March 27, 2020

Good morning campus community!
As we are all transitioning into our new normal for the remainder of the semester, I wanted to remind the campus community about the use of Navigate alerts for our undergraduate students. In mid-February I sent out a similar message describing the use of alerts.

**New alert features specific to COVID-19**
With this new normal, there are a variety of additional challenges that students and our employees are working on solving. With the guidance of our EAB partners, we have created two COVID-19 specific alerts:

1. Hardware/technology/wifi access concerns (COVID-19)
2. Lack of Canvas class shell engagement (COVID-19)

These two alerts reasons are in addition to our three regular reasons: academic concern, non-academic concern, and general concern. The COVID-19 specific alerts are becoming best practice across the country to help identify, triage, and problem solve issues that are immediate and related to the current crisis we are experiencing. The hardware/technology/wifi access concerns alerts are automatically routed to Dr. Jamie White-Farnham and Christina Kline as they are the campus designees triaging these concerns. The lack of Canvas class shell engagement alerts are routed to our case management group to be triaged by the appropriate team member. Please do not submit more than one alert for the same case/situation as they will be combined into one case.

The general guidance about alerting is below.

**When and why to submit an alert**
Think about alerts on a scale of 1-10:

- On the left hand, we have lower level alerts that could be things like attendance concerns, not turning in assignments, or poor quiz scores (things that are generally around a 1-4).
- In the middle are larger concerns like financial barriers, more significant attendance concerns, or more patterned poor grades (things that may be a 5 or 6).
- On the right hand, we have more significant concerns that need more immediate action and response at a higher level within our Dean of Students office—things such as behavioral issues, mental health struggles, or personal struggles (things that are a 7-10).

Understand, too, that something that may be a 2 or 3 today could become a 5, 7, or 10 if left unattended to. Check out the graphic below (and attached):
This graphic is a really good way to visualize how and where you can help assist a student in being successful—this is all in service to the student and their university success. Alerts in the 1-6 should typically be a Navigate Alert. Issues that are 7-9 should be a report to the Dean of Students Office. If something is at a 10, please reach out immediately to appropriate services such as the Dean of Students Office via phone 715-394-8244, Campus Safety or 911.

**How to submit an alert**

To access the link to the Navigate, go to the uwsuper.edu main page, click on “Campus Logins,” and select the link that says “Navigate (Faculty and Staff Only).” Here is the direct link: https://uwsuper.campus.eab.com/home. You will use your UWS credentials to login.

**Who can submit an alert?**

Everyone. Anyone. You. Our previous alert system was just for instructors, but this alert system is for ALL employees. Notice something, intervene, and comment!

**What do I put in the alert?**

Facts, observations, and your intervention are the three most important items. Tell us what is going on (the facts and observations) and what you have done to help remedy it so far. It is very helpful to know what you have done/said to the student and your attempts to intervene so those responding have context. Our outreach is directly keyed to what you put in the alert and what the issue is, so the more we know the more we can help! Again, if the alert is a 7+, you should complete a Dean of Students report.

**What happens once the alert is submitted?**

Twice weekly, the case management team (with representatives from Academic Advising, Educational Success Center, Dean of Students Office, Dean of Academic Affairs office, Equity, Diversity, and Inclusion, and Athletics) reviews each and every case to assign case owners and assignees to work on the case. The size and scope of our campus allows us the unique ability to flex.
multiple relationships in helping our students succeed! We keep notes within each case in our Navigate system—this “play by play” allows us to see how the outreach is going. Case assignees (whether professional advisor, ESC, EDI, coach, or Dean of Students rep) will reach out as soon as the case is assigned (ideally within 24hrs). Second outreach comes a few days later in multiple formats, with a third follow up about a week later if there is no response or resolution. At any time, a case may be closed with a reason for closing and some details as to what the plan is—the goal is to close cases and get students the help they need as quickly as we are able! An elevation process with different team members exists for those alerts that we are struggling to get to resolution. According to our EAB partners, our case resolution timeframe is faster than many universities nationally, a credit to our culture of care.

What next?
The hope is always that we are able to resolve the alert reason (and close the case) as quickly as possible with the student and help them continue on a path of success. As a small campus, we are able to try many different pathways towards this success for each student. Keep those alerts and responses coming! Engaging in the alert process is just one part of helping care for our students and our campus community—it engages ALL of us with the culture of care that we are moving towards as a university!

Features coming soon!
EAB/Navigate is constantly working to incorporate feedback and changes to their product, as are we as a leadership team to the campus. As we have more features to unveil to the campus, you will get an additional email.

If you have any questions or would like any additional information or training on using Navigate Alerts, please let me know. This is a great email to save for future reference. Additionally, I am happy to attend Zoom/MS Teams meetings with your colleagues, departments or divisions to talk more about this!

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