

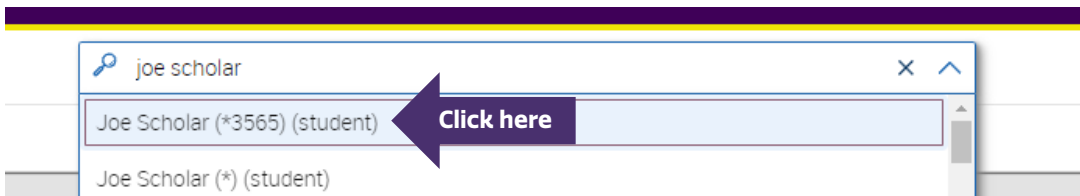
Raising Ad-Hoc Alerts and Referrals in Navigate360/MavCONNECT

General Overview:

- Alerts (e.g. concerns, referrals, kudos) are used to draw attention to or support a student.
- Alerts can be issued throughout the platform, including your staff or professor homepage, a student's profile page, the Advanced Search, and through Progress Reports. Alerts are viewed primarily on the student's profile page, Professor Home, and in the Reporting section of the platform.
- Most alerts and/or referrals raised for students will create a Case that staff members across departments (e.g., financial aid advising, tutoring, counseling) can use to coordinate and collaborate on the follow up with the student. Cases create a formalized next step for action or intervention on the issued Alert.
 - NOTE: Alert comments are only viewable to students in Navigate360 when raised as part of a progress report. All other comments become part of a student's record and can be shared with students by individuals connected to them and that have permissions to view alerts.
- The decision to automatically open Cases for certain Alerts is decided by the Navigate360/MavCONNECT administration team and Advisory Team.
- Only faculty or staff with appropriate permissions have access to view or manage Cases.

Issuing an Alert from Student Profile:

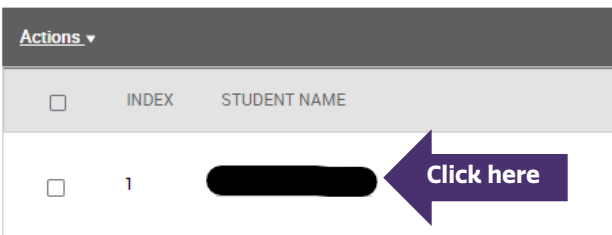
1. Locate the student you want to share feedback on by searching for them via the upper search bar or finding them on your Professor Home Screen>Students in My Class.
2. Click on the student's name to select the student.
3. While on the student profile, on the right-hand side of the page, click **Issue an Alert**.



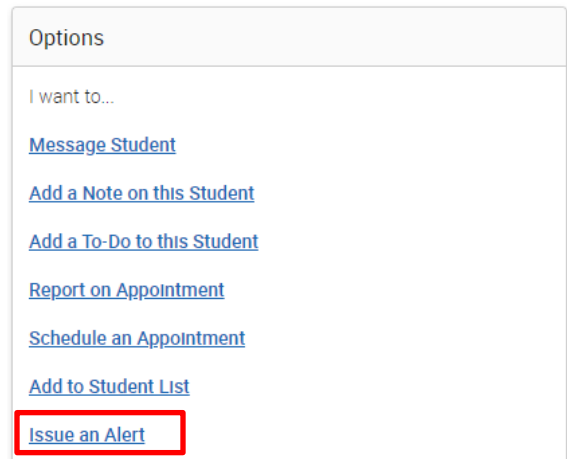
Upper search bar on Navigate360 staff site

Students In My Courses

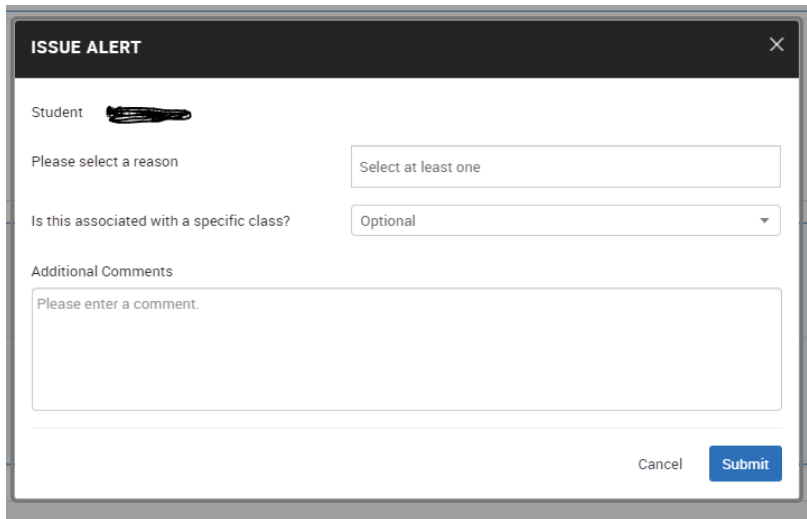
Term: All Terms



Professor "students in my courses" box on Navigate360 staff site



4. This opens the Issue Alert screen.



- **Alert/Referral Reason:** Select at least one reason for issuing this alert/referral. Alert reasons are configured by Navigate360/MavCONNECT administrators. Information on each reason/alert/referral/kudo is available at the end of this document.
- **Association with Specific Course:** Select a course from the list if the alert is associated with a specific course the student is currently enrolled in. ****It is critical we have this information for the alert reasons of Course Progress Concerns/Currently Failing a Course. Without this data, students will not know what class they are receiving feedback without talking with a campus contact.****
- **Additional Comments:** Enter comments in this box. Staff and faculty with permission can view the alert and its comments. There is no character limit to this field. NOTE: Alert comments are only directly viewable to students in Navigate360 when raised as part of a progress report.
- At the bottom of this pop-up, the system will provide the process (next steps) the alert will take.

Alert/Referral Frequently Asked Questions

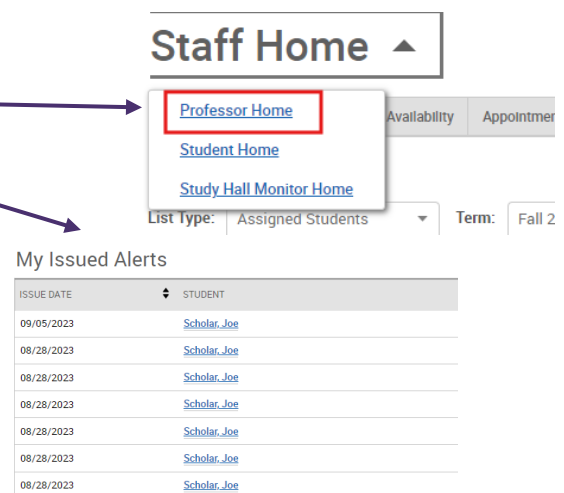
What happens when I raise an alert/referral?

Students receive an automated email notification when most alerts/referrals have been issued for them. The notification will let them know the expected steps they should take and provide additional information, as required. In some situations, staff can be notified as well when the alert/referral has been issued and will also follow up with the student to check-in.

Can I see the alerts I raise as a faculty member?

Yes! Go to your Professor Home Screen and scroll down to the "My Issued Alerts" area.

You won't see many details regarding the alert/case on this screen, but can at least track what has been submitted and when.



ISSUE DATE	STUDENT
09/05/2023	Scholar_Joe
08/28/2023	Scholar_Joe
08/28/2023	Scholar_Joe
08/28/2023	Scholar_Joe
08/28/2023	Scholar_Joe
08/28/2023	Scholar_Joe
08/28/2023	Scholar_Joe
08/28/2023	Scholar_Joe

Available Alerts (concerns, referrals, kudos)

Name	Description	Available via Progress Surveys?
*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
*Currently Failing Class	For students currently failing a course.	Yes, mid-semester
*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
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
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