



EAB Navigate

Update to ISE Goal Team on October 10, 2019

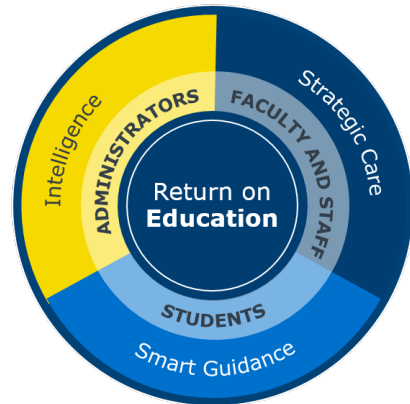
Student Success Collaborative
Navigate

Inside EAB's Technology

Navigate: EAB's Student Success Management System for Community Colleges

Navigate is the student success technology solution that is closing the achievement gap with term over term academic planning, an early warning system, communication and case management tools, a direct-to-student application and a predictive analytics engine—all in one seamless Student Success Management System (SSMS).

The SSMS is an **enterprise-level technology** that links administrators, advisors, deans, faculty, other staff and students in a coordinated care network designed to help schools **proactively manage student success** and deliver a **Return on Education**.



Our Members



98

Community Colleges Using Navigate

900K

Navigate Student Users

Our Impact



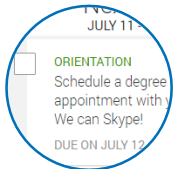
2%

Average Increase in First-Term Persistence

3-5%

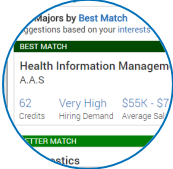
Average Increase in Applicant to Enrollee Conversion

SSMS Pillar 1: Smart Guidance



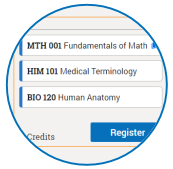
Guided Onboarding

Customized in-app guidance; proactively nudging students to take action



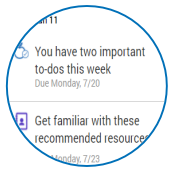
Best-Fit Program Selection

Student-initiated program of study and career exploration using their skills and interests



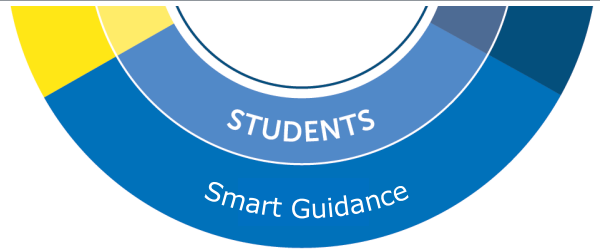
Academic Planning

Smart course selection, scheduling, and registration to get and keep students on path



Milestones

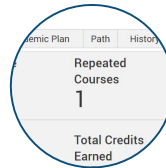
Ongoing guidance and alerts for students to keep them on track toward graduation



Provide curated, intelligent guidance at the most pivotal moments along the college journey, simplifying and structuring **student pathways** to completion.

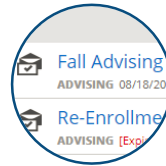
SSMS Pillar 2: Strategic Care

Create a connected and coordinated network of support for every student, enabling targeted intervention and proactive, **strategic care**



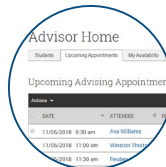
Smart Student Profile

Actionable student data (academic, financial, and behavioral) to support holistic and strategic student care



Campaign Management, Appointments, and Multi-Modal Communications

Improved advisor efficiency and proactive advising with targeted communication at scale



Coordinated Care Network

Coordinated campus-wide student support through early alerts, case referrals, closed-loop reporting, and centralized interaction records



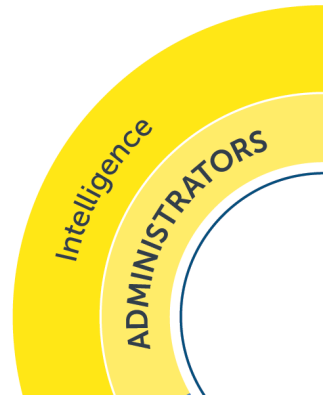
SSMS Pillar 3: Intelligence



SSMS Activity Analytics

Aggregate and line item reports on student groups, alerts, cases appointments and risk

Unlock the power of data analytics, bringing real-time insights and **student success management intelligence** to administrators and leaders





Student Adoption of Navigate Since May 2019



Factors leading to increased adoption:

- Extensive student communication and promotion plan (print and digital)
- Heavy presence in student facing activities (WOW, Orientation, U-Knighted Fair, etc.)
- Word of mouth (largely in thanks to faculty and advisors)



Kiosks Tracking Student Activity College-Wide

Providing data on student activity and resource demand

29

Kiosks now live across Haverhill and Lawrence campuses

340

Appointments scheduled between students and advisors

4,500+

Check Ins Recorded across college since August 1, 2019

Appointment Attributes

SCHEDULED DATE RANGE
Apr 11 2019 ...

APPOINTMENT TYPE
All

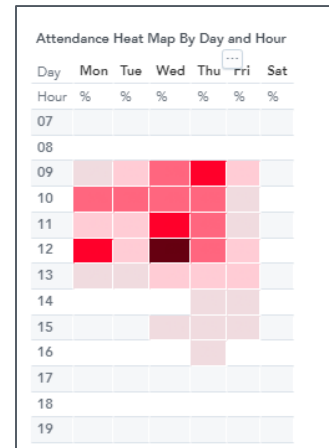
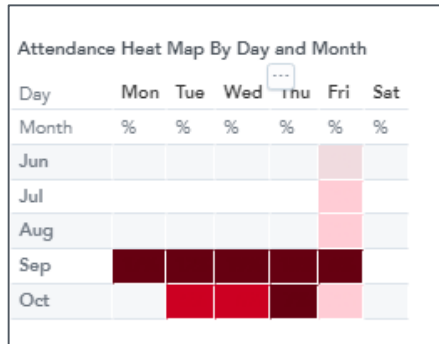
LOCATION
All

STAFF
All

MEETING TYPE
All

REASON/STUDENT SERVICE
All

REPORT FILED?
All





Quick Polls

Becoming more responsive to student needs

Quick Poll 1:

Do you have any last minute questions before the semester starts?

1.5 weeks before start of semester

- **1122** total student responses
- **19%** of respondents had last minute questions.

Admissions staff and Navigators responded within 24 hours to students to address questions
- *Students consistently expressed gratitude and surprise when NECC staff call to ask if they have any questions before start of semester.*

Quick Poll 2:

"Let us know if we can help."

2 weeks into semester

- **897** total student responses
- **3%** of respondents stated they "Hit a rough patch and would like to talk to someone."

Navigators responded via phone calls within 24 hours to students to address questions
- **10%** of respondents stated that "Things are okay but I have a few questions"



Upcoming Launch: Academic Planning

Expecting to Launch with Faculty Pilot Group in November

Advisors Can:

- ✓ View a students' academic plan (201909 forward)
- ✓ Make recommendations for upcoming semesters
- ✓ Collaborate with the student on their plan

Students Can:

- ✓ View the course sequence recommended in their pathway
- ✓ Drag courses into terms
- ✓ Collaborate with their advisor on their plan
- ✓ Pick class times that work with their schedule

The screenshot shows the 'Exploratory Program AA' interface with 27 credits. On the left, a list of courses is shown with status indicators: FYS101 First Year Seminar (In Progress), ENG101 English Comp I (Requisite, In Progress), PSY101 Intro Psychology (Requisite), Exploratory Elective, ENG102 English Comp II (Requisite), and Math Elective. On the right, the 'Fall Term 2019' section is active, showing 'Enrolled/ In Progress' courses: FYS101 First Year Seminar and ENG101 English Comp I. A search bar contains 'PSY101 Intro Psychology' and a mouse cursor is hovering over it. The total credits for the term are 6. Navigation buttons include '+ Add Term' and 'Advanced...'. A 'KEY:' section shows icons for search, print, and lock. A 'Feedback History' link is also present.

Implementation Plan (in Brief)



Navigate Student:

Academic Planning

Fall 2019 Pilot / Spring 2020 Expansion

- ✓ Build and validate all 201909 plans
- Access available to all students beginning Fall 2019 (recommended course sequences only available for 201909 and forward)

Text Messaging:

Fall 2019 Pilot / Spring 2020 Expansion

- Develop policy for appropriate use of Navigate text messaging
- Enable access on a case-by-case basis to prevent over-communication through Navigate

Develop Individualized Student Content:

Spring 2020

- Prioritize focus areas for tailored student to-dos and app content
- Develop process for requesting content additions

One-Click Registration:

Spring 2020 (at the earliest)

- Allow students to use Navigate to register for classes without using Banner. (Does not break existing policies and rules around registration).

Expand use of existing features:

Ongoing

- Major explorer
- Study buddies

Navigate Faculty & Staff:

Kiosks

Fall 2019 – LIVE

- ✓ Launch kiosk functionality across all academic centers and student services offices

Academic Planning

Fall 2019 Pilot / Spring 2020 Expansion

- ✓ Build and validate all 201909 plans
- Launch with pilot group of faculty in Fall 2019
- Offer to all college faculty and professional advisors by end of 2019

Faculty Appointment Scheduling:

Fall 2019 Pilot / Spring 2020 expansion

- ✓ Begin offering training and access to appointment scheduling for all interested faculty
- Introduce additional trainings for all faculty population in Spring 2020

Progress Reports/Alerts + Cases:

Fall 2019 Pilot / Spring 2020 expansion

- ✓ Pilot with limited cohort (Early College, Athletes, Special Probation) in Fall 2019
- Assess effectiveness of triaging and pilot communication
- Plan for larger roll-out (scale is TBD) in Spring 2020

Upcoming Trainings: Advising Tech Series



Training series available for Faculty and Staff on using Navigate in Advising

Banner Course Registration Training

with Stephanie Wares and Michelle Sunday
Friday Oct 18th 11-12pm in A 331

Navigate App from the Student View

with Audrey Ellis and Stephanie Wares
Friday Nov 1st 11-12pm in B 106

Unpacking the Gut Check and Recording Notes in Navigate

with Audrey Ellis and Stephanie Wares
Friday Nov 8th 10-11am in B 107

Reflecting on Progress Reports Pilot

with Audrey Ellis and Stephanie Wares
Friday Nov 15th 10-11am in B 106

How to Make an Appointment in Navigate

with Audrey Ellis and Stephanie Wares
Friday Nov 22nd 10-11am in B 107

Academic Plans in Navigate

with Audrey Ellis and Stephanie Wares
Friday Dec 6th 10-11am in B 107

Email [Stephanie Wares](mailto:Stephanie.Wares@eab.com) to register.

Contact [Stephanie Wares](mailto:Stephanie.Wares@eab.com), [Michelle Sunday](mailto:Michelle.Sunday@eab.com) or [Audrey Ellis](mailto:Audrey.Ellis@eab.com) for more information.