

How to Issue an Alert

About Alerts

Alerts are a way to draw attention to a student who might be at risk for a variety of reasons, such as losing financial aid, needing tutoring, or intending to withdraw from the institution. The ability to create and view Alerts is permission-based by user role. Most faculty and some staff should be able to issue alerts. Alerts are configured to notify an assigned staff member and automatically open a case.

Where to Issue an Alert

There are several locations to issue ad hoc alerts in Navigate:

1. Professor Home → **Students in My Classes & My Assigned Students** → Check student(s) → **Actions** → **Issue Alert**
2. Professor Home → **Actions** → **Issue an Alert**
3. Visit a Student's Profile → Staff Alerts → **Issue an Alert**
4. Advanced Search → Search results → Select student(s) → **Actions** → **Issue Alert**.

Issue an Alert

When issuing an alert, you will be prompted with the following pop-up box:

ISSUE AN ALERT
✕

Student

Please select the reason you believe this student needs assistance

Is this alert associated with a specific class?

Additional Comments

Cancel Submit

Complete the following fields:

Student	Depending on the method you used to submit an alert, the Student's Name may or may not be prefilled.
Please select the reason you believe this student needs assistance	<p>Select at least one reason for issuing this alert. Several areas across UIW use Navigate and as such you will find multiple alert reasons with an abbreviation at the front of the name. Please use the following as a guide to select the appropriate reason:</p> <ul style="list-style-type: none"> • FSOP: alert for Feik School of Pharmacy students • MC UG: alerts for Main Campus Undergraduate students • MC GR: alerts for Main Campus Graduate students • MC: alerts for Main Campus students • OPT: alerts for Optometry students • SoPT: alerts for School of Physical Therapy students • SPS: alerts for School of Professional Studies students
Is this alert associated with a specific class?	Select a course from the list if the alert is associated with a specific course the student is currently enrolled in.
Additional Comments:	Enter comments in this box. Staff and faculty with permission can view the alert and its comments. There is no character limit to this field.

 Any information you enter into Navigate pertaining to a student becomes part of their official student record. It may be subpoenaed by the student as outlined in the Family Education Rights and Privacy Act (FERPA).

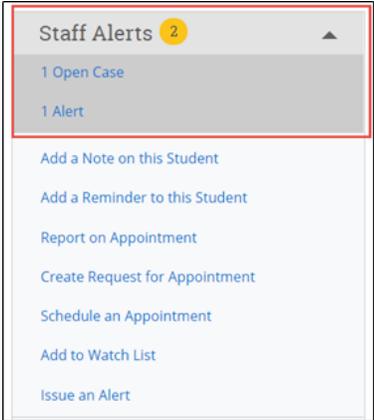
All alert reasons open a case and are assigned to a specific staff member. More information on alert configurations can be found in the Navigate Resource Site: <https://my.uiw.edu/navigate/navigate-configurations.html>.

Viewing Alerts

Once alerts are issued, Faculty and/or Staff may find a history of issued alerts in several locations:

Student Profile

- When visiting a student profile, the **Staff Alerts** section will display the total number of alerts and cases for the student.
- You can also navigate to the **History** or the **Reports/Notes** tabs within the student profile to view alert information:



A screenshot of a 'Staff Alerts' dropdown menu. At the top, it says 'Staff Alerts' with a yellow notification bubble containing the number '2'. Below this, there are two summary items: '1 Open Case' and '1 Alert'. A list of actions follows: 'Add a Note on this Student', 'Add a Reminder to this Student', 'Report on Appointment', 'Create Request for Appointment', 'Schedule an Appointment', 'Add to Watch List', and 'Issue an Alert'.

Alerts For Joie ▾					
ALERT REASONS	ISSUED ON	ISSUED BY	COMMENTS	ASSOCIATED CASE	ISSUING EVALUATION
Needs Peer Mentoring	11/14/2018	Erin McDougal	Joie is not feeling connected to campus. I recommend she seek out Peer Mentoring.	Manage Case	Not Applicable

Joie's History ▾

← Collapse All

Filter by Type

Nov 2018

Case Opened ▾
Wed, Nov 14, 2018 Needs Peer Mentoring

Erin McDougal 

Assigned to:
Ashlee Demastus

[Manage Case](#)

Alert Issued ▾
Wed, Nov 14, 2018 Needs Peer Mentoring

Erin McDougal 

Issuing Evaluation:
Joie is not feeling connected to campus. I recommend she seek out Peer Mentoring.

Feb 2018

Professor Home

- Scroll to **My Issued Alerts** section to see a history of all issued alerts you've made, and their Status. Clicking on an alert should show further detail.

Issued Alerts ▾

Actions ▾

<input type="checkbox"/>	STUDENT NAME	REASON	SUBMITTED	OWNER	STATUS
<input type="checkbox"/>	Derek Watkins	FAFSA	06/09/2018	Adam Ferguson	Closed
<input type="checkbox"/>	Ida Goodman	Tutoring	06/16/2018	Lily Bass	Open
<input type="checkbox"/>	Jacob Richards	Financial Advice	09/06/2018	Alfred Daniels	Closed
<input type="checkbox"/>	Mattie McGee	General Advising	04/15/2018	Alex Bennett	In Progress
<input type="checkbox"/>	Lina Horton	Financial Advice	05/29/2018	Alta Greene	Closed

CASE INFO ✕

Alert For Rodriguez, Ashley
Issued on 06/05/2019 @ 10:51 am

The following cases were opened as a result of this alert.

Alert Reasons	Status	Case Outcome
Disruptive in Class	Case Open	

FAQs

1. How do ad hoc alerts differ from alerts issued through Progress Reports?

Progress reports campaigns are initiated by administrators and are meant to be a proactive method to get feedback about students. Faculty members are usually the users who submit progress reports and those can be in response to campaigns or ad hoc. Some alert reasons are the same for a progress report and an ad hoc alert. Both have alert reasons that are configured in the Alert Reasons section of the Administration page.

2. What are alert reasons?

Alert Reasons are individually created reasons for a student to be considered potentially at-risk or serve as a referral to other support services. Some possible alert reasons include Financial Aid, Low Test Score, Low Attendance, Failed Midterm, Needs Tutoring, and others. They are configured by administrators in the Alert Reasons section of Navigate. The administrators determine whether the alert reasons apply to both general alerts and progress reports or just one of these features.

3. Can students ever see the ad hoc alerts submitted on them in Navigate Staff?

No. Students cannot view their issued ad hoc alerts within the Navigate Staff platform. However, if your institution has configured the alert notification emails, then students may get an email after those alerts are issued, and the email may include the alert reason. Please speak with your Application Administrator if you are unsure what information students receive via email about the alerts issued.

4. Can I edit alerts?

It is not possible to edit ad hoc alerts once submitted. However, it is possible to edit alerts issued through Progress Reports, if the staff member has the proper permissions to do so.

5. Can I delete alerts?

Alerts can only be deleted in two situations: if a case associated with the alert is deleted, the relevant alert is deleted. Alerts can also be deleted through the Alerts report.

6. What happens if an alert is submitted for a specific course and the student then drops that course?

The alert remains on the profile, but the course is no longer associated.



Additional Resources

Navigate Help Center: <https://support.gradesfirst.com/hc/en-us>

Alerts Help Center Article: <https://support.gradesfirst.com/hc/en-us/articles/360014178053-Alerts>