

Student Support System (SSS) Committee Operational Guidelines

Guiding Principles for the Student Support System (SSS) Committee

1. Student-Centric Focus
2. Solution-Oriented Mindset
3. Inclusive Collaboration
4. Data-Driven Decision Making
5. Continuous Improvement
6. Commitment to Equity

The Student Support System (SSS) at Delta College is committed to fostering a culture of care and support that prioritizes student well-being and success. The SSS committee is dedicated to creating a seamless process through which students, faculty, and staff (stakeholders) can collaboratively identify and address academic and non-academic needs. This system aims to ensure that all students have equitable access to the resources, strategies, and support necessary to be successful in their educational journey.

Purpose: The primary purpose of the Student Support System is to provide timely and tailored interventions that enhance students' sense of belonging, academic progress, and overall retention. Allowing students, faculty, and staff to initiate referrals, the SSS seeks to build a proactive support network that addresses individual challenges and fosters holistic student development.

Outcomes:

- **Improved Student Engagement:** Establish clear pathways for students to access support services through referral processes, thereby increasing their connection to campus resources.
- **Enhanced Academic Success:** Develop targeted strategies to help students overcome academic challenges, improving course success rates and progression toward graduation.
- **Increased Retention:** Focus on providing personalized support that addresses non-academic barriers, fostering an environment where students feel valued and are more likely to persist in their academic program.

Goals:

- **Streamlined Process:** Create and refine referral, indicator, and any other intervention processes for stakeholders to key support areas such as counseling, the Teaching/Learning Center (T/LC), and the WRIT Center.
- **Continuous Improvement Through Feedback:** Implement annual surveys to gather insights from faculty, staff, and students regarding the effectiveness of the referral, indicator, and any other intervention process. Use this feedback to improve support strategies.
- **Transparent Communication:** Establish a consistent communication plan that ensures all parties are informed of the support process, follow-up actions, and available resources.
- **Data-Informed Decisions:** Utilize data from referrals, indicators, any other intervention, and feedback to identify trends, adjust support practices, and implement targeted interventions that address emerging needs within the student population.