Viewing Alerts, Kudos, or Referrals in MavCONNECT

Login to MavCONNECT

1. Log into MavCONNECT: https://link.mnsu.edu/navigate using your StarID@minnstate.edu and password information.

There are two main ways to view issued alerts in MavCONNECT- the Student Profile and the Professor Home page.

Student Profile

To view alerts on the student profile, navigate to that student. On the right side of the profile, the total number of staff alerts for that student is listed at the top right. This count includes all Alerts, Cases, and Progress Reports issued for the student. If you do not see alerts listed, this could be connected to your role permissions in MavCONNECT. Contact mavconnect@mnsu.edu if you believe you should see this information.
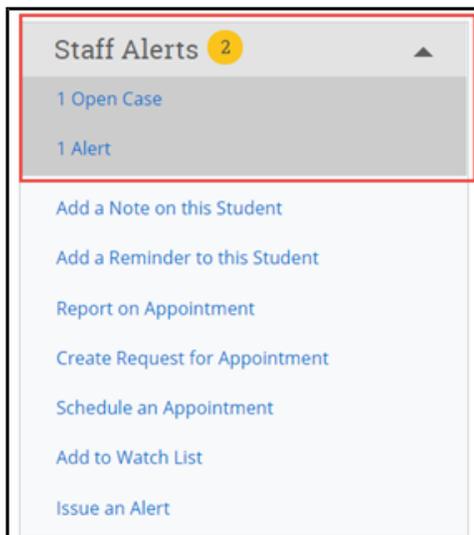
> **Important.** Because the total count includes all Alerts, Cases, and Progress Reports, you may find duplicate information. For example, if one Progress Report issues one Alert, which in turn opens a Case, the total count will be three to include each of those actions, even though they all originated from the same Progress Report. Be mindful of what the total count means when using that information to inform student interactions or follow up.

To view additional information about the issued alerts, either click directly on the *1 Alert* hyperlink from the total count or navigate to the **History** or **Reports/Notes** tab of the student profile. Whether you can access the History or Reports/Notes tab depends on your permissions in MavCONNECT.

On this tab, you can see the Alerts you have permission to see, either in the Alerts section or within the History feed. Please see the screenshots below.

In the Alerts section:

In the History Feed:

Important. If you are viewing the History feed but would instead like to view all Alerts together, select the dropdown menu at the top of the History feed, and choose **Alerts for [Student's Name].** This only shows the Alerts section view.

Information provided in the Alerts section includes:

- **Alert Reasons:** All reasons associated with this alert. This is also controlled by Care Unit and permissions configurations.
- **Issued On:** Date in which the alert was issued.
- **Issued By:** Who issued the alert.
- **Comments:** Any comments originally entered when the alert was issued.
- **Associated Case:** If the alert was configured to automatically open a case, or a case was manually opened, a link to the case displays here. Information available in the case dialogue box includes the case owner, case assignee, and case activity. You may or may not have permission to view or manage the case.
- **Issuing Evaluation:** If the alert was issued through a Progress Report, then additional information is available here, including the course, if the student is at risk to fail the course, absences, current grade, and professor comments. You may or may not have permission to view the Progress Report details and the information included within may differ based on your institution's specific configurations.

Professor Home

Issued alerts show on the Professor Home in the **My Issued Alerts** section. This allows faculty to see alerts they have issued in Navigate, including links to any associated Progress Reports or Cases.
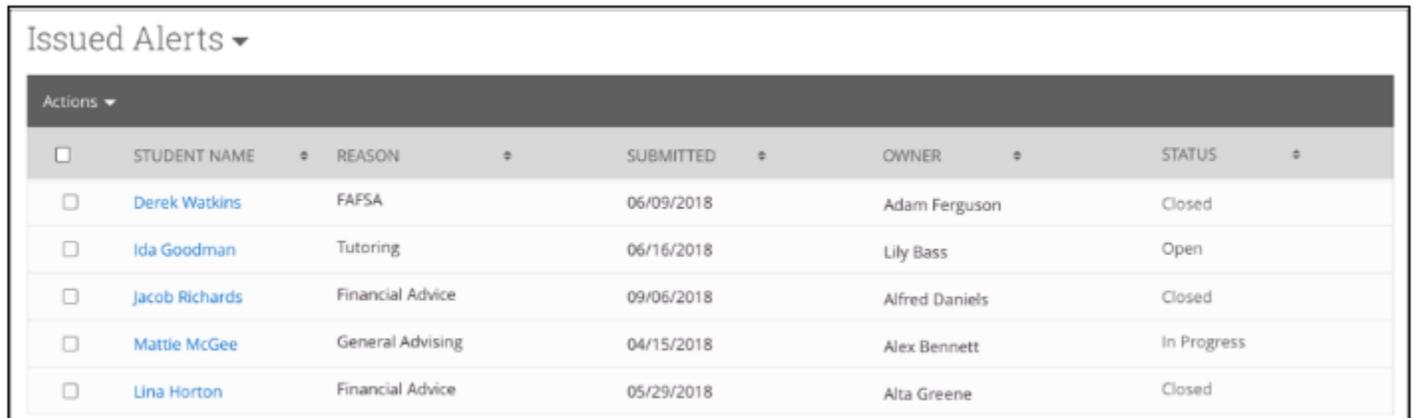
	STUDENT NAME	REASON	SUBMITTED	OWNER	STATUS
☐	Derek Watkins	FAFSA	06/09/2018	Adam Ferguson	Closed
☐	Ida Goodman	Tutoring	06/16/2018	Lily Bass	Open
☐	Jacob Richards	Financial Advice	09/06/2018	Alfred Daniels	Closed
☐	Mattie McGee	General Advising	04/15/2018	Alex Bennett	In Progress
☐	Lina Horton	Financial Advice	05/29/2018	Alta Greene	Closed

Issued Alerts include the date the alert was issued, the student's name, the reasons for the alert, if a case was opened, and if the alert was attached to a Progress Report.

If a case has been opened, faculty can click the case and see a window that explains which alert reasons opened the case, the status of each case, and the case outcome if the case has been closed.
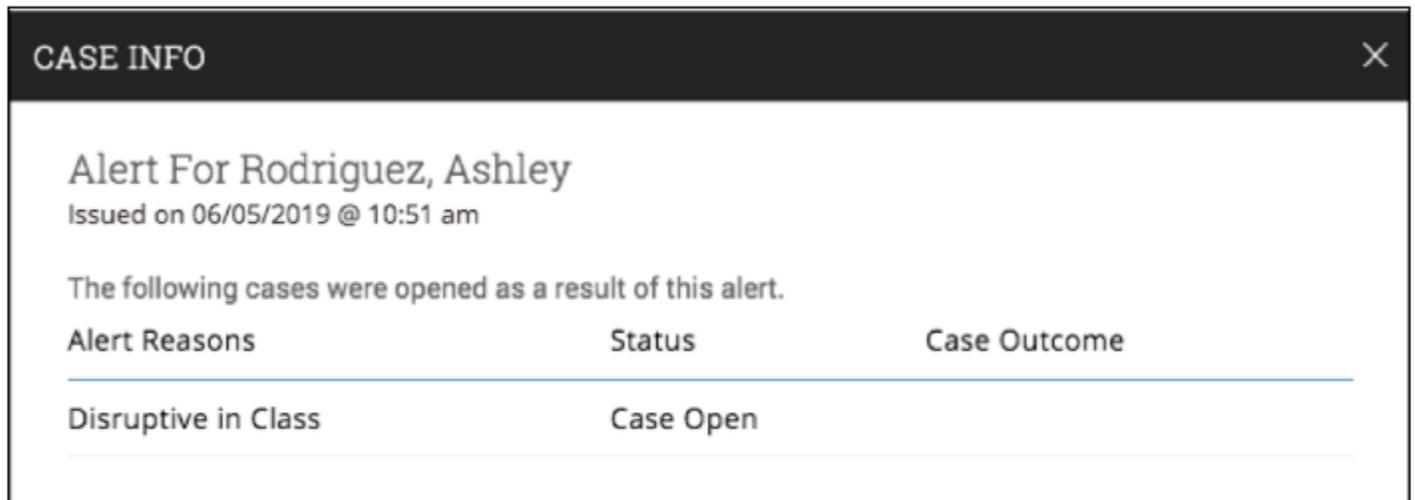
CASE INFO ✕

Alert For Rodriguez, Ashley
Issued on 06/05/2019 @ 10:51 am

The following cases were opened as a result of this alert.

Alert Reasons	Status	Case Outcome
Disruptive in Class	Case Open	

If the alert is linked to a Progress Report, the faculty member can open the report.