
**CUNY School of
Professional Studies**



Progress Report

Alerts & Cases

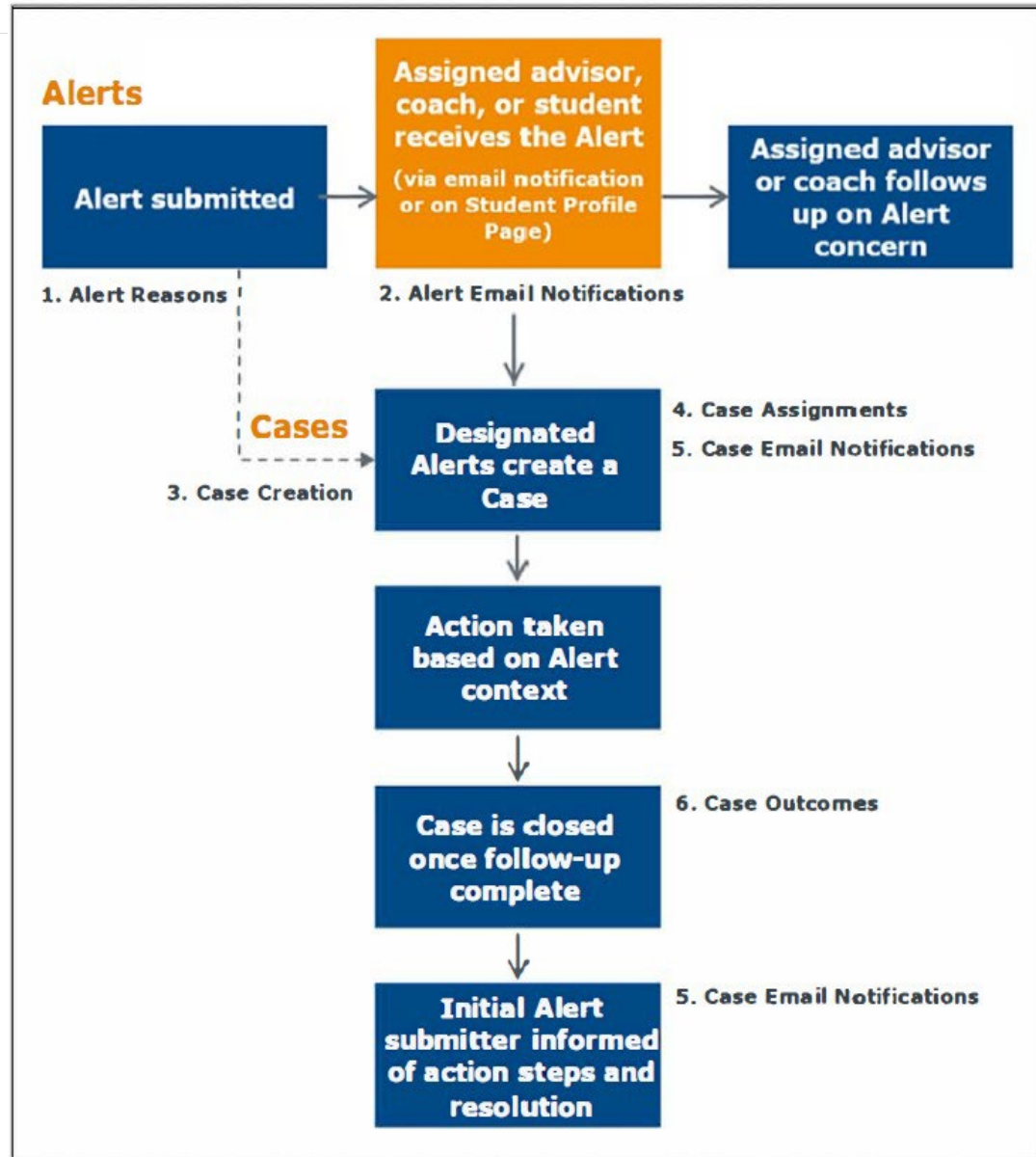
What is an alert?

Alerts are a way to draw attention to a student who might be at risk for a variety of reasons, such as losing financial aid, needing tutoring, or intending to withdraw from the institution. Alerts may be issued based on information or behavior surfaced during staff interactions with students, by a faculty member regarding a specific course (i.e., Progress Reports), or other observations. Issuing an alert can simply draw attention to these students or trigger a more formal referral process to a different department using the platform.

How does an alert work?

Alerts can be configured to automatically open a case - essentially creating an electronic "case file" where staff across departments (e.g., financial aid, bursar, tutoring, counseling) can coordinate and collaborate on the follow up with the student. Cases create a more formalized next step for action or intervention on the issued alert, should that be needed.

Source: [Navigate Help Center](#)



Progress Report Alerts

Progress Report Alert Reason	Definition	Email to Student?	Case Opened?	Case Assignee	Advisor or Case Assignee Recommended next steps
0. Student Notification Only: Excellent Course Performance	Student's work is excellent.	Yes	—	—	No Action needed
0. Student Notification Only: Improvement Noted	Student work has improved.	Yes	—	—	No Action needed
0.Week 1: Student Notification Only: Absent/no log-in	Student has not logged into course site.	Yes	—	—	Student receives automated email from Academic Advisement encouraging them to login & contact instructor.
0.Week 1: Student Notification Only: Missing assignment	Student has logged into course site but has not submitted required first graded assignment.	Yes	—	—	Student receives automated email from Academic Advisement encouraging them to submit missing work & contact instructor.
0.Week 2: Advisor Outreach Required: Absent/no log-in	Student has not logged into course site.	Yes	Yes	ADVISOR	Advisor will contact student by phone or email within 2 business days and add notes to the case. If faculty do not comment within the case to confirm student login, advisor will close case when attendance verification period ends.
0.Week 2: Student Notification Only: Missing assignment	Student has logged into course site but has not submitted required first graded assignment.	Yes	—	—	Student receives automated email from Academic Advisement encouraging them to submit missing work & contact instructor.
1. Advisor Outreach Required: Stopped logging in/no response	Student has been inactive, even after instructor has reached out to the student.	Yes	Yes	ADVISOR	Advisor will contact student by phone or email within 2 business days and add notes to the case. After 3 attempts, advisor will close the case with the appropriate case outcome. After a case is closed, faculty will receive an email notification with the case outcome and any comments from the advisor.

2. Student Notification Only: Missing/Late assignment(s)	Student has failed to turn in multiple assignments or discussion posts, or turned them in late, even after instructor has reached out to the student.	Yes	—	—	Student receives automated email from Academic Advisement encouraging them to submit missing work & contact instructor.
3. Student Notification Only: Unsatisfactory work quality	Student submits work of unsatisfactory quality, even after instructor has reached out to the student. Faculty should include details.	Yes	—	—	Student receives automated email from Academic Advisement encouraging student to contact instructor for recommendations.
4. Tutor Outreach Required: Needs tutoring (please specify)	Faculty should include details about subject area of concern.	—	Yes	ADVISOR	Advisor will delegate depending on the information provided by the faculty in the comment section of the progress report.
5. Student Notification Only: Provide comments to student	Faculty should include details.	Yes	—	—	Alert is issued if none of the other reasons are applicable AND the instructor that would like to provide a note to the student in the comment section.

Progress Report Alert Reason	Definition	Email to Student?	Case Opened?	Case Assignee	Advisor or Case Assignee Recommended next steps
NURS ONLY: 1st two weeks: Absent/no log-in	Student has not logged into course site.	Yes	Yes	ADVISOR	Advisor will contact student by phone or email within 2 business days and add notes to the case. If faculty do not comment within the case to confirm student login, advisor will close case when student drops/withdraws, attendance verification period ends or when WN is assigned.
NURS ONLY: 1st two weeks: Missing assignment	Student has logged into course site but has not submitted required first graded assignment.	Yes	Yes	ADVISOR	Advisor will contact student by phone or email within 2 business days and add notes to the case. If faculty do not comment within the case to confirm student login, advisor will close case when student drops/withdraws, attendance verification period ends or when WN is assigned.
NURS ONLY: Excellent Course Performance	Student's work is excellent.	Yes	—	—	No Action needed
NURS ONLY: Improvement Noted	Student work has improved.	Yes	—	—	No Action needed
NURS ONLY: Missing/Late assignment(s)	Student Notification Only: Missing/Late assignment(s)	Yes	Yes	ADVISOR	Student receives automated email from Academic Advisement encouraging them to submit missing work & contact instructor. Advisor will contact student by phone or email within 2 business days and add notes to the case.
NURS ONLY: Needs tutoring (please specify)	Faculty should include details about subject area of concern.	—	Yes	ADVISOR	Advisor will delegate depending on the information provided by the faculty in the comment section of the progress report.

<p>NURS ONLY: Stopped logging in/no response</p>	<p>Student has been inactive, even after instructor has reached out to the student.</p>	<p>Yes</p>	<p>Yes</p>	<p>ADVISOR</p>	<p>Student receives automated email from Academic Advisement encouraging student to log in & contact instructor.</p> <p>Advisor will contact student by phone or email within 2 business days and add notes to the case.</p>
<p>NURS ONLY: Unsatisfactory work quality</p>	<p>Faculty should include details.</p>	<p>Yes</p>	<p>Yes</p>	<p>ADVISOR</p>	<p>Alert is issued if none of the other reasons are applicable AND the instructor that would like to provide a note to the student in the comment section.</p> <p>Advisor will contact student by phone or email within 2 business days and add notes to the case.</p>

Email Notifications >> Week 1 & 2: Student Notification Only: Absent/no log-in

From: No-Reply email
To: Student
Subject: [Notification] You have a notification

CUNY School of Professional Studies

Dear {*Student_First_Name*},

If you have not yet done so, please login to Blackboard immediately and begin to catch up on any missed work. If you are having technical difficulties with logging in, please contact helpdesk@sps.cuny.edu for assistance.

You can also access your CUNY SPS Navigate student account to see if your professor left you a message regarding this course or to make an appointment to see your advisor. To learn more about how to access CUNY SPS Navigate, please see [this information on Navigate Student](#).

We care about your success and would like to assist you in any way we can as you progress toward your degree at CUNY SPS. Please login to your course and reach out if we can help.

Best wishes and hope to see you online soon,
The Office of Academic Advisement

None

Student

Advisor

Email Notifications >> Week 1 & 2: Student Notification Only: Missing assignment

From: No-Reply email
To: Student
Subject: [Notification] You have a notification

CUNY School of Professional Studies

Dear {Student_First_Name},

During the first week of the semester, we ask faculty to provide feedback on how well students are performing academically. Professor {Faculty's First and Last Name} alerted us that you have not submitted required assignments in {SPS Course}. Because missed assignments will have a negative impact on your final grade, please login to Blackboard and start participating as soon as possible. We also recommend contacting your professor immediately to let them know you've rejoined the class and inquire about the possibility of submitting late work.

We want to assist you in any way we can to be successful at CUNY SPS, so please contact your academic advisor if there are other issues you'd like to discuss.

You can also always access your CUNY SPS Navigate student account to see if your professor left you a message regarding this course. To learn more about how to access CUNY SPS Navigate, please see this information on Navigate Student.

Best wishes,
The Office of Academic Advisement

Student

None

Advisor

Email Notifications >> Excellent Course Performance

From: No-Reply email
To: Student
Subject: Excellent Course Performance in {SPS Course}

CUNY School of Professional Studies

Hi {Student_First_Name},

Achieving success can be challenging, and we know you're working hard.

You're receiving this email because Professor {Faculty's First and Last Name} has indicated that you're doing an excellent job in {SPS Course Title}.

Congratulations and keep up the good work!

Sincerely,
The Office of Academic Advisement

You can check if your professor left you an additional message regarding this course by logging into your CUNY SPS Navigate account. To learn more about how to access it, please see this information on Navigate Student.

Student

Advisor

None

Email Notifications >> Improvement Noted

From: No-Reply email
To: Student
Subject: Improvement Noted in *{SPS Course}*

CUNY School of Professional Studies

Hi *{Student_First_Name}*,

You're receiving this email because Professor *{Faculty's First and Last Name}* has indicated that your work in *{SPS Course Title}* has improved.

Congratulations and keep up the great work!

We remain invested in your success at CUNY SPS, so please don't hesitate to reach out to your academic advisor if we can help you build this pattern of success.

Sincerely,
The Office of Academic Advisement

You can check if your professor left you an additional message regarding this course by logging into your CUNY SPS Navigate account. To learn more about how to access it, please see this information on Navigate Student.

Student

None

Advisor

Email Notifications >> Stopped logging in/attending

From: No-Reply email

To: Student

Subject: Professor Concerned about Your Course Participation

CUNY School of Professional Studies

Hi *{Student_First_Name}*,

Professor *{Faculty's First and Last Name}* alerted us that you have not logged into Blackboard or participated in *{SPS Course}* for quite some time.

Because lack of participation will have a negative impact on your final grade, it is important that you rejoin your course and communicate with your peers and instructor. Please contact your professor immediately to discuss options to catch up with your coursework.

If difficulties outside of the classroom are limiting your ability to participate, please reach out to your advisor. We care about your success and would like to see you complete this course, and they may be able to help.

Best wishes,
The Office of Academic Advisement

You can always access your CUNY SPS Navigate student account to see if your professor left you a message regarding this course. To learn more about how to access CUNY SPS Navigate, please see [this information on Navigate Student](#)

Student

From: SPS Professor

To: Advisor

Subject: [Case Assigned] 1: Stopped logging in/attending for *{Student's First and Last Name}*

CUNY School of Professional Studies

A Case has been Assigned to You

Student

Student's First and Last Name

Alert Reasons

1. Stopped logging in/attending

Alert Issued By

SPS Professor

[View Case Details](#)

You can also copy and paste this address into your web browser
https://sps-cuny-campus-training3.eab.com/cases?case=6701-1_stopped_logging_inattending

Advisor

Email Notifications >> Missing/Late assignment(s)

From: No-Reply email
To: Student
Subject: Professor Concerned about Missing or Late Assignments

**CUNY School of
Professional Studies**

Hi *{Student_First_Name}*,

Professor *{Faculty's First and Last Name}* alerted us that you have missed or submitted assignments after the due date. It is important that you actively participate in your course, communicate with your peers and instructor and submit all assignments by the due dates.

Please contact your professor immediately to discuss options to catch up with your coursework and contact your academic advisor if there are other issues you'd like to discuss. We care about your success and would like to see you complete this course, so let us know if we can help.

Best wishes,
The Office of Academic Advisement

You can always access your CUNY SPS Navigate student account to see if your professor left you a message regarding this course. To learn more about how to access CUNY SPS Navigate, please see [this information on Navigate Student](#).

Student

Advisor

None

Email Notifications >> Unsatisfactory work quality

From: No-Reply email
To: Student
Subject: Your Professor Would Like to Connect With You

CUNY School of Professional Studies

Hi *{Student_First_Name}*,

Professor *{Faculty's First and Last Name}* has notified us that the quality of your coursework needs improvement in *{SPS Course}*. Please connect with your professor for more information, including for recommendations to improve performance.

Your professor's weekly student office hours are a great time to connect. You can also send them an email. Their contact information can be found in your course site.

Finally, remember that you can always access your CUNY SPS Navigate student account to see if your professor left you a message regarding this course. To learn more about how to access CUNY SPS Navigate, please see this information on Navigate Student.

Best wishes,
The Office of Academic Advisement

Student

None

Advisor

Email Notifications >> Needs tutoring (please specify)

From: SPS Professor

To: Advisor

Subject: [Case Assigned] 4. Needs tutoring (specify what student needs help with) for {Student's First and Last Name}

CUNY School of Professional Studies

A Case has been Assigned to You

Student

Student's First and Last Name

Alert Reasons

4. Needs tutoring (specify what student needs help with)

Alert Issued By

SPS Professor

[View Case Details](#)

You can also copy and paste this address into your web browser
https://sps-cuny.campus-training3.eab.com/cases?case=6701-4_needs_tutoring_specify_what_student_needs_help_with

None

Student

Tutoring

Email Notifications >> Provide comments to student

From: No-Reply email

To: Student

Subject: Your Professor left a note for you

CUNY School of Professional Studies

Hi *{Student_First_Name}*,

Professor *{Faculty's First and Last Name}* has sent you a note about your course performance to you. Please check your CUNY SPS Navigate student account to access the message.

To learn more about how to access CUNY SPS Navigate, please see [this information on Navigate Student](#).

Best wishes,
The Office of Academic Advisement

Student

None

Advisor

Students may also view their progress reports issued by their professors in [Navigate Student](#).

The screenshot displays the 'NAVIGATE' application interface. On the left is a navigation sidebar with the following items: Home, To-Dos and Events (1), Appointments, My Docs (highlighted with a yellow border), Resources, Surveys, Notifications (9), Holds (2), Class Schedule, Major Explorer, Favorites, and Help. The main content area shows a 'Docs' section with a 'Go back' link and a list of documents. A document titled 'Progress Reports' is visible, with a blue arrow pointing from it to a detailed preview window. The preview window shows the following information:

Progress Report

SW From: Shailesh Wagh
September 5th, 2022

Hi, your instructor Shailesh Wagh has the following feedback regarding your **Developmental English** class. If a field says "N/A", this means that your instructor left that field blank.

Alert Positive Alert - Tutoring

Absences :(N/A

Current Grade :| N/A

Comment from your staff :)
N/A

Ad hoc Alerts

To issue an ad hoc alert, staff/faculty would have to log into EAB Navigate. A convenient place for faculty to log into the system is through the **“SPS EAB”** tab in Blackboard.



Ad hoc Alert Reason	Definition	Email to Student?	Case Opened?	Case Assignee	Advisor or Case Assignee Recommended next steps
Ad hoc: Stopped logging in/no response to email outreach	Student has been inactive, even after instructor has reached out to the student.	—	Yes	ADVISOR	Advisor will contact student by phone or email within 2 business days. After 3 attempts, advisor will close the case with the appropriate case outcome. After a case is closed, faculty will receive an email notification with the case outcome and any comments from the advisor.
Ad hoc: Unsatisfactory work quality	Student submits work of unsatisfactory quality, even after instructor has reached out to the student. Faculty should include details.	—	Yes	ADVISOR	Advisor will contact student by phone or email within 2 business days. After 3 attempts, advisor will close the case with the appropriate case outcome. After a case is closed, faculty will receive an email notification with the case outcome and any comments from the advisor.
Ad hoc: Needs tutoring (please specify)	Faculty should include details about subject area of concern.	—	Yes	ADVISOR	Advisor will delegate depending on the information provided by the faculty in the comment section of the progress report.
Ad hoc: Other (please provide comments)	Faculty should include details.	—	Yes	ADVISOR	Alert is issued if none of the other reasons are applicable. Advisor will contact student by phone or email within 2 business days. After 3 attempts, advisor will close the case with the appropriate case outcome. After a case is closed, faculty will receive an email notification with the case outcome and any comments from the advisor.

