



## Navigate360 Guide: Issuing a Case

From Navigate Home Page

1. Under “Actions” on the right-hand side, select “Issue a Case”
2. Type the student’s name, email, or 917 to search for them
3. Select a reason:
  - a. Academic Performance
  - b. Non-Academic Related Concern
  - c. Referral to Additional Services
4. If the concern is related to academics, a drop-down will appear for you to choose the course where performance is below expectations
5. Under the additional comments section, provide a detailed description of why the case is being issued

Example:

**ISSUE A CASE** ✕

Student Kathrynne (Kate) Verheyn ✕

Please select a reason ✕ Academic Performance

Is this associated with a specific class? HESA-6178-E01 The American College Student ▼

Additional Comments

Kate has not submitted projects worth 30% of the total course grade, and she has not showed up to class since roster verification. I have reached out to her, but she has not responded to any emails.

Below you will find the details for each Case Reason chosen and what action(s) will be taken.

Academic Performance:

- A case will be opened and assigned to a staff

Cancel Submit