### 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

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.

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**Flowchart Diagram:**

- **Faculty submits referral**
  - Automated email to student immediately that a referral has taken place.
  - Automated email to faculty immediately upon creation of the referral as a confirmation.
  - The SES professional that manages the referral will take action within 5 business days via phone call or email. If alert is still open after 5 days, second outreach (phone or email) occurs.
  - **Is connection made with student within 10 business days?**
    - **YES** - Close alert
      - Counseling: automated email to faculty that contact was made.
      - TLC: automated email from TracCloud to student and faculty.
    - **NO** - Cancel alert
      - Counseling: automated email from advisor to student and automated email from advisor to faculty
      - TLC: automated email from TracCloud to student and faculty.

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*Please consult the official Student Support System (SSS) Referral Procedure Summary for the most up-to-date information.*
**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.

**迷路 **(referral received)

**TLC Receives Referral from ADVISE**

**Manually transfers to TracCloud form**

**TLC Admin enters ADVISE to retrieve Information**

**Creation TLC Admin Creates Internal Academic Referral**

**Automated Confirmation Email to Faculty Direct from TLC**

**Student Contact TLC Admin attempts contact w/ Student**

**Student Misses/ Cancels Appointment**

**Student Refuses Or is Not Reached**

**Referral is CLOSED (Processed) in TracCloud Summary Notes Emailed to: Faculty/Student Referral is CLOSED**

**TLC Admin returns to ADVISE with one of 3 Actions (See Note)**

**Alert Received in ADVISE automated email sent to Student/ Faculty**

**Student (initial email content)**

**TLC Consultant Submits Summary Notes to Complete Process in TracCloud**

**Consultant meets w/student**

**Student appointment is set**

**YES**

**NO**

**ADVISE Updated* (See Note)**

As of: 1/11/2024
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/Cancels (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

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/Cancels (Canceled in ADVISE)
- No actions taken [Pending] (Open in ADVISE)

* Action can be workshop, counseling services, etc.

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Appointment w/ Counseling

Student Response

- Yes: Counselor meets with Student
- No: Manual Email to Student (Within 48 business hours; 2nd Outreach)

Not Reached/Declines

Manual Email to Student (3rd Outreach)

Not Reached

Automated Email to Faculty (connection was not made)

ADVISE REFERRAL CLOSED (See Note)

Automated Email to Student (connection was not made)

Automated Email to Faculty (connection was made)

As of: 1/11/2024
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.*