

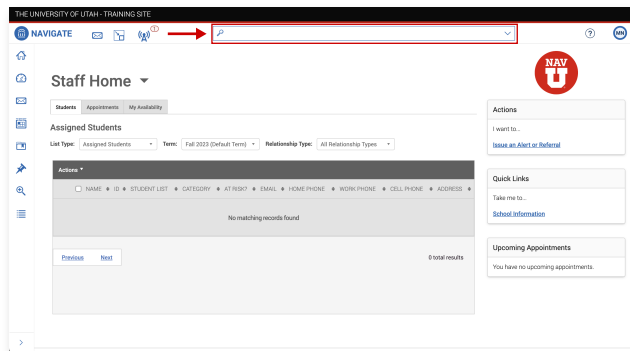
Staff and Faculty Guide
Issuing and Viewing Referrals

Making Referrals

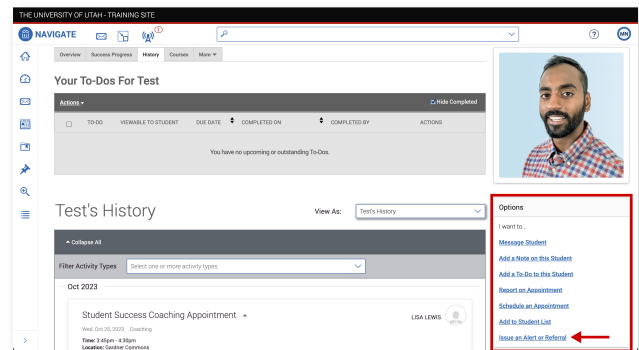
Navigate allows you to set up a referral to draw needed attention to a student who might be struggling or in need of additional help. You can issue referrals throughout the platform, so you have several options of being able to make note of a student in potential crisis. The areas are the **staff homepage**, a **student's profile page**, during an **advanced search**, and through **progress reports**. This guide will show you how to issue a referral via a **Student's Profile Page**.

Issuing a Referral

1 From the Staff Home, search for the student you want to issue a referral to in the **quick search bar** at the top of the page, and select the student



2 Once you're on the student's profile page, find the **Options** sidebar section and click on Issue an **Alert or Referral**



3 Fill out the details surrounding your concern for the student:

- **Alert/Referral Reason:**

You must select at least one reason for why you are issuing the alert/referral for the information to be saved. You are able to select multiple reasons for an alert/referral.

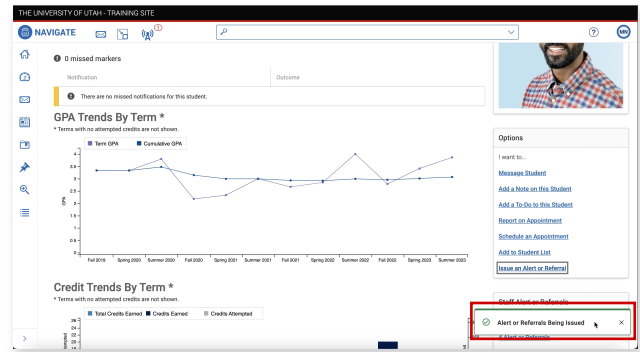
- **Association with Specific Course (Optional):**

If your alert/referral is regarding a course the student is taking enter it here, otherwise you can leave it blank.

- **Additional Comments:**

Enter comments around the reasons for the alert/referral within this box to help responding parties better understand your reasoning and the appropriate response plan. A character limit does not exist. Staff and Faculty with permission are able to view these comments.

- Click **Submit**, and you'll see a confirmation that your Alert or Referral is being issued in the bottom right of the screen

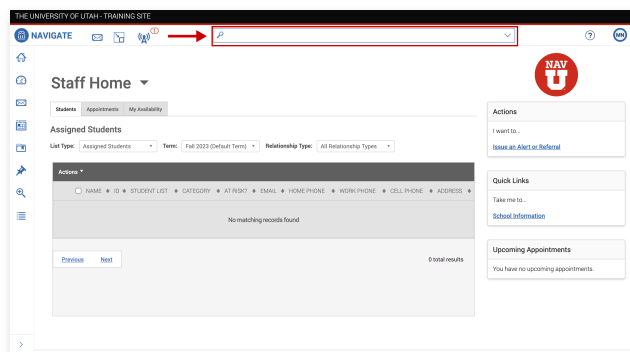


Viewing and Closing Referrals

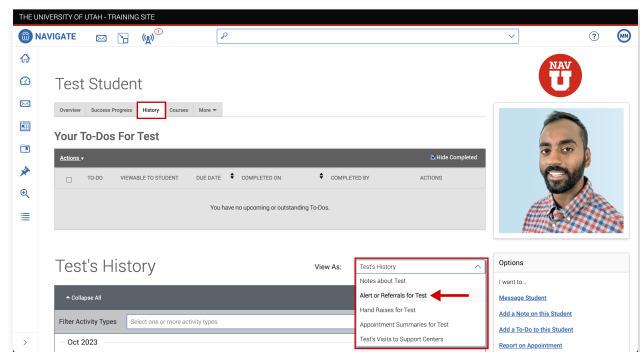
Referrals you've made can be viewed in a few places. If your Navigate account was set up with the permission to do so, you'll be able to find your issued referrals on the Professor home, but you won't be able to find issued referrals on the Staff home. This guide will show you how to view referrals issued to a specific student by searching for their profile.

Option 1:

- From the Staff Home, search for the student whose referrals you want to view in the **quick search bar**

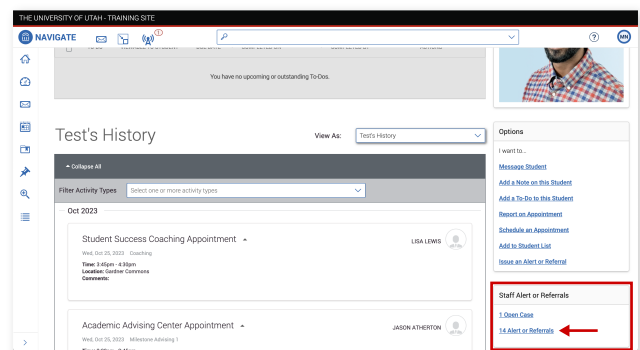


- Once you're on the student's profile page, click on the **History** tab, and change the **View As** dropdown to **Alerts or Referrals for Student**



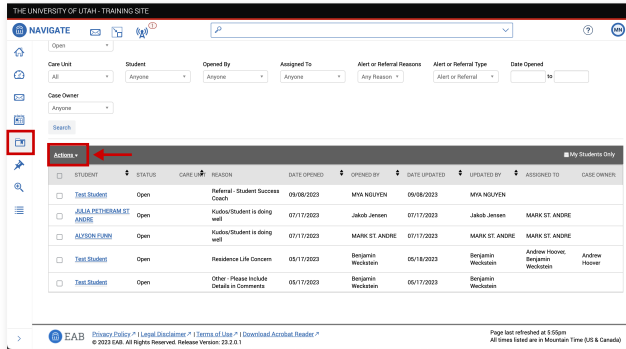
Option 2:

- On the student's profile page, click on **Alerts or Referrals** in the **Staff Alert of Referrals** section, and you'll see the same history of the student's alerts and referrals that we were previously viewing



Option 3:

- 4 To view referrals that you've issued, click on the **Cases** tab on the toolbar on the left (accessible from any screen)



- 5 If you have the proper permissions, you can resolve the alert or referral by selecting the student's name from the list of cases and selecting **Close** from the **Actions** dropdown

