



September 2, 2020

Good morning campus community!

I wish everyone a wonderful and safe fall semester. As we are all transitioning into our new normal for our fall semester, I wanted to remind the campus community about the use of Navigate alerts for our undergraduate students.

As you saw in my late June update, spring semester was a big growth semester for our Navigate alerting process. We had a 22% increase in the number of unique students alerts were submitted on. Overall in spring, 850+ alerts were submitted—a 46% increase from Fall 2019. We increased our positive case resolution by 25% from fall to spring, and decreased our days-to-case-closure by an entire week. This is all great news!

Over the summer we continued our alert process and had around 70 alerts submitted on 44 unique students.

Continued COVID-19 alert

Our COVID-19 Recovery Team has supported the need to continue with one of our COVID-19 alerts that we created in mid-March:

- Hardware/technology/wifi access concerns (COVID-19)

This alert reason is in addition to our three regular reasons: academic concern, non-academic concern, and general concern. We have also realigned the The hardware/technology/wifi access concerns alerts to be automatically handled by two of our IT staff on campus for more streamlined response to students in need.

The general guidance about alerting is below.

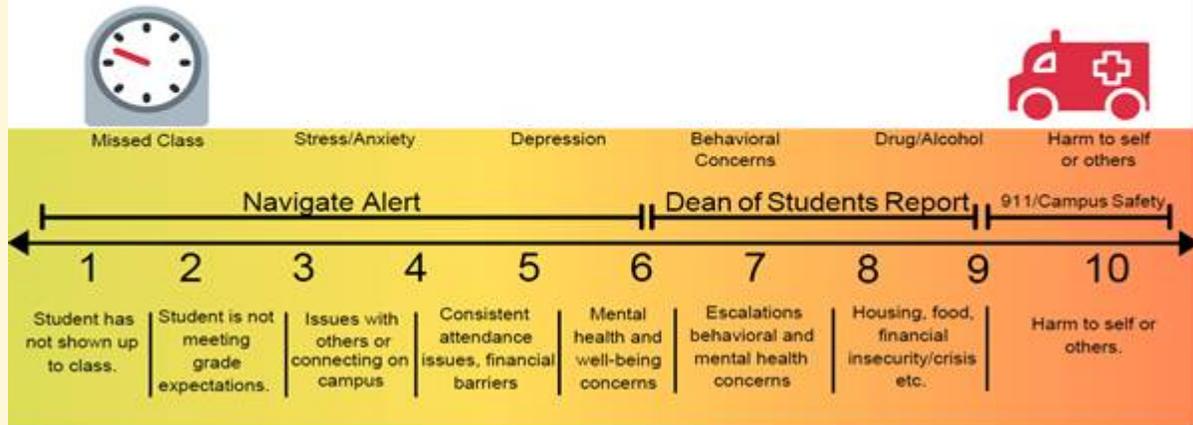
When and why to submit an alert

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):

UNIVERSITY of WISCONSIN
Superior



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](tel:715-394-8244), [Campus Safety](#) or 911. COVID-19 symptom information should be reported [through the Maxient reporting form](#).

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. Your intervention steps/comments first help us to know where to start.* 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](#). *Please do not submit more than one alert for the same case/situation as they will be combined into one case.*

What happens once the alert is submitted?

- **As introduced in late Spring 2020, all alerters will be “assigned” back to the alert they submitted.** When you are assigned to a case, you will see the other people that are assigned

to that case, as well. These may be professional advisors, coaches, athletic director, TRIO Student Support Services, Dean of Students staff, academic affairs staff, Educational Success Center staff, or Equity, Diversity, and Inclusion staff. Case assignees can then see the “play-by-play” for that case -- who is assigned to the case, what efforts they are making to intervene on the alert concern, comments that are added to the case, as well as closure for that case when it is resolved. You will get emails notifying that you have been assigned to a case; this is the “green light” for you to log back in at any time to see the play-by-play work that is being done by your colleagues on the alert for the student. No notification emails come on alerts; you must log in to see progress.

- ***As introduced in late Spring 2020, Alerts will be auto-routed to the appropriate staff immediately upon submission.*** We do that for two reasons—first, to get the alert/concern into the hands of our colleagues (see the team above) working to hopefully resolve the issue as fast as possible, and second, to reduce the manual workload of assigning cases and leverage our technology to help us. Cases will automatically get routed to the student’s professional advisor and then their coach, athletic director, and TRIO Student Support Services team (if these last three apply to the student, if not, it will just go to professional advisor).
- ***We are also streamlining our case response process based on what we learned last academic year with our first year doing Navigate alerts.*** As we move forward with automated case assignment, we are also working to refine our case management team model and case escalation process. This will allow us to use multiple teams of folks to address the alert on the “first level” and, if there is no response, to try a second “escalated” team member to try to intervene with the student. We are refining our days for response, with the driver/hope that we continue to close down further on the days to case resolution for students. 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.

How Do I Find My Alerts?

The log-in for Navigate is on the university homepage under “campus logins”—“Navigate Faculty and Staff Only”. You can access your alerts on your Navigate homepage by clicking on the file folder icon “Cases” on the left hand vertical navigation bar.

You will then see alerts that you are assigned to or that you issued. You can see vital information on the dashboard, including the date it was updated and who updated it—this is key to see recent action.

Cases for Students Enrolled in Selected Term

Status: Open

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

Search

STUDENT	STATUS	CARE UNIT	REASON	DATE OPENED	OPENED BY	DATE UPDATED	UPDATED BY	ASSIGNED TO	CASE OWNER
[Redacted]	Open		Lack of Canvas class shell engagement (COVID-19)	04/10/2020	Kenna Bolton Holz	04/13/2020	Kristen Jasperson	Michael Raunio, Kenna Bolton Holz	Kristen Jasperson

How Can You Help?

- **Continue to submit alerts when needed.** We have seen an uptick in number of alerts, unique students, and unique alerters over the last couple semesters; these increases are monumental increases over our retired ASSIST program.
- **Add comments to alerts.** If a student gets in touch after you submitted an alert, please go back into the case and add comments or close the case. Or, if you have an update, please add those comments. Hit the “Manage Case” button to the right of each case to add comments. This is very helpful to our case management team!
- **Close alert cases when the concern is resolved.** Feel free to interact with this system as much as you want—as the original alert submitter, you may have key insights the person assigned to the case may not have. Often we hear from the alerter “oh, everything is OK now, the student got back in touch” but we still have the case open—this new process now allows you to have full control over all of your alerts. After all, when the alerting behavior/concern is resolved, it’s important that we close the case. Simply click the “Manage Case” button, and then “Close Case.” A new pop-up window will list case closure reasons and a box for you to type in closure reasons.



What’s next with Navigate?

Our Leadership Team for Navigate is actively working with our EAB partners to reflect on the last year and develop our few focused priorities for the 2020-21 academic year. More to come!

As always, if you have any questions, would like one-to-one training or group/departmental training, please do let me know. I also am hosting [open/drop-in office hours this semester Mondays 11am-1pm](#).

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