**Student Profile Overview Tab**

**What:** The Student Profile shows key details about a student. The Overview is the main tab of the profile.

**Where:** The **Overview tab** is what you see when you open a Student Profile.

**Who:** Student Profiles give **staff** and **faculty** quick insight into the student's performance and potential needs.

**Conditions:** In order to view the Overview tab, staff and faculty must have **permission** to view student profiles and to view the Overview tab on the Student Profile. Specific information within the Overview tab, such as the 30-Second Overview, student IDs, and student categories is also permission-based. For institutions with **Smart Guidance**, the Overview tab will also display information supplied by the student via Student Mobile. For institutions that manually import custom attributes for students, you will need to create custom attribute labels and descriptions. To view custom data on a Student Profile, the permission "View Custom Data" in the Student Profile section must be checked.

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**Feature Overview**

The Overview tab is organized into several different sections. If a student's profile has a matched Prospective or Enrolled Student Profile, users will see this banner at the top of the Student Profile:

![Alert](alert_icon.png)

One appears to have had a profile created for them as a prospective student 7 days ago (on 12/28/2018). Would you like to view details and merge?

There is also the **View Options** button to see details. However, what users will see will differ based on whether or not they have the **Merge Users** permission.

The top gray box, also known as the **30-Second Overview**, offers faculty and staff the opportunity to gather a basic understanding or “gut check” on the student's academic performance to date.
The data includes course performance (number of Ds and Fs, number of repeated courses, and number of withdrawn courses), number of success marker notifications, GPA (GPA type depends on institution configurations), credit performance (number of credits earned, percentage of credits completed vs. attempted), and the student's Predicted Support Level (calculated by the institution's predictive model). Note that when you click on a number in the 30-Second Overview, only the first ten examples will appear.

The 30-Second Overview is intended to surface critical details regarding the student's performance, but the full details related to each datapoint are available in other Student Profile tabs, such as the Success Progress and Class Info tabs.

Basic information such as the student's IDs, classification year, most recent enrollment, and declared major are also listed on the Overview tab.

The Categories section includes a list of all categories associated with the student, depending on the institution's available data. Categories are used to further understand the student's attributes and potential needs, and often includes academic as well as non-academic information. For example, the Overview tab may show that the student participates on an athletics team, has a merit scholarship, is a member of the Drama club, or is an international student.

The Tags section includes any information that has been manually tagged to the student's Navigate profile. Note that even if you have the ability to view student tags, you may not have permission to assign or remove tags from a student profile. Tags can help provide additional information about students that is not typically stored in the Student Information System. For example, a tag may indicate that the student attended orientation, or that they have completed their degree plan.

If your institution has Navigate Student, there may be an additional section outlining the student's Goals & Interests, based on the information the student has supplied through the mobile application. This section includes items that the student has favorited within the mobile app (majors, fields, resources, subjects, and activities).
Your institution may also manually add custom attributes to the Student Profile. Custom attributes can be one of two types: Attributes without Any Term, or Attributes Specific to a Term. **Custom Attributes** will appear in their own section on the Overview tab.

On the right side of the Student Profile, staff and faculty can find additional general information about the student (such as their age and contact information) and take action within the platform. Depending on permissions, this can include actions such as scheduling an appointment for the student, adding documentation to the student's profile, adding the student to a student list, or issuing an alert on the student.
The Student Success Team also shows on the right of the Student Profile. Staff members who can view a student profile are always able to see the Student Success Team. The Student Success Team are staff members who have User Roles who have been assigned to the student.
Frequently Asked Questions

- **Where can I find additional information about the academic performance metrics that are highlighted in the 30-second overview?**

  Staff and faculty can click the carrot icon for a course performance metric to see additional information about the specific datapoint (for example: a list of which courses the student repeated). A complete unofficial transcript is outlined on the **Class Info** tab in the Term Details section. Information about the student's credit and GPA trends, Success Marker progress, and predicted influencers are shown on the **Success Progress** tab.

- **Can I modify the Goals & Interests section based on information shared by the student during an appointment?**

  The **Goals & Interests** section pulls from the preferences supplied directly by the student within Navigate Student. Staff and faculty cannot modify this section, but they can add information about the student via other areas of the Student Profile, such as creating a Note, assigning a Tag, or adding an Appointment Report.

- **Where does the Categories information come from?**

  The student's associated Categories are based on data stored in the SIS and selected to pull into Navigate as a student category. The Categories section will update as students are assigned or removed from specific Categories.

- **I do not see any Advisors/Tutors listed on the Student Profile – why not?**

  We have removed this box from the Student Profile due to the additions to the Success Team box.

- **What are hidden relationship types and why are they important to the Student Profile?**

  Hidden relationship types allow staff to be assigned to a student without the student being able to see them in Navigate Student or on Student Home. Staff will be able to see these "hidden" staff members on the Student Profile in the Your Success Team box.

- **Can a staff member appear in the Your Success Team box without a user type?**

  No.