

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