

Lowering alerts in Beacon

How do I lower an alert in Beacon?

Alerts can be lowered by the issuing faculty member, the advisor, or anyone on the student's success team. If an alert is lowered, it doesn't go away, but it shows the alert has been addressed. If you add an update to an alert, you can check the box to lower it. If the alert was originally sent to the student, and an update is added to that alert, the student will receive the alert again with the update.

Why do we need to lower alerts once addressed?

We realize all alerts will not be resolved but should be **addressed**. For example, the student may not respond to the alert, and you may decide to send a second alert. That's fine! We can follow up with the first alert, update it, and lower it, which will show the alert has been addressed. Then, after the second alert has been addressed it can be updated and lowered - either by the issuing faculty member, advisor, or a member of the student's success team.

What happens if alerts are kept open?

If alerts are not lowered after they are addressed, the open alert will continue to show as not being addressed, and the students will continue to have open alerts until the end of the semester when we bulk lower them.