

Accessing Navigate

Login to Navigate at <https://memphis.campus.eab.com> or use the link in the myMemphis Faculty page.

The screenshot displays the myMemphis Faculty page with several sections:

- UofM Online Faculty Resources:** Turn It In - Academic Integrity Software, Center for Teaching and Learning, Follett Discover.
- Course Roster & Drop/Add Activity:** Access the drop/add report, Access class roster with optional photo report, Step-by-step guide.
- SIRS/SETe Reports:** SIRS/SETe report archives, What are SIRS/SETe?, Interpreting SIRS/SETe reports.
- Faculty Schedule:** My Classes (Daily View), Faculty Dashboard, My Classes, Access Your Courses.
- Access Your Courses:** To view only online courses click on the myMemphis portal Student tab 'Look Up Classes' function, you will need to use the sort options of Instructional Method:
 - RODP Web Asynchronous - UG or GR to view undergraduate (UG) or graduate (GR) RODP courses
 - Web-Asynchronous to view UM Online courses
- NAVIGATE:** With Navigate, the U of M's student success management system, you can submit Early Alerts, track attendance, complete Progress Reports, schedule advising appointments and much, much more.
- SETe Administration, Monitoring, and Reports:** SETe Question Administration, Monitor SETe Participation, SETe website - What are SETe reports and how to interpret SETe reports, SIRS/SETe evaluation comments.
- Research Support:** Effort Certification, Researcher's Dashboard.
- CVs and Profiles:** CVs and Profiles Website, CV Help and Guidelines.
- Performance Appraisals and Evaluations:** Staff Performance Appraisal System, Enter as: Appraiser | Employee | HR Administrator, Staff Performance Appraisal Reference Guide, Staff Performance Management Worksheet, Faculty Evaluation Information.
- SETe Course Evaluations:** Complete a SETe Evaluation, SETe alternate access, SETe Availability Schedule, Need help? Students Faculty.

Use toggle to move between the **Professor Home** and **Advisor Home** screens when necessary

The screenshot shows the Advisor Home interface. A vertical sidebar on the left contains navigation icons. The main content area features a header with "Advisor Home" and a toggle menu. The toggle menu is circled in red and shows "Professor Home" selected, with "Student Home" as an alternative option. Below the toggle, there are tabs for "My Availability", "Appointment Queues", and "Appointment Requests". The main content area displays a table with columns for "ALL", "STUDENT NAME", "ID", "WATCH LIST", "CUM. GPA", and "PREDICTED RISK LEVEL". The table currently shows "No matching records found".

Managing Cases

Three ways to access a case:

1. From the **case email**

A Case has been Assigned to You

Student
Tiffany

Alert Reasons
Potential Stop Out

Alert Issued By
Ernest Hendley

[View Case Details](#)

You can also copy and paste this address into your web browser
https://memphis.campus.eab.com/cases?case=260023-potential_stop_out

2. From the **Cases icon** in Navigate

Cases

Status: Open

Care Unit: All Student: Anyone Opened By: Anyone Assigned To: Anyone Alert Reasons: Any Reason Date Opened:

to: Search

Actions	STUDENT	STATUS	CARE UNIT	REASON	DATE OPENED	OPENED BY	DATE UPDATED	UPDATED BY	ASSIGNED TO	CASE OWNER:
<input type="checkbox"/>	Seven	Open	Financial		09/05/2019	Rachel Montague	09/05/2019	Rachel Montague	Karen Smith	Manage Case

3. From the students profile page in Navigate by selecting the **History** tab

Overview Success Progress **History** Class Info Major Explorer Path Academic Plan More ▾

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
14 ▾	6 ▾	4 ▾	0	2.32 ▾

Total Credits Earned	Credit Completion % at this Institution	Predicted Risk Level
79.00	71%	● Low View detail

Engineering Technology
B S in Engineering Technology
Herff College of Engineering

STUDENT ID
U00576937

ALTERNATE ID
900576937

Current Alerts 3 ▾

I want to...

- [Message Student](#)
- [Add a Note on this Student](#)
- [Add a Reminder to this Student](#)
- [Report on Appointment](#)
- [Create Request for Appointment](#)
- [Schedule an Appointment](#)
- [Add to Watch List](#)
- [Issue an Alert](#)

All History is the default and will include alerts, advising reports, and other documents. If you click the drop down arrow next to the “All History” heading, it will give you the option to sort by the type of report. Choosing **Cases For** will allow you to see any alert the student has been issued, whether you were the Case Manager or not.

History ▾

- Notes about
- Cases for**
- Alerts for
- Progress Reports for
- Appointment Summaries for
- Visits to Support Centers

Fri, Sep 6, 2019 UG: Poor Attendance

Todd Canaday

After filtering for **Cases**, click on **Manage Case**

Cases For

Open Cases

Closed Cases

Open Cases For

DATE OPENED	REASONS	ISSUED BY	ASSIGNED TO
09/06/2019	UG: Poor Attendance	Todd Canaday	Thomas Banning, CARES Staff #2 Manage Case

Once the **Manage Case** window is open, you can see more details about the case, including who else is assigned, any additional details, and any follow-up information that has been logged.

Once the case is ready to be closed, click on **Close Case**.

MANAGE CASE

Reason: UG: Poor Attendance

Class: TECH-2251-001 Adv Programming Technology

Owner: Select an owner

Assignees: Thomas Banning, CARES Staff #2

Discard Save Changes

Case Activity:

09/06/2019

- Todd Canaday assigned case to Thomas Banning. 11:49AM
- Todd Canaday assigned case to CARES Staff #2. 11:49AM
- Todd Canaday opened case. 11:49AM
- Todd Canaday added comment: Marked At Risk to fail course on Progress Report 11:49AM

Add Comment

Cancel Close Case

You have several options to close the case, as well as the opportunity to include comments. Click **Submit** once the outcome has been chosen and any applicable notes have been added.

The screenshot shows a web interface titled "MANAGE CASE" with a close button (X) in the top right corner. The form contains the following fields:

- Student:** Isaac Weston
- Reason(s):** UG: Poor Attendance
- Outcome:** A dropdown menu is open, showing several options. The first option, "Closed-Student Responded to Advisor/Coach or Other Staff", is highlighted in blue. Other visible options include "Closed- Student Non-Responsive", "Closed-No Action Needed", "Student No Longer Enrolled in Course", "Duplicate Case- Can be deleted", "Graduate Student-No Action Needed", and "Closed-Student Responded to Instructor/Professor".
- Comment:** A text input field with a search icon (magnifying glass) on the right.

At the bottom left, there is a "Go Back" button. At the bottom right, there is a blue "Submit" button. A red oval highlights the "Submit" button. Another red oval highlights the "Outcome:" dropdown menu.

Description of Outcomes

Closed- Student Responded to Advisor/Coach or Other Staff

Used by Advisor, Coach, or other staff member when contact with the student has been made and the issue has been addressed. Leave brief notes explaining what has occurred

Closed-Student Responded to Instructor/Professor

Used when student responds directly to Instructor/Professor who issued the case and the issue has been resolved.

Closed- Student Non-Responsive

Use this when the student has not responded to your outreach attempts. It is suggested that you make 2-3 attempts to contact the student over the course of a two week period.

Closed- No Action Needed

Use this sparingly. Appropriate times to use this include when you can tell that the student is back on track (i.e. instructor has made additional notes in the case, Navigate shows that the student is no longer missing class, a passing midterm/final grade has been posted)

Student No Longer Enrolled in Course

Use this if the student withdraws from the course before you are able to address the issue.

Duplicate Case- Can be deleted

When multiple cases exist for the same issue, use this to indicate that the duplicates can be removed.

Graduate Student-No Action Needed

In the rare instances that a case is opened for a grad student, use this to close the case.