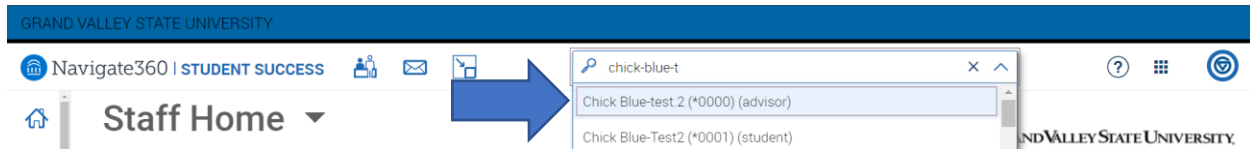


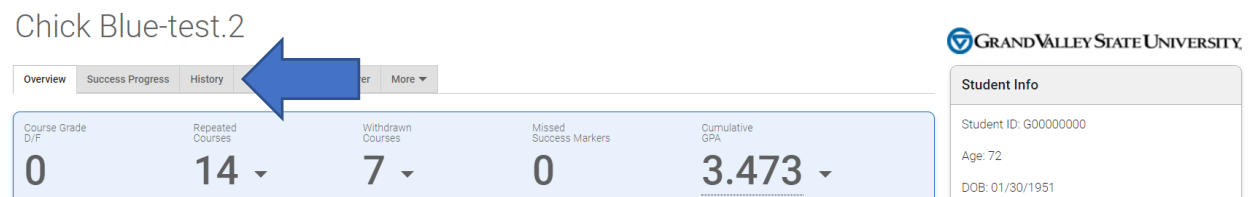
## How to View a Case/Alert History

1. Log in to [Navigate360](#) and use the “Quick Search” bar at the top of the screen to search for the student who has a case/alert that you want to know more information about.

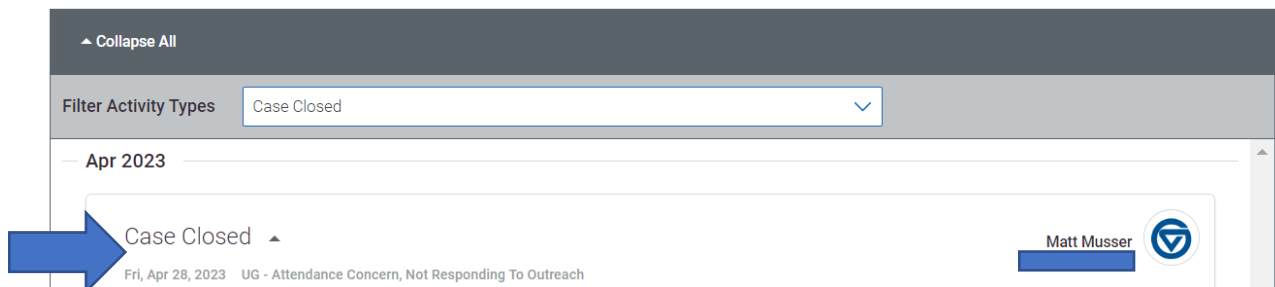


\* You can search for students based on their First Name, Last Name, or their G#

2. On the student profile “Overview” select the “History” tab.



3. In the student’s History you can scroll down to find the case that was closed and expand it out to view more details about what outreach occurred.



\*If you would like to know more about the possible case outcomes, please refer to the end of this guide.

4. If the “History” tab contains too many entries to go through, you can swap the view to look for just the type of information you’re looking for.



\* For instance, if you submitted an alert to “Refer Student to Tutoring (Include Class)” you could swap to “Student Name’s Visits to Support Centers” or “Appointment Summaries for Student

Name” to see if they have been visiting either drop-in tutoring or had appointment tutoring recently.

5. If you have questions about a case or alert that you submitted, please contact us at either [SASC@gvsu.edu](mailto:SASC@gvsu.edu) or [Navigate@gvsu.edu](mailto:Navigate@gvsu.edu)

### **Possible Case Outcomes**

**Merged to an existing case** - this occurs when there are multiple or duplicate alerts submitted for a singular student, if this is the outcome do not worry there is still an open alert/case for the student.

**Case referred to CARE report** - this occurs when the submitted alert needs to be referred to the CARE team, in these situations any follow-up or further information as to the outcome will require contacting the CARE team and Emily First at [firste@gvsu.edu](mailto:firste@gvsu.edu)

**Contact Made - Referral Made** - this occurs when the staff member can contact the student and help refer them to a specific resource on campus to assist them. To find out more about this outcome you can look up the student profile in Navigate360 and view their history to see what resources were referred to and if the student has been following through on that referral.

**Contact Made - Resources Offered** - this occurs when the staff member can contact the student, but the student does not require, or is interested, in having an appointment setup or a referral being made.

**Contact Made - Appointment Setup** - this occurs when the staff member can contact the student and help schedule an appointment for them with an office on campus to assist them. To find out more about this outcome you can look up the student profile in Navigate360 and view their history to see what office the appointment was scheduled with and when that will take place.

**Contact Not Made - Resources Offered** - this occurs when the staff member is unable to contact the student after multiple attempts and depending on the context of the case and alert issued will send the student information about student success resources on campus as well to get in contact with them should they need further assistance. Should this occur and you feel that additional outreach is required for the student or that this needs to be elevated please contact the Student Academic Success Center at [SASC@gvsu.edu](mailto:SASC@gvsu.edu) or put in a follow-up alert and we will determine the best next possible steps.