

# Student Support System (SSS) Guidebook

*This is a guide on how to submit an SSS referral for one or multiple students using the Faculty Portal of CRM Advise and all documentation on the SSS referral process.*

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## RULE, PLEASE READ:

- **Submit only ONE REFERRAL TYPE, for each student you are submitting a referral**
  - *There are 3 types of referrals: Academic, Counseling, and Kudos*
    - *Academic referrals to the Teaching & Learning Center (TLC)*
    - *Counseling to our Personal Counselors*
    - *Kudos is an email message straight to the student from your typed reason for referral note.*
  - For example, if a student needs an Academic referral and a Counseling referral, submit ONE referral for each type because the referrals are going to two separate offices. If you believe a student needs more than one Academic referral (e.g., Content Assistance *and* Learning, Study, or Test-taking Strategies) then please choose the best-fit option and add notes about what this student needs on that referral. Do not submit multiple referrals for the same type per student. The student will receive an email for every referral you submit on their behalf.

## Referral Options

To ensure the student receives the appropriate intervention(s), identify the referral type that would *most* benefit the student, taking into consideration the student's current (and most urgent) need.

### Academic Referrals, routed to the Teaching & Learning Center:

If a student in your class needs learning support or content-area assistance, please select one of the academic referrals listed below. Below is a description of each academic referral and potential interventions, subject to individual student needs.

#### Learning, Study, or Testing Strategies (TLC)

This referral should be selected if a student needs to improve their approach to learning at the college level **OR** if the student struggles with information retrieval, negatively impacting their ability to demonstrate course-related knowledge, skills, and abilities during testing. Depending on the instructor's concern (as expressed in faculty notes), interventions may focus on development and application of evidence-based learning, study, and metacognitive strategies **OR** effective study techniques, test preparation tips, and test-taking strategies.

#### Content-Specific Course Support (TLC)

This referral should be selected if the student demonstrates effective study habits but may need additional tutoring (i.e., review, application, or practice) with a specific course concept or topic. Interventions may include more individualized explanation of course topic or concept, assistance utilizing resources, practice applying course concept(s), and/or opportunities to problem-solve and apply metacognitive strategies; however, tutoring sessions are **NOT** meant to replace classroom instruction nor provide a complete review of expected pre-requisite/foundational knowledge, skills, or abilities.

#### Academic Reading or Writing Support (WRIT Center)

This referral should be selected if the student needs some more support with reading comprehension (to improve access to and understanding of course content) **OR** writing assistance (to be successful in completing college-level assignments). Depending on the instructor's concern (as expressed in faculty notes), interventions may focus on development and application of reading strategies (e.g., prediction skills, application/activation of prior background knowledge, vocabulary development, or content analysis) **OR** writing-related strategies (e.g., idea-generation techniques, paragraph development, organization/transitions, and/or appropriately integrating/citing source material using MLA or APA format). Nevertheless, reading or writing consultations are **NOT** meant to replace classroom instruction nor provide a complete review of expected pre-requisite/foundational knowledge, skills, or abilities.

### Counseling Referrals, routed to the Personal Counseling Services office:

#### Basic Needs Referral (Counseling)

A Basic Needs referral would be used in situations where a student needs to be connected to campus or community resources (Food Pantry, Disability Resources, Delta's Closet, Student Success Workshops, Homeless Shelter)



### **Mental Health Referral (Counseling)**

A Mental Health referral would be used in situations where a student is possibly struggling with the loss of a loved one, a relationship ending, test anxiety, or coping with a situation.

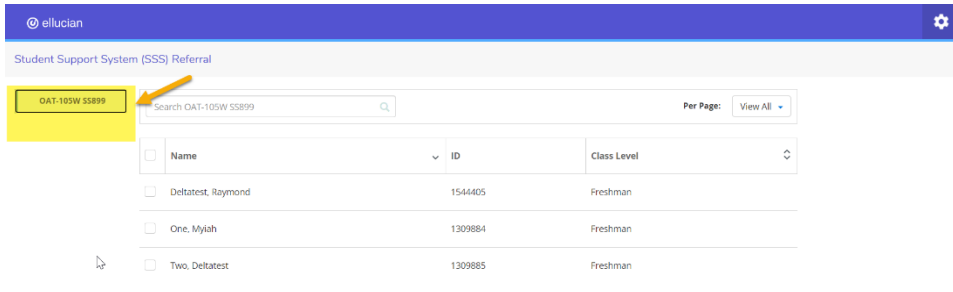
### **Kudos Referral, sends email to student from faculty member**

#### **Kudos Referral - Keep Up the Great Work**

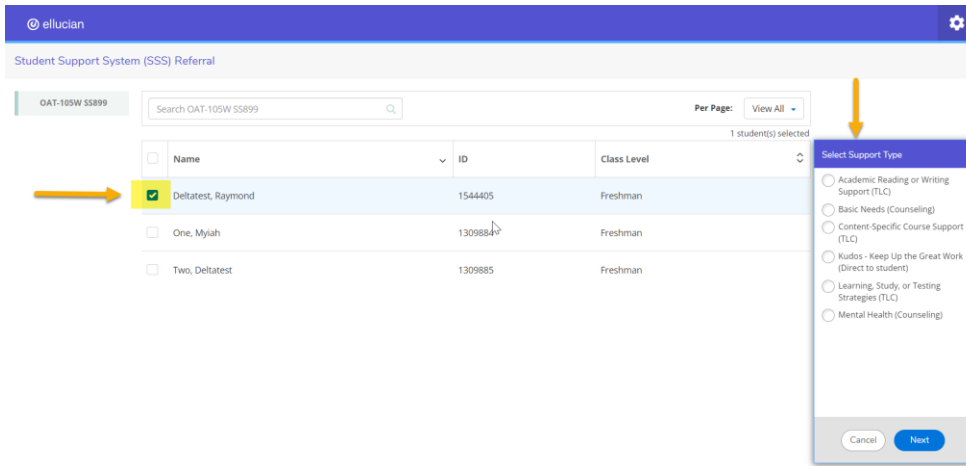
No staff will be notified with an alert for Kudos Referrals. An email is sent to the student, from the faculty member, with the title of "Keep Up the Great Work!" and the greeting line of "Dear <FirstName>,". The rest of the email is directly pulled from the alert note submitted by faculty.

## How To Submit a Referral via Faculty Portal

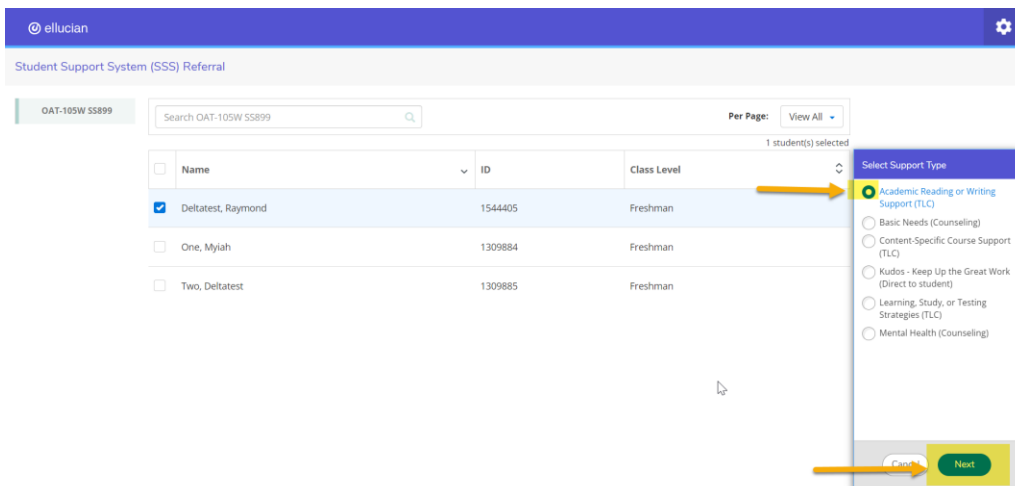
1. Go to Faculty Portal: <https://delta.elluciancrmadvise.com/FacultyPortal/>
2. Your course(s) will be listed on the left side of the site. Choose the course for which you would like to submit a referral.



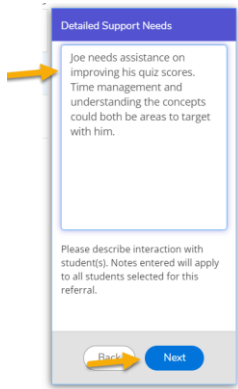
3. The roster of students will appear. Select a student. The referral choices will appear on the right side.



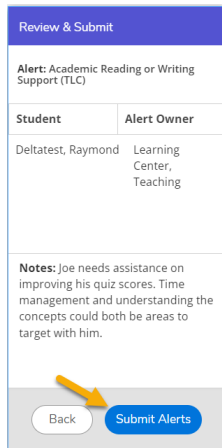
4. **Choose the best fit referral** for this student and click **Next**. You can select multiple students to submit one identical referral, but you cannot submit multiple referrals for the same student(s) at the same time.



5. **Add notes** to the referral to help the referred office understand how to best help your student. The only note the student will ever see is for a Kudos referral. All other notes are internal only. **If you selected multiple students, this note would appear on the referral for all students selected.**

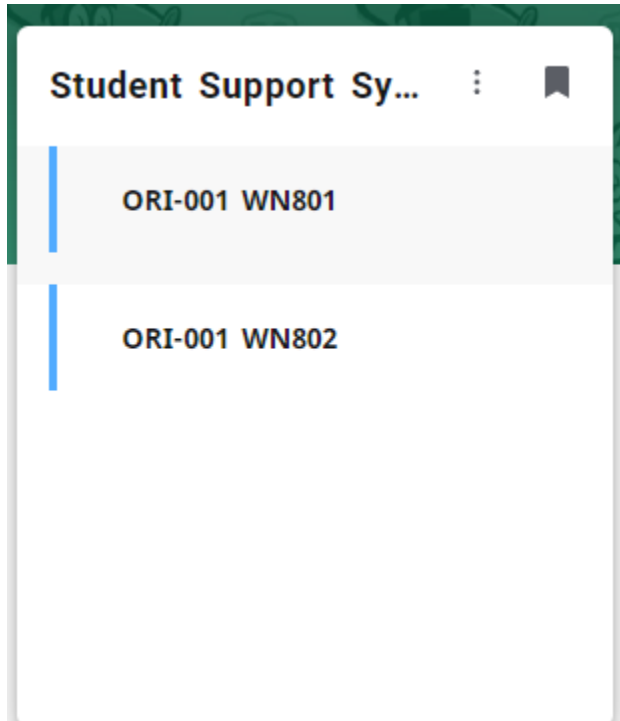


6. You will get a **Review & Submit** screen to show you the student, who the referral is going to notify, and your note. If you're ready to move forward with creating the alert, click the **Submit Alerts** button.

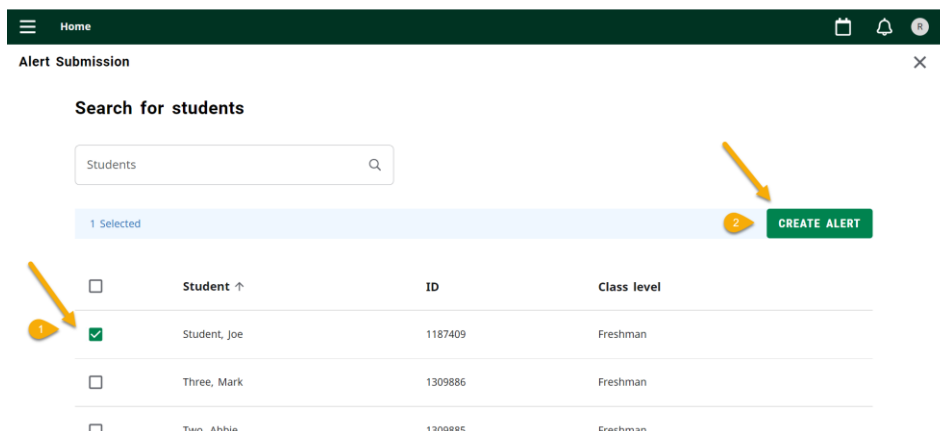


## How to Submit a Referral via Ellucian Experience

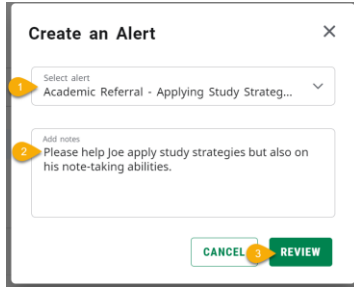
1. Log into [Ellucian Experience](#), using your Delta log-in credentials.
2. Find the **Student Support System (SSS) Referrals** card. If you do not see this card on your home screen, click the Discover More button.
3. Select the course you want to enter SSS referrals.



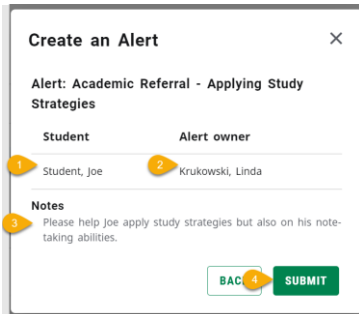
4. The card will expand to full-screen size.
5. Select one or more students for which you want to submit the same referral. Click the **Create Alert** button.



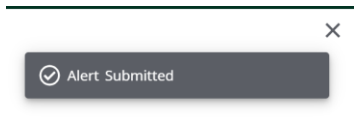
6. In the **Create an Alert** box, select the referral from the list, add your note (highly recommended), and click **Review**. **Submit one type of referral (academic, counseling) per student and add notes for clarification or additional requests. The student will also receive an email upon the submission of each referral.**



- Review the referral before submitting. You will see the student name(s), who the referral will be going to for processing, and the note you provided. ***If you are submitting this referral for multiple students, the same note will be applied to each student's alert.***



- Submit the referral(s). A notification will appear in the top right corner that your referral/alert has been submitted.



*Note: The buttons will still say “alert” because we are not able to change those fields at this time.*

## Where To Find Faculty Portal

If you would like to test the software without sending emails to students, you are welcome to use the [testing environment](#).

You can always find more information on our Student Support System by going to [Inside Delta](#) > Academic Services > [Student Support System \(SSS\)](#)

**Live Faculty Portal Link:** <https://delta.elluciancrmadvise.com/FacultyPortal/>

## Academic Referrals

Academic referrals are directed to the Teaching Learning Center, to receive the referral and reach out to the student.

Process:

1. Faculty submits referral through Faculty Portal
2. Referral is created in CRM Advise for TLC to review
3. Email is sent to the student, copying [tlc@delta.edu](mailto:tlc@delta.edu), to notify the student that the TLC will be reaching out to them.
4. TLC calls the student to set up an appointment within 24 business hours of the referral being created. TLC staff tracks phone call in TracCloud. Follow up one more time, the Friday after the alert was submitted.
5. Referral is completed in CRM Advise by TLC. A summary email is sent to the faculty member and the student upon completion of the appointment.
6. Referral is canceled in CRM Advise by TLC if the student does not make an appointment or contact has not occurred after 14 days.

## Counseling Referrals

Counseling referrals are directed to our Personal Counseling Services, which is staffed by our Licensed Personal Counselors (LPC), to work with students' mental health.

Process:

1. Faculty submits a Basic Need or Mental Health referral through Faculty Portal
2. Referral and task are created in CRM Advise for a Counselor to review.
3. Email is sent from [confidentialcounsel@delta.edu](mailto:confidentialcounsel@delta.edu) to the student upon creation of the alert to inform the student that a Counselor will be contacting them within 48 business hours.
4. Once the Counselor connects with the student or the student attended an appointment, the Counselor will send an email to the student from Titanium and a separate email to the faculty member to let them know the status is complete.
5. Referral status is completed in CRM Advise by the Counselor if the student attends the appointment.
6. Referral status is canceled in CRM Advise by the Counselor if the student does not make an appointment or two-way contact has not occurred after 14 days.



## Kudos Referral

These referrals are meant to send a positive note to students to say they are doing great in your class. The alert will send an email to the student with the subject “Keep up the great work” and have a greeting line of “Dear <FirstName>,” which will insert the students first name from the alert.

Process:

1. Faculty submits referral through Faculty Portal
2. Referral is created in CRM Advise
3. Email is triggered to student immediately.
4. Referral automatically closes in CRM Advise.

### Email to the student upon creation of the Kudos referral:

From: the faculty member’s email address

Subject: Keep up the great work!

Dear <FirstName>,

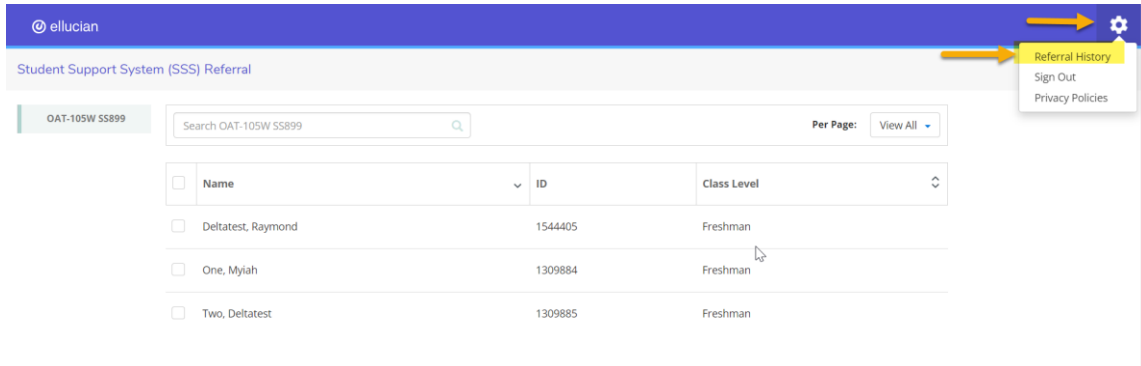
<Insert note from instructor>

## Tracking Your Referrals

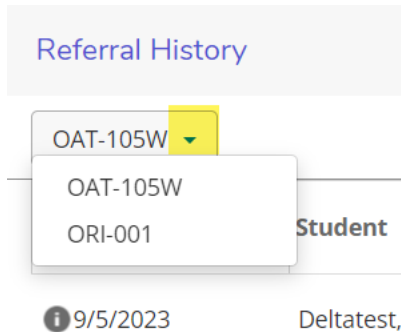
You can see the status of each referral in two ways: Faculty Portal and the summary email. Referral history is not available in Ellucian Experience.

### Faculty Portal:

1. Open [Faculty Portal](#)
2. Click the gear icon in the upper, right corner > Referral History



3. Choose the course.



4. View list of students, the referral submitted, the term, owner of the referral, and the status of the referral.

