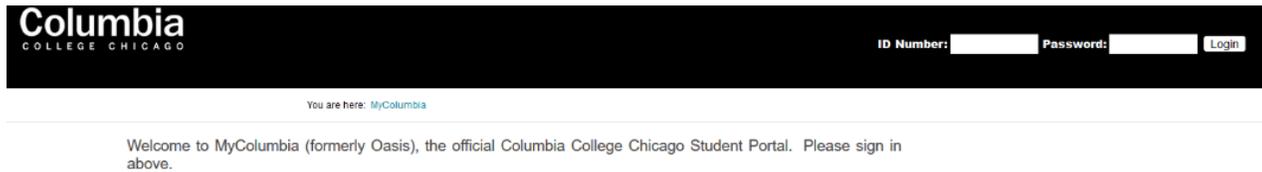
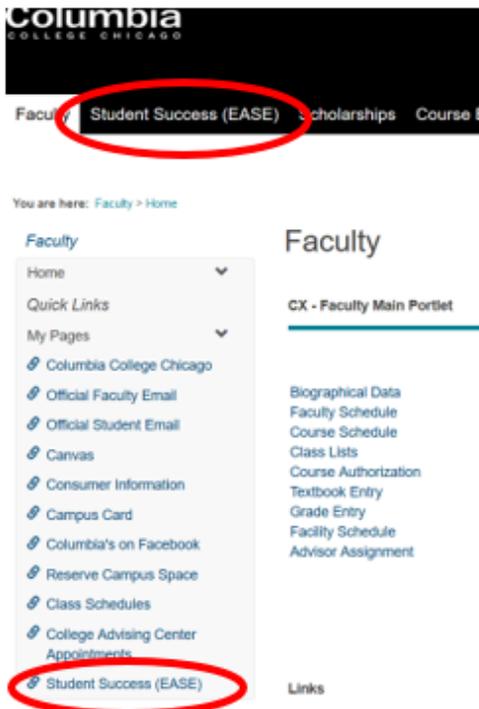


# HOW TO SUBMIT A STUDENT ALERT (previously known as submitting an EASE alert)

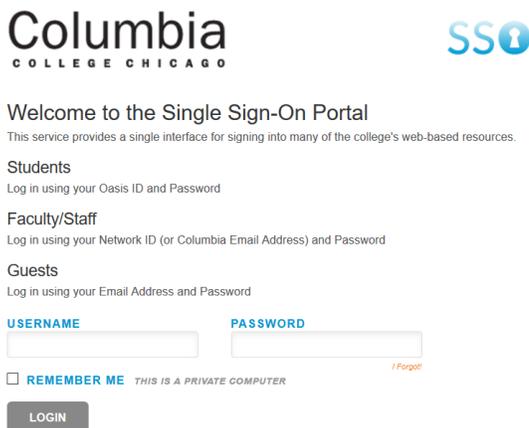
1. Log in to your [MyColumbia](#) account, as shown here:



2. Once you are logged in, click on the Student Success (EASE) link located on the bottom of the left-hand navigation bar (alternatively, if you have a Student Success (EASE) tab, you can access the link by clicking on the tab instead):



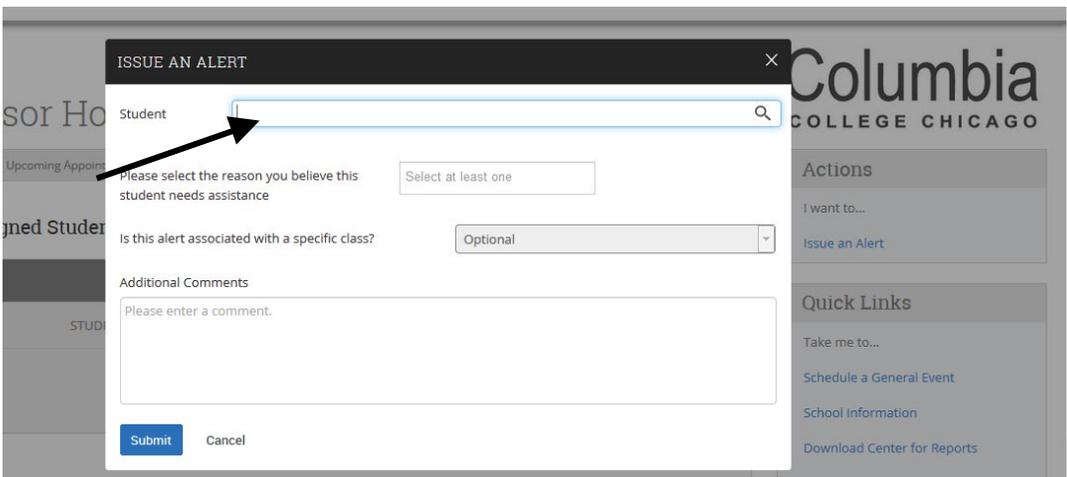
3. You will be directed to the Columbia Single Sign-On Portal. There, you can enter your username and password:



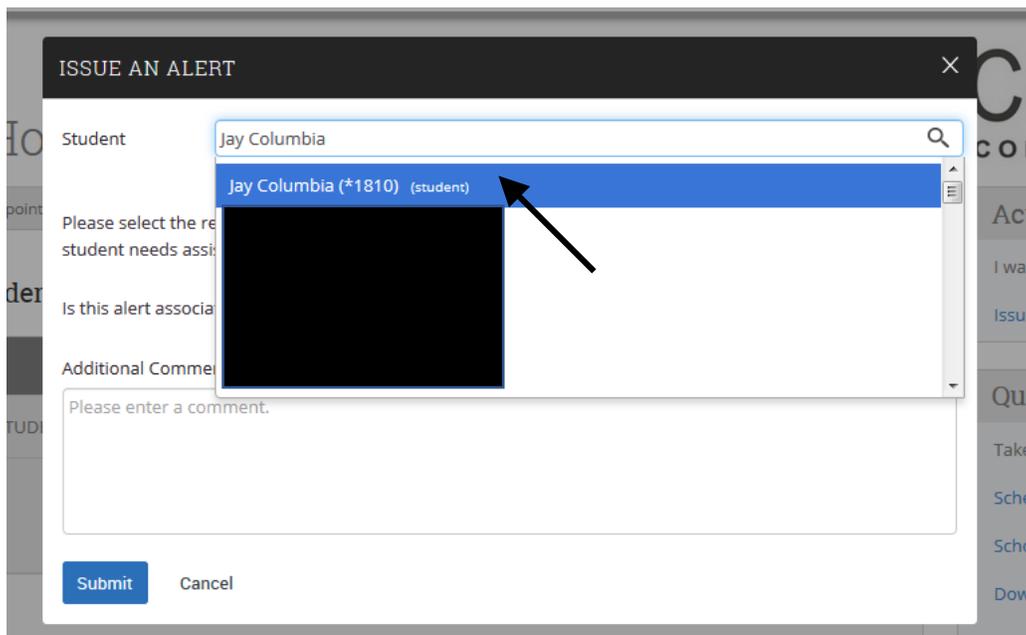
4. With a successful login, you will arrive at your Navigate Staff Home screen. Click on the **Issue an Alert** link:



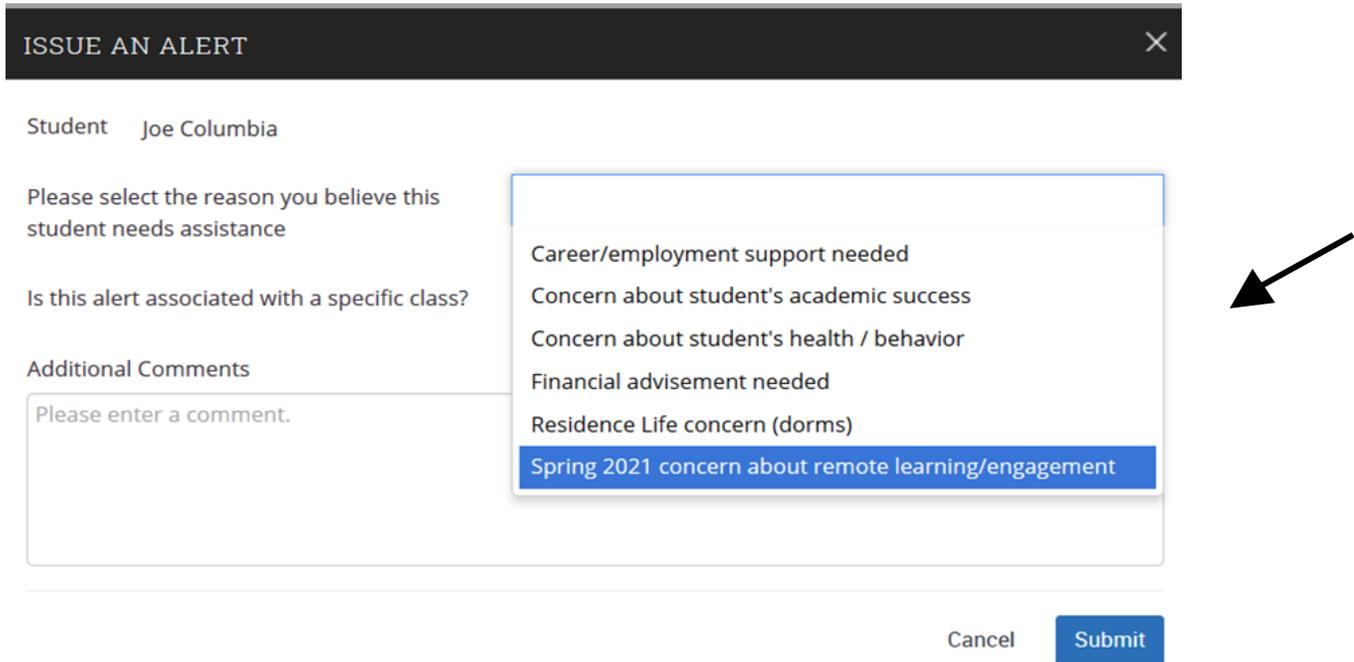
5. An **ISSUE AN ALERT** dialog box will appear. In the **Student** field, type in either the student's full name or their MyColumbia student ID number:



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

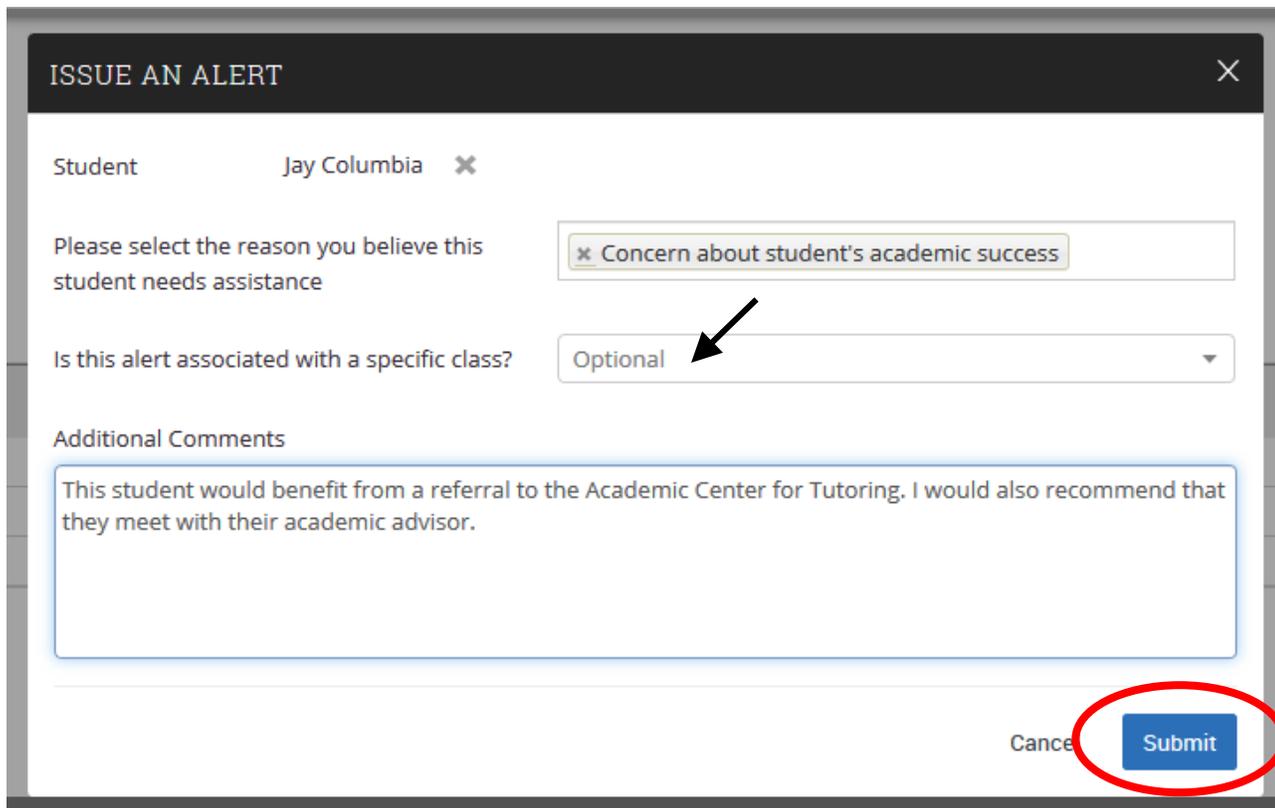


7. The student name will populate the Student field. You can then click on the Alert reason drop-down menu below the Student field (labeled "Please select the reason you believe this student needs assistance"). Within that drop-down menu, you will find different reasons for submitting an Alert. Please 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 a form titled "ISSUE AN ALERT" with a close button (X) in the top right corner. The "Student" field is populated with "Joe Columbia". Below this, there is a label "Please select the reason you believe this student needs assistance" and a dropdown menu. The dropdown menu is open, showing a list of reasons: "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 2021 concern about remote learning/engagement". The last option is highlighted in blue. An arrow points to the dropdown menu. Below the dropdown menu is a checkbox labeled "Is this alert associated with a specific class?". Below that is a text area labeled "Additional Comments" with the placeholder text "Please enter a comment.". 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:

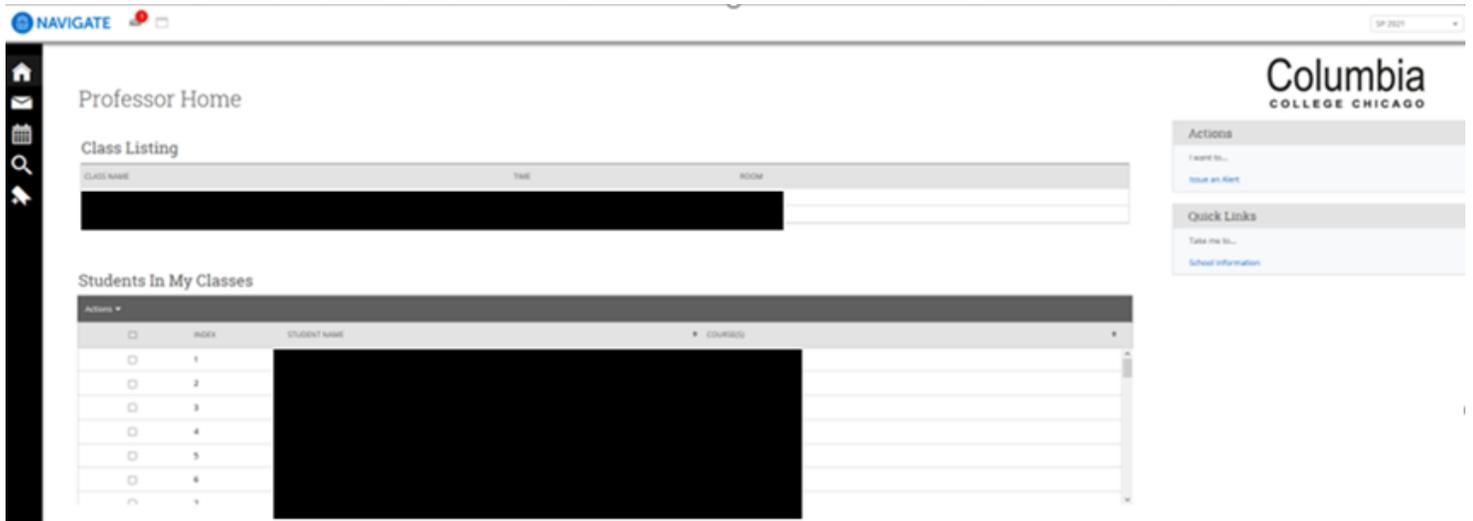


The screenshot shows the "ISSUE AN ALERT" form with the "Student" field populated with "Jay Columbia" and a close button (X) in the top right corner. Below this, there is a label "Please select the reason you believe this student needs assistance" and a dropdown menu. The dropdown menu is open, showing a list of reasons: "Concern about student's academic success". Below the dropdown menu is a checkbox labeled "Is this alert associated with a specific class?" and a dropdown menu. The dropdown menu is open, showing the option "Optional". An arrow points to the "Optional" option. Below the dropdown menu is a text area labeled "Additional Comments" with the text "This student would benefit from a referral to the Academic Center for Tutoring. I would also recommend that they meet with their academic advisor.". At the bottom right, there are "Cancel" and "Submit" buttons. The "Submit" button is circled in red.

## HOW TO CONFIRM THAT AN ALERT HAS BEEN SUBMITTED

You are now able to view the Alerts you submit in SSC Navigate, and you can instantly confirm that an Alert has been received by the Office of Student Persistence.

Once you are on your **Professor Home** screen, scroll down, past the **Students in my Classes** list...



The screenshot shows the 'Professor Home' interface in SSC Navigate. At the top left, there is a 'NAVIGATE' logo and a notification bell icon. The main content area is titled 'Professor Home' and contains two sections: 'Class Listing' and 'Students In My Classes'. The 'Class Listing' section has a table with columns for 'CLASS NAME', 'TIME', and 'ROOM'. The 'Students In My Classes' section has a table with columns for 'INDEX', 'STUDENT NAME', and 'COURSES'. On the right side, there is a sidebar with 'Actions' (including 'Issue an Alert') and 'Quick Links' (including 'School Information'). The Columbia College Chicago logo is in the top right corner.

...to see **My Issued Alerts**, a list of all Alerts (and At Risk APRs) that you have submitted:



The screenshot shows the 'My Issued Alerts' section in SSC Navigate. It features a table with columns for 'ISSUE DATE', 'STUDENT', 'ALERT REASONS', 'CASES', and 'PROGRESS REPORT'. The 'ISSUE DATE' column shows several entries of '10/15/2020' and one entry of '10/13/2020'. The 'STUDENT' column is redacted with a black box. Below the table is a pagination control with a 'previous' button, a series of numbered buttons (1-9, 18, 19), and a 'next' button.

As always, if you have any questions about an Alert submission or would like to inquire about the status of student outreach, please contact the Office of Student Persistence at [studentpersistence@colum.edu](mailto:studentpersistence@colum.edu).

# FAQ

## **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 the College 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 to provide students with the resources to have successful academic experiences. By offering encouragement and potential solutions, we assist students in their progress toward degree completion.

**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.**

## **When should I submit an alert?**

You can submit an alert at any point during the semester, and your referrals are essential. 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 are impacting their attendance or assignment completion
- ! could benefit from tutoring or assistance with academic skills
- ! falls behind in their coursework enough that their final grade may be compromised
- ! discloses difficult personal circumstances (ex: grief, hospitalization, food insecurity, chronic illness, homelessness, etc.)

# FAQ

## **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. 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 the Office of Student Persistence at [studentpersistence@colum.edu](mailto:studentpersistence@colum.edu).

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

To report concerns of this nature, please contact the College's Director of Equity Issues and Title IX Coordinator, Janelly Torres, directly at [jrivera@colum.edu](mailto:jrivera@colum.edu) or 312-369-6344.

**Title IX Information:**      <https://students.colum.edu/title-ix/index.html>

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