



FACULTY ALERT & REFERRALS

TABLE OF CONTENTS

Ad Hoc Alerts 03

Progress Reports 06

Alert & Referral Types and Examples 08

What Happens after Submission 09

Viewing Alert & Referral Progress 10

Viewing Alert & Referral Outcomes 11

Need Help? 12



Faculty Alert | Referrals

A step-by-step guide to submitting Alert | Referrals through Navigate360

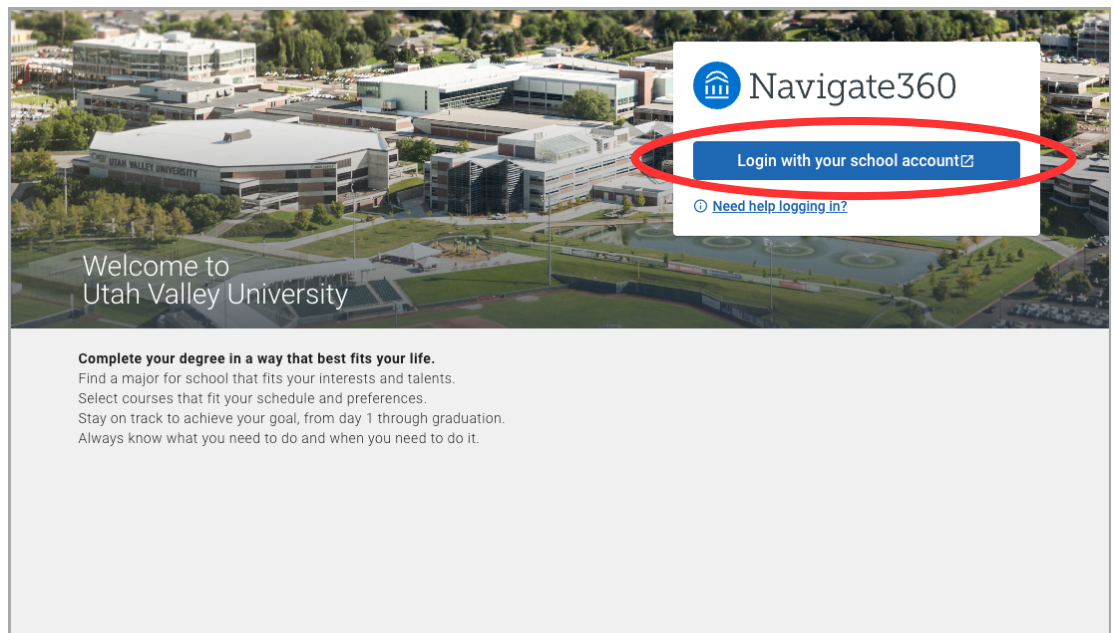
Faculty can submit Alerts | Referrals for students in two ways:

- **Ad Hoc Alert | Referral:** Best for when you have one or two students you would like to refer for support. Ad Hoc Alerts | Referrals can be submitted at any time during the semester.
- **Progress Report:** Best for when you would like to provide feedback on multiple students in a course. Progress Reports are sent through scheduled emails during key points in the semester and can be accessed through the email invitation or directly in Navigate 360.

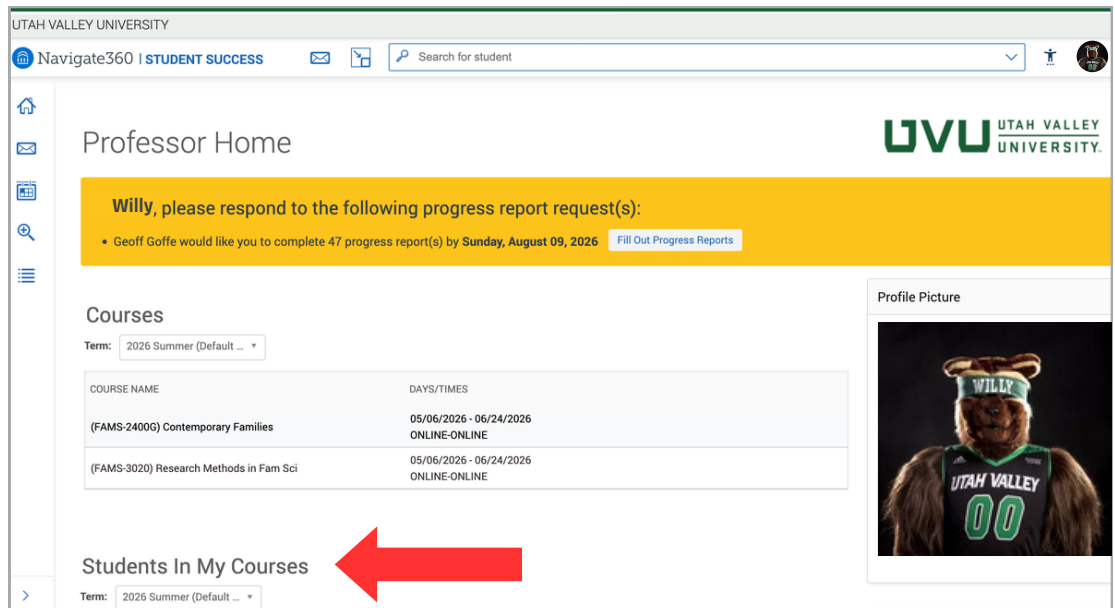
Ad Hoc Alert | Referral

Step 1: Login to
Navigate360.

(<https://uvu.campus.eab.com/>) using your UVU ID,
password, and Duo
Authenticator.



Step 2: On the Professor
Home page, scroll down
to the "Students in My
Courses" section.



Step 3: Use the checkboxes to select the student(s) for whom you would like to issue an Alert. You may select multiple students if needed.

UTAH VALLEY UNIVERSITY

Navigate360 | STUDENT SUCCESS

Search for student

Students In My Courses

Term: 2026 Summer (Default ...)

Actions ▼

INDEX	STUDENT NAME	COURSE(S)	AT RISK?
☐	1 Wolverine, Willy	FAMS-3020-X01	No
☐	2 Libraryn, Denna	FAMS-2400G-X01	No
☐	3 Wasatch, Piper	FAMS-2400G-X01	No
☐	4 Hallaway, Ember	FAMS-2400G-X01	No
☐	5 Centry, Noora	FAMS-3020-X01	No

My Issued Alert | Referrals

ISSUE DATE STUDENT ALERT | REFERRAL REASONS CASES PROGRESS REPORT

Quick Links

Take me to...

[Record My Class Attendance](#)

[School Information](#)

Step 4: Once you have selected the student(s), click the "Actions" button and choose "Issue Alert | Referral."

Students In My Courses

Term: 2026 Summer (Default ...)

Actions ▲

Issue Alert | Referral

INDEX	STUDENT NAME	COURSE(S)
☐	1 Wolverine, Willy	FAMS-3020-X01
☐	2 Libraryn, Denna	FAMS-2400G-X01
☒	3 Wasatch, Piper	FAMS-2400G-X01
☒	4 Hallaway, Ember	FAMS-2400G-X01
☐	5 Centry, Noora	FAMS-3020-X01

Step 5: The "Issue Alert | Referral" page will open and display the number of students selected. Any Alert | Referral reason and comments entered on this page will be applied to all selected students.

ISSUE ALERT | REFERRAL

Issuing Alert | Referrals for 2 Students. ([Show all](#))

Please select a reason Select at least one

Additional Comments

Please enter a comment.

Cancel [Submit](#)

FAMS-3020-X01 No

Step 6: Select the Alert | Referral reason you would like to issue for the student(s). Because each Alert | Referral reason generates a separate email to the student, please select only one reason per submission. Explanations of each Alert | Referral type can be found on page 8.

ISSUE ALERT | REFERRAL

Issuing Alert | Referrals for 2 Students. ([Show all](#))

Please select a reason

Additional Comments

Please enter a comment.

At Risk of Failing (Limited Course Recovery Remaining)

Kudos / Keep up the Good Work

Kudos / Student is Improving

Low Performance (Poor Quality Work)

Not Engaging (Attendance / Participation / Missing Work)

Other (Wellness / Personal Needs / Non-Academic Support)

Cancel Submit

Step 7: Enter comments that provide additional details about your concern. Specific information helps Student Success staff better understand the situation and provide appropriate support to the student.

ISSUE ALERT | REFERRAL

Issuing Alert | Referrals for 2 Students. ([Show all](#))

Please select a reason

Not Engaging (Attendance / Participation / Missing Work)

Additional Comments

Missed the first two weeks of classes. Hasn't turned in the first two assignments. Willing to work with the student to catch up.

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

Not Engaging (Attendance / Participation / Missing Work):

- Student will receive an email
- An email will be sent to the student's assigned: Primary Academic Major
- An email will be sent to the user to which the Case is assigned
- An email with case details will be sent to the assigned case owner
- An email to the Alert | Referral issuer will be sent when case is closed
- A case will be opened and assigned to a staff

Cancel Submit

Step 8: Review the Alert Details section to see what actions will be taken based on the selected Alert | Referral reason. Once you have reviewed the information, click "Submit."

ISSUE ALERT | REFERRAL

Issuing Alert | Referrals for 2 Students. ([Show all](#))

Please select a reason

Not Engaging (Attendance / Participation / Missing Work)

Additional Comments

Missed the first two weeks of classes. Hasn't turned in the first two assignments. Willing to work with the student to catch up.

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

Not Engaging (Attendance / Participation / Missing Work):

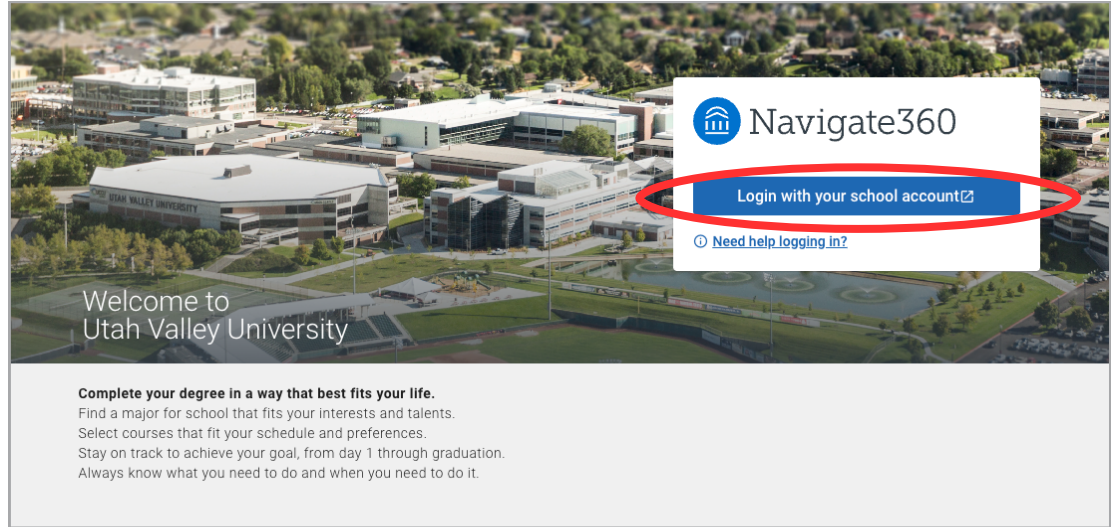
- Student will receive an email
- An email will be sent to the student's assigned: Primary Academic Major
- An email will be sent to the user to which the Case is assigned
- An email with case details will be sent to the assigned case owner
- An email to the Alert | Referral issuer will be sent when case is closed
- A case will be opened and assigned to a staff

Submit

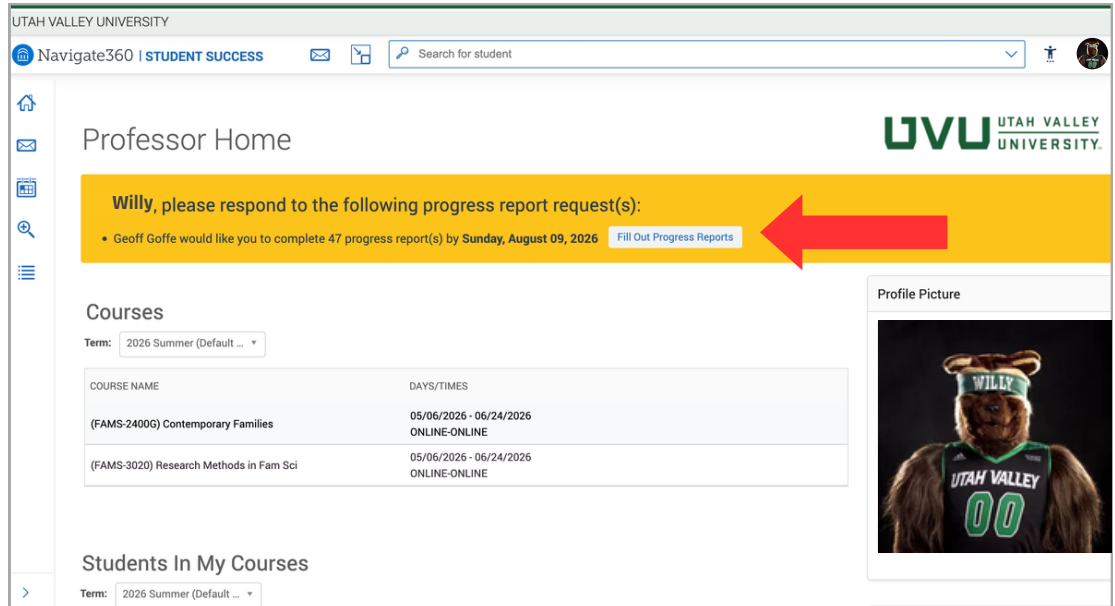
Progress Report

Step 1: Login to Navigate360.

(<https://uvu.campus.eab.com/>) using your UVU ID, password, and Duo Authenticator.



Step 2: On the Professor Home page, locate the yellow banner and click "Fill Out Progress Reports."



Step 3: On the "Progress Reports" page, you will see a list of students in each of your courses, along with their current LMS score.

Note: LMS data is updated nightly.

Student Feedback					
 Your information is secure. Security measures allow your school to adhere to government rules and regulations concerning FERPA and overall student privacy. Thank you!					
Professor Willy: You have been asked to fill out progress reports for students in the following classes. Update each student based on your best knowledge of their performance at this point in the term.					
FAMS-2400G-X01-W Contemporary Families					
Student Name	At-Risk to Fail Your Class?	Alert Reasons (Select at least one. Each selection sends the student an email.)	LMS Current Course Score	Comments	
1 Wolverine, Willy Student ID: 19410901	☐ Yes ☐ No	Alert Referral Reasons	96.54%		
2 Libraryn, Denna Student ID: 20080615	☐ Yes ☐ No	Alert Referral Reasons	90.91%		
3 Wasatcher, Piper Student ID: 16767676	☐ Yes ☐ No	Alert Referral Reasons	96.83%		
4 Hallaway, Ember Student ID: 70685147	☐ Yes ☐ No	Alert Referral Reasons	74.52%		
5 Centry, Noora Student ID: 70685185	☐ Yes ☐ No	Alert Referral Reasons	100.06%		
6 Wolverine, Willy Student ID: 70685175	☐ Yes ☐ No	Alert Referral Reasons	84.56%		
7 Libraryn, Denna Student ID: 70685114	☐ Yes ☐ No	Alert Referral Reasons	97.01%		
8 Wasatcher, Piper Student ID: 70685123	☐ Yes ☐ No	Alert Referral Reasons	89.10%		
9 Hallaway, Ember Student ID: 706851401	☐ Yes ☐ No	Alert Referral Reasons	86.33%		
10 Centry, Noora Student ID: 70685191	☐ Yes ☐ No	Alert Referral Reasons	90.97%		

Step 4: Select the Alert | Referral reason you would like to issue for the student(s). Because each Alert | Referral reason generates a separate email to the student, please select only one reason per submission. Explanations of each Alert | Referral type can be found on page 8.

Student Feedback

Your information is secure.
Security measures allow your school to adhere to government rules and regulations concerning FERPA and overall student privacy.
Thank you!

Professor Willy:
You have been asked to fill out progress reports for students in the following classes. Update each student based on your best knowledge of their performance at this point in the term.

FAMS-2400G-X01-W Contemporary Families

Student Name	At-Risk to Fail Your Class?	Alert Reasons (Select at least one. Each selection sends the student an email.)	LMS Current Course Score	Comments
1 Wolverine, Willy Student ID: 19410901	☒ Yes ☐ No	At Risk of Failure (Limited Course Recovery Remaining) Kudos / Keep up the Good Work Kudos / Student is Improving Low Performance (Poor Quality Work) Not Engaging (Attendance / Participation / Missing Work) Other (Wellness / Personal Needs / Non-Academic Support) (Select all that apply)	96.54%	
2 Libraryn, Denna Student ID: 20080615	☐ Yes ☐ No		90.91%	
3 Wasatch, Piper Student ID: 16767676	☐ Yes ☐ No		96.83%	
4 Hallaway, Ember Student ID: 70685147	☐ Yes ☐ No		74.52%	
5 Centry, Noora Student ID: 70685185	☐ Yes ☐ No	Alert Referral Reasons	100.08%	
6 Wolverine, Willy Student ID: 70685175	☐ Yes ☐ No	Alert Referral Reasons	84.56%	
7 Libraryn, Denna Student ID: 70685114	☐ Yes ☐ No	Alert Referral Reasons	97.01%	
8 Wasatch, Piper Student ID: 70685123	☐ Yes ☐ No	Alert Referral Reasons	89.10%	
9 Hallaway, Ember Student ID: 706851401	☐ Yes ☐ No	Alert Referral Reasons	86.33%	
10 Centry, Noora Student ID: 70685191	☐ Yes ☐ No	Alert Referral Reasons	90.97%	

Step 5: Enter comments that provide additional details about your concern. Specific information helps Student Success staff better understand the situation and provide appropriate support to the student.

Student Feedback

Your information is secure.
Security measures allow your school to adhere to government rules and regulations concerning FERPA and overall student privacy.
Thank you!

Professor Willy:
You have been asked to fill out progress reports for students in the following classes. Update each student based on your best knowledge of their performance at this point in the term.

FAMS-2400G-X01-W Contemporary Families

Student Name	At-Risk to Fail Your Class?	Alert Reasons (Select at least one. Each selection sends the student an email.)	LMS Current Course Score	Comments
1 Wolverine, Willy Student ID: 19410901	☐ Yes ☐ No	Not Engaging (Attendance / Participation / Missing Work)	96.54%	
2 Libraryn, Denna Student ID: 20080615	☐ Yes ☐ No	Alert Referral Reasons	90.91%	
3 Wasatch, Piper Student ID: 16767676	☐ Yes ☐ No	Alert Referral Reasons	96.83%	
4 Hallaway, Ember Student ID: 70685147	☐ Yes ☐ No	Alert Referral Reasons	74.52%	
5 Centry, Noora Student ID: 70685185	☐ Yes ☐ No	Alert Referral Reasons	100.08%	
6 Wolverine, Willy Student ID: 70685175	☐ Yes ☐ No	Alert Referral Reasons	84.56%	
7 Libraryn, Denna Student ID: 70685114	☐ Yes ☐ No	Alert Referral Reasons	97.01%	
8 Wasatch, Piper Student ID: 70685123	☐ Yes ☐ No	Alert Referral Reasons	89.10%	
9 Hallaway, Ember Student ID: 706851401	☐ Yes ☐ No	Alert Referral Reasons	86.33%	
10 Centry, Noora Student ID: 70685191	☐ Yes ☐ No	Alert Referral Reasons	90.97%	

Step 6: Choose a submission option:

- **"Submit Marked Students Only"** to submit selected students and return later.
- **"Submit and Mark Remaining Students as Not At Risk"** to complete the Progress Report and mark all unselected students as not at risk.

Submit only marked students (but I'm not done)

This button will submit students you have marked as being complete (effectively removing them from your list of students). However, the students you have not marked will remain on your list. As a result, you can re-use the link in the progress report email, at any time, to continue marking the rest of the students in your classes. Repeat this process until all students have been marked in some form or fashion.

Submit unmarked students as not At-Risk (I'm all done)

This is your "I'm all done" button. It will submit the students you have marked as you indicated. It will also submit the rest of your students as not at-risk. For example, if there are ten students in your course and only two of them are at-risk, you don't have to mark them all. You can mark the two at-risk students and then use this button to mark the remaining students as not at-risk, therefore saving time and effort. Please use this button carefully because with just a single click, it will totally complete your progress report campaign.

Alert | Referral Types and Examples

Not Engaging / Missing Work

Use when a student:

- Is not attending class
- Is not participating in course activities
- Has multiple missing assignments
- Has stopped engaging with coursework

Low Performance

Use when a student:

- Is earning low grades
- Is performing below course expectations
- May benefit from academic tutoring resources
- May need assistance developing effective study habits and strategies.

At Risk of Failing

Use when a student:

- Is currently failing
- Is likely to fail without intervention
- Needs immediate outreach and support
- May benefit from exploring alternative pathways and academic options.

Other

Use when concerns fall outside academics, including:

- Personal challenges
- Wellness concerns
- Significant life circumstances
- Other issues impacting student success

Kudos:

Keep Up the Good Work

Recognizes students who are:

- Meeting expectations
- Staying engaged
- Demonstrating consistent effort

Student is Improving

Recognizes students who:

- Have shown recent improvement
- Responded positively to feedback
- Made progress after previous challenges

	Alerts Referrals	Examples
Alerts Referrals	Not Engaging / Missing Work (Attendance / Participation / Missing Work)	• McKay hasn't shown up to class in two weeks and has only turned in a few assignments.
	Low Performance (Poor Quality Work)	• Victor is completing assignments, but quiz and exam scores suggest he may need additional academic support.
	At Risk of Failing (Limited Course Recovery Remaining)	• Cameron has missed multiple major assignments and is reaching a point where passing the course will be difficult without immediate intervention.
	Other (Wellness / Personal Needs / Non-Academic Support)	• Carter appears overwhelmed and shared concerns about finances or housing impacting academics.
Positive Alerts	Kudos / Keep up the Good Work	• Walton consistently participates in class, submits strong work, and is putting in great effort.
	Kudos / Student is Improving	• Rocky struggled early in the semester but has recently improved attendance and assignment completion.

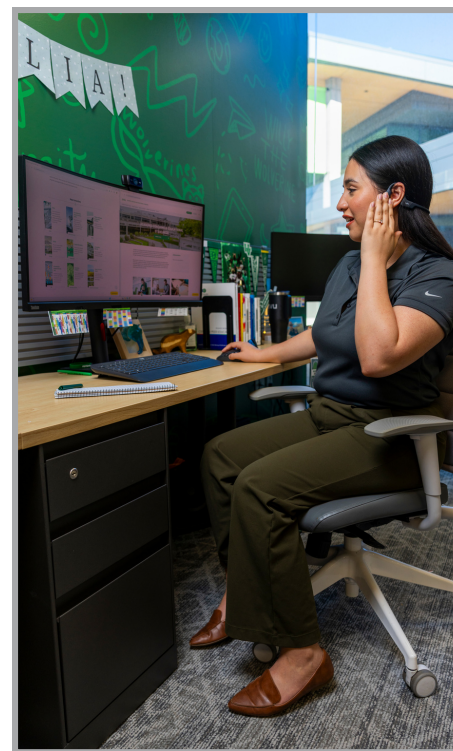
What Happens After Submission

After Submission

- 1.Alert | Referral is submitted.
- 2.A case is automatically created.
- 3.Student Success staff review the case.
- 4.Outreach begins within one business day.
- 5.Staff attempt to connect students with appropriate support resources.
- 6.Case outcomes are documented and shared within Navigate.
- 7.Case closed after two weeks of submission

Types of Student Support

- Connect students with tutoring
- Connect students with academic advising
- Refer students to campus resources
- Assist with time management and study strategies
- Encourage communication with instructors
- Schedule one-on-one appointments

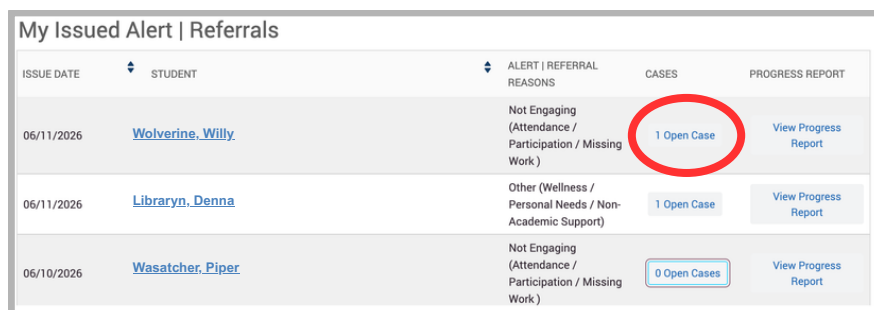


	Select Only One Alert Types:	After Alert Submitted:	Getting in Contact with Student:	Alert Interventions:	Alert Outcomes:
Faculty Alerts Referrals	Not Engaging / Missing Work (Attendance / Participation / Missing Work)				
	Low Performance (Poor Quality Work)	Student Receives Email	1 Business Day: Text Message Is Sent to Student	Success Specialist will contact the student and:	Favorable Outcomes
	At Risk of Failing (Limited Course Recovery Remaining)	Advisor Receives Email	3 Business Days: Student Is Called & Text is sent If no answer.	1. Identify barriers (work, illness, course difficulty)	• Scheduled 1-1 Appointment • Connected Student with Support • Student Resolved Concern with Instructor • Encouraged Student to Connect with Instructor
	Other (Wellness / Personal Needs / Non-Academic Support)	Case is Open with Student Success Center	2 Weeks: Waiting for a response until case is closed	2. Build skills (time management, study habits, prioritization)	Unfavorable Outcomes
Positive Alerts	Kudos / Keep up the Good Work				
	Kudos / Student is Improving	Students will receive an email congratulating them on their good work.	Specialists will check in later in the semester and reach out to students who received kudos to congratulate them.		

Viewing Alert | Referral Progress

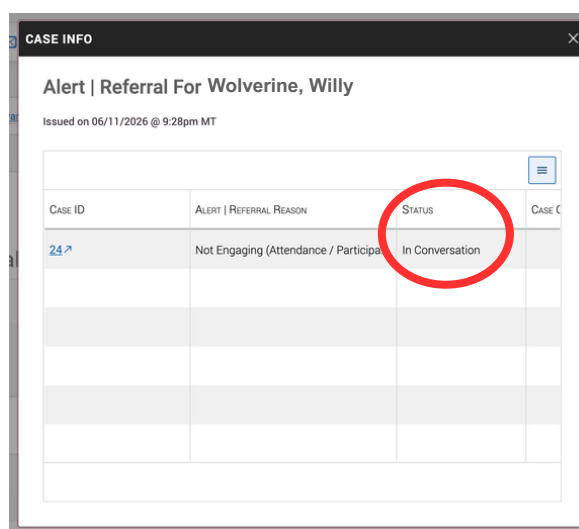
Faculty can view the progress of Alerts | Referrals they have submitted in Navigate 360, including outreach attempts and whether the student is currently engaged with Student Success staff.

Step 1: On the Professor Home page, scroll to the bottom of the page and locate the "My Issued Alerts | Referrals" section.



ISSUE DATE	STUDENT	ALERT REFERRAL REASONS	CASES	PROGRESS REPORT
06/11/2026	Wolverine, Willy	Not Engaging (Attendance / Participation / Missing Work)	1 Open Case	View Progress Report
06/11/2026	Librarn, Denna	Other (Wellness / Personal Needs / Non-Academic Support)	1 Open Case	View Progress Report
06/10/2026	Wasatch, Piper	Not Engaging (Attendance / Participation / Missing Work)	0 Open Cases	View Progress Report

Step 2: In the "My Issued Alerts | Referrals" section, locate the student whose progress you would like to view, then click "Open Case" to view the status of the referral.



CASE ID	ALERT REFERRAL REASON	STATUS	CASE C
24	Not Engaging (Attendance / Participa	In Conversation	

Step 3: A table will display the case associated with the student. Scroll to the right to locate the "Status" column, which shows the current outreach status updated by Student Success staff. Explanations of each status can be found below.

Status	Explanation
Open	A case has been created and is awaiting initial outreach by Student Success staff.
1st Attempt to Contact	Initial outreach is completed within one business day of case creation, typically through text or email, to connect the student with support.
2nd Attempt to Contact	A second outreach attempt is made approximately three days later if no response is received, typically including a phone call.
3rd Attempt to Contact	A final "hail mary" outreach attempt made after previous contact efforts were unsuccessful before case closure.
In Conversation	The student has responded and active communication or support is taking place to better understand needs and connect resources.
Closed	The case is resolved or closed after outreach and support efforts conclude, typically within two weeks of case creation.

Viewing Alert | Referral Outcomes

A case is closed when Student Success staff have either connected the student with appropriate support or the student has not responded to outreach after approximately two weeks.

When a case is closed, the faculty member who submitted the Alert | Referral will receive an email summarizing the outcome of the case, along with any additional comments from Student Success staff.

An example of this email is shown to the right. Explanations of each case outcome can be found below.

Case Closed: Tommy Testing-Only

Case ID
5

Student
Tommy Testing-Only

Alert | Referral Reasons
Low Performance (Poor Quality Work)

Alert | Referral Issued on
May 21

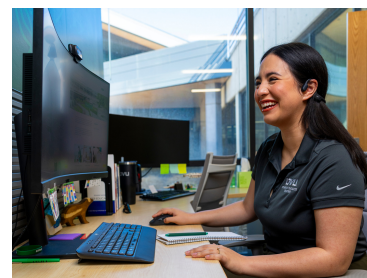
Case Outcome
Student resolved concern with instructor

Case Comments
CONTACTED - Student had troubles switching their class schedule. I was able to get them connected to their advisor to switch classes. If concerns persist, send us another alert and I'd be happy to continue helping resolve the situation. Thank you for all you do!

Closed by
Joseph Aguilar

Closed on Date
May 26





Favorable Outcomes	Example
Scheduled 1-1 Appointment	Student scheduled an appointment to meet with Student Success staff.
Connected Student with Support	Student is connected to a campus resource
Student Resolved Concern with Instructor	Student clarified a grade, assignment, attendance issue, or misunderstanding with instructor.
Encouraged Student to Connect with Instructor	Student encouraged to discuss missed work, grades, or concerns with instructor.
Unfavorable Outcomes	Example
Student Withdrew/plans to Withdraw from Course	Student withdrew or plans to withdraw from the course.
Could not Reach Student	Student did not respond after multiple outreach attempts.
Student Didn't Engage with Referral Outreach	Student did not follow through with recommended support.

Need Help?

If you have questions or need assistance with Navigate 360 Alert | Referrals, we're here to help.

- Email: success@uvu.edu
- Phone: (801) 863-4000
- Additional Training: Visit the Auzmor Navigate 360 training modules.
- Student Success Center: uvu.edu/retention

Interested in additional department or one-on-one training?

Contact the Student Success Center, and we'd be happy to schedule a training for your department or team.