

SSC Case Expectations

The alert and case system within the Stetson Student Success Collaborative (SSC) is a means to notify Campus Life and Student Success (CLaSS) and/or Student Financial Planning of a student in some form of non-emergency distress and then mobilize appropriate personnel and resources to support the student.

Not all concerns need to be recorded via issuing an alert/opening a case. If you have a concern about a student but have already spoken to them and do not think they need additional outreach, these interactions can be added as a note. Notes will appear on the student's profile in SSC but no notification will be sent to staff members.

This system, and the outreach that takes place as a result of a case being created, does not ensure a student's ability to ultimately be successful. The objective of this system is to provide resources and support to students in need; however, the utilization of provided supports falls upon the responsibility of the student.

Tier 1 (missed less than two weeks of class, work quality concerns, missing coursework)

Expected Level of Outreach

Staff members will reach out via email and phone (minimum once per method).

Expectation of Contact (Phone or Email Response)

Although we do want to connect with students on each tier of concern, since this level of concern is relatively low, it is not guaranteed that we will directly make contact with the student.

Expected Outcome

Student will receive resources verbally if contact is made by staff member. If student does not respond to outreach efforts, they will be provided resources available to them via email. Follow up will be conducted as needed.

Tier 2 (missed more than 2 weeks of class, multiple Tier 1 concerns)

Expected Level of Outreach

If a student is unresponsive to outreach via phone or email the case will be re-assigned to other departments with a direct connection to the student assist (i.e. Residential Living & Learning, Student Development/Campus Vibrancy, etc.)

Expectation of Contact (Face-to-Face)

Increased outreach levels lead to a higher expectation of contact being made. However, making contact with the student cannot be guaranteed. Depending on the particular situation, a case may be escalated or resources may be offered via email.

Expected Outcome

Student will have a conversation with a professional staff member regarding concerns brought forward in the alert. Resources will be offered and plans moving forward will be discussed. Follow up will be conducted as needed.

Tier 3 (multiple reports of concern from faculty check, repeated unsuccessful outreach attempts)

Expected Level of Outreach

Due to the amount or nature of the concerns, if contact cannot be made via phone or email, student will receive outreach from other departments, and possibly Dean of Students. If the nature of the concerns are severe, Public Safety and/or the On-Call team may be involved.

Expectation of Contact (Face-to-Face)

Yes. Due to the level of concern, contact with this student should be made.

Expected Outcome

Depending on student's situation they will communicate with professional staff member their situation and create a plan moving forward. Regular meetings with a professional staff member may be necessary.