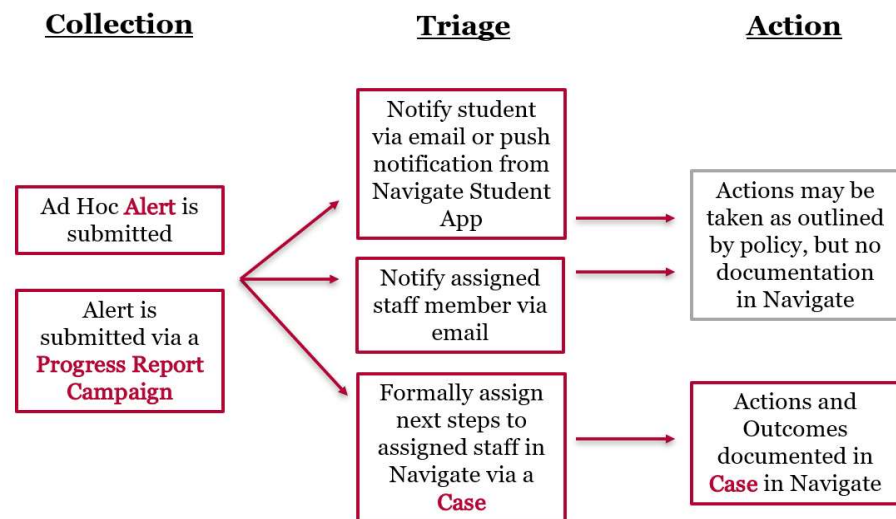


JSU Navigate Alert Definitions & Workflow

To help improve the usage of alerts, we will now provide a category for each alert with a naming convention for the general use of that alert. The category will indicate when the alert should be used.

Category	Description
Action Requested	A faculty member has discussed an area of challenge with the student and is requesting action by a student support staff member when the faculty member cannot assist
Only Student Notification	Faculty or coach/advisor is notifying the student of an action or need
Referral	A faculty member or coach/advisor is referring to support with tutoring, counseling, basic needs, financial aid, etc.
Kudos	Positive Alert used when Faculty are commending a student for great work; students receive a generic email indicating the instructor and course associated with the positive alert
Miscellaneous Alerts	Specific workflow has been designed based on administrative and student support needs

Navigate Care Team - Early Alert Process



Case Management Action Steps

STEP 1 – Support Staff will contact the student and provide additional support/resources. Each alert will notify Support Staff of the type of assistance needed.

STEP 2 – Support Staff will record all student assistance provided to the student using the “Manage Case” feature in JSU Navigate. Faculty can access the “Manage Case” feature from the student’s profile by clicking on the Current Alerts dropdown menu and selecting Open Cases.

STEP 3 – After assistance has been provided to the student and a resolution has been found, Support Staff will close the student’s alert case in JSU Navigate using the “Manage Case” feature. The faculty member who initiated the case will receive an email notification that the case has closed and the reason for the case closing. Faculty can view the support provided log using the “Manage Case” feature from the student’s profile by clicking on the Current Alerts dropdown menu, selecting Open Cases, and clicking on the Closed Cases tab.

Alert	Definition	Alert Type	Alert Location	Care Unit Assigned	Should student receive notification?	Student Notification Message	Who receives a staff notification email?	Should Alert automatically open a Case?	Who should be assigned to the Case?
Action Requested									
Action Requested - Academic Concerns	This alert is used if the faculty member has informed the student about an academic concern, attempted to resolve the concern by working with the student on the issue(s) of concern, and the student has continued to be unsuccessful, unresponsive, or needs additional help.	Negative	Issue an Alert / Progress Report Campaign 2 & 3	Student Success Center	Yes	Hello {student_first_name}, an Academic Concerns Case has been created on your behalf by {completer_name} for your {course_number}. This Case will be assigned to Success Coach who will be reaching out to you soon.	Coach	Yes	Success Coach / Peer Success Coach
Action Requested - Unable to pass course (more info. req.)	This alert is for a student who is very behind in course work, will not pass the course due to attendance policy, and/or unable to pass the course due to extenuating circumstances. The faculty member has attempted outreach to the student and the student is still on track to fail the course and must talk to an Academic Advisor immediately.	Negative	Issue an Alert / Progress Report Campaign 2 & 3	Academic Advisement & Career Development	Yes	Your instructor, {completer_name}, has indicated that you may not be able to pass {course_name} this semester. Your Academic Advisor has been notified. It is important that you contact your Academic Advisor, and the Financial Aid Office if you receive aid, to discuss possible options for the semester.	Athletic Advisor / Coach	Yes	Academic Advisor / Athletic Advisor / Special Programs Advisor
Action Requested - See Advisor Immediately	This alert can be used by instructors to immediately notify students to contact their advisor to discuss their advisement plan and/or discuss their options for dropping a course. This alert is only assigned to the student's academic advisor and will send an automated message notifying the student that they need to meet with their advisor immediately.	Negative	Issue an Alert	Academic Advisement & Career Development	Yes	Due to your performance in {course_name}, it is recommended that you discuss options with your academic advisor and the Financial Aid Office if you receive aid. Please contact your Academic Advisor as soon as possible.	Coach	Yes	Academic Advisor
DE Action Requested - High School Counselor Notification	This alert is for instructors who have dual enrollment students in their class and who believe the student is at-risk of failing, and should be in contact with their High School Counselor due to high school graduation concerns. <i>JSU Dual Enrollment has signed FERPA waivers for High School Counselors and Principals to receive academic information regarding their students.</i>	Negative	Issue an Alert / Progress Report Campaign 2 & 3	Student Success Center	Yes	An academic alert has been issued by {completer_name}, {course_name}, for our office to contact your high school guidance counselor. Please see your counselor directly about your JSU dual enrollment class.	N/A	Yes	DE Peer Success Coach
Kudos (Positive Alert)									

Kudos - Great attendance in class! Keep up the good work!	This alert can be used by faculty to encourage students who are routinely attending class and actively engaged in the course.	Positive	Issue an Alert / Progress Report Campaign 1, 2, & 3	N/A	Yes	Great job! Attendance is very important for your classes and {\$completer_name} has indicated you have great attendance in {\$course_number} so far this semester. Keep up the good work!	N/A	N/A	N/A
Kudos - On track to pass this course! Keep up the good work!	This alert can be used by faculty to encourage students who are regularly submitting assignments on time, doing well on exams, attending class, and doing well overall in the course.	Positive	Issue an Alert / Progress Report Campaign 2 & 3	N/A	Yes	Great job! Your instructor, {\$completer_name}, has indicated that you're on track to pass {\$course_name}. Keep up the good work!	N/A	N/A	N/A
Only Student Notification									
Only Student Notification - Behind in Online Course	This alert should only be issued if a student has not logged into Canvas regularly, has not completed work by defined due date, or missing only exams. Issue this alert if you have assignments with due dates that have expired.	Negative	Issue an Alert / Progress Report Campaign 2 & 3	Student Success Center	Yes	Your professor, {\$completer_name} has indicated that you are behind in your online course for {\$course_name}. Please refer to your syllabus to be aware of when assignments are due and any other online course obligations which may involve regularly logging into Canvas to check discussion boards, calendars, course materials, and announcements. Use this link to sign into Canvas: https://jsu.instructure.com/login/canvas If you need help managing your time, the Student Success Center can help! Please visit the Student Success Center at http://www.jsu.edu/student-success/support/tutoring/index.html to learn how to schedule an appointment.	Coach	No	N/A

Only Student Notification - Late/Missing Assignments	This alert indicated that a student is at-risk of failing a class due to assignments that have not been submitted or were submitted past due. If assignments were not submitted, the student will be notified to contact the instructor to discuss making up the missing assignments.	Negative	Issue an Alert / Progress Report Campaign 2 & 3	Student Success Center	Yes	<p>A number of your assignments have been submitted late or not at all. Meeting deadlines is an important part of this course. See your instructor, {completer_name}, check your Canvas account, or look at your course syllabus for more information.</p> <p>If you need help managing your time, the Student Success Center can help! Please visit the Student Success Center at http://www.jsu.edu/student-success/support/tutoring/index.html to learn how to schedule an appointment.</p>	Coach	No	N/A
Only Student Notification - Poor Attendance	This alert is for a student who is routinely not attending a scheduled class and is at-risk of failing their course due to missing multiple in-class assignments, participation grade, and/or close to failing due to the department's attendance policy. <i>Please record the number of absences with this alert.</i>	Negative	Issue an Alert / Progress Report Campaign 1, 2, & 3	Student Success Center	Yes	<p>Class attendance and participation are crucial to your success in {course_name}. Many courses have attendance policies in which missed classes negatively affect your grade. Please attend more regularly and be more involved in class discussions and activities.</p> <p>If you need help managing your time, the Student Success Center can help! Please visit the Student Success Center at http://www.jsu.edu/student-success/support/tutoring/index.html to learn how to schedule an appointment.</p>	Coach	No	N/A
Only Student Notification - See Instructor Immediately	This alert can be used by instructors to immediately notify students to contact them to discuss their course. This alert is not assigned to support staff and will send an automated message notifying the student that they need to meet with their instructor.	Negative	Issue an Alert / Progress Report Campaign 2 & 3	Student Success Center	Yes	Your instructor, {completer_name}, would like to speak about your performance in {course_name} right away. Please see your instructor as soon as possible. Contact information and office hours can be found in your course syllabus.	N/A	No	N/A

Only Student Notification - Student Disengaged in Course	This is not an attendance related alert. This alert is in regards to student/class participation and for students who are not actively engaging in the course, asking questions, completing in-classroom assignments, and coming to class prepared to answer questions with required materials (books, pens, paper, computer, pencils, etc.).	Negative	Issue an Alert / Progress Report Campaign 2 & 3	Student Success Center	Yes	Class participation is crucial to your success in {course_name}. Many courses have participation policies in which low participation in class can negatively affect your grade. Please become more involved in class discussions and activities. If you need help in learning good class participation skills, the Student Success Center can help! Please visit the Student Success Center at http://www.jsu.edu/student-success/support/tutoring/index.html to learn how to schedule an appointment.	Coach	No	N/A
Referral									
Referral - Career Development	This alert can be issued by faculty and staff to request student assistance with career development and major exploration.	Neutral	Issue an Alert / Progress Report Campaign 2 & 3	Academic Advisement & Career Development	No	N/A	N/A	Yes	Career Development Coordinator
Referral - Disability Resources	This alert can be issued by faculty and staff on behalf of the student to notify Disability Resources of a student who may need additional support.	Neutral	Issue an Alert / Progress Report Campaign 2 & 3	Disability Resources	No	N/A	N/A	Yes	Sean Creech, Director of Disability Resources
Referral - Financial Aid	This alert can be issued for students who have indicated they have financial concerns related to paying for their courses or course materials, have questions about scholarships or FASFA, and/or would like to meet with a Financial Aid Counselor.	Neutral	Issue an Alert	Financial Aid	Yes	Hello, a Financial Aid Case has been created on your behalf and will be assigned to a Financial Aid Staff Member. If we need any additional information, we will reach out to you directly.	N/A	Yes	Financial Aid Counselor
Referral - Gamecock Market		Neutral	Issue an Alert	Gamecock Market	Yes	Hello, a Gamecock Market Request has been created on your behalf. A staff member will reach out to you for support. To help us identify your specific needs and facilitate a quicker response, please complete this form: https://forms.office.com/r/edr0umD7PE	N/A	Yes	Gamecock Market
Referral - Health & Wellness Concern (please provide detail)	This alert can be issued by instructors who are concerned about non-COVID health or mental health related concerns.	Neutral	Issue an Alert / Progress Report Campaign 2 & 3	N/A	No	N/A	N/A	Yes	Julie Nix, Director of Counseling Service

Referral - Housing Concerns	This alert is for any concerns about roommate conflicts, needs housing, meal plan questions (will be directed to Sodexo), wants to change room/assignment, or wants to move off campus.	Neutral	Issue an Alert	N/A	No	N/A	N/A	Yes	Brooke Lyon, Assistant Director of Housing
Referral - Tutoring Services	This alert can be used for students who need additional assistance with assignments or understanding course material. In addition, this alert can be used for students with grades because of poor performance on assignments or test scores.	Negative	Issue an Alert / Progress Report Campaign 2 & 3	Student Success Center	Yes	Hello, {\$completer_name} has contacted Tutoring Services on your behalf and is recommending tutoring for {\$course_name}. We will be reaching out to you soon regarding tutoring options for this course.	N/A	Yes	Candi Momon, Tutor Coordinator
Referral - Issues with Internet/Computer Access	This alert is for concerns with general internet/computer issues and/or problems with Canvas, Honorlock, Kaltura, Microsoft, MyJSU, GEM Email, Office 365, or Mobile App.	Neutral	Issue an Alert / Progress Report Campaign 2 & 3	N/A	No	N/A	N/A	Yes	Online@JSU / JSU Technology Support Center
Referral - Military Activation/Deployment	This alert if military connected students who have notified their instructor or support staff that they will be deployed or on active duty assignments. These cases will go directly to Military & Post Traditional Student Services.	Neutral	Issue an Alert / Progress Report Campaign 2 & 3	N/A	No	N/A	N/A	Yes	Justin Parker, Director of Military & Post Traditional Student Services
Miscellaneous Alerts									
Other (please provide more information in the comments)	This alert is for any concerns faculty and/or staff may have on a student that is not connected to any of the current Navigate alerts. Please add as much detail as possible so appropriate support resources can be contacted.	Neutral	Issue an Alert	N/A	No	N/A	N/A	Yes	Todd Garrison, Coordinator of Academic Advising Operations