BEACON Procedures for Advisors:

When an alert is entered, Student Success Coordinator (SSC) will:

1. Review alerts as they come in to Beacon (nsuok.campuslabs.com/Beacon), and pre-screens for potential issues that need to go to other areas such as HawkReach, Housing, Athletics, etc.
2. If non-academic:
   a. Contacts student directly and/or refers to appropriate resource
3. If academic:
   a. Connects appropriate advisor to the student within the Beacon System
   b. Reviews student information such as transcript, registration history, etc.
   c. Emails student as follows (may be modified based on academic concern), cc:'ing the appropriate advisor(s):

   SUBJECT: Advising Appointment Required – Student Name and N#

   We have been notified through NSU's Beacon Early Alert system that you may be having some academic difficulty in the following course:

   Course CRN   Subject   Course Title   Days/Times   Instructor

   MESSAGE FROM INSTRUCTOR:
   Message entered in Beacon / If not selected as visible to student, will only include general information

   Your instructor filed this notice because they are concerned with your performance in class, and it is important you meet with your advisor as soon as possible to discuss your options regarding a success plan, course withdrawal, or other needs. Your advisor can explain how these options may affect your progress toward degree, financial aid awards, ability to enroll each semester, etc. Your advisor will also reach out to you within the next 48 hours if you have not yet scheduled an appointment through the link below:

   Advisor Name
   Advisor Email
   Advisor Office Location
   Advisor Phone
   Advisor Appointment Link

4. Student Success Coordinator will make note in Beacon when email was sent and to whom; includes information (i.e. course the alert is related to, SAP concern, student has already withdrawn from course, etc.) in Beacon to better assist the advisor.

From this point, the Academic Advisor:

1. Logs in to Beacon (nsuok.campuslabs.com/Beacon), **clicks "Connected"** to review all assigned alerts, reviews specific student alert information and looks for the whole story (i.e. pulls up transcript, registration history, etc.)
   o **Advisor should review Beacon notes before attempting to make contact with a student**
2. Checks calendar to see if an appointment has been made
3. If no appointment has been made, contacts the student by phone and email within 2 business days and updates the student record / adds comment in Beacon.
4. Persists until they make contact with and meets with the student via phone or email. During the phone or in-person appointment:

- o Has a conversation with the student and tries to determine the actual need of the student / reason for academic difficulty (overslept for test, medical issue, not grasping the material, etc.), and steps the student may have already taken to resolve the issue on their own;
- o Discusses options while keeping academic standing and progress in mind, offers services such as tutoring, course withdrawal, encouraging a discussion with the professor, etc. and helps facilitate that process;
- o If it is determined or perceived the student's issues are related to other factors (drug/alcohol use, disabilities, job loss, etc.) that are outside the advisor's purview, advisor should connect the student with HawkReach, Disability Services, Student Affairs, etc.
  - ▪ If unsure where to refer a student, contact the Student Success Coordinator by phone to discuss. Advisor should NOT enter a new alert.

5. When the issue has been resolved, advisor lowers the Beacon alert
   - o Resolved = discussion with student via phone, in person, or email, advisor has assisted student in appropriate capacity (made referral, assisted with finding tutoring, helped withdraw from class, provided resources, etc.)
6. If the advisor has made several unsuccessful attempts (4 or more) through various avenues (NSU email, alternate email, phone):
   - o Contact the SSC
   - o SSC will make additional attempts to contact the student or SSC will request secondary connection (i.e. Center for Tribal Studies, Disability Services, etc.) reach out
   - o If no contact can be made, will lower the alert.

**Advisors should not enter alerts on students. If documentation or student issue is important to share, advisor may enter an Update in Beacon.