

University of South Carolina



Summer 2017
Residence Counselor Handbook

As a **USC Upward Bound** Residence Counselor,
There Are No Limits!

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Introduction to Trio Programs

- ☞ The University of South Carolina Trio Programs consists of five programs that serve all age groups in the Richland County area. These programs include:
- **Educational Opportunity Center**-Educational Opportunity Center (EOC) uses established partnerships with Richland County educational offices, local businesses, and a variety of social agencies to provide assistance to adults (at least 19 years of age) who want to begin or continue a postsecondary education. EOC offers its services at no cost, with the goal of increasing the accessibility of a postsecondary education for all of its adult participants.
 - **Educational Talent Search Program**-Educational Talent Search (ETS) counselors work with 5 high schools and 6 middle schools in Richland County, serving over 900 students each year with grade-specific services that help students prepare for college. Services and activities, such as leadership conferences and college fairs for middle school students, cultural enrichment activities, college visits, and etiquette training for 8th grade students, are designed to encourage an interest in higher education. Beginning their work with students in the sixth grade, Educational Talent Search counselors work with students and their parents to encourage them to consider college, to ensure that they are enrolled in college preparatory high school courses, and to assist them in completing admissions and financial aid applications.
 - **Ronald E. McNair Program**-The Ronald E. McNair Post-Baccalaureate Achievement Program helps TRIO-eligible undergraduates to prepare for and pursue graduate degrees. The program seeks to expand educational opportunities for first-generation college students, disabled students, and low-income students. The program includes a six-week summer research component, faculty mentoring, and research experiences.
 - **Opportunity Scholars Program**-The TRIO Opportunity Scholars Program (OSP) provides academic support and services to encourage student success at the University of South Carolina by creating a small college atmosphere, allowing students to take core freshman-level classes from faculty and staff especially prepared to meet the needs and concerns of our OSP students.

The program provides tutoring assistance, academic advising, and guidance on undergraduate research and study abroad opportunities, mentoring, workshops, and cultural enrichment opportunities. Additionally, freshmen taking three or more OSP courses receive significant tuition reduction.
 - **Upward Bound Program**-Upward Bound is a pre-college program for TRIO-eligible students attending high school in Richland County. It provides extensive academic support that includes weekend and evening activities, a six-week summer component, and college-placement services. The program serves students from four high schools in Richland School District

One. The Upward Bound program helps students take advantage of the educational opportunities provided by their high schools and to realize their potential and meet their academic and career goals.

Requirements of an Upward Bound Residence Counselor

☞ Job Description

- The Residence Counselor is responsible for coordinating various residential services as well as provides professional treatment and care for students. The position requires close supervision of adolescent clients in a residential setting. Residence counselors also act as tutors and teacher assistants who ensure students complete course work assigned by the Program's instructors. Finally, residence counselors also act as mentors for students providing guidance regarding college admissions, financial aid and general life skills. This position reports directly to the Residence Hall Director.
 - Note: The term residence counselor, mentor and tutor are used interchangeably throughout the manual. Please recognize that if one is hired as a residence counselor he or she also serves as a tutor and mentor to students.

☞ Pay

- The pay is considered salary and will be provided by direct deposit and will align with the standard USC pay schedule. Residence counselors should note that due to the start of date first paychecks will not be distributed until the last paycheck date in the month of June.

☞ Academic Standing

- The Upward Bound Program prides itself on having one of the most proficient tutoring services in the District. In order to maintain this legacy Upward Bound requires its residence counselors to not only provide stellar tutorial services to its students, but for its residence counselors to maintain high academic grade point averages. The best counselors are those who have created great study habits and who are dedicated to their own academic achievement and success. Each residence counselor must:
 - Maintain a 3.0 average or above
 - Attend his or her own classes on a regular basis
 - Be actively involved on campus
 - Able to provide both academic and social support to students at all times.

☞ Attendance

- Residence Counselors are required to be on time to each Upward Bound academic session at the summer school site as well as each Upward Bound activity provided over the summer.
- Each underclassmen residence counselor will be responsible for assisting the bridge staff with activities during evening activity. RCs can determine what day works best for them and should report this information to the RHD during orientation.

☞ General Behavior

- Tutors should not discuss anything that is considered inappropriate around students. This includes conversations that include, but are not limited to, drug and alcohol abuse, sexual interactions, social gatherings for adults, etc.
- Tutors should not use profane language around students and should not, at any time, use denigration as a means of discipline. Tutors should always encourage good behavior and should be an example to the Program's students.
- Mentors should limit one on one contact with students. Counselors are required to have two or more staff members present during activity, preferably a male and a female.
- Tutors should not engage in abusive conduct of any kind toward, or in the presence of, a minor participant.
- Tutors should not physically strike a student under any circumstance.
- Mentors should not pick up minor participants or drop off minor participants, unless in an authorized vehicle provided by the program staff.
- Mentors should not provide alcohol, tobacco, or illegal drugs to minor participants. Neither should they provide over the counter or prescription drugs. All drugs must be approved by students' parents, legal guardian, and/or physician.
- Mentors should not provide sexual materials, in any form (web, print, etc.) to minor students or assist them in attaining these types of materials.

☞ Dormitory Behavior

- Residence counselors should not enter a minor's room, bathroom facility, or similar area without another staff member in attendance when providing overnight supervision of minors, unless there is an emergency.
- Residence counselors have separate accommodations from minors. The Program does not allow residence counselors and minor participants to share a room or other private areas.
- Residence counselors should monitor students' use of wireless. Students are not to use wireless for inappropriate websites.

☞ Relationships with Students

- The Upward Bound tutor should act as both a mentor and a tutor to Upward Bound students. The Program's goal is to encourage its students to seek

post-secondary education after high school and each tutor will be a shining example of what college can do for them both professionally and socially.

- Upward Bound tutors are encouraged to have conversations with students about college life and their academic and professional experiences as a college student.
- The goal is to build relationships with these students so that they trust you enabling you to provide a better tutorial service to them.
- Tutors are not to engage in inappropriate relationships with students. (Tutors are not to conduct sexual or romantic relationships with students.) If a student is encouraging you to engage in these types of relationships, please report him or her to the Coordinator.
- Tutors should not have inappropriate direct electronic contact with minor students. This includes social networking websites or apps, texting and/or email.

☞ Dress

- Residence counselors are required to adhere to the same dress code outlined for student participants. Please see excerpt below:
 - *The Upward Bound Summer Phase Dress Code is designed to create an environment of professionalism that can help a student more easily make the transition from school to work. The dress code is consistent with State Health Regulations and the Richland County School District:*
 - *Sunglasses and headgear (caps, hats, bandanas, etc.) should be taken off while in the building.*
 - *Curlers, combs, picks, and brushes are not to be worn in the hair.*
 - *Jewelry and clothing are not to bear a message, symbol, slogan, or picture indicating membership in clubs, gangs, or organizations other than those which will create a positive attitude for students and a proper image for the program. Messages promoting violence, profanity, discrimination, drugs, sex, alcohol, or tobacco products will not be allowed.*
 - *Shirts or blouses must be worn at all times. Bare midriffs are not permitted. Muscle shirts, see-through clothing, fishnet material, tank tops, backless tops, tube tops, and halter tops are not allowed.*
 - *Undergarments must not be in plain view under any circumstance.*
 - *Any style of dress that causes undue attention to one's self and disrupts Upward Bound programming will not be allowed. Final decisions on all dress code compliance issues are at the discretion of the Upward Bound staff. Exceptions due to religious or medical conditions are considered on an as needed basis. Any student found wearing inappropriate clothing will be asked to change their wardrobe immediately.*
 - *All students enrolled in science classes (research students) must wear jeans or pants and closed toe shoes while in the lab. No flip*

flops, shorts, short skirts, or open-toed shoes are permitted. All hair must be pulled back away from the face to avoid interaction with chemicals.

- *Students must bring at least three semi-formal outfits.*

☞ Termination/Resignation

- A tutor's employment will be terminated if he or she is accused and/or found guilty of inappropriate behavior around students.
- A tutor's employment will be terminated if he or she does not attend regular academic sessions or is a "no show" for a scheduled tutoring session with a student. Please e-mail the Coordinator AND CALL an Upward Bound staff person if you are not able to attend a scheduled tutoring or academic session.
- If a tutor must resign from his or her position please give the Coordinator at least a two week notice so that he can replace you. If you feel overwhelmed by your job duties or come to the conclusion that this position is beginning to conflict with your academic standing please discuss this with the Coordinator. Even if you are not considering leaving always feel free to discuss your schedule with the Coordinator so that he can make adjustments. The goal is for you to be an example for our students. Please do not sacrifice your own academic well-being for the sake of the Upward Bound students.

Expectations of Students and Tutors

☞ Behavior

- Students are expected to behave in a professional manner at all times. Students are not to engage in risky behaviors while participating in Upward Bound activities. This includes tutoring at the schools or off-site.
- Students are expected to complete all assignments given by their instructors by the District as well as those assigned by the Upward Bound instructors.
- Students are expected to come dressed appropriately adhering to the same guidelines as those outlined in the District's policy. If a student does not adhere to these guidelines please report that student to the Coordinator.
- Students are not allowed to vandalize University, school, or library property. If a student vandalizes property please report this student to the Coordinator.
- Students are not to use profane language or have inappropriate discussions while participating in Upward Bound activities.
- Students should not have possession of drugs (illegal or otherwise) or alcohol while participating in Upward Bound activities.
- Students are not allowed to have electronic devices shown in public unless the instructor or the tutor gives them permission. This includes cell phones,

iPods, iPads, MP3 Players, pagers, etc. Tutors and instructors have the right to confiscate these items if students use them without permission.

☞ Computer Lab Use

- Students are NOT to have any FOOD, DRINKS, GUM, or CANDY in the computer lab. This is STRICTLY PROHIBITED. If the University catches students with these items in the computer lab the school can ban the Program from using these facilities for the rest of the year.
- Students are not allowed to use social networking sites unless given prior permission by the instructor or tutor. If a student is caught using these sites without prior permission the instructor or tutor can ban them from the computer lab for the rest of the day.
- Students are not to access inappropriate website (pornographic, etc.) while using district or University computer labs.

☞ Tutoring

- Students are expected to have all materials to conduct tutoring sessions. This includes paper, pencils, pens, books, worksheets, study guides and/or assignment outlines. If a student is not prepared for the tutoring session tutors are required to notate that the student was not prepared for their tutoring session.
- TUTORS ARE TO BE VERY AWARE OF HIS OR HER RELATIONSHIPS AND INTERACTIONS WITH STUDENTS. Especially if the student is the opposite sex of the tutor. Always ensure that you are in a public place to tutor students where you can be seen by administrators or school staff. Never tutor a student in an offsite location not approved by the Upward Bound staff. This is to protect you as well as the student.

Acting as Teacher Assistants

☞ Navigation 101/Enrichment

- The Counselor may assign you the task of having students work with the “Big Future” (BF) web based program on the College Board website. You can always use BF if a student has down time or no activities during an enrichment session.
 - The site is www.bigfuture.org.
- Tutors will also be required to assist students with constructing college admissions and scholarship essays.
- Residence counselors will be provided training for Navigation 101, a web based program that prepares students for postsecondary study. The site is a comprehensive web program provides the Program the opportunity to personalize student profiles, complete modules regarding career, college and financial aid, and develop social and networking skills. Residence counselors will be required to conduct enrichment sessions to complete Navigation 101 modules.

☞ PSAT/SAT/Explore/PLAN/ACT

- Each student will be provided a test preparation course. Please be prepared to assist during the course.
- ☞ English and Writing Course
 - Students will take an English course that will provide them with basic skills in writing that address their struggles with grammar and composition as well as constructing well-written writing samples. Tutors who assist in this classroom are encouraged to help students with the writing process.

Safety

- ☞ If a student has an emergency situation during an academic session or during a tutoring session held on campus tutors can contact the USC police at 803.777.4215. If a student has an emergency at a school please call 911 immediately and inform the main staff or the officer on site. Phones are located in each classroom
- ☞ If a student discusses with you a home or school situation that may or has endangered his or her life or the life of someone he or she may know please contact the Coordinator immediately. Do not promise to keep “secrets” with students if that secret can cause harm to a student and/or his or her family members. We are required by law to report any situation(s) that may affect the health and well-being of any our participants, especially those of physical, mental, or verbal abuse.
- ☞ If you feel a student may need professional counseling or psychological help that is not considered an emergency, please notify the Coordinator and he will arrange to speak with the student’s parents to discuss viable options for psychological help.

Strategies for Tutoring

- ☞ General Guidelines
 - Tutors should:
 - Know the material (or be resourceful if not familiar with subject material)
 - Avoid criticism of his or her school instructors or the Upward Bound staff
 - Always encourage students to take responsibility for his or her grades and do not allow students to blame the teacher for his or her academic failures
 - If a student has a legitimate complaint about an instructor continue to assist the student and notify the Counselor after providing instruction so that he can schedule a meeting with the student’s teacher to discuss any problems he or she may be having in the classroom
 - Always believe in the student and his or her capabilities and potential

- Never make a student feel as if they are not capable of doing the work, always make them feel as if they can accomplish all of their goals for the day
 - BE POSITIVE AT ALL TIMES
 - Always keep the noise level during any tutoring session at a minimum, especially if tutoring more than one student at a time
 - Learn how to multitask
 - You may be asked to tutor multiple students at one time
 - Use your time wisely and do not do the work for the student just to save time
 - Turn phones off or on vibrate
 - Do not text or take calls during a tutoring session—it makes the student feel as if you are not fully paying attention to them and they will begin to do the same
 - If you are having behavioral problems with a student always notate this on the tutoring form
 - If a student’s behavior becomes too outlandish you can opt to end the tutoring session and request that the student’s parents pick them up early—please report these instances to the Coordinator IMMEDIATELY
 - Keep food and drink to a minimum—no food or drink are allowed in any computer lab
 - Refrain from sharing student information with other students
- ☞ Techniques
 - Silence-give students an opportunity to create an answer after asking a question
 - Learning styles-learn the students’ learning styles.
 - Auditory learners-learn by listening. Thoroughly explain problems to students and have them work the problem while you are talking.
 - Visual learners-learn by watching. Teach these students by doing an example in front of them while they watch you.
 - Tactile learners-learn by doing. These students are “hands-on” type of learners. Work the problem along with them while using the strategies that you would use for both the auditory and visual learner.
 - Resourcefulness
 - The internet can be your best tool while tutoring. Always use the resources around you while tutoring. Use dictionaries, thesauruses, encyclopedias or whatever tools needed to get the answer or develop the essay.
 - Summarize
 - Always summarize and review for students to reinforce what they’ve learned.

☞ Effective Questioning

- Ask questions in a positive manner. Never ask a question in a tone that will convey that you are frustrated with a student or that you question his or her intelligence. Always be patient.
- Ask open ended questions to develop students' critical thinking skills.
- Begin with more general questions and as they answer correctly begin to ask more specific questions.
- Watch your vocabulary. Always ensure the student is sure of what you are asking.
- Encourage students to take good notes by asking to see their notes.

☞ Study Skills

- Always give advice to students on good study habits, including but not limited to:
 - Staying organized
 - Having good time management
 - Taking notes
 - Actively listening to his or her instructors during 'lecture'
 - Talking to his or her instructor on a regular basis
 - Practicing self-assessment and reviewing previous work and material

☞ English

- Always encourage students to engage in the writing process (brainstorming, creating the thesis, outlining, etc.)
- Encourage students to read aloud
- Review students' papers before turning them into the instructor
- Address grammatical and compositional errors

☞ Mathematics/Science

- Do not do the students' math or science problems
 - Work examples similar to the problems that students have to complete
 - Provide mock tests or use the internet as a source of problems solving—even YouTube has clips to explain how to solve math problems
- Use the students' books to teach them
 - Educate them on how to use their book as a major resource in improving their skill levels in both math and science

☞ Foreign Language

- You do not have to speak to students in Spanish, French, or Chinese, but always use words to get them used to the language
- Do not translate words or sentences for them
 - Translate with them not for them
- Encourage students to use the internet and share some on-line resources with them to assist while studying at home

SUMMER DISCIPLINARY CODE

action	first offense	second offense	third offense
<i>Arguing with Staff</i>	Council Appearance	Parent Conference	Dismissal
<i>Breaking Curfew</i>	Council Appearance	Dismissal	
<i>Dress Code Violation</i>	Verbal Warning/Wardrobe Change	Council Appearance	Dismissal

<i>Drug/Alcohol Possession</i>	Immediate Dismissal		
<i>Failure to Complete Assignments</i>	Verbal Warning	Council Appearance	Dismissal
<i>Failure to Complete Work Study Assignments</i>	Stipend Reduced	Stipend Taken	
<i>Failure to Comply</i>	Verbal Warning	Council Appearance	Dismissal
<i>Fighting</i>	Immediate Dismissal		
<i>Floor Violation (Opposite Sex)</i>	Parent Conference	Dismissal	
<i>Room Violation (Opposite Sex)</i>	Immediate Dismissal		
<i>Tardiness</i>	Verbal Warning	Council Appearance	Dismissal
<i>Theft</i>	Immediate Dismissal		
<i>Unexcused Absence (Classroom or Residence Hall)</i>	Parent Conference	Dismissal	
<i>Use of Inappropriate Language</i>	Verbal Warning	Council Appearance	Parent Conference

***** The following disciplinary code was designed to ensure a safe and healthy learning experience for all participants. Upward Bound Staff reserves the right to exercise discretion on any specific incident. Any student that is dismissed early from the program will forfeit any remaining stipend that has not been received. *****



UNIVERSITY OF
SOUTH CAROLINA

Upward Bound Contact List

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