

# Student Services & Case Management

Manage student cases, requests, and services with real-time visibility across departments and student journeys.

## Specification

|               |                                                                                          |
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| SKU           | BUS-HED-SSC                                                                              |
| Solution area | Business Operations                                                                      |
| Works with    | Academic Curriculum & Scheduling Hub, Faculty & Staff Management, Operational Resilience |
| Updated       | Sep 26, 2026                                                                             |
| Datasheet     | v1.0                                                                                     |

## What it is

Student Services & Case Management is the process of managing student interactions, requests, and support cases across an institution. It ensures that students receive timely, consistent, and coordinated support throughout their academic journey.

SmartSuite's Student Services & Case Management software provides a structured, scalable system to manage student interactions, service requests, and case workflows across departments. It enables institutions to move from fragmented support systems to a unified, student-centered service model.

With a centralized system of record, institutions gain full visibility into each student's journey and all associated interactions.

## Core capabilities

### Student Case Management

Track and manage student cases across departments.

### Request Intake & Routing

Capture student requests and route them to appropriate teams.

### Cross-Department Coordination

Ensure collaboration across advising, financial aid, and administration.

### Student Journey Tracking

Maintain a complete view of student interactions and history.

### Workflow Automation & Escalation

Automate processes and ensure timely resolution.

### Communication & Collaboration Tools

Enable teams to coordinate responses efficiently.

### Real-Time Visibility & Dashboards

Track case status, performance, and trends.

### Integration with Academic Systems

Connect student data and academic context.

### Role-Based Access Control

Ensure secure and appropriate data access.

The Student Services Lifecycle

|                                                                                             |                                                                                      |                                                                                             |                                                                                             |                                                                                                      |
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| <b>Step 1</b><br><b>Capture Student Requests</b><br>Receive inquiries and service requests. | <b>Step 2</b><br><b>Route and Assign Cases</b><br>Direct cases to appropriate teams. | <b>Step 3</b><br><b>Manage and Resolve Cases</b><br>Coordinate actions and provide support. | <b>Step 4</b><br><b>Track Progress and Outcomes</b><br>Monitor case status and performance. | <b>Step 5</b><br><b>Analyze and Improve Services</b><br>Use insights to optimize student experience. |
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Who it is for

|                                                                        |                                                                    |                                                                           |
|------------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------|
| <b>Student Services Teams</b><br>Manage student inquiries and support. | <b>Advisors</b><br>Provide academic and personal guidance.         | <b>Financial Aid Teams</b><br>Handle funding and assistance requests.     |
| <b>Registrar</b><br>Manage academic records and processes.             | <b>Operations Teams</b><br>Ensure coordination across departments. | <b>Institution Leadership</b><br>Monitor student experience and outcomes. |

Works with

|                                                                                         |                                                                          |
|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <b>Academic Curriculum &amp; Scheduling Hub</b><br>Provides academic context for cases. | <b>Faculty &amp; Staff Management</b><br>Coordinates advisors and staff. |
| <b>Operational Resilience</b><br>Manages approvals and processes.                       |                                                                          |

**Built differently.** Student Services & Case Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

**See it working with your data**

Ask your SmartSuite account team for a demo of Student Services & Case Management configured for your organization, or read the full product entry at [smartsuite.com/products/student-services-case-management](https://smartsuite.com/products/student-services-case-management).

Schedule a demo