HOUSE Liaison Center

Housing and Opportunities that are Useful for Students' Excellence

ICCB

ILLINOIS COMMUNITY COLLEGE BOARD

icsps impacting educational equity

Illinois Center for Specialized Professional Support,
Illinois State University, College of Education

The Illinois Community College Board and the Illinois Center for Specialized Professional Support are partnering to support HOUSE Liaison's through professional development, training, and resources. The HOUSE Liaison Center will be a central hub for all resources developed under this project.

Look for more information at the HOUSE Liaison Center

Equity in Career and Technical Education - ICCBHouseCenter (ilequity.com)

STANDARD OPERATING PROCEDURES (SOP) FOR HOUSE LIAISONS

HOUSE LIAISON WEBINAR, MARCH 2025

AGENDA:

Necessity

Challenges

Definitions

Getting Started – What do you need?

Resources & Tools

Questions & Discussion

WHY ARE SOPS NECESSARY?

WHY DO WE NEED IT?

- Training
- Reference Tool
- Promote Consistency
- Reduces Errors

COMMON CHALLENGES

Waterfall Activity: What are your greatest challenges regarding the creation or updating of your institutions SOP for its HOUSE process?

COMMON CHALLENGES

Loss of Institutional Knowledge

Time/Bandwidth

Writers Block/Professional Word-Smither!

Resources

DEFINITIONS

Policy - Process - Procedure - SOP

POLICY

A formal statement or set of guidelines established by an organization to guide decision-making, actions, and behavior. Policies ensure consistency, compliance with laws and regulations, and alignment with an institution's mission and values. They provide a framework for how an organization operates, helping to maintain fairness, accountability, and efficiency.

-ChatGPT

Example:

Policy Statement: [Institution Name] is committed to providing comprehensive wraparound services to support students in meeting their basic needs. Any student requiring assistance will have access to resources and support services to ensure their well-being and academic success.

PROCESS

A series of actions or operations conducing to an end.

-Merriam-Webster

Examples:

- Email all students alerting of HOUSE supports
- Send auto-reply that includes Community Resource Guide and Emergency Hotline for wellness needs
- Respond to students by phone and email within 24-48 hours
- Conduct intake by phone to assess and begin referral process
- Update SIS with pertinent information

PROCEDURE

An act or a manner of proceeding in any action or process; conduct.

-Dictionary.com

Example:

Procedures:

- **Identification:** Students in need of support can self-refer or be referred by faculty, staff, or peers.
- **Assessment:** Upon referral and intake, the Waubonsee Care team will assess the student's needs to determine appropriate resources.
- **Resource Allocation:** Based on the assessment, students will be connected to internal and external resources, such as food assistance, housing support, counseling services, and financial aid.
- **Follow-Up:** The Student Support Services team will regularly follow up with students to monitor progress and adjust support plans as needed.

SOP

"Standard Operating Procedure" (SOP) is a detailed set of instructions for performing a specific task, focusing on the "how" to execute an action, while a "policy and procedure manual" outlines an organization's overall guidelines and rules, including both high-level policies defining "what" should be done and detailed procedures explaining how to carry out those policies; essentially, an SOP is a smaller component within a larger policy and procedure manual that covers specific actions."

-Google AI

GETTING STARTED

What Do I Need?

IDENTITY THE PROCESS

- What needs to be documented?
  - Processes A-Z
  - Definitions
  - Methods of Service Delivery
  - Cadence of Student Contact and Follow Up
  - Data Collection
  - Roles and Responsibilities
  - Training Design/Plan
  - Student Information System (SIS) Navigation

CONSULT STAKEHOLDERS

- Financial Aid
- Counseling/Advising
- Dean of Students
- Perkins
- Financial Literacy Lead
- Faculty
- Disability Services/Access Centers
- Residence/Student Life

DEFINE PURPOSE AND SCOPE

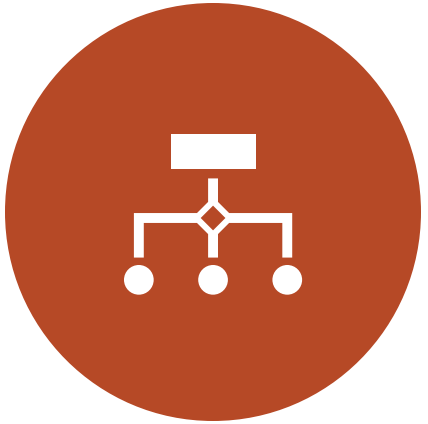
Sample Language:

Purpose: To ensure all students have the necessary resources to meet their basic needs, promoting overall well-being and academic success.

Scope: This policy applies to all enrolled students at [Institution Name].

CHOOSE A FORMAT

TEXT

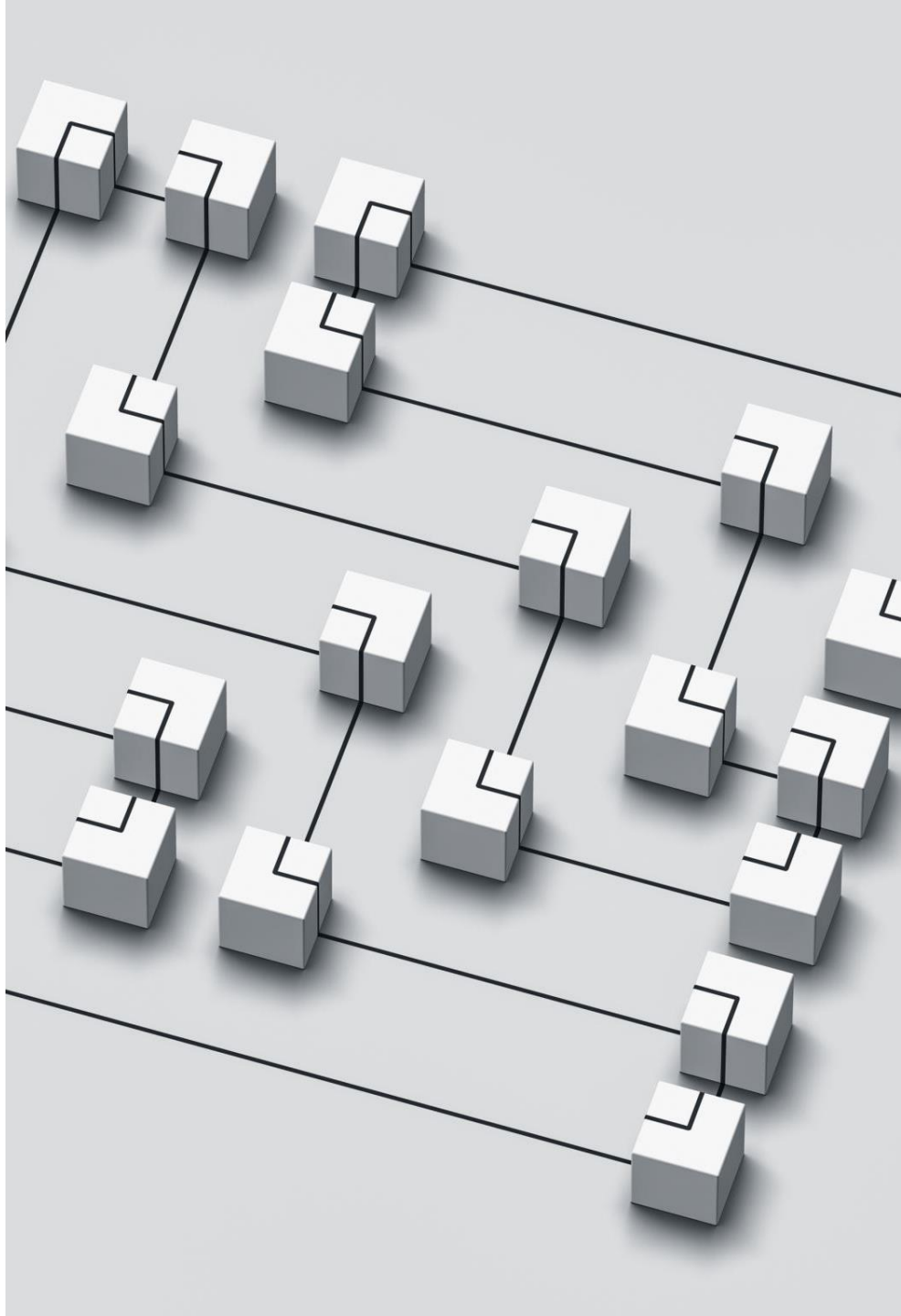


FLOWCHART

VIDEO

STRUCTURE CLEARLY

- Bulleted List
- Numbered List
- Subheadings with Short Paragraphs
- Tables (for comparison or cross-walks)
- Checklist
- Flowchart or Decision Tree

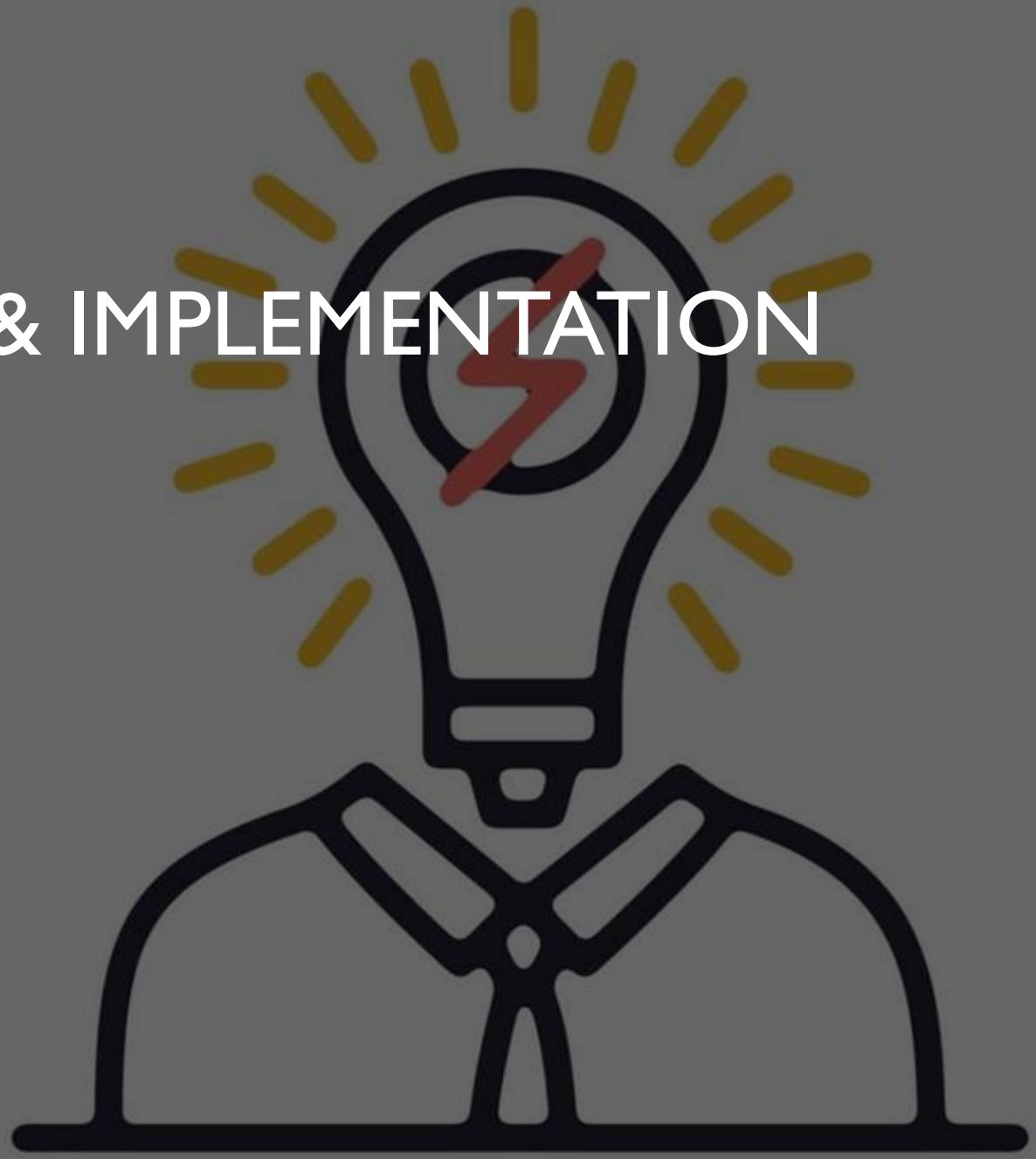


EVALUATION

TEST

REVISE

APPROVAL & IMPLEMENTATION



ONGOING REVIEW & UPDATES

Establish a Review Calendar

Designate Ownership and Accountability

Integrate Policy Reviews into your Team/Leadership Meetings

Use a Version Control and Tracking System

Automate Reminders and Notifications

Align Updates with Internal Training Updates

Create an Escalation Process for Urgent Updates

Encourage Employee Feedback

RESOURCES & TOOLS

Waterfall Activity: Does your institution have an AI-Usage policy or process?

RESOURCES AND TOOLS

- Step-by-Step Guide Creation Software (Document360, Scribe, Stonly)
- Grammar Check Tools (Grammarly, Wordtune, Microsoft Editor, Paperpal)
- AI Assistant (PLEASE USE CAUTION) (ChatGPT, Microsoft CoPilot, Gemini)
- Graphic Design (Canva, Looka)

WHAT QUESTIONS DO YOU HAVE TODAY?

DISCUSSION

CONTACT INFORMATION

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UPCOMING SESSION

Writing SOPs for Your Institution
Monday, April 28, 2025, 11:00 AM CDT

Equity in Career and Technical Education - ICCBHouseCenter (ilequity.com)

https://ilequity.com/iccbhousecenter