The Navigate Success Platform is used by multiple UNO offices to quickly identify and provide resources to students.

What are Alerts and Cases?

Alerts: Alerts provide faculty and staff with the ability to draw the attention of students to seek assistance from instructors, advisors and/or various units on campus.

Cases: Alerts can be configured to automatically open a **case** – essentially creating an electronic "case file" where staff across departments (e.g., adviser, financial aid, The HUB team, tutoring) can coordinate and collaborate on the follow up with the student. Cases create a more formalized next step for action or intervention on the issued alert, if necessary. They may take a bit more time to process since more information from a variety of sources is needed.

Alert Options

◊ **Attendance**
◊ **Excessive Absences**
◊ **High Risk of Course Failure**
◊ **Low Quiz/Test Scores**
◊ **Missing Assignments**
◊ **Emotional Wellness**
◊ **Healthcare/Medical**
◊ **Food Access**
◊ **Housing Access**
◊ **Tutoring Recommended**
◊ **Campus Involvement**

Alerts Defined

◊ **Attendance:** Student has not attended class in one week.
◊ **Excessive Absences:** Student has not attended class in *more* **than one week**.
◊ **High Risk of Course Failure:** Student will likely fail the course unless improvement in performance or withdrawal from course.
◊ **Low Quiz/Test Scores:** Student has scored low on quizzes or tests, which may lead to course failure.
◊ **Missing Assignments:** Student has missed assignments, which may lead to course failure.
◊ **Emotional Wellness:** Non-Emergency/Non-Crisis. Referral for counseling outreach. Student has disclosed or demonstrated need for or interest in mental health services.
◊ **Healthcare/Medical:** Non-Emergency referral for campus health services.
◊ **Food Access:** Student has disclosed or demonstrated need for the Privateer Pantry or community food pantry.
◊ **Housing Access:** Student has disclosed or demonstrated need for housing security.
◊ **Tutoring Recommended:** Student has demonstrated the need for tutoring.
◊ **Campus Involvement:** Student has disclosed interest in learning more about student organizations; being more involved in the campus community.

Submitting an Alert

Go to myapps.uno.edu and click on the "Privateer Success" tile. This will open the Navigate platform. On the upper right-hand side of the page there is a box marked "Actions" where you can issue an alert on any undergraduate student.

What Happens When an Alert is submitted?

◊ Alerts not rising to the Case level: the student receives an email from Navigate including the alert reason, assistance available and contact information to proceed to next steps to resolve the alert.

◊ In these instances, professional staff do not contact the student as these serve as a first intervention to "alert" the student to act.

◊ The following alerts do not create cases: Attendance, Low Quiz/Test Scores, Missing Assignments, Tutoring Recommended and Campus Involvement.

◊ For alerts creating cases, the student receives an email from Navigate including the alert reason, resources available, contact information and an explanation of upcoming outreach.

◊ The following alerts create cases: Excessive Absences, High Risk of Course Failure, Emotional Wellness, Healthcare/Medical, Food Access and Housing Access.

Attendance, Low Quiz/Test Scores, Missing Assignments,Tutoring Recommended and Campus Involvement

No Case Created

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Student Receives automated email with assistance available and steps to resolve alert.

Excessive Absences, High Risk of Course Failure

Case Created

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Student receives automated email detailing alert, resources aviavable and planned outreach

Student's assigned Academic Advisor receives case

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Contact with student is made through the Navigate platform offering meeting, resources and next steps.

Case is closed after contact is made and student agrees to take a type of action OR after multiple attempts to contact with no reply.

Emotional Wellness, Healthcare/Medical,(Non-Emergency) Food Access and Housing Access

Case Created

Student receives automated email detailing alert, resources available and planned outreach

Student Care Coordinator receives case

Contact with student is made through the Navigate platform offering meeting, resources and next steps. Case notes are closed. Alert issuer receives confirmation email from Student Care Coordinator indicating alert received.

Case is closed with referrals made, action plan created or multiple attempts to contact with no reply.