COUNCIL FOR OPPORTUNITY IN EDUCATION
NEWCOMERS’ HANDBOOK
2020
August 19, 2020

Dear TRIO Colleague:

Welcome to the 2020 Newcomers’ Experience! We are pleased that you are joining us for your first Council for Opportunity in Education (COE) Annual Conference. This year’s virtual conference theme “Reimagining College Opportunity” will cover the latest news in college access and retention.

As a newcomer, you are invited to attend the virtual **Newcomers’ Networking Event (Monday, September 21st from 7:15-8:15 pm)**. This event, designed just for you, will provide an opportunity for you to meet your region’s leaders and other members of the COE Board of Directors. They will have lots of information and some fun prizes to share with you!

Please take note of the sessions offered during our conference which were created to assist you in learning more about TRIO, best practices, and COE. Check out the Conference Program located on COE’s website, [www.coenet.org/annualconference](http://www.coenet.org/annualconference).

This Newcomers’ Handbook will provide you with information about COE’s membership services and activities and TRIO programs in general. We hope that you will use this Handbook as a reference guide, as you become well-established in the TRIO community.

The COE Board of Directors and staff are pleased that you are able to join us virtually as we celebrate the 39th Annual Conference of the Council for Opportunity in Education. Enjoy the Reception and the Conference!

Best Regards,
Fabiola Falto
Chair, Newcomers’ Reception
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ABOUT COE

The Council for Opportunity in Education (COE) is a nonprofit organization, established in 1981, dedicated to furthering the expansion of college opportunities for low-income, first-generation students, veterans and students with disabilities throughout the United States. Its membership includes more than 1,000 colleges and agencies. Through its numerous membership services, the Council works in conjunction with colleges, universities, and agencies that host TRIO programs to specifically help low-income students enter college and graduate. 790,000 low-income students and students with disabilities each year receive college access and retention services through our member colleges and agencies.

Federal TRIO Programs (Talent Search, Upward Bound, Upward Bound Math/Science, Veterans' Upward Bound, Student Support Services, Educational Opportunity Centers, and the Ronald E. McNair Post-Baccalaureate Achievement Program) help students to overcome class, social, academic, and cultural barriers to higher education.

TRIO services include — assistance in choosing a college; tutoring; personal and financial counseling; career counseling; assistance in applying to college; workplace and college visits; special instruction in reading, writing, study skills, and mathematics; assistance in applying for financial aid; and academic assistance in high school or assistance to reenter high school or college.

Mission

Achieve college access and success for low-income students, first-generation students, and students with disabilities.

Vision

Every young person and adult has an equal opportunity to prepare for, attend, and graduate from college. Graduation from any category of postsecondary institution is achievable and not limited by economic status, family background, or disability.
COE BOARD OF DIRECTORS

COE’s Board of Directors, which conducts the business of the organization, normally meets three times a year—fall, winter, and spring. Officers change at the conclusion of the annual conference each year. The Board is composed of the following persons:

Board Chair (1-year term)  Secretary (1-year term)
Board Chair-Elect (1-year term)  President (term of employment)
Immediate Past Board Chair (1-year term)  3 representatives from each of the ten regional associations
Treasurer (1-year term)

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Board Chair  Kyle Ethelbah
Board Chair-Elect  Sari Byerly
Immediate Past Board Chair  Kristian Wiles
Treasurer  Leo Conway
Secretary  Diana Tapia-Wright
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2020–2021 BOARD OFFICERS
Board Chair  Sari Byerly
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BOARD COMMITTEES
Bylaws  Personnel
Budget and Finance  Partnerships, Standards, and Initiatives
Annual Conference  Resource Development
Evaluation and Compensation  State Leadership
Government Relations  Strategic Planning
International Access  TRIO Achievers & Alumni
Nominations and Elections
REGIONAL AND STATE ASSOCIATIONS

COE’s strength lies in its dedicated professionals as well as strong state and regional organizations. Each of the 10 regional associations offers unity of purpose, definition, and representation among projects and project personnel. The associations provide approachable leadership, professional development opportunities, and a network for TRIO personnel in the region. For more information and links to the 10 regional associations, visit COE’s website at www.coenet.org and click on Member Associations under About Us. COE has more than 50 state/chapter associations with one in most states, the District of Columbia, and U.S Territories. State/Chapter Associations are always looking for active members and affiliate members to help strengthen their local efforts.

The Council for Opportunity in Education firmly believes that many of TRIO’s future funding opportunities are directly linked to state TRIO advocacy efforts. The State Leadership Committee continues to work with State and Chapter Associations in developing effective strategies to influence state policy and to position TRIO programs for greater recognition and financial support. For more information on COE’s State Initiative or information on your state/chapter association, visit www.coenet.org and click on In the States.

INTERNATIONAL PROGRAMS OF COE

COE participates actively in the work of international organizations. COE President Emeritus Arnold Mitchem serves on the executive committee of the European Access Network, the European-wide non-governmental organization for widening participation in higher education, and has participated in meetings of United Nations Educational, Scientific and Cultural Organization (UNESCO) Education Sector. COE works with NAFSA: Association of International Educators to increase the representation of low-income, first-generation students among American students abroad and is part of the Coalition for International Education.

Related to our charge of helping students to overcome class, social, academic, and cultural barriers to higher education, COE believes international experiences are crucial to helping students understand themselves and become active participants in our increasingly global society. COE administers a short-term study abroad program for TRIO SSS and McNair students and staff development programs in conjunction with its international partners, the University of Liverpool, Travel & Education and the University of Salamanca, London Metropolitan University, ECHO, the Center for Diversity Policy in the Netherlands, and AMIDEAST. COE has partnered with Michigan State University to sponsor a semester program in South Africa and Senegal under the U.S. Fulbright program. In the last decade, more than 200 TRIO students have participated in COE-sponsored programs in Europe, Mexico, and South Africa.
**COE MEMBERSHIP SERVICES**

Institutional Members of COE include colleges, universities, secondary schools, and agencies that are seeking to advance the ideals of post-secondary educational access and success for all students.

**As a member of COE, you receive:**
- Action Alerts
- Free Proposal Writing Workshops
- Special Technical Assistance
- Subscription Package

**Discounts are also available on:**
- Webinars & Trainings
- Conferences and Seminars
- All COE Products

Proposal Writing Workshops — To assist institutional members in preparing grant applications for all TRIO competitions, COE sponsors proposal writing workshops. These workshops—**for members only**—include an overview of the proposal development, editing, and review processes; an analysis of common mistakes made by unsuccessful applicants; and characteristics of high-ranking proposals.

Congressional Representation — To build support for our nation’s TRIO programs and to ensure that Americans from low-income families have a realistic chance to enter and graduate from college, COE has successfully established relationships with key Members of Congress. Through COE’s Government Relations team, TRIO students, parents, graduates, administrators, counselors, and teachers are represented when Members of Congress convene to appropriate funding for various education programs in America.

Liaison with the Department of Education — To provide the TRIO community with the most up-to-date information, COE works closely with the Department of Education. COE provides special technical assistance to TRIO Directors nationwide and assists institutions in resolving funding and compliance issues. As an additional membership service, COE also sponsors an **annual** seminar that enables institutions to improve relations with the Department of Education.

Access to Valuable Resources — Members of COE have immediate access to a powerful information Network. This Network keeps members on top of political, legislative, and regulatory events that may potentially affect funding levels for all TRIO programs. In most cases, members who actively network at the legislative level are more competitive at the funding level. Many COE members use the Network to improve their programs and services, to access vital research, to keep up with changing technology, and to identify new potential opportunities for their students.

For questions on COE Institutional Membership, please contact Alvin Phillips at 202-347-7430, Alvin.phillips@coenet.org or go to www.coenet.org and click on “JOIN”.

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GOVERNMENT RELATIONS

One of the key functions of COE is to provide a link between Members of Congress and TRIO students and staff. Our Government Relations team strives to make your voices heard throughout the federal government while fighting to increase federal support for low-income, first-generation students.

The Government Relations team achieves its objectives by maintaining constant contact with key legislative offices on Capitol Hill. They also stay informed on the most up-to-the-minute happenings in the areas of education policy and the federal budget by participating in a number of education-based coalitions and advocacy groups. The members of the TRIO community play a vital role in these advocacy efforts because they are subject matter experts on issues of low-income student access and program operations. By participating in town hall meetings, inviting legislators to visit their TRIO projects, and taking advantage of opportunities to meet with Members of Congress (virtually, in Washington, DC, and in their home states and districts), TRIO personnel can stay informed and help ensure that TRIO remains a top priority for their congressional representatives.

In addition to protecting TRIO interests in the Higher Education Act, which is the authorizing bill that governs TRIO programs, a primary goal of the Government Relations team is to secure additional funding each year through the federal appropriations process. Quite often, the Government Relations team at COE will issue calls to action. During these times, it is critical that the entire TRIO community engage in the outlined steps in these alerts. It is only because of our fervent advocacy and loud voice that TRIO has received such large funding increases over the last few years.

The Government Relations team is always available to provide assistance to the TRIO community. For more information on the Government Relations efforts and how you can become involved, go to www.coenet.us and click on Advocacy. If you have any questions, please contact COE’s Government Relations team, Jonathan Elkin, Vice President for Public Policy (jonathan.elkin@coenet.org) or Stephanie Salvador, Director of Congressional Affairs (stephanie.salvador@coenet.org) by e-mail or phone (202.347.7430).
ANNUAL EVENTS

**Annual Conference** — Beginning in 1982, COE’s Annual Conference is an educational and social forum for educators, business leaders, and policy makers interested in expanding educational opportunity. The conference has become the largest gathering of professionals employed in institutionally, state and federally funded opportunity and access programs in America. There are numerous benefits and opportunities to attending such as:

- Sharing new techniques and approaches to serve youths and adults;
- Learning ways to promote equal opportunity for low-income, first-generation students and students with disabilities;
- Interacting with some of the nation’s leading authorities in education, as well as those researching and practicing in the field;
- Presenting models useful for research, teaching, and training;
- Developing skills and professional growth for working with students;
- Hearing from nationally renowned educational and political leaders; and
- Discovering new educational and innovative resource materials through professional exhibits.

**Annual Policy Seminar and Department of Education Relations Seminar** — Every March, in Washington, DC, COE sponsors a Policy Seminar, which focuses on policy issues affecting TRIO students and programs. TRIO professionals have the opportunity to educate their congressional representatives about TRIO and to solicit their support for adequate TRIO funding. Since 1986, the Seminar on Relations with the Department of Education has been held on the Wednesday after the Policy Seminar to help strengthen the ties between the TRIO community and the U.S. Department of Education.

**National College Opportunity Programs Leadership Summit** — Preceding the Annual Policy Seminar, the Leadership Summit is a professional development opportunity to gain more insight into TRIO standards, responsibilities, linkages, and opportunities for growth within the TRIO community.

**Executive Leadership Institute for College Opportunity Professionals**— A professional development opportunity that prepares emerging leaders to guide their respective associations the following year. During the Leadership Institute, invited college access and success professionals will have the opportunity to engage in lectures, workshops, and facilitated exercises that will strengthen their leadership skills at both the state and institutional levels.

**National Student Leadership Congress** — This annual six-day event is held each June in Washington, DC for Upward Bound and Talent Search students from across the country. The emphasis of the Congress is on leadership through citizen participation in federal policy and community service. Students have the opportunity to attend leadership workshops, sessions with policy-makers and educational leaders, and meetings with members of Congress and to conduct a mock congress. In addition, the students participate in a community service activity and visit historical and cultural sites.
PROFESSIONAL DEVELOPMENT

With funding from the U.S. Department of Education, COE provides professional development seminars to TRIO staff and institutional teams. This cooperative effort serves to improve TRIO Programs by providing training on financial aid, admissions, financial literacy, as well as the legislation and regulations that govern TRIO programs. Involvement in professional development training demonstrates your project’s commitment to providing high quality services to participants and maintaining institutional accountability. Additional information, including seminar dates and tentative agendas, can be found on our website. www.coenet.org/professionaldevelopment.shtml

TRIO RESOURCES

The Pell Institute for the Study of Opportunity in Higher Education — The Pell Institute conducts and disseminates research and policy analysis to encourage policymakers, educators, and the public to improve educational opportunities and outcomes for low-income, first-generation, and disabled college students. The Pell Institute is the first research institute to specifically address the issues impacting educational opportunity for this growing population. To examine these issues, the Pell Institute conducts independent research in three areas: access, success, and innovation. For more information or to access the resources of the Pell Institute, visit www.coenet.org and click on The Pell Institute under Institutes or go directly to the website at www.pellinstitute.org.

Subject Matter Experts — As an organization, COE strives to employ experts in all fields that pertain to low-income, first-generation, and disabled students. COE includes authorities on the law and regulations for all TRIO programs, government relations, educational best practices, as well as specialists in working with individuals with disabilities, veterans, and STEM disciplines. COE expertise is available to the TRIO community at any time. Members can expect effective and timely responses to your inquiries. Please see the staff directory at the back of this Handbook for contact information.

Alumni Outreach and Engagement The National Alumni Association exists as a networking resource and advocacy opportunity for former TRIO participants. Alumni bring value and credibility to the campaign for TRIO sustainability. The Association’s Facebook page can be found at http://www.facebook.com/councilforopportunityineducation).
The Council strives to provide services and resources that benefit your students, your program and you as TRIO staff. The Council depends on institutional memberships, subscriptions and personal contributions from TRIO projects in order to provide the highest quality and range of services. Each state/chapter/territory’s reciprocal support to the Council allows it to effectively carry out the following activities:

- Advocacy (COE works with Congress to protect TRIO’s funding)
  - Appropriations
  - Re- Authorization
- Proposal Writing Workshops
- Compensation Surveys
- TRIO/Gear Up Directory
- Policy Seminar
- Annual Conference
- Research through the Pell Institute
- Teaching and learning strategies in STEM through the Stokes Institute
- Consistently working hand-in-hand with the U.S. Department of Education to keep ahead of changing regulations and to effectively provide technical assistance to all TRIO directors attempting to resolve funding and compliance issues
- Consistently working to advance equal educational opportunity and to promote diversity in America’s colleges and universities

By contributing to the annual Fair Share Campaign (through personal contributions, subscriptions, or institutional memberships), you contribute to the success of the Council and of TRIO. Fair Share monetary goals are determined annually. Contact your state or regional Fair Share coordinator to determine how you can assist your state, and therefore your region, in meeting its Fair Share. To learn more about the Fair Share program or to get more involved, visit www.coenet.org and click on “JOIN”. You may also contact Alvin Phillips at Alvin.phillips@coenet.org or 202.347.7430.
A BRIEF HISTORY OF TRIO

The TRIO programs had their beginnings in the nation’s War on Poverty in the 1960s. The first program, Upward Bound, was created as part of the Economic Opportunity Act of 1964. The program began with 17 pilot programs in the summer of 1965 and served 2,061 low-income high school students.

Talent Search was the next program to be created, and it was included in the landmark Higher Education Act (HEA) of 1965. To this day, this is the most significant piece of legislation governing American higher education. Title IV of the HEA—the section of the law in which TRIO programs are currently located—accounts for 95 percent of all funds appropriated under the HEA.

When the HEA was reauthorized for the first time in 1968, the Special Services for Disadvantaged Students program was established. This program, which served low-income students who had entered college, was later renamed Student Support Services. The 1968 reauthorization also joined all three programs under the Office of Education in the Department of Health, Education, and Welfare.

Subsequent reauthorizations of the Higher Education Act brought significant changes to the TRIO programs. The 1972 reauthorization created the Educational Opportunity Centers and Veteran’s Upward Bound programs. The 1976 reauthorization added the staff and leadership authority that provided federal funding for TRIO personnel training.

While the 1980 reauthorization did not add new programs to the TRIO family, it included two crucial elements that have benefited the program long term. The first piece was the changing of eligibility criteria to include first-generation students, those students whose parents had not completed a baccalaureate degree. The second piece was the establishment of prior experience. By awarding points in the competitive grant competition to existing programs that have successfully met performance targets and accountability requirements, prior experience has allowed TRIO programs to become a permanent part of the disadvantaged communities they serve and the institutions that sponsor the programs. Prior experience has also helped foster the development of experienced TRIO professionals who administer the programs and provide a voice for the low-income and disadvantaged. The remaining TRIO programs—the McNair Post-Baccalaureate Achievement Program and Upward Bound Math/Science—were created in 1986, and 1990, respectively. In addition, a TRIO Dissemination project was added in 1998.

Today, nearly one million students are served through the TRIO programs, which receive $1.09 billion dollars in federal funding annually. This is a substantial increase since the program’s simple beginnings in 1968. More than 3,000 TRIO programs across the country serve 812,000 students.
TRIO: SERVING STUDENTS WITH DISTINCTION SINCE 1965

TRIO Programs are proven effective and 800,000 students from low-income families depend on these programs to succeed academically in high school and college. In many communities, the TRIO Programs are some of the only programs available that help students to overcome the class, social, academic and cultural barriers to higher education. The educational and human services offered through the TRIO Programs are distinguishable from all other support programs in America because TRIO Programs are:

One-on-One
TRIO professionals have an opportunity to work one-on-one with each student. Unlike traditional outreach programs, TRIO professionals get to know each student on a first-name basis. TRIO professionals are personally committed to the success of their students.

Performance Based
Each TRIO Program operates towards specific, measurable outcome objectives as clearly defined in each approved grant proposal. TRIO Program Directors are held accountable and must meet their stated objectives each year if they expect to remain funded and able to help participants in their targeted service area.

Focused on Early Intervention
Two of the TRIO Programs, Talent Search and Upward Bound, are early intervention programs. These programs effectively reach students in grades six through 12 who have “college potential” but often do not recognize or understand their academic and career options beyond high school. Each year, these two programs keep thousands of promising young disadvantaged students in school and focused on career and college success.

Targeted Toward First Generation and Low-Income
Two-thirds of the students in the TRIO Programs come from families with incomes under $30,000 (family of four), where neither parent graduated from college. In most cases, parents have no higher education experience, do not understand the postsecondary process, and do not necessarily value a higher education.

Built on Relationships
Over a period of several months or years, TRIO professionals build both personal and professional relationships with their students. Such positive relationships are critical to the success of every TRIO student. The staff of each TRIO program creates a climate of support for students as they strive to move out of poverty and dependence. As a result of these strong positive relationships, many TRIO college graduates periodically return to their programs to encourage and inspire current students.
Committed to Tough Cases
In most cases, students in the TRIO programs are poor and are desperately trying to climb out of “the vicious cycle of poverty in America.” Many students come to TRIO from neighborhoods that are filled with violence, discouragement, negativity, and hopelessness. A single parent raising several children, an older child helping to raise younger siblings, a physically-disabled person with few financial resources and a struggling high school student trying to escape a life of poverty describe the young people and adults who turn to the TRIO programs for help and special assistance.

Consistent and Intense
TRIO programs and TRIO professionals are consistently available to their students. In fact, some TRIO programs enable students to meet with counselors during the summer, in the evening, or on weekends. Many TRIO professionals, as part of their specified program objectives, visit students at home to discuss courses or career plans.

Comprehensive and Cultural
The academic and human services as administered through the TRIO programs are comprehensive and must go far beyond the traditional services offered by high school or college counselors. Many students in the TRIO programs receive instruction in literature, composition, foreign languages, mathematics, and science. In addition, students receive assistance in completing college admission and financial aid applications, tutorial services, and exposure to cultural events.

Reality Based
Like their students, many TRIO professionals had to overcome class, social, academic, and cultural barriers to succeed in higher education. As a result, they can effectively relate to their students and know how to motivate young people and adults in spite of the obstacles that often serve to discourage students from low-income families.

Community Based
Community need is determined by the community, not the federal government. TRIO programs are funded based on clear evidence that the program is needed in a particular community or town. Criteria used in determining need in a specific area include income level, education attainment level, dropout rates, student to counselor ratio, social and economic conditions, and overall demographic data.

Non-Bureaucratic
TRIO programs do not involve a large federal bureaucracy because they are direct grant programs funded in rank order on the basis of competitive proposals. In fact, there is no more than one federal employee for every 28,000 TRIO students now being served. In addition, TRIO programs only exist where local organizations see the need for such services and have successfully applied for federal support. Despite substantial increases in the number of TRIO students and programs, fewer federal employees are working with TRIO today than 20 years ago.
TRIO TERMINOLOGY

**APPROPRIATION**: The amount of funding which, Congress annually sets aside for a particular department or program for a specific purpose. In the case of TRIO, the amount appropriated to the U.S. Department of Education for the purpose of funding TRIO projects.

**AUTHORIZATION**: The legislation, which authorizes the existence of a program as well as the amount of funding which may be appropriated to that program. An authorized budget may be stated as a minimum amount, a maximum amount or as “such funds as may be necessary”. Authorization does NOT guarantee appropriation.

**CAS** – Council for the Advancement of Standards. An organization which has approved professional standards to govern TRIO, educational opportunity programs, as well as many other professions.

**ED** – The acronym for the U.S. Department of Education or Education Department.

**EDGAR**: An acronym for Education Department General Administrative Regulations; 34 CFR Parts 74 through 85 are sections of EDGAR which are relevant to TRIO.

**EDUCATIONAL OPPORTUNITY CENTERS**: One of the TRIO programs which provides educational and career counseling to help adults complete the requirements for pursuing a post secondary education.

**FIRST-GENERATION COLLEGE STUDENTS**: In regard to TRIO programs, refers to a student whose natural or adoptive parent(s) did not complete a baccalaureate degree; for an individual who regularly resided with and received support from only one parent before her/his 18th birthday; or the custodial parent did not complete a baccalaureate degree.

**GPRA** – Government Performance and Results Act. A statute which requires all federal agencies to manage their activities with attention to the consequences of those activities. Each agency is to clearly state what it intends to accomplish, identify the resources required, and periodically report their progress to the Congress.

**GRANT ADMINISTRATION AND PAYMENT SYSTEM (GAPS)** – A Financial subsystem that is part of the Department’s larger Education Central Automated Processing System (EDCAPS). GAPS provides on-line capabilities for grant recipients to request payments and access their account to obtain their most current payment information.

**GRANT AWARD NOTIFICATION** (GAN) – Official document signed by the ED authorized official stating the amount of the terms and conditions of an award for a discretionally grant or cooperative agreement. This document will also list the ED contact, PR/Award Number, and award period.

**HIGHER EDUCATION ACT**: This is the legislation that governs the TRIO programs. This law, which first passed in 1965, created the TRIO programs. Last amended in October 2008 as the Higher Education Opportunity Act (HEOA), the Act is amended approximately every 10 years.

**LOW-INCOME**: An individual whose family’s taxable income did not exceed 150% of the poverty level in the calendar year preceding the year in which the individual participates in the project.

**MCNAIR PROGRAM**: One of the TRIO programs which provides services and guidance to help students who are first-generation, low-income students or members of groups under-represented in graduate education to prepare for and pursue graduate Ph.D. degrees. The McNair program is one of
only a few programs that encourages low-income and minority undergraduates to prepare for doctoral study.

**NATIONAL TRIO DAY:** The Saturday each February is a day to showcase the successes of TRIO. programs state- or region-wide and get together for a celebration including gatherings at state capitol, panel discussions, parades, educational workshops, and/or talent shows.

**OMB CIRCULARS** – Administrative policy documents which are issued by the Office of Management and Budget (OMB) that give instruction to federal agencies on a variety of topics, including the administration of federal grants and cooperative agreements. The OMB ensures that agency reports, rules, testimony, and proposed legislations are consistent with the President’s budget and with Administration policies.

**PLA** - A Department of Education classification for a high school that is persistently low achieving, meaning less than 50% of their students graduate on time. These schools tend to be high poverty and in need of TRIO services.

**STEM** – A commonly used acronym for educational efforts designed to increase student interest in Science, Technology, Engineering or Math disciplines.

**STUDENT SUPPORT SERVICES:** One of three original TRIO programs, which provides services to help ensure the success of students after they enroll in a college or university.

**TALENT SEARCH:** One of the three original TRIO programs, which provides educational guidance to help students in grades 6 through 12 complete high school and enroll in colleges and universities.

**TRIO:** Refers to all programs under the Higher Education Act of 1965, Title IV Sub Part 4 - special programs for students from disadvantaged backgrounds.

**TRIO ACHIEVERS:** TRIO graduates who are making significant contributions to their chosen professions and community service.

**UPWARD BOUND:** One of the three original TRIO programs, which provides academic and cultural enrichment activities to help students in grades 9 through 12 complete high school and enroll in colleges and universities.

**UPWARD BOUND MATH/SCIENCE:** UBMS is designed to strengthen the math and science skills of participating students. The goal of the program is to help students recognize and develop their potential to excel in math and science and encourages them to pursue postsecondary degrees in these fields. Students learn computer technology as well as English, foreign language, and study skills.

**VETERANS UPWARD BOUND:** Programs which provide intensive basic skills development and short-term remedial courses for military veterans to help them successfully transition to postsecondary education. Veterans learn how to secure support from available resources such as the Veterans Administration, veterans associations, and various state and local agencies that serve veterans.
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