

Student Support Plan  
Purpose and Process  
Creighton University  
Updated January 2023

***Purpose:*** to provide additional, monitored support to students who are struggling across several areas of their education either academically, emotionally, behaviorally, and/or socially. By collaboratively working with the student to create a holistic and comprehensive plan that addresses various areas of concern, the student gains knowledge and access to multiple relevant resources on campus.

## Who benefits from a Student Support Plan?

Student Support Plans are best suited for students who would benefit from additional directed guidance and accountability in achieving their success here at Creighton. Not all referred students will require a Student Support Plan.

## Student Support Plan Procedures

If it is determined that a student may benefit from a Student Support Plan, the following procedures will be utilized:

1. Entity requesting a Student Support plan should contact the Senior Director for Student Counseling Services (SCS) about referral for a Student Support Plan. This request should include reason for referral.
  - a. Instruct the student call Student Counseling Services at 402-280-2256 and ask to be scheduled for a Student Support Plan Evaluation.
    - i. "The first step to start the process of the Student Support Plan (SSP), is to schedule an appointment with Dr. Jennifer Peter in the Student Counseling Services office. Please call the front desk at 402.280.2256. Choose Option 1 to make a Student Support Plan evaluation appointment."
2. The Senior Director, or designee, will meet with the student and discuss the concerns and possible benefits of the Student Support Plan.
3. If a Student Support Plan is warranted, individualized recommendations will be discussed with the student to ensure that the recommendations include all relevant departments to provide well-rounded support.
  - a. This may include resources such as counseling (on or off campus), academic intervention, referral to various campus departments such as RecWell, SLIC, Creighton Cupboard, Campus Ministry, and several others.

4. The Senior Director will send recommendations in an email to the Senior Director for Student Formation. This email will include the student and the Student Care Case Manager. In this email the student will be instructed to meet with the Senior Director for Student Formation to meet to formalize, agree to and sign the Student Support Plan document.
  - a. Example of email sent to student:
    - i: “I met with Billy Bluejay bbb12345 yesterday for his reentry evaluation. I am including him on this email so he has all of the next steps. Billy is ready and excited to return to school. We did agree that a Student Support Plan would be helpful.

Billy, please work with the Senior Director to meet to set up the Student Support Plan.

Student Care Manager, please contact Billy to set up your initial appointment.”
5. Once the student signs the Student Support Plan, a copy will be sent to Student Counseling Services.
6. The Student Care Case Manager will reach out to the student to schedule their first appointment if required or assist the student in signing any relevant releases of information. The Student Care Case Manager will then monitor the student’s adherence to the plan recommendations.
7. The student is encouraged to reach out to all other applicable resources agreed to in the Student Support Plan. The Student Care Case Manager may assist in expediting those referrals as well. The student agrees that adherence to the plan across departments will be monitored by the Student Care Case Manager.
8. If a student is found to be non-compliant with agreed upon recommendations and is unresponsive to the Student Care Case Manager, the student will be referred to the Senior Director for Student Formation for follow up/accountability.

## Who should I reach out to with questions?

Contact Community Standards and Student Conduct at 402-280-2775 or  
email [communitystandards@creighton.edu](mailto:communitystandards@creighton.edu)