Triage

Step One: Fill in each alert reason configured in your Navigate platform and indicate with a check mark your current approach for triaging those alerts, selecting more than one if needed. Count each method and indicate the total in the final row.

Step Two: Indicate if your current approach for each alert could be scaled toward self-service (on the spectrum of triage options), with a "Yes," "No," or "Maybe" in the first column. As potential changes come to mind, make additional comments in the second column, as needed.

Step One: Outline the Process

Step Two: Revisit to Scale

Alert Reason	Central Command *Case Opened to Central Team/Staff*	Auto-assigned *Case Opened to Assigned Staff*	Self-Service *No Case, Only Automatic Emails*	Can you further scale this triage approach?	Comments
	☐	☐	☐		
	☐	☐	☐		
	☐	☐	☐		
	☐	☐	☐		
	☐	☐	☐		
	☐	☐	☐		
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	☐	☐	☐		
	☐	☐	☐		
	☐	☐	☐		
	☐	☐	☐		
	☐	☐	☐		
Count of Each Triage Method					**Count of Potential to Scale**

Intervention Pathway

Step One: Across the top, indicate the alert reason for the intervention and the outcome you hope to achieve. Then, input all intervention steps required to achieve that outcome, in as few steps as possible. Count the total number of steps and record that number in the final row.

Step Two: Indicate if each intervention step could be scaled toward self-service, with a "Yes," "No," or "Maybe" in the first column. Make comments in the second column as you consider ideas for follow-up, such as configuration changes in the platform (e.g., new Care Units, relationship types, user permissions).

Step One:
Outline the Process

Start Point: What is the student concern or issue (i.e., the alert reason)?

End Point: What behavior change or outcome from the institution and/or student will address this concern?

With your starting and end points in mind, input below the intervention steps for this specific scenario. Challenge yourself to write the FEWEST STEPS possible to achieve the desired outcome.

Step Two:
Revisit to Scale

Intervention Step	Owner *The stakeholder who manages this step*	Can you further scale this intervention step?	Comments
Count of Intervention Steps			**Count of Potential to Scale**