

Greetings, Navigate South Users!

Welcome to another edition of our **semesterly Navigate South newsletter!** Each issue highlights features, updates, and tips to help you—and your students—make the most of Navigate South.

Don't forget to close old cases!

As we start a new semester, please **close any open cases from Fall 2025!** Closing cases helps us measure metrics on cases and outcomes. Closing cases allows us to accurately measure referral metrics and student outcomes—especially for **2025–2026 reporting.**

Why it matters:

Data from the past academic year shows strong retention outcomes for students who followed up on referrals:

Fall 2024 referrals:

Students with **one or more appointments within 90 days** retained to Spring 2025 at **89%**
✦ *10.5% higher than peers with no appointments*

Spring 2025 referrals:

Students with at least one appointment retained to Fall 2025 at **92.2%**
✦ *1.8% higher than peers with no appointments*

New Updates!

Navigate South rolled out several new features last quarter, with more on the way!

What's new:

- **Student Profiling Agent**
Located under a student's profile picture, this tool provides a quick summary of advising notes, alerts, academic progress, and more.
- **Knowledge Agent (Student App)**
Students using the Navigate360 Student app can ask questions and receive responses sourced from the USA website.
- **Expanded Merge Tags**
Messages can now include merge fields for:
 - Student name
 - Major

- Classification
- Your personal appointment availability link
- **Canvas Imports**
Some Canvas LMS data now flows into Navigate South. Advisors can:
 - View a student's **last LMS login**
 - Run advanced searches for **missing assignments**
 - Outreach to assigned students who are not active in Canvas courses

👉 Need help with any of these features? Just let us know!

Referrals: Which one should I use?

The **Referrals** feature makes it easy to connect students with campus resources—or recognize their achievements.

When you issue a referral:

- A designated contact in the department is notified
- The department follows up with the student via phone, email, or text
- The case is closed once support is completed

Common Referrals & When to Use Them

Academic Support & Advising

- **Academic Advising & Transfer Services** – Academic questions, degree planning, major/schedule changes
- **Academic Coaching** – Goal-setting, action plans, academic success strategies
- **Subject Tutoring** – Struggles in any subject (Center for Academic Excellence)
- **Writing Center Consultation** – Writing assignments and feedback
- **Library Research Help** – Research assistance

Performance & Engagement Alerts

- **Poor Academic Performance** – Course-specific academic concerns
- **Poor Attendance / Not Engaging in Web Learning** – Attendance or online engagement issues

Recognition & Encouragement

- **Exceptional Performance**
- **High Five!**
- **Improved Performance**

Student Services & Resources

- **CEDAR (Accessibility & Disability Resources)** – Accommodation support
- **Career Development** – Career exploration, internships, resumes, interviews, job searches
- **Scholarship Services – Credit Hours Review**
- **Student Financial Services** – Financial aid or student account questions
- **USA One Stop** – Financial hardship or paying for college
- **Study Abroad**-wanting to learn more about Study Abroad and the process
- **Pregnancy & Parenting Program (Title IX)**
- **Registrar's Office** – Transcripts, residency, graduation, etc
- **Student Involvement** – Joining or creating a student organization
- **USA Bookstore** – Textbook ordering or returns
- **UTeach South** – Interest in the UTeach program
- **Engineering Referral** – Major changes or support in engineering programs

 You can issue a referral from any student profile by selecting “**Issue a Referral**” under the profile picture.

 **Remember:** Referrals aren't just for concerns—use **High Five!** to celebrate student success!

If your department is interested in receiving referrals, we're happy to help set that up.

Use automations to save time!

Did you know you can set up **automated welcome messages** for students as soon as they are assigned to you as their advisor?

This ensures students:

- Know who their advisor is
- Receive a welcome email immediately after a major change or advisor transition

 Reach out if you'd like help setting this up!

New Semester = new progress reports!

Progress reports and attendance outreach will begin soon:

- **ROAR Attendance Alerts**
(*First-Year Experience, EH 101, EH 102, Public Speaking*)
 Outreach: **January 21 – February 6**
- **Progress Reports (100–200 level Math & Science courses)**
 Campaign runs: **January 26 – February 20**

✓ You may continue issuing performance or attendance alerts **outside of these windows**, and students will still be contacted.

Questions about campaigns or outreach? Contact **Student Academic Success**.

Let us know if your department would like to run major-specific progress reports!

Encourage Students to Use the Navigate360 App

Make sure your students download the **Navigate360 Student** app to access:

- Appointment scheduling
- Study Buddies
- Journey progress
- Forage
- Appointment notes
- ...and more!

Available in app stores—just search “**Navigate360 Student**” or have students scan the QR code below.



Need Help or Want to Learn More?

Questions, training requests, or ideas to better support your department?

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Let us know what you'd like to see in future newsletters. Thanks for using Navigate South to support student success! Go Jags!