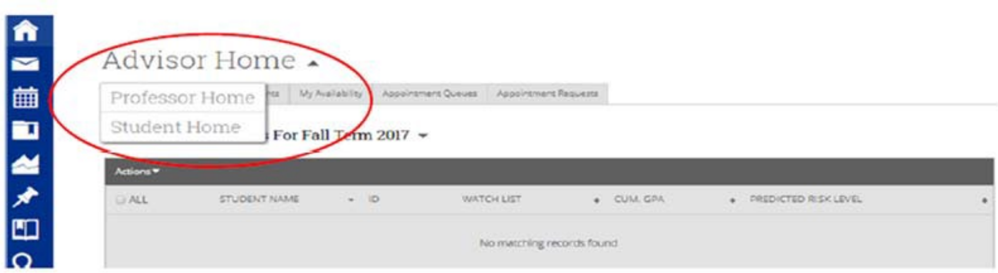
Accessing Navigate

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

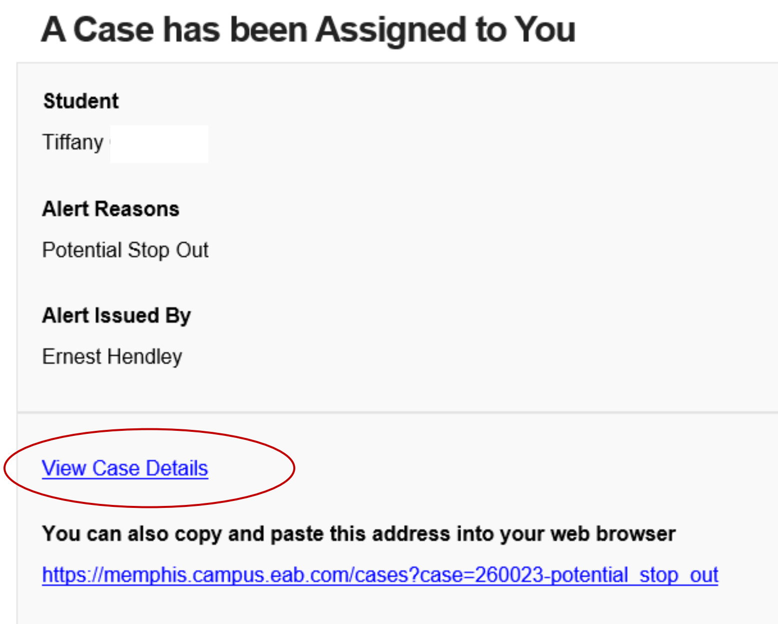
Use toggle to move between the **Professor Home** and **Advisor Home** screens when necessary



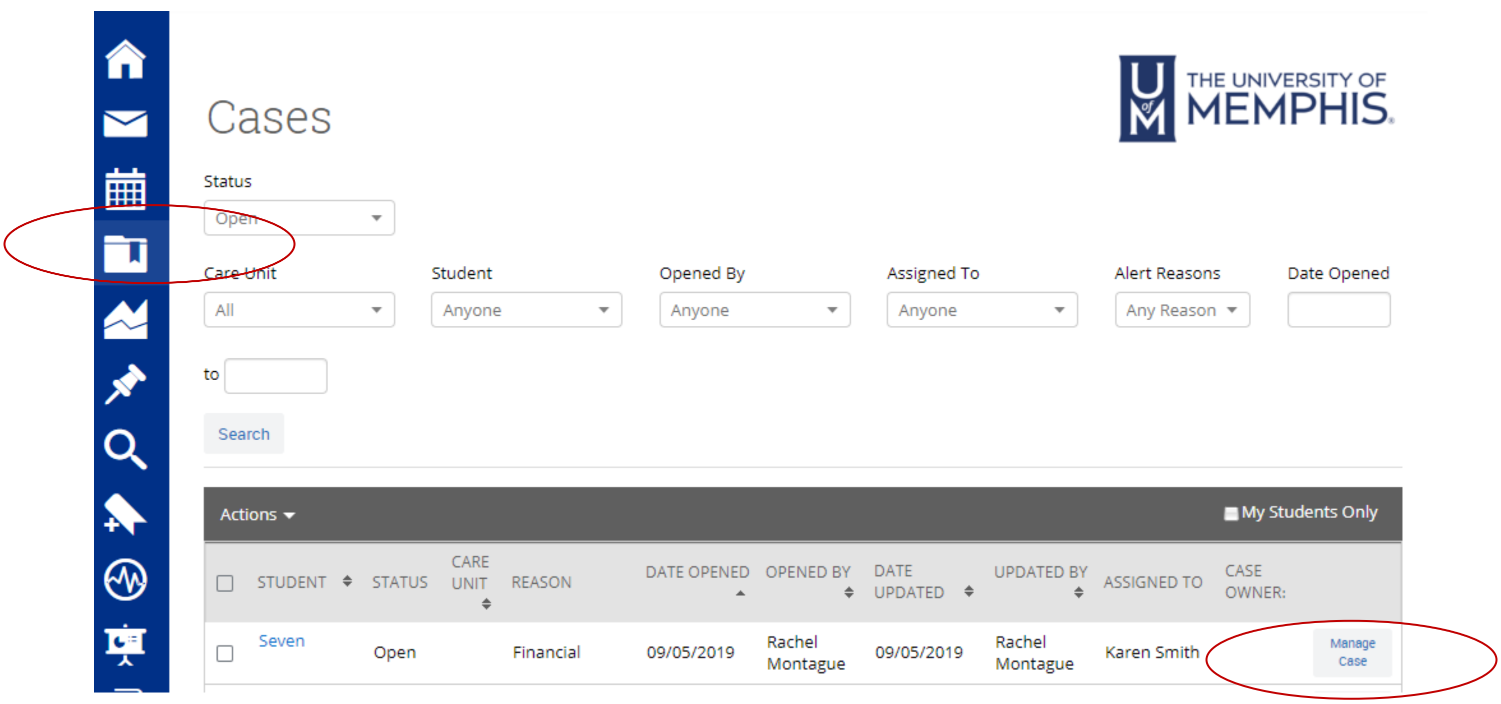
Managing Cases

Three ways to access a case:

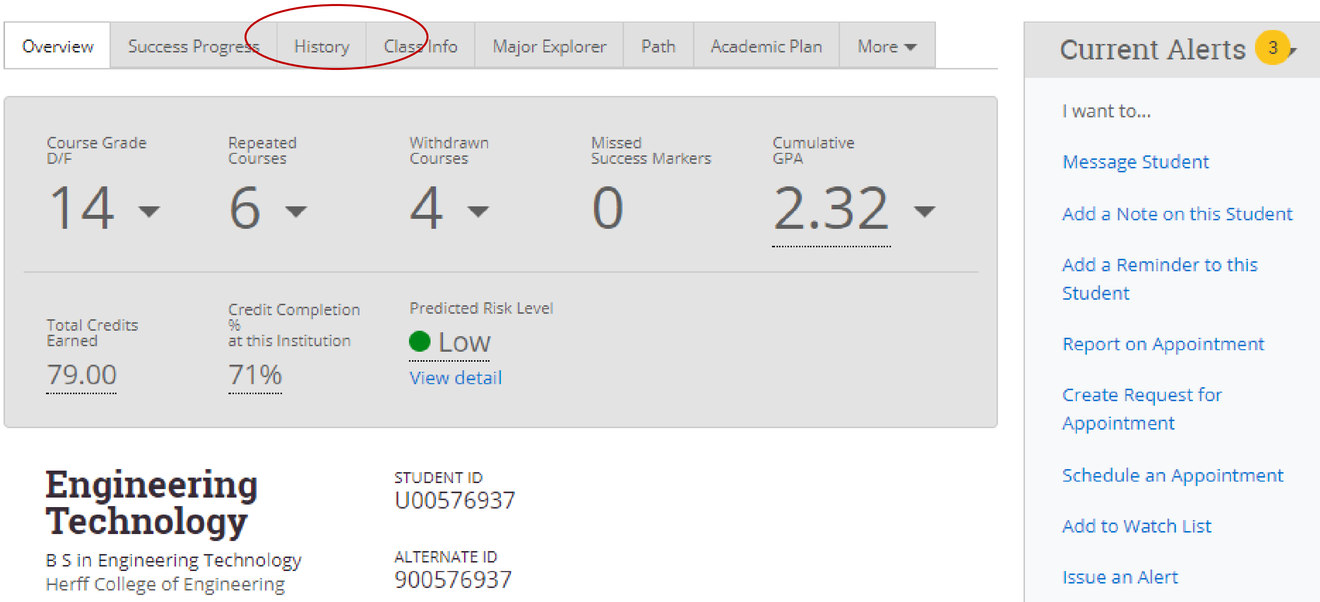
1. From the **case email**



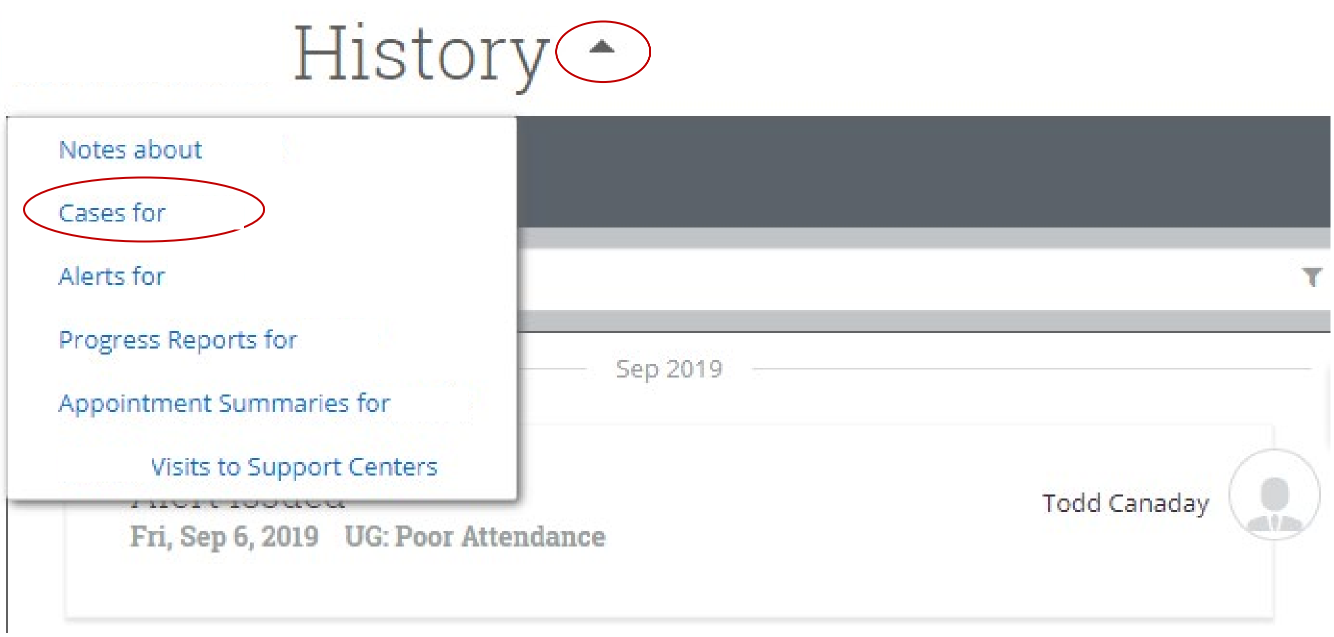
2. From the **Cases icon** in Navigate



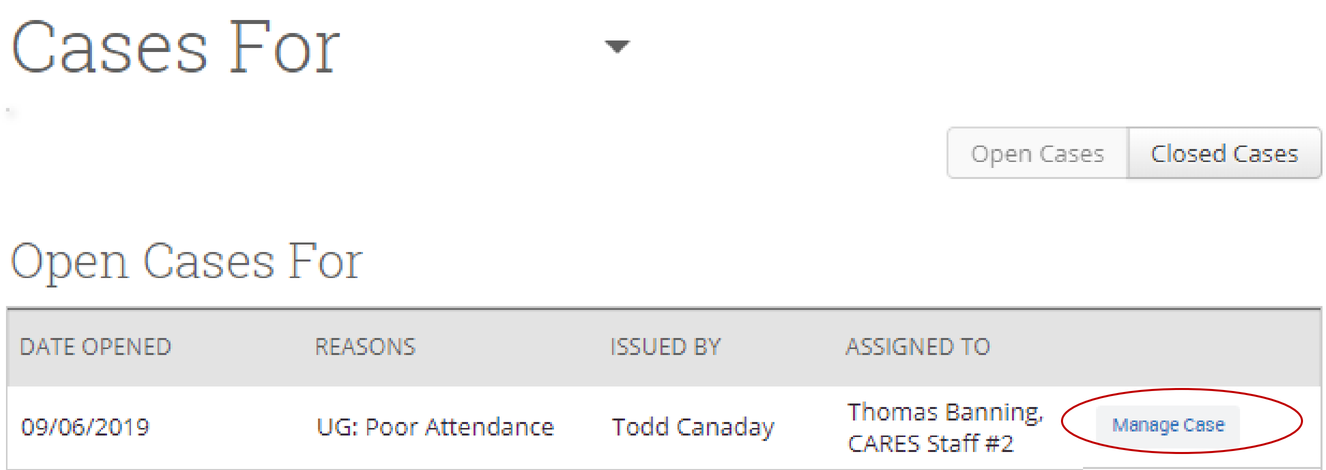
3. From the students profile page in Navigate by selecting the **History tab**



All History is the default and will include alerts, advising reports, and other documents. If you click the drop down arrow next to the "All History" heading, it will give you the option to sort by the type of report. Choosing **Cases For** will allow you to see any alert the student has been issued, whether you were the Case Manager ornot.

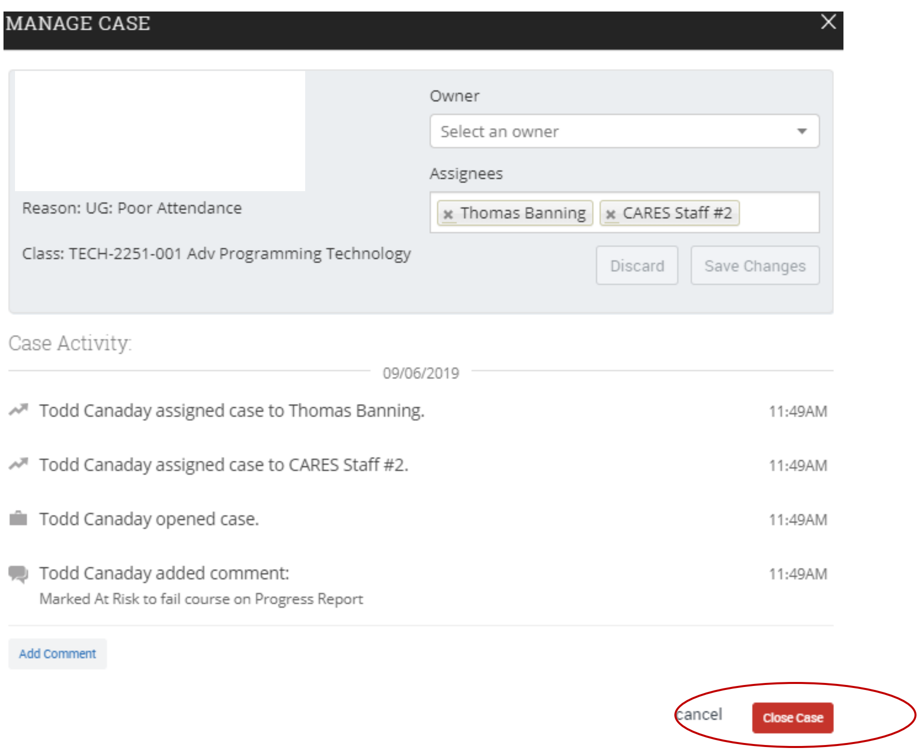


After filtering for **Cases**, click on **Manage Case**

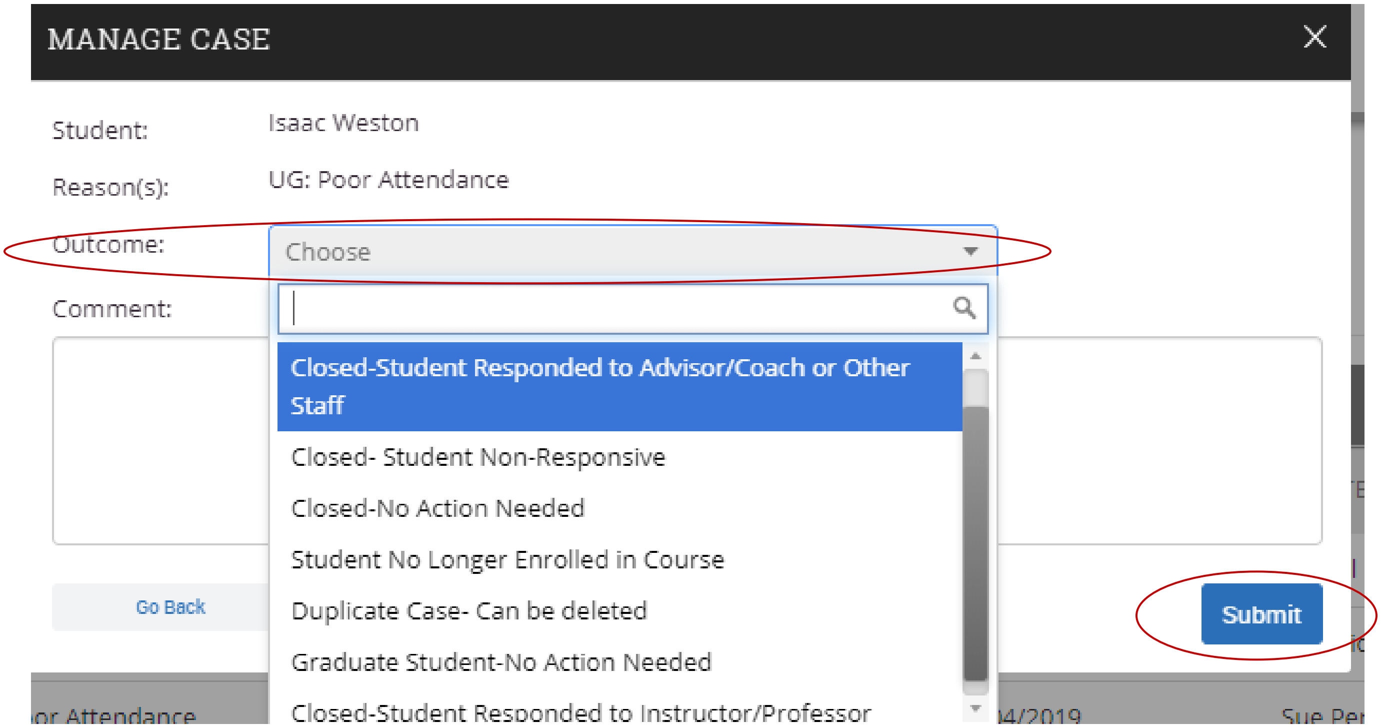


Once the **Manage Case** window is open, you can see more details about the case, including who else is assigned, any additional details, and any follow-up information that has been logged.

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



You have several options to close the case, as well as the opportunity to include comments. Click **Submit** once the outcome has been chosen and any applicable notes have been added.



<u>Description of Outcomes</u>

Closed- Student Responded to Advisor/Coach or Other Staff
Used by Advisor, Coach, or other staff member when contact with the student has been made and the issue has been addressed. Leave brief notes explaining what has occurred

Closed-Student Responded to Instructor/Professor
Used when student responds directly to Instructor/Professor who issued the case and the issue has been resolved.

Closed- Student Non-Responsive
Use this when the student has not responded to your outreach attempts. It is suggested that you make 2-3 attempts to contact the student over the course of a two week period.

Closed- No Action Needed
Use this sparingly. Appropriate times to use this include when you can tell that the student is back on track (i.e. instructor has made additional notes in the case, Navigate shows that the student is no longer missing class, a passing midterm/final grade has been posted)

Student No Longer Enrolled in Course
Use this if the student withdraws from the course before you are able to address the issue.

Duplicate Case- Can be deleted
When multiple cases exist for the same issue, use this to indicate that the duplicates can be removed.

Graduate Student-No Action Needed
In the rare instances that a case is opened for a grad student, use this to close the case.