

# Faculty/Staff Guide to Submit an Alert/Case

1. Open Navigate360 up by using the Login button at [gvsu.edu/navigate](https://gvsu.edu/navigate)

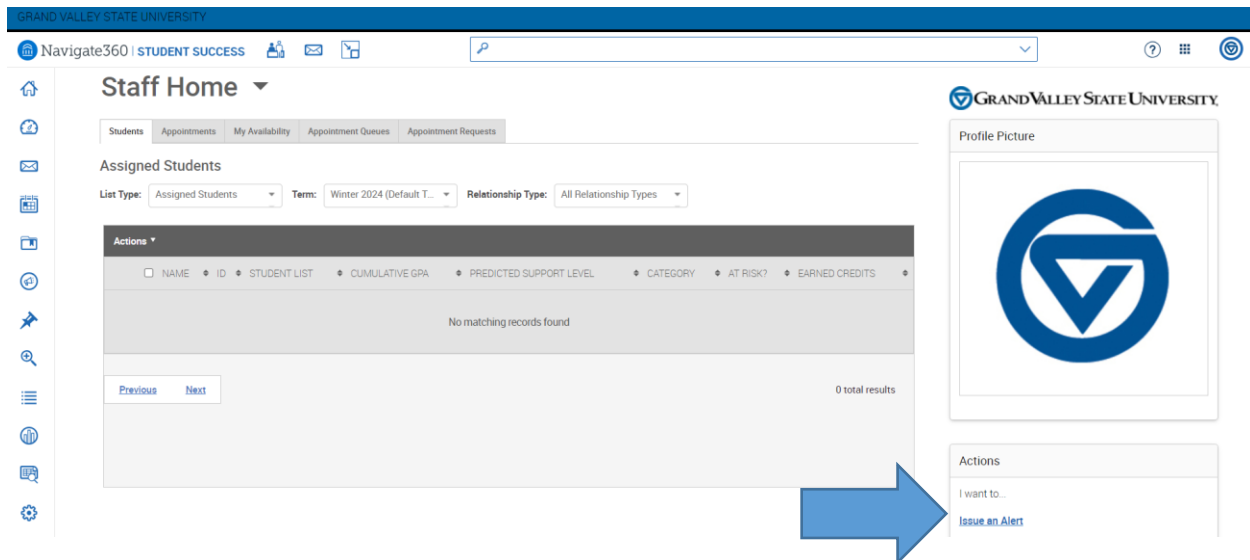


Grand Valley State University has partnered with the [Educational Advisory Board](#) to bring you Navigate360, a student success software that assists with appointment making and access to services on campus. Navigate360 provides a variety of tools and support for students, faculty and staff, see below for more information. Or sign in using the login button below.



Login to Navigate360

2. Click on “Issue an Alert”



3. Search for the student you want to issue an alert for, you can go by first or last name, or their G#. Select a reason for the alert, specify if the alert is related to a class and then provide any additional information. Select the best reason for the alert, if multiple apply pick the best one and then provide additional comments about the case. Be sure to hit “Submit.”

ISSUE AN ALERT

✕

Student

Chick Blue-test.2 ✕

Please select a reason

✕ UG - Student Needs Help With Study Skills/Time Management

Is this associated with a specific class?

Optional ▼

Additional Comments

Please enter a comment.

Below you will find the details for each Alert Reason chosen and what action(s) will be taken.

UG - Student Needs Help With Study Skills/Time Management:

- A case will be opened and assigned to a staff

Cancel

Submit

\*Note: Alerts in Navigate360 are for undergraduate student class concerns, if your concern is regarding student well-being, resource related, or a graduate student, please use a CARE report at <https://www.gvsu.edu/care/>

Please also note that Navigate360 alerts are not HIPAA compliant so do not share direct health related information in an Alert.

- Alerts will create a case, and that will be assigned to a staff member who will reach out to the student. Cases will be closed and then assigned back to you so that you will get an email, like the one below, that has a link to a summary of the case and the outreach made.

You have been Marked as the Owner of a Case

Student:

Julian Adams

Alert Reasons:

Doesn't seem interested

Alert Issued By:

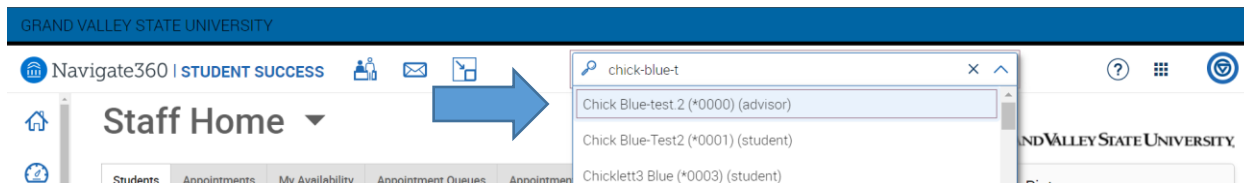
Josiah Mac

[Schedule an Advisor Appointment](#)

You can also copy and paste this address into your web browser:

[https://gradesfirst.com/cases?case=491-doesnt\\_seem\\_interested](https://gradesfirst.com/cases?case=491-doesnt_seem_interested)

5. You can verify that an alert/case is in progress for a student by going to their Navigate360 page. Search for them at the top of the screen, using their first name, last name, or G#. Select the student to be brought to their profile.



6. On the right-hand side, you will be able to see if there are any alerts or cases for the student. If you click on “Open Case” or “Alert”

Chick Blue-test.2

**Student Info**

Student ID: G00000000  
 Age: 72  
 DOB: 01/30/1951  
 Address: Afadafad Apt C Afadaf, MH  
 Email: regdept@gvsu.edu  
 Home: 6163312012  
 Cell: 2135435687

**Current Alerts**

1 [Open Case](#)  
 1 [Alert](#)

[Support](#)

7. Here you can see the alert you’ve submitted for the student. If you were to select Cases, you will not see the on-going case until outreach has been concluded but if you have follow-up questions or concerns, please contact Mike Messner, [messnerm@gvsu.edu](mailto:messnerm@gvsu.edu)

Alerts For Chick

View As: Alerts for Chick

- Chick's History
- Notes about Chick
- Cases for Chick
- Progress Reports for Chick
- Appointment Summaries for Chick
- Chick's Visits to Support Centers

ISSUE DATE	ALERT REASONS	ISSUED BY	COMMENTS
04/28/2023	UG - Student Needs Help With Study Skills/Time Management		
01/13/2021	UG - Attendance Concern, Not Responding To Outreach		
06/15/2020	UG - Missed Assignment Concern		Test - SASC outreach
06/15/2020	UG - Missed Assignment Concern		Test - should have been CARE report
06/09/2020	UG - Missed Assignment Concern		Student has missed last 3 assignments.
06/08/2020	UG - Missed Assignment Concern		
04/15/2020	UG - Missed Assignment Concern		comments

0 Open Cases No Progress Report

0 Open Cases No Progress Report

0 Open Cases No Progress Report

0 Open Cases No Progress Report

0 Open Cases No Progress Report

**Current Alerts**

1 [Open Case](#)  
 1 [Alert](#)

**Active Appt. Campaigns**

Student is not involved in any active campaigns

**Options**

I want to...