

Helping Underserved Students at Higher Performing iPASS Colleges

An Exploration of Support Practices

This resource guide is a companion to the report, *Helping Underserved Students at Higher Performing iPASS Colleges: An Exploration of Support Practices*. The report details how Black, Latinx, and low-income students are supported at five institutions that participated in the study: Doña Ana Community College (DACC), Northeast Wisconsin Technical College (NWTC), Queensborough Community College (QCC), Colorado State University (CSU), and the University of Central Florida (UCF). This guide describes and provides hyperlinks to useful relevant resources at each of these institutions, many of which are referenced in the report. The resources are organized by institution and categorized as student-facing support services or tools intended to support faculty in developing inclusive classroom environments. We list resources that were specifically mentioned by interviewees during our fieldwork—each institution may also provide other resources that are not reflected here. Colleges exploring innovative practices to better support Black, Latinx, and low-income students may find it useful to examine the resources listed in this guide.



RESOURCE GUIDE | JANUARY 2023

Doña Ana Community College (DACC)

STUDENT SUPPORT SERVICES

Academic Readiness Center

dacc.nmsu.edu/student-services/academic-readiness-center

Peer tutors provide academic assistance in various subject areas.

Avanza

dacc.nmsu.edu/student-services/avanza/index

Students and their families can access a wide range of resources to meet housing, food, transportation, mental health, and other personal needs. Avanza also helps students navigate DACC academic resources, including advising and tutoring. Avanza serves all students who request help but focuses outreach on low-income students, first-generation students, students with dependent children under the age of eight, and students who speak a language other than English at home.

Career Services and Coaching

dacc.nmsu.edu/student-services/thrive/career

Coaches offer virtual career support, including help developing a resume, searching for a job, and practicing for interviews.

Crisis and Mental Health Counseling

dacc.nmsu.edu/student-services/thrive/crisis-mental-health

Counselors facilitate in-person and virtual counseling sessions.

Emergency Aid

dacc.nmsu.edu/student-services/emergency-funds

Students can access temporary financial support for housing, utility, medical, childcare, transportation, car repair, and technology costs.

ENLACE

dacc.nmsu.edu/student-services/enlace

A program facilitated by community partners external to DACC, ENLACE offers academic advising, peer mentoring, nonacademic supports, and special programs for students (over 90% of whom identify as Latinx) and their families.

Food Resources

dacc.nmsu.edu/student-services/thrive/food-resources

The college offers various food distributions on select days of the week in partnership with local social services.

Northeast Wisconsin Technical College (NWTC)

STUDENT SUPPORT SERVICES

Academic Advising

nwtc.edu/student-experience/academic-advising

Advisors provide students help with selecting and planning course pathways, clarifying goals, and monitoring progress toward graduation requirements.

Academic Coaching and Tutoring

nwtc.edu/student-experience/academic-coaching

Coaches and tutors provide in-person and virtual support in math, writing, and other subject areas.

Career Closet

nwtc.edu/student-experience/career-services/career-closet

Professional clothing is provided free to any enrolled NWTC student.

Financial Coaching

nwtc.edu/student-experience/student-support-services/financial-coaching-resources

The college offers tools to support students in developing a budget and offers one-on-one coaching in partnership with the Wisconsin nonprofit Newcap (newcap.org/).

Housing and Utility Support

nwtc.edu/student-experience/student-support-services/safe-to-study-housing-assistance

The college partners with community organizations offering financial assistance with rent and utility payments, low-cost internet, and mortgage or property tax payments to avoid foreclosure.

Legal Services

nwtc.edu/student-experience/student-support-services/legal-services-for-low-income-students

The college partners with Lawyers for Learners (lawyersforlearners.org/) to offer students free legal aid in areas including bankruptcy, driver's license restoration, family matters, immigration, and housing.

Mental Health Counseling

nwtc.edu/student-experience/counseling

Students can access confidential mental health counseling services at no cost.

Next One Up

nwtc.edu/about-nwtc/diversity-equity-inclusion/next-one-up

Designed for incoming BIPOC students who are enrolled in the College of Business, participants are assigned a full-time advisor who facilitates personal development, academic support, and guidance in navigating college.

Shared Harvest Food Pantry

nwtc.edu/student-experience/student-support-services/shared-harvest-food-pantry

Students may receive one free bag of groceries per week, which includes items for one day (three meals and snacks).

Student Emergency Fund

nwtc.edu/student-experience/student-support-services/student-emergency-fund

Students can apply to receive short-term financial assistance for unexpected financial hardships, such as vehicle repairs.

RESOURCES TO SUPPORT INCLUSIVE CLASSROOM EXPERIENCES

Inclusively Course Series

nwtc.edu/about-nwtc/diversity-equity-inclusion/diversity-training-and-education

This set of four courses (Living Inclusively, Teaching Inclusively, Serving Inclusively, and Managing Inclusively) provides staff, including faculty, tools to facilitate an inclusive environment for students.

Queensborough Community College (QCC)

STUDENT SUPPORT SERVICES

Academy Advisement qcc.cuny.edu/academies/advisement	Advisors provide students help with selecting and planning course pathways, clarifying goals, and monitoring progress toward graduation.
Accelerated Study in Associate Programs (ASAP) qcc.cuny.edu/asap	Students in ASAP receive financial support (including subway and textbook vouchers), academic and career advising, intensive personalizing advising, and cohort-based course schedules. Although limited income is not a formal requirement, the program focuses recruitment efforts on underrepresented groups, including low-income students.
Advocacy Resource Center (ARC) qcc.cuny.edu/arc/index	This center connects students to social service programs and resources, including food stamps, unemployment benefits, and public housing assistance.
Black Male Initiative qcc.cuny.edu/bmi/index	This program supports Black male students through mentoring, internships, peer tutoring, access to textbooks and computers, and scholarships.
College Discovery Program qcc.cuny.edu/collegediscovery	Students who participate in this enrichment program receive financial assistance, academic advising from an assigned advisor for the duration of their college tenure, and individualized tutoring. The program is designed to support low-income students.
Lucille A. Bova Food Pantry qcc.cuny.edu/foodpantry/index	Students can visit the food pantry to select food items.
Petrie Emergency Grant Fund qcc.cuny.edu/scholarships	Students in good academic standing can receive one-time grants for a range of emergencies, including loss of childcare, loss of housing, overdue utility bills, and medical bills for necessary appointments or procedures that are not covered by insurance.

RESOURCES TO SUPPORT INCLUSIVE CLASSROOM EXPERIENCES

Anti-Racist Curriculum Guidelines qcc.cuny.edu/oaa/antiracist-curriculum-guidelines	The guidelines outline best practices for anti-racist course syllabi and instruction by discipline. They were developed by a 15-member task force the college convened to review course curriculum and objectives from various departments and support the development and use of antiracist pedagogy.
Faculty Fellow for Diversity, Equity, and Inclusion qcc.cuny.edu/dei/index	The Faculty Fellow, who works with the Office of Academic Affairs, is a resource for faculty on anti-racist pedagogy. The Fellow also mentors junior faculty of color.
National Center for Faculty Development and Diversity (NCFDD) qcc.cuny.edu/hcfdd/index	As QCC is a member of NCFDD, faculty can access various resources, including webinars, multi-week courses, and discussion forums; topics include supporting students and mentees from racially minoritized backgrounds.

STUDENT SUPPORT SERVICES

<p>Academic Advising advising.colostate.edu</p>	<p>The college provides academic advising in collaboration with colleges and departments to support students in developing their academic plans and monitoring their academic progress.</p>
<p>American Indian Science and Engineering Society (AISES) enr.colostate.edu/organizations/aises</p>	<p>A national, nonprofit organization that nurtures the building of community by bridging science and technology with traditional Native values.</p>
<p>Asian Pacific American Cultural Center apacc.colostate.edu</p>	<p>This center serves as a safe and supportive space for Native Hawaiian, Pacific Islander, Southwest Asian, North African, Middle Eastern, Southeast Asian, Desi, adopted, mixed race, and Asian American students, and students from other historically marginalized communities.</p>
<p>Black/African American Cultural Center baacc.colostate.edu</p>	<p>This center assists students who identify as, with, or are in exploration of Black/African American culture during their transition to Colorado State University and throughout their tenure by providing support and encouragement for their academic, professional, cultural, and personal development.</p>
<p>Counseling Services health.colostate.edu/about-counseling-services</p>	<p>Professionals offer a range of mental health services, including workshops and individual counseling. Multicultural counseling services include identity-based group counseling and reserved drop-in hours.</p>
<p>El Centro elcentro.colostate.ed</p>	<p>This center supports the Latinx community at CSU and Fort Collins through tutoring, mentoring, scholarships, and cultural programming.</p>
<p>Legal Services sls.colostate.edu</p>	<p>Staff provide access to legal services free of charge (or for a minimal fee) to students and make referrals, as needed, to community attorneys.</p>
<p>Minorities in Agriculture, Natural Resources, and Related Sciences (MANRRS) warnercnr.colostate.edu/student-organizations/manrrs</p>	<p>This national society provides a community of friends as well as a network of employers for its members participating in agricultural, natural resource, and related science fields of study.</p>
<p>Native American Cultural Center nacc.colostate.edu</p>	<p>This center supports students of Native American descent through services related to recruitment, retention, graduation, and community outreach.</p>
<p>Office of Academic Advocacy outreachandsupport.colostate.edu</p>	<p>Office staff guide students in resolving academic, personal, and financial impediments toward successful completion of their academic goals.</p>
<p>Pride Resource Center prideresourcecenter.colostate.edu</p>	<p>This center provides programs and services to support the retention of LGBTQ+ students and help them thrive.</p>
<p>Rams Against Hunger lsc.colostate.edu/slice/community-engagement/rams-against-hunger</p>	<p>This program provides services including a food pantry and pocket pantries for the campus community (students, faculty, and staff) and a meal-swipe program for students only. The program also provides guidance and information on applying for external aid such as SNAP benefits.</p>
<p>Student Case Management and Referral Coordination Office studentcasemanagement.colostate.edu</p>	<p>Case Managers provide crisis prevention and intervention services for personal, medical, mental health, alcohol and other drug, and behavioral issues. Case Managers also help students connect with resources and navigate University systems.</p>
<p>Student Disability Center disabilitycenter.colostate.edu</p>	<p>This center provides accommodation services, support, education, and consultation for the campus community to ensure people with disabilities have a greater opportunity to achieve social justice and equity.</p>
<p>The Institute for Learning and Teaching (TILT) tilt.colostate.edu</p>	<p>TILT offers students tutoring, academic success workshops, group study opportunities, and other academic support.</p>
<p>United in STEM unitedinstem.colostate.edu</p>	<p>This initiative promotes equitable access to meaningful STEM-focused academic and career development opportunities that are inclusive, rigorous, and culturally relevant and that structurally engage students with supportive faculty and staff.</p>
<p>Women and Gender Advocacy Center wgac.colostate.edu</p>	<p>This center provides confidential crisis intervention and emotional support and resources to survivors of sexual assault and others as well as educational programming on interpersonal violence prevention and topics related to gender and social justice.</p>

Colorado State University (CSU)

RESOURCES TO SUPPORT INCLUSIVE CLASSROOM EXPERIENCES

First Four Weeks

tilt.colostate.edu/events/best-practices-in-teaching-at-csu-first-four-weeks-2

This online, asynchronous course provides faculty research-based tools and low- to medium-stakes assessments that can be used to prepare students for success during the first four weeks of the semester.

Key Communities

key.lc.colostate.edu

Key Communities focus on entering students and are intended to honor and center student identities at this predominantly White institution. Building on the learning community model, students enroll in a first-year seminar course and co-enroll in other classes that are part of the university's core curriculum. Students can apply directly to a community or may be referred through the Community For Excellence, a network of CSU and community partners including local high schools focused on helping racially minoritized and low-income students access college.

The Institute for Learning and Teaching (TILT)

tilt.colostate.edu

Faculty can access various resources, including guidance on best practices for curriculum, communication, and pedagogy to create an inclusive classroom environment.

University of Central Florida (UCF)

STUDENT SUPPORT SERVICES

Counseling and Psychological Services (CAPS)

ucf.edu/services/s/counseling-and-psychological-services-caps

Mental health professionals and graduate interns provide comprehensive psychological services to minimize interruptions to student learning.

First-Generation Program

ucf.edu/services/s/first-generation-program

This program helps students transition to university life. It provides an academic home, demystifies the college experience, and assists students in navigating the university landscape.

Knights Helping Knights Pantry

studentunion.ucf.edu/knights-pantry

The college provides free necessities including food, clothing, and personal hygiene items (no limit for toiletries or clothing).

Student Success and Advising

academicsuccess.ucf.edu/ssa/advising-offices

Advisors and coaches provide a system of support to foster academic success, retention, and timely degree attainment.

Student Care Services

scs.sdes.ucf.edu

Care Coordinators provide one-on-one support, including guidance, resources, and referrals for significant difficulties and/or issues related to mental health, physical health, personal and family emergencies, financial problems, or other areas of concern.

Student Academic Resource Center (SARC)

academicsuccess.ucf.edu/sarc

Staff organize and provide academic support programs and services, such as peer tutoring, supplemental instruction, coaching, and academic success workshops.

RESOURCES TO SUPPORT INCLUSIVE CLASSROOM EXPERIENCES

Faculty Excellence

facultyexcellence.ucf.edu

This unit facilitates professional development opportunities for faculty, including the provision of resources to support inclusive teaching practices.