

Progress Reports Road Map - messages sent to students

Updated 3 August 2026

As of January 2024, students will see professor comments entered for all feedback reasons.

Feedback Reason <i>*Indicates Case is generated</i>	Email sent to student?	Email sent to students' advisor?	Case Assigned to these users
1.1 High five! Improved performance in course	Yes		
1.1 High five! Very good performance in course	Yes		
1.2 Absences impacting successful course completion*	Yes	Yes, via Case	Advisor; AFC Counselor; EOF Counselor; HLLC Advisor; Honors College Advisor; Mountainview Counselor; Veteran Affairs Counselor; Off-Campus Program Advisor; Coach
1.2 Appears unprepared for class	Yes		
1.2 Habitual Lateness	Yes		
1.2 Low test or assignment grade	Yes		
1.2 Missing Assignments	Yes		
1.2 Tutoring Recommended all courses	Yes		
1.2 Tutoring Recommended - Math	Yes		
1.2 Tutoring Recommended - RBS course	Yes		
1.2 Tutoring Recommended - Writing	Yes		
Other*	Yes	Yes, via Case	Advisor; AFC Counselor; EOF Counselor; HLLC Advisor; Honors College Advisor; Mountainview Counselor; Veteran Affairs Counselor; Off-Campus Program Advisor; Coach

1.1 High five! Improved performance in course

Subject: Keep up the good work in { \$course_name } !

Your performance in { \$course_number } : { \$course_name } is improving. Keep up the good work! If you would like to discuss the coursework or your interests, please see the course syllabus for times your professor is available.

Sincerely,
{ \$completer_name }

1.1 High five! Very good performance in course

Subject: Keep up the good work in { \$course_name } !

Keep up the good work! You are doing very well in { \$course_number } : { \$course_name } so far. If you would like to discuss your interests at any point, please see the course syllabus for times your professor is available.

Sincerely,
{ \$completer_name }

1.2 Absences impacting successful course completion*

Subject: Absences impacting successful course completion in { \$course_name }

Your professor indicates that your absences in { \$course_number } : { \$course_name } may impact your final grade and may be exceeding the number of absences permitted in this course. Please contact your professor to discuss your options. Regular attendance at classes is an essential part of college success, and people are here to help.

If you believe you are registered in error, contact your academic advisor. Use the Navigate app to see contact information for your advisor (look under Resources then People) or click on the appointment button to schedule a time to talk.

Thinking of withdrawing from all your courses? See [this information from the Registrar's Office](#) and [this link from Financial Aid](#), then talk to your advisor. If you are in crisis, [contact the CARE Team](#).

Using resources is a strength and a skill. You are capable of success!

Sincerely,
{ \$completer_name }

1.2 Appears unprepared for class

Subject: Unprepared for {\$course_name}

Your professor is concerned about your performance in {\$course_number} : {\$course_name} because you appear to be unprepared for classes. If there is a way your professor can help, please see the course syllabus for Office Hours, which are the times that your professor is available to meet with you.

RU-N offers tutoring in selected courses. Use the [Penji app](#) to make an appointment for tutoring or study skills assistance at the Academic Excellence Centers (AEC), located in the Hahne Building, room 245, 54 Halsey St. (2nd floor, above Whole Foods).

Using resources is a strength and a skill. You are capable of success!

Sincerely,
{\$completer_name}

1.2 Habitual Lateness

Subject: Coming late to {\$course_name}

Your professor indicates that you have come to {\$course_number} : {\$course_name} late on numerous occasions. You are missing out on important aspects of the class which are crucial to your success. If there is something your professor can help with, please contact them.

Using resources is a strength and a skill. You are capable of success!

Sincerely,
{\$completer_name}

1.2 Low test or assignment grade

Subject: Low test or assignment grade in {\$course_name}

Recently you earned a low grade in {\$course_number} : {\$course_name}. Act now to improve your performance! See the course syllabus to see times your professor is available to meet with you.

You also may want to seek tutoring, advising, counseling, or other campus support services. Contact information is in the Navigate app.

If you are looking for study partners, download the Navigate-Student app and click the Study Buddies button.

Using resources is a strength and a skill. You are capable of success!

Sincerely,
{\$completer_name}

1.2 Missing Assignments

Subject: Missing assignment(s) in { \$course_name }

You have not turned in one or more assignments in { \$course_number } : { \$course_name }. Act now to make up the work! See the course syllabus to check on the policy for turning in late work and to see your professor's Office Hours, which are the times they are available to meet with you.

You also may want to seek tutoring, advising, counseling or other campus support services. Contact information is in the Navigate app.

If you are looking for study partners, download the Navigate-Student app and click the Study Buddies button.

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Sincerely,
{ \$completer_name }

1.2 Tutoring Recommended - all courses

Subject: You've Got This—The AEC is Here to Help with { \$course_name }

Based on your performance in { \$course_number } : { \$course_name }, I strongly recommend meeting with a peer tutor in the Academic Excellence Centers (AEC). Please call (973) 353-5847 or access the [Penji app](#) to reserve an appointment.

The AEC provides individualized tutoring that empowers students to become more confident, independent learners. Through collaborative, student-centered sessions, tutors help students master course content, strengthen critical thinking and problem-solving skills, and develop effective approaches to learning that extend beyond a single assignment or exam. The AEC supports students across a wide range of disciplines and at every stage of their academic journey.

For added support, students may request a Study Buddy for a specific course to connect with peers for collaborative learning, accountability, and mutual academic support using the [Study Buddies feature](#) in the Navigate app.

The AEC is located in the Hahne Building, room 245, 54 Halsey St. (2nd floor, above Whole Foods).

Using resources is a strength and a skill. You are capable of success!

Sincerely,
{ \$completer_name }

1.2 Tutoring Recommended - Math

Subject: You've Got This—The AEC is Here to Help with {\$course_name}

Based on your performance in {\$course_number} : {\$course_name}, I strongly recommend meeting with a peer tutor in the Academic Excellence Centers (AEC). Please call (973) 353-5847 or access the [Penji app](#) to reserve an appointment.

The AEC provides individualized tutoring that empowers students to become more confident, independent learners. Through collaborative, student-centered sessions, tutors help students master course content, strengthen critical thinking and problem-solving skills, and develop effective approaches to learning that extend beyond a single assignment or exam. The AEC supports students across a wide range of disciplines and at every stage of their academic journey.

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Sincerely,
{\$completer_name}

1.2 Tutoring Recommended – Math (early diagnostic)

Subject: Tutoring recommended for {\$course_name}

Based on your performance on the diagnostic assessment in {\$course_name}, **I strongly recommended that you make an appointment for mathematics tutoring** via [the Penji App](#). This must be completed as soon as possible. Please then complete homework assignment named Homework 0. The assignment covers pre-requisite course material and is part of your course grade. Reviewing the diagnostic assessment with a tutor will help with this assignment.

Tutoring is available both IN-PERSON and ONLINE, FREE of charge, and available at a wide range of hours. Strive to follow up your initial session with weekly sessions. Regular tutoring will help you succeed in the course.

Slots fill fast, so book your appointment now using [the Penji app](#). Bring your assessment to the tutoring session and be ready with questions for the tutor.

Sincerely,
{\$completer_name}

1.2 Tutoring Recommended - RBS course

Subject: Tutoring recommended for {\$course_name}

Your professor is recommending that you seek learning support such as tutoring, attending office hours, or forming a study group in {\$course_number} : {\$course_name}. Getting additional help is a success strategy that is used by many top-performing students, and it can give you the boost you may need to understand the course material.

RBS offers tutoring free of charge for [a range of courses](#) at flexible hours. Use [Knack](#) to book your appointment now. Be sure to have your course materials on hand for your tutoring session.

Using resources is a strength and a skill. You are capable of success!

Sincerely,
{\$completer_name}

1.2 Tutoring Recommended - Writing

Subject: Writing consulting recommended for {\$course_name}

Based on your performance in {\$course_number} : {\$course_name}, your professor strongly recommends meeting with a writing consultant in the Academic Excellence Centers (AEC). Please call (973) 353-5847 or access the [Penji app](#) to reserve an appointment.

The AEC is here to help you enhance your writing skills, whether you're starting an assignment or refining a final draft. Their tailored advice is designed to assist with any writing task, across all subjects. They believe that strong writing skills are key to your academic success and future career. Their support service is open to everyone - undergraduates, graduates, staff, and faculty. Whether you need assistance with academic papers, creative writing, speeches, presentations, or preparing articles for publication, they are here to support you every step of the way.

The AEC is located in the Hahne Building, room 245, 54 Halsey St. (2nd floor, above Whole Foods).

Using resources is a strength and a skill. You are capable of success!

Sincerely,
{\$completer_name}

Other*

Subject: [Notification] You have a notification

***no text – just comment from professor