



# Using an Alert or a Referral for a Student Needing Academic Support and/or Academic Intervention

Referring students to academic interventions is crucial for their academic success. This guide outlines the steps faculty members should follow to issue an alert or to make a referral using EAB Navigate. **Alerts** are notifications generated by faculty to indicate that a student may have issues that require attention. These could be academic or non-academic concerns. **Referrals**, on the other hand, are used to direct a student to specific resources or support services within the college.

## Step 1: Starting the Feedback or Referral process

- You can issue an Alert or Referral by visiting a student's Profile. Enter their name or EMPLID in the top search box and then select Issue Alert or Referral on the right side navigation
- Or, you can view your list of students in your Staff or Professor Home and issue an Alert or Referral using the Actions menu

## Step 2: Issuing an Instructor Feedback Alert

- By issuing an Alert, instructors can share their feedback on a student's academic performance in their class with the student's Success Team (e.g., advisors).
- Instructors have three "feedback" alerts to choose from.
  - "Student doing well in course"** is a positive indicator and sends an automatically generated email to the student congratulating them on their hard work.
  - "Attendance concern"** or **"Danger of low or failing grade"** both open a case that is sent to the assigned advisor for follow up. Students do NOT receive information on these alerts. You will receive notification of the outcome.
  - For attendance and academic concern alerts, add any relevant comments for context, ensuring they are constructive and professional. These comments are visible to support staff but not to the student.
- Faculty will receive a response from the student's Success Team on the outcome.

Image of Step 1 (search box)

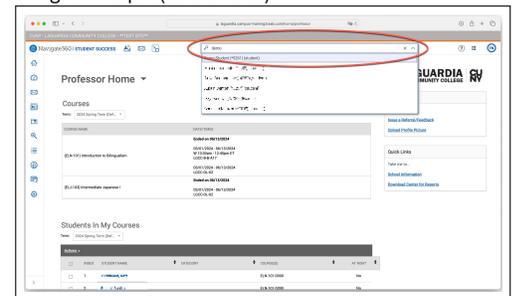


Image of Step 1 (Student's Profile page)

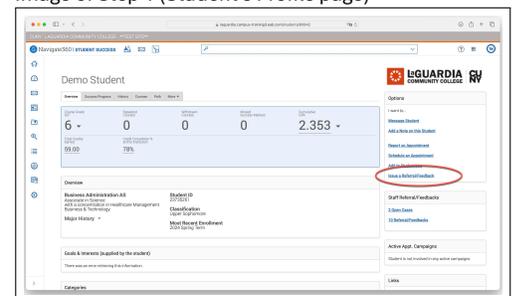
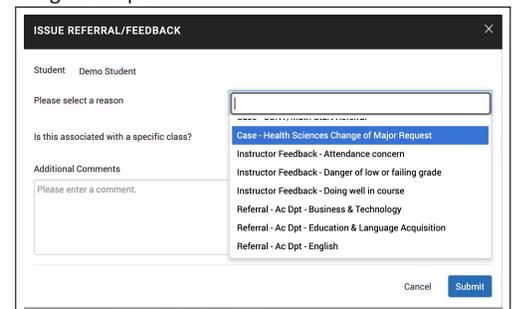


Image of Step 2





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### Step 3: Referrals to Academic Support

- Referrals to academic support such as tutoring can be issued through the same menu and are marked as "Referrals." Referrals attach to the student record and automatically generate an email to the student with important information, including location and contact information for the office.
- Faculty will not receive a response from the office on the outcome.

**Care Units (offices) available for referrals:** All tutoring services; ASAP; College Discovery; International Student Services; Student Advising Services; Veteran's Affairs; Bursar (payment plans, tuition); Financial Aid; LaGCC Cares (housing, food, benefits); Library; Admissions; CUNY EDGE; Career Services; Credit for Prior Learning; Ombudsman (student advocacy); Registrar; Testing; Transfer Credit-in Evaluation; and Women's Center LGBTQIA Hub

By following these steps, faculty can efficiently use the EAB Navigate system to identify students in need of academic support, issue timely alerts, and ensure that appropriate interventions are in place. This proactive approach is key to fostering student success and enhancing overall academic performance.

### LaGuardia Navigate Resources

- Link to LaGuardia Navigate (Faculty/Staff): <https://laguardia-cuny.campus.eab.com>
- Link to LaGuardia Navigate (Students): <https://laguardia-cuny.navigate.eab.com>
- LaGuardia Navigate Apps
  - Apple App Store: <https://apps.apple.com/us/app/navigate-student/id950433229>
  - Google Play: <https://play.google.com/store/apps/details?id=com.eab.se>
- LaGuardia Navigate webpage: <https://laguardia.edu/navigate>
- Email support for LaGuardia Navigate: [navigate@lagcc.cuny.edu](mailto:navigate@lagcc.cuny.edu)
- IT Help Desk ([ITHelp@lagcc.cuny.edu](mailto:ITHelp@lagcc.cuny.edu) / <https://it.laguardia.edu>