

# Spartan Support Process



**01**

## Student problem identified

You identify a student is experiencing an issue/struggle through direct observation or student disclosure

**02**

## Referral to SSP

Submit a Spartan Support form with your observations or the information provided to you

**03**

## SSP receives report and assigns case

The Director of Student Care & Advocacy reviews the report & assigns it to a Non-Clinical or Clinical Case Manager. The reporter will receive an immediate automatic message confirming the submission

**04**

## Case Manager outreach to student

The assigned Case Manager reaches out to the student. The student can respond and set up a meeting. If there is no response, the Case Manager will follow up as appropriate

**05**

## Meeting or follow up

The student meets with the Case Manager and is provided support and resources. There can be a follow up meeting or outreach as needed. If the student does not respond to outreach, the case is closed but kept on file in case another issue arises

