

# CCNY Navigate Notifications and Cases

Notifications are the central component of the coordinated care feature of the CCNY Navigate platform.

When a faculty member issues a notification, not only is the student informed but the academic advising community is also provided with the information. Notifications can provide students with a call to action and/or provide information regarding available resources. Since academic advisors are also alerted of the concern, a coordinated response is possible.

Notifications can also be used to let students know that they are doing well in your class.

This document lists the available notifications, explains when to use each one, and provides the workflow and communication triggered by each. Please see the document, [CCNY Navigate – How to Work With Notifications](#), for guidance about how to issue and view notifications.

# Notification Reason Key

Notification Reason	When to use this notification	Workflow	Available to:
Concern for level of engagement in class	Lack of engagement (discussions/activities) is negatively impacting their grade in the course.	Student receives email recommending that they meet with the instructor.	Faculty
Failure to turn in coursework	Student is failing to turn in coursework, and you are not aware the student is dropping or withdrawing from the course.	Student receives email recommending that they meet with the instructor.	Faculty
Good Work!	A student is performing well in your class.	Student receives an encouraging email from instructor	Faculty
In danger of failing (Not available in progress reports)	If student is in danger of failing for any reason (attendance, coursework, assignments, engagement, performance).	Student receives email advising them to speak with their instructor. A case is opened and assigned to the Advising Office Case Coordinator.	Faculty
Performance Concern in Bio or Chem	The student needs academic support in one of the following courses: Bio 10100, 10200, 20600, 20700, 22800 and 22900 or Chem 10301, 10401, 26100, 26300 and 32002	Student receives an email with instructions to make an appointment with the Bio/Chem tutoring center.	Faculty
Performance Concern in Math	The student needs academic support in a Math course.	Student receives an email with instructions about arranging tutoring with the Math tutoring centers	Faculty
Performance Concern on Test/Quizzes/Assignments/Discussions	Concerning performance on 2+ significant assignments or negatively impacting their grade in the course.	Student receives an email with instructions to speak with their instructor and their academic advisor.	Faculty
Performance Concern: Tutoring Referral	Student could benefit from tutoring or student services.	Student Receives an email with information about available tutoring services.	Faculty, Advisors
Performance Concern on Writing Assignments	The student needs writing support.	Student receives an email with instructions about making an appointment with the Writing Center. A case is created and assigned to the CCNY Writing Center.	Faculty

# Notification Reason Key

Notification Reason	When to use this notification	Workflow	Available to:
Poor Attendance	If the student has missed 3+ classes without communication with instructor. Poor attendance is negatively impacting their grade in the course.	Student receives an email with instructions to speak with the instructor and their academic advisor. A case is opened and assigned to the Advising Office Case Coordinator.	Faculty
Referral: CPDI	If the student appears to need support with career planning, finding an internship or job, or applying to graduate school, and would benefit from connecting with a career coach.	Student receives an email with instructions to speak with their career coach. A case is opened and assigned to the CPDI Office.	Faculty, Advisors
Student Should See An Advisor ASAP	The student has several issues that are making it difficult for them to be successful in this class. Please provide a brief explanation of the situation in the comments section.	Student receives an email suggesting that they make an appointment with an advisor ASAP. A case is opened and assigned to the Advising Office Case Coordinator.	Faculty
Student Needs ELL Support	The Student needs ELL support.	Student receives an email with instructions about making an appointment with the Writing Center. A case is created and assigned to the CCNY Writing Center.	Faculty
Wellness Concern	The student has exhibited behavior that causes you to concern for their wellness. This can include abruptly failing to participate in class or submit assignments; abruptly ceasing to attend class; exhibiting inappropriate behavior in class; engaging you in conversations that cause you to be concerned for their safety. NOTE: Only Provide the best contact information for you in the comments section. The Wellness Coordinator will contact you for further information about the situation.	A case is created and assigned to the division's wellness coordinator. This staff member will follow up with the student and involve other campus resources as appropriate.	Faculty, Advisors, Administrators

## NOTIFICATION TIRGGERED EMAILS

This chart shows the emails triggered by each notification reason. Student will receive an individual email for each notification reason selected. All emails are sent from this address: [CCNY Navigate <no-reply@gradesfirst.com>](mailto:CCNY Navigate <no-reply@gradesfirst.com>).

Notification	Email
<p>Concern for Level of Engagement in Class</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} is concerned about your participation in class and how it may affect your long-term success for this semester. Students who engage in their course discussions, lectures, and activities are more likely to earn a higher grade. We strongly encourage you to contact your instructor directly. They too want to help you succeed.</p> <p>Speak with your academic advisor before making any decisions pertaining to your registration in a course as there may be financial aid or eligibility ramifications.</p> <ul style="list-style-type: none"> <li>• Link to student resources (including tutoring): <a href="https://www.ccnycuny.edu/engagement/bennys-resources">https://www.ccnycuny.edu/engagement/bennys-resources</a></li> <li>• Wellbeing resources: <a href="https://www.ccnycuny.edu/health-wellness">https://www.ccnycuny.edu/health-wellness</a></li> </ul> <p>Your Success Team is here to support you!</p>
<p>Failure to Turn in Coursework</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} is concerned that you have not turned in several assignments and how this may affect your long-term success for this semester. We strongly encourage you to contact your instructor directly. They too want to help you succeed.</p> <p>Speak with your academic advisor before making any decisions pertaining to your registration in a course as there may be financial aid or eligibility ramifications.</p> <ul style="list-style-type: none"> <li>• Link to student resources (including tutoring): <a href="https://www.ccnycuny.edu/engagement/bennys-resources">https://www.ccnycuny.edu/engagement/bennys-resources</a></li> <li>• Wellbeing resources: <a href="https://www.ccnycuny.edu/health-wellness">https://www.ccnycuny.edu/health-wellness</a></li> </ul> <p>Your Success Team is here to support you!</p>

Good Work!	<p><b>Subject:</b> You are doing well in {\$course_name}! Hi {\$student_first_name},</p> <p>Congratulations! I just wanted to let you know you are doing well in {\$course_name} so far.</p> <p>Keep up the good work! {\$completer_name}</p>
In danger of failing	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name} Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} indicates that you are in danger of failing <b>{\$course_name}</b>. We strongly encourage you to contact your instructor directly. They too want to help you succeed.</p> <p>Speak with your academic advisor before making any decisions pertaining to your registration in a course as there may be financial aid or eligibility ramifications.</p> <p>The following resources may be helpful:</p> <ul style="list-style-type: none"><li>• <a href="#">Benny's Resources</a></li><li>• <a href="#">Tutoring</a></li><li>• <a href="#">Wellbeing Resources</a></li></ul> <p>Your Success Team is here to support you!</p>

Performance  
Concern in Bio or  
Chem

**Subject:**{ \$student\_first\_name }, You have a note from your professor regarding { \$course\_name }

Hi { \$student\_first\_name }, we are here for you!

Your academic performance in { \$course\_name } would improve with tutoring. { \$completer\_name } recommends that you visit the CCAPP Biology/Chemistry Tutoring Center.

The CCAPP Biology /Chemistry Tutoring Center is located in Marshak Hall, room 403. The Center provides tutoring in the following courses-

**Bio** 10100, 10200, 20600, 20700, 22800 and 22900

**Chem** 10301, 10401, 26100, 26300 and 32002

Please bring plenty of problems.

We are located in MARSHAK HALL ROOM-403.

Hours of Operation:

Mon – Weds- 9:00 am to 6:00 pm

Thurs- 11:00 am - 8:00 pm

Fri- 10:am - 4:00 pm

Sat: Online- 11 am - 1:00 pm

Sun: Closed

If you have any questions, feel free to email the Center's Coordinator, Ms. Stanley at [nstanley@ccny.cuny.edu](mailto:nstanley@ccny.cuny.edu) .

The CCAPP Team is here to support you!

Performance  
Concern in Math

**Subject:** You have a note from your professor regarding {course\_name}

Hi {student\_first\_name},

Your academic performance in {course\_name} would improve with tutoring. {completer\_name} recommends that you that you receive tutoring in Math. You have two options:

**Option 1: The CCAPP Math/Physics Tutoring Center**

The CCAPP Math/Physics Tutoring Center is located in Marshak room 106 and will be open from 12pm to 5pm Mondays to Thursdays, and from 12pm to 4pm on Fridays. We will be able to help you with all Math classes up to (and including) Linear Algebra and Differential Equations.. We \*might\* be able to help with higher-level Math classes, but this will depend on the skill sets of the current tutors. No appointment is needed for tutoring. Just come by the Tutoring Center whenever you have the time, and we'll be here to help you.

If you have any questions about Math tutoring, or if you're interested in becoming a tutor, please feel free to email the Center's Coordinator, Andy Trafford, at [atrafford@ccny.cuny.edu](mailto:atrafford@ccny.cuny.edu)

**Option 2: The Artino Mathematics Tutoring Center**

You can schedule an appointment with the Artino Mathematics Tutoring Center through CCNY Navigate. Click [HERE](#) if you need instructions. Information about the services available at the Artino Mathematics Tutoring Center is available [here](#).

The CCAPP team is here to support you!

<p>Performance Concern on Test/Quizzes/Assignments/Discussions</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>Are you doing okay?</p> <p>{\$completer_name} has indicated that you may not be performing as well as you had hoped on tests, quizzes, assignments, or discussions. Please contact your instructor to discuss their concerns.</p> <p>Remember to speak with an academic advisor before making any decisions pertaining to your registration in a course as there may be financial aid ramifications.</p> <p>Helpful resources:</p> <ul style="list-style-type: none"> <li>•<a href="#">Benny's Resources</a></li> <li>•<a href="#">Tutoring</a></li> <li>•<a href="#">Wellbeing Resources</a></li> </ul> <p>Your Success Team is here to support you!</p>
<p>Performance Concern: Tutoring Referral</p>	<p>Subject: {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name} we are here for you!</p> <p>{\$completer_name} indicates that your academic performance in <b>{\$course_name}</b> would improve with tutoring. <a href="#">CLICK HERE</a> for a directory of available tutoring and other academic resources at City College.</p> <p>Additional helpful resources for you:</p> <ul style="list-style-type: none"> <li>•<a href="#">Benny's Resources</a></li> <li>•<a href="#">Tutoring</a></li> <li>•<a href="#">Wellbeing Resources</a></li> </ul> <p>Your Success Team is here to support you!</p>



Performance Concern on Writing Assignments	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} has indicated that you may not be performing as well as you had hoped on written assignments. Your academic performance in this class would improve by seeking writing support at the CCNY Writing Center.</p> <p>Make an appointment with the CCNY Writing Center as soon as possible. You can schedule an appointment through CCNY Navigate. <a href="#">Click HERE</a> if you need instructions. Information about the services available at the CCNY Writing Center is <a href="#">available here</a>.</p> <p>Additional helpful resources for you: <a href="#">Benny's Resources</a> <a href="#">Tutoring</a> <a href="#">Wellbeing Resources</a></p> <p>Your Success Team is here to support you!</p>
Poor Attendance	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{\$completer_name} has indicated they are concerned about your poor attendance in their course. Please contact your instructor to discuss their concern(s).</p> <p>We know that there are a variety of issues that can interfere with class attendance. Working with your advisor to minimize the impact these issues have on your short- and long-term academic progress is important. Always speak with your academic advisor <b>before</b> making any decisions about your course registration as there may be financial aid ramifications.</p> <p>Use <a href="#">Navigate Student</a> to schedule an appointment as soon as possible. <a href="#">Click HERE</a> if you need instructions.</p> <p>Additional helpful resources for you: • <a href="#">Benny's Resources</a> • <a href="#">Tutoring</a> • <a href="#">Wellbeing Resources</a></p> <p>Your Success Team is here to support you!</p>

Referral: CPDI

**Subject:** Please Schedule Appt. w/ Your Career Coach

Hi {\$student\_first\_name}, we are here for you!

{\$completer\_name} is concerned that you need assistance in one of the following areas.

- Deciding on a career path
- Finding an Internship
- Finding your first job out of college
- Applying to graduate school

We want to help you. Please log onto your [CCNY Career Connections](#) account and schedule a time to meet with your career coach.

We look forward to working with you. If you have any questions, please do not hesitate to reach out to us via email ([cpdi@ccny.cuny.edu](mailto:cpdi@ccny.cuny.edu)), phone (212-650-5327) or the CPDI Virtual Front Desk.

Sincerely,

CCNY Career and Professional Development Institute

<p>Student Should See An Advisor ASAP</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{Completer_name} is concerned that you have one or more items impacting your class performance. It would be best to discuss your situation with your advisor to discuss possible resources, options and to develop a plan of action. Use <a href="#">Navigate Student</a> to schedule an appointment as soon as possible. <a href="#">Click HERE</a> if you need instructions.</p> <p>Additional helpful resources for you:</p> <ul style="list-style-type: none"><li>• <a href="#">Benny's Resources</a></li><li>• <a href="#">Tutoring</a></li><li>• <a href="#">Wellbeing Resources</a></li></ul> <p>Your Success Team is here to support you!</p>
<p>Student needs ELL Support</p>	<p><b>Subject:</b> {\$student_first_name}, You have a note from your instructor regarding {\$course_name}</p> <p>Hi {\$student_first_name}, we are here for you!</p> <p>{Completer_name} has indicated that you may not be performing as well as you had hoped on written assignments. Your academic performance in this class would improve by seeking writing support at the CCNY Writing Center.</p> <p>Make an appointment with the CCNY Writing Center as soon as possible. You can schedule an appointment through CCNY Navigate. <a href="#">Click HERE</a> if you need instructions. Information about the services available at the CCNY Writing Center is <a href="#">available here</a>.</p> <p>Additional helpful resources for you:</p> <ul style="list-style-type: none"><li>• <a href="#">Benny's Resources</a></li><li>• <a href="#">Tutoring</a></li><li>• <a href="#">Wellbeing Resources</a></li></ul> <p>Your Success Team is here to support you!</p>