

Alerts Management Process for Navigate

Update for 202214

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What is changing?

- **Alert types have been updated** to make effective use of resources and staffing.
- **Alerts should be initiated through Navigate** rather than TEAMS.
 - Navigate more efficient
 - Data collection purposes
- **Progress reports may be requested for target populations** such as dual enrolled students.

Goals

- Deploy interventions more efficiently
- Measure intervention efficacy
- Increase retention and progression

Updated Alert Reasons

Alert Type	When to use:	Generates Case?
Academically at risk	This alert serves as a documentation mechanism for Instructors. Actions aimed at retaining students who are at risk of failing a course should be documented within alert notes.	No
Wellness Check	This alert should be used in non-emergency situations, when an Instructor is concerned about the wellbeing of a student.	Yes
Basic Needs Referral	Used when a student expresses food or housing insecurity, issues with paying utilities, obtaining healthcare, or basic household supplies.	Yes
Books, Loaner Laptop, or Course Supplies Assistance	Student needs help with securing books, a computer, and/or supplies for class.	Yes
Technology Use Assistance	Student needs help acclimating to an online course environment or with using Blackboard, Navigate, Banner, or other STC online portal.	Yes

What's the difference between an alert and a case?



Alert vs. Case

Alerts serve to document an issue or provide a notice of occurrence.

Alerts appear in the student's profile, upper right.

Cases require follow up by Student Support Services offices rather than faculty.

What's the difference between an alert and a case?



How to issue an alert for an individual student

- 1 From the STC Faculty/Staff web page, go to **Web Tools & Support** then **Navigate Faculty & Staff Login**. Use your STC email credentials to log in.
- 2 Go to a student's profile and click on **Issue an Alert** on the right side of the student's Overview tab:

SAVANNAH TECHNICAL COLLEGE

NAVIGATE Quick Search

Kelley Riffe

Overview Success Progress History Courses Path Academic Plan More

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
0	0	0	0	-

Total Credits Earned	Credit Completion % at this Institution
0.00	%

Construction Management Degree
Associate in Applied Science
Savannah Technical College

STUDENT ID
900251348

CLASSIFICATION
Transfer

MOST RECENT ENROLLMENT
Spring Semester 2022

Staff Alerts 1

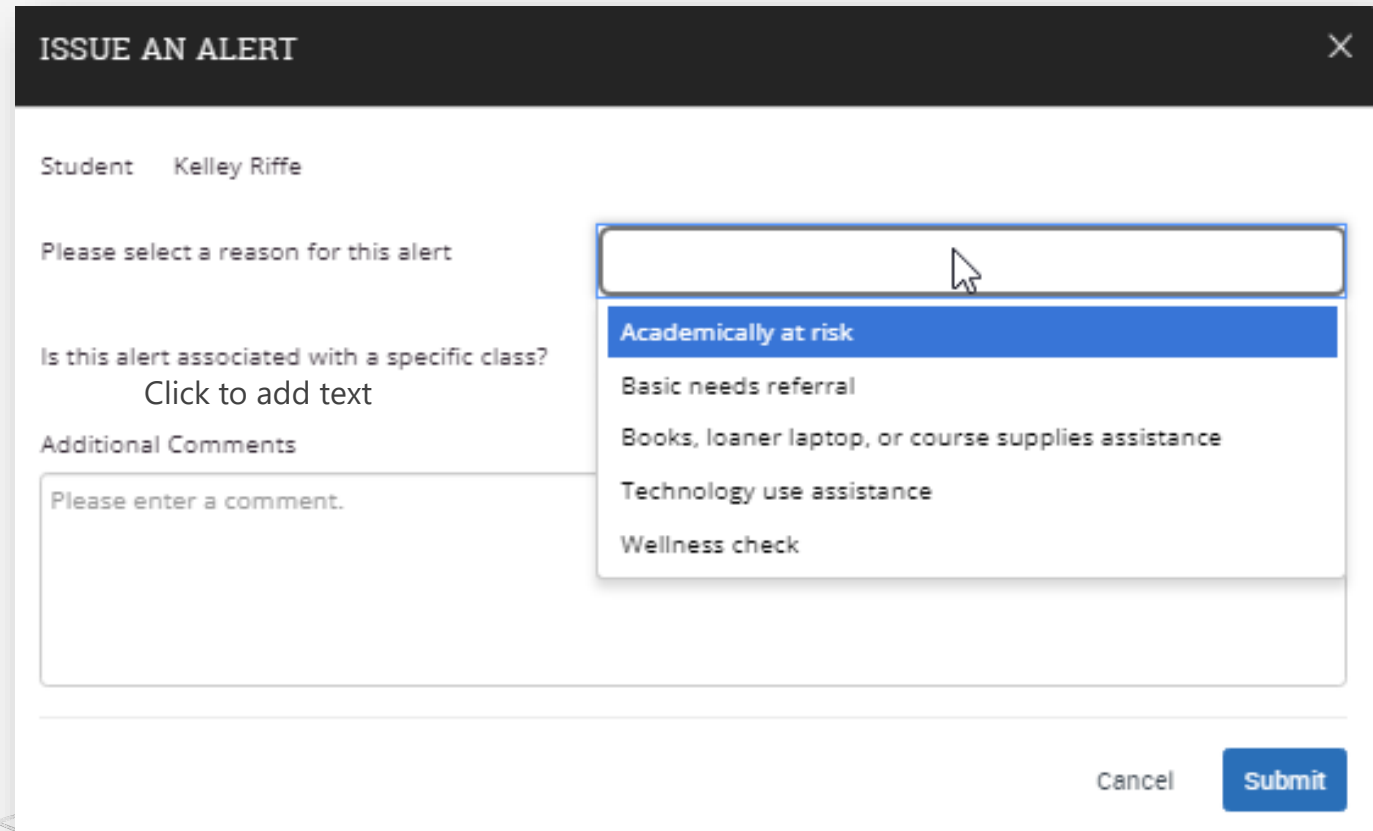
I want to...

- Message Student
- Add a Note on this Student
- Add a Reminder to this Student
- Report on Appointment
- Create Request for Appointment
- Schedule an Appointment
- Add to Student List
- Issue an Alert
- Edit User Settings
- Upload Profile Picture
- Impersonate User

How to Issue an alert for an individual student

3 **Select a reason** for your alert and follow the remaining prompts.

4 Click **Submit**.



ISSUE AN ALERT [X]

Student Kelley Riffe

Please select a reason for this alert

Is this alert associated with a specific class?
Click to add text

Additional Comments
Please enter a comment.

Cancel Submit

- Academically at risk
- Basic needs referral
- Books, loaner laptop, or course supplies assistance
- Technology use assistance
- Wellness check

How to issue alerts from 'students in your courses'

1

[Navigate Faculty & Staff Login](#)

2

Select your **Professor** role (as opposed to Staff role) at the top left of your home page.

3

From the **Students In My Courses** list, select one or more students then use the **Actions** drop down menu to perform the desired action.



You can also use the **Actions** menu to **send a message** to one or more students through STC email or text message.

Tony Beck (professor) ▾

Assigned Students Courses Conversations Calendar

Students In My Courses

Term: Spring Semester 2022... ▾

Actions ▾	INDEX	STUDENT NAME	CATEGORY	COURSE(S)
<input type="checkbox"/>	1	Adams, Connie	Academic Standing: Good Standing, Admit Type: Regular/Readmit, Campus: Main-Savannah, Ethnicity: Not Hispanic or Latino, Out of State Resident, Part-time, Race: Black or African American, Received Award Other College, Received Award STC	ACCT-1100-40338
<input type="checkbox"/>	2	Allen, Kaitlyn	Academic Standing: Good Standing, Admit Type: Regular/New Applicant, Campus: Main-Savannah, Ethnicity: Not Hispanic or Latino, Military Affiliated, Race: White, Scholarship Programs, Veteran	ACCT-1100-40338
<input type="checkbox"/>	3	Allen, Tiesha	Academic Standing: Good Standing, Admit Type: Regular/New Applicant, Campus: Liberty Campus, Ethnicity: Not Hispanic or Latino, FAFSA On File, Military Affiliated, Pell Eligible, Race: Black or African American, Received Award STC, Scholarship Programs, Veteran, Work Study	ACCT-1100-40335
<input type="checkbox"/>	4	Anderson, Jules	Academic Standing: Academic Warning, Admit Type: Regular/New Applicant, Campus: Main-Savannah, Ethnicity: Not Hispanic or Latino, In-State Resident, Race: Native Hawaiian and Other Pacific Islander, Race: White, SAP Warning, Scholarship Programs	ACCT-1100-20573, ACCT-1105-40339, ACCT-1125-20571, ACCT-2120-20572
<input type="checkbox"/>	5	Baker, Amya	Academic Standing: Good Standing, Admit Type: Regular/Readmit, Campus: Main-Savannah, Ethnicity: Not Hispanic or Latino, FAFSA On File, In-State Resident, Pell Eligible, Race: Black or African American, Received Award STC, Scholarship Programs	ACCT-1100-20562, ACCT-1100-40335
<input type="checkbox"/>	6	Baker, Benjamin	Admit Type: Regular/New Applicant, Campus: Main-Savannah, Ethnicity: Not Hispanic or Latino, In-State Resident, Military Affiliated, Race: Black or African American, Veteran	ACCT-1100-40338
<input type="checkbox"/>	7	Baker, Jennifer	Academic Standing: Good Standing, Admit Type: Regular/New Applicant, Campus: Main-Savannah, Ethnicity: Not Hispanic or Latino, FAFSA On File, In-State Resident, Pell Eligible, Race: White, Received Award STC, Scholarship Programs	ACCT-1100-20281, ACCT-1105-40394, ACCT-1125-40396, ACCT-1130-60425, ACCT-2120-40398, ACCT-2125-40346
<input type="checkbox"/>	8	Barfield, Pamela	Academic Standing: Good Standing, Admit Type: Provisional/New Applicant, Campus: Effingham Campus, Ethnicity: Not Hispanic or Latino, FAFSA On File, In-State Resident, Part-time, Pell Eligible, Race: White, Scholarship Programs	ACCT-1125-20287, ACCT-2000-20284, ACCT-2125-40346

What happens after an alert is issued?

After an alert is issued, a note of an alert will appear in the upper right side of a student's **Overview** tab under **Staff Alerts**.

Click on the drop-down arrow to the right to expand the alerts window and to access alert or case content.

SAVANNAH TECHNICAL COLLEGE

NAVIGATE Quick Search

Kelley Riffe

Overview Success Progress History Courses Path Academic Plan More

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
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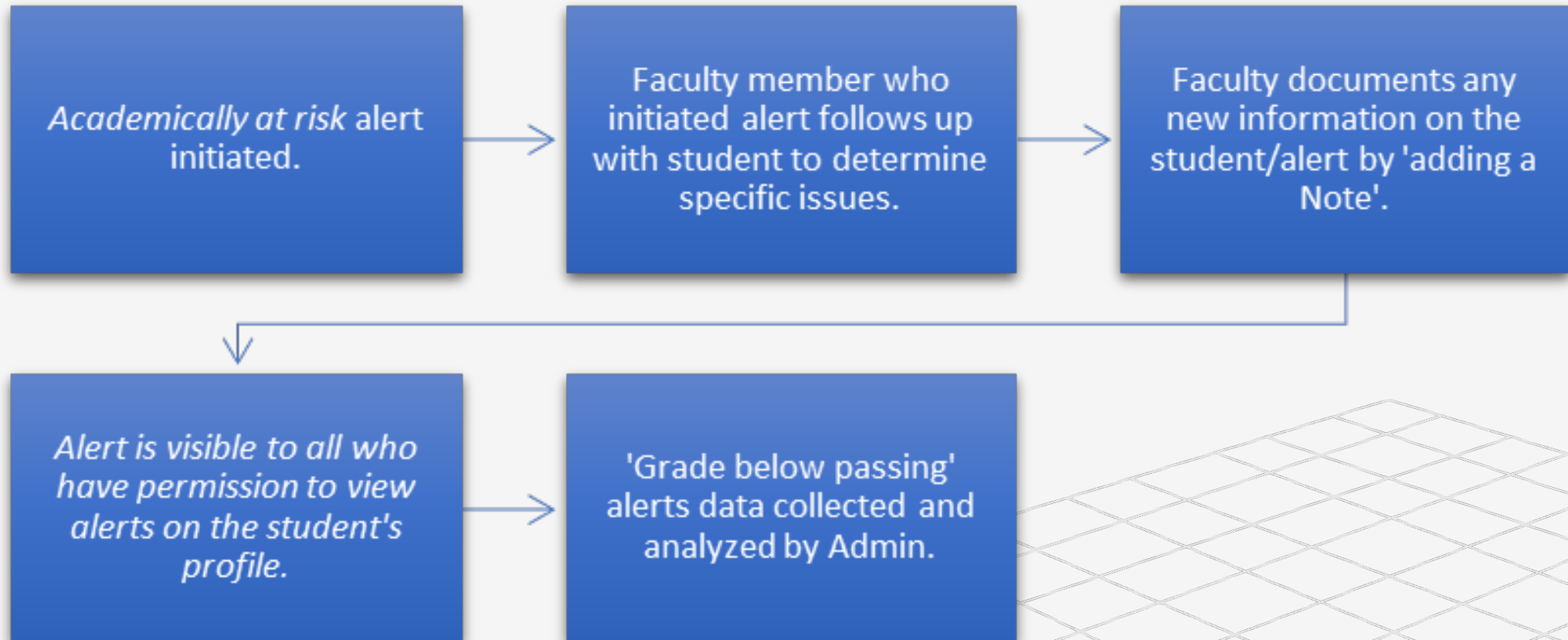
Staff Alerts 1

- Message Student
- Add a Note on this Student
- Add a Reminder to this Student
- Report on Appointment
- Create Request for Appointment
- Schedule an Appointment
- Add to Student List
- Issue an Alert

What happens after a *Grade below passing* alert is issued?

Alert Management Process

Academically at risk (Instructor documentation mechanism)



How to add a Note on a student

The screenshot shows the Savannah Technical College student portal interface. At the top, there is a dark blue header with the college name and a 'NAVIGATE' button. Below this is a navigation bar with icons for home, calendar, messages (with a '2' notification), and a search bar labeled 'Quick Search'. The main content area displays the student profile for 'Kelley Riffe'. The profile includes a navigation menu with tabs for 'Overview', 'Success Progress', 'History', 'Courses', 'Path', 'Academic Plan', and 'More'. Below the tabs is a summary card with the following data:

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
0	0	0	0	-

Below the summary card, there are two more metrics:

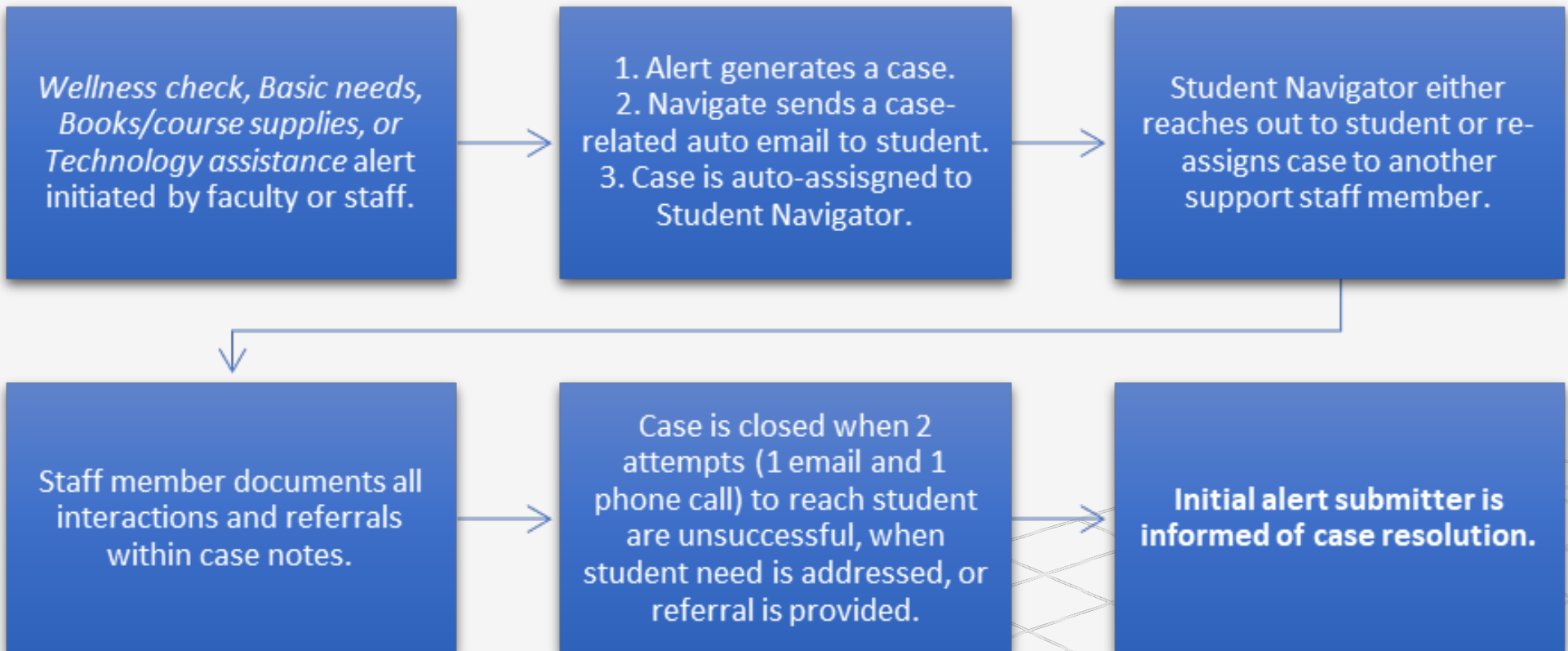
Total Credits Earned	Credit Completion % at this Institution
0.00	%

On the right side of the screen, there is a 'Staff Alerts' dropdown menu with a '2' notification badge. The menu is open, showing a list of actions: 'I want to...', 'Message Student', 'Add a Note on this Student' (circled in red), 'Add a Reminder to this Student', 'Report on Appointment', 'Create Request for Appointment', and 'Schedule an Appointment'. A red arrow points from the 'Add a Note on this Student' option back to the student's name 'Kelley Riffe'.


What happens after any other alert is issued?

Alert Management Process

All other alerts (for which cases are generated)




Case Outcomes

- Student contacted, no response – Unsuccessful
 - Student contacted, no issue – Neutral
 - Support administered – Successful
 - External referral provided - Successful
- 
- A decorative graphic in the bottom right corner of the slide, consisting of a grid of thin, light gray lines that form a perspective view of a tiled floor or a grid receding into the distance.

Outcomes Data Collection and Measurement

Each semester and each academic year we'll look at:

- Total number of alerts and associated types
 - Pass/ fail rates
 - Persistence, retention, and graduation rates
 - Specific populations
- 
- A decorative graphic in the bottom right corner of the slide, consisting of a grid of thin, light gray lines that form a perspective view of a floor or a grid receding into the distance.

Questions?



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Also, check out the **HELP** options in **Navigate!**