

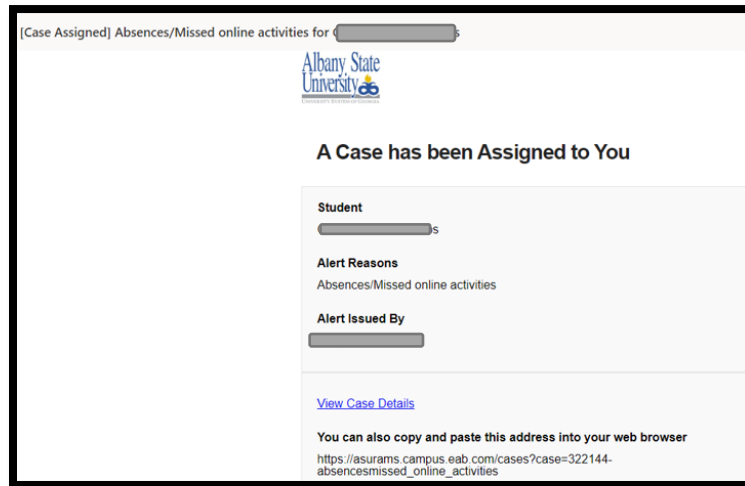



## Responding to EAB Alerts for Faculty Advisors

**Introduction:** The target student population that is being focused on this Spring 2020 semester is probation students. This cohort of students on probation with hours above 60 credits will need to be monitored by faculty advisors. Therefore, if a progress report notification is submitted for a student because of attendance, and the student has credit hours greater than 60, it will be the role of their faculty advisor to make direct contact with the student to recommend the best course of action. This means, faculty advisors must be proactive and making contact with students if they receive a progress report alert.

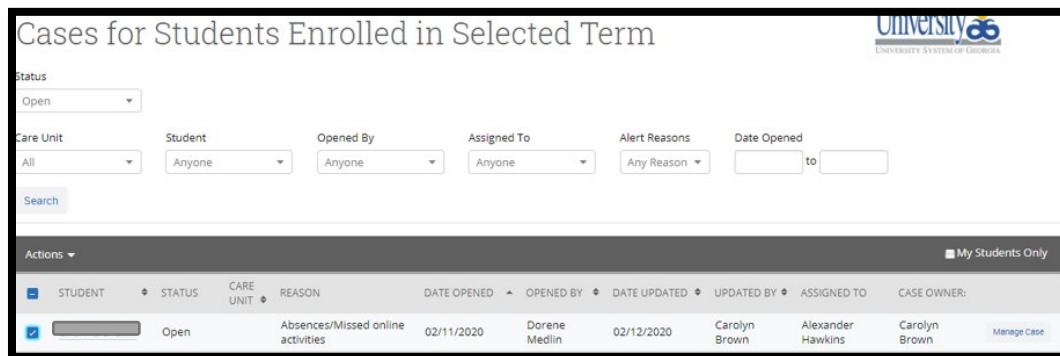
To access to EAB Navigate, visit <https://asurams.campus.eab.com>, and use your ASU username and password.

Once an alert is issued, faculty advisors will receive an email.

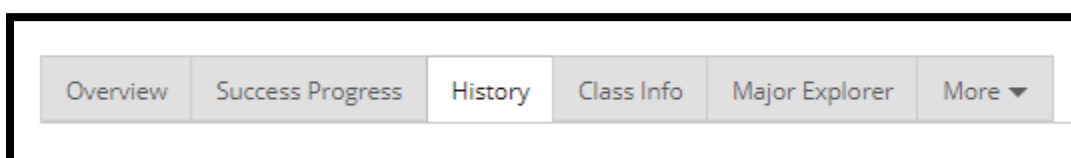


On menu tab, click on the fourth icon tab “Cases”/  to open your cases.

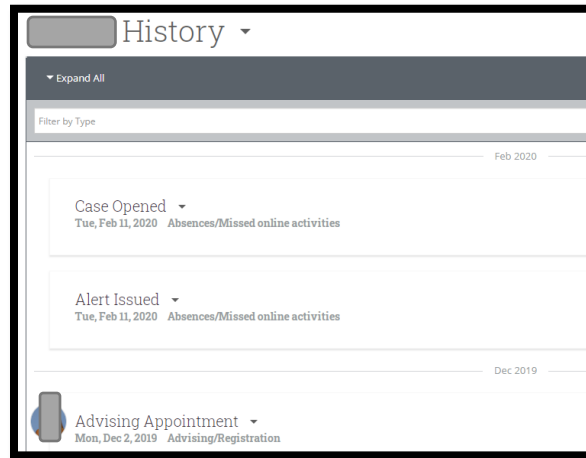
Click on your Advisee’s name to open up alert.



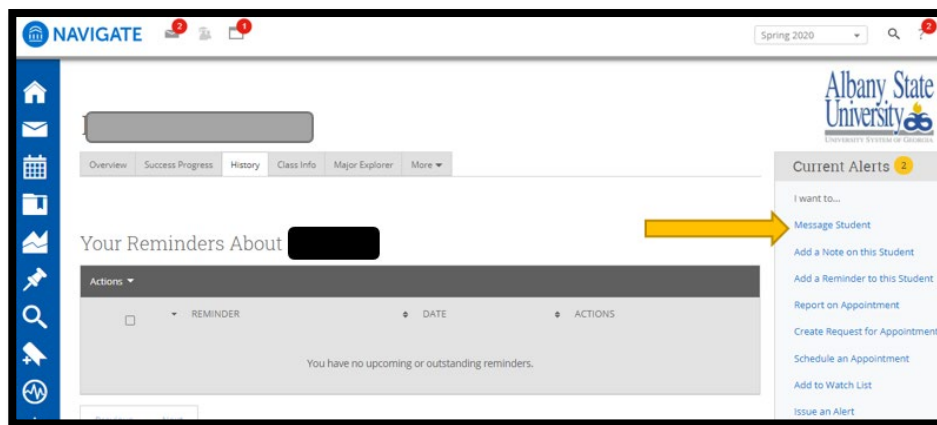
After clicking on Advisee’s name, select the “*History*” tab. This tab shows who originally submitted an alert and the advisee’s case profiles.



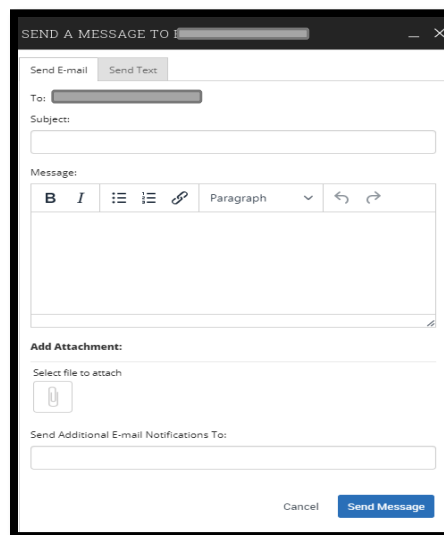
Faculty advisors will be able to see who issued the original alert and why the alert was issued for all case profiles.



Now faculty advisors can begin to manage the alert/case by reaching out to the student. Click the tab, “*Message Student*” from menu on right side.



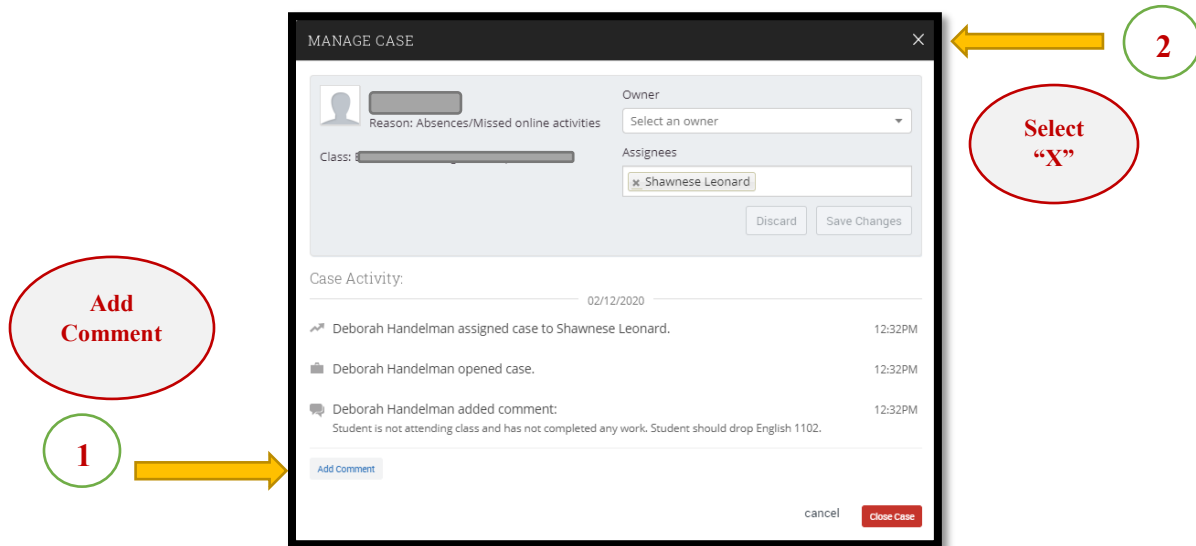
After you have made direct contact with the student you are now ready to manage the case. **Two methods are needed to communicate with the student (phone, email, text).**



You also have the option of calling the student by clicking on student information under the students picture you will find the number the student has listed in Banner. Click the drop-down arrow for the tab entitled Student Info to view their number.



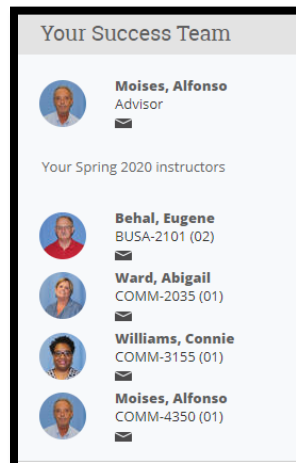
Dialog box opens up to message student; you also have the option to text the student as well. Every case needs to have an **“Add Comment”**. Plainly state in your comment what method of communication was used. Enter the status on how you have communicated with your Advisee and the results if you have any at this time.



**DO NOT CLICK THE “CLOSE CASE” BUTTON!!!** Click on the “X” button at the top of the page to the right to exit back to the home screen BUT first copy your message/comment from the dialog box so that you can send it to the Faculty or Instructor that issued the alert as a means of following up and keeping them in the loop in reference to the alert issued.

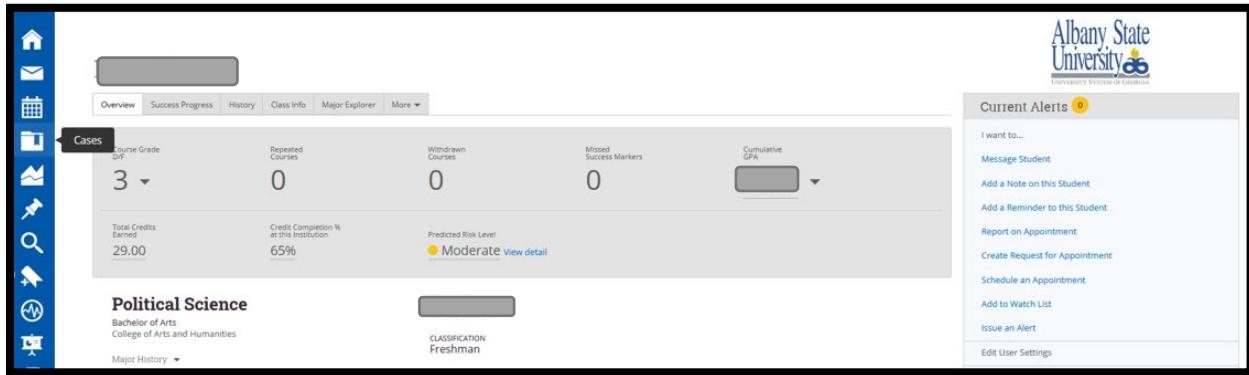
**Once you click on the “X” at the top of the page, it will take you back to your “Cases/Alerts” where you will click on the student’s name. Scroll down and on the bottom right you will see the student’s Success Team (Advisors) and (Instructors).**

Click on mail icon under the Instructor that issued the alert and when the dialog box opens up paste the message/comment you noted in the case, put the student’s name in the subject line and hit send.

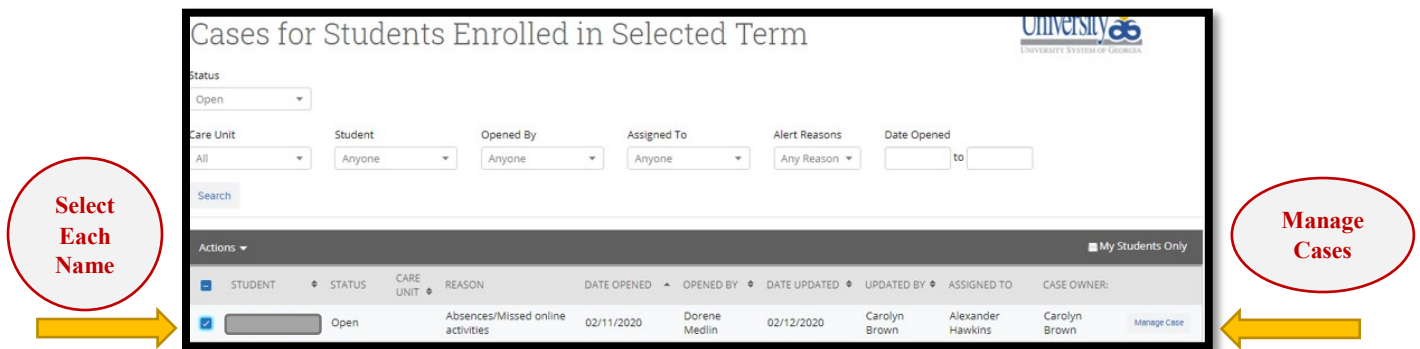


## Creating Referrals for Tutorials

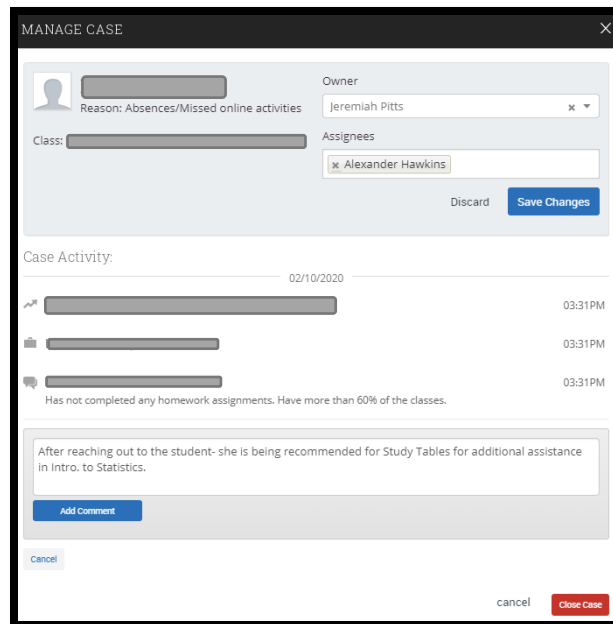
1. To refer a student to tutoring click on “Cases”



2. Click on Advisee's name and then the tab, “Manage Cases”.



3. When Manage Cases opens up, select the “Assignees” tab and type Jeremiah Pitts name for further placement of a Tutorial Assignment and “Save Changes”. Please ensure this step is completed.



**DO NOT CLICK THE “CLOSE CASE” BUTTON!!!** Click on the “X” button at the top of the page to the right to exit back to the home screen.