



EAB Navigate

President's Cabinet

May 10, 2022

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)
6. One-Click Registration Roadmap - Handout (Antonio, Monica)
7. 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 Accomplishments & Lessons:

- Results of our Early Alert Pilot - Spring 2022 Progress Report Campaign
 - > Early Alerts received - 116
 - > Cases Opened during Campaign – 81
- Early Alert Details of the 116 alerts received
 - > Class Attendance/Punctuality – 35
 - > Refer to Tutoring (ASAC) – 52
 - > Refer to Academic Counseling – 29
- Intervention – Yolanda Haro made contact with 81 students via email and phone to ensure they attended the service referred
- Kenny Yen and Yolanda Haro “Closed the Loop” with 11 faculty who created the 81 cases for students
- Lessons Learned – Although we contact them it does not mean we get a response; text messaging is the most efficient form of communication; emails and phone are the least effective



ACADEMIC PLANNER

- Academic Planner = the course guide for student registration based on student's defined major and is linked to Guided Pathways maps and shows a term-to-term enrollment plan
- Academic Planner is NOT linked to DegreeWorks. Current issue: newest platform for DegreeWorks is not user friendly and is currently being tested
- Academic Planner is not as robust as DegreeWorks but may be the primary option we have to use with students going forward [counselors and Admissions staff can still use functions of DegreeWorks but may no longer be useful to students]
- Summer 2022: focus groups with students to determine ease of use of the planner with operations like IGETC patterns
- Fall 2022: counselors will be trained on how the Planner will work



NAVIGATE STUDENT - EXPLORE

- Explore: the communication tool with students – what they first see when they log on to Navigate
- The workgroup is working on the following functions:
 - > **To-Do's:** 4 groups ARISE, EOPS, MMI, and Promise +Plus will provide custom To-Do's for the Summer 2022 soft launch
 - > **Holds:** We will include only registration holds for now
 - > **Academic Resources:** was renamed and titled Tutoring Services
 - > **Tutoring:** will be in its own resource section
 - > **Canvas Link:** students can easily get to Canvas from Explore
- Video for students on using Explore will be developed

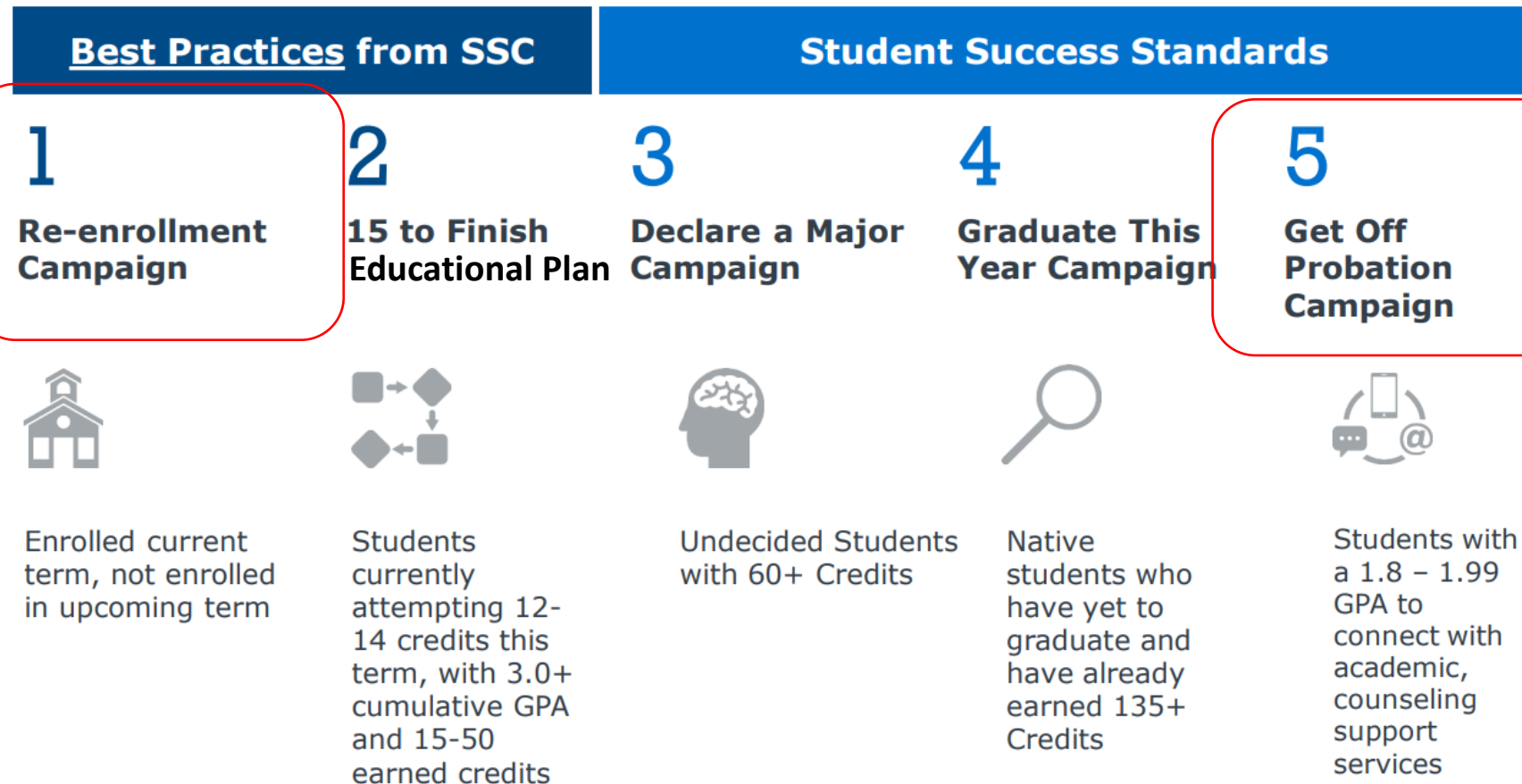


MOBILE APP

- Navigate Mobile App: a direct method to connect with functions of Explore
- Pilot “go live” with Mobile App Summer 2022 with select programs
- Enables students to immediately access:
 - > The student’s class schedule
 - > View holds
 - > Information about declared major
 - > To Do List
 - > Links to campus services

ADVANCE SEARCH/CASELOAD MANAGEMENT

Completion Center Success Initiative



ADVANCE SEARCH/CASELOAD MANAGEMENT

ARISE Re-enrollment Campaign:

- 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

ADVANCE SEARCH/CASELOAD MANAGEMENT

Get Off Probation Campaign:

- The Counseling Department, Probation and Dismissal team led by Dr. Julie Perez-Garcia was interested in providing interventions for students who were enrolled in Fall '21 and Spring '22 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
 - > All the students attended the appointments scheduled
 - > After the second term grade roll we will run a report to check for GPA improvement



RESOURCES & SUPPORT STRUCTURE

- Current structure: “collaborative” – no one person/department is in charge
- Exponential growth in responsibilities, functions, coordination
- Resources: in-kind support provided through IT, Counseling, Research, Instruction
- EAB Contract: paid through SEAP funding
- Administrative support/coordination: 1 FTE Coordinator (reporting through Counseling); Business Analyst (reporting through IT) and Systems Analyst (reporting through Counseling)
- Complexity of work continues – need for administrative oversight
- Navigate is a student-facing system to communicate and enhance student success
- Unmet need: Full time functional administrator in Student Services to oversee all aspects of Navigate functionalities. Will request through NRA process.



Thank you!!!

- Q and A
- Final Thoughts

Upgrade	Student Upgrade	Banner Module (25)	Banner DB Upgrade	DB Upgrade	Student APIs
Status	<i>Completed</i>	<i>In Process</i>	<i>In Process</i>	<i>In Process</i>	<i>In Process</i>
Proposed Timeline	<ul style="list-style-type: none"> • PROD – February 13 	<ul style="list-style-type: none"> • UPGR – May 10 • PPRD – May 16 • PROD – May 22 	<ul style="list-style-type: none"> • PPRD – May 12 • PROD – May 29 	<ul style="list-style-type: none"> • PPRD – May 19 • PROD – June 17 	<ul style="list-style-type: none"> • PPRD – May 19-30 • PROD – July 8
Impact	Registration Blackout May 1 – May 21			DW Upgrade – June 3 Finals Week – June 6-10 Grades Due - June 16 Summer Term – June 20	July 4th Holiday Weekend
System Downtime			<p>The following systems/applications will be unavailable during the outage:</p> <ul style="list-style-type: none"> • Banner 9 Admin Pages • Faculty/Staff Self Service (Benefits, Pay Stubs, Time Reporting, etc.) • Student Self Service (Online Payment, Registration, Grades, etc.) <p>Expected Outage: 4-6 hours</p>	<p>The following systems/applications will be unavailable during the outage:</p> <ul style="list-style-type: none"> • Banner 9 Admin Pages • Faculty/Staff Self Service (Benefits, Pay Stubs, Time Reporting, etc.) • Student Self Service (Online Payment, Registration, Grades, etc.) <p>Expected Outage: 4-6 hours</p>	<p>The following systems/applications will be unavailable during the outage:</p> <ul style="list-style-type: none"> • Banner 9 Admin Pages • Faculty/Staff Self Service (Benefits, Pay Stubs, Time Reporting, etc.) • Student Self Service (Online Payment, Registration, Grades, etc.) <p>Expected Outage: 4-6 hours</p>