

JSU Navigate

Faculty/Instructors – Checking a Student Case

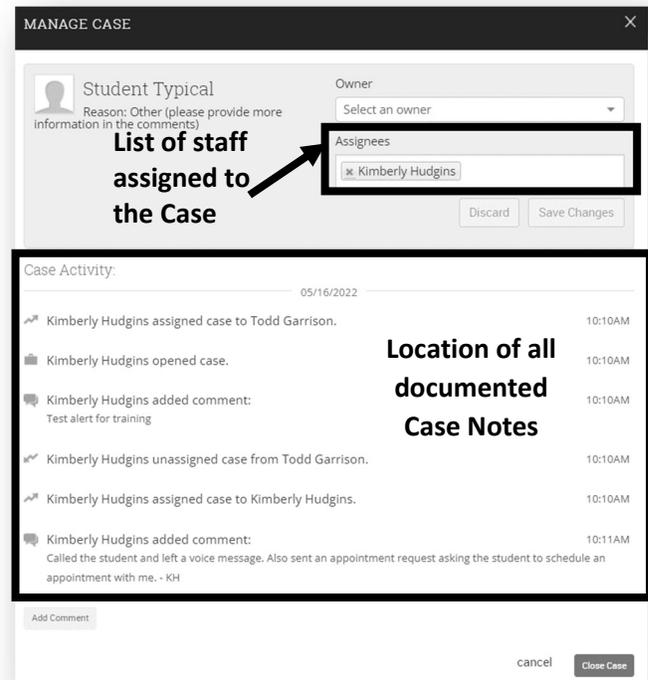
All Action Requested and Referral Student Alerts will create a Case when submitted by a faculty or staff member. *Student Alerts in the categories of Only Student Notification or Kudos, do not create a Case. These Student Alerts are monitored by student support staff and follow up will be provided as determined by department policy.* Faculty are able to stay up to date on Cases, by checking on the Case notes located in the student’s JSU Navigate profile. All interactions will be documented in the Case notes, and if appointments are made, will be documented in an Appointment Summary Report.

Steps for Checking a Student’s Case Notes:

You will need to sign into your JSU Navigate account via MyJSU.

1. **Using the Quick Search bar** at the top of the page, search for the student using either their full name, JSU ID#, or JSU email address. **Select the student.**
2. **Click on the student’s History tab.**
3. **Click on the drop-down menu labeled “Student’s” History. Select Cases for “Student.”**
4. Open Cases* will appear here. **Select Manage Case to view the Case notes.**

**If the student has a Closed Case, you can still view the documented information. Click on the Closed Case button located on the left of the screen.*



Steps for Viewing the Student’s Appointment Summary Reports:

Some Cases may refer to the Appointment Summary Report, faculty and staff have access to view the Appointment Summary Reports for Tutoring, Success Coaching, Peer Success Coaching, Academic Advisement, and Career Development.

1. **Click on the drop-down menu labeled Cases for “Student.”**
2. **Select Appointment Summaries for “Student.”**
3. Locate the appropriate report via date (indicated in the Case Notes). **Select View Report.**

*Need technical support with JSU Navigate?
Submit a “Retention Technology Support” ticket at www.jsu.edu/navigate*