



Navigate Campus

Overview of Advisor Facing Features

Navigate Campus Feature Overview

Advising Workflow Management

Advising Summary Reports

Embed mandatory and standardized reporting into advisors' workflow. Includes customizable open ended and yes/no/NA questions. Advisors can add additional summary notes and upload attachments.

Appointment Scheduling Campaigns

Target specific student populations to schedule appointments. Use 'Advanced Search' to curate lists of specific students based on criteria (e.g., missed success marker, specific course enrollment, major, pathway). Send customized multi-modal messages (email + SMS) to students to schedule appointments. Monitor response rate via appointment scheduled within campaign parameters.

ADVISOR REPORT FOR WESTLEY ABDULLAI

Appointment Details
An appointment will be created after you submit this report.

Reason:

Meeting Type:

In-Person ☐ Virtual ☒ Phone ☐ Group ☐

Location:

Report Details For Westley Abdullai

Degree discussed:

Early Alerts discussed:

Student arrived on time and was ready to begin our session. ☐ Yes ☐ No ☐ N/A

Student was prepared (attended class, read lesson, had notes, etc.)? ☐ Yes ☐ No ☐ N/A

Student asked for explanation of material not understood? ☐ Yes ☐ No ☐ N/A

Appointment Summary

Attendees

Audrey Wilson
Administration, Advisor, Super User

Attended ☒

Arrived: 12:43 PM Departed:

Westley Abdullai - 866546831
Senior Exercise Science

Attended ☒

Arrived: 12:43 PM Departed:

Suggested Followup

This will be saved on the report as a suggestion. No appointment will be created.

Date: Time:

Attachments

Attach File No file chosen

Kiosk

Enhance student queue management on campus. Allows students to check in to appointments and schedule future appointments in person. Kiosk can be set up at a computer/tablet workstation (designated for kiosk use only). 30 card readers included in Navigate membership.

Appointment Center

Front desk staff triage students and manage advisor calendars. Advisor availability updated regularly via calendar sync. Front Desk Staff able to better triage students to appropriate advisors by selecting advising appointment purpose.

Appointment:

Advisor Waiting List:

Tutor Waiting List:

Record Visit

Find First Available?

Thursday - 5/4/17

7:00a to 5:00p

First Available Advisor:

Current wait: none

Sarah's Advisors:

☒ Audrey Wilson

Availability For May 04, 2017

TIME	SUPPORT 435	BRYON ADAMS	MICHAEL ADAMS	DARIA ALEXANDROVA	SARAH BARTLETT	STEPHEN BROWN	ZAC BUDROW	ASHLEE DEMASTUS	TYLER DILLMAN	CHRISTINE DUCHOUQUETTE	JOHN EAGAN	SHANNON ESSELINK	BEN GALINA	MAANIE HAMZAE	TREVOR HANNUM	WILLIAM HARMON	CHRIS HUTT	AMANDA JOHANNSEN	STEVEN KILPATRICK	SARA KUZNIK	CONNOR LAWLESS	ASH LIE
7:00a																						
8:00a	DROP-IN	DROP-IN								DROP-IN										DROP-IN	DROP-IN	
9:00a	DROP-IN	COURSE								APPOINTMENT										APPOINTMENT	DROP-IN	DROP-IN
10:00a	DROP-IN	DROP-IN								APPOINTMENT										DROP-IN	DROP-IN	DROP-IN
11:00a	DROP-IN	DROP-IN																		DROP-IN	DROP-IN	DROP-IN
12:00p	DROP-IN	DROP-IN																		DROP-IN	DROP-IN	DROP-IN
1:00p	DROP-IN	DROP-IN																		DROP-IN	DROP-IN	DROP-IN

Purpose:

Calendar Options:

Student Service:

Time Increment:

One Click Create (On) ☒

Move Apps (Off) ☐

Navigate Campus Feature Overview

Enhance Student Interactions

30-Second Gut Check

Advisor/faculty/administrator/staff view of high-level insight into student academic performance and indicators. Tabs allow advisor to drill deeper into student performance areas (e.g., academics, past course history, Navigate preferences, My Path, etc.).

The screenshot shows the profile for Milburn Taubman. At the top, there are tabs: Overview (selected), Success Progress, History, Class Info, Major Explorer, and More. Below the tabs is a summary bar with five metrics: Course Grade D/F (4), Repeated Courses (3), Withdrawn Courses (3), Missed Success Markers (0), and Cumulative GPA (3.4). Below this bar, there are two rows of information. The first row shows 'Computer Science' with a concentration in Databases & Knowledge-Base Sys, College of Arts & Sciences, and a Major History dropdown. The second row shows the Student ID (488339544), Classification (Senior), and Most Recent Enrollment (Spring Semester 2017). Below the second row, there are two more metrics: Total Credits Earned (92.50) and Credit Completion % at this Institution (76%).

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
4	3	3	0	3.4

Computer Science
with a concentration in Databases & Knowledge-Base Sys
College of Arts & Sciences
Major History

STUDENT ID
488339544
CLASSIFICATION
Senior
MOST RECENT ENROLLMENT
Spring Semester 2017

Total Credits Earned
92.50
Credit Completion % at this Institution
76%

Multi-Modal Messaging

Send and receive SMS and email messages via Navigate campus without having to open another screen. Advisors able to view previous conversations with student. Appointment reminders sent via text and email (students able to opt-out).

Student Appointment Scheduling in Navigate

User friendly appointment scheduling windows strategically placed throughout Navigate site to nudge students to schedule appointments with advisors when needing additional support.

The screenshot shows the student interface for Milburn Taubman. At the top right, there is a 'My Path' tab. Below it, there is a greeting 'Hi Daffy!' and the student's major 'Computer Technology-Computer Programming'. There are three tabs: Appointments (selected), My Terms, and My Courses. Below the tabs, there is a section for 'Upcoming Appointments' with a 'View all' link and a 'Schedule an appointment' button. The appointment is for April 13, 12:30 - 1:00 pm, with Philip Regalbuto as the advisor, located in the Faculty Advisor Office. There is a 'view details' link. On the left side, there is a sidebar with a 'To-Do' section and a list of resources. The 'To-Do' section includes a quiz 'Still in the best major? Review your "major" quiz.' due on Jan 11. The resources section includes two links 'Engage with Student Activities and Resources' due on Jan 23 and Feb 21.

My Path

Hi Daffy!
Computer Technology-Computer Programming

Appointments | My Terms | My Courses

Upcoming Appointments | View all | Schedule an appointment

Apr 13 | 12:30 - 1:00 pm | Philip Regalbuto | Academic Assistance
Where: Faculty Advisor Office | view details

To-Do
Still in the best major? Review your "major" quiz.
Overdue on Jan 11

Resource
Engage with Student Activities and Resources
Overdue on Jan 23

Resource
Engage with Student Activities and Resources
Overdue on Feb 21

Case Management

Progress Report Campaigns

Send and monitor large-scale requests for progress reports to be submitted by faculty. Faculty able to indicate whether student is “at risk” or not. “At risk” indicator requires additional context and “alert reasons”- triggering the additional case management workflow. List of students in progress report campaigns can be targeted via advanced search.

Teodor, please respond to the following progress report request(s):

- GradesFirst Support would like you complete 2 progress report(s) by **Friday, Jun. 02, 2017** [Fill Out Progress Reports](#)
- Audrey Wilson would like you complete 1 progress report(s) by **Monday, Jun. 19, 2017** [Fill Out Progress Reports](#)



Student Feedback

Your information is secure.
Security measures allow your school to adhere to government rules and regulations concerning FERPA and overall student privacy. Thank you!

Professor Hedrington:

You have been asked to fill out progress reports for students in the following classes. Update each student based on your best knowledge of their performance at this point in the term.

AAA 101-001 Multiple Profs

Student Name	At-Risk to Fail Your Class?	Alert Reasons (You must choose at least one if the student is at risk)	How Many Absences?	Current Grade	Comments
1 Aaby, Benito Student ID: 354534289	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons			

[Submit only marked students \(but I'm not done\)](#)

This button will submit students you have marked as being complete (effectively removing them from your list of students). However, the students you have not marked will remain on your list. As a result, you can re-use the link in the progress report email, at any time, to continue marking the rest of the students in your classes. Repeat this process until all students have been marked in some form or fashion.

[Submit unmarked students as Not At-Risk \(I'm all done\)](#)

This is your "I'm all done" button. It will submit the students you have marked as you indicated. It will also submit the rest of your students as not at-risk. For example, if there are ten students in your course and only two of them are at-risk, you don't have to mark them all. You can mark the two at-risk students and then use this button to mark the remaining students as not at-risk, therefore saving time and effort. Please use this button carefully because with just a single click, it will totally complete your progress report campaign.

Alerts & Case Management

Ensure alerts and cases are triaged to the right people and managed until appropriate outcome is reached.

Advisors, administrators, staff, and faculty, can submit an alert on any student based on demonstrated at-risk behavior.

Administrators customize alert reasons and determine which alerts automatically open up a case.

Cases configured to be auto-assigned to specific administrators to ensure student need is addressed. Require specific case outcomes in order for advisors to close cases.

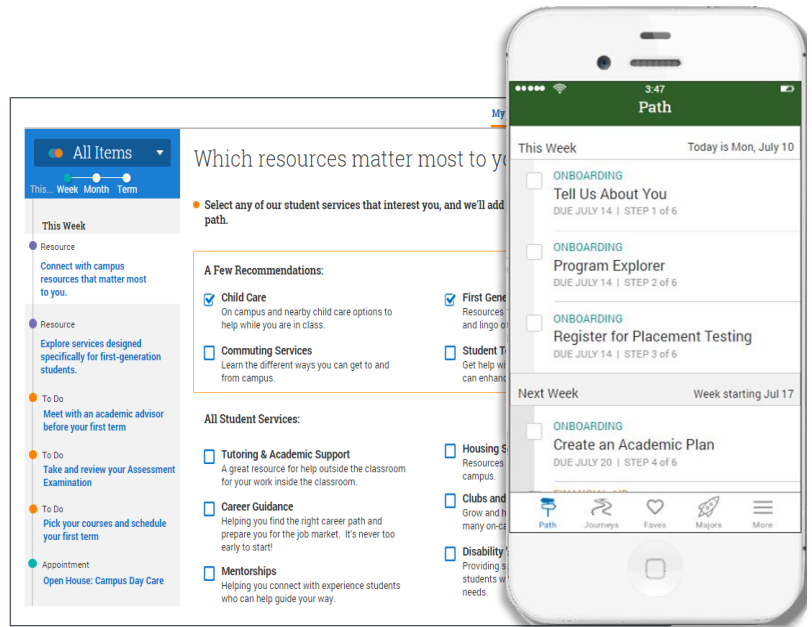
Navigate Feature Overview

Guided Onboarding:

Keep applicants on task by outlining all required enrollment steps in a single personalized page. Recommend best-fit programs based on information personalized to each individual student. Enable better-informed program choice with real-time job data and graduation requirements.

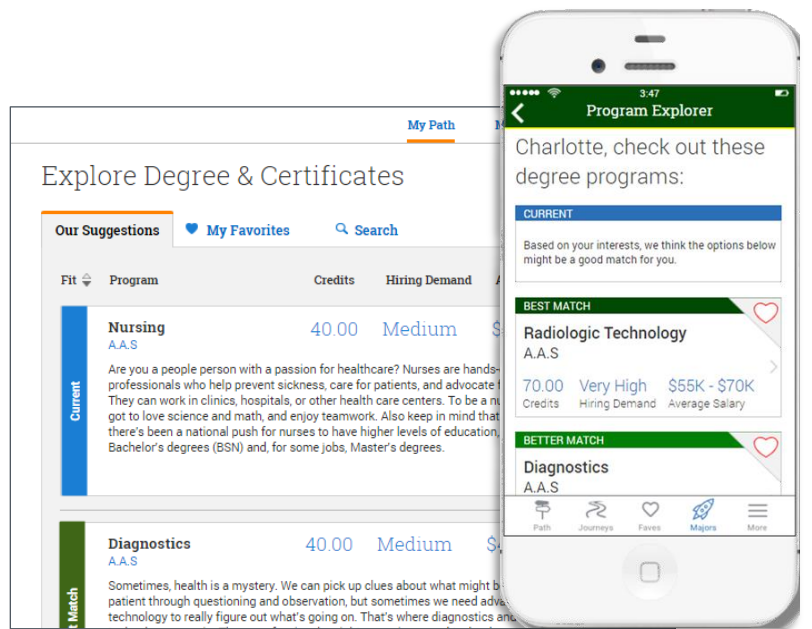
1. Personalized Path

- **Single Source of Truth:** All major milestones and to-do's collected in one place
- **On-Boarding Simplified:** Turns the intake process from a maze into a straight line
- **Intelligent:** Automatically updates and customizes milestones for individual student needs



2. Program Picker

- **Best-Fit Program Selection:** Powerful algorithm combines students' interests, availability, academic needs and goals to suggest best-fit programs
- **Side-by-side comparison:** Provides key program information, including employment information, classes, tuition costs, typical salary, and financial aid eligibility to drive more informed student decision-making



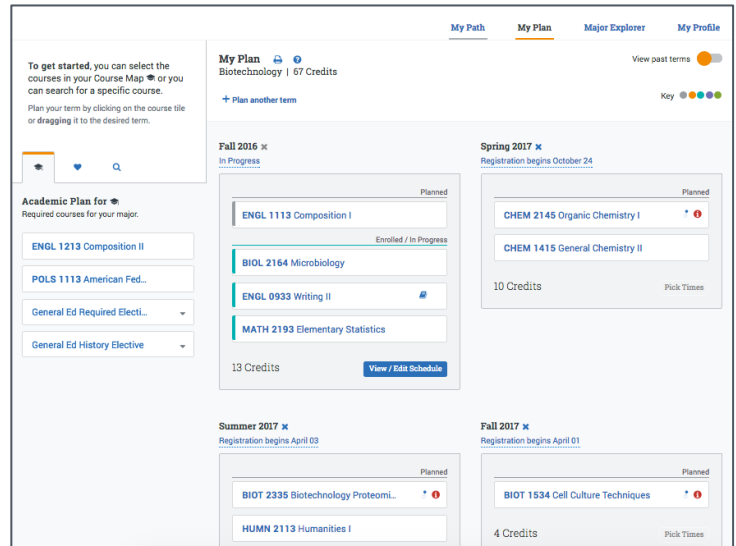
Navigate Feature Overview

Smart Academic Planning:

Reduce non-productive credits by creating a best-fit academic plan. Enable designed degree plans that marry advisor and faculty expertise with EAB guidance. Ensure compliance to degree plans by maintaining flexibility: academic plans automatically update term over term to fit students' changing academic goals or preferences.

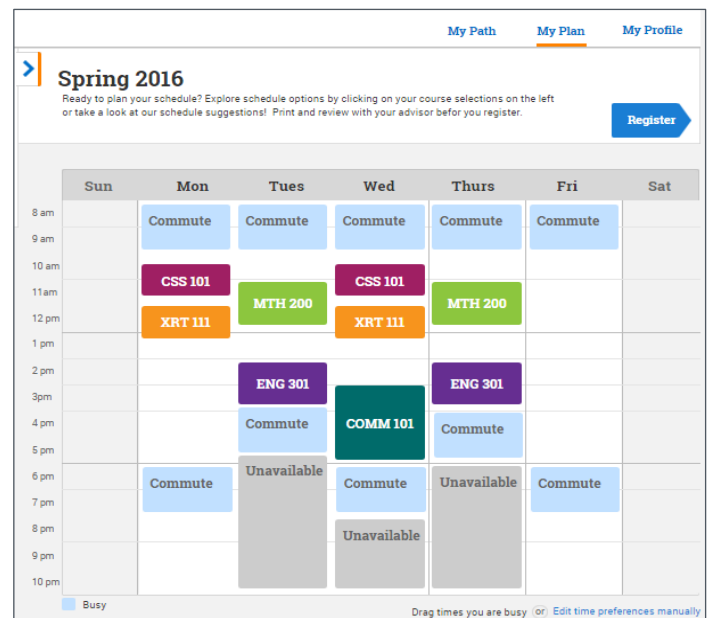
3. Academic Planning

- **Collaborative Academic Plan Creation:** Updates with changing student preferences (part-time to full-time, program changes,) based on Guided Pathways curriculum.
- **Course Recommendation Engine:** Providing the most efficient academic plan suggestions to students, offering a simpler way to select courses.
- **Flexible Term-to-Term Updates:** Track attempted, completed, and remaining courses, including transfer, pre- and co-requisite rules. Real-time updates



4. Personalized Calendar

- **Student-Centered Overview:** Takes into account students' academic plan, commute, availability, online courses, and necessary study hours
- **Adjustable:** Preferences can be changed term-to-term to remain relevant to students' busy lives, as well as real-time course section adjustments
- **One-Click Registration:** Integration with PeopleSoft for student registration through Navigate platform.





Northern Virginia Community College Kickoff

June 26, 2017

- 1 **Components of Navigate**
 - 2 Workflow Implications Review and Discussion
 - 3 NOVA Implementation Timeline & Review
 - 4 Navigate Live Demonstration
-

Navigate Student - Onboarding Functionality



Supporting Students Preparing For Day 1

Personalized Path (Also Available on Mobile App)

- **Single Source of Truth:** All major milestones and to-do's collected in one place
- **On-Boarding Simplified:** Turns the intake process from a maze into a straight line
- **Intelligent:** Automatically updates and customizes milestones for individual student needs

Program Picker (Also Available on Mobile App)

- **Best-Fit Program Selection:** Powerful algorithm combines students' interests, availability, academic needs and goals to suggest best-fit programs
- **Side-by-side comparison:** Provides key program information, including employment information, classes, tuition costs, typical salary, and financial aid eligibility to drive more informed student decision-making

Navigate Student - Planning & Scheduling



Supporting Clear Pathway and Best Fit Schedule

Intelligent Academic Planning

Personalized Calendar

- **Collaborative Academic Plan Creation:** Updates with changing student preferences (part-time/full-time, program changes,) based on Guided Pathways curriculum.
- **Course Recommendation:** Providing the most efficient academic plan suggestions to students, offering a simpler way to select courses.
- **Flexible Term-to-Term Updates:** Track attempted, completed, and remaining courses, including transfer, pre- and co-requisite rules. Real-time updates
- **Student-Centered Overview:** Takes into account students' academic plan, commute, availability, online courses, and necessary study hours
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- **One-Click Registration:** Integration with PeopleSoft for student registration through Navigate platform.

1

Components of Navigate

2

Workflow Implications Review and Discussion

3

NOVA Implementation Timeline & Review

4

Navigate Live Demonstration

Reviewing Processes For Each Phase

Student and Administration Workflows

Academic Planning & Scheduling



Program course electives, build with Guided Pathways in mind or full choice?



Corequisites and Prerequisites, process for updating and keeping current?



Academic Curriculum Changes, timeframe and review for new students?



Timing and review of section updates?



Will students be required to plan with Navigate or phase for new?

Advising Workflow



Where will Advisors take notes or provide reports?



What tools are expected to be used during an advising session?



How are students and Advisors scheduling appointments, both can schedule or only advisors?



How are advisors currently assigned to students? Update?



Responsibility for pro-active outreach stays with professional or faculty or mix model?

Getting the House in Order

College Leaders Sit Down With Arapahoe Faculty

Few on Campus See Value in Long List of Elective Options

75%

Percent of students enrolled in top 20 most popular courses




Faculty have idea of ideal courses to take for programs, but not systematized anywhere



Fight or Flight:

Behavioral economics research reveals importance of minimizing number of options to facilitate difficult choices

Making It Real for Faculty



ACC

ARAPAHOE COMMUNITY COLLEGE

ASSOCIATE OF ARTS – BUSINESS

Catalog Year

Student Name

Student ID Number

COURSE INFORMATION				COURSE AVAIL	
Subject	No.	Title	Credits	Fall	Spring
GENERAL EDUCATION COURSES:					
ENG	121	English Composition I	3	X	X
ENG	122	English Composition II	3	X	X
MAT	121	College Algebra, or	4	X	X
MAT	123	Finite Mathematics			
MAT	125	Survey of Calculus (or higher level Calculus course)	4	X	X
		Arts/Humanities GT-AH1-AH4	6	X	X
		History GT-H11	3	X	X
ECO	201	Macro Economics	3	X	X
ECO	202	Micro Economics	3	X	X
		Natural/Phys Science w/ lab GT-SC1	4	X	X
		Natural/Phys Science GT-SC1-SC2	4	X	X

1

Ask faculty to write an ideal schedule for first two terms of an Associate of Arts degree program

2

Discuss as a group why certain courses were chosen over others

3

Explain merits of streamlining academic plans to support on-time completion

Creating Clear Academic Pathways

Different Stages of Curricular Redesign Helped Garner Faculty, Staff Buy-in

How GSU Perimeter Created Pathways

3
Advisors

+

3
Weeks

=

G1

*First-gen
curricular map*

- ✓ **Minimal faculty input** in initial build phase
- ✓ Three advisors from centralized advising office **mapping existing curriculum**
- ✓ Each map contain **many general electives**


Faculty
Chairs &
Associates

+



Feedback
to update
for students

=

G2

*Second-gen
curricular map*

- ✓ Replaced general electives with **faculty recommendations** for success
- ✓ **Trained frontline advisors** with faculty and advising administration input

Lessons Learned



Train key leaders in project management and crucial conversations



Have planned meetings to review and enhance maps



Host process mapping sessions to explain how maps should be used

Supporting Processes With Technology

Configuration and Workflow Decisions

Onboarding & Program Explorer



What are the steps to enrollment & in what expected order?



Will the student experience expect Navigate interaction by X step?



Where will students receive Navigate login information? Where will it be for easy access post 1st communication?



How will training staff to include Navigate and enrollment steps in conversations?

Communication



Market Navigate, so students have opportunities to use/know about it?



When will we include in Orientation or First Year Experience classes?



Sharing internal expectation and goals for adoption and use for reporting needs? Also process updates?



Creating campus culture for student success and Navigate?

Western Wyoming Community College



Communication and Utilization to Date

Western Wyoming Community College

- Rock Springs, WY
- 3,200 Students
- Joined Navigate in May 2015



Directing Students to Navigate



Acceptance Letter:
Generated and sent every 2 hours directing students to Navigate



Email Campaign:
Personalized emails sent on a weekly basis to students who have not logged into Navigate



Advising Support:
Dedicated time in advising appt. to review the student path and assist with academic planning

Navigate Utilization




Western Enrollment


38%

Percent of first time applicants who logged into Navigate

89%

Percent of those students who went on to enroll





Welcome to Pikes Peak Community College!

At Pikes Peak Community College, we believe becoming a student should be *simple*. That is why we are introducing [Navigate](#) - a personalized checklist to help with everything from completing financial aid, getting your student ID, and everything in between.

Even though the next semester seems like a long way away, log into Navigate today to make sure you are taking the necessary steps to ensure a successful start at PPCC.

[Log into Navigate!](#)

Have a Question?

[Email](#) or call 719-502-2000.

Onboarding Communication

Peaks Peak Community College welcome email to applied students

Steps For Adoption

1. Every applied student receives notification to login to Navigate
2. If a student has not applied for FAFSA or has not registered they will receive weekly to their personal email

Early Results

- More than half of current enrolled students used Navigate to prepare for Day 1.
- Enrollment is up 2%+ across all populations

- 1 Components of Navigate
 - 2 Workflow Implications Review and Discussion
 - 3 **NOVA Implementation Timeline & Review**
 - 4 Navigate Live Demonstration
-

Overall Project Plan for Implementation – NOVA

Phases & Deliverables across Project Timeline

Navigate Project Timeline

June 2017

July 2017

January 2018

March 2018

Planning

Designing and Building

Training and Testing

Launch

Representative Activities:

- Determine leadership team and commence bi-weekly leadership calls with EAB and VCCS
- Schedule and complete kickoff onsite to map institutional processes and surface workflow decisions

Representative Activities:

- Review consultant opportunity assessment from kickoff findings
- Begin onboarding and advising Navigate configurations aligned to NOVA's overall strategic priorities

Representative Activities:

- Run student user experience sessions to ensure Navigate content provides the best student experience
- NOVA-wide advisor and staff trainings on Navigate Student and Campus led by EAB and NOVA designated specialists on each campus

Representative Activities:

- Launch Navigate Student and Campus with all students and staff
- Monitor key utilization and value metrics aligned with NOVA's strategic goals
- Identify best practices and areas for improvement

Key Onsites: Kickoff

Opportunity Assessment

User Experience Testing; Advisor Training

To Be Determined

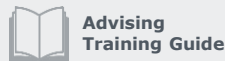
Major Member Deliverables



- Onboarding performance [Assessment](#)
- Identify major barriers to enrollment for focus during change management



- Step-by-step work plan outlines key tasks, owners, and due dates for [timely platform configuration](#)
- Real-time updates on Box



- [Advising manual](#) outlining expectations and staff and student workflows in Navigate



- [Mass marketing toolkit](#) includes email templates, promotional posters, etc.
- All materials customizable to each member campus

Designing and Building: Onboarding

Configuration and Workflow Decisions

Onboarding & Program Explorer Functional Decisions & Requirements:

- *NOVA Leadership Team to confirm MyPath Events*
- *NOVA Build Teams to edit VCCS MyPath content and create new content tied to NOVA onboarding processes*
- *NOVA Build Teams to identify and configure Navigate Topics*
- *NOVA Build Teams to confirm MyPath Notifications*
- *NOVA Build Teams to update all active Program Descriptions*
- *NOVA Build Teams to map Navigate Interest Areas to active NOVA programs*

Onboarding & Program Explorer Workflow Decisions & Requirements:

What are the steps to enrollment & in what expected order?

Will the student experience expect Navigate interaction by X step?

Where will students receive Navigate login information? Where will it be for easy access post 1st communication?

How will training staff to include Navigate and enrollment steps in conversations?

Designing and Building: Academic Planning

Configuration and Workflow Decisions

Academic Planning Functional Decisions and Requirements:

- *NOVA to update and confirm all academic plans in PeopleSoft*
- *NOVA to ensure that course groups do not have more than 7 courses*
- *NOVA to update all course pre-requisites and co-requisites*
- *NOVA to update all course descriptions*

Academic Planning Workflow Decisions and Requirements:

Program course electives, build with Guided Pathways in mind or full choice?

Corequisites and Prerequisites, process for updating and keeping current?

Academic Curriculum Changes, timeframe and review for new students?

Timing and review of section updates?

Designing and Building: Advising

Configuration and Workflow Decisions

Advising Functional Decisions and Requirements:

- *NOVA to map student services and locations for appointment scheduling*
- *NOVA to review VCCS case management recommendations configure alert and case management workflow*
- *NOVA to review VCCS progress report recommendations and configure the reports in Navigate*
- *NOVA to define and configure user roles and permissions*

Advising Workflow Decisions and Requirements:

Where will Advisors take notes or provide reports?

What tools are expected to be used during an advising session?

How are students and Advisors scheduling appointments, both can schedule or only advisors?

How are advisors currently assigned to students? Update?

Responsibility for pro-active outreach stays with professional or faculty or mix model?

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-



Process Mapping: Advising

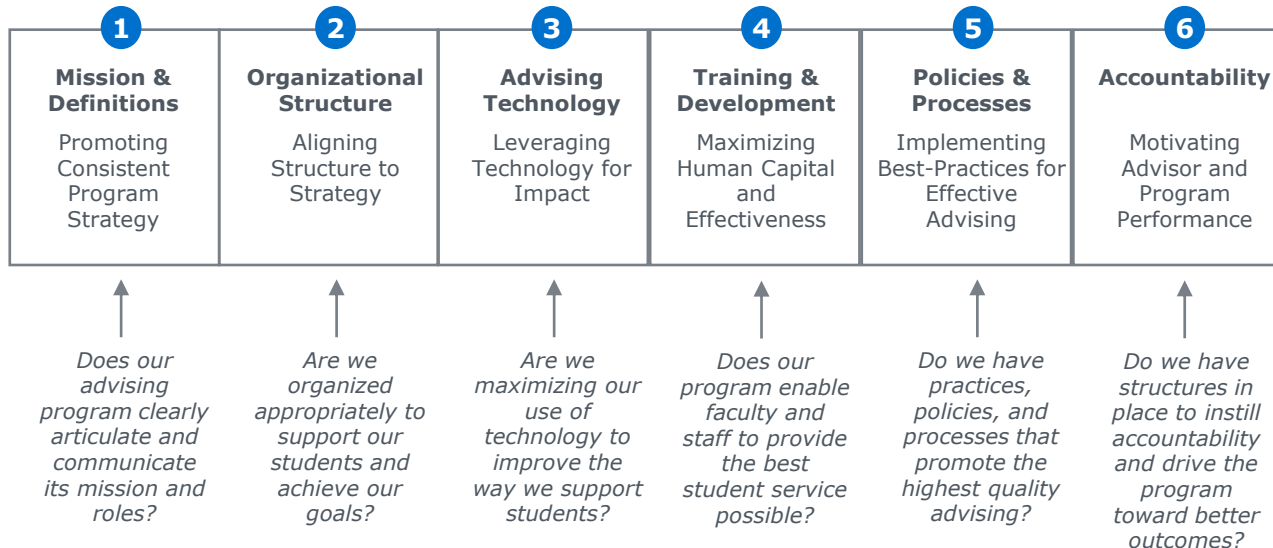
Review of Current and Ideal Advising Organization



Reflecting On Your Advising Program Strategy

Understanding the Advising Operations & Structure

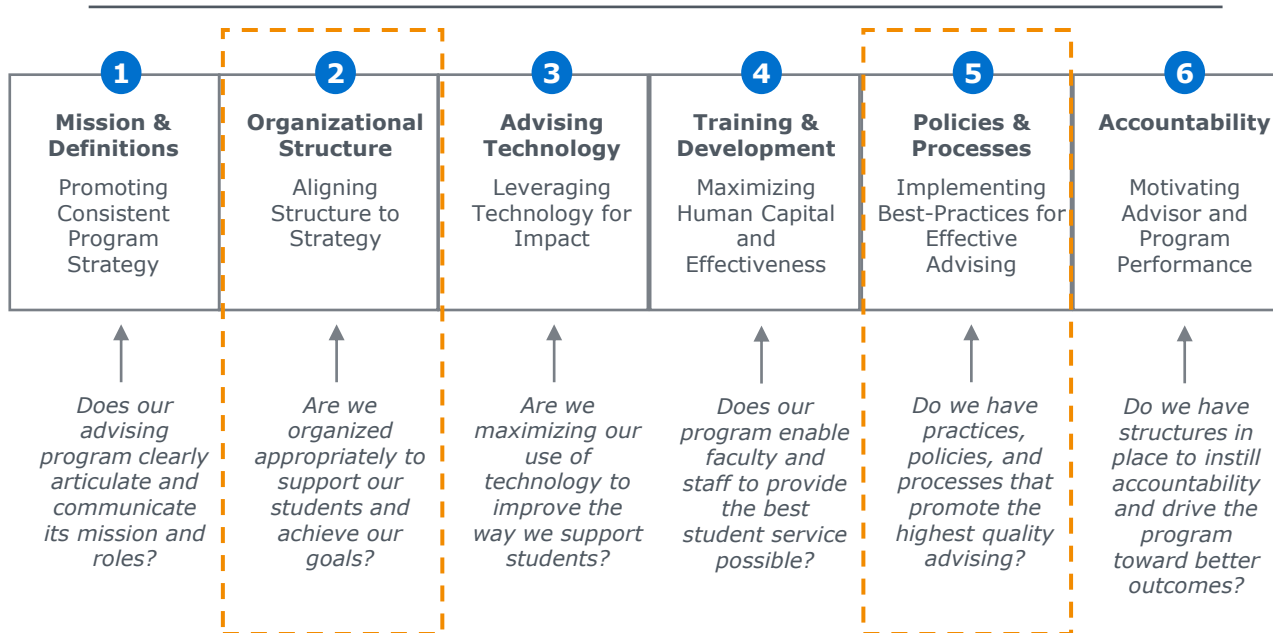
Six Areas of Evaluation



Reflecting On Your Advising Program Strategy

Understanding the Advising Operations & Structure

Six Areas of Evaluation



1

Coordinate Structure

Continued learning & Implementation structure

Determine which processes need decisions with priority. Work with NOVA for additional build team and leadership learnings.



2

Opportunity Assessment

Function specific needs & workflow definitions

Begin clear workflow definitions and processes. Create training and implementation timelines for roll-out strategies.



3

Build & Implement

Integrating Technology

Build and execute on process changes and support structures. Work against priority of updates and needs for NOVA strategy.

