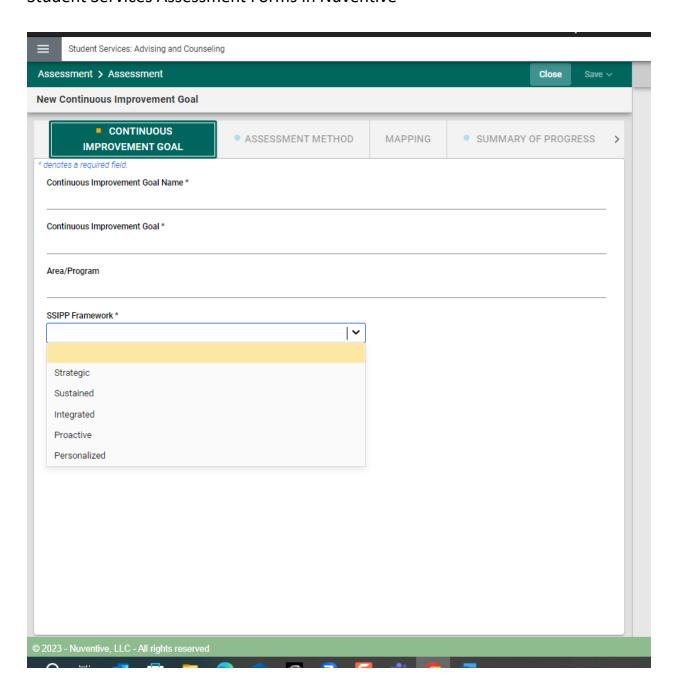
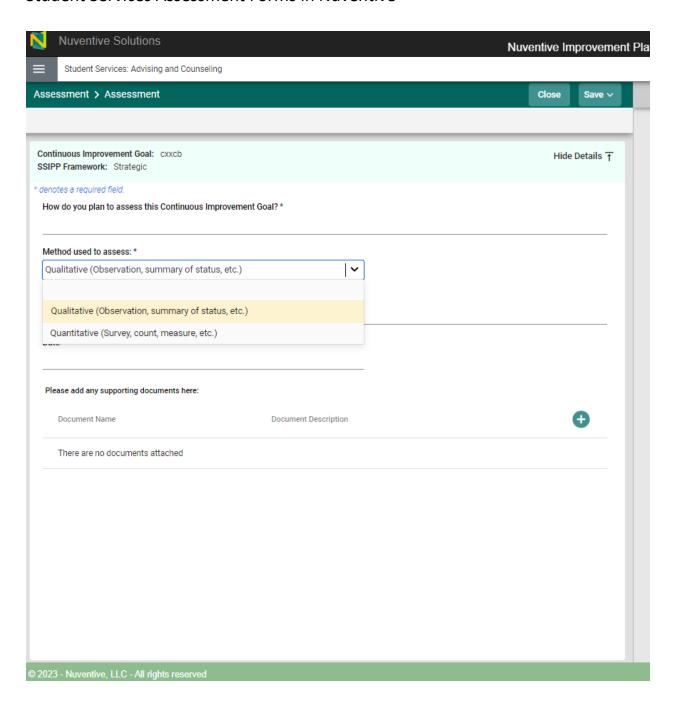
Student Services Assessment Framework

SSIPP	Definitions
Strategic	Students are connected to the specific supports they need, when they need them, and in the delivery mode that is most effective and efficient. Through research and experience, colleges know the key points at which students' needs arise in their educational careers and strategically allocate time, energy, and resources to meet those needs in ways students are most likely to use. In addition, colleges provide more resource-intensive support to especially under-served students.
Sustained	Students are supported throughout their full journey at an institution, particularly at key momentum points. This typically involves an informative intake process to ensure knowledge from the outset of a student's needs (both academic and nonacademic), ongoing interaction with the student particularly at key momentum points and monitoring to ensure early awareness of a student who is facing some particularly significant barriers to success.
Integrated	Students are seamlessly connected to information, resources, and services without being bounced around. Services function as interconnected tools rather than as stand-alone interventions and, when used together, create a strong support structure. Colleges knock down siloes and build bridges connecting disparate departments and services to promote more equitable and stable college experiences. Critical to designing integrated services is to operate with the student perspective as guide, rather than staff perceptions.
Proactive	Students are connected to supports at the first sign of trouble, not after a situation builds to a crisis point. Key to being able to intervene is an institution's data systems, designed to capture information for the student support system. This allows staff to monitor student progress and know when to target specific, just-in-time supports to students in tactical ways.
Personalized	Based on the insights emerging from meaningful staff-student relationships, each student receives the type and intensity of support appropriate to his or her unique and diverse needs. This requires staff and faculty to have a deep understanding of who their students are, particularly those students who come to campus with needs that might be considered nonacademic, but that have significant impact on academic performance.

Student Services Assessment Forms in Nuventive



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