

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. | Advisors, Administrators |
| 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. | Advisors, Administrators |
| 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 | Advisors, Administrators |
| 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. | Advisors, 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. | Advisors, Faculty |
| 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. | Advisors, Administrators |
| 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 | Advisors, Administrators |

Notification Reason Key

| Notification Reason | When to use this notification | Workflow | Available to: |
|---|---|---|--------------------------------------|
| 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 . | Advisors (SEEK only), Administrators |
| 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 | 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. | Advisors, Faculty |
| 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. | Advisors, Administrators, 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>).

| Notification | Email |
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| Bursar Referral | <p>Subject: {\$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>{\$completer_name} 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"> 1. Discuss an outstanding balance in your student account 2. Discuss a discrepancy in your student account. 3. Making a payment to clear or reduce an outstanding balance. 4. Enrolling in a payment plan. 5. Removal of Bursar holds. <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 here.</p> <p>The Bursar team is here to support you!</p> |
| Great Job Last Semester! | <p>Subject: \$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): https://www.ccny.cuny.edu/engagement/bennys-resources</p> <p>Wellbeing resources: https://www.ccny.cuny.edu/health-wellness</p> <p>The CCNY campus community is here to support you!</p> |

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| <p>Missed Advising/Tutoring Appointment</p> | <p>Subject: {\$student_first_name}, You have a notification concerning missed advising appointments.</p> <p>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): https://www.ccny.cuny.edu/engagement/bennys-resources Wellbeing resources: https://www.ccny.cuny.edu/health-wellness</p> <p>Your Success Team is here to support you!</p> |
| <p>Performance Concern on Writing Assignments</p> | <p>Subject: {\$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. Click HERE if you need instructions. Information about the services available at the CCNY Writing Center is available here.</p> <p>Additional helpful resources for you: Benny's Resources Tutoring Wellbeing Resources</p> <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), phone (212-650-5327) or the [CPDI Virtual Front Desk](#).

Sincerely,

CCNY Career and Professional Development Institute

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| Referral: Degree Works | <p>Subject: {\$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 Navigate Student to schedule an appointment as soon as possible. Use the "TAP/DegreeWorks Issues" appointment type. Click here for the current list of DegreeWorks Liaisons.</p> <p>The DegreeWorks team is here to support you!</p> |
| Referral: Financial Aid | <p>Subject: {\$student_first_name}, you should schedule an appointment with the Financial Aid Office. Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} 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"> • Understanding your Financial Aid Package. • Submission of verification paperwork through Student Forms. • Understanding your Federal Work Study award. • Learning about additional aid you may be eligible for. <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 here .You can schedule a virtual or on-campus appointment by clicking here. Please note 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>Subject: {\$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 SEEK PALS Center.</p> <p>Make an appointment with the PALS Center as soon as possible. You can schedule an appointment through CCNY Navigate. Click HERE if you need instructions.</p> <p>Sincerely, The SEEK Program Team</p> |

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| Student Needs ELL Support | <p>Subject: {\$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. Click HERE if you need instructions. Information about the services available at the CCNY Writing Center is available here.</p> <p>Additional helpful resources for you:</p> <ul style="list-style-type: none">• Benny's Resources• Tutoring• Wellbeing Resources <p>Your Success Team is here to support you!</p> |
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