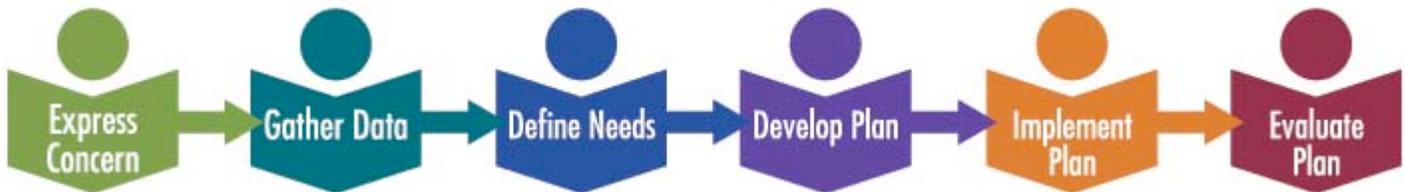# About the Student Support Process

The **Student Support Process (SSP)** is a problem-solving process that helps to ensure that all students receive the support they need to succeed. Every eCSSS user will need to understand this process.

This chart and description serve as an introduction to the SSP, providing an overview of its stages. The process can be abbreviated for students with low needs.

Each part of the process is referred to as a **stage**. For example, logging a referral belongs to the **Express Concern** stage.

Student Support Process

Express Concern	The expression of a concern for a student initiates the SSP. Once this concern is expressed, the school logs a referral. The focus of this stage is to accurately log the referral. If a student is suspected of having a disability, the referral must be notated as such.
Gather Data	Once the referral is logged, a team is assembled to begin gathering academic, behavioral and health data. A conference to discuss the student's challenges is scheduled, which may require input from parents.
Define Needs	At the conference, the team defines the student's needs by analyzing performance data. The focus is to determine whether a challenge exists and to develop a definition of that challenge. For a student suspected of having a disability, the team may decide to proceed with an evaluation to determine if the student's needs are the result of a disability.
Develop Plan	Based on the student's defined needs, the team develops a plan that consists of measurable goals and appropriate services. For students who require supports or services but are not suspected of having a disability, the plan is the **Action Plan**. For students eligible for IDEA and 504 services, the plan includes the **Individualized Education Program (IEP)** and **Modification Plan (MP)**, respectively.
Implement Plan	This stage involves service delivery. When applicable, providers are assigned and log their services. Student progress is reported and monitored periodically.
Evaluate Plan	On the plan's end date or sooner, if warranted, the plan's effectiveness is determined using evidence of student progress. The plan is updated as needed and parents are notified.