



Student Support System (SSS) Staff Guidebook

This is a guide on how to submit an SSS referral for a student using the Staff Reporting card in MyDelta and all documentation on the SSS staff referral process.

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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.*

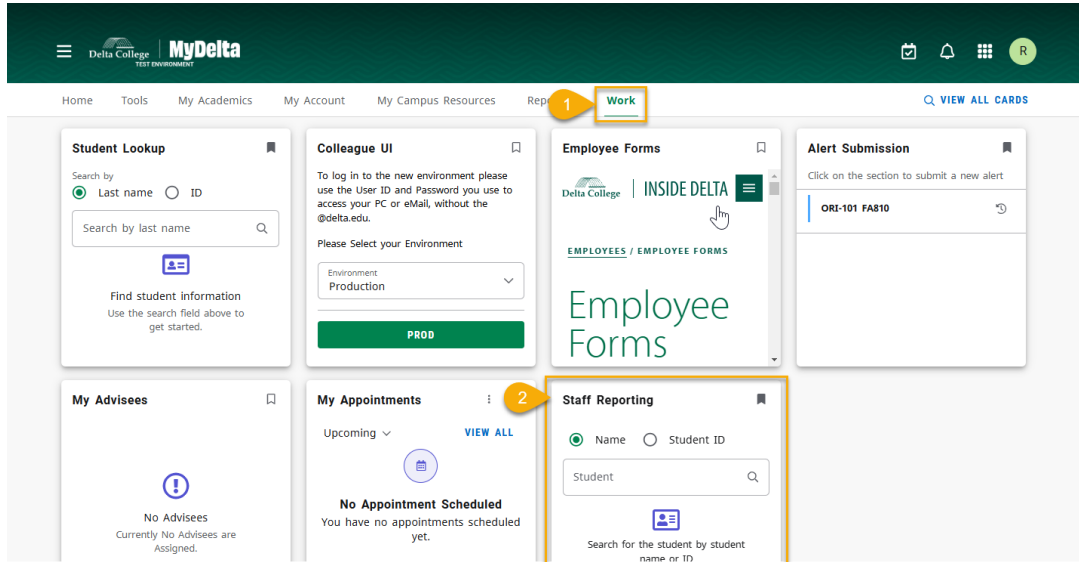
Counseling Referrals, routed to the Personal Counseling Services office:

- **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.

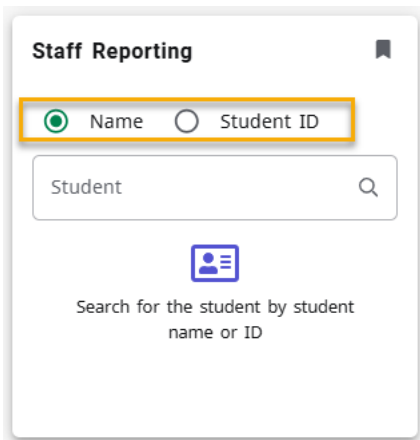


How to Submit a Referral

1. Log into **MyDelta**: <https://mydelta.delta.edu/>
2. Click on the **Work** tab and find the **Staff Reporting** card.



3. On the **Staff Reporting** card, you may search for one student by using their name or their ID. Choose the radio button next to your choice of how to search.



4. **Use the search box** to type either the last name or ID of the student you are searching for and press Enter. The card will expand into a webpage within MyDelta. To show the list of students that match your search. Select the student. Choose **Create Alert**.
 - a. PLEASE NOTE: The verbiage on this process in MyDelta uses the word “alert” rather than referral. This MyDelta card cannot be edited. We must use it as-is from Ellucian. All documentation, websites, and email communications will say “referral” rather than “alert” for softer language. The student will not see the word “alert”



5. **Choose a referral** that best fits one of the five options given.
- Notice there are three referrals that are Teaching and Learning Center (TLC) related and two that are Personal Counseling Services related. Choose the best fit to support the student. Not sure which to pick? Check out the SSS – Staff webpage.

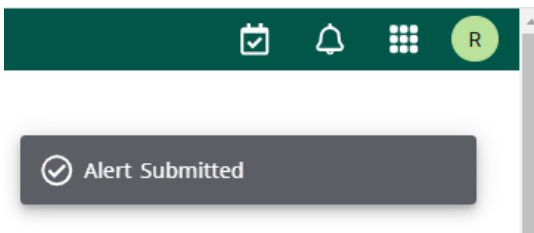
6. **Add clear, detailed notes** about the conversation you have already had with the student, whether that was in-person, via email, or phone call, please provide as much detail as possible. This assists with the staff in the TLC and Counseling offices to know what resource to have ready to share with the student upon reaching out to them.



7. Click the **Review** button.

8. Verify that all three pieces of the referral are correct and what you intend to submit. Click the **Submit** button.

9. A notification will appear on the top right of your screen that your referral has been submitted.



10. You're all set! Thank you for using the Student Support System (SSS) referrals to help students get the resources they need to be successful.



Academic Referrals

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

Process:

1. Faculty submits SSS referrals through MyDelta.
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 if the student makes an appointment or contact has occurred within 14 days.
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

Dear <FirstName>,

An academic referral was initiated because a staff member 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, 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 MyDelta
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 referral 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 Basic Needs - Counseling Referral:

From: confidentialcounsel@delta.edu
Subject: Resources to Support Your Well-Being

Dear <FirstName>,

I hope this message finds you well. A Delta College Staff member 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,



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.

If the student does not respond to outreach by the Personal Counseling Services office within 14 days, the following email is sent, and the referral is canceled.

From: confidentialcounsel@delta.edu

Subject: Just Checking In

Hello <FirstName>,

I'm checking in because I haven't been able to reach you since my original email. A Delta College staff member 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 included a list of resources below. I encourage you to explore the Services and Support section of [Inside Delta](#) where you'll find on-campus and community resources to assist you.

If you prefer, you are welcome to reach out directly by replying to this email or giving us a call at 989-686-9330.

In case you need it, our intake form to start counseling services can be found [here](#). Once you submit that form, one of the counseling staff will reach out to you to schedule an appointment. An appointment can be in-person or virtual, whatever works best for you.

I would also like to make you aware of the additional services on campus:

- Assistance with planning courses, transfer, or degree [Academic Advising \(delta.edu\)](#)
- Career Discovery [Career Discovery \(delta.edu\)](#)
- Accommodations for a diagnosed disability [Disability Resources \(delta.edu\)](#)
- Referrals to other resources [Community Resources \(delta.edu\)](#)

Additional resources for help any time of day, any day of the year:

- **Suicide and Crisis Line** - immediate support for those in a mental health crisis or with thoughts of suicide. To contact support, **call or text 988**.



- **Bay-Arenac 24-hour Crisis Hotline** - emergency services for a personal or psychiatric crisis available to residents of the Bay-Arenac region. To access services, call **1-800-327-4693** or **989-835-2300**.
- **Midland County 24-hour Crisis Hotline** - emergency services for a personal or psychiatric crisis available to residents of Midland County. To access services, call **1-800-317-0708** or **989-631-0870**.
- **Saginaw County 24-hour Crisis Intervention** - emergency services for a personal or psychiatric crisis available to residents of Saginaw County. To access services, call **989-792-9732**.
- **211** – a hotline to connect callers to local community resources, such as organizations that support housing, transportation, food, family, and legal needs. To be transferred to the appropriate resource service, call 211 or visit <https://www.211nemichigan.org/>.

Please respond to this email if you have any questions.

Take care,

Personal Counseling Services Staff

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Email to the student upon creation of the Mental Health - Counseling Referral:

From: confidentialcounsel@delta.edu

Subject: <FirstName>, How Can We Help?

Dear <FirstName>,

College can be challenging, and students may find themselves facing obstacles along the way—that's completely normal. A Delta College staff member thought you might benefit from connecting with Personal Counseling Services, and we're here to offer support. One of our counselors will reach out to you within the next 48 business hours.

In the meantime, if you'd like to connect with us directly, please feel free to email us at confidentialcounsel@delta.edu.

If you're experiencing a mental health emergency, please remember that help is available 24/7. Here are some resources you can reach out to at any time:



- **Suicide and Crisis Line** – immediate support for those in a mental health crisis or with thoughts of suicide. To contact support, call or text 988.
- **Bay-Arenac 24-hour Crisis Hotline** – emergency services for a personal or psychiatric crisis available to residents of the Bay-Arenac region. To access services, call 1-800-327-4693 or 989-895-2300.
- **Midland County 24-hour Crisis Hotline** – emergency services for a personal or psychiatric crisis available to residents of Midland County. To access services, call 1-800-317-0708 or 989-631-0870.
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We're here for you and ready to support you in any way we can.

Take care,

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From: confidentialcounsel@delta.edu

Subject: Just checking in

Dear <FirstName>,

I'm checking in because I haven't been able to reach you since my original email. Your mental health is just as important as your physical health.

In case you need it, our intake form to start counseling services can be found [here](#). Once you submit that form, one of the counseling staff will reach out to you to schedule an appointment. An appointment can be in-person or virtual, whatever works best for you.

I would also like to make you aware of the additional services on campus:



- Assistance with planning courses, transfer, or degree questions – [Academic Advising \(delta.edu\)](https://delta.edu/academic-advising)
- Support related to choosing a career, or preparing for the job search process – [Career Discovery \(delta.edu\)](https://delta.edu/career-discovery)
- Accommodations for a diagnosed disability – [Disability Resources \(delta.edu\)](https://delta.edu/disability-resources)
- Referrals to other resources – [Community Resources \(delta.edu\)](https://delta.edu/community-resources)

Additional resources for help any time of day, any day of the year:

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Please respond to this email if you have any questions.

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