



Hand Raise

New Feature Spotlight Webinar

Today's Presenters



Fiona Cavise
Partner Support

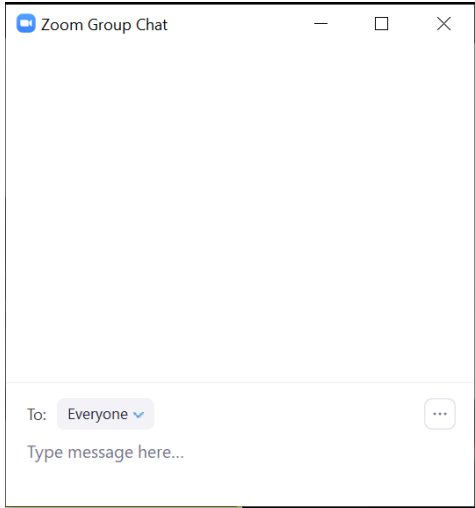
FCavise@eab.com



Erin Doyle Lastowka
Partner Support

EDoyle@eab.com

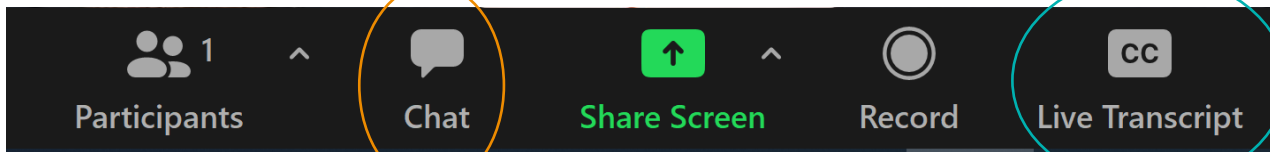
Using Zoom



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

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- 1 **Introducing Hand Raise**
- 2 Hand Raise Demo
- 3 Configuration Options and Step-by-Step
- 4 Best Practice Recommendations
- 5 Resources and Next Steps

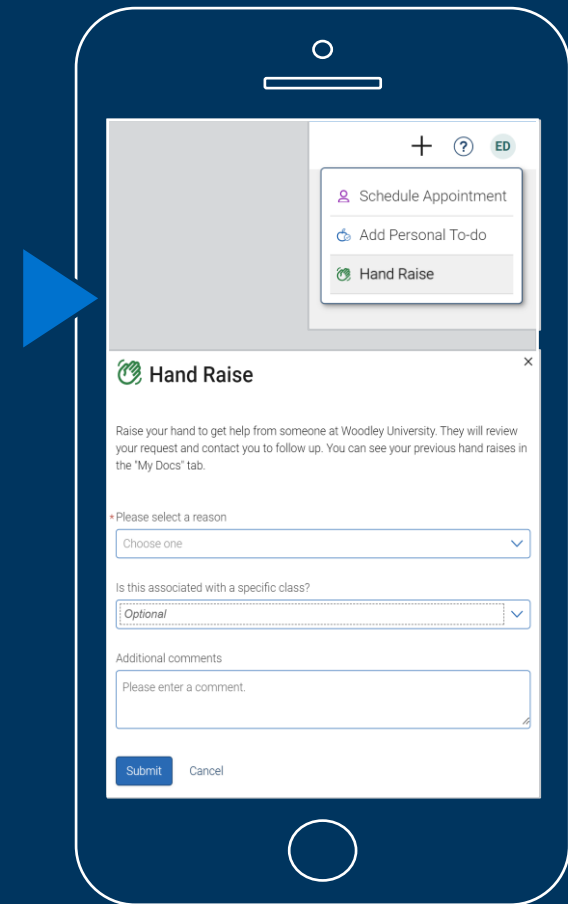


Introducing Hand Raise



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.



Expanding Your Coordinated Care Network



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



Configuring Hand Raise

-
- Alert-Only Intervention
 - Alert + Case Intervention



3

Step 1: Define Hand Raise Reasons



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.

Step 2: Define What Happens with Each Reason



Define Hand Raise Model

1

Hand Raise leverages **Automated Emails** only

2

Hand Raise Reason opens a **Case**

Step 2: Define What Happens with Each Reason

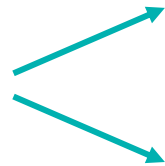


Define Hand Raise Model

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

Step 3: Configure Hand Raise (No Case)



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

Step 2: Define What Happens with Each Reason



Define Hand Raise Model

1
Hand Raise leverages **Automated Emails** only

Automated Communication

Notify student via email

Notify assigned staff members via email

Follow-Up

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

Case Closed Email to Alert Issuer

With Hand Raise, *Students* are the Alert Issuer

Case Closed

This is text that is included in the Case Setting on Global configuration

Student
Janeth Celadon

Alert Reasons
Referral to Tutoring (FC)

Alert Issued on
February 22

Case Outcome
Student took recommended action

Case Comments
These are the comments that I've added to the case upon closing it

Closed by
Support 435 (she/her)

MANAGE CASE ✕

Student: Marnie Aavang

Reason(s): Attendance Concerns

Outcome: Choose ▾

Comment:

Allow closed comments to be shown in email

[Go Back](#) [Submit](#)



Case Closed Email to Alert Issuer are *Optional*



Case Settings

These case settings will be applied to cases that don't have a care unit.

- When a Case is assigned, send an email to the user to which it was assigned
- When a user is marked as the owner of a case, email the owner with the case details
- Send an e-mail to the Alert issuer when a case is closed

E-mail text?

B *I* | | Paragraph |

This is the configurable email that the Alert Issuer will receive when a case is closed (if you have this setting turned on)

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**

Step 3: Configure Hand Raise (Case)



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

Summarizing Set-Up Steps



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



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Before Launching

Applying “Customer Service” Principles

1

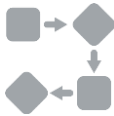
Be Prepared for Incoming Requests



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 and Next Steps

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
- I need help with campus housing
- I need help with career planning
- I need academic support
- I need someone to review my academic plan
- I need help paying for college
- I need to talk to someone about changing my major
- I'm feeling overwhelmed
- I need help with basic needs

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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... then, update Navigate Student configurations.

3. Email NavigateTechSupport@eab.com or use Live Chat to request to "Enable Hand Raise" in Navigate Student.
4. Update Help Text for Self-Alert/ Hand Raise in the Content Administration Tool for school-specific terminology and instructions.

ID	Description	Content Methods	Actions
advising-help	Please reach out to the Whitworth University Academic Advising Center for questions about classes.	3	▶
for-hand-raise-help	Have your hand to get help from someone at Whitworth University. They will ensure your request and/or follow-up.	6	▶
for-cup-help	For high assistance please contact our IT Help Desk.	2	▶

with the Strategic Care 23.1.0 release in late 2023, Hand Raise alerts are required both in Navigate Staff

Hand Raise for Students

Review content of alert emails that will be sent to alert issuers. Students will receive Case Closed communication if

ways for Hand Raise alerts. Review configuration students will receive, and configuration in Global Configuration.



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