

What is the Nest?

The Nest is the new retention module and reporting system used to document and resolve concerns regarding our Rindge undergraduate students. As Franklin Pierce Ravens, the Nest is symbolic of our high-touch practices that allow for proactive advising.

How does using the Nest help our students?

The Nest streamlines resources to better assist our students. The Nest allows the Nest Managers to approach each student in a holistic manner.

When should a referral be submitted?

Any time that a faculty or staff member needs to alert others regarding a student concern. For example, you can submit a social concern (see list below), an academic concern (see list below), or other concern. **But emergencies should always be reported to Campus Safety.**

Where do you access the Nest?

Log into your Campus Web and click the Nest tab/button.

Who manages the Nest?

The Nest Managers are a group dedicated to case manage every referral. Standing members of the Nest Management Team are from Center for Academic Excellence, Residential Life, Counseling and Outreach, Athletics, Faculty, and the Assistant Dean of Student Affairs and Retention.

What happens to my referral?

Nest Managers review the referral, determine the best person to intervene, and assign a "Follow-Up." Nest Managers assign Follow-Ups to someone that is connected to the student and who would be best to conduct the outreach. When you are assigned a Follow-Up, you will receive an email.

What do I do if I am assigned a Follow-Up?

When assigned a Follow-Up, the expectation is that outreach is conducted. A record of the type of outreach and success is recorded in an "Intervention." An Intervention also indicates whether the student responded to the outreach, at what level, and if it was successful in determining an action plan. The details of your outreach and intervention will inform the Nest Managers to determine if a new Follow-Up should be considered.

Why did the Nest email me?

When assigned a Follow-Up, you will receive an email. Additionally, if you are the Academic Advisor of the student, you will receive a notification email as an FYI. Depending on the referral, you may want to conduct outreach regardless if you were assigned it as a Follow-Up. If you do conduct outreach, you should record your intervention in the Nest. This will help us to be efficient.

What are outcomes from using the Nest?

Some outcomes of referrals include support from Counseling and Outreach, tutoring, creating a plan for roommate mediation, support from Residential Life, or outreach regarding student finances.

Will I be notified of the outcome?

To respect the student's privacy, you may or may not be provided with details as to the outcome. Please know that any delay in contacting you does not indicate a delay in the referral being acted upon.

Will the Nest referral go on the student's permanent record?

Yes. Nest referrals are attached to the student's educational record. However, unlike transcripts, referrals are not typically shared.

Is my referral to the Nest confidential?

You may request that your name remain confidential, but some information may only be known to you, which may allow a student to guess its source. Consider sharing your concerns with the student, telling them that you've submitted a Nest referral to get the additional support. Most students appreciate that someone cared enough to get them help and feel less anxious/defensive when a supportive person isn't anonymous.

The NEST contact: Jill Bassett - bassettj@franklinpierce.edu

What are behavioral/emotional signs of a student in distress?

- Direct statements indicating distress, family problems, or loss
- Angry or hostile outbursts, yelling or aggressive comments
- More withdrawn or more animated than usual
- Expressions of hopelessness or worthlessness
- Expressions of extreme anxiety or irritability
- Expressions of suicidality or aggression toward others
- Excessively demanding or dependent behavior
- Lack of response to outreach from faculty, staff
- Marked change in academic performance
- Attendance concerns

What are the physical signs of a student in distress?

- Deterioration in physical appearance or personal hygiene
- Excessive fatigue, exhaustion; repeatedly falling asleep in public areas of campus
- Visible changes in weight; statements about change in appetite or sleep
- Noticeable cuts, bruises or burns
- Disorganized speech, rapid or slurred speech; confusion
- Unusual inability to make eye contact
- Under the influence of drugs or alcohol in any location on campus

What concerns are typically referred to the NEST?

- Social or Other concerns such as students experiencing distress (such as anxiety management concerns, significant change in academic performance) or exhibiting disruptive behaviors (such as outbursts of anger, disturbing written material, drug/alcohol abuse) relating to academics, mental health, or other social issues.
- Academic concerns such as trends of student absences, disengagement in class, missing assignments/tests, or experiencing difficulty with course content.

