

Accessing Navigate to Close a Case

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

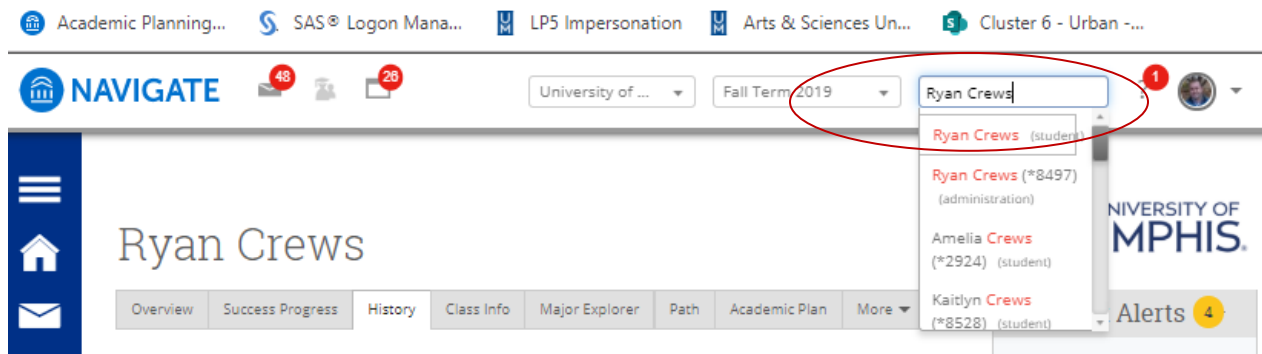
The screenshot shows the myMemphis Faculty page with several navigation panels. The central panel is titled "Faculty Schedule" and includes a "My Classes (Daily View)" section with a "Weekly View" button and a date selector for "Aug 23, 2019". Below this is a "Faculty Dashboard" and "Access Your Courses" section. A red circle highlights the "Navigate" link in the bottom navigation bar. Other panels include "UofM Online Faculty Resources", "Course Roster & Drop/Add Activity", "SIRS/SETe Reports", "umDegree", "SETe Administration, Monitoring, and Reports", "Research Support", "CVs and Profiles", and "Performance Appraisals and Evaluations".

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

The screenshot shows the "Advisor Home" screen. A vertical navigation bar on the left contains icons for home, messages, calendar, and other functions. The main content area has a header with "Advisor Home" and a toggle menu for "Professor Home" and "Student Home", which is circled in red. Below the toggle is a section for "For Fall Term 2017" with a table of student records. The table has columns for "ALL", "STUDENT NAME", "ID", "WATCH LIST", "CUM. GPA", and "PREDICTED RISK LEVEL". The table currently shows "No matching records found".

How to Close a Case

Use the quick search in the upper right of the screen to navigate to the student's profile



Alternatively, you can access the student's profile by clicking on the student's name in your **Students in My Classes** list on the Professor Home screen

Professor Home

Students In My Classes

Actions	INDEX	STUDENT NAME	CATEGORY	COURSE(S)
---------	-------	--------------	----------	-----------

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

The screenshot shows the student profile page for Ryan Crews. The 'History' tab is selected. The profile displays the following statistics:

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA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

Additional statistics:

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

Engineering Technology
B S in Engineering Technology
Herff College of Engineering

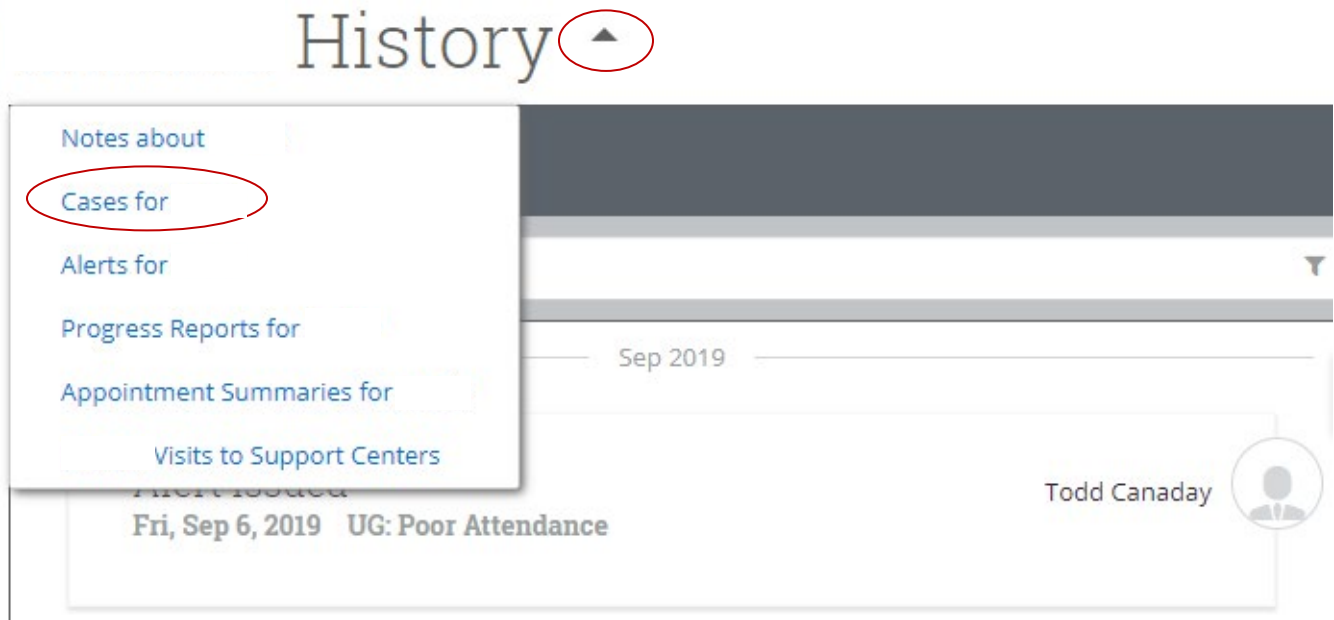
STUDENT ID
U00576937

ALTERNATE ID
900576937

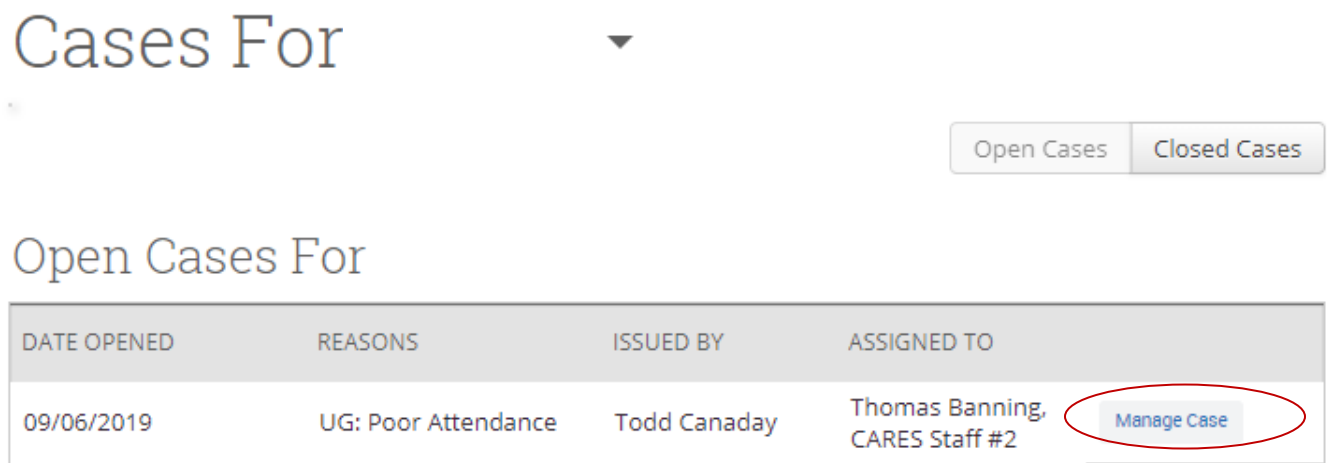
Current Alerts 3

- 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](#)

Click the drop down arrow next to the **All History** heading and choose **Cases For**



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



Once the **Manage Case** window is open, you can see more details about the case, including if any other staff members are assigned along with any notes that have been entered.

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

The screenshot shows the 'MANAGE CASE' window with the following details:

- Owner:** Select an owner (dropdown menu)
- Assignees:** Thomas Banning, CARES Staff #2
- Reason:** UG: Poor Attendance
- Class:** TECH-2251-001 Adv Programming Technology
- Buttons:** 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

Buttons: Add Comment, Cancel, Close Case

As the instructor who initiated the case, please use the **Closed-Student Responded to Instructor/Professor** case outcome. Please leave brief notes about your interaction with the student and click **Submit**

The screenshot shows the 'MANAGE CASE' window with the following details:

- Student:** Ryan Crews
- Reason(s):** UG: Not Turning in Assignments
- Outcome:** Closed-Student Responded to Instructor/Professor (dropdown menu)
- Comment:** Discussed missed
- Buttons:** Go Back, Submit

The dropdown menu for 'Outcome' is open, showing the following options:

- Closed-Student Responded to Instructor/Professor
- Closed-Student Responded to Advisor/Coach or Other Staff
- Closed- Student Non-Responsive
- Closed-No Action Needed
- Student No Longer Enrolled in Course
- Duplicate Case- Can be deleted
- Graduate Student-No Action Needed
- Closed-Student Responded to Instructor/Professor