

Notifications for Advisors

Advisors-Issuing and Viewing Navigate in CCNY Navigate

What is a “Notification” and why use them?

- Notifications provide staff and faculty with the ability to draw attention to a student for a variety of reasons. Notifications can provide students with a call to action such as a referral to another office. Notifications can also alert a staff member of a situation or task without messaging the student.
- Notifications are categorized as negative, neutral, or positive.
- Notifications can be issued as necessary year-round.

How do notifications work?

Notifications are always associated with individual students, even if issued in bulk. Any notifications issued within the current term are visible on the student’s profile. Which notifications a user can issue, and view varies based on their individual role and permissions.

Notifications can trigger any of three actions.

1. An email can be sent to the student with information and a call to action
2. An email is sent to a CCNY staff or faculty member with information
3. A case is created. Cases provide staff and faculty with the means to electronically coordinate and collaborate on student follow-up as a result of an issued notification.

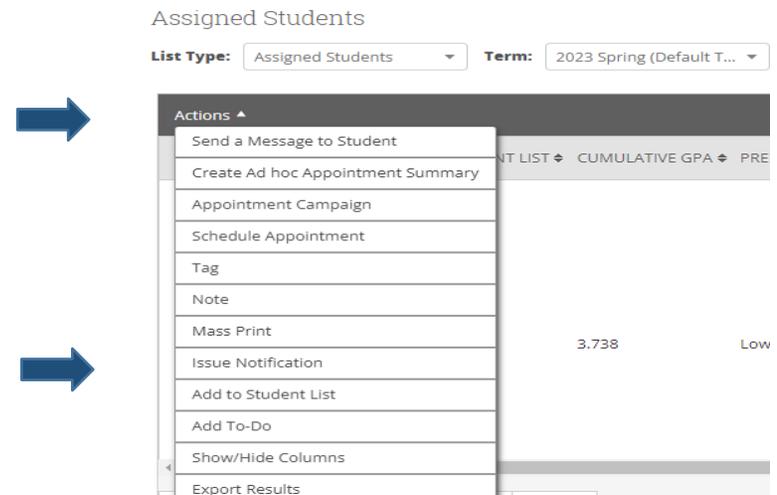
The [CCNY Navigate Notifications](#) document describes how each notification is configured and the content of the messages sent to students.

Issuing an Alert from Staff Home Page

1. Log into CCNY Navigate: <https://ccny-cuny.campus.eab.com>
2. If necessary, change your role from Professor or Student to Staff by clicking on the dropdown next to “Professor Home” or “Student Home” and then select “Staff Home.”



3. In the list of assigned students, check the box next to the student/students’ names and select “Issue Notification” from the Actions drop-down menu.



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Issuing an Alert from Staff Home Page, continued

4. Selecting “Issue an Alert” will open the alerts dialogue box.

ISSUE NOTIFICATION

Student Quinel Acosta

Please select a reason

5 Performance Concern in Math or Physics

Poor Attendance

Is this associated with a specific class? 6 Optional

Additional Comments

Please enter a comment.

7

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

Performance Concern in Math or Physics:

8

- Student will receive an email

Poor Attendance:

- Student will receive an email
- 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 Notification issuer will be sent when case is closed
- A case will be opened and assigned to a staff

Cancel Submit

5. **Notification Reason:** Select at least one reason for issuing this alert. See [CCNY Navigate Notifications for Faculty](#) for more information about Notification Reasons.
6. **Association with Specific Course:** Choose the course the concern/feedback is related to. (Mainly for Faculty Use)
7. **Additional Comments:** Enter all comments related to this alert. Only faculty or staff users will see the comments. Students will not see them. It is important to include any pertinent information that will be helpful to the staff who will work with the student or the student’s records.

8. **Actions Triggered by each Notification:** The workflow actions taken by each Notifications Reason will be listed in the dialogue.

Important FERPA Reminder

Any information you enter into the platform pertaining to a student, such as “additional Comments”, becomes a part of their official Educational Record and may be subpoenaed by that student, as outlined in the [Family Educational Rights and Privacy Act \(FERPA\)](#).

How to view alerts on the student profile

1. Navigate to that student’s profile. On the right side of the profile, the total number of staff alerts for that student is listed at the top right. This count includes all Alerts, Cases, and Progress Reports issued for the student based on the current term.
2. Navigate to that student’s profile. Click on the History tab. Scroll down to Student’s History. All notifications, progress reports, and cases will be listed. You can also use the drop-down to view just the items you are interested in.

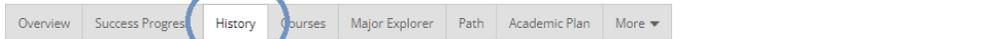
Need assistance? See more resources at <https://www.ccnycuny.edu/ccny-navigate> or contact navigatehelp@ccny.cuny.edu

Notifications for Faculty

Instructors - Issuing and Viewing Navigate in CCNY Navigate

How to view alerts on the student profile, continued

Sample Student



Your To-Dos For Sample

Actions ▾					
<input type="checkbox"/>	TO-DO	VIEWABLE TO STUDENT	DUE DATE	COMPLETED ON	COMPLETED BY
<input type="checkbox"/>	Testing a to-do, please make an advising appt	No	03/31/2022 (overdue)		

Sample's History ▲



- [Notes about Presley](#)
- [Cases for Presley](#)
- [Notifications for Presley](#)
- [Progress Reports for Presley](#)
- [Appointment Summaries for Presley](#)
- [Presley's Visits to Support Centers](#)

on written assignments(S,C,P)

The Notification section includes the following information:

- **Notification Reasons:** All reasons selected for this notification.
- **Issued On:** Date notification was issued.
- **Issued By:** User who issued the notification.
- **Comments/Issuing Evaluation:** Any comments entered when the notification was issued.