EAB

Hand Raise

New Feature Spotlight Webinar

Navigate Student

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Zoom Group Chat

To: Everyone ⌄

Type message here...
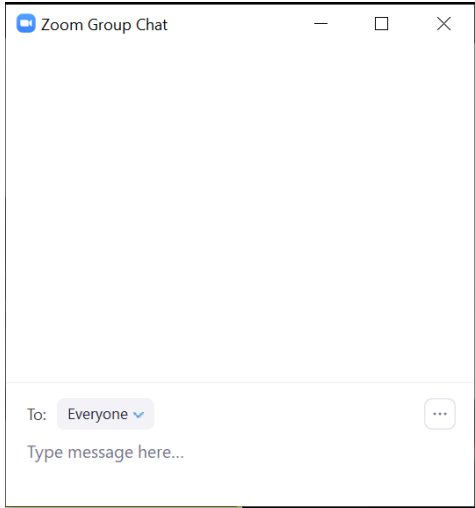
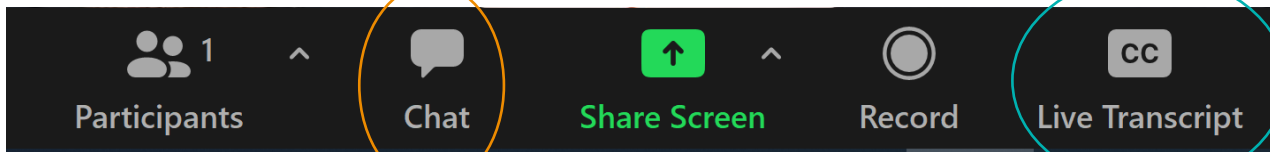## Asking a Question

To ask a question, navigate to the chat button at the bottom of your screen and type it into the chat panel

Enable Closed Captions and Show Subtitle or View Full Transcript

Participants 1 | Chat | Share Screen | Record | Live Transcript CC

1 Introducing Hand Raise

2 Hand Raise Demo

3 Configuration Options and Step-by-Step

4 Best Practice Recommendations
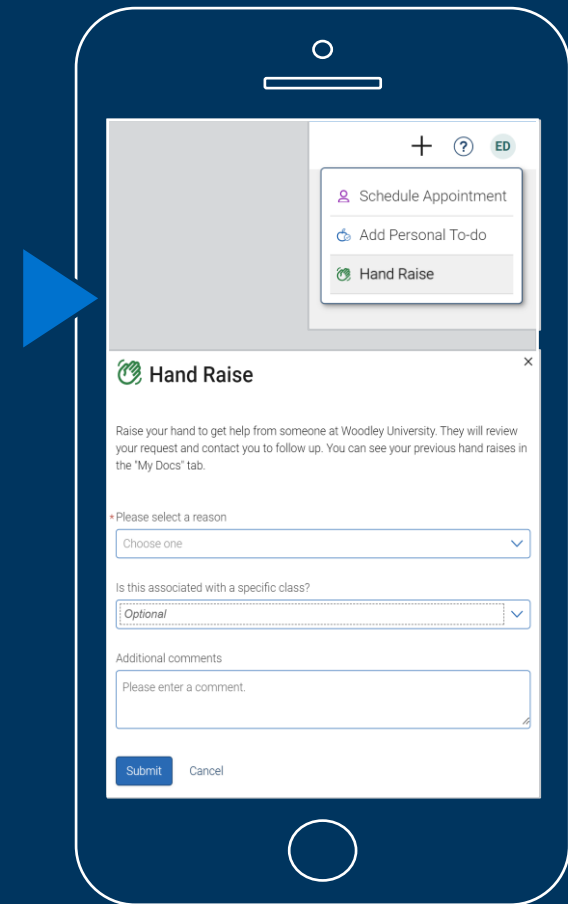
5 Resources and Next Steps

Introducing Hand Raise

1

Introducing Hand Raise

Hand Raise allows students to "raise their hand" to ask for help. Hand Raise functions like an alert students issue on themselves, including configurable communication and intervention workflows.

Hand Raise increases student participation in intervention support workflows

Easy to use for students, streamlined to set-up for staff

Student-initiated and open-ended way to ask for help

Embedded directly in Navigate Student

Sample Hand Raise Reasons

Recommend 3-5 reasons to start

- I need help in a class
- I need academic support
- I need help paying for college
- I'm feeling overwhelmed
- I need help with basic needs

- I need help with campus housing
- I need help with career planning
- I need someone to review my academic plan
- I need to talk to someone about changing my major

Hand Raise Demo

2

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Configuring Hand Raise

- Alert-Only Intervention
- Alert + Case Intervention

3

Sample Hand Raise Reason List

Reason	Email to Student?	Email to Staff?	Opens Case?	Case Assignment
I need to change my major	Yes	Yes – Assigned Advisor	No	N/A
How do I find an internship?	Yes, with answers/ resources	No	No	N/A
I need help paying for college	Yes	No	Yes	Financial Aid director

Need an editable alert template? Access our Alerts and Cases Worksheet here.

Recommendations

☑ **Create Distinct Alert Reasons**

While progress report and staff alert reasons can be repurposed, distinct reasons allow for most customization.

☑ **Aim for 3-5 alert reasons**

Avoid overwhelming students with choice options. Audit and expand list over time.

☑ **Language is specific**

Avoid generic "I need help" reason to reduce need for back-and-forth to triage.

☑ **Leverage Campus Partners**

Ensure campus offices are prepared to support requests; capture feedback from students to refine list.

☑ **Consider "FAQ" reasons**

Automated emails allow for quick answers to common questions like how to apply for graduation or find on campus employment.

Define Hand Raise Model

1

Hand Raise leverages **Automated Emails** only

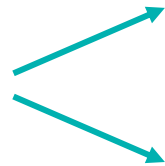**2**

Hand Raise Reason opens a **Case**

Define Hand Raise Model

Automated Communication

Follow-Up

1

Hand Raise leverages **Automated Emails** only

Notify student via email

Notify assigned staff members via email

Actions may be taken as outlined by policy, but no documentation in Navigate

2

Hand Raise Reason opens a **Case**

Formally assign next steps to assigned staff in Navigate via a **Case**

Actions and Outcomes documented in **Case** in Navigate

1

Alert Reason Configurations

1. Create new Hand Raise Alert Reason
2. Configure automatic alert email(s)

2

Role Permission Configurations

1. Update student user role with permission to issue Alerts

3

Navigate Student Configurations

1. Submit a ticket to the Partner Support Team to enable Hand Raise
2. Update Hand Raise Help Text in CAT

Define Hand Raise Model

Automated Communication

Follow-Up

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Hand Raise leverages **Automated Emails** only

Notify student via email

Notify assigned staff members via email

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Hand Raise Reason opens a **Case**

Formally assign next steps to assigned staff in Navigate via a **Case**

Actions and Outcomes documented in **Case** in Navigate

With Hand Raise, *Students* are the Alert Issuer

Case Closed Email to Alert Issuer are *Optional*

To turn off Case Closed emails to Alert Issuers

1. For non-Care Unit alerts: Go to **Global configurations**

2. For Care Unit alerts: Go to **Care Unit configurations**

1

Alert Reason Configurations

1. Create new Hand Raise Alert Reason
2. Intentionally select a Care Unit (or no Care Unit)
3. **Configure automatic case assignment**
4. **Review case closed configurations**

2

Role Permission Configurations

1. Update student user role with permission to issue Alerts
2. **Review staff role permissions to manage cases**

3

Navigate Student Configurations

1. Submit a ticket to the Partner Support Team to enable Hand Raise
2. Update Hand Raise Help Text in CAT

Configuring Hand Raise Demo

1 **Alert Reasons Configurations**

Create new Hand Raise alerts, configure emails to students, review case configurations, if applicable.

2 **User Role Permissions**

Update student user role to allow issuing Hand Raises. Review staff user role settings for visibility.

3 **Enable Feature Toggle**

Email NavigateTechSupport@eab.com to enable Hand Raise in Navigate Student after set-up complete.

4 **Update Help Text in CAT**

Change Help Text for Self-Alert/ Hand Raise in the Content Administration Tool for school-specific instructions.

Best Practice Recommendations

4

Planning for Success

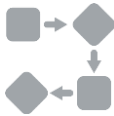| Before Launching	Applying "Customer Service" Principles

1

Be Prepared for Incoming Requests

Only allow Hand Raise reasons you're able to support. Options should be descriptive. Ensure campus offices and staff are prepared incoming support requests.

2

Promote Hand Raise

Don't rely on students finding Hand Raise on their own, but ensure they are aware of new streamlined way to get help.

3

Language Matters

Use student-friendly language and avoid institutional jargon. Use positive and supportive language focused on a solution.

4

Acknowledge Receipt

Confirm you've received the Hand Raise as soon as possible. Reduce the number of handoffs so student's first contact can solve their problem.

5

Close the Loop

Resolve a student's inquiry through automated or manual communication. Uses cases when extensive documentation is needed.

Resources and Next Steps

5

Resources Available in the Help Center

- Student Hand Raise feature article, including End-to-End configuration video

- Hand Raise One Pager, including FAQ's

- Post in the Community to see how your peers are leveraging Hand Raise

- Email NavigateTechSupport@eab.com or Live Chat (M-F 1-5 pm ET) with questions!

Introducing Hand Raise

Sample Hand Raise Reasons

- I need help in a class
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Frequently Asked Questions

Can I rename "Hand Raise"?
Yes, Hand Raise label can be changed by app admins in Global Configurations. The change applies to both the student and staff platforms, but the Help Text must be updated separately in the Content Administration Tool.

Can students see their previous Hand Raises?
Yes, these appear to students in the My Docs section of the app.

How can I view what Hand Raise looks like to students?
Since Hand Raise is not visible through impersonating a student in Navigate Staff nor through Student Preview in the CAT, the best way to view Hand Raise as a student is to request a Guest Student account by emailing NavigateTechSupport@eab.com. That will allow you to view the app as a student, including Hand Raise.

What do automated alert and case closed emails look like?
See this Help Center article for sample emails

Best Practice Recommendations for Using Hand Raise

1. **Be Prepared.** Only allow students to issue Hand Raise alerts for reasons you're able to support. Ensure campus offices and staff are prepared for an increase in incoming support requests.

2. **Review Alert Reason List.** Keep the list of alert reason short, yet descriptive. Too many choices can overwhelm students and vague alert reasons might make follow-up challenging as student Comments and Course fields are optional.

3. **Language Matters.** Use student-friendly language (ex: "I need help...") and avoid institutional jargon (ex: "I need to talk to the Bursar"). Use positive and supportive language focused on a solution.

4. **Acknowledge receipt** of Hand Raise as soon as possible. Reduce the number of "handoffs" for students so that first person they connect with can solve their problem.

5. **Close the loop** with students, either through automated or manual communication. Consider creating cases for Hand Raise alerts to document interventions.

6. **Promote Hand Raise!** Don't rely on students finding Hand Raise on their own, but ensure they are aware of this new, streamlined way to get help.

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