

Frequently Asked Questions
King's College Achievement Plus Program
August 6th, 2020

- 1. What is the Achievement Plus Program?** Achievement Plus is a student support program primarily for first-generation students (i.e. students whose parents did not graduate from a two- or four-year postsecondary institution) and whose financial resources to attend college are limited. We offer grants, tuition-free summer courses, holistic advising, and professional tutors, as well as personal, financial, and career counseling. We have been at King's College since 1976.
- 2. Where is the new office location for Achievement Plus?** We are located on the 2nd floor of 107 N. Franklin Street (corner of Union and N. Franklin Streets). To enter the building, you will need to ring the bell for the intercom system located inside the front entryway door on the left side. Once you are greeted through the intercom system, you will be asked to check in by scanning the QR code with your phone. Masks are required. Note: If you do not have a scheduled appointment you will be asked to make one.
- 3. What are the hours of operation?** The Achievement Plus Office will be operating 8:30am-4:30pm, Monday-Friday, by appointment only. During operation hours, a staff member will always be present in the office with exceptions for lunch hour and other meetings or events.
- 4. How will I make appointments?** Appointments will be scheduled for the earliest available times. You can call the office at 570-208-5900, ext. 5708, even if that call is made just outside the office door when requesting an immediate appointment. You can also schedule appointments through Microsoft Bookings, or you can contact staff members through their King's email or phone
 - Donna Dickinson, Director, donnadickinson@kings.edu , 570-208-5900, ext. 5710
 - Alicia Gibbons, Administration Assistant, aliciagibbons@kings.edu , 570-208-5900, ext. 5708
- 5. Can I drop in to visit?** We ask that you contact our office and schedule visits in advance of your desired arrival time. At our new location, we have space on the 3rd floor to obtain needed personal care items and light snacks. This space includes seating areas to work on assignments. As with all other campus spaces, masks are required and social distancing must be maintained. Visits should not exceed 60 minutes and there will be a limit on the number of students in the office at one time, due to COVID-19 room capacity restrictions.
- 6. Will we be able to meet face-to-face?** Determinations about virtual meetings or face-to-Face/in-person meetings will be made on an individual basis. Masks will be required for all in-person meetings. If you have a medical condition which prohibits a mask, then a virtual meeting will be arranged.
- 7. How will we pick up our lending library textbooks?** As with any other meeting, you must make an appointment before visiting our office. Doing so allows us to avoid crowding and maintain proper social distancing guidelines.
- 8. Will there still be professional tutors available?** A professional chemistry tutor for Chemistry 113, 114 and 108 is set to tutor virtually using "Go Board." Email Dr. Dickinson ([johndickinson@kings.edu](mailto: johndickinson@kings.edu)) for an appointment. We are in the process of hiring a professional math tutor and will send contact information when it is available.