

# Training Microsite



University of Wisconsin  
Whitewater

**Issuing an Alert and Reviewing Alerts/Cases**

All documentation recorded in Navigate is part of a student's academic record. Navigate is intended to capture academic-related information. When documenting in Navigate, whether in a Note, an Appointment Summary Report, an Alert, or other communications, keep FERPA in mind and consider the following guidelines:

- Assume students and others could read anything you have written.
- Avoid personal, potentially sensitive content.
- Describe, rather than evaluate. When in doubt, leave it out.
- Ask yourself the following questions:
  - Is this something the student would want other people to know?
  - Is this something another advisor/office would need to know? Why?
  - Is this something that is within my scope of practice to say?

Concerns regarding illness, injury, death of family member or friend, mental health, safety or insecurity, and other non-academic issues should be directed to CARE Team in the Dean of Students Office (<https://www.uww.edu/dean-of-students/>). Do not include sensitive, personal, or subjective information on Navigate.

If you have questions, please contact: [navigate@uww.edu](mailto:navigate@uww.edu)

Alerts are a way to draw attention to a student who might be at risk for a variety of reasons and trigger an intervention. You can submit an alert at any time through the platform. Some alerts will send an email 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 depending on your role and permission levels.

**\*Instructors\*** We encourage you to use this as a "year-round" progress report. You can report a concern on any student at any time. Prior to submitting an alert, we encourage you 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.

*Note that what you include in the comments area of an alert will be viewed by other staff members so they can better serve our students through targeted interventions. Alerts submitted through Progress Reports are visible 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 are using.*

**How to Submit an Alert**

**Select the Student & Begin the Alert**

Log into Navigate using your campus credentials at [uww-campus.euh.com](http://uww-campus.euh.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 issue an alert. It is recommended that you submit an alert for one student at a time. Selecting multiple students at a time from this list will submit alerts with identical alert reasons and comments for selected students.

Use the "Actions" dropdown at the top of the student list and select "Issue Alert."

**Which Alert Reason Should I Choose?**

**Alert Types**  
Submitting an alert through Navigate can be for a positive, negative, or neutral reason. View alerts as a way to trigger additional support to students who need it, but also as another way to communicate action steps or acknowledge positive behaviors. Use the chart below to learn more about the various alert reasons, when to use that reason, and what happens if that reason is selected.

**Selecting More Than One Reason**  
If more than one alert reason is selected, each reason will trigger its own response. See below for a list of alert reasons and associated actions that occur. More information about this can be found in the *What Happens After Submitting an Alert?* section below.

**NOTE:** Please do not select more than one alert reason that triggers a case. If you do, multiple cases are opened for the same student through a single alert. If this occurs, the duplicate cases will be closed with the reason of "Duplicate alerts created; addressing through another alert."

Reason or Concern	How to Submit This Alert	When to Use This Alert Reason	Outcome
At risk of D or F grade in course	Alert or Progress Report	Student is on pace to earn less than a C in the course due to their current performance.	Alert: A 'case' will be created, which will lead to individual student outreach by one of the student's campus connections (advisor, hall director, college representative, etc.) Progress Report: Student will receive an email stating the concern with campus resources and suggested action steps. The student's campus connections (advisor, DSC, coach, etc.) will review the concern and take appropriate next steps.
Attendance and/or participation concerns	Alert	Student is frequently missing class or showing up late (in-person courses), has not logged in to Canvas or opened modules, etc. (online course), and/or is not participating in the course (virtually through Canvas or in-person participation concerns).	A 'case' will be created, which will lead to individual student outreach by one of the student's campus connections (advisor, hall director, college representative, etc.)
Failure to attend or participate in course	Progress Report	Student is frequently missing class or showing up late (in-person courses), has not logged in to Canvas or opened modules, etc. (online course), and/or is not participating in the course (virtually through Canvas or in-person participation concerns).	The student will be able to view this concern through their Navigate app. The student's campus connections (advisor, DSC, coach, etc.) will review the concern and take appropriate next steps.
Financial concern	Alert	Student indicated they are struggling financially, would like more information about financial literacy, or needs to be connected to someone in Financial Services.	A 'case' will be created, which will lead to individual student outreach by someone in Financial Services.



Navigate360



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Navigate How-Tos and Resources  
Looking for help on how to use Navigate? Check out the resources below or email us at [navigate@uww.edu](mailto:navigate@uww.edu).

- Alerts
- Appointment Availability
- Appointment Campaigns
- Calendar Sync
- Documenting Interactions
- Home Screen
- Messaging
- Progress Reports
- Quick Search
- Scheduling an Appointment (Appointment Center)
- Scheduling an Appointment (Home Screen)
- Scheduling an Appointment (Student Profile)
- Student Lists

**Training Videos**

**Alerts**

**NOTE:** If you are concerned about a student's mental or physical health or safety, please submit a CARE Team Report here: <https://www.uww.edu/dean-of-students> Remember, information entered into Navigate is part of the student's educational record. Please use discretion when submitting information.

There are multiple ways to issue an alert.

- Home Screen / Action Menu:
  - From the Home screen, click on *Issue an Alert* under the *Actions* menu on the right.
  - Enter the student's name or ID number to identify the student.
- Home Screen / Students:
  - If you have students assigned to you in Navigate, you will see them listed on your home screen.
  - Check the box next to a student's name. You can select more than one if you have the same comments/concerns for all of the students.
  - Click on the *Actions* dropdown menu directly above your students and select *Issue Alert*.
- Student Profile:
  - Navigate to a student's profile.
  - Click on *Issue an Alert* under the menu at top right.
- Student List:
  - If you have uploaded a Student List, click on the *Student List* icon on the left side of the screen.



11,000  
Students

Our Navigate360 website is a training resource for new staff and provides access to details about new features to current staff. It has reduced the amount of time we need to spend on trainings, empowered staff to try new things in Navigate360, and made new features more accessible.



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