Standard Interventions for Navigate Alerts

NOTE: Whether you issue an alert or just use the progress reports, these reason codes DO NOT OPEN A CASE. You are responsible for any intervention with the student and you should update the comments when you have discussed the issue with the students. Comments are vital so that all persons who work with the student have the information they need to provide assistance and advice.

Reason Code	Person(s) Responsible	Contact student to …
Attendance concern	Faculty Member	1) Review course expectations for attendance and/or any course attendance policies. 2) Discuss importance of attendance to successful performance in the class 3) Add/update comments on the alert.
Grade D/F	Faculty Member	1) Discuss level of performance needed to reach passing grade 2) Refer to campus resources if appropriate 3) Add/update comments on the alert.
Missing or Low Tests/Quizzes/Assignments	Faculty Member	1) Review course expectations/study strategies 2) Review due dates 3) Refer to campus resources if appropriate; offer to assist in scheduling appointments/making contacts. 4) Add/update comments on the alert.
Not Prepared for Classes	Faculty Member	1) Discuss preparation issues 2) Review course expectations and level of performance needed 3) Check to make sure student has access to all required materials/resources/books; refer to campus resources if appropriate. 4) Add/update comments on the alert.
Other	Faculty Member	1) Define reason for the alert in the comments 2) Reach out to student to provide assistance or referrals 3) Update comments on the alert.
Campus resources may include Academic Success Center, academic coaching, Brainfuse, mental health counseling, financial aid, library, or various community resources.		

Case Management Standards in Navigate

NOTE: Whether you issue an alert or just use the progress reports, these reason codes OPEN A CASE. The named person(s) responsible will follow up. Bear in mind if you are the faculty advisor this *may* mean YOU.

Reason Code	Person(s) Responsible	Intervention
Counseling Concern/Referral	Dean of Students (responsible) Advisor (notified by Navigate)	1) Dean of Students reviews available information and may consult with advisor and/or referring faculty member. 2) Reaches out to student to provide referral to counseling or other community or campus resources 3) Updates comments and closes case.
Emergency Funding Need	Dean of Students	1) Dean of Students reviews available information and may consult with advisor and/or referring faculty member. 2) Reaches out to student to provide information about available funding solutions 3) Refers, if necessary, to Executive Director of Student Retention or to Financial Aid. 4) Updates comments and closes case.
Financial Aid Concern	Financial Aid Representative (responsible) Advisor (notified by Navigate)	1) Financial Aid representative looks up student financial aid status. 2) Reaches out to student to provide assistance or refer to other campus resources 3) Updates comments and closes case.
Multiple Concerns-Create Case	Administrators Tasked within the Colleges (Advising Coordinators, Department Heads, Associate Deans, etc.)	1) Administrator assigns the case. 2) Advisor or other person assigned the case reaches out to the student via email or text. (Attempts a minimum of three contacts via text or email in a two week period) 3) Provides assistance or refers to other campus resources; 4) Updates comments and closes or reassigns case.
Planning to leave UAFS	Advisor	1) Reaches out to student to discuss reason for leaving 2) Makes any necessary campus referrals in effort to retain student (other programs, Financial Aid, counseling, etc.) 3) Provides student with assistance to support their decision (help them drop, set up appointment with another program, etc.) 5) Updates comments and closes case.
Writing Concerns or ESL	Mary Lutze	1) Reaches out to student to encourage to schedule meeting in WC 2) Three attempts to contact and set appointments 3) Set up recurring appointments to assist student with concern preferably.

Reason Code	Person(s) Responsible	Intervention
Campus resources may include Academic Success Center, academic coaching, Brainfuse, mental health counseling, financial aid, library, or various community resources.		

Case Closure Reasons in Navigate

All cases should be closed at the appropriate time after trying to resolve the issue at hand. The following reasons are in Navigate and can be used for that purpose by those assigned to work a case.

Closure Reason	To be used when…	Other comments
Student will drop class	Discussion with to student reveals that student plans to drop class and reenroll in subsequent semester	If it is too late in the semester to recover grade, discuss the merits of dropping versus staying in the class
If course grade can be salvaged, then encourage student to seek assistance and/or refer them for other services
Student is committed to improving performance	Student commits to making change to improve performance	Examples: come to class on time, turn in homework on time, change study strategies, attend time management workshop, etc.
Student receiving ongoing care	Student is in contact and working through issues with faculty, advisor or other care unit through ongoing contact	Examples: student is receiving ongoing tutoring assistance by faculty member or by ASC
Student did not respond to outreach attempts	After at least **three** attempted contacts through email or text, student has not responded to request for meeting or conversation	Close case and monitor subsequent performance for additional issues, put on watch list for follow-up
Student is aware, no further help requested	Student is hesitant or unable to commit to making suggested changes to improve performance (have to work significant hours and/or may indicate they can do it on their own)	Example: faculty suggests the student get tutoring assistance, but student chooses not to take advantage of available services
May want to put on watch list after closing case so progress can be monitored.
Case received by care unit	Used in limited situations, when a case is referred to either the medical, dental clinic or counseling clinic for follow-up, signals that the referral has been received and unit will follow up with the student.	Need to protect student privacy on medical or counseling referrals – no additional information will be provided