Case Management Practices

View case management video here and Nanook Navigator log in link here.

1. Cases are assigned automatically to advisors and staff.
2. Cases are to be claimed within 3 business days of the case open date.
3. The primary academic advisor is to claim each case by making themselves the case owner.
4.

Manage Closed Cases from Staff Home Role

5. On the Staff Home page, click on the cases icon on the left-side panel. Choose to view alert or student hand raise cases.

6. Click on the "Status" filter dropdown and click "closed".

7. Click on "Manage Case" for the student case you would like to view or reopen.

8. When the manage case screen opens you are able to reopen the case by clicking "reopen case" in the bottom right corner.

9.

Why do progress reports create cases?

At-risk progress reports create cases for advisors to reach out to the student in an effort to intervene with the student before important dates. Important dates include reaching out to the student before the add/drop date, drop for non-payment, and before the withdrawal deadline.

When do I close a case?

Within 2 weeks of the case open date regardless of the outcome. Advisor must manually close out the case, see instructions above. See the alerts and case intervention guide for more information.

Why am I getting cases assigned to me?

Nanook Navigator automatically assigns cases to assigned advisors indicated in Banner (SGAADVR). See instructions here for updating Banner advisor assignments or watch this video. See the alerts and case intervention guide for more information on the automated settings for each alert reason.

What do I do if I am student's instructor and advisor; do I need to manage the case?

Yes, if you are the primary advisors please continue to reach out to the student. If you have been actively reaching out as the instructor please close the case and leave a final comment that you are working with the student.

If the student has been unresponsive to you as the instructor and advisor and you are concerned then you may report this concern to the Office of Rights, Compliance, and Accountability and close the case in Nanook Navigator.

I am managing a department/unit account should I be utilizing this to encourage our own staff to manage their cases?

Yes, please see the department/unit account case management handout here.

Does the instructor or issuer see the case comments or final comments?

Alert issuer will only see the final comment as long as the case manager checks the "Allow closed comments to be shown in email" box when closing out the case.

Can I see closed cases or reopen a closed case?

Yes, please see instructions on page 3- Manage Closed Cases from Staff Home Role.

How do I know which alert reasons create cases and which don't?

See the alerts and case intervention guide for more information on the alert and case settings.