

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:
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.	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.	Faculty
Good Work!	A student is performing well in your class.	Student receives an encouraging email from instructor	Faculty
At Risk of Failing (Use up to two weeks before drop deadline)	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.	Faculty
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.	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	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.	Faculty
Performance Concern: Tutoring Referral	Student could benefit from tutoring or student services.	Student Receives an email with information about available tutoring services.	Faculty, Advisors
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.	Faculty, Advisors

Notification Reason Key

Notification Reason	When to use this notification	Workflow	Available to:
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.	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.	Faculty, Advisors
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.	Faculty
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.	Faculty, Advisors
Wellness Concern	The student has exhibited behavior that raises concerns about their physical or psychological well-being. This may include displaying behavior that appears unusual or concerning, or engaging in conversations that raise concerns about their health, safety, or overall well-being.	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	Faculty, Advisors, Administrators

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
<p>Concern for Level of Engagement in Class</p>	<p>Subject: {\$student_first_name}, I want to support you in {\$course_name}</p> <p>Hi {\$student_first_name}, I'm here for you!</p> <p>Staying engaged in class activities ad discussions can make a big difference in student success, and I believe your increased participation in {\$course_name} would help improve your performance.</p> <p>Please consider reaching out to {\$completer_name} - I want you to do well.</p> <p>Helpful resources:</p> <ul style="list-style-type: none"> • Tutoring Services • Wellbeing Resources • Advising Resources <p>Your Success Team is here for you!</p>

Failure to
Turn in
Coursework

Subject: {\$student_first_name}, let's get you back on track in {\$course_name}

Hi {\$student_first_name}, I'm here to help.

I've noticed that several assignments have not been submitted in {\$course_name}. Completing coursework on time is important for staying on track this semester.

Please reach out to {\$completer_name} as soon as possible to discuss next steps - I want to support your success.

Helpful resources:

- [Tutoring Services](#)
- [Wellbeing Resources](#)
- [Advising Resources](#)

Your Success Team is here for you!

Good Work!	<p>Subject: Great job in {\$course_name}, {\$student_first_name}!</p> <p>Hi {\$student_first_name},</p> <p>Congratulations! I wanted you to know that you are doing well in {\$course_name}. Keep up the strong work - you're on a great path.</p> <p>Best,</p> <p>{\$completer_name}</p>
At Risk of Failing	<p>Subject: {\$student_first_name}, important support available to you for {\$course_name}</p> <p>Hi {\$student_first_name},</p> <p>I'm reaching out because I'm concerned about your success in {\$course_name}. The good news is that support is available, and there is still time to improve.</p> <p>Please contact {\$complete_name} as soon as possible to discuss strategies for success.</p> <p>Before making any registration changes in a course, please speak with your academic advisor to review possible financial aid or eligibility impacts.</p> <p>Helpful resources:</p> <ul style="list-style-type: none">• Tutoring Services• Wellbeing Resources• Advising Resources <p>_Your Success Team is here for you!</p>

Performance
Concern in Biology
or Chemistry

Subject: {\$student_first_name}, tutoring support recommended for {\$course_name}

Hi {\$student_first_name},

I recommend tutoring to help strengthen your performance in {\$course_name}. The CCAPP Biology/Chemistry Tutoring Center is available to support you.

Location: Marshak Hall, Room 403

Courses supported:

Bio: 10100, 10200, 20600, 20700, 22800, 22900

Chem: 10301, 10401, 26100, 26300, 32002

Hours:

Mon–Wed: 9:00 AM – 6:00 PM

Thu: 11:00 AM – 8:00 PM

Fri: 10:00 AM – 4:00 PM

Sat (online): 11:00 AM – 1:00 PM

Sun: Closed

Bring practice problems if you have them!

Questions? Email Ms. Stanley at nstanley@ccny.cuny.edu.

The Science Team and CCAP are here to support you!

Helpful resources:

- [Tutoring Services](#)
- [Wellbeing Resources](#)
- [Advising Resources](#)

Your Success Team is here for you!

Performance
Concern in Math

Subject: Let's Talk About Your Progress in {\$course_name}

Hi {\$student_first_name},

I'm reaching out because your instructor in {\$course_name} believes you can improve your performance in this course.

As the Math Skills Coordinator, my role is to work directly with students to identify what may be getting in the way of success and to develop a clear, realistic plan for improvement. This might include reviewing study strategies, identifying gaps in prerequisite knowledge, talking through time-management or exam preparation, and connecting you with appropriate academic resources when needed.

I would like to meet with you to discuss your experience in the course so far and figure out next steps together. The goal is to help you feel more confident and better supported moving forward.

Please schedule a meeting with {\$completer_name} through CCNY Navigate (Click [HERE](#) for instructions) at your earliest convenience. If you have questions before then, feel free to reach out.

I look forward to working with you.

Best regards, David

<p>Performance Concern on Test/Quizzes/Assignments/Discussions</p>	<p>Subject: {\$student_first_name}, let's strengthen your progress in {\$course_name}</p> <p>Hi {\$student_first_name}, I've noticed you may not be performing as well as expected on recent tests, quizzes, assignments, or discussions.</p> <p>Please reach out to {\$completer_name} to review strategies for improvement.</p> <p>Helpful resources:</p> <ul style="list-style-type: none">• Tutoring Services• Wellbeing Resources• Advising Resources <p>Your Success Team is here for you!</p>
<p>Performance Concern: Tutoring Referral</p>	<p>Subject: {\$student_first_name}, tutoring support recommended</p> <p>Hi {\$student_first_name}, I believe tutoring could help improve your performance in {\$course_name}.</p> <p>CLICK HERE to view available tutoring and academic support resources at City College.</p> <p>Helpful resources:</p> <ul style="list-style-type: none">• Tutoring Services• Wellbeing Resources• Advising Resources <p>Your Success Team is here for you!</p>

<p>Performance Concern on Writing Assignments</p>	<p>Subject: {\$student_first_name}, writing support available for {\$course_name}</p> <p>Hi {\$student_first_name}, I recommend additional writing support to help strengthen your work in {\$course_name}.</p> <p>The CCNY Writing Center is a great resource. Please schedule an appointment through CCNY Navigate (Click HERE for instructions).</p> <p>Learn more about Writing Center services HERE.</p> <p>Helpful resources:</p> <ul style="list-style-type: none">• Tutoring Services• Wellbeing Resources• Advising Resources <p>Your Success Team is here for you!</p>
<p>Poor Attendance</p>	<p>Subject: {\$student_first_name}, let's support your attendance in {\$course_name}</p> <p>Hi {\$student_first_name}, I'm concerned about your recent attendance in {\$course_name}.</p> <p>I understand that challenges can sometimes interfere with class attendance. Please contact {\$completer_name} to discuss your situation.</p> <p>I also encourage you to meet with your academic advisor to minimize any impact on your academic progress. Schedule through Navigate Student (Click HERE for instructions).</p> <p>Helpful resources:</p> <ul style="list-style-type: none">• Tutoring Services• Wellbeing Resources• Advising Resources <p>Your Success Team is here for you!</p>

Referral: CPDI

Subject: Please schedule an appointment with your Career Coach

Hi {\$student_first_name},

I'm here to help you move forward.

I recommend connecting with the Career and Professional Development Institute (CPDI) for support with:

- Choosing a career path
- Finding an internship
- Preparing for your first job after college
- Applying to graduate school

Please log into CCNY Career Connections to schedule an appointment with your career coach. Questions?

Email: cpdi@ccny.cuny.edu

Telephone: 212-650-5327

I look forward to working with you!

<p>Student Should See an Advisor ASAP</p>	<p>Subject: {\$student_first_name}, please connect with your advisor</p> <p>Hi {\$student_first_name},</p> <p>I recommend that you meet with your academic advisor to discuss items that may be affecting your performance in {\$course_name}.</p> <p>Your advisor can help you explore resources and create a plan for success. Please schedule through Navigate Student as soon as possible (Click HERE for instruction).</p> <p>Helpful resources:</p> <ul style="list-style-type: none">• Tutoring Services• Wellbeing Resources• Advising Resources <p>Your Success Team is here for you!</p>
<p>Student Needs ELL Support</p>	<p>Subject: {\$student_first_name}, language support available</p> <p>Hi {\$student_first_name},</p> <p>I recommend English Language Learning (ELL) support to help strengthen your success in {\$course_name}.</p> <p>ELL services can provide personalized support with reading, writing, and communication skills.</p> <p>Please schedule an appointment through CCNY Navigate (Click HERE for instructions).</p> <p>Helpful resources:</p> <ul style="list-style-type: none">• Tutoring Services• Wellbeing Resources• Advising Resources <p>Your Success Team is here for you!</p>