Faculty & Staff User Guide

Student Success Platform

__Remember__: All information you enter into T-Claw Navigate360 becomes a part of students' official academic record. Students have the legal right to review their entire academic record.

Contents

Any system technical support for T-Claw Navigate360 should be directed to the Application Administrator at tclaw@tsu.edu. **See the Texas Southern University T-Claw Navigate360 website for more information.**

Online Resource Library for Faculty/Staff [Click Here]

Introduction

Welcome to the T-Claw Navigate360 Faculty & Staff User Guide. This guide aims to help you effectively use T-Claw Navigate360 for student success management at Texas Southern University.

Frequently Asked Questions

How does this guide vary from the Help Center in T-Claw Navigate360?
EAB provides general insights into many features in the Help Center, accessible through T-Claw Navigate360. Some features may not be included with Texas Southern University's partnership with EAB, and other features may be configured to be unique to Texas Southern University. This guide reflects the practices and configurations set for Texas Southern University. You can access the Help Center by logging into T-Claw Navigate360, clicking the "?" icon near the top right corner, selecting **Help Center & Support Links**, then selecting **Help Center**.

1. **How do I set my availability?**

2. **How do I set up a campaign?**

3. **How do I cancel or reschedule an appointment?**

4. **How do students schedule appointments?**

5. **How do I perform an Advanced Search?**

6. **How do I add Appointment Summaries?**

7. **How do I request Access? (link to web form)**

8. **How do I sync my Microsoft Outlook (O365) Calendar to Navigate?**

9. **What are Categories and how are they added?**

10. **What should I name my Appointment Campaign?**

A special FAQ for Calendars can be found here. Please check this for common issues related to appointment scheduling, calendar sync, and availability.

Understanding Recommended Support Level

What is a Predictive Model?
A predictive model takes into consideration all the variables in a particular data set in order to make informed predictions about what might happen in the future. EAB's Student Success Predictive Model (SSPM) ingests data that is widely available across our entire membership in order to capture as much information as possible about a student's academic ability, performance, and preparation to determine their likelihood of successfully achieving a particular outcome—**graduation** (ever, in 4 years, in 6 years) or persistence (to the next term or the next fall term).

Why Use a Predictive Model?
We believe in using predictive models to support both individual student coaching and broader population health management initiatives. The benefits of predictive modeling can be distilled into three primary buckets:

- Visibility – Uncover Hidden Student Risk
    - Identify how risk is distributed across your institution
    - Surface hidden risk that would not otherwise be obvious
- Early Intervention – Act Early, Avoid Later Problems
    - Allow early risk prediction based on Day 1 factors
    - Flag students showing signs of being off track for their major
- Triage – Prioritize High Risk Students
    - Evaluate how students in a specific group or cohort compare in terms of risk distribution
    - Prioritize students for outreach or intervention

The ultimate goal in using a predictive model is to provide early, general guidance for assessment and intervention. EAB's SSPM works in conjunction with other key features in the T-Claw Navigate360 platform (such as the Advanced Search, Major Explorer, Population Health Dashboard, and Predictive Influencers) in order to help you: 1) employ targeted outreach campaigns to monitor and track risk at the institution-level, and 2) better understand individual student risk and better inform one-on-one student conversations.

How Does EAB's Predictive Model Work?
The SSPM incorporates a variety of data points, around 40+ predictive features to generate its predictions. As our Data Science team created your model, they evaluated many different data points for their predictive quality. Some of these data points are available directly in your student information system, others are derived by our Data Science team using proprietary methods. The model training process uses both variable data points, such as academic progress and performance metrics, as well as static factors, such as demographic indicators and pre-enrollment data. These data points have different importance in the model depending on their evaluated predictive power, and the weight of a given factor can change over the course of a student's time at the institution. Features can range from pre-enrollment data (high school GPA, standardized test scores), to demographic data (gender, first generation status), to academic data (attempted credits, GPA trends, DFW grade counts). Some institutions also opt to include custom data, such as financial aid or engagement data, in the model, provided the points meet the coverage requirements.

Once the model has been trained using your institution's historical data, it is applied to your current student population. During this application process, the SSPM assigns a 'success score' (a numerical value between 0.0 and 1.0) to each student indicating their likelihood to achieve the configured success outcome, given their unique characteristics and how similar students performed in the past. Once given this score, students are sorted into three buckets: high risk, moderate risk, and low risk levels. The definition as to how a numeric success score is translated into a risk level is customized on a school-by- school basis **(institutions can also change the word "risk" to use any other term, Texas Southern uses the phrase "Recommended Support Level").** Once scored, the appropriate risk level will appear on the 30 Second Gut Check on the Overview tab of the student's profile.

Source: "Intelligence - Predictive Model." Help Center, EAB, May 2019, support.gradesfirst.com/hc/en-us/articles/360014057494-Intelligence-Predictive-Model.

Recommended Support Level - Frequently Asked Questions

Is the predictive model based on machine learning?
Our SSPM training process is best described as 'supervised machine learning'—the model is given a set of input data and outcomes along with a set of variables and determines (without human input) which variables and weightings are most useful in predicting the outcome.

Our freshmen students are very different from our upperclassmen, and we believe that they will respond to factors differently. How does the model take these differences into account?
We agree! To account for distinct student populations, our model is a set of sub models based on credit accumulation. Each model includes different predictors and weights those predictors differently based on the predictive power of each feature for the particular credit band. This allows the predictive features to fluctuate in weighting based on how far a student is in their academic career (i.e., predictions for first year students will be more highly weighted towards pre-enrollment data, while predictions for 5th year students will be more highly weighted towards credit accumulation).

How are the data points included in the model selected?
Our team has developed a comprehensive set of predictors, and which of these predictors end up making it into a given school's model is determined by three things:

1. Data coverage—to ensure that the student data used to train the model is truly representative of the overall population, we will only include a data point in the model training process if the breadth and depth of coverage meets our standard requirements
2. Our optimization process—we may exclude a predictor if it does not increase the model's overall accuracy or demonstrate significant predictive power
3. Member request—we may exclude a predictor based on member requests

We will always recommend erring on being more inclusive rather than exclusive of the data included in the model training set—the more robust the data used to train the model, the more accurate your model will be.

How do you determine the thresholds used for each risk level?
We determine threshold recommendations by looking at the distribution of numeric success scores across the historical and current student population for each school. As a reminder, each student is assigned as success score on a scale of 0-1 indicating the likelihood that a student will achieve the evaluated success outcome. The best way to think about what these success scores represent is not necessarily 'a student with a .7 score has a 70% chance of graduating', but rather '7 out of 10 students with this score will go on to graduate'. We can use this logic when we think about setting thresholds—what do we want a given risk level to represent? Schools typically approach this decision in one of two ways.

- Mimicking historical performance: we determine what a risk level should represent in terms of the success likelihood of that population (ex: low risk students historically graduate at a rate of X%, moderate risk students graduate at a rate of Y%, and high-risk students graduate at a rate of Z%).
- Managing staff capacity: we determine how many students should be classified in each level based on an institution's resources or strategic plan.

Why would a student have "Unknown" risk?
The only reasons a student would be classified as having unknown risk would be 1) we have intentionally omitted their program of study from scoring (like a grad program), 2) the member has chosen to not score students until they had attempted a certain number of credits, 3) the student is inactive, or 4) the student is missing critical data points that keeps the model from being able to score them.

Source: "Intelligence - Predictive Model." Help Center, EAB, May 2019, support.gradesfirst.com/hc/en-us/articles/360014057494-Intelligence-Predictive-Model.

Contact Dr. Naomi Lawrence-Lee | T-Claw Navigate | tclaw@tsu.edu | 713.313.6748

Naming Conventions for Student Lists and Campaigns

What

When creating an **Appointment Campaign** or saving a **Student Lists**, T-Claw Navigate360 will prompt you to define a name.

Why

Following standard naming convention policies is imperative to maintain the efficiency and integrity of the T-Claw Navigate360 platform. While *most* other users will not see your **Student Lists**, certain tools for tracking outreach effectiveness *will* display the titles of all **Student Lists** created across campus. **Campaign** names will always appear on **Advising Summary Reports** (visible to students), on the student profile, and in the same outreach effectiveness tools that **Student Lists** names will appear.

Finally, clearly naming your **Student Lists** and **Campaigns** makes it easier for T-Claw Navigate360 support to help you if you have any problems with either feature of the T-Claw Navigate360 system.

How

1. When asked to define a name for a **Student Lists**, please apply the following name conventions: **Your**

    Initials_Term_College/Unit_Description

    *An example of this for a **Student Lists** created by Tommy Tiger for off-track alert s raised on students in spring 2019 for Pre-Midterm is below:*

    # TT_Spring19_FAC_PreMidterm Off-track alert s

2. When asked to define a name for a **Campaign**, please apply the following name conventions: **Your**

    Initials_Term_Unit_Campaign_

    *An example of this for a **Campaign** created by Tommy Tiger for advising appointments taking place in spring 2019 is below:*

    # TT_Spring19_FAC_Registration

Please contact tclaw@tsu.edu with any questions about these naming conventions. We appreciate your commitment to these naming conventions.

Remember: All information you enter into T-Claw Navigate360 becomes a part of students' official academic record. Students have the legal right to review their entire academic record.

Categories

What

Student **Categories** are fed from Banner to T-Claw Navigate360 to help identify student populations and assist in providing them with targeted support. All students in T-Claw Navigate360 have at least two **Categories** associated with them. **Categories** consist of important student data/characteristics that automatically import into T-Claw Navigate360 with each overnight import. **Categories** provide parameters on which **Advanced Searches** can be built. **Categories** also appear on the **Overview** tab of each student's profile. To request addition of a **Category**, please contact tclaw@tsu.edu.

> **Important Categories**
> It is impossible to list all **Categories** that exist within T-Claw Navigate360 in this guide; however, some key **Categories** that are used to identify specific populations for messaging and/or support outreach are below.
> **Cohort Term**—the semester (fall/spring) for the student's entry year cohort
>
> > *Note: In **Advanced Search**, use **Cohort Term** to identify students from a specific cohort*
>
> **Holds**—a variety of registration holds are listed under **Categories**. For example, you can identify students who have an Admissions Hold, Advising Hold, or Controllers Office Hold.
>
> > *Tip: when using **Advanced Search**, simply type "Hold" into the **Categories** field to display a list of all **Categories** that contain the word "Hold."*

Care Units

What

Care Units are a way to compartmentalize different units that provide support services in Navigate. By doing this, we are able to configure T-Claw Navigate360 differently for those units to accommodate their needs. For instance, Care Units can provide different student services at different locations by different staff members, as well as create a workflow to notify certain staff within that unit. The following Care Units are configured in the platform.

Care Units	Provides Services to
Advising	Undergraduate Students
Career Services	All Students
Financial Aid Resources	All Students
Transfer	Transfer Students
Thurgood Marshall School of Law Advising	Law Students
Tutoring	All Students
Accommodations	All Students

T-Claw Navigate360 Tools for Faculty

As a professor/instructor at Texas Southern University, you will find a number of features available in T-Claw Navigate360, our early off-track alert /student success management platform, to be quite helpful. Key features that will help you in this role to promote student success are outlined below. Each heading is inked to a document that goes into more detail on a specific feature.

Issue an Off-track alert
Issuing an Off-track alert is an efficient way to communicate to the appropriate university faculty/staff about common concerns that impact our students. It is important to review the information page on Off-track alert s so that you understand what Additional Comments are appropriate to include within the Off-track alert.

Record Class Attendance
The Attendance tool in T-Claw Navigate360 allows you to document attendance issues (e.g., absences and tardiness) within the platform. Tracking attendance in T-Claw Navigate360 allows anyone with access to each specific student's profile to see where attendance issues are occurring. This is very useful in instances when an Off-track alert is issued in one class reporting multiple missed classes for the person responding to that off-track alert to see how widespread any attendance issues might be. It also provides you with a quick way to record, track, and export to Excel your class attendance.

Schedule Class Meetings
T-Claw Navigate360 offers two ways for you to schedule meetings with students. You can use the system to schedule one-on-one or group meetings with students, or you can use the system to email all students who meet certain criteria (e.g., are enrolled in one or all of your classes) and request that they use the system to schedule a meeting.

Send Messages to Your Students
T-Claw Navigate360 makes it simple to communicate with one or more students in your classes by email. It is important to note that these messages, like most information entered into T-Claw Navigate360, are stored in the platform and are visible to administrators and, in some cases, advisors who have access to the specific student's records. These messages are always visible to you from the Conversations tab.

Create a Note
You can add a note on an interaction with a student for you to review/remind yourself of information you may have discussed with the student. Notes can be shared with students through T-Claw Navigate360. Please note that students will <u>not</u> be notified automatically if a note is added.

Progress Reports
You may receive requests to submit progress reports on students in your classes. These are requested for specific student populations and/or for certain courses designated as high-DFW (disproportionate number of students earn Ds, Fs, or Ws) or predictive gateway courses.

T-Claw Navigate360 Tools for Advisors

As an advisor at Texas Southern University, you will find a number of features available in T-Claw Navigate360, our early off-track alert /student success management platform, to be quite helpful. Key features that will help you in this role to promote student success are outlined below. Each heading is inked to a document that goes into more detail on a specific feature.

Off-track alerts
Issuing an Off-track alert is an efficient way to communicate to the appropriate university faculty/staff about common concerns that impact our students. It is important to review the information page on Off-track alert s so that you understand what Additional Comments are appropriate to include within the Off-track alert.

Student Profile
The student profile in T-Claw Navigate360 offers a robust and dynamic view of several critical factors related to your advisees' success. Key academic points, recommended support level, prior advising appointment reports, notes from other colleagues, Off-track alert s & Cases related to your student, tutoring visits, Writing Center reports, and Tags & Categories that provide useful insight into each student's unique experience at Texas Southern University.

Schedule Meetings/Appointments
T-Claw Navigate360 offers two ways for you to schedule meetings with students. You can use the system to schedule one-on-one or group meetings with students, or you can use the system to email all students who meet certain criteria (e.g., are enrolled in one or all of your classes) and request that they use the system to schedule a meeting. A powerful appointment reporting tool is also part of the T-Claw Navigate360 platform and helps advisors share advising information with students and others with access to the student profile.

Send Messages to Your Students
T-Claw Navigate360 makes it simple to communicate with one or more students in your classes by email. It is important to note that these messages, like most information entered into T-Claw Navigate360, are stored in the platform and are visible to administrators and, in some cases, advisors who have access to the specific student's records. These messages are always visible to you from the Conversations tab.

Appointment Summary Report
T-Claw Navigate 360 allows you to document information pertaining to a specific student appointment, whether the appointment was scheduled, a walk-in, or the student was a no-show. Access to student summary reports may be limited to your specific Care Unit or based on your user role permissions.

How to Schedule Meetings with Students

What

T-Claw Navigate360 offers two ways for you to schedule meetings with students. You can use the system to schedule one-on-one or group meetings with students, or you can use the system to email all students who meet certain criteria (e.g., are enrolled in one or all of your classes) and request that they use the system to schedule a meeting. The latter scenario is considered an **Appointment Campaign**.

Before you get started, please note scheduling appointments in T-Claw Navigate360 requires established **Availability** first. Please visit the **Create Virtual Office Hours Guide** document for instructions before proceeding.

Why

Appointments scheduled in T-Claw Navigate360 include automatic reminder emails and text messages (to the student) in advance of the appointment. You are also given a report form associated with that appointment if you would like to keep record of your discussion. Please note that these reports are always visible to students when they login to T-Claw Navigate360. Finally, it is very easy to download a report on all of the appointments you have within a given timeframe in the event you need to report on various types of appointments.

How

1. Login to T-Claw T-Claw Navigate360 (https://texassouthern.campus.eab.com) using your TSU Net ID and password.

2. Open a student profile by searching for the student in the top right corner or selecting them from the list of students assigned to you.

3. Click **Schedule an Appointment** from the sidebar under the heading **Staff Off-track alert s**. This will open the Appointment Screen.

4. Select the **Care Unit**, **Location**, and **Service** from the side filters. These must match your **Availability**. If the service requires a course or your appointment is course-related, select the **Course** as well.

5. Select the organizer for the appointment. This will most likely be you. Once you select an organizer, a grid showing available dates and times will appear. The grid will show all possible appointments based on the availabilities for the **Service** in the week that corresponds to the date selected in the **Select a Date** calendar in the filters section.

6. Once you have set the appointment details, click **Save Appointment** to create the appointment. It will be added to the organizer's calendar and a notice will be sent to the student's email from T-Claw Navigate360.

See the next page to learn how students schedule meetings in T-Claw Navigate360.

How to Schedule Meetings with Students

One of the most powerful features of T-Claw Navigate360 is the ability to allow students to schedule meetings with you on their own, without needing to contact you or anyone in your office, and without the back-and-forth attempting to identify a time during which you are mutually available. You will need to have **Availability** created within T-Claw Navigate360 in order for students to locate and book time with you. We also strongly recommend syncing your calendar to avoid being double-booked.

Why
Outsourcing appointment scheduling to T-Claw Navigate360 can save a substantial amount of time for faculty and staff. It also helps students find out who can help them and when without making multiple calls around campus. Perhaps most important to advisors, though, is that T-Claw Navigate360 will provide you with tools for sharing **Appointment Summary Reports** with students and other colleagues who may work with the student, as well as provide a very efficient tool for reporting on your appointments (type, quantity, frequency, etc) with just a few clicks.

How
1. Students login to desktop T-Claw Navigate360 App version– https://tsu.navigate.eab.com/
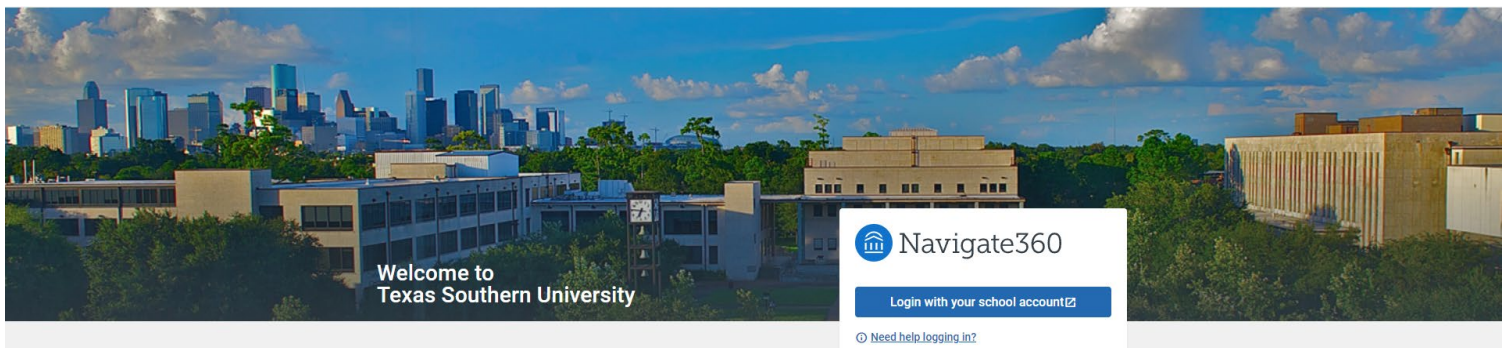
2. From the **Student Home**, students select the blue **Schedule or Drop in for an Appointment** button within the App.

3. Students will be shown a series of dropdown menus to locate the best individual with whom to meet. Selections in these dropdowns must align with faculty/staff **Availability** and **Locations** in order to display the correct individual. An example of selections for students to meet with their advisor (requires advisor to have the **Meet with My Advisor** service in their availability) is below:

4. The next screens depend on what **Service(s)** were selected by faculty/staff when setting up **Availability**.

Contact Dr. Naomi Lawrence-Lee | T-Claw Navigate | tclaw@tsu.edu | 713.313.6748

How to Schedule Meetings with Students

    a.   If the assigned advisor(s) does not have availability in T-Claw Navigate360, students will be shown an error message and will be unable to book an appointment through T-Claw Navigate360 with their assigned advisor.

    b.   If availability does exist, students will be asked to choose a **Location**. This must align with the **Location** set in the faculty/staff **Availability**. This will then provide a list of faculty/staff who are available to offer the selected **Service** in the selected **Location** (see below). Remember, in most cases, faculty/staff create **Availability** in the **Faculty/Staff Office Location**.

Schedule Appointment

What location do you prefer?
Academic Success Center

Who would you like to meet with? You may choose more than one person.
Any Staff
If you don't have a preference, just click Next.

◄ Back   Next ►

5.   Students are then shown a calendar with available times highlighted in blue. They will select a day and time, then click **Next**.

6.   A confirmation screen appears for the student to review all details. Some faculty/staff request that students add **Comments** to provide insight into the purpose of the meeting. Students must click **Confirm Appointment** in order for the appointment to book. An automatic email will be delivered to the selected faculty/staff member confirming the appointment was booked. As long as the student left **Send me an Email** checked, they will also receive this email. T-Claw Navigate360 also allows students to have the system send confirmation and reminder **Text Messages**. See below.

Note: If nobody receives a confirmation email, the appointment was not booked.

Schedule Appointment

Your appointment has not been scheduled yet. Please review and click Confirm Appointment to complete.

Appointment Details

Who: Morgan Harrell with   When: Friday, July 26
      Susan Rapp   12:30pm - 1:00pm
Why: Academic Exploration Program   Where: Academic Success Center

Additional Details
Office Location: LIB 320

Is there anything specific you would like to discuss with Susan ?   ☑ Send Me an Email
                                              ☑ Send Me a Text
Comments for your staff...   Please provide your mobile number
                                              7736750292

◄ Back   Confirm Appointment

Note: If students were included in an **Appointment Campaign**, they will receive an email with a link to book the appointment and will skip to step 5 above.

Meetings scheduled in T-Claw Navigate360 may need to be cancelled or rescheduled, but this must be done through T-Claw Navigate360. Follow the steps below for the process you need to complete.

How to Cancel a Meeting

1.   Login to T-Claw Navigate360 Staff (https://texassouthern.campus.eab.com) using your TSU Net ID and password.

How to Schedule Meetings with Students

2. Make sure you are on your **Staff Home** screen. If the header toward the top left reads **Professor Home**, simply click that, then select **Staff Home**.

3. Select the meeting.

    a. If the appointment is visible under the **Upcoming Appointments** box on the right side of the screen, simply click the **Service** for the meeting (not the student name).

    b. If the appointment is not visible there, click the **Upcoming Appointments** tab directly under **Staff Home**, then click **Details** at the end of the row that corresponds with the meeting you want to cancel.

4. In the lower left corner of the pop-up box, select **Cancel Appointment**.

5. Decide on the cancellation terms — everything entered here will be sent in the cancellation confirmation emailed received by all appointment participants.

    a. Select for whom the appointment should be cancelled. If the entire appointment is to be cancelled, select **Entire Appointment**.

    b. Select a **Reason** for the cancellation from the next dropdown.

    c. Add any applicable **Comments**.

6. Select **Mark as Cancelled**.

How to Reschedule a Meeting

1. Complete steps 1-3 above.

2. In the lower left corner of the pop-up box, select **Cancel Appointment**.

3. Select **edit** in brackets to the right of **Appointment Details**.

4. **Uncheck the box(es)** that are checked for the current appointment time.

5. Use the **Select a Date** calendar and checkboxes on the week display to select new appointment day/time.

6. Select Save Appointment.

Creating Availability (Office Hours) for Appointments

What

Creating **Availability** opens your calendar for specific periods where you can schedule appointments with students and students can schedule appointments with you. Appointments scheduled in T-Claw Navigate360 can check your Microsoft Outlook (O365) Calendar for availability and place appointments scheduled with you through T-Claw Navigate360 on your Microsoft Outlook (O365) Calendar with **Calendar Sync**. One of the most common mistakes made when creating availability in T-Claw Navigate360 is when users *also* block that time out on their Microsoft Outlook (O365) Calendar. If your Microsoft Outlook (O365) Calendar is synced with T-Claw Navigate360, you want to be sure that if you put that time on your Microsoft Outlook (O365) Calendar, you mark it as "Free." Click here for more information.

Why

Availability is required in order to use appointment scheduling features in T-Claw Navigate360.

How

1. Login to T-Claw Navigate360 (https://texassouthern.campus.eab.com) using your TSU Net ID and password.

2. Make sure the top of your page reads **Staff Home**. If it says **Professor Home**, simply click on that text and select **Staff Home** to load your **Staff Home** page.

3. Open the **Actions** menu on the **My Availability tab** and select **Add Time**. The Add Availability window will open. Select the days of week, time period, and duration of your availability.

*NOTE: If you want to establish different types of **Availability** for different days or times, you will need to create more than one block of **Availability**. To do so, simply finish these instructions, then repeat them.*

4. Select your Availability type(s). You can choose more than one at a time, e.g. you can set availability for both Drop-In and Appointments at the same time. **Campaign** availability only works with the **Appointment Campaign** feature.

5. Now select your **Care Unit** from the dropdown. In most cases, this will be **Academic Advising, Coaching or Class Meetings**.

6. Select your **Location** from the dropdown. In most cases, this will be **Faculty/Advisor Office** (you will include specific office location in step 8).

7. Select your **Services** for which you will be available. In order to schedule advising appointments with students assigned to you as their advisor, you need to select **Meet with My Advisor**. If you want to allow students to schedule regular meetings with you as their professor/instructor, select **Meet with Professor/Instructor**.

8. Include **Special Instructions**. These should include your specific office location and any other messages you want to have sent to students in all appointment confirmation messages.

9. Indicate the maximum number of students you want to be able to schedule during this block of **Availability**.

10. Click **Save**.

When creating **Availability** for students to schedule appointments—whether through **Campaigns** or their own appointment scheduling interface, it is necessary for you to have selected specific **Services** that reflect the type of meeting you are available to have with students.

Why

When creating **Availability**, you <u>must</u> select at least one **Service** in order to enable appointment scheduling features in T-Claw Navigate360.

How

1. When creating **Availability**, you will be prompted to select **Services**. Click in the field that reads **Please select services** to see a dropdown list of all available **Services.**

    a. For advising appointments with your assigned advisee(s), <u>always</u> select the student services from the dropdown list. This makes appointment scheduling for students very simple as it only displays their assigned advisor when selecting this option.

    b. **Meet with Professor/Instructor** will display your name among a list of other faculty who have made themselves available for appointments with students enrolled in your classes for class requirements or other types of meetings related to classes.

    c. **Academic Coaching** is an option that is available for students who may wish to schedule an appointment with someone to discuss study strategies, time management skills, or other topics related to general academic success.

    d. **Changes to Schedule, Degree Planning,** and **Registration** may be selected, for scheduling appointments. Selecting these options allows you define more specific activities done in an appointment within the **Appointment Summary Report.**

2. Click **Save** to finish creating your **Availability**.

IMPORTANT: Your **Service(s)** <u>must</u> match across all appointment scheduling tools in order for you to appear as an available "advisor" for those appointments.

Appointment Summary Reports

What

Appointment Summary Reports allow you to document information pertaining to a specific student appointment, whether the appointment was scheduled, a walk-in, or the student was a no-show. Access to student summary reports may be limited to your specific Care Unit or based on your user role permissions.

How

1. Following any type of Advising interaction, you may choose to create a report to document the interaction. *Please note: **Appointment Summary Reports** are <u>always</u> visible to students and <u>anyone</u> <u>else</u> who has access to the student's profile.*

2. There are two methods of creating an **Appointment Summary Report**. The method you choose will depend on whether your appointment was scheduled in advance through T-Claw Navigate360 <u>or</u> if your appointment was <u>not</u> scheduled through T-Claw Navigate360. It is important that you follow the appropriate instructions below in order to prevent creating the appearance of a duplicate appointment.

    A. For appointments scheduled through T-Claw Navigate360 (click here to learn about scheduling):

        i. From your **Staff Home** screen, you will see all **Recent Appointments** (those appointments where the start time has already passed, if even by one second). Select the check box next to the appointment for which you would like to create a **Summary Report**.

        ii. After selecting the appointment, click **Actions** above that table, then select **Add Appointment Summary**.

2. *Note: You can also select **Mark No-Show** to indicate the student did not attend the scheduled appointment. By selecting this, no other summary information will be requested.*

    B. For appointments that were <u>not</u> scheduled through T-Claw Navigate360**:**

        i. Visit the profile page for the student.

        ii. Under **Current Off-track alert s** on the right side of the screen, select "**Report on Appointment**"

3. Select your **Care Unit**. This will usually be **Advising, Tutoring, Career Services or Transfer Student Services** for most appointments. Selecting your **Care Unit** populates the remaining selections for your **Appointment Summary**. **Location** and **Service** must always be selected. For information about **Services**, please view the **Appointment Services** guide.

    Note: The more details you populate, the greater your ability to report on various types of appointments at a more granular level.

4. When finished, click **Save this Report**. The report will be visible under the **History** tab on student profiles.

Using the **Appointment Campaign** feature enables you to send an invitation to a group of students to schedule an appointment with you within a timeframe that aligns with your **Availability**. **Availability** must be created before you can launch an **Appointment Campaign**. Click here for the **Availability Guide.**

Why
An **Appointment Campaign** can save you time in managing multiple calendars/appointments and allow you to easily identify those students who have not yet scheduled an appointment you have requested.

How

1. Login to T-Claw Navigate360 (https://texassouthern.campus.eab.com/) using your TSU Net ID and password.

2. Make sure the top of your page reads **Staff Home**. If it says **Professor Home**, simply click on that text and select **Staff Home** to load your **Staff Home** page.

3. Click **Appointment Campaigns** in the **Quick Links** menu. Then, click **Appointment Campaign** under **Actions**.

4. Set the criteria for your **Appointment Campaign**. The **reason/location/date range** <u>must align</u> with **Campaign Availability** for the advisor(s) that are going to be included in the campaign. When you are finished defining Campaign criteria, click "Next."

   a. Campaign Name is visible to you and other users who can view campaigns in T-Claw Navigate360. It will also display on students' **Appointment Report Form** (even if you don't write one). Please click here to view the **Campaign Naming Policy**.

   b. Appointment Limit refers to the maximum number of appointments any one student can schedule within this campaign.

   c. Slots Per Time refers to the number of students you want to permit to sign up within the same time block. If you only do one-on-one appointments, this is "1."

5. Add students to your Campaign using **Advanced Search.** For help, see the **Advanced Search Guide**.

6. You will need to select yourself as staff for the campaign. You may also have the option to select additional staff to make them available for appointments based on the campaign. Click "Next."

7. Compose the message the students in your campaign will see. You can also add additional **Instructions** to the scheduling page students see after clicking the link in your email. Click "Next."

8. Confirm & Send. You can always add more students later and only send the invitation email to the new students added to the campaign.

Advising Appointment Workflow

Availability   Click here for information on how to create Availability
Sync your Office365 calendar to T-Claw Navigate360 to prevent double-booking
Build Availability Blocks in T-Claw Navigate360 in order to allow students to schedule appointments with you through T-Claw Navigate360
Create a Campaign to Invite Students to Schedule an Appointment Click here for a guide on Campaigns
Define your Campaign terms Select recipients of your Campaign Add advisors to your Campaign Compose your message Confirm and send your invitation
Advising Appointments – Before the Appointment
Review your student's **dashboard** on their profile screen. This provides a quick overview of Ds/Fs/Ws, Credit Completion %, Cumulative GPA, and Total Credits earned
Review your student's **Success Progress** (this shows Predicted Influencers [items affecting the student's **Recommended Support Level**, **Success Markers**, and **GPA** & **Credit Trends by Term**)
Review any **History** (including **Off-track alert s**, **Cases**, **Notes**, **Advising** or **Academic Support Reports**, and visits to select support units, attendance at workshops, and/or review sessions)
Review the student's academic history by selecting the **Class Info** tab
Advising Appointments – During the Appointment
Discuss any outstanding concerns (**Off-track alert s** or **Cases**) with the student and ensure they've contacted the appropriate office
Reflect on and share your insights from your review of the student's **History** and **Class Info** – consider how they are doing overall and what this may mean for their graduation timeline and future goals
Advising Appointments – After the Appointment
Submit your **Advising Report*** on your appointment with the student (click here to learn about reports) **If this was a pre-scheduled appointment, do this from the Staff Home screen. If this was a drop-in appointment, do this from the student's profile screen**
Advising Reports should include a summary of your discussion including: classes student plans on taking and requirements the classes count toward, future goals/majors or minors of interest, recommended referrals or follow-up steps for the student to complete – this is for students *and* other advisors
Create any **Off-track alert s** or Reminders you might need to follow-up or refer the student for additional support as necessary
If student was a no-show, mark that in the system to document the missed appointment

Remember*: All information you enter into T-Claw Navigate360 becomes a part of students' official academic record. Students have the legal right to review their entire academic record.*
Advising Reports are always visible to students.*

The Advanced Search Tool

What

Calendar sync allows you to have T-Claw Navigate360 look at your Microsoft Outlook (O365) Calendar (associated with your Outlook Mail account) <u>in addition to</u> any availability you have created in T-Claw Navigate360 to avoid double-booking with meetings that were not scheduled in T-Claw Navigate360.

Calendar sync also allows T-Claw Navigate360 to automatically place any appointments scheduled in T-Claw Navigate360 directly onto your Microsoft Outlook (O365) Calendar.

Microsoft Outlook (O365) Calendar Sync Instructions (One-Time Setup for Each User)

While Microsoft Outlook (O365) Calendar sync <u>should</u> only need to be done one time for each user, occasionally, that connection can break. The only way you will know if that connection breaks is if you find T-Claw Navigate360 appointments <u>not</u> being sent to your Microsoft Outlook (O365) Calendar or if you find that you have been double-booked. If this happens, please email tclaw@tsu.edu to repair your connection.

1. Click the Calendar icon in the red menu on the left side of the screen.

2. Click the **Subscriptions** tab under the **My Calendar** heading.

3. Click **Setup Calendar Integration**.

4. Click the **Microsoft Outlook (O365) Integration** tab.

5. Follow the instructions to complete setup within the application.

Microsoft Outlook

You will be able to set up **Free-Busy** or **Two-Way** calendar sync. We always recommend setting up Two- Way calendar sync so that appointments scheduled in T-Claw Navigate360 make it onto your Google Calendar. With Free-Busy sync, T-Claw Navigate360 will look at your Microsoft Outlook (O365) Calendar before allowing a student to schedule an appointment; however, appointments scheduled in T-Claw Navigate360 will <u>not</u> appear on your Microsoft Outlook (O365) Calendar.

The Advanced Search Tool

What

The **Advanced Search** function allows you to create unique lists of students based on the layering of various search parameters, Queries will pull lists of <u>current students</u> that fit the parameters of the search, and information populating in the results will be a current reflection of student data. <u>The **Advanced Search** functionality is not meant to be a historical Search.</u> Unlike other parts of the platform, changing the **Global Term Selector** does not impact the results of the **Advanced Search** except in the case of **Classification** and **Category** in the results returned page. Most search filters create AND statements. As
you build a search by laying on various filters within or across drawers, the query will identify students that satisfy all the listed requirements.

How

1. Within certain tools in T-Claw Navigate360, you may be prompted to generate a list of students using **Advanced Search**. In the **Advanced Search** standalone tool, you must check the small box at the top right corner of the dark gray bar that reads **Show Advanced Filters** in order to enable all filters. *Please note: not all users will have access to **Advanced Search***.

2. When conducting an **Advanced Search**, you will be given up to 8 **Filter Drawers** to expand or limit your search criteria. A description of each is below.

    A. **Student Information**: Use this group of filters to search for students by personal identifying information, such as name, student ID, category*, or transfer status.

    B. **Enrollment History**: Create logic statements to search for students by their enrollment status in a variety of terms.

    C. **Area of Study**: Combine elements of this filter to search for students based on areas of study, including college affiliation, degree, concentration, or major.

    D. **Performance Data**: Search using these filters to segment student groups by GPA, credits earned, and hours attempted.

    E. **Term Data**: Select conditions within this group of filters to run a search for students using information associated with a specific term.

    F. **Course Data**: Utilize this group of filters to query students based on courses, section, and status.

    G. **Assigned To**: Enter information into fields in this bucket to pull lists of students assigned to specific advisors, tutors, coaches, or team members.

    H. **Success Indicators**: Run a search using these filters to identify students based on predicted **Recommended Support Level** or success marker completion status.

3. Once you have selected the search fields, click **Search** at the bottom of the screen.

4. From here, you may complete a variety of **Actions** with this list or **Save** your search.

Contact Dr. Naomi Lawrence-Lee | T-Claw Navigate | tclaw@tsu.edu **|** 713.313.6748

Record Attendance

What

A **Student Lists** is a static list of students by student ID. You can use **Student Lists** in a variety of ways, from maintaining a list of students to track over time, to send messages, or create **Appointment Campaigns** directly from the **Student Lists**.

How

There are several ways to create a **Student Lists** It is important to note that, while the students who you add to your **Student Lists** will not be visible to other users, the *name* of your **Student Lists** will display in a tool called **Intervention Effectiveness** (this is a new tool that is not yet available to most users). As such, it is important to abide by the **Naming Conventions** determined for Texas Southern University.

Click here to see that guide.

1. From **Advanced Search** results

   A. Select the students from your search results by checking the box next to the students' names

   B. Click **Actions** in the dark grey bar above the search results, and select **Watch**. Click here to see information about **Advanced Search**.

1. Uploaded using a CSV file containing student ID numbers

   A. Click the **Lists & Searches** icon in the red menu on the left (this displays as a bookmark icon with a + sign next to it).

   B. In the **Actions** menu under **Student Lists**, select **Upload Student Lists**

   C. Create a new **Student Lists** or add students to an existing list

   D. Select the file from your computer and upload it

   E. Choose the column that represents the student ID in your file, then finish the import

2. From a student profile

   A. In T-Claw Navigate360, open a student's profile

   B. On the right side of the profile, under **Staff Off-track alert s**, select **Add to Student LIst**

   C. Select the list or create a new list to add the student

Contact Dr. Naomi Lawrence-Lee | T-Claw Navigate | tclaw@tsu.edu **|** 713.313.6748

Record Attendance

What

The Attendance tool in T-Claw Navigate360 allows you to document attendance issues (e.g., absences and tardiness) within the platform.

Why

Tracking attendance in T-Claw Navigate360 allows anyone with access to each specific student's profile to see where attendance issues are occurring. This is very useful in instances when an Off-track alert is issued in one class reporting multiple missed classes for the person responding to that off-track alert to see how widespread any attendance issues might be. It also provides you with a quick way to record, track, and export to Excel your class attendance.

How

1. Login to **T-Claw Navigate360** (https://texassouthern.campus.eab.com) using your TSU Net ID and password

2. Make sure the top of your page reads **Professor Home**. If it says **Staff Home**, simply click on that text and select **Professor Home** to load your **Professor Home** page.

3. Under **Quick Links** on the right, select **Record My Class Attendance**.

4. First select the course, then the date for taking attendance.
   *Note: If your course has irregular meeting times, please still select the correct date. You will be able to enter **Ad-Hoc Attendance** after selecting the date.*

5. Mark students as **Present**, **Absent**, or **Tardy**. If you mark students either **Absent** or **Tardy**, you can also select the **Excused** radio button. The column titled **Pattern** on the right-hand side shows the pattern of attendance for this student for up to the last 5 recorded attendances for this class. You also can mark only the students who are **Absent** or **Tardy** and then use the option below the grid to mark the remaining students present.

6. After completing the grid for that course at that time, select the Save Attendance button below the grid. You may go back and edit or update absences at any time.

You may export your attendance report from T-Claw Navigate360 to Excel by clicking **To Excel** under the course information from the **Course Attendance** screen.

Create Advising Summary Reports

What

T-Claw Navigate360 allows you to send email messages directly to students' Texas Southern email accounts from what appears to be your Texas Southern email account. Communicating with students through the platform creates records of that communication which can be accessible by other staff or faculty with appropriate permissions to view other users' **Conversations**.

Why

This tool is a quick way to identify groups of or individual students to whom you want to send a message also recorded in both your staff profile and the students' T-Claw Navigate360 profile. In most cases, faculty/staff will send messages to students from **Advanced Search** results, from their table of assigned students on the **Staff Home** screen, or from the table of students enrolled in their classes on the **Professor Home** screen. **All recipients of this message are BCCd, meaning they will <u>not</u> see who else is receiving the same email.**

How

1. Login to T-Claw Navigate360 (https://texassouthern.campus.eab.com) using your TSU Net ID and password.

2. From any of the tables referenced above, click **Send Message** from the **Actions** menu.
*For help with **Advanced Search**, please visit the **Advanced Search Guide**.*

3. Create a **Subject** and **Message** for your email.

4. Add any relevant **Attachments**.

5. **Send Additional E-mail Notifications To:** allows you to manually include a list of other recipients for this message. If you would like to receive a copy in your Texas Southern email account, enter your Texas Southern email address here.

6. Click **Send Message**.

NOTE: You can see an **archive** of all messages you have sent through T-Claw Navigate360 by clicking the **Conversations** item in the main red menu on the left of all screens in T-Claw Navigate360. This appears in most browsers as an **envelope** icon.

Creating a Note

What

While the **Advising Report** is a great way of documenting interactions with students related to advising, **Notes** are generally the best way to document interactions outside of that context. **Notes** are a useful way of storing attachments on the student record and for sharing information with faculty/staff and/or students.

Why

We often have interactions regarding students that we want to make note of for future reference. In the past, faculty/staff may have written something and stored it in the student file or even stuck a sticky note as a reminder for the next time they visited that student's file.

How

Login to T-Claw Navigate360 (https://texassouthern.campus.eab.com) using your TSU Net ID and password.

1. From any student profile, click **Add a Note on this Student** from the **Current Off-track alert s** menu on the right side of the page.

2. Write the text of your note in the **Note (Required)** field.

3. Add any relevant **Attachments**.

4. You must select a **Note Reason**. If none of the available options are relevant to your **Note**, contact the Application Administrator to discuss the possibility of adding an additional option.

5. Indicate to whom your **Note** will be visible by checking any of the following options:

    a. **{Your Name} Only**—selecting <u>only</u> this option will make the **Note** only available to you. Please remember that any **Notes** you save, regardless of their visibility in T-Claw Navigate360, are connected to the student academic record and may be requested by the student through appropriate legal actions.

    b. **{Student Name} Only**—selecting <u>only</u> this option will make the **Note** visible to the student when they login to **T-Claw Navigate360** (the system will <u>not</u> automatically alert the student that a **Note** has been added. This **Note** would also be available to view by <u>anyone</u> who has access to the student's profile (including you).

    c. Both **{Your Name} Only** <u>and</u> **{Student Name} Only**—<u>only</u> you and the student would see this **Note**.

    d. Leaving both boxes <u>unchecked</u> will make the **Note** visible to <u>anyone</u> who has access to the student's profile *except* the student.

6. Click **Save Note**.

Remember: All information you enter into T-Claw Navigate360 becomes a part of students' official academic record. Students have the legal right to review their entire academic record.

Pf

Argos Reports

Argos provides an on-demand reports and the list can be uploaded into a Student Lists in T-Claw Navigate360 so that you can more easily manage (and track the effectiveness of) your outreach to these students. Additionally, an Argos report can be generated for seniors with excessive credits and saved as a student list for outreach.

Step 1: Upload the csv file into T-Claw Navigate360

a) Login to T-Claw Navigate360 by accessing Texas Southern.edu/T-Claw Navigate360

b) Click the **Lists & Searches** icon in the menu on the left:

c) Under **Student Lists,** click **Actions**, and select **Upload Student Lists**.

d) Select **New Student Lists** from the dropdown, and enter an appropriate name (e.g., "Students Not Registered in Spring19") and click **Confirm**.

e) Select **Choose File**, then locate the Argos file you downloaded in step 1, then click **Open** and click **to upload the file**.

f) Select the column in the file that has the Student ID number (if you did not modify the file from Argos, this will be "BannerID"), then click **Save**.

Step 2: Use Advanced Search to take action with this list

a) Click the **Advanced Search** icon in the menu on the left:

b) Click the checkbox next to **Show Advanced Filters** to expand your search functionality.

c) Click the **Student Information** section to display **Student Lists** and select the **Student Lists** name you created in Step 2 to show students who appear on this Student Lists.

To exclude students who have already completed an Exit Survey, click the plus sign (⊕) next to **Tag (In Any of These)** to display additional tag options. Under **Tag (In None of these)**, select **Exit**.

To display students only in specific academic programs, expand the **Area of Study** section and use college and/or major fields.

You can use the **Actions** menu to add students to appointment campaigns or send a message.

Contact Dr. Naomi Lawrence-Lee | T-Claw Navigate | tclaw@tsu.edu **|** 713.313.6748

Progress Report

A progress report is a communication tool for faculty to off-track alert advisors, administrators, and services that support students when a student may be at-risk of not passing a particular class. These are different from **Off-track alert s** because they are usually forms submitted that cover an entire group of students or class as opposed to individual notices. Click here for information on *how* to submit a **Progress Report**.

Why do we use progress reports?
We know that early and frequent feedback on student performance provides students with increased opportunities to change behaviors and use support services and resources. Often times, the outreach done with the results of progress reports introduces students to the support systems they need to utilize in order to make a positive impact on their academic performance.

What are the benefits of progress reports in T-Claw Navigate360?
Using T-Claw Navigate360, all students who are enrolled in your class(es) who are targeted for progress reports will appear on one screen. This tool allows faculty to highlight only those students of concern, then indicate that all others are not at risk by simply clicking one button.

Quickly submit only necessary feedback.
There are two buttons at the bottom of the page that allow faculty to submit all at-risk students as such while marking all others as not at-risk OR submit all at-risk students as such and NOT submit reports for the remaining students. The latter option allows faculty to return to the progress report and submit an at- risk designation if they collect more information later that indicates the student may be at-risk.
Please note: progress report request links will expire at a time entered by the person who requests the progress reports.

T-Claw Navigate360 progress reports are FERPA-compliant.
Information about student risk will be available to staff in the Student Success Team including the student's advisors to view progress reports. Students will automatically see whether or not they have been flagged at-risk and they will be contacted and asked to follow certain instructions (e.g., schedule an appointment with a member of the Student Success Team and/or their advisor(s) to discuss their challenges and options). Information from your progress report will be shared within that contact.

Flagging students as "at-risk" will initiate outreach to them.
When you flag a student as "at-risk," you are asked to indicate why ("reason"), what their current grade is, and any attendance information you have. You will also be provided an additional field for open comments. Using any of the pre-selected options in the **Off-track alert** dropdown and recording other accurate information about absences and current grade is a safe way to share vital information with advisors and staff conducting outreach.

Supplement progress reports with additional relevant comments.
You may make note of any additional information you think would be important in outreach to students. Certain information about health, relationships, disabilities, etc. may have been shared with you that students otherwise may not disclose. **We ask that you exclude information about these items from progress reports.** Speculation and commentary should generally be excluded. If you have a question about whether or not something should be included in these comments, please contact the Academic Success Center.

***Remember**: All information you enter into T-Claw Navigate360 becomes a part of students' official academic record. Students have the legal right to review their entire academic record.*

Tiger Writing Center

Information about **What Progress Reports** are and **Why** we use them can be found in the **Progress Reports Overview** document.

How

1. If a **Progress Report** is requested from you on students in one of your classes, you will receive an email from the person who initiated the **Progress Report** request. This person will create a unique subject for the email; however, the email will appear within a T-Claw Navigate360 template including the words **Student Feedback Request** in bold at the top of the email.

2. Clicking the link after the body of the email that reads **Click to Begin Entering Student Feedback** will be the fastest way to submit your **Progress Report**. Alternatively, when in T-Claw Navigate360, visiting your **Professor Home** page will display a yellow banner toward the top of the page that also provides a link to submit your **Progress Report**.

3. Either way, once you click a **Progress Reports** link, you will need to fill out the following fields on your students.

    a) **At-Risk to Fail Your Class?** —Use this field to indicate whether this student is currently at- risk of failing your class. Indicating a student is **At-Risk** generates an off-track alert to the student's advisor and adds the student to a report that will be shared with their college's associate dean.

    b) **Off-track alert Reasons**—This field is only used if the **At-Risk** field was selected as "Yes." If "Yes," then the faculty must select a reason.

    c) **Current Grade**—The grade the student has earned in this course.

    d) **Comments**—You may make note of any additional information you think is important for us to consider in outreach to students. Certain information about health, relationships, disabilities, etc. may have been shared with you that students otherwise may not disclose. We ask that you exclude information about these items from Comments. Speculation and commentary should be excluded; only document **observations of student behaviors**. Contact the Academic Success Center with questions about comments

3. Once you have filled out these fields, click EITHER:

    a) **Submit only marked students (but I'm not done)** button if you will return to fill out more progress reports later, OR click

    b) **Submit unmarked students as not At-Risk (I'm all done)** button. This link gives you the option to only manually mark students who are **At-Risk** and automatically mark everyone else not **At-Risk** when you click this button.

Note: **Submit unmarked students as not At-Risk (I'm all done)**' is also the button you select when you are done filling out Progress Reports, even if you have marked every student individually.

Students are notified automatically when they are flagged At-Risk in a class.

Remember: All information you enter into T-Claw Navigate360 becomes a part of students' official academic record. Students have the legal right to review their entire academic record.

Contact Dr. Naomi Lawrence-Lee | T-Claw Navigate | tclaw@tsu.edu | 713.313.6748
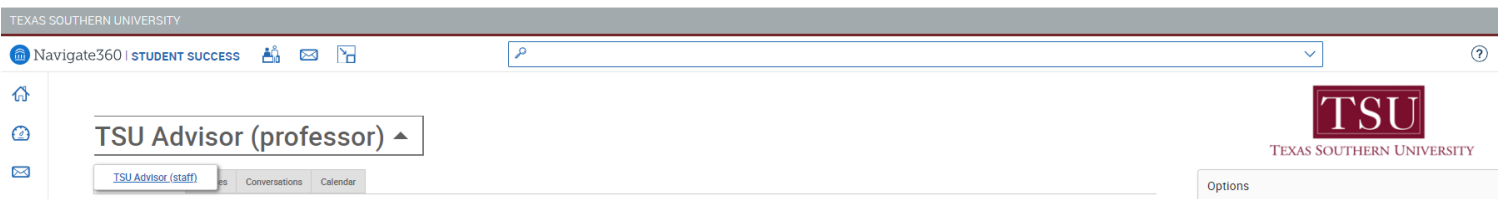
Tiger Writing Center

Every time a student meets with a graduate assistant in the Writing Center, a report is created that documents the topics discussed during the appointment. When a student visits the Writing Center for assistance with an assignment for a specific course, that professor/instructor will receive an email notifying them that the Writing Center Appointment report is available for them to access in T-Claw Navigate360.

Reviewing a Report from the Writing Center
You can access these reports on-demand from any internet-connected device on or off campus.

1. Log in to T-Claw Navigate360 (**https://texassouthern.campus.eab.com** —we recommend saving this as a bookmark!).

2. Locate the student profile for the student who had the Writing Center appointment.

    a) You may click the magnifying glass in the top right corner to search for the student by name, ID number, or email address.

    b) Alternatively, you may click **Staff Home** to view your **Professor Home** screen to access a list of students enrolled in one of your courses this semester. You may simply click the student name on this list.

NOTE: If you have advising or administrative responsibilities, you will likely log in directly to the **Staff Home** screen. If you are an instructor/professor without additional responsibilities, you will probably log in directly to the **Professor Home** screen.

4. Click the **History** tab on the student profile.

5. Scroll down to the student history section, then click the "Writing Center Appointment" that corresponds with the date of the appointment for the report you'd like to review.

6. The information will expand, and you will be given the option to **View Report**. Click this to access the full Writing Center report for the appointment.

Contact Dr. Naomi Lawrence-Lee | T-Claw Navigate | tclaw@tsu.edu **|**   713.313.6748
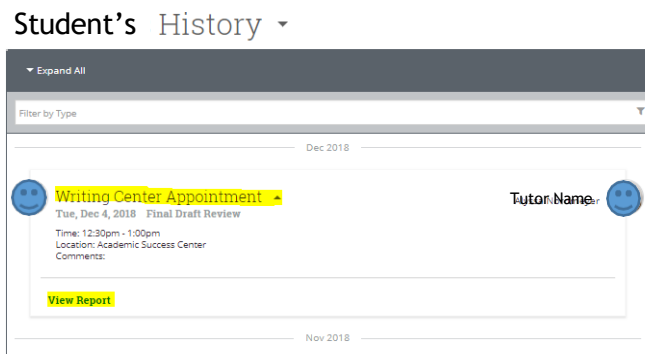
Care Units

An off-track alert is the preferred method for faculty & staff to report concerns about students and ensure the issue is routed to the appropriate staff or faculty member(s) to respond and/or follow-up.

Why do we use off-track alert s?
Off-track alerts are issued for a variety of reasons and are an efficient way for faculty and staff to communicate concerns about students that may allow for intervention that increases the likelihood of promoting student success and/or persistence. There are at least 12 options to select as a **reason** for the off-track alert:
1) **Financial Concern**, 2) **In Danger of Earning Below "C"**, 3) **Not Prepared for Class**, 4) **In Danger of Failing Course**, 5) **Failed Midterm Exam**, 6) **Showing Improvement**, 7) **Classroom Participation**, 8) **Missed Exam or Quiz**, 9) **Refer Student for Tutoring**, 10) Other (Faculty Comment), 11) **Accommodation** and 12) Outstanding Performance

> *Additional Off-track alert reasons may be added as more student support offices are added to T-Claw Navigate360.*

How can I issue an off-track alert?
Individuals who would like to issue an off-track alert on a student may login to T-Claw Navigate360 and click "Issue an Off-track alert" from their home screen or from a student's profile screen to initiate the off-track alert. The off-track alert issuer will be asked to select at least one **reason** for the off-track alert (above), associate an off-track alert with a specific class in which the student is currently enrolled, and add additional comments* to support the intervention work.

What are the benefits of off-track alert s in T-Claw Navigate360?
T-Claw Navigate360 allows for simple notification to appropriate offices that may need to be involved to collect additional information or conduct outreach for the student. Outreach steps that are taken will be documented within the case so the off-track alert issuer can review the progress of the case and any comments about what has been done directly from the student's profile under the "History" tab. This keeps all stakeholders and concerned parties knowledgeable about what is happening to support the student.

The system provides an opportunity for us to see off-track alert s in the context of a broader picture of the student's academic history and performance, allowing for more appropriate and relevant outreach to the student.
This makes the faculty/staff job simple when communicating concerns as it ensures the appropriate individuals are notified about the issue quickly and efficiently.

What is done with off track alert s & cases?
Off-Track alert s issued in T-Claw Navigate360 create a **case** that is routed to the Student Success Team for review. Staff in the Support area will review the off-track alert reason(s), comments, and student's major and assign the case to the appropriate individual, indicated in the **Off-track alert Guide**.

When a case is closed, the individual who issued the off-track alert is notified that the case was closed via T-Claw Navigate and given instructions to review what steps were taken and how the case was resolved.

IMPORTANT: Adding appropriate additional comments.
You may make note of any additional information you think is important for us to consider in outreach to students. Certain information about health, relationships, disabilities, etc. may have been shared with you that students otherwise may not disclose. We ask that you exclude information about these items from off-track alert s. Speculation and commentary should be excluded; only document **observations of student behaviors**. Contact the Application Administrator with questions about comments.

> ***Remember***: All information you enter into T-Claw Navigate360 becomes a part of students' official academic record. Students have the legal right to review their entire academic record.

Care Units

Any time after you have submitted an **Off-track alert (**including after the related **Case** has been closed), you may be curious to check the status of the **Off-track alert and**/or view the details about what was done with your **Off-track alert.** This guide outlines the process for viewing the details.

Checking **Off-track alert Status**/Details

1. Login to T-Claw Navigate360 (https://texassouthern.campus.eab.com/)

2. Locate the student about whom you submitted an **Off-track alert by** clicking the magnifying glass icon in the top right corner, then searching by TSU Net ID, name, or student ID number.

3. Locate the "Current Off-track alert s" header on the right side of the student profile page (see below).

4. If a number appears in the yellow circle, the student has an **Off-track alert.** If no number appears, there is not an **Off-track alert that** has been submitted. If a number does appear, click this heading, then click this heading.

5. A dropdown will appear that says "**# Off-track alert s**" and/or "**# Open Cases**." Click the **# Off-track alert s** text to be taken to the student's **Off-track alert s History**.

6. Locate the **Off-track alert you** would like to review, then click the "**Manage Case**" button on the row that corresponds with this **Off-track alert.**

After clicking **"Manage Case**," you will see the entire documented history with this **Off-track alert.** If you have any questions, please contact the Success Team Case Owner for the college of the student's primary major.

Calendar Sync

Note: The most common issue with scheduling appointments through T-Claw Navigate360 is when a faculty/staff member creates availability, but the availability is not showing up for students in the Appointment Scheduler. This is usually because the faculty/staff member blocked the time out on their Microsoft Outlook (O365) Calendar so other appointments would not be scheduled during that time. This will make the faculty/staff member appear busy during this time, so T-Claw Navigate360 will not permit students to schedule appointments. If the faculty/staff member wants to keep the block on their Microsoft Outlook (O365) Calendar, they can edit the event on their Microsoft Outlook (O365) Calendar to be "Free" instead of "Busy." This way, it still shows up on their Microsoft Outlook (O365) Calendar, but it will not prevent students from scheduling through T-Claw Navigate360. This is also true with all-day events; however, by default, most all-day events appear as "Free." If a faculty/staff member wants to block students from scheduling with an all-day event, they should confirm the all-day event appears as "Busy" in Microsoft Outlook (O365) Calendar.

1. When should I sync my calendar?

2. What is Free/Busy?

3. What are Blocked times on my calendar?

4. How many calendars can I sync with T-Claw Navigate360?

5. Why won't certain events sync on my calendar?

6. What do 'Tentative' appointments on my calendar sync as on T-Claw Navigate360?

7. How long does it take to sync my calendar with T-Claw Navigate360 the first time I do so?

8. How frequently is my calendar synced with T-Claw Navigate360?

9. Why can't I cancel my appointment in T-Claw Navigate360?

10. Why can't I cancel my appointment in my professional calendar?

11. Every time I create a Summary Report for a student, it automatically creates an appointment on my professional calendar. Is there a way to turn that off?

12. What happens if I change my name or my email at my institution?

13. Does the T-Claw Navigate360 calendar read or display details of my personal or professional appointments?

14. What information can be synced to my professional calendar from T-Claw Navigate360?

15. Is it possible to include student email address in the synced appointment within my professional calendar?

16. Why is my all-day event in my professional calendar not blocking off time on my T-Claw Navigate360 calendar?

17. What should I do if there are errors with my calendar sync integration?

18. Do student courses or professor courses sync through T-Claw Navigate360?

When should I sync my calendar?

We recommend only syncing the calendar once. We strongly recommend not syncing your calendar on your training site, but only on your production site so that no sample appointments appear on your personal calendar.

What is Free/Busy?

These are events that have synced from your professional calendar into the T-Claw Navigate360 platform. They will display in your T-Claw Navigate360 calendar as either free or busy times.

What are Blocked times on my calendar?

Blocked times may appear on your calendar if you have an appointment made from a Care Unit for which you do not have the permissions to view appointments.

How many calendars can I sync with T-Claw Navigate360?

You can only choose one calendar to sync with T-Claw Navigate360. If you are trying to sync multiple calendars with T-Claw Navigate360, there will be errors, and it will not be successful.

Why won't certain events sync on my calendar?

There are several reasons why events do not sync on your T-Claw Navigate360 calendar. First, a recurring event with no end-date will not sync in T-Claw Navigate360. Recurring events with more than 750 instances also will not sync.

What do 'Tentative' appointments on my calendar sync as on T-Claw Navigate360?

Tentative, busy, and away appointments all sync as 'Busy' on your T-Claw Navigate360 calendar.

How long does it take to sync my calendar with T-Claw Navigate360 the first time I do so?

The first time you sync your calendar with T-Claw Navigate360, it may take up to 10 minutes to complete the sync.

How frequently is my calendar synced with T-Claw Navigate360?

Appointments should be synced to and from the T-Claw Navigate360 calendar within seconds. If you are noticing a lag in appointment syncing, contact your Application Administrator to help you troubleshoot. If you do not adjust anything yourself in your calendar or T-Claw Navigate360, the calendar sync will refresh on its own every 30- 35 minutes.

Why can't I cancel my appointment in T-Claw Navigate360?

The appointment was probably created in your professional calendar. You need to edit your appointment in your professional calendar application, not in T-Claw Navigate360.

Why can't I cancel my appointment in my professional calendar?

The appointment was probably created in T-Claw Navigate360. If an appointment is created in T-Claw Navigate360, you must cancel it in T-Claw Navigate360.

Every time I create a Summary Report for a student, it automatically creates an appointment on my professional calendar. Is there a way to turn that off?

No, there is no way to change this behavior. When you create an ad-hoc summary report, the T-Claw Navigate360 platform is automatically creating an appointment in the past based on the information you include in that summary report. The past appointment will then sync to your professional calendar. This process ensures the appointment data is accurate, even if you did not use the scheduling workflows to create that appointment.

Does the T-Claw Navigate360 calendar read or display details of my personal or professional appointments?

No. The T-Claw Navigate360 calendar does not see details of your personal or professional appointments. It only pulls in your appointments to list time as Free/Busy to prevent scheduling appointments conflicts.

What information can be synced to my professional calendar from T-Claw Navigate360?

T-Claw Navigate360 appointments synced to your professional calendar should display the type of appointment, time, and location by default. Your institution may decide to sync additional information, including student ID (in both the body and title), student name (in both the body and title), and student phone number.

Is it possible to include student email address in the synced appointment within my professional calendar?

No, it is not possible to include student emails. The only information that can sync to your professional calendar are those listed in the answer to the question above – type of appointment, time, location, student ID, student name, and student phone number.

Why is my all-day event in my professional calendar not blocking off time on my T-Claw Navigate360 calendar?

Most all-day events default to "free" in calendars. You will need to mark those busy to avoid having those days appear available to appointments in T-Claw Navigate360. In the opposite case, all-day free appointments with no end day might sync as busy – should that occur, include an end date in your appointments for them to sync as free time in your T-Claw Navigate360 platform.

What should I do if there are errors with my calendar sync integration?

If your calendar sync is experiencing issues, first try Retry Sync. Then, please contact your Application Administrator, who can troubleshoot with you and then work with our Member Support team for further help.

Do student courses or professor courses sync through T-Claw Navigate360?

No, courses do not sync through T-Claw Navigate360.

Video Training Modules

Please note to access the training videos you must be log into T-Claw Navigate and then select the hyperlink.

Faculty	Staff
Module 1: Getting Started	
Strategic Care Demo (10:41 mins)	**Strategic Care Demo** (10:41 mins)
Professor Home page (04:19 mins)	**Staff Home Page** (04:13 mins)
Staff Home Page (04:13 mins)	**Setting Your Availability** (07:52 mins)
Setting Your Availability (07:52 mins)	
Module 2: Seeking Student Information	
Getting to know the Student Profile (Overview Tab) (12:59 mins)	**Getting to know the Student Profile (Overview Tab)** (12:59 mins)
How to Search for Students in Navigate (02:05 mins)	**How to Search for Students in Navigate** (02:05 mins)
	How to Create Lists of Students in Navigate (04:41 mins)
	Uploading Student Lists (02:07 mins)
Module 3: Meeting with Students	
Appointment Campaigns (05:40 mins)	**Appointment Campaigns** (05:40 mins)
	Filing an Appointment Summary Report (01:41 mins)
Module 4: Proactive Student Success Activities	
Issuing Off Track Alerts (03:17 mins)	**Issuing Off Track Alerts** (03:17 mins)
Filing an Progress Report (02:21 mins)	