



## Student Support Services

### Fact Sheet

# Student Online Case System (SOCS)

## Overview

The Student Online Case System (SOCS) assists principals and Student Support Services (SSS) (including visiting teachers) to support students by providing a data management system for all SSS cases, assessments and interventions. SOCS promotes accountability and role clarity, assists with workload management, facilitates more effective interventions through comprehensive student information, and reduces duplication through accurate record keeping.

The system includes the following features:

- electronic online case preparation, assignment and management process
- service allocation and case management
- standardised service reporting
- service review involving network teams and schools.

## What is SOCS?

SOCS is an online application that will provide:

- a tool for managing individual SSS cases, from request and case preparation to service activity and case closure.
- information and data to support networks in developing SSS service priorities, assessing resource needs; monitoring service delivery; and assessing service outcomes.

## Benefits of SOCS

SOCS will support the work of schools by providing:

- improved case management and service delivery
- student case management information
- information to support service allocation for the school and network
- data to support statewide requests for resources.

## Who should use SOCS?

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The use of SOCS is *mandatory* for all networks.

- **Executive Chairs and Executive Groups** should use the new data collection capacity and enhanced reporting ability of SOCS to assess demand for SSS services; develop annual priorities and work plans; set and monitor service milestones and outcomes; assess the overall performance of SSS; and develop future resource requirements.
- **SSS Coordinators** should use the new case assignment and monitoring functionality of SOCS to plan and coordinate SSS service delivery in accordance with network priorities, and monitor the management of individual cases.
- **SSS Officers** should use the highly effective and streamlined case recording and reporting functionality of SOCS to manage the SSS cases assigned to them, and report on case outcomes.
- **Schools** should use the simple and intuitive functionality provided by SOCS for requesting SSS services.

## When can networks access SOCS?

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- SOCS will be available from the beginning of Term 3, 2012 for take up by networks and regions.
- Before taking up SOCS, networks should decide who should receive user access to SOCS, based on the SSS delivery model that the network has decided to utilise. SOCS has the flexibility to support the range of potential models for SSS delivery.
- Student Wellbeing and Engagement Division will then support the implementation of SOCS in each network through training and support.

## What IT equipment is needed for SOCS?

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- As an online application, SOCS will be accessible through any desktop or laptop that is connected to the DEECD network.
- All SOCS users are encouraged to access SOCS through the SSS Ultranet Design Space.
- School Networks should provide access to a desktop/laptop to enable SSS Officers to use SOCS while they are working in a school. Each school/network has the ability to determine how this occurs within their existing structures. The desktop/laptop must be connected to a DEECD Network in order to access SOCS.
- DEECD is working to resolve the issue of IT support in the near future.

## What training and support will there be for SOCS users?

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- An online SOCS training package and a user manual will be available with the SOCS application via the Ultranet.
- Student Wellbeing and Engagement Division will conduct regional training sessions for SOCS users. The time and location of these sessions will be advised in the near future.

## Where can I find further information?

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- Access to SOCS for school based users is managed by school principals. For further assistance school users should contact their SSS coordinator.
- For training and system access requirements student support services officers should contact the SSS coordinator.
- SSS coordinators in networks should liaise with the regional advice and liaison officer to arrange access to this system.
- For other technical issues, users may log a request via the service gateway at <https://www.eduweb.vic.gov.au/servicedesk/>