



Student Support. Student support is woven into the fabric of Gateway both in and out of the classroom. Students are part of a college family grounded in mutual respect where adult thinking and behavior are cultivated. Students reflect on their growth, and their success is celebrated regularly and zestfully. Programs give consideration for how to best serve students' special needs. Partnerships allow programs to serve students holistically and comprehensively.

Evidence at start-up

- All staff understand the Gateway student target population – their profiles, challenges, and backgrounds.
- A process exists to appropriately place and accommodate students with special needs.
- Team members are trained in communication strategies and intervention techniques; Resource specialists (RSs) clearly understand their job parameters and when to refer students for counseling services.
- Wrap-around support services are identified (e.g., clinical counseling, child care, housing).
- RSs are prepared to assist graduating students to transition to further college including providing scholarship, financial aid, and university application assistance.

Evidence of mature implementation

- Positive behaviors and successes are recognized formally and informally by program staff and students.
- Strong partnerships provide a full range of services (e.g., counseling, mentoring).
- Students offer each other peer support. They use problem solving and critical thinking skills to help each other overcome or manage barriers.
- Formal and informal student leadership opportunities are in place (e.g., service learning, student ambassador program, peer mentoring, and campus-sponsored opportunities).
- A formalized structure is in place to help students find employment.
- Staff regularly interacts with at-large faculty to identify those best suited for each student's learning styles.
- Team members consistently employ effective communication and intervention strategies and tools to promote adult decision-making and support success.
- Students have communication and time management skills to advocate for their own educational experience on the comprehensive campus.
- Formal processes are in place to ensure on-going student support throughout Gateway Continuation (e.g., transition seminar, scholarship check-in, ADP classes).