

FAQ: What happens after Beacon alerts are issued?

1. Why do we use an alert system?

Our campus issues alerts to students to notify them that we notice something concerning, we care, and we believe they can be successful but that they need to take corrective action or seek assistance. We also use this system to facilitate communication across those with a need-to-know in a student's support network.

2. How do faculty and staff at Hood College enter alerts?

Faculty and staff enter alerts from the Beacon link on the homepage of self-service or Blackboard, or by logging into the full Beacon website. (In addition to alerts, updates are *notes* on students and encouragements are *kudos* for a job well-done, but updates and encouragements do not require a response from the student or a member of their support network). For a Beacon user guide and links to trainings, visit the Beacon section of [Student Success Faculty Resources](#).

3. Who should follow up with students about alerts?

During fall 2020, 887 alerts were issued. Another 1,053 updates were entered, with a portion of these requiring a response from the student or student's team that likely should have been entered as alerts.

Advisors are the front lines of following up with students. Regardless of the number of alerts, advisors should always reach out to advisees to ask about alerts and offer support.

The Students of Concern (SOC) Committee will assign a staff member of the committee to reach out to and work with specific high-risk students with three or more open alerts, three or more low midterm grades, or serious personal situations requiring ongoing monitoring.

4. If I issued an alert, how will I be notified of the follow-up?

We encourage anyone in the support network—whether advisor or staff—with new information about a student's alert situation to click "add a response" in Beacon underneath the original alert as an addendum update. The added response is automatically emailed to the student's assigned support network (and student, if originally copied). Instructors can log into the Faculty tab of [Beacon](#) to view their history of issued alerts and follow-up.

5. What are "open" vs "lowered" alerts? Who lowers alerts and when?

Alerts remain open until action is taken and the student responds. Advisors, the SOC committee, or other staff within a student's assigned support network may lower an alert by clicking "add a response" underneath the alert in Beacon and clicking the box to "lower/close/resolve." When an alert is lowered, the advisor, any connected staff, and the issuer (and student, if originally copied) will receive an email of the update and lowered alert.

We know that all student situations are different, but in general, alerts may be lowered when an advisor or staff interacts with a student about an alert and/or the situation has resolved. If a student is non-responsive or the situation is not resolved, the alert should remain open.

All open alerts will be "bulk-lowered" between semesters to reset the system. Ideally, as many alerts as possible should be lowered during the semester. Bulk-lowering alerts will mass email copies of the originals with a note about the lowering to the advisor, connected support team issuer, and student (if originally copied).

Questions about Beacon and alerts?

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