Issuing an Alert and Reviewing Alerts/Cases

Alerts are a way to draw attention to a student who might be at risk for a variety of reasons and will trigger an intervention. An instructor or staff can submit an alert at any time through the platform on their own or through a Progress Reports request. Some alerts will trigger an email to be sent to the student containing recommended steps and resources to resolve the issue, while other alerts will open Cases. A case is a referral sent directly to a staff member. This opens an electronic file where the steps taken to resolve the concern can be documented. You can quickly search to see which of your students has an alert or case.

Instructors - we encourage you to think of this as a "year-round" progress report submission. It allows you to report a concern on any student during any time of the academic year. Prior to submitting an alert, we encourage you to attempt to reach out to the student directly at least once. If you receive no response or feel additional assistance is necessary, proceed with submitting the alert.

Please note that what you include in the comments area of an alert can be viewed by advisors so they can utilize the feedback to better serve/support our students. Please be mindful of the language you are using.

How to Submit an Alert

Select the Student & Begin the Alert

Log into Navigate using your campus credentials at uww.campus.eab.com. If you're looking for a student that is not on your course roster or an assigned advisee, click *'Issue an Alert'* under *Actions* on the right side of the home screen to begin the alert submission process. After clicking on *'Issue an Alert,'* search for the student by typing their name or ID number.
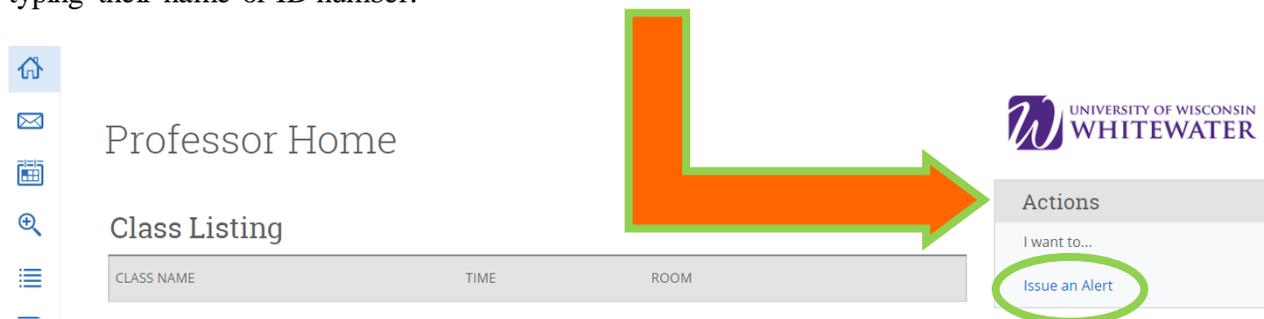
If you're looking to submit an alert for a student in your course or who is one of your assigned advisees, you can also find the student on your 'Staff Home' or 'Professor Home' screen. Select the box next to the student for whom you want to an issue an alert. Alerts can only be submitted for one student at a time.
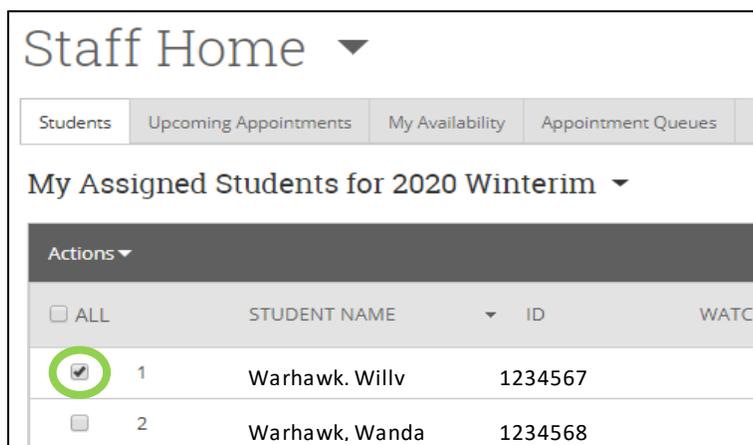
Use the 'Actions' dropdown at the top of the student list and select "Issue Alert".

NOTE: You can also issue an alert from a student profile page (i.e., you used the 'Quick Search' feature to get to a student's profile). Once on the profile page, you can select the 'Issue an Alert' from the right hand side of your screen.

Filling Out the Alert

Once you click on *Issue an Alert,* the submission form will appear. Complete form by filling out the following:
- Reason you believe student needs assistance (you may select more than one reason)
- Is the alert associated with certain class? (select if applicable)
- Any additional comments
  - Provide relevant context to the situation so the outreach that best meets the student's needs can be delivered. Ideally this would include:
    - Specific details about your concern
    - A short description of what outreach attempts have already happened
    - Recommendations on how to resolve the issue or next steps to take
    - How you wish to be contacted by the student
  - Example: Suzie Warhawk has missed the last three classes and has not submitted assignments since the third week of the semester. I have reached out via email multiple times with no response. I encourage Suzie to meet with me to discuss the missing work. She can visit me during office hours or email me.

  NOTE: Additional comments can be viewed by other faculty and staff members pending their role and permission level. Alerts submitted through Progress Reports are viewable to students. Alerts not submitted through Progress Reports are a part of a student's academic record and can be requested by the student. Please be mindful of the language you use when submitting alerts.

Once completed, click on 'Submit'.

Which Alert Reason Should I Choose?

Alert & Progress Report Submission Action Plan

Reason or Concern	How to Submit this Alert	When to Use this Alert Reason	Outcome
At risk of D or F grade in course	Progress Report or Adhoc Alert	Student is on pace to earn less than a C in the course due to their current performance	Student will receive an email stating the concern with appropriate campus resources
Failure to attend or participate in course	Progress Report or Adhoc Alert	Student has not attended class (in-person courses), logged in to Canvas or opened modules, etc. (online course) and has not responded to communication attempts	Progress Report: Student will receive an email stating the concern with appropriate campus resources. Ad Hoc: A 'case' will be created, which will lead to individual student outreach by the Coordinator of Early Success.
Incomplete, missing, and/or late assignments	Progress Report	Student has missed multiple assignments or consistently turns in late or incomplete assignments.	Student will receive an email stating the concern with appropriate campus resources
Low scores on assignments or tests	Progress Report	Student turns in work and/or takes exams, but it is consistently poor quality	Student will receive an email stating the concern with appropriate campus resources
Pathway for Success Student Concern	Adhoc Alert	Use only if you KNOW a student is a part of the Pathway for Success Program. If you are unsure, do NOT use this reason. Concerns will be directed specifically to the Pathway Advisors for management.	A 'case' will be created, which will lead to individual student outreach by the Pathway for Success program advisors.
Other: add detailed feedback in comments	Adhoc Alert	Student displays another concerning academic behavior not accounted for in the other alert reasons and needs to be addressed by a staff member who will provide outreach and intervention to the student *provide details in comments*	A 'case' will be created, which will lead to individual student outreach by the Coordinator of Early Success.
Sudden decline in performance	Progress Report or Adhoc Alert	There is a sudden, negative change in attendance or academic performance (i.e., a conscientious student starts to miss class, not turning in assignments, etc.)	A 'case' will be created, which will lead to individual student outreach by the Coordinator of Early Success.
Suggested tutoring or supplemental instruction	Progress Report or Adhoc Alert	Instructor believes student would benefit from additional academic content support	Student will receive an email stating the concern with appropriate campus resources
Time management, study habits, or academic skills concern	Progress Report or Adhoc Alert	Student may benefit from success coaching or outreach to address specific academic skills concern	Student will receive an email stating the concern with appropriate campus resources
Withdrew from the term (ADMIN ONLY)	Admin Submission Only	A Navigate Administrator will notify a student's academic advisor if a student withdraws from the term	Advisor will receive an email indicating the student has withdrawn

What Happens After Submitting an Alert?

Once an alert is submitted there are two different intervention tracks that take place. The chart listed above outlines if a "case" will be created.

Alerts that Do Not Open Cases
If the alert reasons do NOT open a case, an email will automatically be sent to the student addressing the reason selected. This email does NOT include the original comments made by the individual who is issuing an alert. The email generated will include lists of resources or action steps to take to resolve the concern. An example of a message sent to the student is shown on the right.

Alerts that Open a Case
If an alert is set to open a case, a professional staff member is notified and will reach out to the student to discuss the concerns within a week's time:

1. Call student the day the case is received; if they connect with student, it is reported on the case and the case is closed. If the student did not answer, a voicemail is left. If the voicemail is full or not set up, the student is emailed.

2. If no contact from the student is made within two days, the student is called again. If they connect with student, it is reported on the case and the case is closed. If the student did not answer, a voicemail is left AND an email is sent.

> **Hi Suzie Warhawk**
>
> You have a new notification issued by Jessica Stein
>
> Time management, study habits, other academic skills concern
>
> One or more of your instructors think that you may benefit from some help with time management, study habits, or other academic skills in order to successfully complete their class. Did you know have people on campus that can help you with these skills? Check out Success Coaching!
>
> **Success Coaching** is an opportunity for you to talk with a staff member about your academic skills and concerns, make goals, and get help creating strategies, solutions, and action steps. To set up an appointment email Jessica Stein, Coordinator of Early Success, at steinj@uww.edu.
>
> In addition to this service, you can also access **free online resources** through Campus Tutorial Services or the Student Success Resources site.
>
> Questions? Contact the Academic Advising & Exploration Center at 262-472-4646 or email advising@uww.edu.
>
> This notification was issued on 12/02/2020 11:34am CT

3. If no contact has been made within four days, additional units on campus may be contacted for assistance in reaching the student. These units include University Housing, First Year Experience (Peer Mentors), other instructors, or other areas that may potentially have a relationship with the student. If no unit can be identified, one additional outreach attempt may be made. If the student is reached, the case is closed with the appropriate reason. If no contact is made with student after the three attempts within the week, the case is closed with the 'Attempted to contact 3x, no outcome' outcome reason.

Selecting More Than One Reason
If more than one alert reason is selected, each reason will trigger its own response. If an individual selects 'Suggested tutoring or supplemental instruction,' 'Time management, study habits, or academic skills concern,' and 'Failure to attend or participate in course,' the following actions will occur:
- Email sent to student with resources on how to access tutoring
- Email sent to student with resources and action steps on how to get help with time management, study habits, or other academic skills
- Case is opened and assigned to a professional staff member who contacts the student

Reviewing Alerts

You can view issued alerts in three different areas within Navigate: Student Profile, Reporting feature or the Advisor/Professor Home page. **The ability to view issued alerts, case notes, and outcome reasons varies based on the role and access of the individual using the system.** If you are looking for more information about an alert or case than what you are able to view, contact navigate@uww.edu.

Student Profile

To view alerts on the student profile, go directly to that student's profile within Navigate. On the right side of the profile, the total number of staff alerts for that student is listed at the top right. This count includes all Alerts, Cases, and Progress Reports issued for the student.

Suzie Warhawk

| Overview | Success Progress | History | Class Info | Path | More ▾ | Current Alerts 6 |

Important Note: Because the total count includes all Alerts, Cases, and Progress Reports, you may find duplicate information. For example, if one Progress Report issues one Alert, which in turn opens a Case, the total count will be three to include each of those actions, even though they all originated from the same Progress Report. Be mindful of what the total count means when using that information to inform student interactions.

To view additional information about the issued alerts, either…

1) Click directly on the "1 Alert" hyperlink from the total count

Current Alerts 2 ▲

1 Open Case

1 Alert

- OR -

2) Navigate to the "History" tab of the student profile. Whether you can access this tab depends on your role and permissions granted.
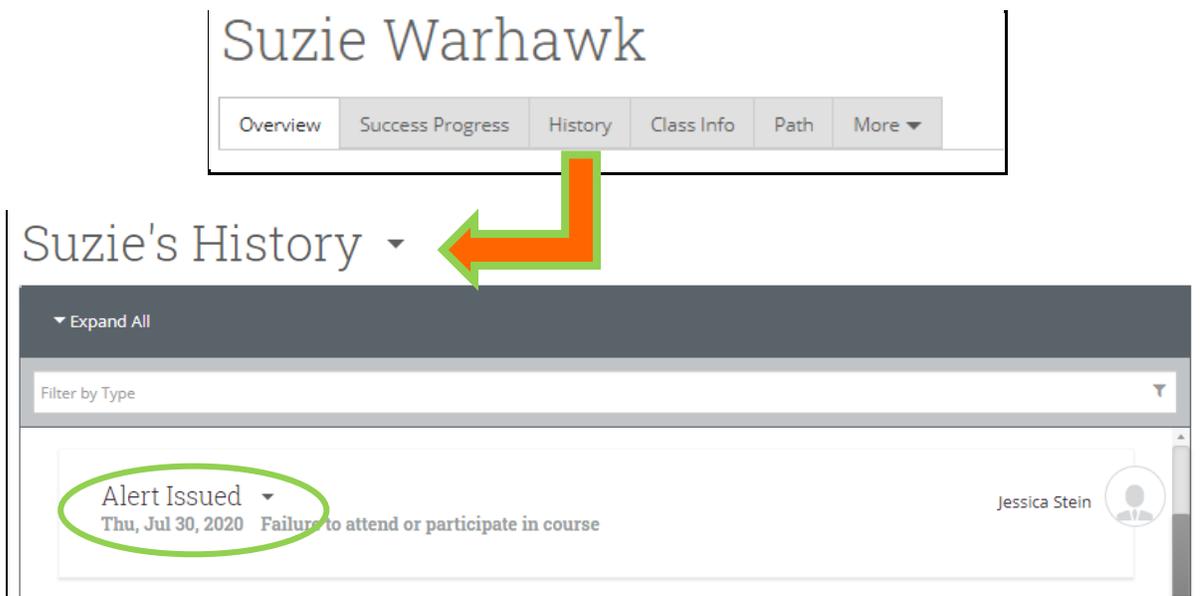
Suzie Warhawk

| Overview | Success Progress | History | Class Info | Path | More ▾ |

Suzie's History ▾

▾ Expand All

Filter by Type

Alert Issued ▾
Thu, Jul 30, 2020   Failure to attend or participate in course   Jessica Stein

Professor Home

Issued alerts show on the *Professor Home* in the My Issued Alerts section (you may have to scroll down the page a bit). This allows faculty to see alerts they have issued in Navigate, including links to any associated Progress Reports or Cases.

My Issued Alerts will include the date the alert was issued, the student's name, the reasons for the alert, if a case was opened, and if the alert was attached to a Progress Report.

If a case has been opened, faculty can click the case and see a window that explains which alert reasons opened the case, the status of each case, and the case outcome if the case has been closed.

Below is an example of what you would see when clicking on the *Cases* column next to a submitted alert.

If the alert is linked to a Progress Report, the faculty member will be able to click and open the report.

Reporting

To view information about alerts for several students at once, navigate to the "Reporting" tab from the left-hand navigation bar (see image at right).

Based on your permissions, you may be able to view the "Alerts" report, located in the Interventions report section (see image below).

Intervention Reports

Alerts

Progress Reports
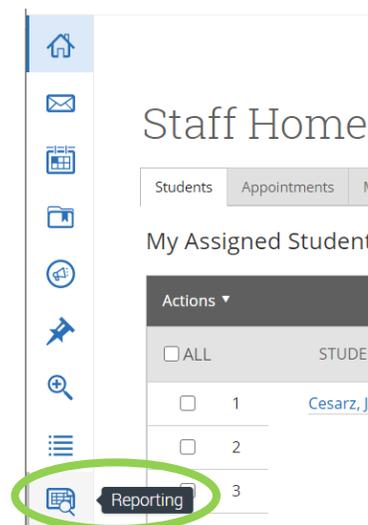
In the Alerts report, you can search by keyword, enrollment status, enrollment term, begin date, end date, alert reasons, case issuers, and other filters available in the Advanced Search.

Alerts Report

Below is a report of alerts filed for students

Keywords (First Name, Last Name, E-mail, Student ID)?	Enrollment Status?	Enrollment Term
	Enrolled	2020 Winterim

Begin Date	End Date	
12/29/2019	01/04/2020	

Alert Reasons	Case Issuers
All	All

All
At risk of D or F grade in course
Attendance/Punctuality Concerns   Category, Tag, Watch List
Incomplete, missing and/or late assignments
Low scores on assignments or tests
Other: add detailed feedback (including positive) in comment
Sudden decline in performance

2020 Winterim Data Classification, Section Tag, Term GPA

Course Data Course, Section, Status

Assigned To

Success Indicators Success Markers

The report includes the following information: student ID, student name, majors, alert reasons, created at, issued by, associated courses, and tags.