

President's Cabinet
EAB Navigate – Presentation
Agenda

September 28, 2021

I. Mobile App (Francisco & Monica)

- a. Email to 7,600 First time Mt. SAC Students by October 1
- b. Survey was developed to gather data regarding Fall 2021 Registration - Analytics
- c. STEP and Summer Bridge = Promise+Plus (Personalized Letter)
- d. Students will view Explorer – To-Do, Resources, Calendar, and Class Schedule

Critical Issues – gather data on student's interest in Mobile App

II. Early Alert System (Francisco & Lance)

- a. Presented the Early Alert System at Flex Day – August 20
- b. Meeting on Friday, October 1 – Faculty establishing Early Alerts/Cases and Positive Alerts

Critical Issues – Identify recipients of Alerts and Training to ALL Faculty

III. Planner (Francisco & Caron)

- a. Matching our Guided Pathways MAP's to Navigate Planner
- b. Formatting the Planner to meet several expectations, GPS, AB705 mandates (i.e. English and Math completion in the 1st Year), and SCFF

Critical Issues – Navigate Planner system is not flexible and does not meet the needs of Mt. SAC Guided Pathways MAP's

IV. One-Click Registration (Monica & George)

- a. Waitlist – testing with EAB
- b. More tech support – working session is being planned between EAB PROD team and Mt. SAC IT and A&R

Critical Issues – continue to test Add Codes and Drop scenarios that continue to be issues impacting Admissions and Records and IT

V. Caseloads/Cohorts (Francisco & Caron)

- a. Cohorts groups have been identified on Banner and are being moved to EAB Navigate – except those with confidential groups such as ACCESS and Rising Scholars
- b. Cohorts from Instruction and Student Services will need to be reviewed as ACTIVE or Non-ACTIVE participants – Cohorts have been developed that may not need to be populated to EAB Navigate
- c. Launching small pilot groups such as EOPS and Arise – begins in October 2021

Critical Issues – training to ALL groups is challenging and to solve this we are planning a Summit – The Summit will address entering data into Banner, cohort utilization, Advance Search tool, and Communication

VI. CONNECTED 21 – November 3-5, 2021 (Virtual Conference)

EAB Navigate Planning Timeline

		Proposed Timeline					
		Fall 2021	Winter 2022	Spring 2022	Summer 2022	Fall 2022	Winter 2023
Critical Tasks/Issues	Navigate Tasks						
1) Get a list of all first time fall 2021 students including Summer Bridge and Promise Plus - Completed 2) Create the intake survey and add to Navigate - Completed 3) Open the portal to these students - Completed 4) Email to be sent to students by October 1 - Pending	Mobile App	Pilot				Go Live	
1) On Friday, October 1 Faculty will be introduced to the Navigate system and Early Alert; Faculty will learn about the Alerts/Cases and Positive Alerts. - Scheduled 2) Review and approve the Alerts/Cases and Positive Alerts recommended by the Faculty; Identify 12-14 Alert options and 4-6 Positive Alerts. 3) Identify recipients of referrals by each Alert location recommended by the Faculty (i.e. Tutoring Centers, Counseling, Basic Needs); In short, who does the Alert go to? Basic Needs for example would be Rigo Estrada. 4) Train Faculty on placing Alerts and how the system works; Attend Department Meetings and provide POD Workshops to promote and train Faculty on doing Alerts.	Early Alert/ Positive Alerts		Pilot	Go Live			
1) Establish the Planner to match the Guided Pathways MAP's developed by Instructional Faculty and Counselors. 2) Seek new recommended options such as the Auto-Loader to match our GPS MAP's. 3) Place English and Math courses on the top portion of the Planner to prioritize and ensure we meet the AB705 legislation.	Academic Planner				Pilot	Go Live	
1) Follow up on the system testing for Waitlist 2) Turn on the Add code feature so that A&R can test the process. 3) Turn on the payment link to test billing 4) Final User Acceptance from A&R once all issues have been fixed. 5) Focus group with students for registration 6) Create detailed videos for the new registration process 7) Marketing material for the new registration system 8) Set the go live date and give IT time to configure the portal. 9) EAB help desk - For Planning and Registration	One-Click Registration				Pilot	Go Live	
1) A list of all cohorts/attributes in Banner have been identified. 2) Instruction and Student Services need to identify interested cohorts to be in EAB Navigate; Confidential cohorts such as ACCESS and Rising Scholars will be left out due to discriminatory issues. 3) A form has been created to provide access rights based on role/responsibility as staff, faculty, and management. 4) Each individual based on role/responsibility will be authorized different accessibility in Navigate; the access will mirror our current Banner and other program processes. 5) Mt. SAC Navigate Summit is being organized to introduce and provide an overall training and understanding of Cohort usage, Advanced Search functions (intentional services), Communication capabilities (i.e. nudges, email, text), and a Student Engagement Starter Kit. 6) Individual training to each of these groups will also be provided.	Caseloads/Cohorts and Advanced Search	Pilot	Go Live				

Early Alert System - EAB Navigate

Facilitators: Monica Cantu-Chan, Francisco Dorame,
Caron Gomes, and Lina Soto





Zoom Session Etiquette

- Mute your microphone. Help keep background noise to a minimum and mute your microphone when you are not speaking
- Be mindful of background noise
- Position your camera properly
- Limit distractions
- Avoid multi-tasking
- Keep chat area conversations related to the presentation
- Use the Zoom controls to raise your hand or to vote

A vertical strip on the left side of the slide shows a mountain landscape at dusk. The mountain peaks are visible in the background, and the foreground shows some vegetation. In the middle ground, there are city lights and what appears to be a parking lot or a road with some structures.

Goals/Objective

- Provide an understanding of what EAB Navigate is
- Provide an overview of what Early Alert System does
- Understand from Faculty the needs for successful implementation of EAB Navigate Early Alert system
- Provide understanding on how EAB Navigate Early Alert Impacts student equity at Mt. SAC



Introduction on Mt. SAC Navigate

- General Overview of EAB Navigate;
- Student comprehensive support, interactive, and action-based system
- Mt. SAC Navigate Features:
 - Explorer – To-Do List; Nudges (messaging); Resources; Calendar; and Class Schedule
 - Planner – GPS MAP's; One-Click Registration; and One-Click Payment (fees)
 - **Early Alert – Help faculty easily identify risk indicators and ensure early alerts are met with effective follow up plans for students**
 - Mobile App – Provides students on the go all the support required from their phone(s)



What will the Mt. SAC Navigate Early Alert system do for me?

- You have the ability to catch students early before they drop or get a bad grade
- Identify risk indicators or red flags (i.e. frequent absences, late or missing assignments) and have the ability to get students the help they need academically or personally
- Faculty will receive follow-up messages informing them on the status of the referral (student)



Addressing Equity and Student Success

- Design with Faculty at the Forefront
- Six Roles for Faculty Student Success
 - Addressing Curricular barriers to completion (reading, writing, textbooks)
 - Redesigning academic policies (prereqs, coreqs, advisories)
 - Evolving academic counseling models (GPS included)
 - Students dealing with extra challenges (food, housing insecurities, gender, mental health, tech and Wi-Fi access)
 - Enhance the learning experience (culturally relevant assignments, inclusive activities)
 - Flagging signs of student risk (when students struggle)
 - Mentoring at-risk student groups (referring to immediate support – student mentors, Canvas mentors, special programs)



Types of Early Alerts

- **Progress Campaign** – Weeks 2-6 faculty will receive a message asking if you know of any students who may be personally or academically struggling in your course/class
 - Alerts are faculty-initiated
 - Students will be referred to appropriate service need
 - Follow up will be provided to both student and faculty
- **Early Alerts** – faculty-initiated concerned about their student who may be personally struggling or noticed absences, change in classroom behaviors, missing assignments, expressed needs (i.e. homelessness, food insecure, mental health, etc.)

Student Feedback Request

Dear Professor Santacruz,

Between August 31 and September 11 you will be able issue an Early Alert for your students in the Fall Bridge program.

To Make Referrals

All you have to do is click the link below which will take you into Navigate to a list of all of the students enrolled in your Fall Bridge classes you are teaching. It will just take a few clicks for you to inform us of students who you are concerned about. If you want to refer any of your students, all you need to do is indicate "Yes" to refer, and then what referral you want to make. You will have the following choices:

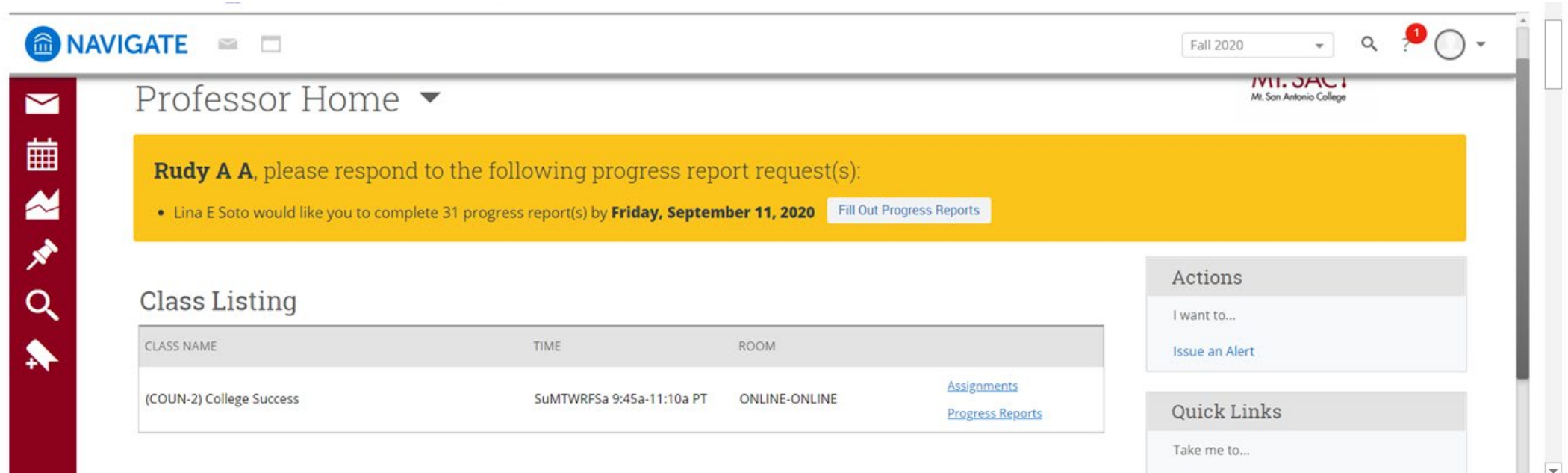

- Canvas Navigation Challenges
- Missing and/or Unsatisfactory Assignments
- Financial Aid Concerns
- Basic Needs Resources Concerns
- Class Attendance/Punctuality
- Limited Online Activity/Login
- Refer to Tutoring
- Refer to Counseling
- Refer to Accessibility
- Other (add additional information)

All folders are up to date. Connected to: Microsoft Exchange

100%

Progress Campaign

Progress Report Campaigns identify potential barriers to student success by utilizing faculty feedback. Below is an example of the email received when a campaign is launched



NAVIGATE Fall 2020

Professor Home

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

- Lina E Soto would like you to complete 31 progress report(s) by **Friday, September 11, 2020** [Fill Out Progress Reports](#)

Class Listing

CLASS NAME	TIME	ROOM
(COUN-2) College Success	SuMTWRF Sa 9:45a-11:10a PT	ONLINE-ONLINE

[Assignments](#)
[Progress Reports](#)

Actions

I want to...
[Issue an Alert](#)

Quick Links

Take me to...

You can also submit progress reports from the platform from the **Professor Home** page. The link leads to the same feedback form.

MT. SAN ANTONIO COLLEGE

NAVIGATE

Terms Fall 2021 LH

Professor Home

Class Listing

CLASS NAME	TIME	ROOM
(ADJU-68) Admin Justice Rpt Writing	F 8:00am - 10:35am PT, F 10:45am - 12:15pm PT	28B-206, 28B-206

Students In My Classes

Actions ▾			
<input type="checkbox"/>	INDEX	STUDENT NAME	COURSE(S)
<input type="checkbox"/>	1	Alcaraz, Brenda	ADJU-68-22960

Actions

I want to...

[Issue an Alert](#)

Quick Links

Take me to...

[School Information](#)

Mt. SAC Navigate Early Alert

Professor Home Screen

On the Professor Home screen, you will see a list of your current courses. (The example image is of Lance Heard. He is teaching one course this Fall term.)

MT. SAN ANTONIO COLLEGE

NAVIGATE

Terms: Fall 2021

(ADJU-68) Admin Justice Rpt Writing F 8:00am - 10:35am PT, F 10:45am - 12:15pm PT 28B-206, 28B-206

Quick Links

Take me to...

School Information

Students In My Classes

Actions

Send Message

Issue Alert

	STUDENT NAME	COURSE(S)
<input type="checkbox"/>	1 Alcaraz, Brenda '	ADJU-68-22960
<input type="checkbox"/>	2 Benn, Michael Eliza	ADJU-68-22960
<input type="checkbox"/>	3 Bustamante, Eric '	ADJU-68-22960
<input type="checkbox"/>	4 Curry, Maya '	ADJU-68-22960
<input type="checkbox"/>	5 Farid, Makram Misheal	ADJU-68-22960
<input type="checkbox"/>	6 Garcia Duarte, Maria G	ADJU-68-22960

Mt. SAC Navigate Early Alert

Issuing an alert

To issue an alert, check the box next to the student's name and then select "Issue Alert" from the Actions drop-down menu



Mt. SAC Navigate Early Alert

“Please select the reason . . .” offers a menu of options. Select the appropriate reason from:

“Is the alert associated with a specific class?” offers a menu of that student's current courses. Select your course from this menu.

“Additional Comments” is an opportunity to share information with the student's counselor, to help them better serve the student's needs. Remember, care unit members will be able to see these comments, but the alert process does not present these comments directly to students. Still, students do have the right to request to read these comments as part of their official student record. When you are done, click “Submit”



Q and A



Thank You...

- For attending this presentation
- For your engagement.
- For your greatly appreciated feedback. Please submit the electronic evaluation form that will be available in the chat and sent to you in a follow up email.