

Alerts

Advisors-Creating and Viewing Alerts (outreach) in Nanook Navigator

Where are alerts?

Staff Home screen, right side under “Actions”—Issue an Alert or “My Assigned Students for (term)” check the student box, click Actions and then click Issue Alert. You can also Issue an Alert from the student profile under “Actions.”

Why issue an alert?

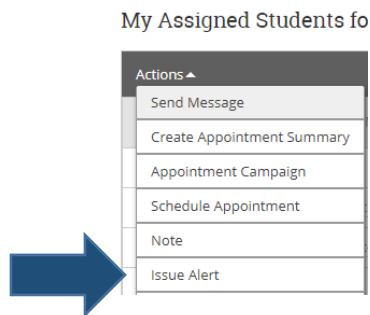
Alerts provide **staff** and **faculty** with the ability to draw attention to students or prompt a referral with another department using the platform. Alerts are completed as necessary between early alert progress reports.

Who does the alert go to?

Alerts are sent to the student’s academic advisors. The primary advisor is then able to reach out to the student collaboratively with the alert issuer. The student is **NOT** included on the alert notification. Instructor will receive an email notifying them when the case has been closed.

Issuing an Alert from Staff Home Page

1. To issue an alert from a list of your advisees, check the box next to the student’s name and select “Issue Alert” from the Actions drop-down menu.
**You can only issue an alert for one student at a time.*



Issuing an Alert from Staff Home Page, continued

2. Selecting “Issue an Alert” will open the alerts dialogue box.

The image shows a screenshot of the 'ISSUE AN ALERT' dialog box. The student name is 'Erin Canes'. There is a dropdown menu for 'Please select the reason you believe this student needs assistance' with the text 'Select at least one'. Below that is a dropdown menu for 'Is this alert associated with a specific class?' with the text 'Optional'. There is a text area for 'Additional Comments' with the prompt 'Please enter a comment.'. At the bottom right, there are 'Cancel' and 'Submit' buttons.

3. **Alert Reason:** Select at least one reason for issuing this alert. Each Alert Reason chosen will open a separate case for the student.
4. **Association with Specific Course:** You may also choose to associate this alert with a specific course in which the student is currently enrolled. You can only select one course. This field is optional.
5. **Additional Comments:** Enter all comments related to this alert. At this time, only the assigned advisors in Banner will see the comments. Please provide your outreach methods in the comment section (*i.e. I have reached out to the student in person and over email several times with little to no response.*). This information will assist the advisors in their care and outreach approach.
6. **Remember** - Any information you enter into the platform pertaining to a student becomes a part of their official student record and may be subpoenaed by that student, as outlined in the Family Educational Rights and Privacy Act (FERPA).

Alerts

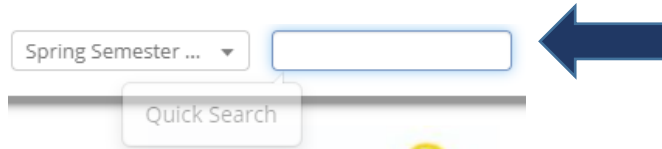
Advisors Viewing Alerts & Cases

How do I view my issued alerts?

1. You cannot view alerts you have issued from your Staff home page. If you are an instructor you can view your [issue alerts from your Professor Home page](#).

How to view alerts on the student profile

1. Navigate to the student's profile by clicking on their name in your list of advisees or by the quick search bar (top right of Staff Home page).



2. On the right side of the profile, the total number of Staff alerts for that student is listed at the top right. Click the drop down to see the alerts. This count includes all Alerts, Cases, and Progress Reports issued for the student based on the current term.

3. To view additional information about the issued alerts, either click directly on the "8 Alerts" hyperlink from the total count or navigate to the "History" tab (top of the student profile) and then scroll down to the student's history drop down.

How to view alerts on the student profile, continued



Alert With an Open Case

COMMENTS	CASES	PROGRESS REPORT
Student has been consistently sleeping in class, late on several assignments, struggling to get work in, and not responsive to email.	1 Open Case	No Progress Report

Alerts section includes:

- **Alert Reasons:** All reasons associated with this alert.
- **Issued On:** Date alert was issued.
- **Issued By:** Who issued the alert.
- **Comments:** Any comments originally entered when the alert was issued.
- **Issuing Evaluation:** If the alert was issued through a [Progress Report](#), then additional information will be available here, including the course, if the student is at risk to fail the course, absences, current grade, and professor comments.

[Progress Report](#) Case:

COMMENT	AT RISK?	ALERT REASONS	DETAILS
From information in Blackbo...	Yes	Observation of Student Struggling, Poor Performance on Test/Quizzes/Assignments	View Report 10/04/2019