Navigate 360 Available Alerts (concerns, referrals, kudos) and Communications

Name	Description	Available via Progress Surveys?	Action Taken After Alert Is Issued	Success Team Outreach Guidance
*Course Progress Concerns	For students that are not making good academic progress due to one or more specific reasons, including missing 2+ classes without communication, not engaging with course materials, or achieving low grades and are not already responding to your outreach about their progress.	Yes, early alert and mid-semester	Automated email sent to alerted student from Navigate360 system/Department of Student Success. A case is created that is sent to a member of the student's success team for review and if applicable, additional outreach.	Complete one outreach to student regarding alert. If student responds to outreach, close the case using the "Student Responded" closure reason. If after 1-2 business days there is no student response, close the case using the "Outreach Completed, No Student Response" closure reason.
*Currently Failing Class	For students currently failing a course.	Yes, mid-semester	Automated email sent to alerted student from Navigate360 system/Department of Student Success. A case is created that is sent to a member of the student's success team for review and if applicable, additional outreach.	Complete one outreach to student regarding alert. If student responds to outreach, close the case using the "Student Responded" closure reason. If after 1-2 business days there is no student response, close the case using the "Outreach Completed, No Student Response" closure reason.
*Kudo/Student is doing well	Optional alert that allows you to recognize students who are doing well in your course	Yes, early alert and mid-semester	Automated email sent to student from Navigate360 system/Department of Student Success.	No requested follow up.
Referral-MavPASS	***Only to be used by instructors for MavPASS-connected courses***-Raise this referral when you want to encourage a student to utilize MavPASS resources.	Yes, early alert and mid-semester	Automated email sent to student from Navigate360 system/MavPASS team.	MavPASS Director and Assistant Director review alerts and complete outreach to alerted students.

RNBCP-Course Login Concern	**Used only with RN to Bachelors Completion Program Nursing students**. Faculty should raise when at least XXX days have passed from the course start date and a student has not logged into your course.	RNBCP progress surveys only		
RNBCP-Course Progress Concern	**Used only with RN to Bachelors Completion Program Nursing students.** Faculty should raise this alert when you have already communicated with a student about their progress in your course and you have not seen significant improvement or feel the student needs additional support from others at the University to complete the course successfully.	RNBCP progress surveys only		
RNBCP-Currently Failing Course	**Used only with RN to Bachelors Completion Program Nursing students.** Faculty should raise this alert when you have already communicated with a student about their progress in your course and without significant improvement, they will not be able to successfully complete the course during this session.	RNBCP progress surveys only		
AVIA: Early Alert-Flight Lab Progress Concern	**Used only with AVIA students.** Can be sent to students up to 2 times per semester to notify about flight lab progress being behind where it should be based on the time of the semester.	AVIA flight lab survey only		
AVIA: Losing Grade Points- Flight Lab Progress Concern	**Used only with AVIA students.** Notifies students that their flight lab progress is not aligned with where it should be for the time of the semester and they will be losing grade points per AVIA handbook policy	AVIA flight lab survey only		
AVIA Final Failing Grade Notes-Flight Lab Progress	**Used only with AVIA students.** Notifies students that they have not made the necessary progress on their flight labs and they have earned a failing grade for the lab.	AVIA flight lab survey only		
AVIA: Safety Concern	**Used only with AVIA students.** Notifies students of a reported safety concern that is impacting their ability to participate in flight labs until AVIA program reviews	AVIA flight lab survey only		

Course Progress Concern Automated Email:

Student First Name,

Each semester, our campus asks instructors to help us notify students when there are ways to improve their performance in classes. Your instructor for {$course_number}, {$course_name}**,** recently shared some feedback on your progress this semester. Their feedback and my outreach are not meant to alarm you, but intended to guide you toward getting back on track to support your success.

Instructors typically raise course progress concerns when students:

- Miss multiple classes without communication
- Don't engage regularly with online or hybrid course platforms
- Score lower on quizzes or tests
- Have incomplete or missing assignments

Now is a good time to review your progress in this class. If you want to know more about why this concern/feedback was submitted for you, please contact your instructor directly. They have notified us because they care about how you are doing.

To help your success, we also recommend you:

- review your course syllabus again,
- check to see if you missed any key assignments/readings/quizzes,
- attend every class/turn in assignments on-time, and
- reach out to your instructor to discuss your progress.

Remember, we're here to support you. Resources like the [Center for Academic Success](#) (free tutoring), [MavPass](#), and other academic support services are available to help.

If there is anything affecting your success that a student success coach or academic advisor can help with, please reach out to us at studentsuccess@mnsu.edu and we'll connect you to the right support.

You've got this!

Currently Failing Course Automated Email:

Student First Name,

Each semester, our campus asks instructors to help us notify students when there are ways to improve their performance in classes. Your instructor for {$course_number}, {$course_name}, recently shared that that there is a concern about your academic progress/performance so far in the class. Based on your progress in this course thus far and without a substantial change in your work, your instructor has shared that you might be in danger of failing this course.

It is important that you take action in this class now. If you want to know more about why this concern/feedback was submitted for you, please contact your instructor directly. They have notified us because they care about how you are doing.

Take time now to:
- talk to your instructor about your current grade/any opportunities to improve your performance,
- check to see if you missed any key assignments/readings/quizzes,
- attend every class/turn in assignments on-time, and
- utilize campus resources like tutoring or MavPASS.

We know that you might be balancing many different things right now on top of being a student and we want you to know that we care about your success.

You may receive additional outreach regarding this from an advisor or student success coach to ensure you have resources and support as you navigate your next steps.

If there is anything that is impacting your ability to be successful in class, please email **studentsuccess@mnsu.edu** and someone will be in touch shortly.

Kudos Automated Email:

Student First Name,

Congratulations! You have received a kudo for your {$course_number}, {$course_name}, class. This means that your instructor reported you are performing well in this course so far this semester.

We appreciate your dedication and hard work. Keep up the good work!