EAB Navigate

President's Cabinet

May 10, 2022

MT. SAC
Mt. San Antonio College

AGENDA

1. Early Alert – Pilot Progress, Analytics, and Interventions (Meghan, Kenny)

2. Academic Planner – Guided Pathways MAP's (Francisco, Caron)

3. Navigate Student Explore – (Tannia, Caron, Monica)

4. Mobile App – (Tannia, Caron)

5. Advance Search/Caseload Management – (Francisco, Aida)

6. Resources & Support (Francisco)

EARLY ALERT – PILOT PROGRESS

Pilot Development:

- Pilot Winter 2022 we started with three (3) Early Alerts (i.e. Class Attendance/Punctuality, Refer to Counseling, and Kudos/Recognition of Good Work)

- Pilot Spring 2022 we expanded to two (2) more Early Alerts (i.e. Refer to Tutoring-ASAC, Technology/Laptop Loan) that totaled five (5) Early Alerts

- We have another Early Alert set for Summer 2022 that will include (1) more Alert (i.e. Basic Needs)

- All three semesters (Winter, Spring, and Summer) have been piloted with English and math Departments

- Meghan Chen and Instruction will be providing a list of Departments or Divisions to expand too for Fall 2022; Fall 2022 will also see two (2) more Alerts offered (i.e. Financial Aid, ACCESS) which will total eight (8) Alerts

EARLY ALERT – PILOT PROGRESS

Spring 2022:

- Results of our Early Alert Pilot - Spring 2022 Progress Report Campaign
    - > Submissions received – 333
    - > Students Effected – 293
    - > Professors Participating in Campaign – 11
    - > Early Alerts received - 100
    - > Cases Opened during Campaign – 81
- Early Alert Details
    - > Class Attendance/Punctuality – 35
    - > Refer to Tutoring (ASAC) – 52
    - > Refer to Academic Counseling – 29
- Intervention - We have made contact with each student via email and phone to ensure they attended the assistance needed
- We contacted Instructional Faculty to "Close the Loop" on cases opened

EARLY ALERT – PILOT PROGRESS

Spring 2022 - Probation & Dismissal:

- The Counseling Department, Probation and Dismissal team led by Dr. Julie Perez-Garcia was interested in providing interventions for students with Grade Point Average (GPA) below 1.99

- Navigate successfully found 888 students who met this criteria we emailed and texted (i.e. Signal Vine) this group to offer Counseling support and early interventions (as of April 29, 2022)

    > 104 of those students signed up to receive Counseling interventions

    > Of the 104 students, 92 scheduled Counseling appointments with our Probation and Dismissal Counselors

Winter 2022:

- 67 students were placed on 1 of 3 alerts

- 53 of the 67 students (79.1%) successfully enrolled for Spring 2022; 14 students did not enroll for Spring 2022 (a 20.9% deficit)

- Cumulative Grade Point Average (GPA) - 67 students at the end of Winter 2022 was a 2.30; Cumulative GPA for 53 students enrolled in Spring 2022 is 2.72 (an increase of +18.3%)

  > 5 students GPA improved (+9.4%)

  > 41 students GPA have not changed (77.4%)

  > 2 students GPA declined (-3.8%)

- Average attempted units by term – 67 students averaged 5.38 units in the Winter 2022; while, 53 students averaged 9.21 units in the Spring 2022 (an increase of +71.2%)

ACADEMIC PLANNER

- Alana Bachor (GPS MAPPER) and the team are working on making the CSU area F changes and other small corrections; the Planner is live now as we continue to finalize all programs and degrees

- Fall 2022 will be used to train Counselors on the Planner page and provide access to use/train

- Focus group planned; we will have some students from the Summer STEP group to get "new student" feedback and one focus group with continuing students from the Pilot groups (i.e. ARISE, EOPS, MMI, Promise Plus) to get "Existing Students" feedback

- FYI...New doesn't always mean better, DegreeWorks newest platform is not as user friendly as DW Classic; Navigate looking more promising as a primary student tool

NAVIGATE STUDENT - EXPLORE

- Tannia Robles has taken the lead on the effort to monitor and update the Navigate Student Explore platform

- The Explore page contains several sections that needed updating and changes:

  > **To-Do's:** 4 groups ARISE, EOPS, MMI, and Promise +Plus provided custom To-Do's for the Summer 2022 soft launch

  > **Holds:** We will include only registration blocking holds for now

  > **Academic Resources:** was renamed and titled to Tutoring Services

  > **Tutoring:** will be in its own resource section that was renamed and labeled; Tannia worked with Romelia to update the Tutoring section for service, description, and location accuracy

  > **Canvas:** was developed as its own section with information guiding students to the appropriate services

NAVIGATE STUDENT - EXPLORE

Team Expansion:

- We launched the Navigate roles/access on Etrieve; It's a request form to provide access to Navigate depending on the staff members role and responsibility; These have an approval process of direct supervisors, Navigate leaders, Research, and lastly IT

- Lisa from research is working on a survey to the students to get their feedback on the Explore page, section To-Do's and Resources

- Tannia's team will create a video for the Explore page, she will also draft posters and include the special program logos for easy identification; there will be Instagram ads that will promote Navigate to our students

- The list of the students from each of those four (4) programs (i.e. cohorts) for the soft launch have been submitted to IT to open the Portlet on May 4th

- The next steps will be meeting with Marketing (Uyen Mai) and Eric Turner on the campus wide launch; a launch date for this is yet to be determined; more planning and discussion will be led by Tannia Robles, Uyen Mai, and Eric Turner

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Counseling Campaign Starter Pack

Best Practices from SSC		Student Success Standards		
1	**2**	**3**	**4**	**5**
Re-enrollment Campaign	15 to Finish	Declare a Major Campaign	Graduate This Year Campaign	Get Off Probation Campaign
Enrolled current term, not enrolled in upcoming term	Students currently attempting 12-14 credits this term, with 3.0+ cumulative GPA and 15-50 earned credits	Undecided Students with 60+ Credits	Native students who have yet to graduate and have already earned 135+ Credits	Students with a 1.8 – 1.99 GPA to connect with academic, counseling support services

ARISE Pilot Results:

- Emailed and phoned 125 students who were enrolled in Fall 2021 but not enrolled in Spring 2022 from April 1 – 14

- Out of the 125 students, 2 enrolled in second-8 week courses

- Lessons learned:

  > 34 students out of the 125 had financial holds on them (that is 29%)

  > 23 had fees past due; 2 Financial Aid, and 9 Library/Learning Resources

  > Use text messaging as an added layer of nudges

  >Do this campaign in a larger term; ARISE will do this again in the Fall term after census date

RESOURCES & SUPPORT

- Director, EAB Navigate – we need someone to be the point person of this project allowing them to work with IT, Instruction, and Student Services to offer constant support and leadership

- Marketing & Training Support – the upcoming launch of the Navigate system in the Summer 2023 will need financial support to market and train to all incoming first time students (i.e. fliers, postcards, videos, t-shirts) and staff/faculty

- Peer Navigators – funding for student employees to help students effectively use Navigate on desktop computers or Mobile App

Thank you!!!

- Q and A

- Final Thoughts