I-CARE
Texas A&M University-Corpus Christi
Standard Operating Procedures (SOP) for Delivering Service(s) to Students at a Distance

**Name of Service:** Student Assistance, Support & Referral of Services to Campus and Community Resources for Students at a Distance

**Process of Delivery to Students at a Distance:** The I-CARE Case Manager will provide outreach, support, and early intervention to Students at a Distance. This may be coordinated via phone, email, and if appropriate, web-ex. Resources for Students at a distance for campus and community supports are available online.

**Process of Advertising the Service to Students at a Distance:** I-CARE services will be advertised to students at a distance via i-news, the I-CARE website and the student handbook.

**Considerations for Ensuring Compliance and Evaluating Effectiveness:** The website will be reviewed once a semester to ensure I-CARE information is updated and all links to resources and supports are active and functioning. Any concerns regarding broken links or other issues may be forwarded to the Associate Dean of Students or the I-CARE Case Manager. The contact information for the I-CARE Case Manager and Associate Dean of Students is available on the I-CARE website, icare.tamuc.edu.

**Evaluation and Reporting Guidelines:** The I-CARE website will be monitored for overall traffic via a webpage data assessment program and data for I-CARE Students at a Distance will be reviewed every semester.

**Position and Office Responsible:** Associate Dean of Students and I-CARE Case Manager within the Office of the Associate Dean of Students.
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Name of Service: Making a report regarding a Student at a Distance

Process of Delivery to Students at a Distance: I-CARE referrals for all students, including students at a distance can be made by going to icare.tamucc.edu.

Process of Advertising the Service to Students at a Distance: The I-CARE website includes a link to the incident report form. How to file a report with I-CARE will also be advertised via i-news, faculty and staff presentations, the faculty resource guide, the student handbook and the I-CARE website.

Considerations for Ensuring Compliance and Evaluating Effectiveness: The website will be reviewed once a semester to ensure I-CARE information is updated and all links are active and functioning. Any concerns regarding broken links or other issues may be forwarded to the Associate Dean of Students or the I-CARE Case Manager. The contact information for the I-CARE Case Manager and Associate Dean of Students is available on the I-CARE website, icare.tamucc.edu.

Evaluation and Reporting Guidelines: The I-CARE website will be monitored for overall traffic via a webpage data assessment program and data for I-CARE Students at a Distance will be reviewed every semester.

Position and Office Responsible: I-CARE Case Manager and the Office of the Associate Dean of Students with the Division of Student Engagement and Success.