

Navigate360 Case Closure Reasons and Definitions

Case Closure Reason	Case Closure Definition
Student Responded/Closing Case	Student responded to outreach and had two-way communication with someone about the alert.
Outreach Completed, No Student Response/Closing Case	Outreach attempts were made, but student did not respond to student success staff member within 2-3 business days. If the faculty raising the alert remains concerned about the student, they should submit additional alerts or contact the Department of Student Success directly at studentsuccess@mnsu.edu .
Admin Use Only: End of Semester/Closing Case	The alert/case was open past the duration of the course.
Admin Use Only: No Action Necessary/Closing Case	A duplicate progress report or alert were submitted at the same time for the same student in the same class. Student Success will close duplicate(s) and keep one alert open for outreach.