



## **ISSUING ALERTS AND KUDOS - XU EAB NAVIGATE TRAINING**

### **NAVIGATE AND YOUR ROLE**

This training will help you learn how to:

- Understand the workflow for alerts and kudos
- Issue an alert (positive feedback)
- Issue a kudo (intervention feedback)

### **PURPOSE OF KUDOS AND ALERTS**

Kudos and Alerts help Success Coaches and students in identifying strategies to overcome barriers and ensure students connect with campus resources. They are also used to prioritize students who may need a higher level of intervention. Some alerts open a case while others are more informational. A full list of alerts and kudos, along with their specific workflow, can be found [here](#).

### **ISSUING KUDOS AND ALERTS**

There are two ways to issue alerts and kudos. The first way is to respond to the [progress reports](#) that you receive each semester. This is a very quick way to provide feedback for multiple students at once. This option is available during specific times each semester.

To issue an alert or kudo during all other times of the semester, you will need to access the student's profile in [Navigate 360](#) and follow the steps below.

- Search for the student using the search box. You can use a name or student id number to complete the search.
- Select "Issue an Alert/Kudos" in the Options box below the student's profile picture (right side of the screen.)

Options

I want to...

[Message Student](#)

[Add a Note on this Student](#)

[Add a To-Do to this Student](#)

[Report on Appointment](#)

[Create Request for Appointment](#)

[Schedule an Appointment](#)

[Add to Student List](#)

**Issue an Alert/Kudos**

- Select a reason from the drop-down menu that most accurately describes the situation.
- If applicable, select the course your feedback is related to.
- Provide a brief description of the reason you are submitting a kudos/alert in the “Additional Comments” box. You can also review who will receive the kudos/alert before submitting.
- Click “Submit.”
- Based on the work flow for your alert, the appropriate follow-up will be provided to the student.

**ISSUE ALERT/KUDOS** ✕

Student

Please select a reason

Is this associated with a specific class?

Additional Comments

Below you will find the details for each Alert/Kudos Reason chosen and what action(s) will be taken.

Currently failing, but potential to pass:

- Student will receive an email that will include this Alert/Kudos Reason
- An email will be sent to the student's assigned: Success Coach, Advisor that will include this Alert/Kudos Reason

Cancel

