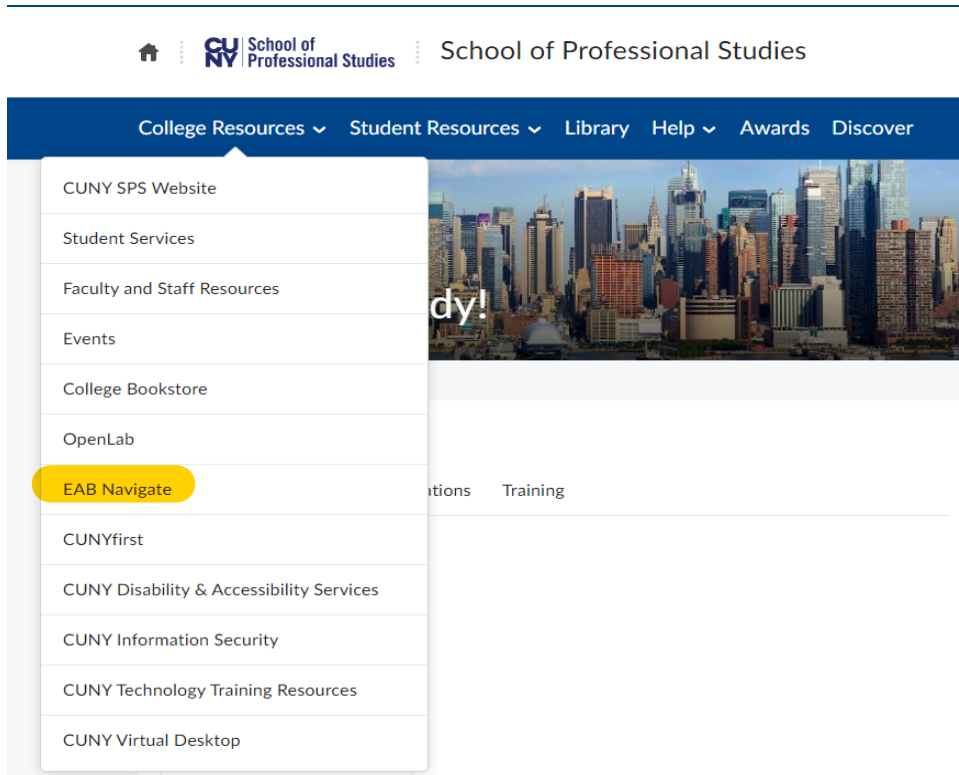


Ad hoc alerts

STEP 1: Log into Navigate using your CUNY login credentials



Ad hoc alerts

STEP 2: Go to your list of students and click on the student

Courses

Term: 2022 Spring (Current ... ▾)

COURSE NAME	TIME	ROOM
(ENG-350) Advanced Composition		

Students In My Courses

Term: 2022 Spring (Current ... ▾)

Actions ▾				
<input type="checkbox"/>	INDEX	STUDENT NAME	CATEGORY	COURSE(S)
<input type="checkbox"/>	1	Student A	Eligible to Register, Entry Cohort - 2021 Spring Term, Good Standing, Graduation Status: not graduated, Jump Start, Undergraduate Student	ENG-350-001
<input type="checkbox"/>	2	Student B	Eligible to Register, Entry Cohort - 2021 Fall Term, Good Standing, Graduation Status: not graduated, Undergraduate Student	ENG-350-001

Ad hoc alerts

STEP 3: Click on "issue alert"

Courses

Term: 2022 Spring (Current ... ▾)

COURSE NAME	TIME	ROOM
(ENG-350) Advanced Composition		

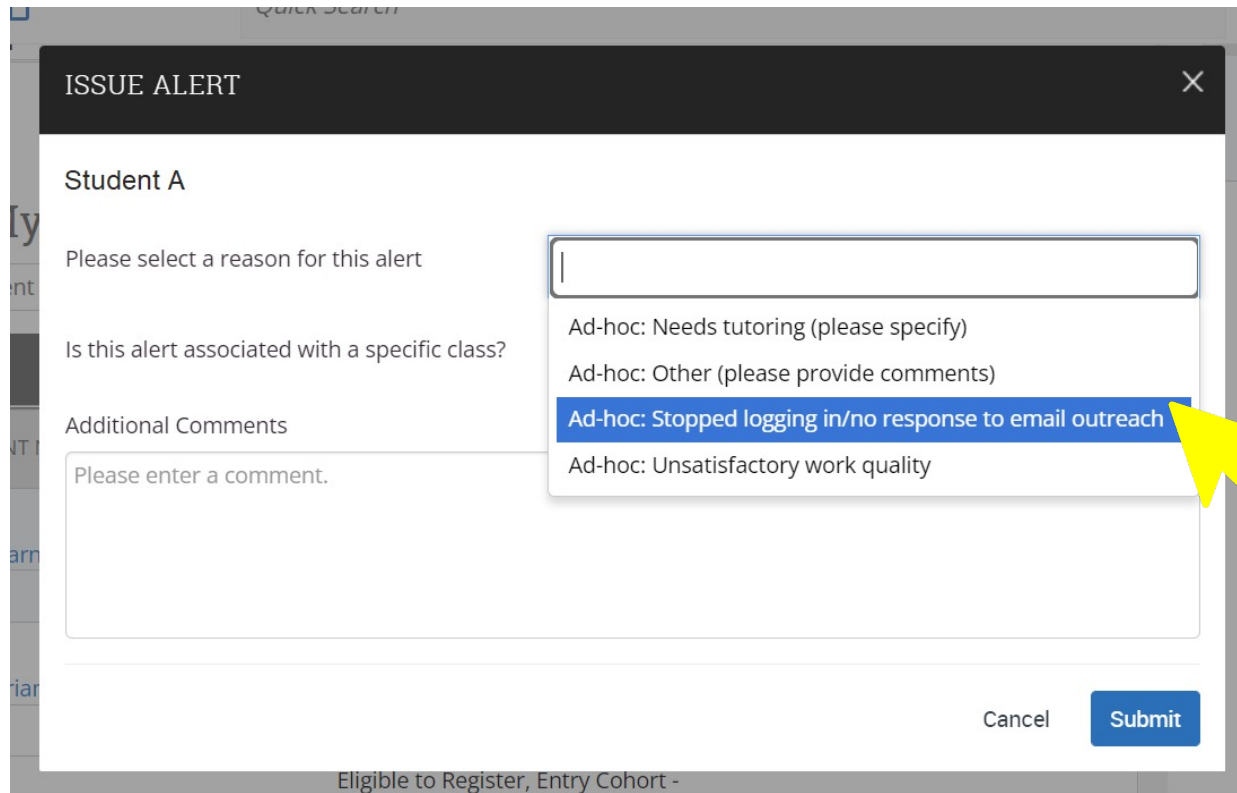
Students In My Courses

Term: 2022 Spring (Current ... ▾)

Actions ▾	STUDENT NAME	CATEGORY	COURSE(S)
<ul style="list-style-type: none">Send MessageIssue AlertNote	Student A	Eligible to Register, Entry Cohort - 2021 Spring Term, Good Standing, Graduation Status: not graduated, Jump Start, Undergraduate Student	ENG-350-001

Ad hoc alerts

STEP 4: select the alert reason from the pull down menu options



The screenshot shows a web form titled "ISSUE ALERT" with a close button (X) in the top right corner. The form contains the following fields and options:

- Student A**
- Please select a reason for this alert**: A dropdown menu is open, showing four options: "Ad-hoc: Needs tutoring (please specify)", "Ad-hoc: Other (please provide comments)", "Ad-hoc: Stopped logging in/no response to email outreach" (highlighted in blue with a yellow mouse cursor), and "Ad-hoc: Unsatisfactory work quality".
- Is this alert associated with a specific class?**: A text input field.
- Additional Comments**: A text area with the prompt "Please enter a comment."
- Buttons**: "Cancel" and "Submit" buttons are located at the bottom right.

At the bottom of the form, the text "Eligible to Register, Entry Cohort -" is visible.

Ad hoc alerts

STEP 5: Make sure to include comments

ISSUE AN ALERT ✕

Student A

Please select a reason for this alert

Is this alert associated with a specific class?

Additional Comments

Student stopped logging in for almost two full weeks, responded to email outreach saying she had serious "personal issue" she was managing, but intended on catching up. At the close of this second week she still has not logged into the course and is "X number" of assignments/discussion boards behind. I will allow the student to submit late work for these two weeks, but if she misses a third week, she will be too far behind to catch up and risks failing the course.

Cancel

Ad hoc alerts

What happens after an ad hoc alert is created?

The appropriate department will be notified to address the alert. Once the case is updated, an auto-generated email will be sent to the user who opened the case.

From: CUNY School of Professional Studies - Navigate Student Success <no-reply@gradesfirst.com>
Sent: Tuesday, August 29, 2023 10:32 AM
To: SPS Degreeworks <Degreeworks@sps.cuny.edu>
Subject: [Case Updated] Ad hoc: Stopped logging in/no response to email outreach for Lynx Lexington

* This email originates from a sender outside of CUNY. Verify the sender before replying or clicking on links and attachments. *

CUNY School of Professional Studies

A Case you are associated with has been updated

Student

Lynx Lexington

Alert Reasons

Ad hoc: Stopped logging in/no response to email outreach

Alert Issued By

Professor X

[View Case Details](#)

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

<https://sps-cuny-campus-training3.eab.com/cases?case=6733-ad-hoc-stopped-logging-in-no-response-to-email-outreach>