

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 refers to the Teaching Learning Center (TLC)*
 - *Counseling to our Personal Counseling Services Office*
 - *Kudos is an email message straight to the student from your typed 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 (ex.) 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. *Interventions may focus on development and application of evidence-based learning, study, and metacognitive strategies.*

Academic Reading or Writing Support (TLC)

This referral should be selected if the student needs assistance at any stage in the writing process, from gathering ideas to reviewing final drafts in the discipline (and for any genre). *Interventions may include idea generation techniques, content development/organization strategies, and/or appropriately integrating/citing source material using MLA or APA format.*

Content-Specific Course Support (TLC)

This referral should be selected if the student seems to have the correct approach to learning college-level material but needs additional tutoring in the discipline itself. *Interventions may include more individualized explanations of content, assistance utilizing resources, practice problem-solving or applying course concepts, and opportunities to apply metacognitive strategies.*

Counseling Referrals, routed to the Personal Counseling Services office:

Basic Needs (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 (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.

Where To Find Faculty Portal

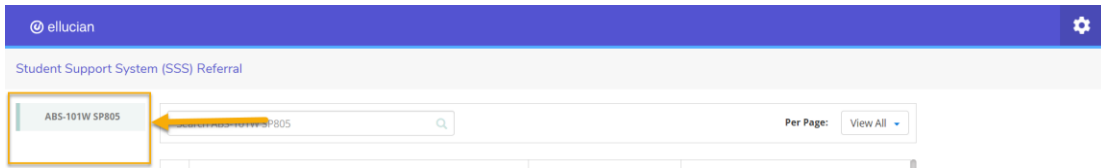
If you would like to test the software without sending emails to students, you are welcome to use the [testing environment](#).

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

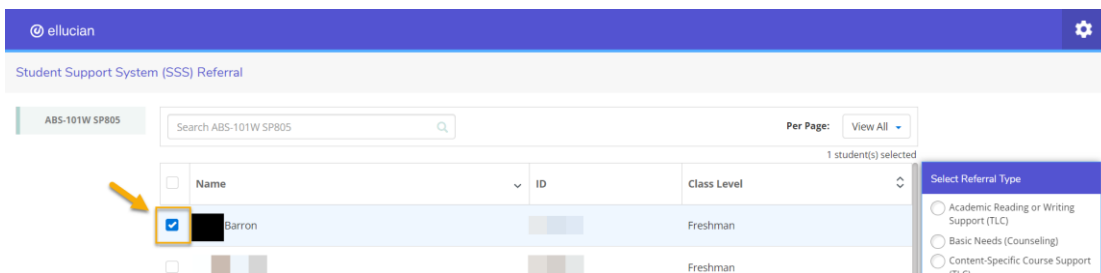
Faculty Portal Link: <https://delta.elluciancrmadvise.com/FacultyPortal/>

How To Submit a Referral

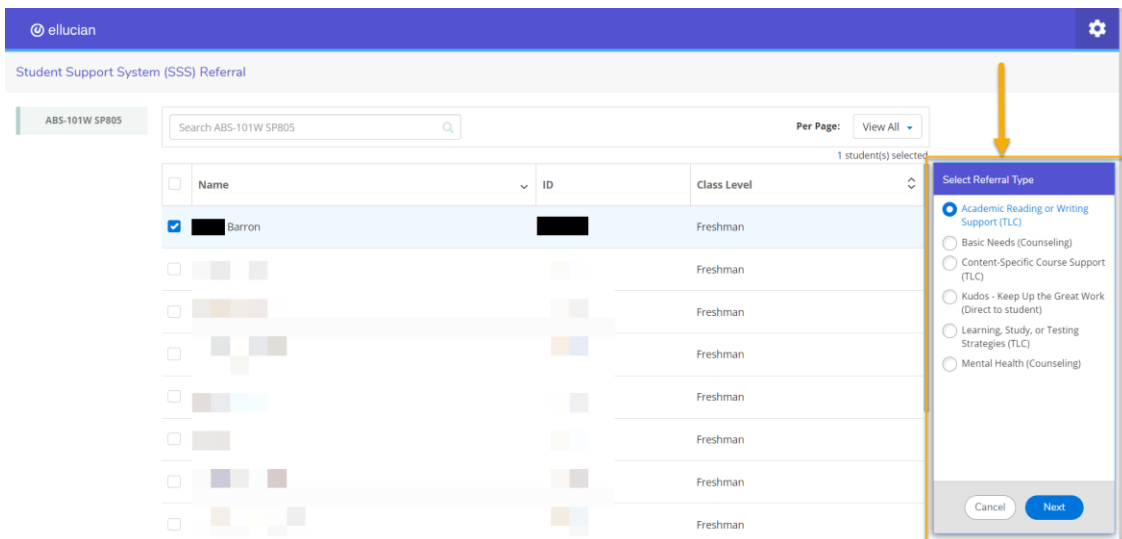
1. Go to Inside Delta for Employees > Student Support System for all information regarding SSS: <https://www.delta.edu/employees/student-support-system/index.html>
2. On that page, you will see a button to “Submit a Student Support System (SSS) Referral”.
3. Your course(s) will be listed on the left side of the site. Choose the course for which you would like to submit a referral.



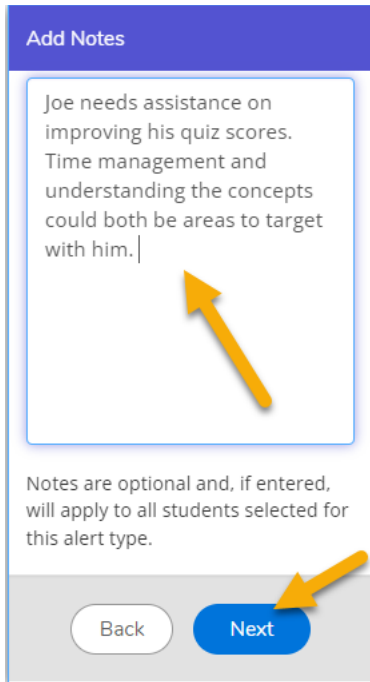
4. The roster of students will appear. Select a student. The alert choices will appear on the right side.



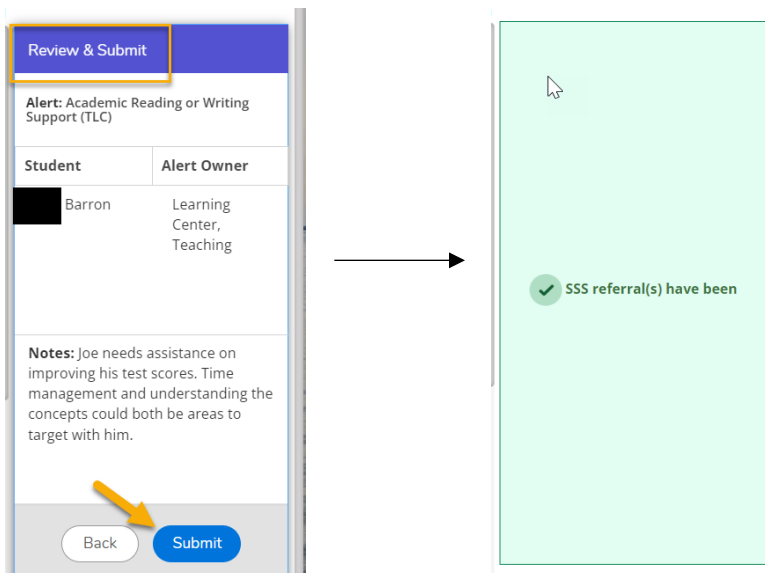
5. **Choose the best fit referral** for this student and click **Next**. You can select multiple students to submit one identical referral, but you cannot submit multiple referrals for the same student(s) at the same time.



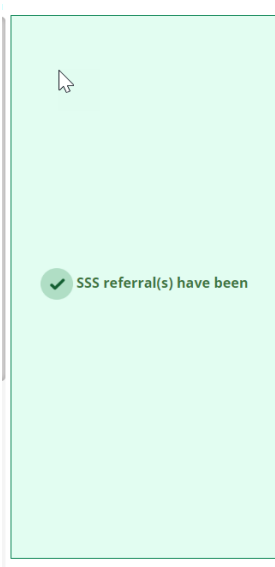
- Add notes** to the referral to help the referred office understand how to best help the student. The only note the student will ever see is for a Kudos referral. All other notes are internal only. **If you selected multiple students, this note would appear on the referral for all students selected (only use a name if submitting for one student).**



- You will get a **Review & Submit** screen to show the referral information: the student’s name, referral title, referral owner, and your note. If you’re ready to move forward with creating the referral, click the **Submit** button to complete.



Student	Alert Owner
[Redacted] Barron	Learning Center, Teaching



Academic Referrals

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

Process:

1. Faculty submits SSS referrals 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, 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 SSS referral being created. TLC staff tracks phone call in TracCloud. Follow up one more time, the Friday after the SSS referral 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.

Email to the student upon creation of the Academic Referral:

From: tlc@delta.edu

Subject: Academic Referral to Teaching & Learning Center for [Course]

Dear <FirstName>,

This email has been sent to you regarding your [Course]-[Number] with [Alert Owner].

An academic referral was initiated because your instructor believes that receiving additional assistance with the following will help to improve your success in class:

[AlertSubject]

Within two business days, Teaching & Learning Center (TLC) staff will attempt to contact you by phone and/or Delta Outlook Email to arrange an appointment with one of our learning consultants.

Should you wish to contact the TLC directly, you are welcome to make an appointment by visiting our [Tutoring Services webpage](#), email us at tlc@delta.edu, or call 989-686-9314. We care about your success and look forward to working with you!

Sincerely,

The Teaching & Learning Center (TLC)

E: tlc@delta.edu

P: 989-686-9314

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 SSS referrals 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 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.

Email to the student upon creation of the Counseling Referral alert:

From: confidentialcounsel@delta.edu

Subject: Personal Counseling Services Are Available

Dear [StudentFirstName],

Your instructor [AlertOwner] has referred you to Personal Counseling Services for [AlertSubject]. One of the counseling staff will contact you within 48 business hours.

If you would like to contact us, please email confidentialcounsel@delta.edu.

Personal Counseling Services Staff

Personal Counseling Services

[Delta College](#) | Main Campus | D-102

(p): 989-686-9330 | (e): confidentialcounsel@delta.edu

Engage | Educate | Empower

Email is not a confidential means of communication. Since we value the privacy of our students, staff members at Delta College Personal Counseling Services do not use email to provide counseling or communicate clinical information. We only use email to schedule appointments.

Kudos Referral

These alerts 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 early alert through Faculty Portal
2. Alert is created in CRM Advise
3. Email is triggered to student immediately.
4. Alert automatically closes in CRM Advise.

Email to the student upon creation of the Kudos alert:

From: the faculty member’s email address

Subject: Keep up the great work!

Dear <FirstName>,

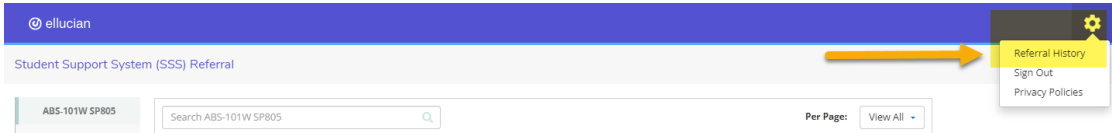
<Note from instructor>

Tracking Your Referrals

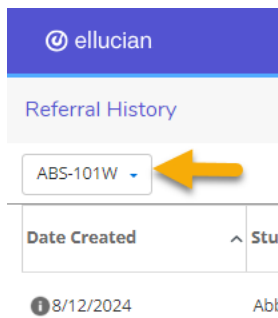
You can see the status of each referral in the Faculty Portal.

Faculty Portal:

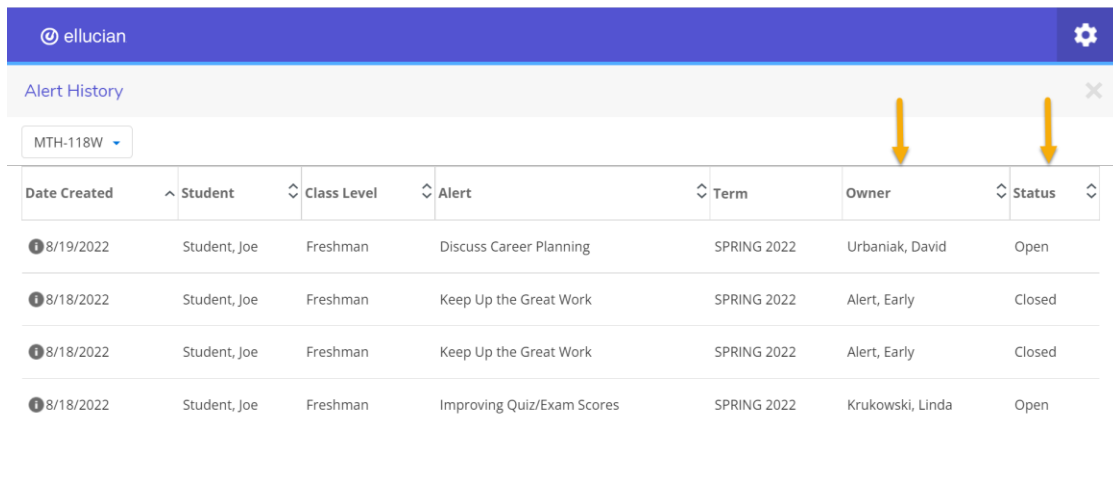
1. Open [Faculty Portal](#)
2. Click the gear icon in the upper, right corner > Referral History



3. Choose the course.



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



Date Created	Student	Class Level	Alert	Term	Owner	Status
8/19/2022	Student, Joe	Freshman	Discuss Career Planning	SPRING 2022	Urbaniak, David	Open
8/18/2022	Student, Joe	Freshman	Keep Up the Great Work	SPRING 2022	Alert, Early	Closed
8/18/2022	Student, Joe	Freshman	Keep Up the Great Work	SPRING 2022	Alert, Early	Closed
8/18/2022	Student, Joe	Freshman	Improving Quiz/Exam Scores	SPRING 2022	Krukowski, Linda	Open