

# HOUSE SOP

---

Supporting Students through Operational Excellence

[Institution Name]

## Table of Contents

1. 1. Introduction and Purpose
2. 2. Drafting a Policy Statement
3. 3. Outline Your Current Process
4. 4. Identify Key Terms
5. 5. Document Service Delivery Methods
6. 6. Capture Outreach and Follow-Up Practices
7. 7. Data Collection Practices
8. 8. Roles and Responsibilities
9. 9. Training Design and Planning
10. 10. SIS (Student Information System) Navigation
11. 11. Best Practices
12. 12. Final Notes

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

This toolkit is designed to help you draft your Standard Operating Procedure (SOP) for your HOUSE process. It will help ensure clarity, consistency, and sustainability in serving students' basic needs.

## 1. Introduction and Purpose

Best Practice: Clearly explain the SOP's purpose, why it exists, and who it is for. Keep the writing simple, direct, and mission-centered.

Guiding Questions:

- What process, program, or service does this SOP address?
- Why was it created (e.g., consistency, compliance, service improvement)?
- Who will use this SOP?
- What outcome or goal does this SOP support?
- How does this process contribute to the institution's mission or student success?
- What key value or principle does it uphold (e.g., equity, access, safety)?

Example:

***Introduction:*** *This Standard Operating Procedure outlines the process for providing basic needs support to students through the [Office/Institution Name]. It ensures consistent practices in intake, referral, and follow-up services, aligned with the college's commitment to student success and well-being. This SOP is intended for use by [insert name] members, student services staff, and other campus partners engaged in basic needs support.*

***Purpose Statement:*** *This SOP provides a clear and consistent process for assisting students in meeting their basic needs, helping them remain engaged and successful in their educational journey.*

Draft your Introduction and Purpose Statement below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

## 2. Drafting a Policy Statement

Best Practice: Keep it clear, concise, and mission-aligned.

Guiding Questions:

- What is the overall goal of your HOUSE services?
- Who does this policy apply to?
- How does this policy align with institutional values or mission?

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.*

Draft your Policy Statement below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

### 3. Outline Your Current Process

Best Practice: Focus on current practice, not ideal future state.

Guiding Questions:

- What is the first action taken when a student needs support?
- How is the referral managed?
- What happens after intake?

Map your current A-Z process below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

#### 4. Identify Key Terms

Best Practice: Define anything a new staff member might not know.

Guiding Questions:

- Are there terms specific to HOUSE or basic needs?
- Are there acronyms or technical terms?

List and define key terms below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

## 5. Document Service Delivery Methods

Best Practice: Be specific about modes of service.

Guiding Questions:

- Are services offered virtually, in-person, by phone, or by email?
- Are there alternate service pathways?

Outline your service delivery methods below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

## 6. Capture Outreach and Follow-Up Practices

Best Practice: Document both proactive and reactive outreach.

Guiding Questions:

- How often do you reach out to students?
- What are your response time expectations?
- How do you document follow-up efforts?

Describe your outreach and follow-up below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

## 7. Data Collection Practices

Best Practice: Ensure confidentiality and consistency.

Guiding Questions:

- What data points do you collect?
- How is data recorded and secured?

Outline your data practices below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

## 8. Roles and Responsibilities

Best Practice: Clarify who does what, and when.

Guiding Questions:

- Who is responsible for intake, referral, and follow-up?
- Who documents activities into SIS?

Define roles below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

## 9. Training Design and Planning

Best Practice: Make a training routine and update it regularly.

Guiding Questions:

- What initial training must new HOUSE Liaisons complete?
- What ongoing training will staff need?

Plan your training design below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

## 10. SIS (Student Information System) Navigation

Best Practice: Standardize SIS usage across the team.

Guiding Questions:

- What screens, fields, or flags are used?
- How are cases closed or updated in the system?

Detail SIS navigation procedures below:

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

## 11. Best Practices

- Keep language action-oriented and student-focused.
- Update SOP annually based on lessons learned.
- Use tables, flowcharts, or checklists to improve clarity.
- Seek cross-functional review before final approval.

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

## 12. Final Notes

Remember: Your SOP is a living document. It should reflect real practice and evolve as your HOUSE program grows. Start with clarity, refine with experience.

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.

---

# HOUSE SOP Toolkit

---

## Checklist for SOP Creation

- Define purpose and scope
- Identify all stakeholders
- Map out all relevant processes
- Assign roles and responsibilities
- Design format (list, flowchart, table, etc.)
- Draft and review with stakeholder feedback
- Secure leadership approval
- Publish and train staff
- Set review cycle (e.g., annually)

## Tools & Resources

- HOUSE Liaison Center: <https://ilequity.com/iccbhousecenter>
- Community Resource Guide Template
- Intake Form Template
- Referral Tracking Log (Excel)
- Follow-Up Call Script Template
- Evaluation Rubric

## SOP Format Options

- Bullet Lists for concise procedures
- Numbered Steps for sequence of tasks
- Tables for comparison or responsibilities
- Flowcharts for decision-making processes
- Checklists for task tracking

This document was created with AI assistance with formatting, based on original concepts. It is intended as a tool to help users draft a Standard Operating Procedure (SOP). Users should carefully adapt the content to reflect their institution's specific needs, policies, and practices, rather than adopting it without review.