

# CCNY Navigate Notifications and Cases

Notifications are the central component of the coordinated care feature of the CCNY Navigate platform.

When a faculty member issues a notification, not only is the student informed but the academic advising community is also provided with the information. Notifications can provide students with a call to action and/or provide information regarding available resources. Since academic advisors are also alerted of the concern, a coordinated response is possible.

Notifications can also be used to let students know that they are doing well in your class.

This document lists the available notifications, explains when to use each one, and provides the workflow and communication triggered by each. Please see the document, CCNY Navigate – How to Work With Notifications, for guidance about how to issue and view notifications.

# Notification Reason Key

Notification Reason	When to use this notification	Workflow	Available to:
Bursar Referral	If student has a Bursar hold (BIH, etc.), an issue or question about their student account or needs to enroll in a payment plan.	Student receives an email with information about Bursar services and how to make an appointment.	Administrators, Advisors
Concern for level of engagement in class	Lack of engagement (discussions/ activities) is negatively impacting their grade in the course.	Student receives email recommending that they meet with the instructor.	Administrators, Faculty
Failure to turn in coursework	Student is failing to turn in coursework, and you are not aware the student is dropping or withdrawing from the course.	Student receives email recommending that they meet with the instructor.	Administrators, Faculty
Good Work!	Student is performing well in your class.	Student receives an encouraging email from instructor	Administrators, Faculty
Great Job Last Semester	The student performed well in the semester. For students with a good GPA or a significant increase in term GPA.	Student receives an encouraging email from the CCNY campus community.	Administrators, Advisors
In danger of failing	If student is in danger of failing for any reason (attendance, coursework, assignments, engagement, performance).	Student receives email advising them to speak with their instructor. A case is opened and assigned to the Advising Office Case Coordinator.	Administrators, Faculty
Missed Advising/Tutoring Appointment	The student has missed more than 2 scheduled appointments within a semester.	Student receives an email asking that they cancel appointments when possible and that additional missed appointments could result in loss of ability to schedule appointments through Navigate	Administrators, Advisors

# Notification Reason Key

Notification Reason	When to use this notification	Workflow	Available to:
Performance Concern in Bio or Chem	The student needs academic support in one of the following courses: Bio 10100, 10200, 20600, 20700, 22800 and 22900 or Chem 10301, 10401, 26100, 26300 and 32002	Student receives an email with instructions to make an appointment with the Bio/Chem tutoring center.	Administrators, Faculty
Performance Concern in Math	The student needs academic support in a Math course.	Student receives an email with instructions about arranging tutoring with the Math tutoring centers	Administrators, Faculty
Performance Concern on Test/Quizzes/Assignments/Discussions	Concerning performance on 2+ significant assignments or negatively impacting their grade in the course.	Student receives an email with instructions to speak with their instructor and their academic advisor.	Administrators, Faculty
Performance Concern on Writing Assignments	The student needs writing support.	Student receives an email with instructions about making an appointment with the Writing Center. A case is created and assigned to the CCNY Writing Center.	Administrators, Advisors, Faculty
Performance Concern: Tutoring Referral	Student could benefit from tutoring or student services.	Student Receives an email with information about available tutoring services	Administrators, Advisors, Faculty
Poor Attendance	If the student has missed 3+ classes without communication with instructor. Poor attendance is negatively impacting their grade in the course.	Student receives an email with instructions to speak with the instructor and their academic advisor. A case is opened and assigned to the Advising Office Case Coordinator.	Administrators, Faculty
Referral: CPDI	If the student appears to need support with career planning, finding an internship or job, or applying to graduate school, and would benefit from connecting with a career coach.	Student receives an email with instructions to speak with their career coach. A case is opened and assigned to the CPDI Office.	Administrators, Advisors, Faculty

# Notification Reason Key

Notification Reason	When to use this notification	Workflow	Available to:
Referral: DegreeWorks	The student has an issue on their DegreeWorks report that needs to be addressed by the division DegreeWorks Liaison.	Student will receive an email with instructions to make an appointment with their division's DegreeWorks liaison. A case is opened and assigned to the division's DegreeWorks liaison.	Administrators, Advisors
Referral: Financial Aid	The student has concerns related to Financial Aid.	Student receives email with information about FA Office and how to make an appointment with FA Office	Administrators, Advisors
SEEK Tutoring Referral to PALS Center Manager	To refer a SEEK student to the PALS Center for Tutoring	Student will receive an email with instructions to schedule an appointment. A case will be created and assigned to the PALS Center manager .	Administrators, Advisors (SEEK only)
SoE Referral to Asst. Dean	To refer a student situation to the SoE Assistant Dean. Describe the situation in the comments.	A case is created and assigned to SOE Dean	Administrators, Advisors (SoE Only)
Student Needs ELL Support	The Student needs ELL support.	Student receives an email with instructions about making an appointment with the Writing Center. A case is created and assigned to the CCNY Writing Center.	Administrators, Advisors, Faculty
Student Should See An Advisor ASAP	The student has several issues that are making it difficult for them to be successful in this class. Please provide a brief explanation of the situation in the comments section.	Student receives an email suggesting that they make an appointment with an advisor ASAP. A case is opened and assigned to the Advising Office Case Coordinator.	Administrators, Faculty

# Notification Reason Key

Notification Reason	When to use this notification	Workflow	Available to:
Wellness Concern	The student has exhibited behavior that causes you to concern for their wellness. This can include abruptly failing to participate in class or submit assignments; abruptly ceasing to attend class; exhibiting inappropriate behavior in class; engaging you in conversations that cause you to be concerned for their safety. NOTE: Only Provide the best contact information for you in the comments section. The Wellness Coordinator will contact you for further information about the situation.	A case is created and assigned to the division's wellness coordinator. This staff member will follow up with the student and involve other campus resources as appropriate.	Administrators, Advisors, Faculty

## NOTIFICATION TIRGGERED EMAILS

This chart shows the emails triggered by each notification reason. Student will receive an individual email for each notification reason selected. All emails are sent from this address: [CCNY Navigate <no-reply@gradesfirst.com>](mailto:CCNY Navigate <no-reply@gradesfirst.com>)).

Notification	Email
Bursar Referral	<p><b>Subject:</b> {\$student_first_name}, You should visit the Bursar's Office as soon as possible.</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p><b>{\$completer_name}</b> is recommending that you visit the Bursar's office as soon as possible. They can help with the following:</p> <ol style="list-style-type: none"> <li>1. Discuss an outstanding balance in your student account</li> <li>2. Discuss a discrepancy in your student account.</li> <li>3. Making a payment to clear or reduce an outstanding balance.</li> <li>4. Enrolling in a payment plan.</li> <li>5. Removal of Bursar holds.</li> </ol> <p>The Bursar is located in room 103 of the Willie Administration building. More information services offered by the Bursar's Office and contact information can be found <a href="#">here</a>.</p> <p>The Bursar team is here to support you!</p>
Concern for Level of Engagement in Class	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p><b>{\$completer_name}</b> is concerned about your participation in class and how it may affect your long-term success for this semester. Students who engage in their course discussions, lectures, and activities are more likely to earn a higher grade. We strongly encourage you to contact your instructor directly. They too want to help you succeed.</p> <p>Speak with your academic advisor before making any decisions pertaining to your registration in a course as there may be financial aid or eligibility ramifications.</p> <ul style="list-style-type: none"> <li>• Link to student resources (including tutoring): <a href="https://www.ccny.cuny.edu/engagement/bennys-resources">https://www.ccny.cuny.edu/engagement/bennys-resources</a></li> <li>• Wellbeing resources: <a href="https://www.ccny.cuny.edu/health-wellness">https://www.ccny.cuny.edu/health-wellness</a></li> </ul> <p>Your Success Team is here to support you!</p>

Failure to Turn in Coursework	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} is concerned that you have not turned in several assignments and how this may affect your long-term success for this semester. We strongly encourage you to contact your instructor directly. They too want to help you succeed.</p> <p>Speak with your academic advisor before making any decisions pertaining to your registration in a course as there may be financial aid or eligibility ramifications.</p> <ul style="list-style-type: none"> <li>• Link to student resources (including tutoring): <a href="https://www.ccny.cuny.edu/engagement/bennys-resources">https://www.ccny.cuny.edu/engagement/bennys-resources</a></li> <li>• Wellbeing resources: <a href="https://www.ccny.cuny.edu/health-wellness">https://www.ccny.cuny.edu/health-wellness</a></li> </ul> <p>Your Success Team is here to support you!</p>
Good Work!	<p><b>Subject:</b> You are doing well in {\$course_name}!</p> <p>Hi {\$student_first_name},</p> <p>Congratulations!</p> <p>I just wanted to let you know you are doing well in {\$course_name} so far.</p> <p>Keep up the good work!</p> <p>{\$completer_name}</p>
Great Job Last Semester!	<p><b>Subject:</b> {\$student_first_name}, Great Job Last Semester!</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>We Just wanted to recognize that your hard work this past semester paid off. Great Job!</p> <p>These resources can help you keep up the good work:</p> <p>General resources (including tutoring): <a href="https://www.ccny.cuny.edu/engagement/bennys-resources">https://www.ccny.cuny.edu/engagement/bennys-resources</a></p> <p>Wellbeing resources: <a href="https://www.ccny.cuny.edu/health-wellness">https://www.ccny.cuny.edu/health-wellness</a></p> <p>The CCNY campus community is here to support you!</p>

<p>In danger of failing</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name} Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} indicates that you are in danger of failing <b>{\$course_name}</b>. We strongly encourage you to contact your instructor directly. They too want to help you succeed.</p> <p>Speak with your academic advisor before making any decisions pertaining to your registration in a course as there may be financial aid or eligibility ramifications.</p> <p>The following resources may be helpful:</p> <ul style="list-style-type: none"> <li>•<a href="#">Benny's Resources</a></li> <li>•<a href="#">Tutoring</a></li> <li>•<a href="#">Wellbeing Resources</a></li> </ul> <p>Your Success Team is here to support you!</p>
<p>Missed Advising/ Tutoring Appointment</p>	<p><b>Subject:</b> {\$student_first_name}, You have a notification concerning missed advising appointments. Hi {\$student_first_name}, we are here for you!</p> <p>You have recently missed at least two scheduled appointments with your advisor and/or a tutor this semester. Please note that a third no-show may result in you not being able to make an advising appointment through CCNY Navigate.</p> <p>We understand that unexpected events can happen, however, we ask that you cancel or reschedule your appointment within 12 hours of your appointment so that another student can use that slot.</p> <p>The following websites may prove useful: General resources (including tutoring): <a href="https://www.ccny.cuny.edu/engagement/bennys-resources">https://www.ccny.cuny.edu/engagement/bennys-resources</a> Wellbeing resources: <a href="https://www.ccny.cuny.edu/health-wellness">https://www.ccny.cuny.edu/health-wellness</a></p> <p>Your Success Team is here to support you!</p>



<p>Performance Concern in Bio or Chem</p>	<p><b>Subject:</b>{student_first_name}, You have a note from your professor regarding {course_name}</p> <p>Hi {student_first_name}, we are here for you!</p> <p>Your academic performance in <b>{course_name}</b> would improve with tutoring. <b>{completer_name}</b> recommends that you visit the CCAPP Biology/Chemistry Tutoring Center.</p> <p>The CCAPP Biology /Chemistry Tutoring Center is located in Marshak Hall, room 403. The Center provides tutoring in the following courses-</p> <p><b>Bio</b> 10100, 10200, 20600, 20700, 22800 and 22900  <b>Chem</b> 10301, 10401, 26100, 26300 and 32002</p> <p>Please bring plenty of problems.</p> <p>We are located in MARSHAK HALL ROOM-403.</p> <p>Hours of Operation:  Mon – Weds- 9:00 am to 6:00 pm  Thurs- 11:00 am - 8:00 pm  Fri- 10:am - 4:00 pm  Sat: Online- 11 am - 1:00 pm  Sun: Closed</p> <p>If you have any questions, feel free to email the Center's Coordinator, Ms. Stanley at <a href="mailto:nstanley@ccny.cuny.edu">nstanley@ccny.cuny.edu</a> .</p> <p>The CCAPP Team is here to support you!</p>
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<p>Performance Concern in Math</p>	<p><b>Subject:</b> You have a note from your professor regarding { \$course_name }</p> <p>Hi { \$student_first_name },</p> <p>Your academic performance in { \$course_name } would improve with tutoring. { \$completer_name } recommends that you that you receive tutoring in Math. You have two options:</p> <p><b>Option 1: The CCAPP Math/Physics Tutoring Center</b></p> <p>The CCAPP Math/Physics Tutoring Center is located in Marshak room 106 and will be open from 12pm to 5pm Mondays to Thursdays, and from 12pm to 4pm on Fridays. We will be able to help you with all Math classes up to (and including) Linear Algebra and Differential Equations.. We <i>*might*</i> be able to help with higher-level Math classes, but this will depend on the skill sets of the current tutors. No appointment is needed for tutoring. Just come by the Tutoring Center whenever you have the time, and we'll be here to help you.</p> <p>If you have any questions about Math tutoring, or if you're interested in becoming a tutor, please feel free to email the Center's Coordinator, Andy Trafford, at <a href="mailto:atrafford@ccny.cuny.edu">atrafford@ccny.cuny.edu</a></p> <p><b>Option 2: The Artino Mathematics Tutoring Center</b></p> <p>You can schedule an appointment with the Artino Mathematics Tutoring Center through CCNY Navigate. Click <a href="#">HERE</a> if you need instructions. Information about the services available at the Artino Mathematics Tutoring Center is available <a href="#">here</a>.</p> <p>The CCAPP team is here to support you!</p>
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Performance Concern on Test/ Quizzes/ Assignments/ Discussions	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>Are you doing okay?</p> <p>{\$completer_name} has indicated that you may not be performing as well as you had hoped on tests, quizzes, assignments, or discussions. Please contact your instructor to discuss their concerns.</p> <p>Remember to speak with an academic advisor before making any decisions pertaining to your registration in a course as there may be financial aid ramifications.</p> <p>Helpful resources:</p> <ul style="list-style-type: none"> <li>•<a href="#">Benny's Resources</a></li> <li>•<a href="#">Tutoring</a></li> <li>•<a href="#">Wellbeing Resources</a></li> </ul> <p>Your Success Team is here to support you!</p>
Performance Concern on Writing Assignments	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} has indicated that you may not be performing as well as you had hoped on written assignments. Your academic performance in this class would improve by seeking writing support at the CCNY Writing Center.</p> <p>Make an appointment with the CCNY Writing Center as soon as possible. You can schedule an appointment through CCNY Navigate. <a href="#">Click HERE</a> if you need instructions. Information about the services available at the CCNY Writing Center is <a href="#">available here</a>.</p> <p>Additional helpful resources for you:</p> <p><a href="#">Benny's Resources</a></p> <p><a href="#">Tutoring</a></p> <p><a href="#">Wellbeing Resources</a></p> <p>Your Success Team is here to support you!</p>

<p>Performance Concern: Tutoring Referral</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name} we are here for you!</p> <p>{\$completer_name} indicates that your academic performance in <b>{\$course_name}</b> would improve with tutoring. <a href="#">CLICK HERE</a> for a directory of available tutoring and other academic resources at City College.</p> <p>Additional helpful resources for you:</p> <ul style="list-style-type: none"> <li>• <a href="#">Benny's Resources</a></li> <li>• <a href="#">Tutoring</a></li> <li>• <a href="#">Wellbeing Resources</a></li> </ul> <p>Your Success Team is here to support you!</p>
<p>Poor Attendance</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} has indicated they are concerned about your poor attendance in their course. Please contact your instructor to discuss their concern(s).</p> <p>We know that there are a variety of issues that can interfere with class attendance. Working with your advisor to minimize the impact these issues have on your short- and long-term academic progress is important. Always speak with your academic advisor <b>before</b> making any decisions about your course registration as there may be financial aid ramifications.</p> <p>Use <a href="#">Navigate Student</a> to schedule an appointment as soon as possible. <a href="#">Click HERE</a> if you need instructions.</p> <p>Additional helpful resources for you:</p> <ul style="list-style-type: none"> <li>• <a href="#">Benny's Resources</a></li> <li>• <a href="#">Tutoring</a></li> <li>• <a href="#">Wellbeing Resources</a></li> </ul> <p>Your Success Team is here to support you!</p>

Referral: CPDI

**Subject:** Please Schedule Appt. w/ Your Career Coach

Hi {\$student\_first\_name}, we are here for you!

{\$completer\_name} is concerned that you need assistance in one of the following areas.

- Deciding on a career path
- Finding an Internship
- Finding your first job out of college
- Applying to graduate school

We want to help you. Please log onto your [CCNY Career Connections](#) account and schedule a time to meet with your career coach.

We look forward to working with you. If you have any questions, please do not hesitate to reach out to us via email ([cpdi@ccny.cuny.edu](mailto:cpdi@ccny.cuny.edu)), phone (212-650-5327) or the [CPDI Virtual Front Desk](#).

Sincerely,

CCNY Career and Professional Development Institute

Referral: Degree Works	<p><b>Subject:</b> {\$student_first_name}, You have a notification regarding your DegreeWorks account. Hi {\$student_first_name}, we are here for you!</p> <p>A CCNY staff member has noticed an issue in your record that requires you to visit the DegreeWorks liaison in your division. Use <a href="#">Navigate Student</a> to schedule an appointment as soon as possible. Use the "TAP/DegreeWorks Issues" appointment type. <a href="#">Click here for the current list of DegreeWorks Liaisons.</a></p> <p>The DegreeWorks team is here to support you!</p>
Referral: Financial Aid	<p><b>Subject:</b> {\$student_first_name}, you should schedule an appointment with the Financial Aid Office. Hi {\$student_first_name}, we are here for you!</p> <p><b>{\$completer_name}</b> is recommending that you visit the Financial Aid office as soon as possible. They can help with the following:</p> <ul style="list-style-type: none"> <li>• Understanding your Financial Aid Package.</li> <li>• Submission of verification paperwork through <a href="#">Student Forms.</a></li> <li>• Understanding your <a href="#">Federal Work Study</a> award.</li> <li>• Learning about additional aid you may be eligible for.</li> </ul> <p>The Financial Aid Office is located in room 104 of the Willie Administration building. Information about all services offered by the Financial Aid Office and contact information can be found <a href="#">here</a> .You can schedule a virtual or on-campus appointment by <a href="#">clicking here</a>. <b>Please note</b> that Federal Work Study appointments are only held on-campus.</p> <p>The Financial Aid team is here to support you!</p>
SEEK Tutoring Referral to PALS Center Manager	<p><b>Subject:</b> {\$student_first_name}, You have a note regarding tutoring for {\$course_name} Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} has indicated that you may not be performing as well as you had hoped in {\$course_name}. Your academic performance in this class would improve by seeking academic support at the <a href="#">SEEK PALS Center</a>.</p> <p>Make an appointment with the PALS Center as soon as possible. You can schedule an appointment through CCNY Navigate. <a href="#">Click HERE</a> if you need instructions.</p> <p>Sincerely, The SEEK Program Team</p>

<p>Student Needs ELL Support</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} has indicated that you may not be performing as well as you had hoped on written assignments. Your academic performance in this class would improve by seeking writing support at the CCNY Writing Center.</p> <p>Make an appointment with the CCNY Writing Center as soon as possible. You can schedule an appointment through CCNY Navigate. <a href="#">Click HERE</a> if you need instructions. Information about the services available at the CCNY Writing Center is <a href="#">available here</a>.</p> <p>Additional helpful resources for you:</p> <ul style="list-style-type: none"> <li>•<a href="#">Benny's Resources</a></li> <li>•<a href="#">Tutoring</a></li> <li>•<a href="#">Wellbeing Resources</a></li> </ul> <p>Your Success Team is here to support you!</p>
<p>Student Should See An Advisor ASAP</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} is concerned that you have one or more items impacting your class performance. It would be best to discuss your situation with your advisor to discuss possible resources, options and to develop a plan of action. Use <a href="#">Navigate Student</a> to schedule an appointment as soon as possible. <a href="#">Click HERE</a> if you need instructions.</p> <p>Additional helpful resources for you:</p> <ul style="list-style-type: none"> <li>•<a href="#">Benny's Resources</a></li> <li>•<a href="#">Tutoring</a></li> <li>•<a href="#">Wellbeing Resources</a></li> </ul> <p>Your Success Team is here to support you!</p>