Alerts, Feedback & Referrals

LaGUARDIA COMMUNITY COLLEGE **Navigate360**

Email navigate@lagcc.cuny.edu for help!

Alerts Types

	WHEN TO USE
⚠️ ALERT: DANGER OF LOW OR FAILING GRADE	Issue when a student is in danger of failing or earning a low grade because of poor academic performance on papers, exams and other assignments, or failing to complete work.
🔔 ALERT: ATTENDANCE CONCERN	Issue when there is a danger of failing or earning a low grade because of a pattern of not attending class or if the student has never reported.
⛔ ALERT: WILL FAIL COURSE/STUDENT SHOULD WITHDRAW	Issue when the student can no longer pass, at least 5 days before the W deadline. An advisor will discuss options with the student.

WHAT HAPPENS WHEN YOU ISSUE AN ALERT: The case is sent to an advisor, who will reach out to the student. You will receive an email with the outcome. The student will not see your comments.

Alert Recommendations

☑️ **Communicate with the student first.** Before issuing an alert, talk to the student in class, during office hours, or via email. As the instructor, you have the best understanding of their situation and what they need to succeed.

☑️ **Be clear and specific in your alert.** What have you already communicated (or attempted to communicate) to the student? What actions do they need to take? Providing key details helps advisors assist effectively.

☑️ **Use an Attendance or Danger of Failing alert while there's still a chance to turn things around.** If you've reached out to the student but haven't been able to connect, or if you've spoken and there has been no improvement, an alert can help get the student the support they need—while passing is still possible.

☑️ **Submit a Will Fail Course/Student Should Withdraw alert only when passing is no longer possible.** When a student can no longer pass, submitting this alert *at least 5 before the withdrawal deadline* gives them time to explore their options with an advisor.

🚫 **Don't issue the same alert multiple times for the same issue.** If you've already submitted an Attendance alert for a student who has missed multiple classes, there's no need to submit another for additional absences.

🚫 **Avoid over-alerting for minor issues.** Alerts should be used when a student's pattern of behavior puts them at risk of failing—not for isolated incidents like a single missed class or assignment.

🚫 **Only submit one alert that best fits the situation.** If attendance is the primary concern (even if it might lead to failure), an Attendance alert alone is sufficient. There's no need to submit multiple alerts at the same time for the same student.

	WHEN TO USE	WHAT HAPPENS
☀️ FEEDBACK: DOING WELL IN COURSE	Issue when the student is doing well, and you want to commend them	A congratulatory message is sent to the student encouraging them to keep up the good work.
🔗 REFERRALS	Help connect students to the following offices: Advising | Bursar | Financial Aid | International Student Services | LaGuardia Cares | Library | Registrar | Tutoring Centers | Women's Center & LGBTQ+ Hub Referrals to Health Services, Accessibility and Wellness are not available through Navigate	Student will receive instructions on how to connect with the office. If you add comment on why you are making the referral, the referring office will see your note. You will NOT receive an outcome.

Watch this video for instructions on submitting Alerts, Feedback and Referrals!

How to submit Alerts, Feedback and Referrals

Use the Actions menu on a student list to issue Alerts, Feedback or Referrals. Or, issue directly from a Student Profile.
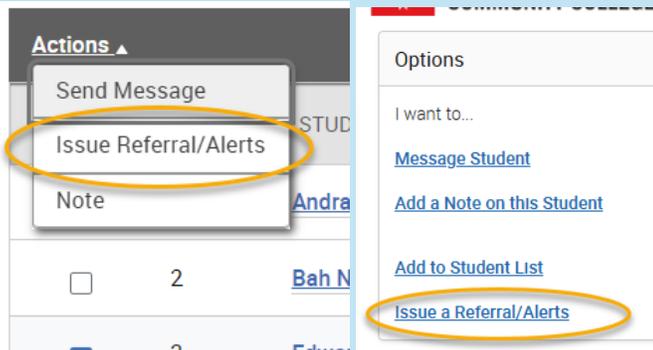
When you open an Alert/Referral Form, select the reason from the list. Then select the course & add comments.
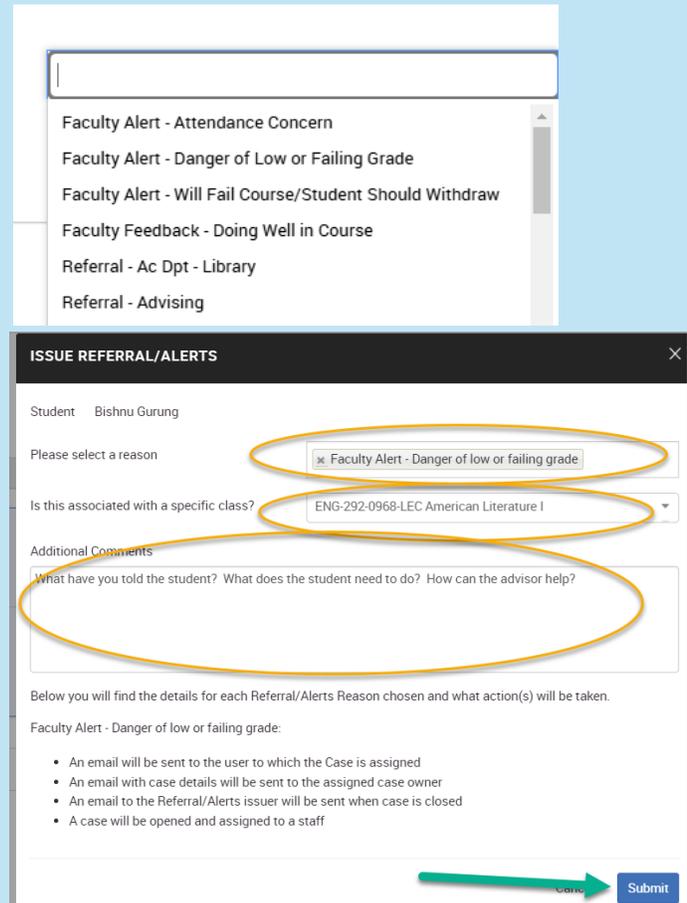
Alerts can also be issued through Progress Reports