

Issuing and Reviewing Navigate Alerts

Alerts are a way to draw attention to a student who might be at risk for a variety of reasons and will trigger an intervention. An instructor or appropriate staff member can submit an Alert through the Navigate platform. Some Alerts will trigger an email to be sent to the student containing recommended steps and resources to help resolve the issue, while other Alerts will open Cases*, and at least one Alert, will say “good work!”

*Please note that what you include in the comments area of an Alert can be viewed by advisors so they can utilize the feedback to better serve/support our students. **Please be mindful of the language you are using.***

*A Case is a referral sent directly to a staff member or advisor. This opens an electronic file where the steps taken to resolve the concern can be documented.

How to Submit an Alert

Select the Student and Begin the Alert

Log into Navigate via a link on the RavenZone page using your campus credentials or at www.campus.eab.com. If you’re looking for a student that is not on your course roster or an assigned advisee, click ‘Issue an Alert’ under *Actions* on the right side of the home screen to begin the Alert submission process. Search for the student by typing the student’s name or ID number.

Professor Home ▾

Class Listing

CLASS NAME	TIME	ROOM
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Actions

I want to...

Issue an Alert

If you’re looking to submit an Alert for a student in your course or who is one of your assigned advisees, you can also find the student on your ‘Staff Home’ or ‘Professor Home’ screen. Select the box next to the student for whom you want to issue an Alert. Alerts can only be submitted for one student at a time.

Staff Home ▾

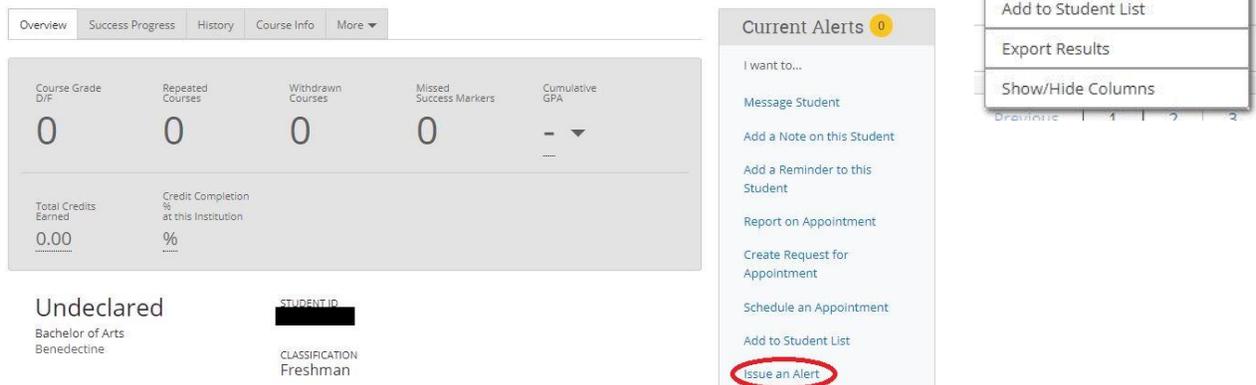
Students Appointments My Availability Appointment Rec

My Assigned Students for 2021 Fall ▾

Actions ▾			
<input type="checkbox"/> ALL		STUDENT NAME	ID
<input checked="" type="checkbox"/>	1	[REDACTED]	[REDACTED]
<input type="checkbox"/>	2	[REDACTED]	[REDACTED]

Use the ‘Actions’ dropdown’ at the top of the student list and select “Issue Alert.”

NOTE: You can also issue an Alert from the student profile page (i.e., you used the ‘Quick Search’ feature to get to a student’s profile). Once on the profile page, select the ‘Issue an Alert’ on the right-hand side of your screen.



Filling Out the Alert

Once you click on *Issue an Alert*, the submission form will appear. Complete the form by filling out the following:

- 1) Reason you believe the student needs assistance (you may select more than one reason).
- 2) Is the Alert associated with a certain class? (select the class, if applicable)
- 3) Any additional comments
 - a) Provide relevant context to the situation so the outreach that best meets the student’s needs can be delivered. Ideally, this would include
 - i) Specific detail about your concern
 - ii) A short description of what outreach attempts have already happened
 - iii) Recommendations on how to resolve the issue or next steps to take
 - iv) How you wish to be contacted by the student
 - b) Example: Rocky Raven missed the last 3 classes and has not submitted assignments since the third weeks of the semester. I have reached out via email multiple times with no response. I encourage Rocky to meet with me to discuss the missing work. He can visit me during office hours or set up an appointment through Navigate.

ISSUE AN ALERT
✕

Student:

Please select a reason for this alert:

Is this alert associated with a specific class?:

Additional Comments

NOTE: Additional comments can be viewed by other faculty and staff members depending on their role and permission level. Some Alerts are viewable by the student himself/herself. Alerts are part of a student's academic record and can be requested by a student. Please be mindful of the language you use when submitting Alerts.

Once completed, click on 'Submit.'

Which Alert Reason(s) Should I Choose?

Reason or Concern	Alert to Submit	Who receives this Alert*	Outcome
Student has missed 3 classes at least 2 being "unexcused."** OR student has nearly maxed out absences for the semester and will be dropped with one more absence.	Attendance Concerns	Director of Student Success Center Academic advisor, coach, athletic director, Accessibility Services Director, residence hall director, student	Case is opened. Triggers communication plan. Outcome will be noted in case file. Email is sent to the student.
Student is not submitting assignments, is doing poorly on assignments, quizzes, exams; is not attentive during class	Academic Performance Concerns	Academic advisor, coach, athletic director, Disability Services Director, student	Student will receive email stating the concern and offering appropriate campus resources; recommended that advisor and coach follow-up.
In faculty member's opinion, the student could benefit from tutoring or assistance at the writing center	Suggested Academic Support	Student, coach, athletic director, academic advisor	Student will receive email reminding them of the resources available through the Student Success Center and the Writing Center. Faculty member may want to follow up.
A student did very well on an exam or paper, has raised their grade since some reporting period, or done something worth noting.	Outstanding Performance in Class	Student, academic advisor, coach	Student receives an email congratulating them for their outstanding work in this specific class. Advisors are notified so they can congratulate student next time they see student.

Student mentions that finances are a concern	Referral to Financial Aid	Financial Aid Office	Case is opened. Financial Aid Office will follow-up with student. No response expected due to confidentiality. Office closes case after follow-up.
Student reports roommate, dorm life, family concerns, mental health issues, etc. (all but Title IX concerns: Title IX concerns should be reported directly to the Title IX Coordinator)	Non-academic or Personal Concerns	Student Success Center	Case is opened. This is routed through Student Success Center Office to the appropriate office. Please include enough detail to indicate what the observed problem is so it can be sent to the appropriate follow-up staff. Student Success Center closes after follow-up.

**The list of recipients of Alerts indicates all the potential recipients. Each student's situation will vary, so not all reports will go to all offices listed—e.g., coaches will receive Alerts only for their student-athletes, students who do not receive accommodations will not be reported to the Accessibility Services Office, residence hall staff only receive Alerts for students who live in their halls, etc.*

***The College does not differentiate between "excused" and "unexcused absences. These Alerts are intended for a situation in which there are no clear established or explained reasons for the absences. (e.g. No Alert is needed if the absence is for an extended absence due to documented medical issue, etc.)*

What Happens After Submitting an Alert?

Once an Alert is submitted, there are two different intervention tracks that take place.

Alerts that Do Not Open Cases

If the Alert reasons do NOT open a Case, an email will automatically be sent to the student addressing the reason selected. This email does NOT include the original comments made by the individual who is issuing an alert; it is a pre-written, "canned" email designed primarily to let the student know that they can access support or that they need to take action. The email generated will include lists of resources or action items for the student to take to resolve the concern. An example of the email message sent to the student is below. It does show who it is from, too.

Hi Rocky,

Your work in GNST-1000 indicates that you could use some additional assistance to be successful this semester. There are several possibilities depending on the course:

- Come to your instructor's office hours to get some additional help and get specific questions answered.
- Do all your homework and don't wait until the last minute. If you are in need of further support, please visit the Student Success Center to receive time management coaching.

- Check out the Tutoring Center in Guadalupe Hall. Is there a tutor for this class? If so, schedule some time and get some extra help.
- Need help with writing? Have you been to the Writing Center in the Student Success Center?
- Are there study groups for this class, check the Study Buddies button on the Navigate App. If not, why not form one!
- Do you have a regularly scheduled time to study for this class? That way this class won't get left to the end of the day or the weekend!

Good luck!

Dr. Rave N. Raven, Professor

Alerts that Open a Case

If an Alert is set to open a Case, a staff member (indicated in bold in the chart above) is notified and will reach out to the student discuss the concern(s) within a week's time.

In general, a Case triggers the following **communication plan** for the person/office that administers the Case:

1. Text the student within one working day of receiving the Case (can do this from the first page of Navigate); if the student responds, plan how to set an appointment with the student, then report on the appointment in Navigate, and close the Case.
2. If there was no contact from the first day, the following day call the student. (The phone number is available on the first page of Navigate.) If the student is reached, the staff member has a conversation or sets an appointment with the student, it is reported on as in #1 and then closes the Case.
3. If no contact has been made within a couple of (class) days, follow up with an additional text and also an email that is copied to the student's advisor and, if appropriate, their coach. If still no response by the next following day, the Case is closed with the reason: "3 attempts to contact, no response."

Selecting More than One Reason

If more than one Alert reason is selected, each reason will trigger its own response. For instance, if an individual selects 'Attendance Concerns and 'Non-academic or Personal Concerns', the following actions will occur:

- A case is opened by the Student Success Center and this triggers the communication plan to follow up regarding the lack of attendance in the given class.
- Case is opened by the appropriate person in the Student Life Office (or the appropriate office), and someone there reaches out to the student.