

Student
Support
Teams: An
Intervention
Model for
Candidate
Success

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What are Student Support Teams (SSTs)?

- Intervention Model
 - Tier 1 - Faculty member intervention
 - Tier 2 - Meet with Program Coordinator
 - Tier 3 - Student Support meeting
- Need/Purpose
 - The Student Support Team (SST) is an interdisciplinary college committee designed to support students experiencing challenges during the course of their academic program. The SST uses a team-based approach to problem solving, building supports, and providing interventions, ideally, early in the student's career to remediate any issues that may adversely affect successful program completion. The SST is also an opportunity for students, faculty, and related field personnel to share concerns while positively planning for successful outcomes.
- Goal: Address problems before completion

The First SST Model

- Referrals and reasons for SST meetings
 - Change in placement
 - Professionalism (e.g., absenteeism, tardy, lack of lesson plans)
 - Change in major
- Faculty involvement
 - Recommendation of students for support
 - Small group meetings with Program Coordinator/Administrator
 - Challenge—Difficult conversations
- Process (meetings, MOU, follow up)

Lessons Learned

- Tribunal, Stress
 - Large group setting (6-8 faculty/admin)
 - Students did not understand the process/or the WHY
- Resources, time, administrative tracking
 - 24/48 turn-around from referrals
 - Difficult to get schedules together
 - Consistency of intervention/program
- Performance improvements
 - Interventions were appropriate for the challenge
 - Increased communication between BGSU and the field
 - Coaching for alternative pathways for those not successful

Demographics of SST Participants

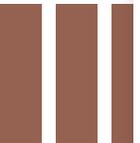
	2018-21 #	2018-21 %	2022-23 #	2022-23 %
Non-White	38	16.1%	0	0
White	198	83.9%	25	96.1%
Race/Ethnicity Not Specified			1	3.8%
Women	233	98.7%	15	57.6%
Men	3	1.3%	11	42.3

Academic Program of SST Participants

License Area	2018-19	2019-20	2020-21	2022-23
Early Intervention Early Childhood	17	43	24	6
Middle Childhood	4	2	11	3
Adolescent to Young Adult	10	23	10	3
Career Technical Education	0	4	1	2
Intervention Services K-12	5	18	3	2
Multi-Age	2	3	1	0
Individualized Studies	5	5	2	4

Reasons for SST Referrals

Reason for Referral	2018-21 Rank	2022-23 Rank
Planning and Preparation	1	2
Classroom Environment	2	2
Professional Responsibility	3	2
Academic	4	1
Dispositions	5	3
Non-Academic	6	1
Instruction	7	0
Ethics/Honesty	8	0



Survey of 2022-23 SST Participants

- 30 invitations/8 responses
 - Aware of concerns about performance before SST: **Yes – 87.5%**
 - Instructor, advisor expressed concerns
 - Grades/evaluations
 - Reasons for referral
 - Attendance, missed deadlines
 - Low evaluations
 - Lesson plans, GPA, OAE, ineligible for placement
-

Level of Agreement (1-5 scale)

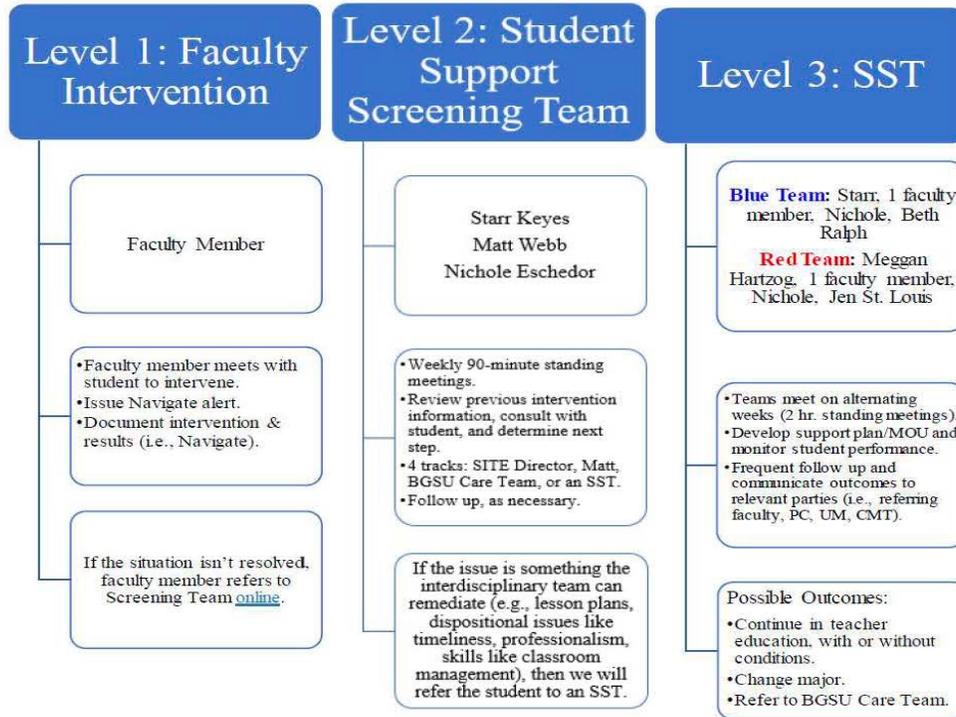
Item	Mean
I felt stress or anxiety before the SST meetings.	4.63
I felt stress or anxiety after the SST meeting.	3.00
I was provided an opportunity to ask questions or respond to claims about my performance.	4.63
The concerns about my performance were reasonable and supported by evidence.	4.50
I am satisfied with the outcome or resolution of my SST case.	4.13
I was provided useful strategies to improve my performance.	4.38

Current SST Model – Revised Structure

Fall 2023

- Revised process based on Spring 2023 student and faculty feedback
- Results:
 - Rebrand (syllabus statement)
 - New process with point person (Asst. Director)
 - Better communication (templates, graphics)
 - Consistent members (with link to field personnel)
 - Fewer meetings
 - Link to broader university student success initiatives

Quick Guide to SSTs



Team Name	Lead	Team Members	Meeting Days
Screening Team	Starr	Nichole, Matt Webb	Tuesdays 1-2:30pm
Blue A	Starr	Nichole, Dawn, Beth	1st Mondays, 3-5pm
Blue B	Starr	Nichole, Patrick, Beth	3rd Mondays, 3-5pm
Red A	Meggan	Nichole, Mark Seals, Jen	2nd Thursdays, 3-5pm
Red B	Meggan	Nichole, Stefanie, Jen	4th Thursdays, 3-5pm

Helpful Links/Resources

- Guide for Navigate and Early Alerts: <https://www.bgsu.edu/center-for-faculty-excellence/just-in-time-resources/-navigate--webb-app-for-instructors.html>
- SITE Canvas Page: <https://bgsu.instructure.com/courses/1289688>
- Refer a Student to the Student Support Screening Team: https://bgsu.az1.qualtrics.com/jfe/form/SV_39oh1Kgr2xUKRim
- Student of Concern Referral Form: https://cm.maxient.com/reportingform.php?BowlingGreenStateUniv&layout_id=2

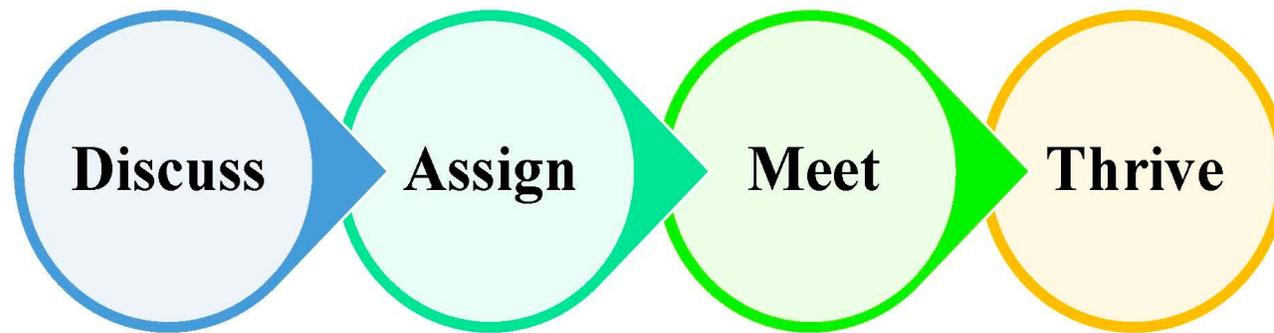
Contact Information

- Submitting Documentation: EDHDSupport@bgsu.edu
- Questions: Dr. Starr Keys: (419) 372-7296, skeys@bgsu.edu

Syllabus Statement

The Student Support Team (SST) is an interdisciplinary School of Inclusive Teacher Education (SITE) committee designed to support students experiencing challenges during the completion of their academic program. Through a referral system by a faculty member or the student themselves, the SST will use a team-based approach of problem solving, building supports, and providing interventions, ideally, early in the student's career to remediate any issues that may adversely affect successful program completion. The SST is also an opportunity for students, faculty, and related field personnel to share concerns while positively planning for successful outcomes. For more information, please visit <https://www.bgsu.edu/education-and-human-development/EDHDSSES/student-support-team.html>.

**Emails will be sent to keep BGSU personnel (e.g., referring faculty member, Program Coordinators, UMs, CMTs) informed throughout the process. Those individuals do not need to attend any meeting they are being notified about. **



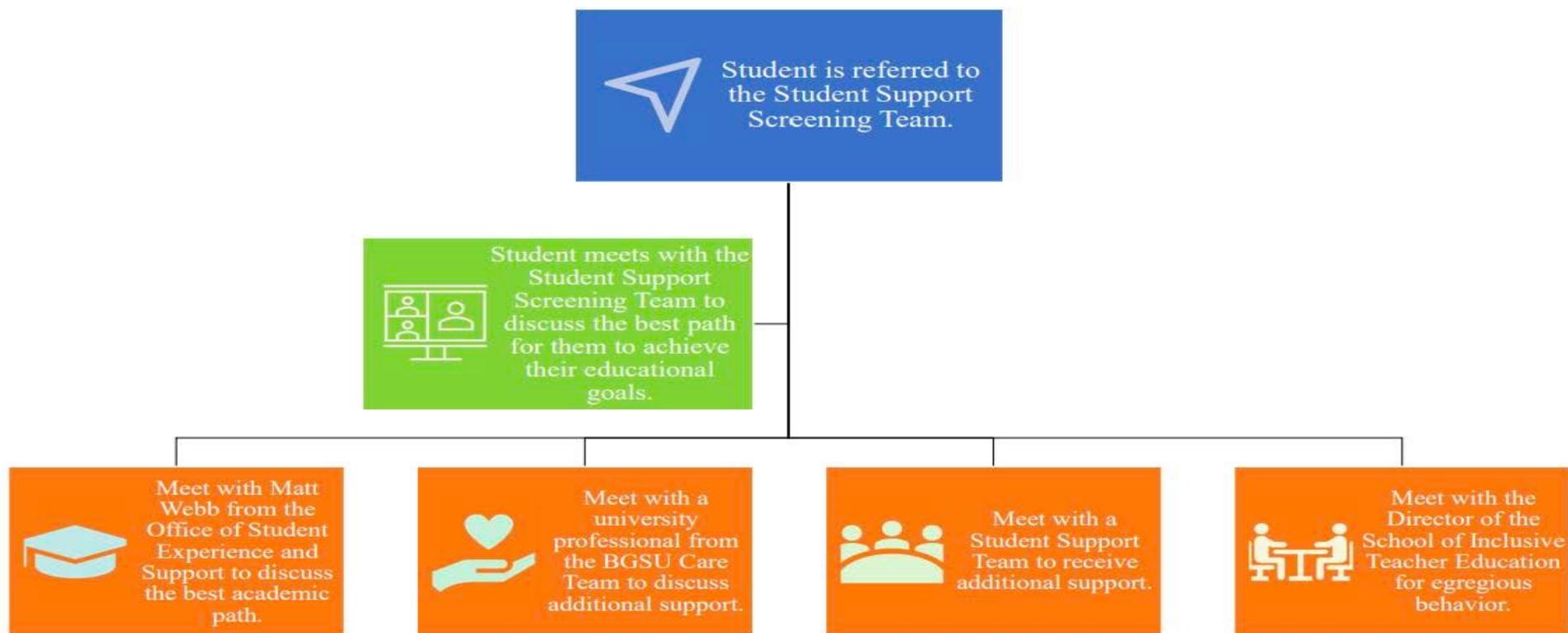
- Meet with the Student Support Screening Team to discuss what additional resources may be beneficial to you.

- After meeting with the Screening Team, they will recommend a path for you to take based on your situation.

- Meet with the recommended university professional(s) to discuss further how you can reach your educational goals.

- Use the tools and resources given to thrive!

Quick Guide to SSTs



Helpful Links/Resources

- Refer yourself to meet with the Student Support Screening Team: https://bgsu.az1.qualtrics.com/jfe/form/SV_39oh1Kgr2xUKRim

Contact Information

- Submitting Documentation: EDHDsupport@bgsu.edu
- Questions: Dr. Starr Keyes: (419) 372-7296, skeyes@bgsu.edu

Screening Team Meeting – Initial Email

Hi STUDENT,

I am reaching out to inform you that you have been scheduled a **mandatory** Student Support Screening Team meeting on **DATETIME**. You are **required** to attend this Zoom meeting, and below is the meeting information you will need to join the meeting.

LINK

Please join at the scheduled time and expect this meeting to be professional by ensuring that you are in the proper environment to discuss necessary details regarding your circumstance(s). During this meeting, we will problem solve and provide support to help you reach your educational goals. You will start in the waiting room and the team will bring you in, typically within five minutes or so.

Please respond to this email to confirm that you have received it.

For more information about the Student Support Team, please [click here](#) or view the attachment. Thank you.

Email Communication to Third Parties – Screening Team Meeting Scheduled

Hello,

You are receiving this email to notify you that STUDENTNAME from the PROGRAM **program** has been referred to meet with the Student Support Screening Team. Their meeting has been scheduled for DATETIME. This is just a notification to keep you informed throughout the meeting process – you do not have to attend this meeting. You will receive additional information following this meeting regarding the recommended path for the student.

Please let me know if you have any questions.

Screening Team Meeting – Reminder Email

Hi STUDENT,

What We've Learned

- Equity
- Early Indicators
- Importance of Consistency (teams/process/documentation)
- Communication to all invested in the student (faculty, CMT, UM)