

Alerts in Navigate

Alerts in Navigate are meant to be timely and early interventions as concerns arise.

- Tier 1 Alerts call the student to take action.
- Tier 2 Alerts call the student to take action and creates a case that is assigned to the Student’s Major Advisor.
- Tier 3 Alerts create cases for non-academic related concerns and referrals to campus resources. These cases are assigned to specific individuals across campus.

To document a concern **without** a call to action or outreach from a campus resource, please record your concerns in a [Note](#) on the student’s profile.

	Alert Tier 1	Alert Tier 2	Alert Tier 3
Who	Automated email to student	Automated email to student Case created and assigned to student’s Major Advisor	Case created and assigned to appropriate campus partners
Alerts	<ul style="list-style-type: none"> • Coursework Concerns • Attendance Concerns • Kudos – Consistently Outstanding Work • Kudos – Remarkable Improvement • Kudos – General • WUTECH – Academic Concerns • WUTECH – Attendance Concerns • WUTECH – Course Participation Concerns • WUTECH – Student Kudos 	<ul style="list-style-type: none"> • Coursework Concerns – Danger of Failing • Attendance Concerns – Excessive Absences 	<ul style="list-style-type: none"> • Behavioral Concerns+ • Campus Involvement Concerns* • Health Concerns+ • Residential Living Concerns+ • Technology Concerns+ • Accommodations Referral* • Basic Needs Referral+ • Financial Aid Referral+ • Math Tutoring Referral* • Success Coaching Referral+ • Tutoring Referral*
What Students See	Automated email encouraging student to contact their professor	Automated email encouraging student to contact professor/appropriate resources	* Automated student email + No automated student email
Office Outreach	None If students have multiple Tier 1 Alerts, CSSR may escalate to a case and assign appropriate individuals to reach out	Major Advisors reach out a minimum of three times offering support; case is closed after contact is made or if student is deemed a non-responder	Campus resource reaches out to student and will update and close case as needed