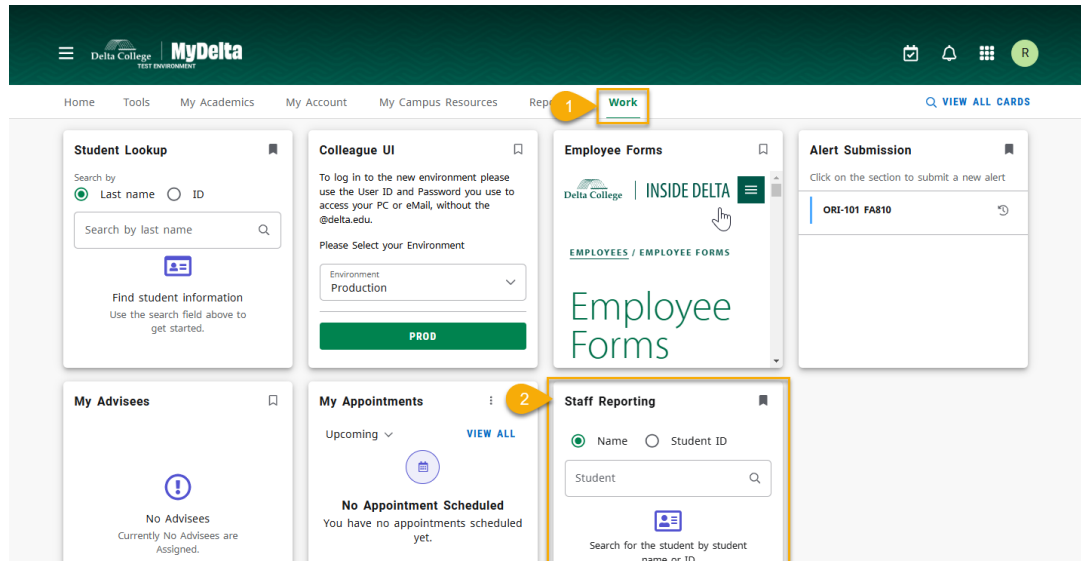


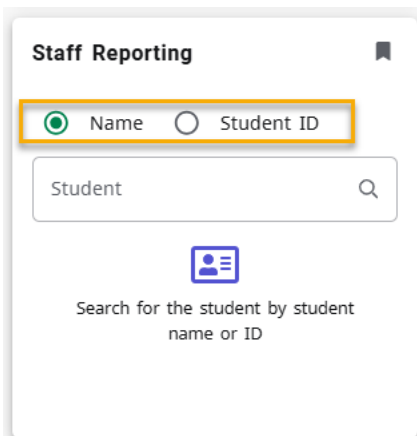
# Student Support System (SSS) Staff Referrals

This guide is provided for staff to show the steps needed to submit referrals on students' behalf for support in their courses to assist with course completion success. These referral opportunities are featured through the Student Support System (SSS). More information can be found on the Student Support System – Staff webpage.

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

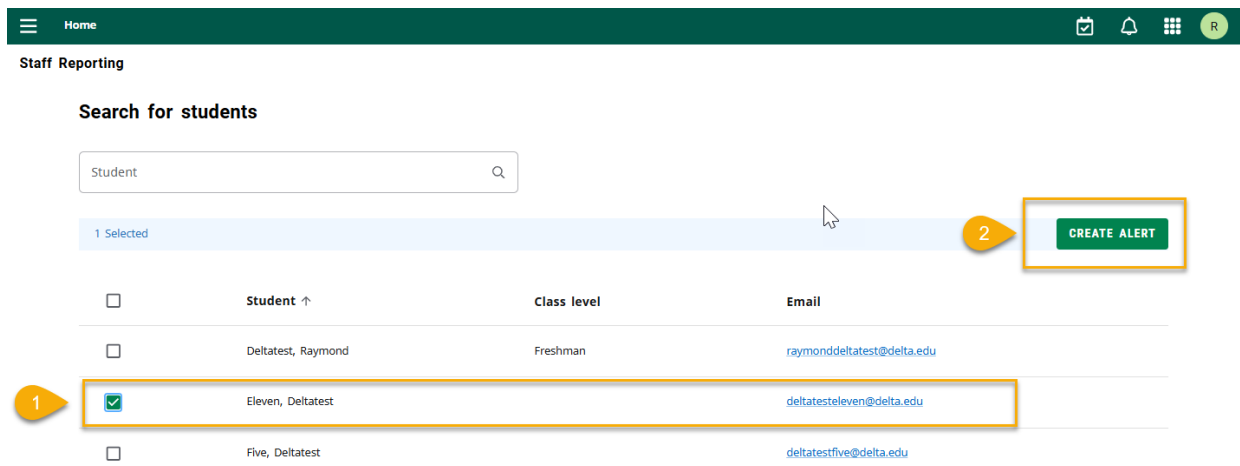


3. On the **Staff Reporting** card, you may search for one student by using their name or their ID. Choose the radio button next to your choice of how to search.

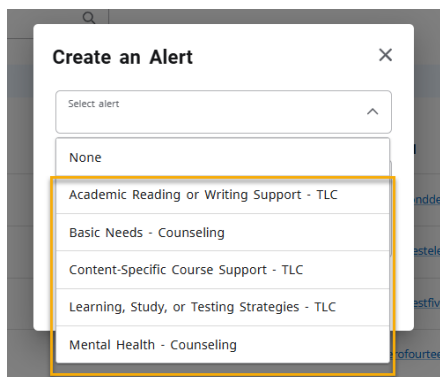


4. **Use the search box** to type either the last name or ID of the student you are searching for and press Enter. The card will expand into a webpage within MyDelta. To show the list of students that match your search. Select the student. Choose **Create Alert**.
  - a. PLEASE NOTE: The verbiage on 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

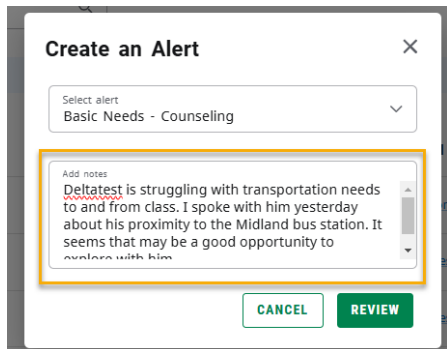
documentation, websites, and email communications will say “referral” rather than “alert” for softer language. The student will not see the word “alert”



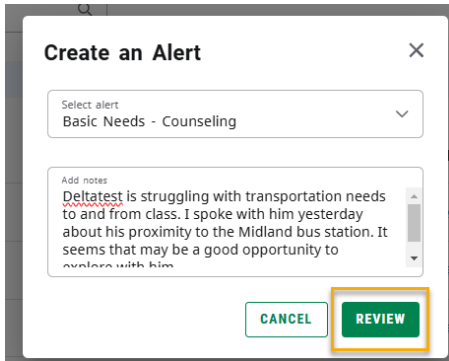
5. **Choose a referral** that best fits one of the five options given.
  - a. Notice there are three referrals that are Teaching and Learning Center (TLC) related and two that are Personal Counseling Services related. Choose the best fit to support the student. Not sure which to pick? Check out the SSS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



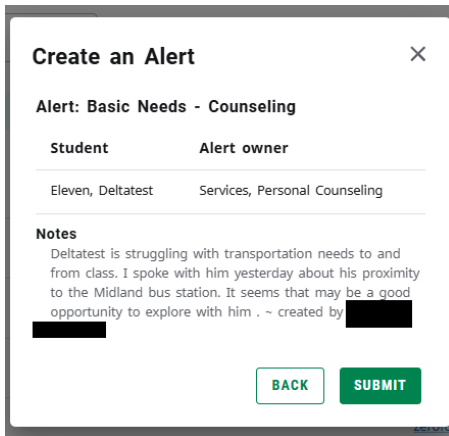
**Create an Alert** [X]

Select alert  
Basic Needs - Counseling [v]

Add notes  
Deltatest is struggling with transportation needs to and from class. I spoke with him yesterday about his proximity to the Midland bus station. It seems that may be a good opportunity to explore with him.

CANCEL REVIEW

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



**Create an Alert** [X]

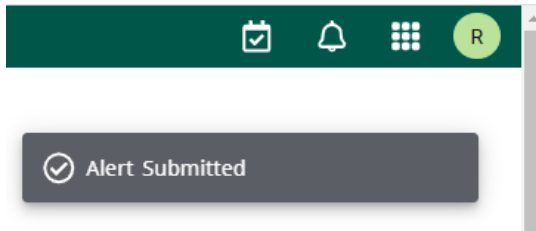
**Alert: Basic Needs - Counseling**

Student	Alert owner
Eleven, Deltatest	Services, Personal Counseling

**Notes**  
Deltatest is struggling with transportation needs to and from class. I spoke with him yesterday about his proximity to the Midland bus station. It seems that may be a good opportunity to explore with him . ~ created by [REDACTED]

BACK SUBMIT

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.