

BAC Comment Key

Green = New and Continuing Students	Gray = Continuing Students	Blue = New Students
101	Registered Student: Student Outreach (conversation occurred)	
102	Not Registered: Student plans to register via Webstar	
103	Not Registered: Student plans to register via STF	
104	Not Registered: Left a voicemail	
105	Not Registered: Unresponsive to Contact (Advisors then sends email)	
106	Not Registered: Non-working Number (Advisor then sends email)	
107	Degree Conferral Application Pending (Not-registering)	
108	Student needs to Apply for Degree Conferral (Not Registering)	
109	Academic Suspension/Dismissal (Not Registering)	
110	Inactive status (Not Registering) - updated student record	
111	Not Registered: Financial Constraints/Difficulty	
112	Not Registered: Work Constraints	
113	Not Registered: Class schedule Issues	
114	Not Registered: Medical/Family Issues	
115	CS Withdrawing from HSBE (follow w/ 300 level reason ex: 201420 115 322)	
116	Not Registered: Missing Admission Documents	
117	Not Registered: Bursar Hold	
118	Not Registered: Student Taking Term Off	
119	Not Registered: Other Reason (Reason noted in SPACMNT)	
120	Not Registered: SAP issues	
121	Not Registered: Registration not open (engagement conversation)	
122	Not Registered: sent email	
130	Not Registered: registered, then dropped coursework	
131	Not Registered: student taking course in dual enrolled program	
132	Registered Student: Tracking (no outreach attempt made)	
133	Registered Student: Attempted student contact, left a voicemail	
134	Registered Student: Attempted student contact, sent a email	
135	Registered Student: Attempted student contact: unresponsive to contact	
136	Student Registered with Walk-in Advisor Assistance	
137	Not Registered: Student Missed Appointment	
138	Not Registered: Student Undecided Regarding Registration Advisor Follow Up Needed	
200	Welcome email sent to NS	
201	Welcome Phone Call - NS Appointment Scheduled	
202	Welcome Phone Call - Left a Voicemail	
203	Welcome Phone Call - Non-Working Number	
204	DO NOT USE RETIRED CODE NS attempted email & phone contact, forwarded to recruiter	
205	DO NOT USE RETIRED CODE (Verified NS contacted by recruiter)	
206	NS Contact - Already Registered	
207	NS Contact - Plans to Register via Webstar	
208	NS Contact - Plans to register via STF	
209	NS Contact - Delaying Start (Financial Constraints)	
210	NS Contact - Delaying Start (Work Constraints)	
211	NS Contact - Delaying Start (Class Schedule Issues)	
212	NS Contact - Delaying Start (Medical/Family Issues)	

213	NS Contact - Withdrawing from HSBE (follow w/ 300 level reason ex: 201420 213 322)
214	NS Contact - Bursar Hold (Not registering)
215	NS Contact - Other (Not Registering)
216	DO NOT USE RETIRED CODE (NS 6 week follow up)
217	NS Contact: First Appt Occurred before Welcome Process Initiated
218	NS Contact: Delaying Start: International Student
219	NS Contact: Delaying Start (Other)
220	NS Contact: Student Missed Appointment
221	NS Contact: Student Undecided Regarding Registration Advisor Follow Up Needed
222	NS Contact: Welcome Email Sent in another term (Student Changed Start Term)

STOP OUT/WITHDRAWING REASONS	
300	Stop out: dropped all courses (medical/family - AS)
301	Stop out: dropped all courses (work/schedule conflicts - AS)
302	Stop out: dropped all courses (financial - AS)
303	Stop out: dropped all courses (do not have access to resources - AS)
304	Stop out: dropped all courses (academic difficulty - AS)
310	Stop out: dropped all courses (expectations not aligned with professor - AS)
311	Stop out: dropped all courses (registration mistake - AS)
312	Stop out: dropped all courses (changed delivery format - AS)
313	Stop out: dropped all courses (sitting out for the semester - AS)
314	Stop out: dropped all courses (deferred start of program - AS)
315	Stop out: dropped all courses (other - AS)
316	Stop out: dropped all courses (unable to reach student - AS)
320	Withdrawing from HSBE (medical/family-IS)
321	Withdrawing from HSBE (work/schedule conflicts -IS)
322	Withdrawing from HSBE (financial - IS)
324	Withdrawing from HSBE (academic difficulty - IS)
325	Withdrawing from HSBE (expectations not aligned with professor- IS)
326	Withdrawing from HSBE (enrolled in another program at NSU - IS)
327	Withdrawing from HSBE(enrolled at another university - IS)
328	Withdrawing from HSBE (unhappy, student life experience - IS)
329	Withdrawing from HSBE (unhappy, program format - IS)
330	Withdrawing from HSBE (unhappy, curriculum - IS)*
331	Withdrawing from HSBE (unhappy, university services- IS)
332	Withdrawing from HSBE (other - IS)
340	Retention contact: retained student
341	Retention contact: left a voicemail
342	Retention contact: sent email
343	Retention contact: unable to retain student (student contact made)
344	Retention contact: unable to retain student (data pulled from Banner)
250	Entered student information into survey database

	Used for Continuing Students
	Used for Continuing and New Students
	Used for New Students

Expectations of following codes:	
101	Details of conversation must be documented in SPACMNT Narrative Comments section
102	Two weeks after being coded with this category, students will receive a follow up call & email regarding his/her intent for future term registration
103	Two weeks after being coded with this category, students will receive a follow up call & email regarding his/her intent for future term registration
105	During the 1st and 2nd term it is expected that the student will receive at least one phone call and email registration reminders through out the term. On the second day of the start of term those students who have not responded will then be coded with 105 code as being unresponsive to outreach. During the 3rd and 4th term it is expected that the student be included in the email outreach. On the second day of the start of term those students who have not responded will then be coded with 105 code as being unresponsive to outreach.
106	Two emails will be sent to the student, one to the NSU account and another to the personal account advising to check the NSU email account.
108	Advisors are expected to reach out to students who have not yet applied and provide the student with a congratulatory message and instructions on the degree conferral process (the submission of the application to estimated time frame for diploma mailing).
110	Advisor must initiate communication with deqc or admissions to have the student record inactivated. The advisor must also end their advisor status on SGAADVR. Records should be inactivated within two weeks of the BAC code being applied to the account.
116	Student to be coded once hold standing is established. Students are to receive a registration reminder phone call and email the first term in which the hold is applied. If intent regarding registration is not established in the first term, continued phone calls are not necessary, however the student should receive registration reminder emails until inactivated. Once the hold has been released from the student account, it is expected that the student continue to receive phone call attempts by the advisor.
117	Student to be coded once hold standing is established. Students are to receive a registration reminder phone call and email the first term in which the hold is applied. If intent regarding registration is not established in the first term, continued phone calls are not necessary, however the student should receive registration reminder emails until inactivated. Once the hold has been released from the student account, it is expected that the student continue to receive phone call attempts by the advisor.
120	Student to be coded once SAP standing is established. Students are to receive a registration reminder phone call and email the first term notified about SAP standing. If intent regarding registration is not established in the first term continued phone calls are not necessary however the student should receive registration reminder emails until inactivated.
122	Student records to be coded within 24hrs of receiving a registration reminder message
132	Each week BAC report is sent to staff, advisors will add this code to the record of each of their students who have registered and who there was no prior BAC code for the term in question
135	This code will be used for registered students who have received one phone call and one email attempt. If one week after the email attempt the student has not responded the student will then be coded 135.
137	Student is expected to receive phone call within 15 and 30 minutes of designated appointment time. At the end of the scheduled session the student will then receive a no show email for not attending the appointment.
207	Two weeks after being coded with this category, students will receive a follow up call & email regarding his/her intent for future term registration
208	Two weeks after being coded with this category, students will receive a follow up call & email regarding his/her intent for future term registration
214	Code all new students who have bursar hold with this code at the time new student email is sent. Discuss issue with student at first available interaction