



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 \(iequity.com\)](http://EquityinCareerandTechnicalEducation-ICCBHouseCenter(iequity.com))



WRITING SOPS FOR YOUR INSTITUTION

HOUSE LIAISON WEBINAR, APRIL 2025



AGENDA:

01

Quick
Assessment

02

SOP Recap

03


Drafting Your
SOP

04


Toolkit
Walkthrough

05

Questions &
Comments



Waterfall Activity: In the chat, type "**Write**" if you need to create a new SOP from scratch, or "**Refine**" if you have an existing SOP that you want to update.





RECAP – WHAT IS AN SOP?



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

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



SOP TOOL KIT OVERVIEW

DRAFTING/EDITING



INTRODUCTION AND PURPOSE

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)?



WCC'S EXAMPLE

PURPOSE

Public Act 102-0083 prescribes that higher education institutions must create a process to help students experiencing or are at risk of homelessness. Institutions are also required to designate an individual or individuals to serve as the HOUSE Liaison. This document will detail the process for providing support and services to Waubonsee Community College students challenged by housing constraints.



DRAFTING A POLICY STATEMENT

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?



POLICY

The Waubonsee Care Team is dedicated to supporting students facing basic needs challenges, including housing, food, transportation, and childcare. We are committed to utilizing all available institutional and community resources to assist students in overcoming these barriers so they can refocus on their education..

WCC'S EXAMPLE

OUTLINE YOUR CURRENT PROCESS

Guiding Questions:

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

IDENTIFY KEY TERMS

Guiding Questions:

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

DEFINITIONS

Student experiencing homelessness – (homeless student) means an individual enrolled in an institution who lacks or is at imminent risk of lacking a fixed, regular, and adequate nighttime residence or whose parent or legal guardian is unable or unwilling to provide shelter and care and includes a homeless individual as defined under the federal McKinney-Vento Homeless Assistance Act. For the purposes of this definition, the term "fixed, regular, and adequate nighttime residence" does not include residence in an institution of higher education's on-campus housing. At this time, Waubonsee Community College does not offer on-campus housing.

Student in care – means any person, regardless of age, who is or was under the care and legal custody of the Department of Children and Family Services, including youth for whom the Department has court-ordered legal responsibility, youth who aged out of care at age 18 or older, or youth formerly under care who have been adopted and were the subject of an adoption assistance agreement or who have been placed in private guardianship and were subject of a subsidized guardianship agreement.

House Liaison – a person who is responsible for overseeing a process to provide support to students facing/experiencing homelessness and oversee the following functions:

- understand financial aid guidelines,
- identify services and resources appropriate for homeless students,
- assist students with applying for and receiving federal and state financial aid and available services,
- track and monitor the graduation rate and retention rate of homeless students and students in care,

Care Team – Waubonsee staff and administrators, nominated by the HOUSE Liaison to operationalize the process detailed in this SOP (Standard Operating Procedures) to support students identified as homeless or a student in care.

IBHE – Illinois Board of Higher Education

ICCB – Illinois Community College Board

WCC'S EXAMPLE

APPROVAL & IMPLEMENTATION



CONSULT STAKEHOLDERS

Financial Aid

Counseling/Advising

Dean of Students

Perkins

Financial Literacy
Lead

Faculty

Disability
Services/Access
Centers

Residence/Student
Life

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

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



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Housing and Opportunities that are Useful for Students' Excellence

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<https://ilequity.com/iccbhousecenter>