

Beacon User Guide

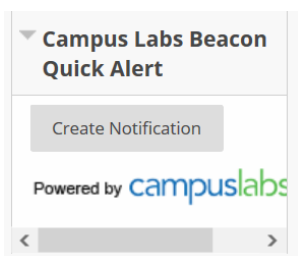
Quick Notification

Hood College is committed to support student success. One of the many ways we can do this is by using the Campus Labs Beacon Early Alert System to quickly identify students who may be struggling and are at risk. (We will NOT be using the former alert system located in Self Service).

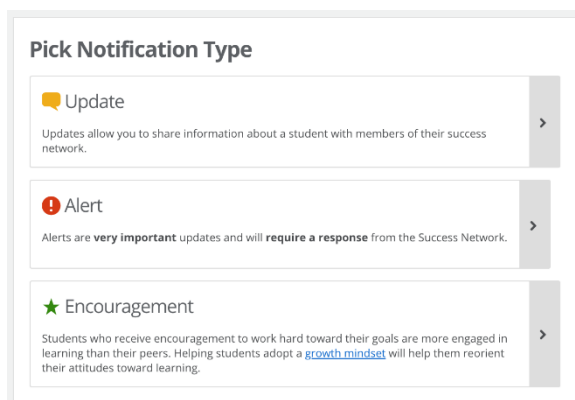
When faculty and staff see concerning behaviors, they can send a notification via the Campus Labs Beacon tool to ensure the student receives assistance. Notification can also be used to send encouragement (kudos), as well to create advising notes.

How To Send a Notification:

1. Access the Notifications widget on the homepage of self-service or any Blackboard course and select **Create Notification**



2. Under “Pick Notification Type” select **Alert** to send a message of concern to a student, or **Encouragement** to send kudos. Select **Update** to create an Advising note for a student, or to enter a GreenSheet (end of term low grade report).



3. Look up the student in the Search Bar. You may search by first name, last name, or email address. As you type, options for students should automatically display. Make sure you click on the student’s name so it self-populates in the box.

*** Student's Name or Id**

4. Be default, students do not receive alerts, encouragements, and updates (notes). *You have the option to choose whether or not the notification is shared with a student by checking the box. Check the box to share Alerts and Encouragement with students, and for any Updates (advising notes) you’d specifically like to share*

with students. Do not check the box to share Greensheets Updates with students. Note it is best practice to assume students could obtain access to any notifications you enter in Beacon through FERPA.

Allow student to view alert

5. **Add a description.** See the *What To Include* section for guidance.

* Description

B I U 

6. **Save the Alert.**

Save AlertCancel

What Happens Next?

Alerts - When an alert is submitted, the appropriate office should take action within 48 hours. This response may include an email to the student, a meeting with an advisor, or a meeting with an appropriate director or dean.

Updates - The members of the student’s support network will be notified and this information will be used to inform and guide future support of the student. Advising note updates will remain accessible to the current (or future) assigned advisor. Green Sheets will be used by the Academic Standards & Policies (AS&P) Committee for end-of-term Records Meeting decisions.

Questions or Concerns?

Undergraduate students, contact: Lisa Copenhaver, Director of Student Success at copenhaver@hood.edu

Graduate students, contact: Taylor Hahn, GA, Graduate School, at hahn@hood.edu

General Beacon questions, contact: Jen Schum, Dean of Student Success, at schum@hood.edu

Viewing Notations on Advisees or Students Enrolled in Your Courses though CampusLabs

Click on the following link (bookmark it!) and use single sign-on (Hood username/password). First time log-in will require account confirmation:

<https://hood.campuslabs.com/home>

Instructors, select Faculty for the “Faculty Experience” portal to view students in your courses, Notations for your enrolled students, and follow-up. Click “success notifications” (upper right) and a log of all notations will be on the left.

Advisors, select Beacon to see history of Notations for advisees, and follow-up.

*****Updates should be used to document advising notes*****

You can create a Notification (update, alert, or encouragement) directly through this CampusLabs Faculty or Beacon page as you would from the quick links in self-service and Blackboard by clicking on a blue “Create Notification” button for a student.

Detailed Guide for Users

Protecting Student Privacy & Adhering to FERPA

The Family Education Rights and Privacy Act of 1974 (FERPA) is designed to protect the privacy of student records. Hood College conforms to the law regarding conditions under which confidential records will be released. Under FERPA, Hood College personnel are permitted to share information from student education records with other school officials who have legitimate educational interests. As such, reporting a student concern does not violate FERPA; however, the means by which faculty report the concern could become a FERPA violation, if not done correctly.

What is Beacon?

Beacon is an early alert system. Beacon provides a platform for individuals across campus – including faculty, academic advisors, athletic advisors, academic coaches, and staff in student support offices – to communicate information regarding a student’s academic and non-academic experience. Beacon allows individuals that frequently interact with a student the ability to identify trends inside and outside of the classroom. Being able to identify these trends could be valuable in many instances, such as planning a course schedule and guiding a student to campus resources.

What is the Student Support Network?

When a notification is submitted in Beacon, members of the student’s success network are able to view and respond to notifications as needed. The student’s success network is made up of college stakeholders that frequently interact with a student. Depending upon the student’s major and involvement on campus, these individuals might include academic advisors, academic coaches, athletic coaches, and/or members of the students of concern committee (SOC).

What is a Beacon notification?

There are three types of notifications within Beacon: alert, update, and encouragement.

ALERTS - An alert is a notification sent to the student’s success network requesting that an action be taken with the student. For instance, a faculty member may submit an alert when a student has performed poorly on a major exam. In this case, the student’s advisor could reach out to the student to arrange a meeting or to refer the student to academic resources.

UPDATES – An update does not require any action to be taken with the student. Updates are useful for entering advising session summaries, and for end-of-term low grade GreenSheet reports. You may also document correspondence with a student (emails, in-person interactions, phone, etc.) using updates. For instance, it might be helpful for an advisor to know that a faculty member has referred the student to tutoring. The advisor will then have the ability to follow up with that student about the referral in future interactions.

ENCOURAGEMENTS – Encouragements are designed to provide students with positive, strategy-focused feedback to students to help them feel recognized and supported in their academic journey.

When to Send an Alert?

The earlier an alert is sent, the better chance an advisor has of encouraging or helping the student to overcome obstacles and retain them. In general, an alert should be sent as soon as a student meets one or more of the following criteria AND action from the student’s support network is being requested:

- Student is consistently absent
- Student is not making successful progress in the course
- Student has indicated they are experiencing some sort of hardship (financial, family, etc.)
- Student has indicated they are considering transferring or not returning next term

Do Not Report the following information in Beacon:

- Sexual harassment and assault cases
- Mental health and safety concerns

- Academic accommodation needs
- Student conduct incidents

Instead, report this information to the appropriate resources

Who Sees Notifications?

The user creating the notification can select different options for allowing others to view it:

- **Students:** Faculty and staff have the ability to decide whether a student can see a notification.
- **Professional Staff:** all connected faculty and staff
- **Full Network:** all connected faculty, staff, and peer advisors
- **Specific Network Members:** allows the user to select specific faculty and staff that are connected to a student in Beacon, such as advisors, academic coaches, athletic advisors, etc.
- **Additional Audience Members:** allows the user to select faculty and staff that are not on the student's success network.

What Category to Select? (Listed are a few general categories)

- **Academic concern** – Select when the information is related to the student's academic experience such as missing class or poor progress.
- **Health and Wellness** – Select when the information is related to the student's outside the classroom experience.
- **Financial** – Select when a student is experiencing financial hardship
- **Retention Concern** – Select when a student indicates they may not continue at the institution

What to Include?

Helpful information to include in the notification:

- Any communications you've had with the student about the issue
- The name of the course the student is enrolled in
- Changes that may indicate deteriorating academic focus (disclosure of major life event, drop in attendance)
- Resources you feel could be beneficial to the student's success

Do not include specific details about a student's medical, financial, or personal well-being.

General Best Practices

- Select appropriate categories and reasons. This will help when tracking the student's progress later.
- Only provide what information is necessary. Information that is necessary but considered sensitive is best shared with follow-up verbal communication.
- Be mindful of the audience when submitting notifications.
- Speak to the student prior to submitting a notification when appropriate. This will help the student understand that other faculty and staff may be contacting the student about resources and that the student is not in trouble.