

Student Support System (SSS) Referral Procedure Summary

Things to know:

Five types of referrals and the office associated:

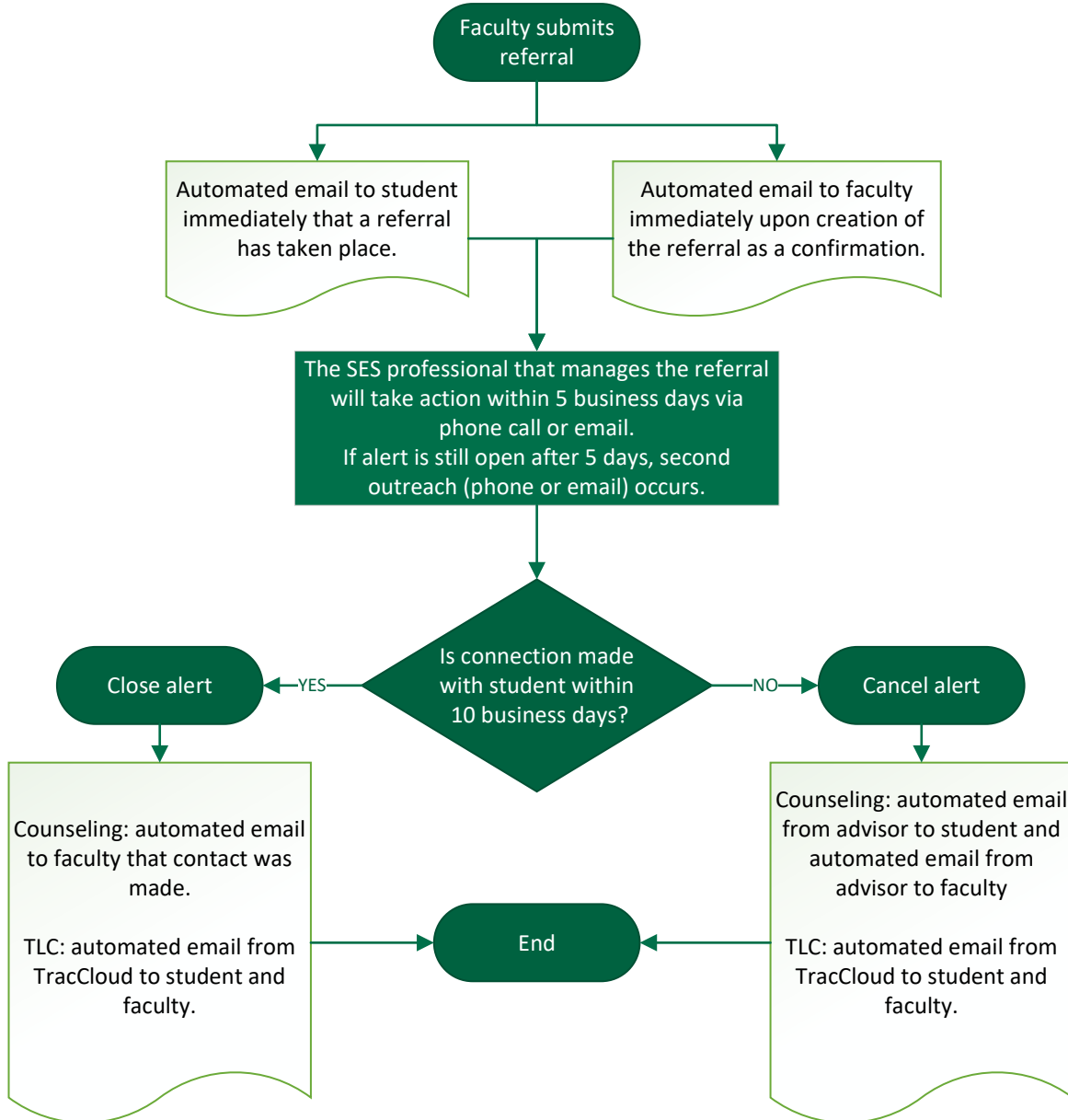
1. Counseling: Basic Needs
2. Counseling: Mental Health
3. Tutoring: Content-Specific Course Support
4. Tutoring: Learning, Study, or Testing Strategies
5. Tutoring: Academic Reading or Writing Support
6. Kudos:* Kudos Referral – Keep Up the Great Work!

Please submit only *one referral per student* per office within a 10 business day period.

Adding notes* - When submitting referral, include specific notes about the conversation that may have occurred with the student prior to submitting the referral and/or any additional information that may be helpful for the SES staff professional to know before they reach out to the student.

Notification - The student will be notified that a referral has been made. It is recommended to speak with the student prior to submitting an SSS referral. Additional communications have been created to inform faculty regarding completion of their student referral.

*Kudos are the only referrals that will send your note directly to the student. All other alert notes are private and will only be seen by the SES professional.



Student Support System (SSS) TLC Procedure

Procedure Elements

Referral Types

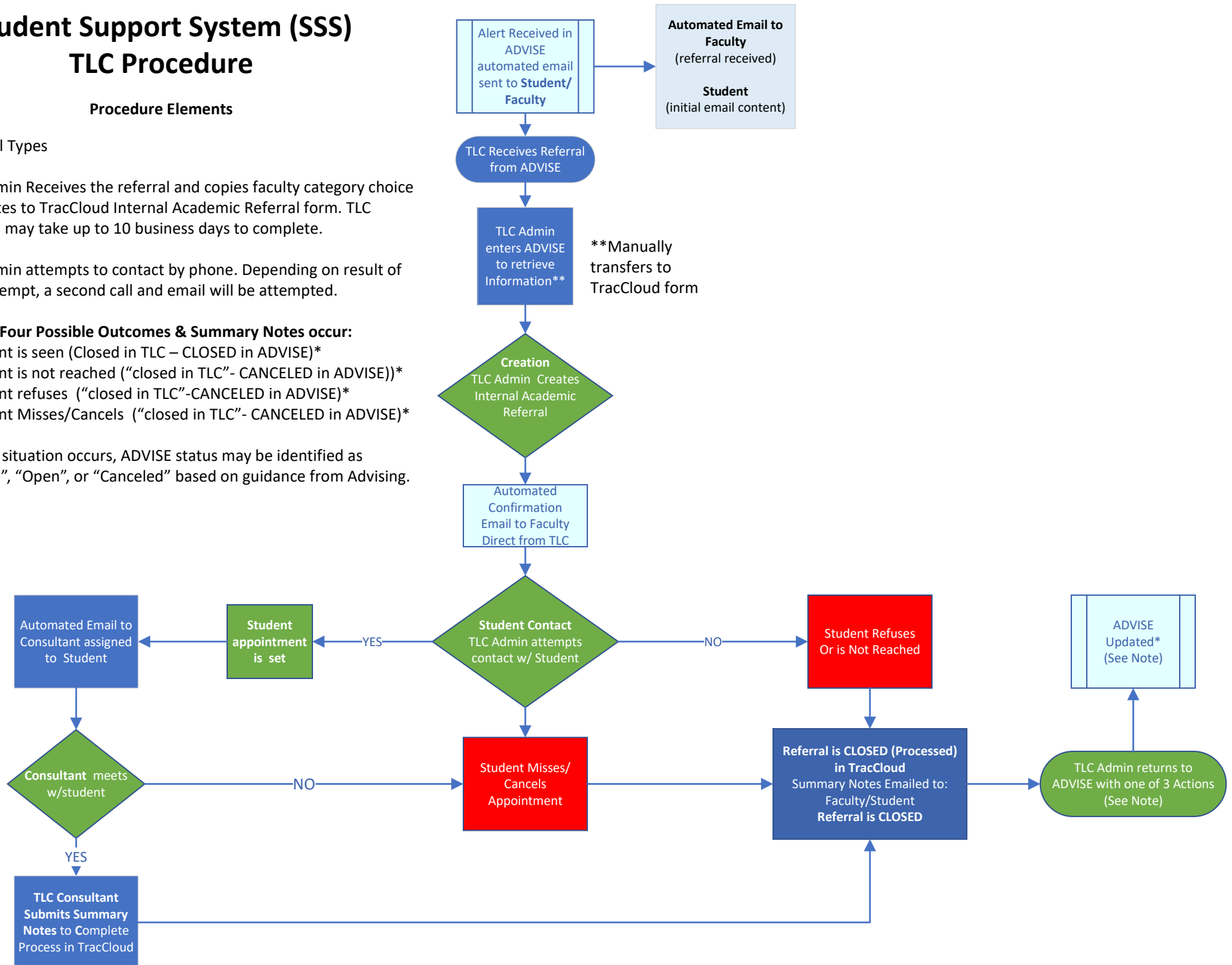
TLC Admin Receives the referral and copies faculty category choice and notes to TracCloud Internal Academic Referral form. TLC process may take up to 10 business days to complete.

TLC Admin attempts to contact by phone. Depending on result of first attempt, a second call and email will be attempted.

One of Four Possible Outcomes & Summary Notes occur:

- Student is seen (Closed in TLC – CLOSED in ADVISE)*
- Student is not reached (“closed in TLC”- CANCELED in ADVISE)*
- Student refuses (“closed in TLC”-CANCELED in ADVISE)*
- Student Misses/Cancels (“closed in TLC”- CANCELED in ADVISE)*

*When situation occurs, ADVISE status may be identified as “Closed”, “Open”, or “Canceled” based on guidance from Advising.



SSS Non-Urgent Counseling Process Map

Procedure Elements

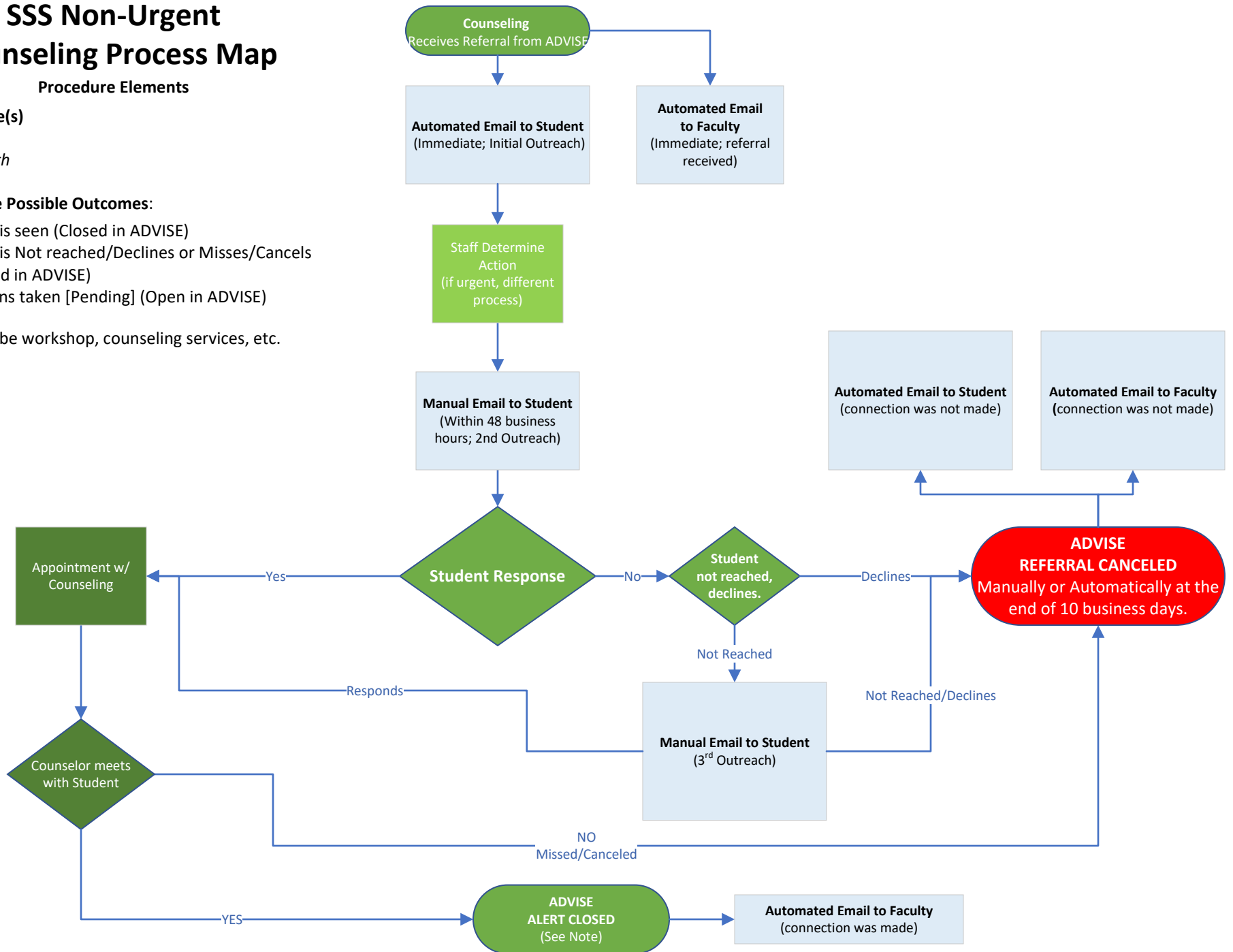
Referral Type(s)

Basic Needs
Mental Health

One of Three Possible Outcomes:

- Student is seen (Closed in ADVISE)
- Student is Not reached/Declines or Misses/Cancel (Canceled in ADVISE)
- No actions taken [Pending] (Open in ADVISE)

* Action can be workshop, counseling services, etc.



Student Support System (SSS) Non-Urgent Counseling Process Map

Procedure Elements

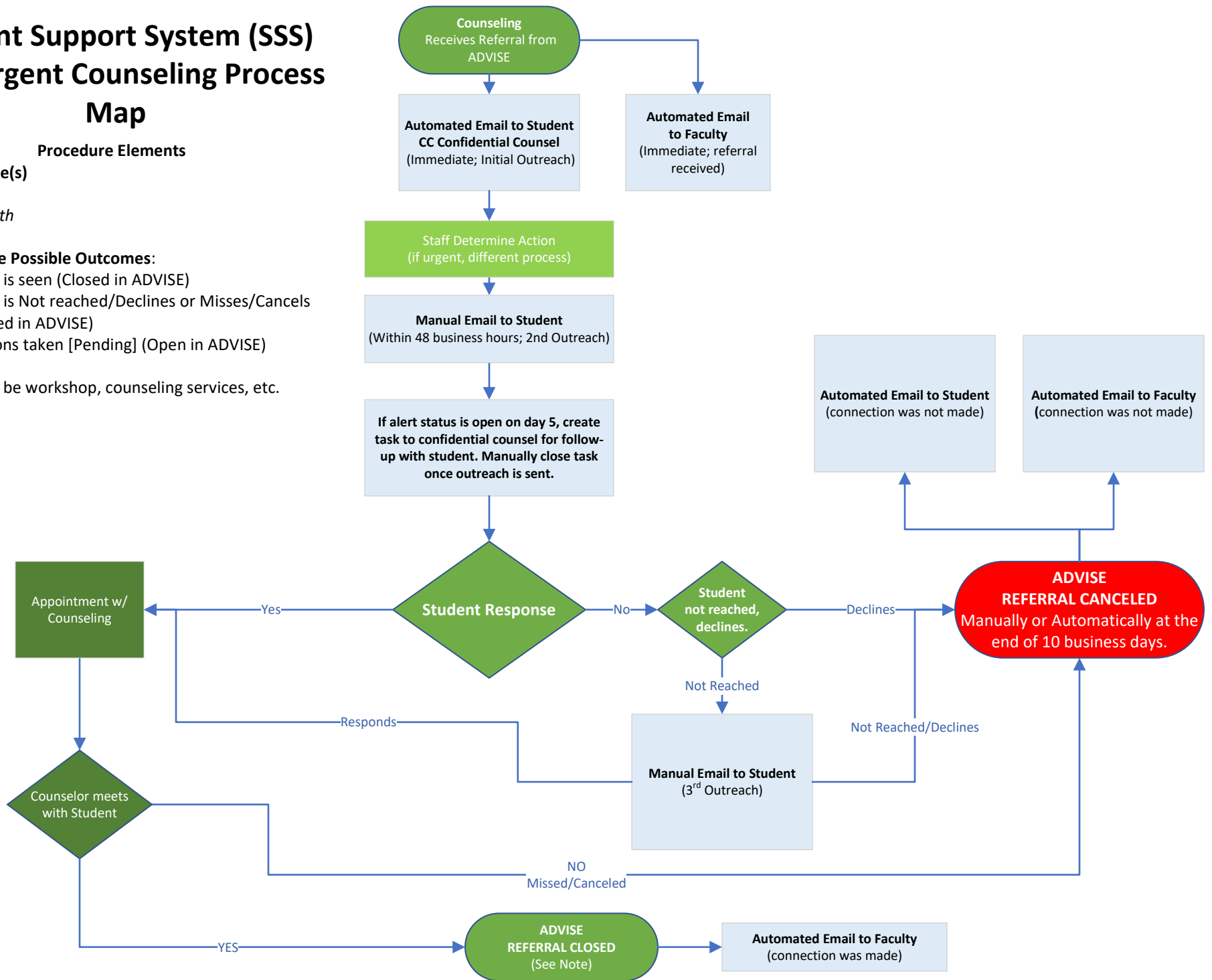
Referral Type(s)

Basic Needs
Mental Health

One of Three Possible Outcomes:

- Student is seen (Closed in ADVISE)
- Student is Not reached/Declines or Misses/Cancel (Canceled in ADVISE)
- No actions taken [Pending] (Open in ADVISE)

* Action can be workshop, counseling services, etc.



Student Support System (SSS) KUDOS Process Map

Referral Type(s)

Kudos

Part of ADVISE SSS Referral system but does not require response from any department. Faculty may create these and submit to system at anytime.

*Reminder: The note typed by the faculty member when submitting the Kudos referral is directly inserted into the email to the student.

