



# Student Support System (SSS) Faculty 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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## **PLEASE READ:**

- **Submit only ONE REFERRAL TYPE, for each student you are submitting a referral.**
- *There are 4 types of referrals: Academic, Advising, Coordinated Care Network, Counseling, and Kudos*
- *Academic refers to the Teaching Learning Center (TLC)*
- *Advising will be the student's advisor (or Dual Enrollment advisor)*
- *Coordinated Care Network refers to our Coordinated Care Network Office.*
- *Counseling refers 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.*



## **Coordinated Care Network Referrals, routed to the Coordinated Care Network 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)

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

### **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.

## **Course Engagement Referrals, routed to Advising (or Dual Enrollment):**

### **Course Engagement (Advising)**

A Course Engagement referral would be used in situations where a student is attending class but not participating in discussions, turning in assignments or quizzes, or seem to not be engaging in class content.

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

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

No staff will be notified with a referral 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 referral 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](#).

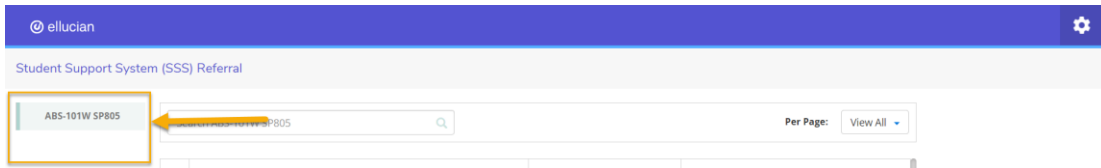
You can always find more information on the Student Support System by going to [Inside Delta](#) > Academic Services > [Student Support System](#)

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

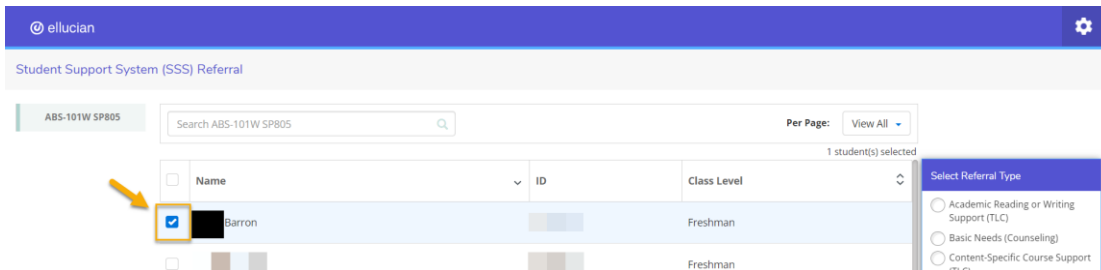


## How To Submit a Referral

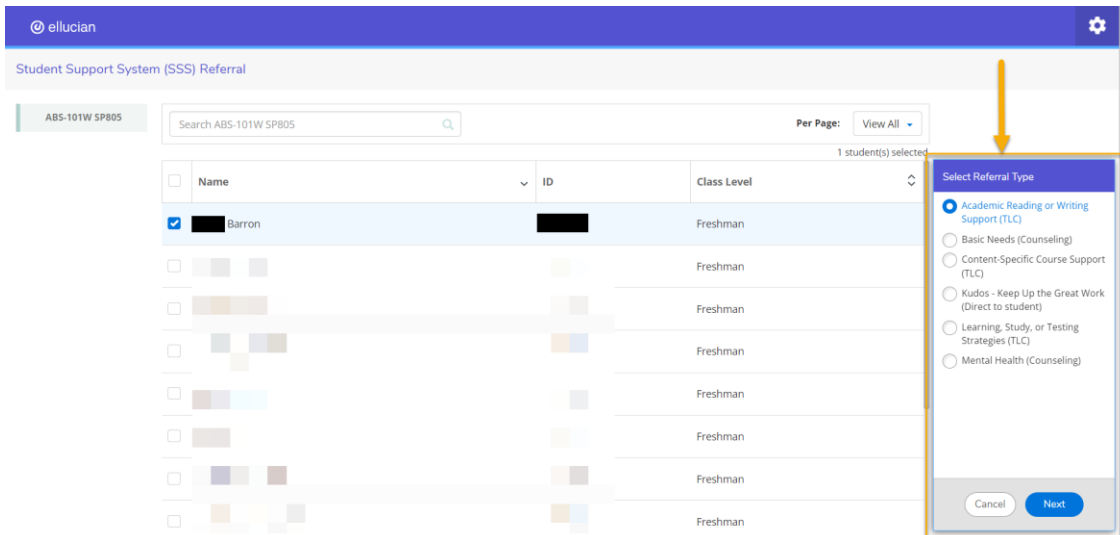
1. Go to Inside Delta for Employees > Student Support System for all information regarding SSS: <https://employees.delta.edu/student-support-system/index.html>
2. On that page, you will see a button to “Submit a Student Support System (SSS) Referral”.
3. Your course(s) will be listed on the left side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





6. **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).**

Joe needs assistance on improving his quiz scores. Time management and understanding the concepts could both be areas to target with him.

Notes are optional and, if entered, will apply to all students selected for this alert type.

Back Next

7. 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
Barron	Learning Center, Teaching

Notes: Joe needs assistance on improving his test scores. Time management and understanding the concepts could both be areas to target with him.

Back Submit

✓ SSS referral(s) have been



## Referral Details

### 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](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 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](mailto: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 [Referral 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:

[ReferralSubject]

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](mailto: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](mailto:tlc@delta.edu)

P: 989-686-9314



## Advising Referrals

Course Engagement (Advising) referrals are directed to the Student Success Advisor. There is a different email template for students that are Dual Enrollment or Middle College, which the system is designed for this process to do automatically.

Process:

1. Faculty submits SSS referrals through Faculty Portal
2. Email is sent from the advisor to the student upon creation of the referral.
3. If the student is Dual Enrolled or Middle College, the Dual Enrollment office will be assigned a task to inform the high school counselor of the matter.

Email to the student upon creation of the Course Engagement Referral:

From: The student's assigned Student Success Advisor's email

Subject: How are you?

Dear [Student's Name],

How are things going for you this semester? Your {course information} instructor noticed that while you may be attending class, you may be missing critical points that would impact your success, and I wanted to make sure that everything is okay on your end. School can get tough, especially when you may be trying to keep up with classes, work, and everything else going on. If things feel a little off right now, you're not the only one—and there's help if you need it.

If you could use a little extra support, we've got some great resources on campus that are free and easy to access. A good first step is to reach out to your instructor if you haven't already—they want to see you succeed and may be able to help get you back on track. Here are a few other options that might be useful:

- [Student Success Workshops](#) - We offer a variety of workshops and webinars designed to help you be successful in your classes, balancing life, and simply to better navigate Delta College.
- [Tutoring & Writing Support](#) – Within our Teaching & Learning Center you can get support developing learning, study, and test taking strategies in addition to more in-depth assistance in a specific course.
- [Personal Counseling Services](#) – School can be stressful and each of us manages it differently. If you would like someone to talk to, our Counselors are here to assist.
- Looking for something else? Our [Student Resource Guide](#) can help recommend the services that may be of most use to you.

Your Advising team is available to offer help and support throughout the journey at Delta. If the provided resources do not meet your current needs, simply reply to this email to be connected with additional assistance.

Best wishes,  
[Advisor Signature]



Email to the student upon creation of the Course Engagement Referral if DE/MC:

From: The student's assigned Student Success Advisor in Dual Enrollment

Subject: How are you?

Dear [Student's Name],

How are things going for you this semester? Your [course information] instructor has noticed you may not be fully engaging in the class, and we want to check in to see how things are going and make sure you have the support you need.

As a Dual Enrollment or Middle College student, you're taking on the unique challenge of balancing both high school and college coursework—no easy task. If things are feeling overwhelming or you're having a hard time staying on top of your college class, you're not alone, and there are people ready to help.

We strongly encourage you to connect with your **high school counselor** if there's something getting in the way of your participation. Your counselor can help you sort through what's going on and connect you with the right support—both at your high school and at Delta College.

If you haven't already, reaching out to your instructor is also a great first step—they want to help you succeed and may be able to offer support or flexibility.

The Dual Enrollment team is available to help and support you throughout your journey at Delta. If the provided suggestions do not meet your current needs, simply reply to this email, call or text our office at 989-644-9847, [make an appointment with us](#), or come see us in the Welcome Center (H-wing) on Main Campus.

Best wishes,  
(Advisor's signature)



## Coordinated Care Network Referrals

Coordinated Care Network referrals are directed to our Student Care Coordinated in our Coordinated Care Network office to work with students' basic needs, such as Food Pantry, Disability Resources, Delta's Closet, Student Success Workshops, Homeless Shelter.

Process:

1. Faculty submits SSS referrals through Faculty Portal
2. Referral and task are created in CRM Advise for the Student Care Coordinator to review.
3. Email is sent from [coordinatedcarenetwork@delta.edu](mailto:coordinatedcarenetwork@delta.edu) to the student upon creation of the referral to inform the student that someone will be contacting them within 48 business hours.
4. Once the Student Care Coordinator connects with the student or the student attended an appointment, the Student Care Coordinator 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 Student Care Coordinator if the student attends the appointment.
6. Referral status is canceled in CRM Advise by the Student Care Coordinator 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 Coordinated Care Network Referral:

From: [coordinatedcarenetwork@delta.edu](mailto:coordinatedcarenetwork@delta.edu)

Subject: Resources to Support your Well-Being

Dear [StudentFirstName],

I hope this message finds you well. Your professor, [Professor Name], mentioned you might be interested to learn more about resources at Delta and in our larger community to assist with concerns around housing, transportation, food, or other needs. It can be challenging to do your best in class if you have trouble meeting these basic needs and we want to help in whatever way we can.

To help, I encourage you to explore the Services and Support section of [Inside Delta](#), where you'll find on-campus and community resources tailored to assist you. Additionally, for a 24/7 connection to local community resources, you can dial 2-1-1 from any phone or visit <https://www.211nemichigan.org/>. (211 offers immediate support for housing, transportation, or food, as well as additional resources.)

We understand that each situation is unique, and we'll be in touch soon to offer personalized one-on-one assistance. If you prefer, you are welcome to reach out directly at any time by replying to this email or giving us a call at 989-686-9330.

Take care,

**Coordinated Care Network Staff**

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

(p): 989-686-9550 | (e): [coordinatedcarenetwork@delta.edu](mailto:coordinatedcarenetwork@delta.edu)

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## 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:

4. Faculty submits SSS referrals through Faculty Portal
5. Referral and task are created in CRM Advise for a Counselor to review.
6. Email is sent from [confidentialcounsel@delta.edu](mailto:confidentialcounsel@delta.edu) to the student upon creation of the referral to inform the student that a Counselor will be contacting them within 48 business hours.
7. 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.
8. Referral status is completed in CRM Advise by the Counselor if the student attends the appointment.
9. 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:

From: [confidentialcounsel@delta.edu](mailto:confidentialcounsel@delta.edu)

Subject: Personal Counseling Services Are Available

Dear [StudentFirstName],

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

If you would like to contact us, please email [confidentialcounsel@delta.edu](mailto:confidentialcounsel@delta.edu).

### **Personal Counseling Services Staff**

Personal Counseling Services

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

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

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## Kudos Referral

These referrals are meant to send a positive note to students to say they are doing great in your class. The referral 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 referral.

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>,

<Note from instructor>

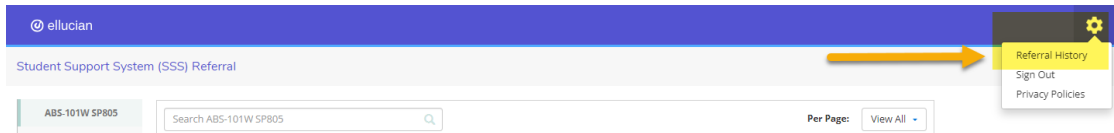


## Tracking Your Referrals

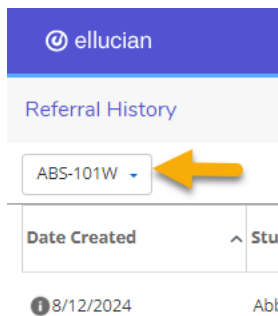
You can see the status of each referral in the Faculty Portal.

### 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 referral, and the status of the referral.

The screenshot shows the 'Alert History' page. At the top, there is a blue header with the 'ellucian' logo and a gear icon. Below it, the page title 'Alert History' is displayed. A dropdown menu is open, showing 'MTH-118W' selected. Below the dropdown, there is a table with columns for 'Date Created', 'Student', 'Class Level', 'Alert', 'Term', 'Owner', and 'Status'. The table contains four rows of data. Two orange arrows point to the 'Owner' and 'Status' columns.

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