EAB | Student Success Collaborative™ Navigate

Navigate Staff
Features Overview

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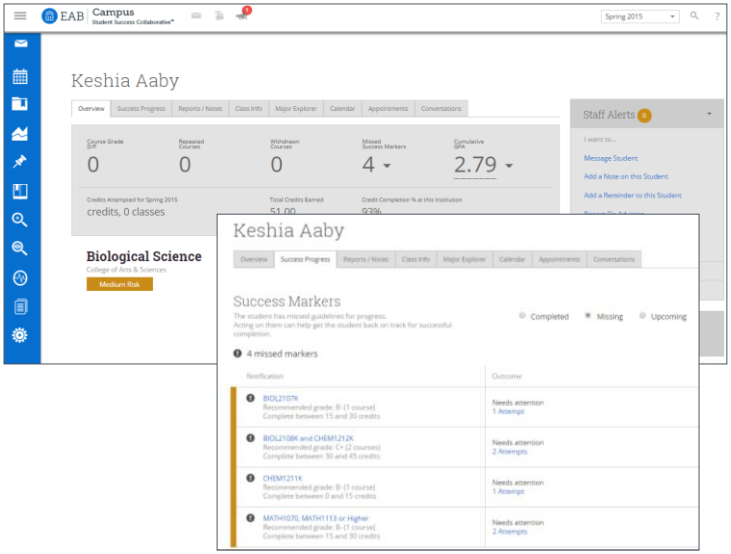
Smart Student Profile

Comprehensive View of Student Risk and Progress



"Previously, we were advising based primarily on gut instinct. Now, we have all the data to give them an objective sense of where they are and what they can do to improve. The conversation has changed dramatically."

Navigate Advisor

Key Takeaways

- "Smart View" of academic factors to assess student's progress
- Shared notes and reporting to centralize documentation on students
- Progress indicators and key academic metrics identify if student may be at risk
- Student-generated data from the mobile application will be visible in student profiles*

*Interactions with Intake Survey, Quick Polls, Major Explorer, Journey progress, and Favorited Resources will be shown

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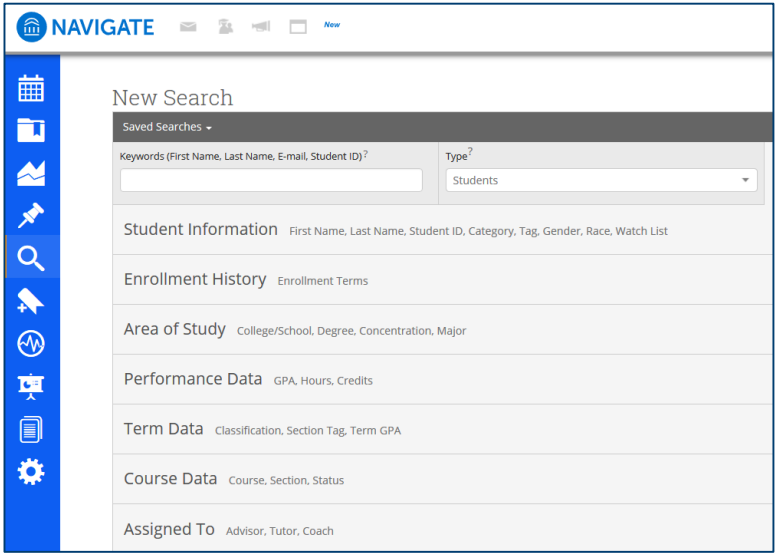
Advanced Search

Generate Lists of Students for Strategic Use or Day to Day Work



Key Takeaways

- Layer multiple search filters for easy list generation and student identification
- Flexible filters provide each advisor with the ability to build lists to segment for at-risk students or prioritize students they work with on a daily basis
- Individual users can save dynamic and static lists of students to access later on
- Take immediate action from your Advanced Search by selecting applicable students. Message, initiate an Appointment Campaign, or take Notes on a group of students.

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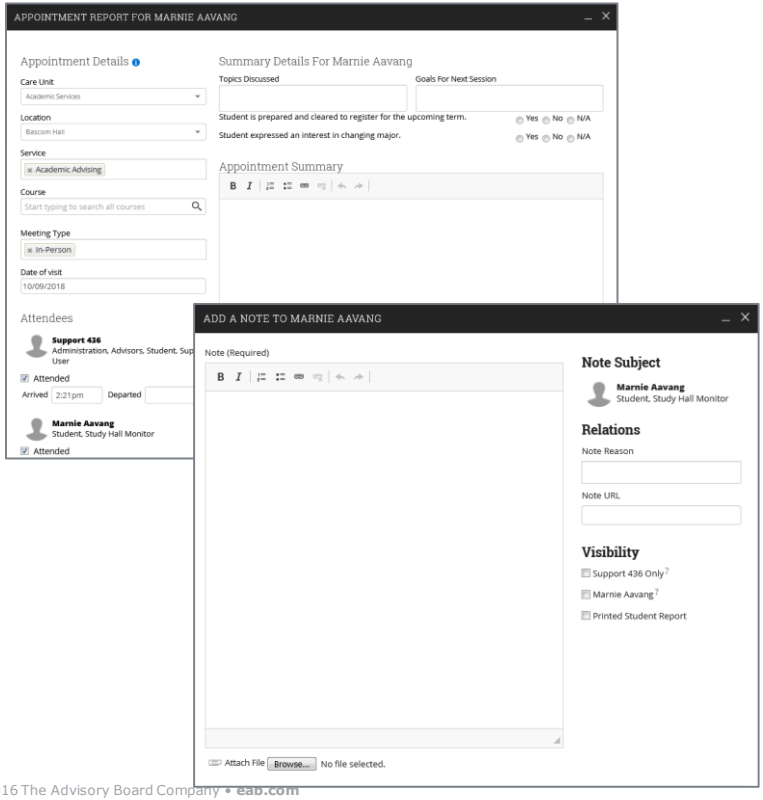
Advising Summary Reports & Notes

Track Details of Student Interactions to Facilitate Coordinated Care Network



Key Takeaways

- Advisors and Faculty may take notes on students after specific interactions, or to track need-to-know information about students
- Notes and Appointment Reports are saved on the Student Profile, and other staff may view them (based off of institution specific permissions)
- Notes facilitate knowledge-sharing across advisors and other Care Units.
- Administrators can view Note details in aggregate via Reporting built in to Navigate.

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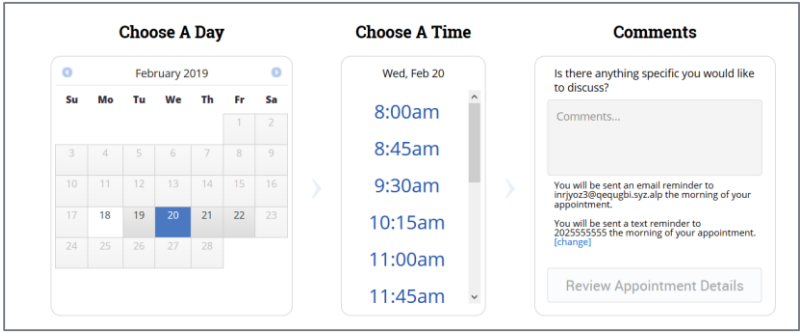
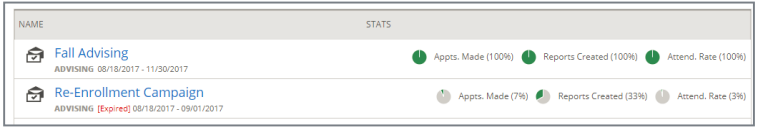
Appointment Campaigns

Target and Track At-Risk Students for Advising Appointments





Key Takeaways

- Create outreach campaigns targeting specific student cohorts to schedule advising appointments with dedicated link
- Individual advisors can monitor and track the progress of their campaigns, view which students responded, and send follow-up reminders for those who haven't
- Flexible filters provide each advisor with the ability to build lists to segment for at-risk students or prioritize students they work with on a daily basis

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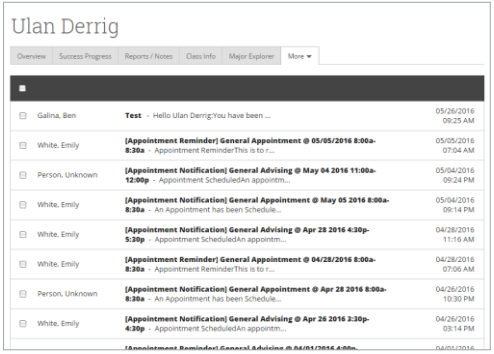
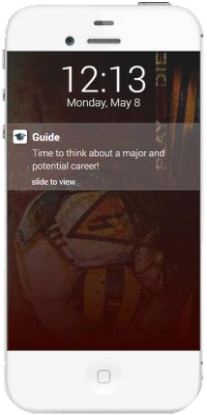
Email and Text Messaging with Students

Tools for Centrally Tracked and Flexible Communication with Students





Key Takeaways

- Advisors and support staff can have two-way conversations with students via email or text
- The platform captures all conversations automatically for a complete digital record of all communications through the platform
  - Students can receive push notifications to remind them of deadlines and priorities from their "Path" timeline

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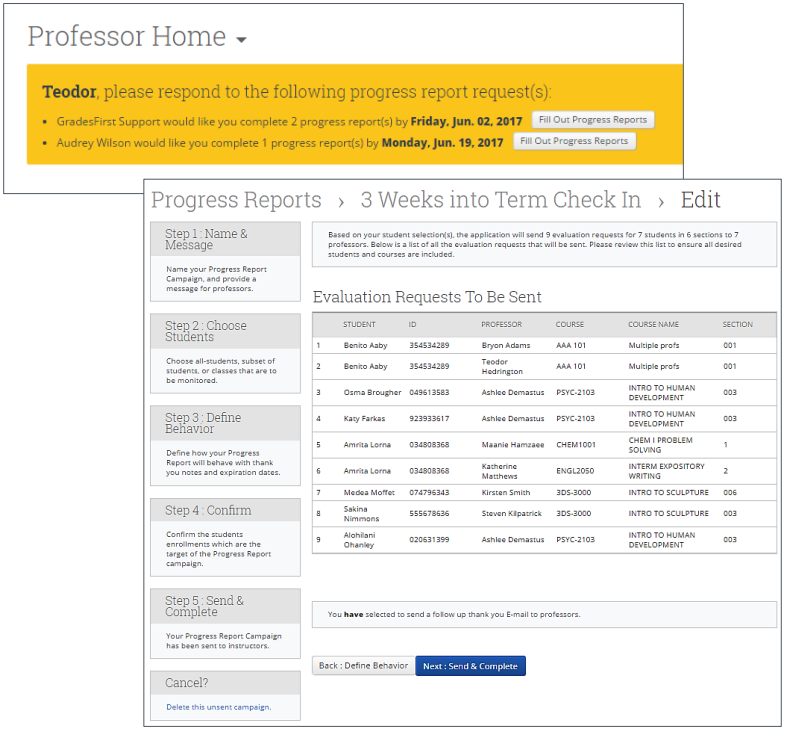
Progress Reports



Key Takeaways

- Solicit feedback from faculty to understand individual student performance in each course
- Collect information on a student's likelihood of failing a class, their current or anticipated grade, absences, and the need for intervention
- Based on feedback, student support staff can intervene with students early and understand the reasons for risk, manage a Case for thorough follow-up from another office, and guide students to relevant resources

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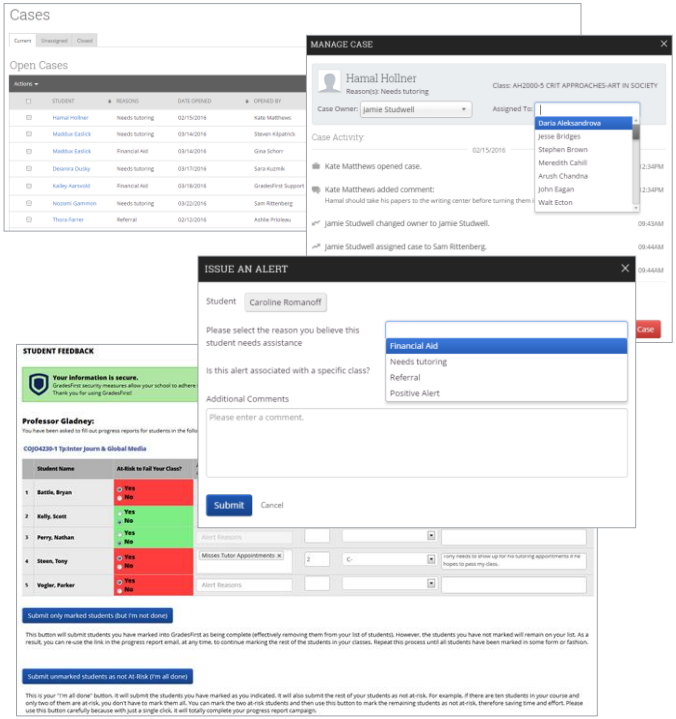
Alerts & Cases

Campus-Wide Alerts, Referrals, and Documentation for Case Management



Key Takeaways

- Faculty, tutors, and other support specialists can submit one-click alerts on struggling students to notify advisors that they might be at risk
- Advisors can also solicit information directly from faculty through Progress Report campaigns sent directly to faculty email
- Case system allows users to generate cross-campus referrals for at-risk students right from the platform and assign them to appropriate support staff
- Advisors can see a complete digital history for each student—including advising reports, notes, and cases—thereby closing the loop for maximum effectiveness

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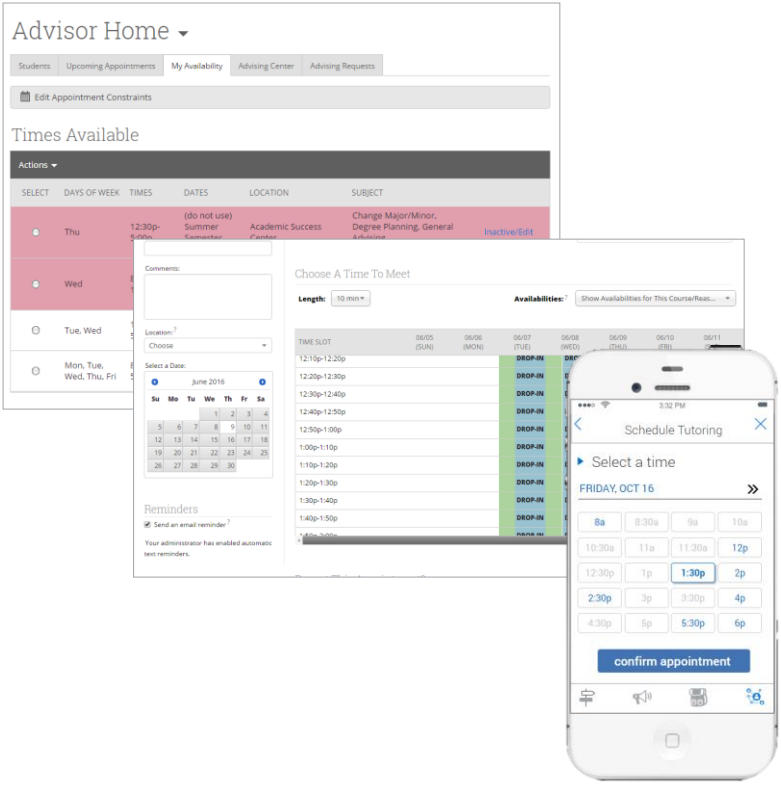
Student Initiated Appointment Scheduling

Online Appointment Scheduling and Availability Management



Key Takeaways

- Appointment management allows advisors and students to schedule sessions based on both parties' availability, with the option to send reminders for upcoming appointments
- Real-time scheduling by various user types enables easy access to advisor and tutor services
  - Students can access appointment scheduling from their desktops and smartphones

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