.edu/tutoring/
(435) 797-1128

- Accounting
- Computer Science
- Engineering
- Mathematics
- Physics
- Private Tutoring - All Subjects(Tutor Matching Service)
- Science Tutoring - USU Departments of Biology and Chemistry + Biochemistry
- Statistics
- Student Support Services(Logan)
- Student Support Services (USU Eastern)
- Writing
- USU Science Writing Center
- USU Engineering Writing Center

Getting to know General Education Courses

Understanding General Education (GE) Courses will take a little bit of research, but it is not too difficult to understand. In this toolkit, we are going to give you the basics, but there is more detailed information offered in the university's general catalog. Every institution should have a catalog that outlines the GE requirements that they have.

As long as the students have their FERPA form filled out, you will have access to their USU account as an academic advisor. You will use this access to create academic plans with the students and create schedules with them that will help them advance through their education. As a FYS advisor, you should only really be an expert with GE courses and GE requirements. For any inquiries beyond that, you should recommend that they go to that department's academic advisor.

You should have a list of the advisors for each department. You can contact the university with any requests like this.

These next links are great places to start learning about the GE requirements. Go to these sites and study the material. You should be very familiar with the information there.

https://www.usu.edu/orientation/guides/index
Each guide has class registration suggestions for your first semester. These guides will tell you how to look up your previous credits and test scores, how to see how credits transfer to USU, how to know if USU has received AP and IB scores and how they count at USU, and much more.

https://catalog.usu.edu/content.php?catoid=35&navoid=26613
(these are the GE Requirements for USU as of the 2022-23 school year)

These only apply to Utah State. Bridgerland Tech will have different requirements for their students. You are supposed to serve the GEAR UP students at Btech as well as the students at USU. This will look a little different, but you can still help the students register for their courses there. You can visit this site to find someone to contact about the registration process:
https://btech.edu/students/advising/

School Counselors and Advisors

The University will have a lot of different resources for you and the students that the high schools do not provide. Because of this change in structure, you may be unsure about where to direct students with problems too big for you to help them with. There are a lot of different resources depending on the problem that your students are facing.

One thing to keep in mind is that you are not a counselor yourself. The students may approach you with a lot of personal problems. Depending on the seriousness of the information received, there are some protocols to follow:

1. Emotional/mental health issues: walk with them to the mental health services. If they don't want to walk with you, give them directions to their offices. (More detailed information is available at https://www.usu.edu/aggiewellness/mental-health for USU and https://btech.edu/community-resource-page/ for Bridgerland Tech)
2. Harassment: stalking, bullying, etc. (If the harassment is criminal, you will notify the law enforcement in the schools.)
3. If the students are facing sexual discrimination or harassment, direct them to the Title IX office.

You are a mandatory reporter, meaning you are legally required to report to the SAFE UT app or the police department on campus, depending on the issue.

Possible Dialogue:

"That must have been really hard to tell me, thank you for trusting me enough to share. I am here to help you, but there are some things that I am legally required to report. You are NOT in trouble, but I need someone to help me help you. Come with me to the counselor's office, they will be able to help you better. If you like, I will sit with you until you are comfortable talking there."
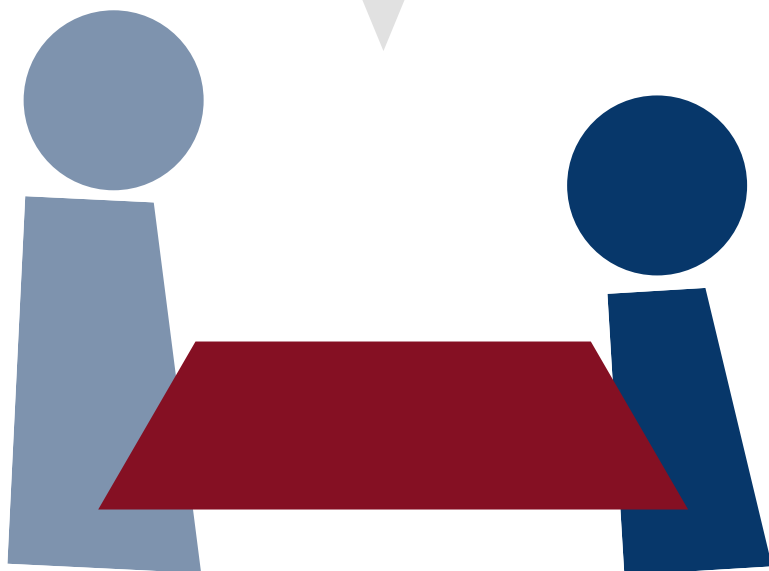
Consider:

- Are the students in danger? (abusive situations or suicidal thoughts?)
- Are people around them in danger? (do they want to hurt others?)
- Am I qualified to handle a situation like this? (If you have ANY hesitation, you should guide them to the counselors office.)

Academic Advisors

You will work side by side with the academic advisors at the University. You are an asset for them, just as they are for you. Make friends! They will help with the success of the students and the GEAR UP program.

The Advisors will know the majors really well because they specialize in their areas. For any questions your students have about things outside of your expertise, please direct them toward their academic advisors.

> "Alone we can do so little; together we can do so much."
> – Helen Keller

Administration:

You will work with the administration for GEAR UP at USU (The GEAR UP Director, the Data Administrator, and the Event Coordinator.) If you have any needs or concerns, these will be the first people you contact.

Since GEAR UP is a federally funded program through UVU, there are a lot of different people to contact with questions regarding program protocols. To keep things simple for you, please take all of your concerns to the Program Director of our region.

This Toolkit was created by GEAR UP UTAH staff in region 4 of the program