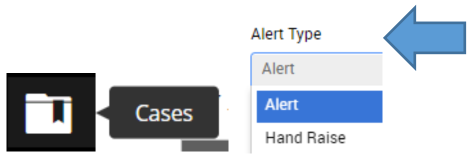
Cases

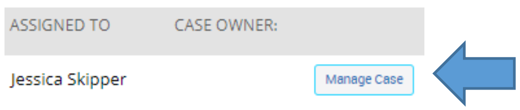
Viewing & Managing Cases (One Page)

Managing a Case From Staff Home Page

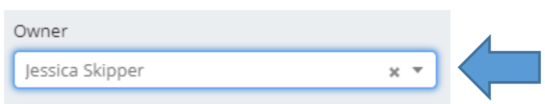
1. On the Staff Home page, click on the cases icon on the left-side panel and chose alert type.



2. Click on "Manage Case" to view, add comments, or close.



3. Primary advisor update the case ownership (within 3 business days) and save. Do not remove an owner.
   a. Secondary advisor, if you do not see an advisor comment or case owner from the primary advisor after 3 business then claim the case.

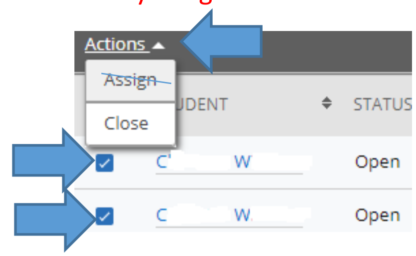


4. Reach out to the student (use the key, full guide, and outreach templates)
5. To view alerts and cases on student profiles see steps here (pg. 2).
6. Provide any updates in the student case by adding comments.

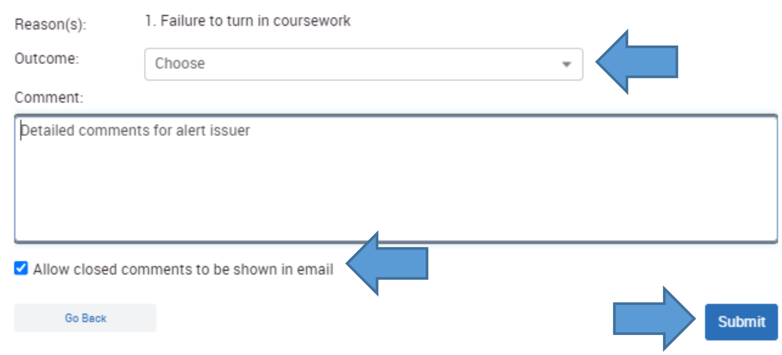
7. Provide outreach, manage case and close within 2 weeks of the case open date.

8. Click on close case within individual the case.

   a. You can also close multiple cases at the same time on the cases window by checking the boxes, clicking "Actions" and click "Close". *Note: if you close multiple cases they will need to be the same outcome and final comment (optional). If you click assign, this will remove all currently assigned staff.



11. Choose outcome of the case, provide final comments, check the box and send. See key on pages 73-74 for more details.



Full case management guide here and video.

Need assistance? *See more resources at* https://uaf.edu/gs/nanooknavigator/ *or contact* uaf-nanooknavigator@alaska.edu.

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