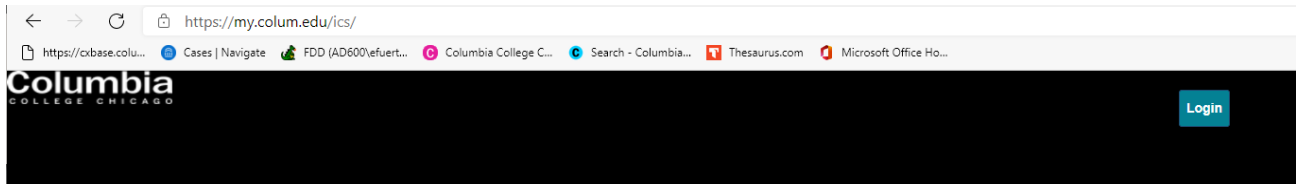
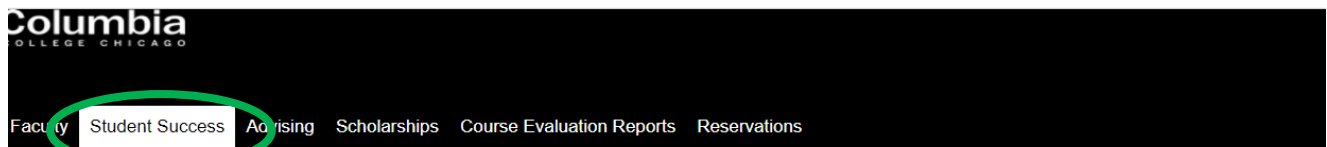


# HOW TO SUBMIT A STUDENT ALERT (previously known as submitting an EASE alert)

1. Log in to your [MyColumbia](#) account:



2. Once you are logged in, go to the Student Success tab, and click on the SSC Navigate link:



You are here: [Student Success](#) > [Default Page](#) > [Free-form Content](#)

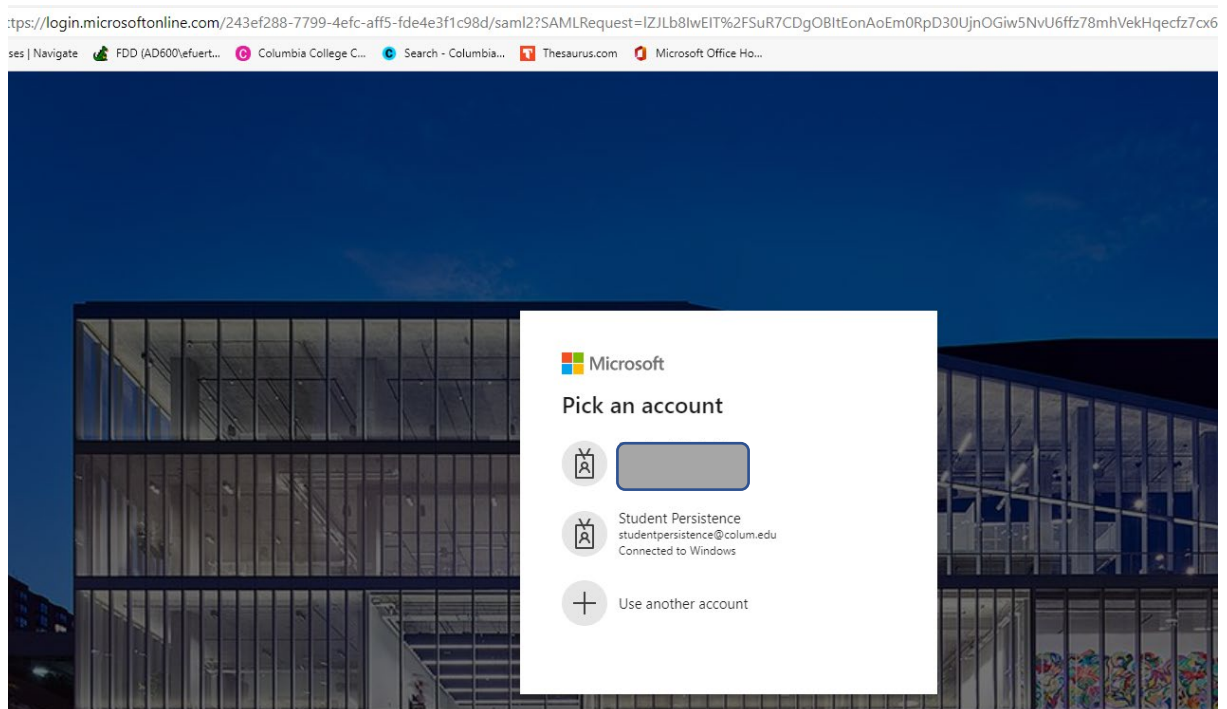
## Student Success

**SSC Navigate**  
<https://colum.campus.eab.com/>

The Student Success - SSC Navigate link should be used to do the following:

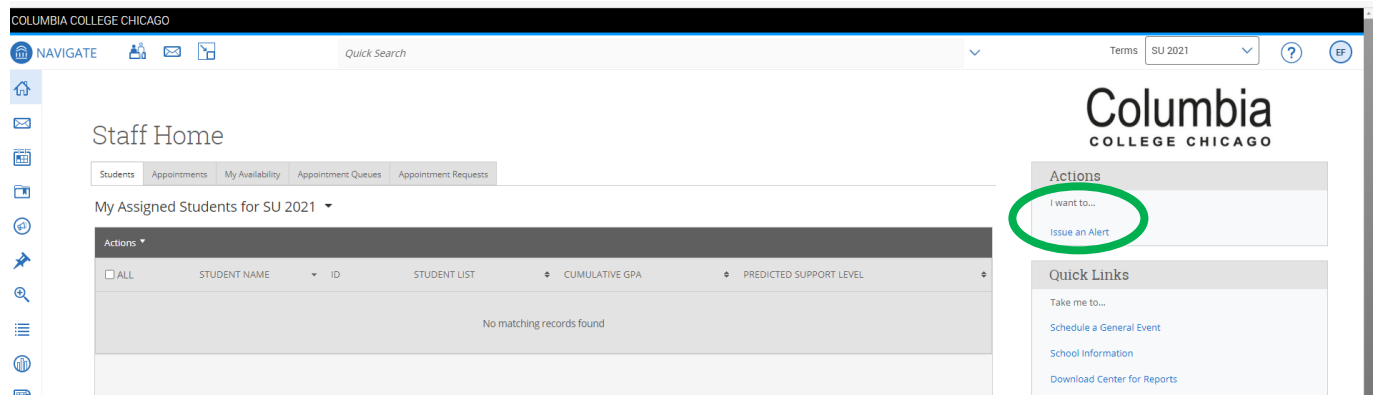
- To submit Student Success Alerts
- To submit Mandatory Attendance Reports (MAR)
- To submit Academic Progress Reports (APR)

3. You will be directed to the Microsoft/Windows account login hub. There, you can enter your username ([youralias@colum.edu](mailto:youralias@colum.edu)) and password:

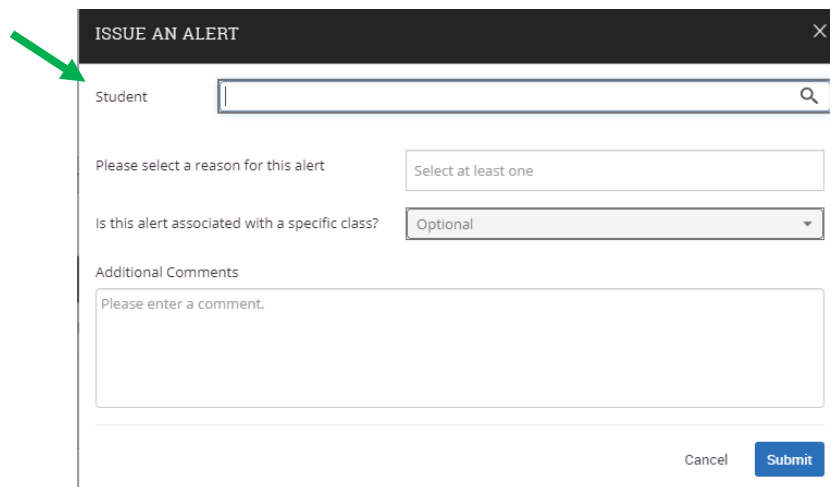


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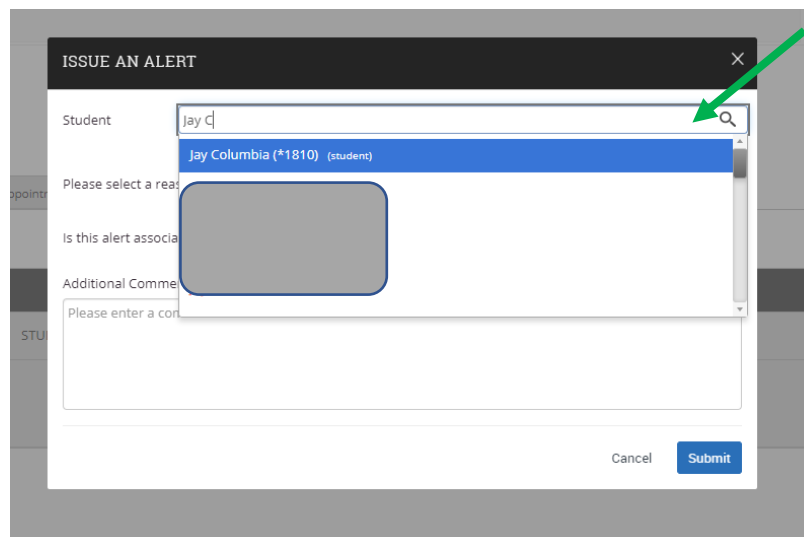
4. With a successful login, you will arrive at your Navigate Staff Home screen. Click on the Issue an Alert link:



5. An ISSUE AN ALERT dialog box will appear. In the Student field, type in either the student's full name or their MyColumbia student ID number:

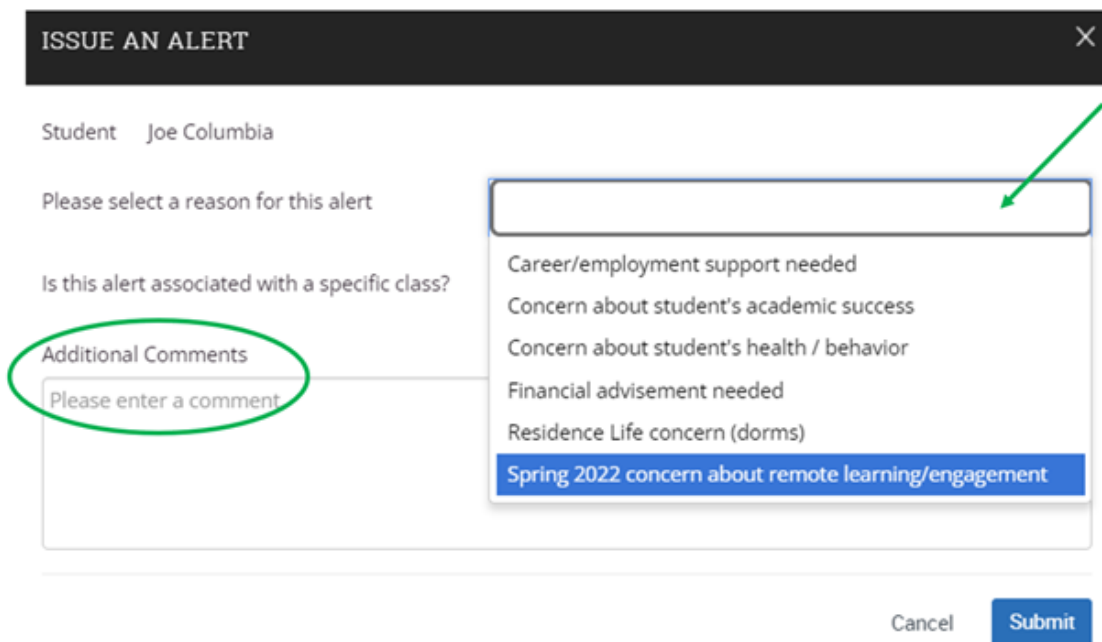


6. When their name appears in the drop-down box below the Student field, highlight the name and click:



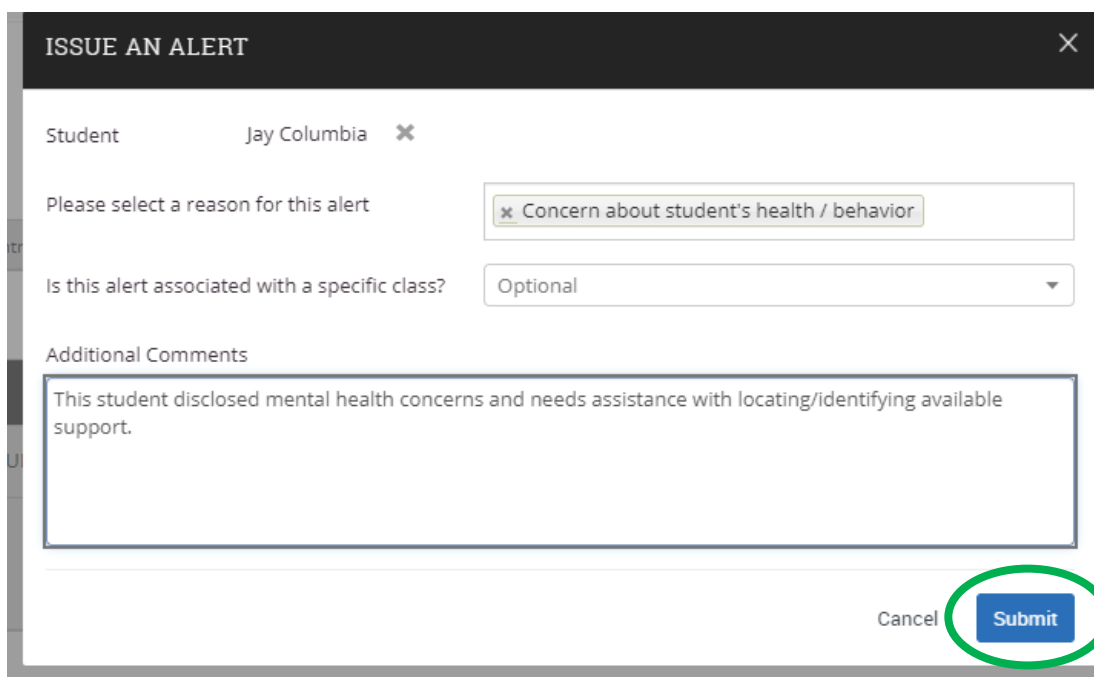
## HOW TO SUBMIT A STUDENT ALERT (previously known as submitting an EASE alert)

7. The student name will populate the Student field. You can then click on the Alert reason drop-down menu below the Student field (labeled “Please select the reason you believe this student needs assistance”). Within that drop-down menu, you will find different reasons for submitting an Alert. Please specify your reason for seeking assistance on the student’s behalf. You will also have access to a comment field in which you can elaborate upon your concern:



The screenshot shows the 'ISSUE AN ALERT' form. The 'Student' field is populated with 'Joe Columbia'. Below it, the prompt 'Please select a reason for this alert' is followed by a dropdown menu. The dropdown menu is open, showing several options: 'Career/employment support needed', 'Concern about student's academic success', 'Concern about student's health / behavior', 'Financial advisement needed', 'Residence Life concern (dorms)', and 'Spring 2022 concern about remote learning/engagement'. The 'Spring 2022 concern about remote learning/engagement' option is highlighted in blue. A green arrow points to the dropdown menu. Below the dropdown, there is a section for 'Additional Comments' with a text area containing the prompt 'Please enter a comment'. This section is circled in green. At the bottom right, there are 'Cancel' and 'Submit' buttons.

8. You can then choose to indicate if the alert is associated with a specific class and add comments as needed. Finally, you would click the blue Submit button to send your alert to the Student Persistence team:



The screenshot shows the 'ISSUE AN ALERT' form. The 'Student' field is populated with 'Jay Columbia'. Below it, the prompt 'Please select a reason for this alert' is followed by a dropdown menu with the selected option 'Concern about student's health / behavior'. Below that, the prompt 'Is this alert associated with a specific class?' is followed by a dropdown menu with the selected option 'Optional'. Below the dropdowns, there is a section for 'Additional Comments' with a text area containing the text 'This student disclosed mental health concerns and needs assistance with locating/identifying available support.' At the bottom right, there are 'Cancel' and 'Submit' buttons. The 'Submit' button is circled in green.

## HOW TO SUBMIT A STUDENT ALERT (previously known as submitting an EASE alert)



### What if I have immediate concerns about a student's physical/emotional wellbeing or their safety?

- Alerts are monitored during business hours only and should be used for non-urgent concerns.
- For immediate assistance - not an emergency - call Student Relations at 312-369-8595. After 6:00 P.M., call Campus Safety and Security at 312-369-1111.
- **If a student poses a direct threat to themselves or others, notify 911.** For emergencies, and matters you believe are an immediate threat to an individual or to the Columbia community, call 911, then contact Campus Safety and Security at 312-369-1111.

### What is an alert?

Alerts are the basis of a support network that faculty and staff use to get students connected with a variety of resources, including: Student Persistence, Student Relations, Academic Advising, Columbia Central, Counseling Services, and other campus resource offices. Not punitive in nature, alerts are an effective way to provide students with opportunities to receive assistance before they are at risk of dropping out or no longer meeting our standards for academic compliance.

### How do alerts help students?

Alerts help Academic Services and Student Affairs professionals provide students with the resources for successful academic experiences. By offering encouragement and potential solutions, we assist students in their progress toward degree completion.

### When should I submit an alert?

Your referrals are essential. You can submit an alert at any point during the semester. Alerts help us to offer customized and solution-focused support as early as possible to cultivate student success. Consider submitting an alert if a student...

- \* is absent from two or more classes and has not communicated with you
- \* in your online class actively logs in but has not submitted any assignments
- \* confides that they have mental health concerns that impact their attendance or assignment completion
- \* could benefit from tutoring, coaching, or other assistance with academic skills
- \* falls behind in their coursework enough that their final grade may be compromised
- \* discloses difficult personal circumstances (ex: grief, hospitalization, chronic illness, housing/food insecurity, etc.)

Please note that you will not be able to submit an alert for a graduate student in SSC Navigate. If you have a concern about a graduate student, please email [studentpersistence@colum.edu](mailto:studentpersistence@colum.edu) with the details.

## HOW TO SUBMIT A STUDENT ALERT (previously known as submitting an EASE alert)



### What are the differences between alerts and Academic Progress Reports (APRs)?

Alerts can be submitted at any point during the semester. Alerts are used to refer students for a broad scope of concerns including, but not limited to, academic success and personal wellbeing. The Office of Student Persistence coordinates alert outreach.

APRs are submitted on a cyclical basis, once per semester, just prior to the 15-week course withdrawal deadline. Academic advisors conduct APR outreach. Instructors do not need to submit academic alerts in conjunction with APRs (during weeks six and seven). Alerts can be a supplement to APRs if an academic concern persists beyond the withdrawal deadline for a class.

### How do I know that my alert submission went through?

Depending upon your level of access in Navigate, you may have a section at the bottom of your home page titled “My Issued Alerts.” Your submitted alerts are listed there. **If you are ever concerned about whether an alert submission was transmitted successfully, or need to rescind an alert, please email [studentpersistence@colum.edu](mailto:studentpersistence@colum.edu).**

### What happens after I submit an alert?

Upon your submission of an alert, a case is created. The Student Persistence team then coordinates outreach according to the nature of the concern. Our Student Relations office takes the lead on outreach related to health/behavior concerns. Please bear in mind that **students do not receive copies of alert submissions**. If you prefer that your name or class not be referenced during outreach, please specify that in the comment field when you send in your alert. Submissions are held in strict confidence. Your alert will only be shared with the individuals directly involved in the supportive outreach process.

### Who can I contact if I need to amend/update a previous alert submission or if I have questions about alerts?

Please email Student Persistence at [studentpersistence@colum.edu](mailto:studentpersistence@colum.edu).

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**PLEASE DO NOT SUBMIT ALERTS FOR MATTERS RELATED TO:** sexual assault    sexual misconduct    sexual discrimination  
sexual violence    sexual harassment

To report concerns of this nature, please contact:

Verron Fisher, Title IX Investigator and Deputy Coordinator

[vfisher@colum.edu](mailto:vfisher@colum.edu)

312-369-6343

General Title IX and Sexual Harrassment Information

[titleix@colum.edu](mailto:titleix@colum.edu)