

How to Submit a Concern/High-Five in Navigate

Formerly known as an Alert or SOS Alert

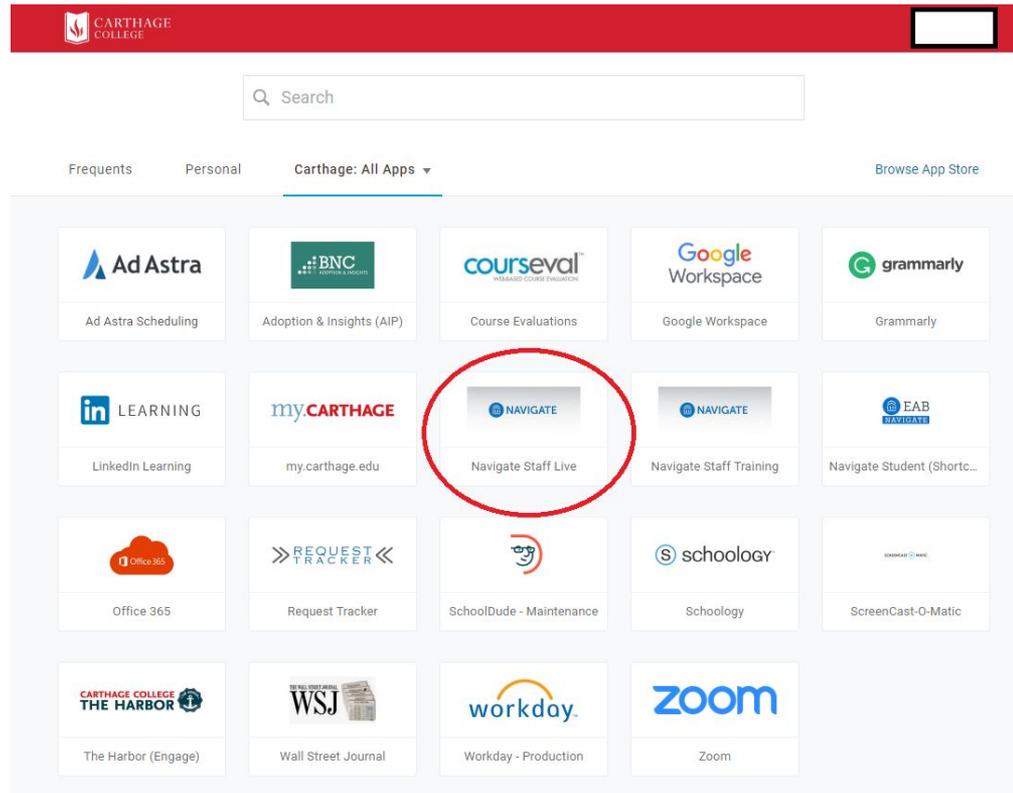
Important Background

- ***Important:*** Any information you enter into the platform pertaining to a student becomes a part of their official student record and may be subpoenaed by that student, as outlined in the **Family Educational Rights and Privacy Act (FERPA)**.
- There are numerous ways to search students and submit Concerns/High-fives in Navigate. Each way has its own advantages which include, but are not limited to, convenience, ensuring the Concern/High-five is submitted for the correct student, or ability to review the student profile before submitting a Concern/High-five.
- Most Concerns/High-fives are **configured to open a case**, which allows for documentation of the follow-up and intervention steps taken. Center for Student Success Staff manage each case and coordinate and follow up to ensure the student is reached.
- **Once a case is closed, the person who originally submitted the Concern/High-five will receive a closed notification with the case outcome.** There are a small number of Concerns/High-fives which are self-service and connect a student directly to the resource. In those instances, submitters will not receive a closed notice.

[View Case Workflow Here](#)

Getting started: Option #1

- Concerns/High-fives provide staff and faculty with the ability to draw attention to a student, both positive and negative, or prompt a referral with another department using the platform. This option is quick and convenient for users. View the [video tutorial](#)
- **All Faculty and Staff have the ability to issue a Concern/High-five for any student using this method.**
- To start, log-into OneLogin and Click on “Navigate Staff Live” to get to your Staff Home Page



Step One: Go to Staff Home Page

From your Staff Home Page, on the **right side**, under Actions, click **Issue a Concern/High-five**.

The screenshot displays the Carthage College Staff Home Page. At the top, there is a red navigation bar with the text "CARTHAGE COLLEGE" and a "NAVIGATE" button. Below this is a search bar labeled "Quick Search". The main content area is titled "Staff Home" and includes tabs for "Students", "Appointments", "My Availability", "Appointment Queues", and "Appointment Requests". Under "Assigned Students", there are filters for "List Type" (Assigned Students), "Term" (Summer 2022 (Default...)), and "Relationship Type" (All Relationship Types). A table with columns for NAME, ID, STUDENT LIST, CUMULATIVE GPA, SUPPORT PRIORITY, and CATEGORY is shown, but it is currently empty. Below the table are "Previous", "1", and "Next" buttons, and a note that "17 total results" are available. On the right side, there is a "Profile Picture" section with a placeholder box. Below that is an "Actions" menu with the text "I want to..." and a link for "Issue a Concern/High-five". This link is circled in red, and an arrow points from it to a larger, semi-transparent version of the "Actions" menu on the right, which also shows the "Issue a Concern/High-five" link.

Step Two: Complete Form

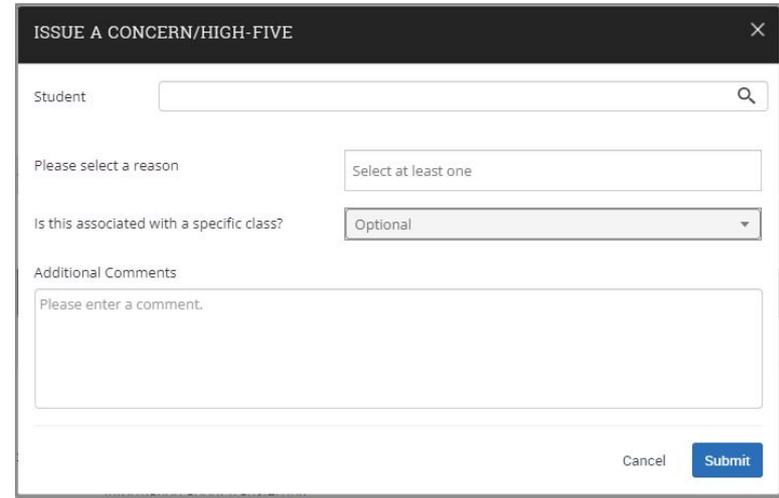
In the **Issue a Concern/High-five** popup, search for the Student you want submit feedback on.

- *You will need to click on the student's name from the populated menu.*
- *Simply clicking enter will not auto-fill the name.*

Select ONE Concern/High-five reason and, if applicable, select a class this Concern/High-five is associated with.

Enter any additional qualitative comments to inform who will be addressing the Concern/High-five of details. High-five comments will be shared with students. All other concerns will be kept confidential.

When finished, **click Submit**.



The screenshot shows a web form titled "ISSUE A CONCERN/HIGH-FIVE" with a close button (X) in the top right corner. The form contains the following fields and options:

- Student:** A search input field with a magnifying glass icon on the right.
- Please select a reason:** A dropdown menu with the text "Select at least one".
- Is this associated with a specific class?:** A dropdown menu with the text "Optional".
- Additional Comments:** A large text area with the placeholder text "Please enter a comment."
- Buttons:** "Cancel" and "Submit" buttons are located at the bottom right of the form.

More Information

You can find additional resources by accessing related **Navigate Help Center Articles** (top right of your Navigate page).

- Type “alert” in the bottom search bar

Carthage FAQs: View the [video tutorial](#)

For questions about how concerns are handled or if you are not sure whether to submit a concern or high-five, contact Melissa Burwell, Director of the Center for Student Success, mburwell@carthage.edu, for additional information.

