

**NORTHWEST VISTA COLLEGE  
PROCEDURE**

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Procedure Number: SS 5.4  
Procedure Title: NVC Graduation Application Processing

**I. Purpose**

The completion of the in-house graduation application ensures that students will be awarded the academic credential they are seeking once the certificate and/or degree requirements have been completed. Moreover, the mandatory graduation advising session provides an opportunity for the student and advisor to review any and all graduation requirements. Furthermore, the completion of the in-house paper graduation application allows the degree completion team to capture pertinent information regarding our students (i.e. credential sought, fulfillment of requirements, military status, transfer institution, honor status and affiliations, commencement participation).

**II. Procedure Statement**

**A. Early Alert Faculty Referral Process:**

1. Faculty members access website and complete an [online referral form](#) identifying area(s) of concern. In the Comment Box, they provide information regarding the attempts that have been made to resolve the issue(s).
2. **Academic Advisors** will contact the student to schedule an appointment for a consultation. The standard response time to process an Early Alert Referral is 5 to 7 working days. Students will schedule an appointment to meet with an Academic Advisor through the Grades First system.

Methodology for Contacting Students

- a. Email and telephone. Students are sent an email with a link to schedule their advising session. To comply with Family Educational Rights and Privacy Act (FERPA), it is very important that one refrain from disclosing the nature of the phone call when speaking with a person other than the intended student (i.e., family member, sibling, etc.) and or when leaving a message on voicemail.
- b. Do not release any confidential information, as this would violate FERPA. It is strongly advised that the “return call” message include the name of person placing the call with a contact number only. If the response is a *non-working or wrong* contact number, proceed to the next course of action. The standard time line to allow a student to receive and respond to this action is 2 to 3 working days.
3. Following the initial consultation with the student, the Academic Advisor may refer the student to the following resources. Referrals are made based on the Academic and Non-Academic needs of the student (to Tutoring, Student Wellness Office, Library, Student Financial Services).

**Resources:**

- a. Academic Referrals – Tutoring Services:

College Level English	Juniper Hall, Room 216	486 -4347
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<b>Integrated Reading &amp; Writing</b>	<b>Juniper Hall, Room 110</b>	<b>486 -4334</b>
<b>Integrated Reading &amp; Writing Advocacy Center</b>	<b>Redbud Learning Center, Room 205</b>	<b>486 -4251</b>
<b>Writing Across the Curriculum Lab</b>	<b>Redbud Learning Center, Room 206</b>	<b>486-4218</b>
<b>Math Advocacy Center</b>	<b>Juniper Hall, Room 308</b>	<b>486 -4252</b>
<b>Math Lab for Cooperative Learning</b>	<b>Juniper Hall, Room 316</b>	<b>486-4257</b>
<b>Online Tutoring</b>	<b>Juniper Hall, Room 110</b>	<b>486-4334</b>
<b>Science Tutoring &amp; Advocacy Center</b>	<b>Live Oak Hall, Room 230</b>	<b>486 -4109</b>
<b>Speech Lab</b>	<b>Live Oak Hall, Room 116</b>	<b>486-4696</b>
<b>Open Computer Lab</b>	<b>Juniper Hall, Room 106</b>	<b>486-4024</b>

b. Non-Academic Referrals / Personal Issues:

When academic difficulties are due to personal issues (i.e., relationship, financial, medical etc.) the student will be referred to the Student Wellness Center for assistance. The Student Wellness Office provides services for students with disabilities as well as mental health counseling

c. Referral to Disability Support Services:

If there is a possibility that the problems may be due to a learning disability, the student should be referred to Disability Support Services. Federal law guarantees a learning environment that provides reasonable accommodations to students with disabilities. Refer to the Access office, Cypress Campus Center, CCC204., (210) 486-4466.

d. Referral to Chair or Referring Faculty:

Direct the student to Chair of department or referring faculty member, depending on the nature of the problem.

B. Early Alert Documentation Process:

The Academic Advisor will document each outreach attempt and advising session. Documentation should include type of contact (email, telephone, and advising appointment), success of contact, next course of action, one-to-one appointments, recommendations for academic success (referred to academic labs, etc.), and final outcome for every student.

Contact for Interpretation:

Director, Academic Advising

Relevant Board Policy:

N/A

Relevant SACSCOC Principle:

CS 3.3.1.3

Last Updated: \_\_September 22, 2016\_\_

Approved: \_\_\_\_\_  
Vice President for Student Success