



BRIDGING STUDENTS TO SUPPORTS, SERVICES, AND SUCCESS

A Resource for Faculty and Staff

One Stop Student Services

One Stop Student Services is the single point of contact and resolution for check-in, course registration, tuition and billing, scholarships and financial aid, and more.

Address: 921 Boylston Street, suite 100

Email: onestop@berklee.edu

Phone: 617-747-6777

Website: berklee.edu/one-stop

Student Success Advising

Each undergraduate student is assigned a student success advisor who provides proactive, personalized advising customized to meet their distinctive needs, interests, and goals. They can help students:

- create an academic plan;
- develop a course schedule and learn how to register for classes;
- better understand their options for majors and minors, and how to declare;
- stay on track to graduate on time and address academic concerns;
- learn strategies for time management, academic planning, organization, and self-advocacy; and more.

The student success advisor works directly with a success network of specialized career, access, international, wellness, student affairs, major, and One Stop advisors to provide holistic, wraparound support.

Address: Student Success Center, 939 Boylston Street
(access from 921 Boylston Street, third floor)

Phone: 617-747-2386

Website: berklee.edu/student-success-advising

Find a Student's Success Advisor and Success Network

Faculty and staff can look up a student's success advisor, advising community director, and success network speciality advisors by scanning the QR code below.

Website: college.berklee.edu/student-success-advising/find-a-student-success-advisor



Case Management Services

Case management promotes well-being by helping students access appropriate treatment, campus resources, and community resources.

This includes:

- assisting with initial communication, scheduling, and care with behavioral health providers and medical providers;
- preparing students for interaction with providers to enhance treatment outcomes;
- identifying and directing students to campus and community resources; and
- resolving barriers whenever possible, including assisting with arranging for additional or special services.

Our case managers do not provide counseling, mental health treatment services, or medical services. Students can schedule a free, confidential appointment with Berklee's professionally trained and licensed clinicians in Counseling Services by calling 617-747-2310.

Address: Care Support Services, 921 Boylston Street, suite 500

Phone: 617-747-2310

Website: berklee.edu/health/case-management-services

Berklee Early Alert System

The Berklee Early Alert System allows faculty and staff to partner in supporting the personal and academic well-being of our students. If you identify a student concern that is non-urgent/non-emergency and cannot be resolved in your immediate environment, it is essential that you submit an alert for the team to assess so they may provide appropriate levels of intervention and support.

Website: berklee.edu/student-success/berklee-early-alert-system

Emergency or Urgent Situations

In the event of emergency or urgent situations that cannot wait for a response (or if you are unsure), please contact Public Safety at 617-747-8888.

