ISSUING STUDENT ALERTS/REFERRALS

PURPOSE: Navigate Alerts and referrals identify students in need of **additional support** who have **not** responded to **your** outreach, suggestions for improvement, or whose progress in the course to this point is unsatisfactory.

BEFORE ISSUING ALERTS: Please make three attempts to reach the student or speak with them about submitting assignments/improving performance.
- ❑ Alerts are not a substitute for faculty outreach to students.
- ❑ **You do not need to issue alerts for students who have responded to your outreach** (or improved after your outreach to them).

CHECK ONLY ONE ALERT REASON for students who have **not** responded/improved after your outreach to them.
- ❑ Please submit **only one alert reason** for the student(s) in need of additional support.
  You can also use the reason code, "Multiple Alerts..." and type additional concerns into the alert comments section.
- ❑ Select the course in which the alert is issued from the list of courses located in the drop-down list of the student's alert dialog box.

Alert Reasons (Select **only one**; use the "Multiple alerts..." reason for more than one concern or type additional concerns in comments).

At risk of failing due to missing assignments.	No response from student to faculty calls/emails.
At risk of failing due to poor attendance.	Tutoring: Student needs assistance with course.
Attendance: Student has never attended this class.	Writing skills need improvement.
Multiple alerts/concerns to report.	

Referral Reasons (These alerts serve as referrals notifying support team members primarily about students' non-academic needs).

Financial Barriers.	Personal/non-academic concerns.
Food assistance needed.	

ACKNOWLEDING ALERTS/REFFERRALS: After your information is received, an academic advisor or other NIU staff members will initiate outreach to the student(s) to discuss additional support needs. It is normal for this process to take two or more weeks.
- ❑ Advisors/success team will close alerts when (1) student has been reached, (2) outreach has been initiated, or (3) the student has not responded.
- ❑ Closed alerts generate an automated email to you that outreach is underway and will contain an alert acknowledgement reason codes.
- ❑ Although the automated email contains few details, these alert acknowledgement reason codes provide useful feedback.

Alert Acknowledgement Reasons

No show for advising appointment.	Student outreach initiated. Thank you for your referral.
Referring to CSA for additional support.	Student received assistance.
Student could not be reached/student did not respond.	Withdrawal - Student planning to leave or left NIU.
Student declined assistance.	Withdrawal from course.
Student has responded to outreach.	

QUESTIONS/ASSISTANCE: For questions about Navigate alerts/referrals, please email **Navigate@niu.edu**.

Northern Illinois University

NAVIGATE
Stay on track all the way to graduation!

ADVISOR GUIDE: ALERTS/REFERRALS

PURPOSE: Commence outreach to students in need of **additional support** identified via Navigate Alerts and referrals.

NEW

CLOSING ALERT CASES: The goal is to **acknowledge alerts by closing cases within two weeks**.
- ❏ You still may be working with the student after that time, but closing the initial case will notify the issuer of the outreach and provide case data.
- ❏ The situation does not have to be resolved for the case to be closed; the alerts need to be acknowledged to close the loop back to the issuer.
- ❏ Case outcome reasons have been updated to reflect new reasons that communicate a clear next step or outcome for the case.

Case Outcome Reasons (Alert Acknowledgement Reasons)

Referring to CSA for additional support.	**Student outreach initiated. Thank you for your referral.**
Student could not be reached/student did not respond.	**Student received assistance.**
Student declined assistance.	**Withdrawal - student planning to leave or left NIU.**
Student has responded to outreach.	**Withdrawal from course.**

ENHANCED ALERT/REFERRAL REASONS: Modified alert reasons are designed to clarify identifiable student needs more effectively than past reasons.

Alert Reasons (We ask that faculty select only one; use the "Multiple alerts…" reason, or type additional concerns in comments section).

At risk of failing due to missing assignments.	**Test taking issues: Student not scoring well on tests.**
At risk of failing due to poor attendance.	**Tutoring: Student needs assistance with course.**
Attendance: Student has never attended this class.	**Withdrawal: Student should consider withdrawing from this class**
Multiple alerts/concerns to report	**Writing skills need improvement.**
No response from student to faculty calls/emails.	

Referral Reasons (These alert types are designed to notify support team members of non-academic needs that are affecting students).

Food assistance needed.	**Personal/non-academic concerns**
Financial barriers	**Multiple alerts/concerns to report**

USING CASE FILTERS TO ACCESS CLOSED CASES AND TO REOPEN IF NEEDED:

Navigate provides a filter to search for cases using several parameters so you can view closed cases that were issued to you.

Cases

Status
Open

Care Unit	Student	Opened By	Assigned To	Alert Reasons	Date Opened
All	Anyone	Anyone	Anyone	Any Reason	to

NIU
Northern Illinois University