

## Navigate: Alerts & Cases Explained

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## Concerns

### Attendance Concern

#### Alert Tier:

- Tier 1 – Student Notified, No Case Created

#### Examples:

- Missing class sporadically
- Tardiness
- *Please Note: Did you know you can record your class attendance in Navigate? [Click here to learn how.](#)*

#### Automatic Student Email:

Subject: Come Back to Class!

Hi [Student First Name],

Your instructor is concerned that you're not getting to [Course Name]. We want you to come back so you can be successful! Remember, attendance is the number one predictor of success.

Is something happening outside of class that is preventing you from attending? Click "Hand Raise" in your Navigate App and let us know how we can help.

Go Bods!

Center for Student Success

### Attendance Concern – Excessive Absence

#### Alert Tier:

- Tier 2 – Student Notified, Case Created

#### Examples:

- Never attended or participated
- Consecutive absences without notification
- In violation of instructor's stated attendance policy
- *Please Note: Did you know you can record your class attendance in Navigate? [Click here to learn how.](#)*

Automatic Student Email:

Subject: URGENT – You’re Missing Too Much Class

Hi [Student First Name],

Your [Course Name/Number] instructor is concerned that you’re not going to pass this class without changing your attendance habits. We know that it may not always be easy to meet academic expectations, but your instructor and the Center for Student Success team want to help!

**Please schedule an appointment as soon as possible with your instructor or advisor to discuss strategies to help you get back on track.**

If you need additional help from the Center for Student Success or another campus resource, let us know by clicking “Hand Raise” in your Navigate App.

Go Bods!

Center for Student Success

Alert Received By:

- Major Advisor
- Greek Advisor
- Success Coach
- STAR Coordinator

Case Assigned To:

- Major Advisor

What To Do With This Assigned Case:

1. Contact the student with an offer to meet
2. Discuss stated issue with the student
3. Update Case in Navigate with what you have learned and recommended
4. Close Navigate Case when issue has been resolved, or you have determined the student to be a non-responder

Talking Points:

1. Your [Course Name] instructor is concerned that you're missing too much class to be successful. What is happening that is keeping you from coming to class regularly?
2. Thanks for sharing that with me. Let's get you in touch with some resources that I think will help you [refer student to resources as necessary, examples include: Counseling, Mabee Library, Center for Student Success, Tutoring, etc.]
  - a. Also discuss success strategies and resources as necessary, including:
    - i. Time management
    - ii. Setting alarms
    - iii. Transportation solutions (free Metro rides for WU students)
    - iv. Counseling Services for mental health needs
    - v. Student Health or primary care physician for illness
    - vi. In the future, matching course times to your schedule (including being a "morning person," work schedule, family obligations, etc.)

## Coursework Concerns

Alert Tier:

- Tier 1 – Student Notified, No Case Created

Alert Examples:

- Missing assignments
- One poor quiz or test score
- Missing discussion board posts

Automatic Student Email:

Subject: Your Instructor Has a Concern – We Want to Help!

Hi [Student First Name],

Your [Course Name/Number] instructor is concerned about how you're doing in this class. We know that coursework may not always be easy, but your instructor and the Center for Student Success team want to help!

**Please schedule an appointment with your instructor as soon as possible to learn more about how to improve your grade.**

Then check out these great resources that will help you study better:

- Free 24/7 professional, virtual tutoring through TutorMe - email [tutoring@washburn.edu](mailto:tutoring@washburn.edu) to get started
- [Study Buddies](#) – create study groups through your Navigate App

If you need additional help from the Center for Student Success or another campus resource, let us know by clicking “Hand Raise” in your Navigate App.

Go Bods!

Center for Student Success

## Coursework Concern – Danger of Failing

Alert Tier:

- Tier 2 – Student notified, Case Created

Alert Examples:

- Missing major assignments
- Several poor exam scores
- Has never engaged in online class

Automatic Student Email:

Subject: URGENT – You Need Help in [Course Name]

Hi [Student First Name],

Your [Course Name/Number] instructor is concerned that you're not going to pass this class without help. We know that it may not always be easy to meet academic expectations, but your instructor and the Center for Student Success team want to help!

**Please schedule an appointment as soon as possible with your instructor to make a plan to pass this class.**

Then, check out these great resources that will help you study better:

- Free 24/7 professional, virtual tutoring through TutorMe - email [tutoring@washburn.edu](mailto:tutoring@washburn.edu) to get started
- [Study Buddies](#) – create study groups through your Navigate App

If you need additional help from the Center for Student Success or another campus resource, let us know by clicking “Hand Raise” in your Navigate App.

Go Bods!

Center for Student Success

Alert Received By:

- Major Advisor
- Greek Advisor
- Success Coach
- STAR Coordinator

Case Assigned To:

- Major Advisor

What To Do With This Assigned Case:

1. Contact the student with offer to meet
2. Discuss stated issue with the student
3. Update Case in Navigate with what you have learned and recommended
4. Close Navigate Case when issue has been resolved, or you have determined the student to be a non-responder

Talking Points:

1. Your [Course Name] instructor is concerned about you passing the class. What is happening that is keeping you from being successful?
2. Thanks for sharing that with me. Let's get you in touch with some resources that I think will help you [refer student to resources as necessary, examples include: Counseling, Mabee Library, Center for Student Success, Tutoring, etc.]
3. Let's also discuss our options at this point in the semester.
  - a. If you think you can get back up to speed quickly, let's create a plan for you to be successful in this course. Your first step is to contact your instructor today to learn more about how you can get back on track in this course, such as what assignments you can make up, how to study better for this course, and what tutoring options may be available.
  - b. If you do not think you will be able to pass this course, let's consider either withdrawing or changing this class to A/Pass/Fail.
    - i. *Students should always consult with Financial Aid before withdrawing from a class, as this could affect their current and future awards, eligibility, etc.*
    - ii. *Student Veterans should also consult with campus military student resources, as this could affect their current and future benefits*
    - iii. *Be mindful of restrictions on A/Pass/Fail option (major classes, classification, credit load, etc.)*

## Behavioral Concern

Alert Tier:

- Tier 3 – Student Not Notified, Case Created

Examples:

- Sudden change in student's behavior or emotional state
- *Please note: Behavioral concerns should not be issued for general academic concerns about tardiness, late work, attendance, attentiveness in class, etc.*

Case Assigned To:

- Associate Vice President for Student Life and Dean of Students

## Campus Involvement Concern

### Alert Tier:

- Tier 3 – Student Notified, Case Created

### Examples:

- Student expresses, or instructor observes behavior indicating, that the student is having a hard time making friends, getting involved, or feeling like they belong.

### Automatic Student Email:

Subject: Find Your Fit at WU!

Hi [Student First Name],

Are you having trouble getting connected at Washburn? Let us help you find your fit! Come visit the Office of Student Involvement and Development today, located in the Lower Level of Memorial Union. We'll help you identify some involvement opportunities that fit your interests.

Go Bods!

Center for Student Success

### Case Assigned To:

- Student Involvement and Development Team

## Health Concern

### Alert Tier:

- Tier 3 – Student Not Notified, Case Created

### Examples:

- Student is facing physical or mental health concerns as expressed by the student or observed by the alert issuer

### Case Assigned To:

- Success Technology Administrator/Navigate Application Administrator
- Escalated to Assistant Vice President for Student Life and Dean of Students when necessary, otherwise, assigned to appropriate campus partners/resources



## Residential Living Concerns

### Alert Tier:

- Tier 3 – Student Not Notified, Case Created

### Examples:

- Student expressed roommate difficulty
- Student needs a wellness check

### Case Assigned To:

- Director of Residential Living and Assistant Dean of Students

## Technology Concerns

### Alert Tier:

- Tier 3 – Student Not Notified, Case Created

### Examples:

- Student does not have the technology required for success in the course
- Student does not have reliable internet access

### Case Assigned To:

- Chief Information Officer, ITS
- Director of User Services, ITS

## Referrals

### Accommodations Referral

#### Alert Tier:

- Tier 3 – Student Notified, Case Created

Examples:

- Student mentions they had an IEP in high school
- Student mentions that they need accommodations but have not yet set them up

Automatic Student Email:

Subject: Let’s Set Up Your University Accommodations

Hi [Student First Name],

Did you have accommodations in high school, or think you may need them this semester? Washburn can help! We offer accommodations for the classroom, course materials, testing, housing, and dining services. Schedule an appointment with our Assistant Director of Student Accommodation Services today to get started!

Go Bods!

Center for Student Success

Case Assigned To:

- Assistant Director of Accommodation Services

**Basic Needs Referral**

Alert Tier:

- Tier 3 – Student Not Notified, Case Created

Examples:

- Student expresses food, housing, or transportation insecurity

Case Assigned To:

- Success Technology Administrator/Navigate Application Administrator

**Financial Aid Referral**

Alert Tier:

- Tier 3 – Student Not Notified, Case Created

Examples:

- Student needs assistance with Financial Aid, FAFSA completion, loans, paying for college, scholarship searches

Case Assigned To:

- Financial Aid Advisors

**Math Tutoring Referral**

Alert Tier:

- Tier 3 – Student Notified, Case Created

Examples:

- Struggles with Math content

Student Email:

Subject: Get Tutoring Help in [Course Name]

Hi [Student First Name],

Your instructor in [Course Name] thinks you would benefit from tutoring. Did you know that Washburn has a Math Learning Lab in Mabee Library 304? Stop by today to get individual assistance with your Math class.

Then, check out these other FREE campus resources to help you pass Math:

- 24/7 professional, virtual tutoring through TutorMe – email [tutoring@washburn.edu](mailto:tutoring@washburn.edu) to get started
- Departmental Math Tutors – ask your instructor for their hours this semester

If you need additional help from the Center for Student Success or another campus resource, let us know by clicking “Hand Raise” in your Navigate App.

Go Bods!

CENTER FOR STUDENT SUCCESS Team

Case Assigned To:

- Math Lab Personnel

**Success Coaching Referral**

Alert Tier:

- Tier 3 – Student Not Notified, Case Created

Examples:

- Student is struggling with success skills or behaviors
- Student is not meeting academic expectations
- Student needs holistic campus and community resource referrals
- *Please note: students must meet Title III Grant eligibility criteria to receive services [link out to Success Coaching webpage]*

Case Assigned To:

- Assistant Dean of Student Success

## Tutoring Referral

Alert Tier:

- Tier 3 – Student Notified, Case Created

Examples:

- Student struggles with core course concepts
- Student needs writing assistance

Automatic Student Email:

Subject: Get Tutoring Help in [Course Name]

Hi [Student First Name],

Your instructor in [Course Name] thinks you would benefit from tutoring. Did you know that Washburn offers FREE 24/7 professional, virtual tutoring for all students? To get started, email [tutoring@washburn.edu](mailto:tutoring@washburn.edu).

If you need additional help from the Center for Student Success or another campus resource, let us know by clicking “Hand Raise” in your Navigate App.

Go Bods!

Center for Student Success

Case Assigned To:

- University Tutoring

## Kudos

### Kudos – General

#### Alert Tier:

- Tier 1 – Student Notified, No Case Created

#### Examples:

- Student won an award
- Student presented at a conference
- Student is a great student worker

#### Automatic Student Email:

Subject: Someone Thinks You're Doing Great!

Hi [Student First Name],

[Completer's Name] thinks you are doing great! Be on the lookout for an email from [navigatehelp@washburn.edu](mailto:navigatehelp@washburn.edu) with the kind words they shared. Keep up the outstanding work!

Go Bods!

Center for Student Success

#### Alert Received By:

- Major Advisor
- Minor Advisor
- Greek Advisor
- Athletic Advisor
- Success Coach
- STAR Coordinator

#### When You Received This Notification:

1. Reach out to the student and tell them they're awesome
2. The CSSR will send the student the comments the issuer entered in the Kudos Alert

## Kudos – Remarkable Improvement

### Alert Tier:

- Tier 1 – Student Notified, No Case Created

### Examples:

- Student has brought their grade up considerably
- Student has shown improvement in exam scores or assignment quality
- Student has shown improved commitment to their studies

### Automatic Student Email:

Subject: Way to Go!

[Completer’s Name] has told us that you have made a remarkable improvement in [Course Name]! Be on the lookout for an email from [navigatehelp@washburn.edu](mailto:navigatehelp@washburn.edu) with the kind words they shared. Keep up the outstanding work!

Go Bods!

CSSR Team

### Alert Received By:

- Major Advisor
- Minor Advisor
- Greek Advisor
- Athletic Advisor
- Success Coach
- STAR Coordinator

### When You Receive This Notification:

1. Reach out to the student and tell them they’re awesome
2. The CSSR will send the student the comments the issuer entered in the Kudos Alert

## Kudos – Consistently Outstanding Work

### Alert Tier:

- Tier 1 – Student Notified, No Case Created

Examples:

- Always submits A+ work
- Always earns top exam scores

Automatic Student Email:

Subject: You Rock!

Hi [Student First Name],

[Completer's Name] has told us that you are a top-notch student in [Course Name], and you always submit outstanding work! Be on the lookout for an email from [navigatehelp@washburn.edu](mailto:navigatehelp@washburn.edu) with the kind words your instructor shared. Keep being a Top Bod!

Go Bods!

Center for Student Success

Alert Received By:

- Major Advisor
- Minor Advisor
- Greek Advisor
- Athletic Advisor
- Success Coach
- STAR Coordinator

When You Receive This Notification:

1. Reach out to the student and tell them they're awesome
2. The CSSR will send the student the comments the issuer entered in the Kudos Alert

## WUTECH

### WUTECH – Academic Concerns

Alert Tier:

- Tier 1 – Student Notified, No Case Created

Examples:

- Poor grades or test scores
- Declining grades
- Low quality homework assignments
- Missing assignments, tests, labs, etc.

Automatic Student Email:

Subject: Academic Concerns – We Want to Help!

Hi [Student First Name],

Your instructor has shared a concern regarding your academic performance in your classes this semester.

We would like to talk to you more about this concern and strategies that can help you be successful in your time here at Washburn Tech. Also, we strongly encourage you to talk more with your instructor about the concern that they have.

To talk with a Program Navigator/Advisor about other supports, please contact [tech.studentservices@washburn.edu](mailto:tech.studentservices@washburn.edu), or visit the Student Services office located in the center of Building A.

Alert Received By:

- Major Advisor

## WUTECH – Attendance Concerns

Alert Tier:

- Tier 1 – Student Notified, No Case Created

Examples:

- Consecutive no call/no show attendance
- Sporadic attendance



Automatic Student Email:

Subject: Attendance Concerns – Checking In!

Hi [Student First Name],

Your instructor has shared a concern regarding your attendance in your classes this semester.

We would like to talk to you more about this concern and strategies that can help you be successful in your time here at Washburn Tech. Also, we want to remind you that Washburn Tech has an administrative withdrawal policy, in which students will be administratively withdrawn from Washburn Tech if they are a no call/no show absence for 5 days. In addition, some programs have more strict attendance policies. Please see your syllabus and instructor for more information about your program's attendance requirements.

Communication with your instructor is key both in the classroom and in preparing you for your future career.

To talk with a Program Navigator/Advisor about your attendance, please contact [tech.studentservices@washburn.edu](mailto:tech.studentservices@washburn.edu), or visit the Student Services office located in the center of Building A.

Alert Received By:

- Major Advisor

## WUTECH – Course Participation Concerns

Alert Tier:

- Tier 1 – Student Notified, No Case Created

Examples:

- Not participating in classroom or shop discussions
- Has distractions causing them to not participate in the classroom or shop
- Concerns with professionalism

Automatic Student Email:

Subject: Course Participation Concerns – We Want to Help!

Hi [Student First Name],

Your instructor has shared a concern regarding your class participation at Washburn Tech this semester.

We would like to talk to you more about this concern and strategies that can help you be successful in your time here at Washburn Tech. Also, we strongly encourage you to talk more with your instructor about the concern that they have.

To talk with a Program Navigator/Advisor about other supports, please contact [tech.studentservices@washburn.edu](mailto:tech.studentservices@washburn.edu), or visit the Student Services office located in the center of Building A.

Alert Received By:

- Major Advisor

**WUTECH – Student Kudos**

Alert Tier:

- Tier 1 – Student Notified, No Case Created

Examples:

- Increased academic performance as semester progresses
- Consistently high academic performance
- Outstanding presentation
- Going above and beyond in classroom or shop

Automatic Student Email:

Subject: Keep Up the Good Work!

Hi [Student First Name],

Your instructor has given you kudos regarding your classroom/shop performance this semester. We want to encourage you to keep up the good work! It sounds like you're making positive impressions this semester!

Also, we wanted to let you know that Program Navigator/Advisors are available as a resource for you. If you'd like to talk with a Program Navigator/Advisor, please contact [tech.studentservices@washburn.edu](mailto:tech.studentservices@washburn.edu) or visit the Student Services office located in the center of Building A.

Keep up the good work!

Alert Received By:

- Major Advisor