

## Faculty Guide to GovSignal

We invite all faculty and instructors to join us in strengthening our coordinated efforts to support students early. GovSignal is a formal communication tool that enables campus community members to share concerns or observations about student behavior, allowing for timely intervention and support. Once a GovSignal is received, students may be contacted through various methods to offer resources, address concerns, or initiate further discussion.

### About GovSignal/Referrals

When a GovSignal is submitted, a case is automatically created—so there's no need to submit multiple signals for the same or similar concerns. Instead, we encourage you to use the comments section to provide detailed context or updates. Our goal is to support students effectively by connecting them with the appropriate academic resources, not by overwhelming them with duplicate notifications. Each GovSignal remains active for up to 10 business days or until we successfully connect with the student, whichever comes first.

#### GovSignal Academic Reasons:

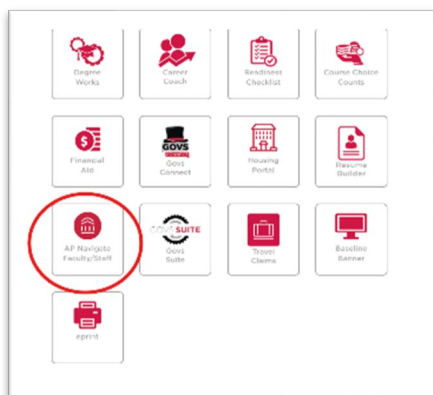
- Current grade below a C
- Excessive Tardiness
- Inconsistent Class Attendance
- Kudos/Student is doing well
- Lack of Participation in Course
- Late/Missing Assignments
- Low Quality Assignments
- Low Quiz/Test Scores
- Midterm Grade below a C

#### GovSignal Referral Reasons:

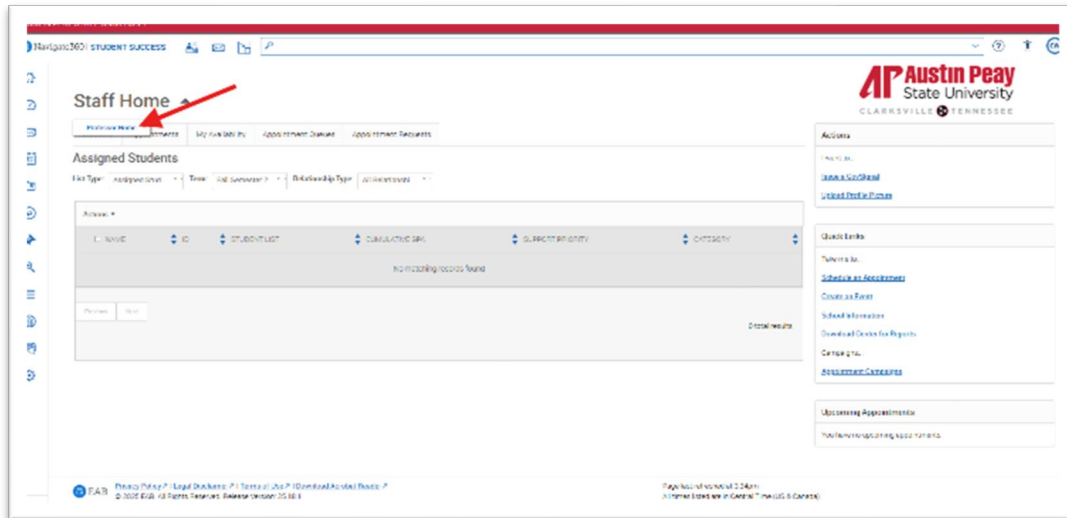
- Academic Advising
- Financial Aid
- Tutoring
- Veterans Education Benefits

### How to Issue a GovSignal/Referral in AP Navigate:

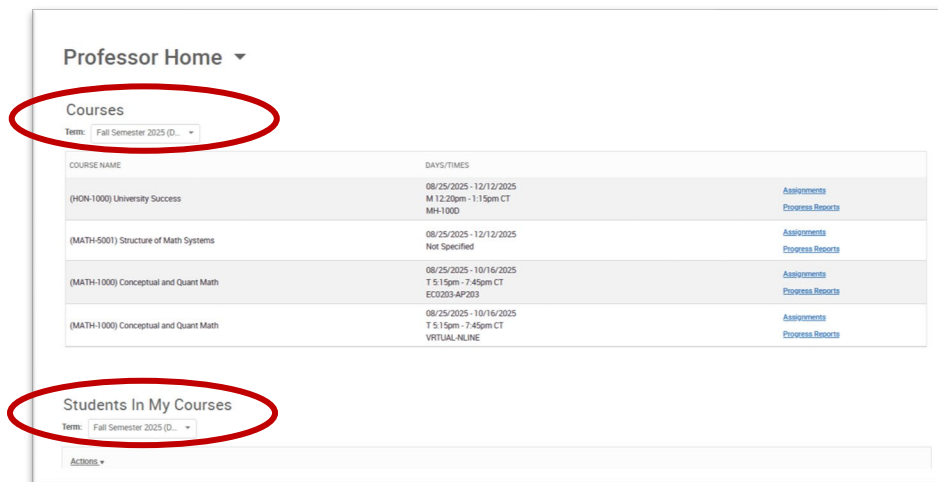
Step 1 - Login to OneStop and select the AP Navigate Faculty/Staff tile.



Step 2 – If necessary, change your role from Staff to **Professor** by clicking on the drop-down next to **Staff Home** and then select **Professor Home**.



Step 3 - You will see different categories on your Professor Homepage: **Courses**, **Students In My Courses**, **Assigned Students**, and **My Issued GovSignals/Referrals**. Scroll to **Students In My Courses** to issue a GovSignal/Referral.



Step 4 - To initiate a GovSignal from your list of students, check the box next to the student's name. Then select the drop-down next to **Actions** and click **Issue GovSignal/Referral**. **Note:** You can select multiple students at a time if the reason will be the same.

**Students In My Courses**

Term: Fall Semester 2025 (D...)

Actions	INDEX	CATEGORY	COURSE(S)
<input checked="" type="checkbox"/>	1 STUDENT NAME	Admission Decision: Admit, Unconditional, Advising - Fall Semester 2025 - Yes, Advising - Fall Semester 2026 - No, Advising - Spring Semester 2026 - No, Advising - Summer Session 2026 - No, Federal Direct Grad Unsub: Accept, SAP status: Not Yet Reviewed	Course number and section enrolled. Ex) HHP 1250-W1
<input checked="" type="checkbox"/>	2 STUDENT NAME	Academic Achievement Schol: Web Accept, Academic Interest - NURS_BSN(NURS), Admission Decision: Admit, Unconditional, Advising - Fall Semester 2025 - Yes, Advising - Fall Semester 2026 - No, Advising - Spring Semester 2026 - No, Advising - Spring Semester 2026 - Yes, Advising - Summer Session 2026 - Yes, Federal Direct Subsidized Loan: Declined, Federal Direct Unsub Loan: Declined, Federal Pell Grant: Accept, Honor - Honor Students, Live on Campus, SAP status: Not Yet Reviewed TN I otterv Hone Schol: Accept TN	Course number and section enrolled. Ex) HHP 1250-01

**Actions**

- Send Message
- Schedule Appointment
- Create Appointment Summary
- Issue GovSignal/Referral**
- Note

Step 5 - A form will appear on your screen and the selected student name(s) will be listed.

- Select the **primary reason** from the menu affecting the student's performance in the course. **Note:** If you select multiple reasons, it will generate a GovSignal, or case, for each reason selected.
- Next, **identify the specific class** pertaining to the signal.
- Lastly, use the **Additional Comments** section for if there are multiple reasons of concern or if you have recommendations. Additional Comments are attached to the student's record but are not visible to the student. **Note:** When adding comments, it is helpful if you indicate what you have done to assist or reach out to the student prior to issuing the GovSignal.

**ISSUE GOVSIGNAL/REFERRAL**

Student: Student Name

Please select a reason: Select at least one

Is this associated with a specific class? Optional

Additional Comments: Please enter a comment.

Cancel Submit

**ISSUE GOVSIGNAL/REFERRAL**

Issuing GovSignal/Referrals for 3 Students. (Show all)

Please select a reason

- Current grade below a C
- Excessive Tardiness**
- I need help paying for college
- Inconsistent class attendance
- Kudos/Student is doing well
- Lack of Participation in Course
- Late/Missing Assignments

Additional Comments: Please enter a comment.

Step 6 - Click the **Submit** button to finish.

## What Happens After Submitting a GovSignal/Referral?

A case/referral is now created and the student will receive an email informing them that a staff/faculty member has issued an alert for them. The case will be handled by the appropriate care unit or Outreach Counselor.

For those cases assigned to the Outreach Counselor, outreach efforts will begin with attempts to contact the student via phone, e-mail, and text, aiming to establish a connection within the next 10 business days. The case will be closed upon successful contact with the student or after multiple failed outreach attempts—whichever comes first.

## How to view GovSignal/Referral Progress After Submission:

Step 1: Go to **My Issued GovSignals/Referrals** on the Professor Home which allows you to see alerts you have issued for students in AP Navigate.

My Issued GovSignal/Referrals

ISSUE DATE	STUDENT	GOVSIGNAL REASONS	CASES	PROGRESS REPORT
09/17/2025		Excessive Tardiness	1 Open Case	<a href="#">View Progress Report</a>
09/17/2025		Late/Missing Assignments	1 Open Case	No Progress Report
09/17/2025		Late/Missing Assignments	1 Open Case	No Progress Report
09/17/2025		Late/Missing Assignments	1 Open Case	No Progress Report
09/17/2025		Late/Missing Assignments	1 Open Case	No Progress Report
09/09/2025		Late/Missing Assignments	0 Open Cases	<a href="#">View Progress Report</a>
09/09/2025		Kudos/Student is doing well	0 Open Cases	<a href="#">View Progress Report</a>

Showing items 1-10 of 55

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[1](#)
[2](#)
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[6](#)
[next →](#)

Step 2: Under **Cases**, you will see the case is either open or closed. To see the progress of an open case, click on the student's name.

Step 3: When viewing a student's profile, find **Current GovSignal/Referrals** and click on the open case.

AP Austin Peay  
State University  
CLARKSVILLE TENNESSEE

Options

I want to...

- [Message Student](#)
- [Add a Note on this Student](#)
- [Add a To-Do to this Student](#)
- [Report on Appointment](#)
- [Create Request for Appointment](#)
- [Schedule an Appointment](#)
- [Add to Student List](#)
- [Issue a GovSignal/Referral](#)

Current GovSignal/Referrals

- [1 Open Case](#)
- [2 GovSignal/Referral](#)

Step 4: You will be able to see the progress of the case and any outreach that has occurred thus far.

MANAGE CASE
✕

**Student Name**

Reason: Late/Missing Assignments

Class: COMM-2045- LEC Public Speaking

**Owner**

Select an owner

**Assignees**

CaSandra Wiley Jackson

Discard

Save Changes

**Case Activity:**

10/10/2025

**Instructor Name** assigned case to CaSandra Wiley Jackson.

**Instructor Name** opened case.

**Instructor Name** added comment:  
Student has missed 8 classes and failed to complete major assignments.

CaSandra Wiley Jackson sent a message to **Instructor Name**.

CaSandra Wiley Jackson sent a message to **Student Name**

10:04am CT

10:04am CT

10:04am CT

2:56pm CT

4:43pm CT

10/14/2025

CaSandra Wiley Jackson sent a message to **Student Name**

Add Comment

cancel Close Case

Step 5: Once a case is closed, an email will be sent to the individual who issued the case or referral, detailing the outcome of the outreach.

**Case Closed: Student Name**

**Student**

Student Name

**GovSignal/Referral Reasons**

Late/Missing Assignments

**GovSignal/Referral Issued on**

September 23

**Case Outcome**

Student Responded/Closing Case

**Case Comments**

Spoke to student regarding GovSignal. Encouraged student to speak with professor to discuss options to improve the grade. Provided tutoring resources for additional support.

**Closed by**

CaSandra Wiley Jackson

**Closed on Date**

October 8

## What if I need additional information?

If you have any questions or concerns about GovSignal, please contact CaSandra Wiley-Jackson, Outreach Counselor, at (931) 221-6871 or [govsignal@apsu.edu](mailto:govsignal@apsu.edu).