EAB NAVIGATE UPDATE – PRESIDENT'S CABINET 11.29.22

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BACKGROUND AND HISTORY

- Mt. SAC successfully implemented DegreeWorks (Mountie Academic Plan) in 2009-2010

- A solution to improve student communication and to provide students with up-to-date access showing their completion status (dashboard on progress) was desired

- Research was conducted, visitation to Pike's Peak Community College in November of 2018 was made (reps from IT, Research, Student Services, Instruction) and several presentations from EAB representatives resulted in a contract with EAB beginning in the Spring of 2019

- Coordinating meetings, trainings, testing, and interactions with EAB have been ongoing
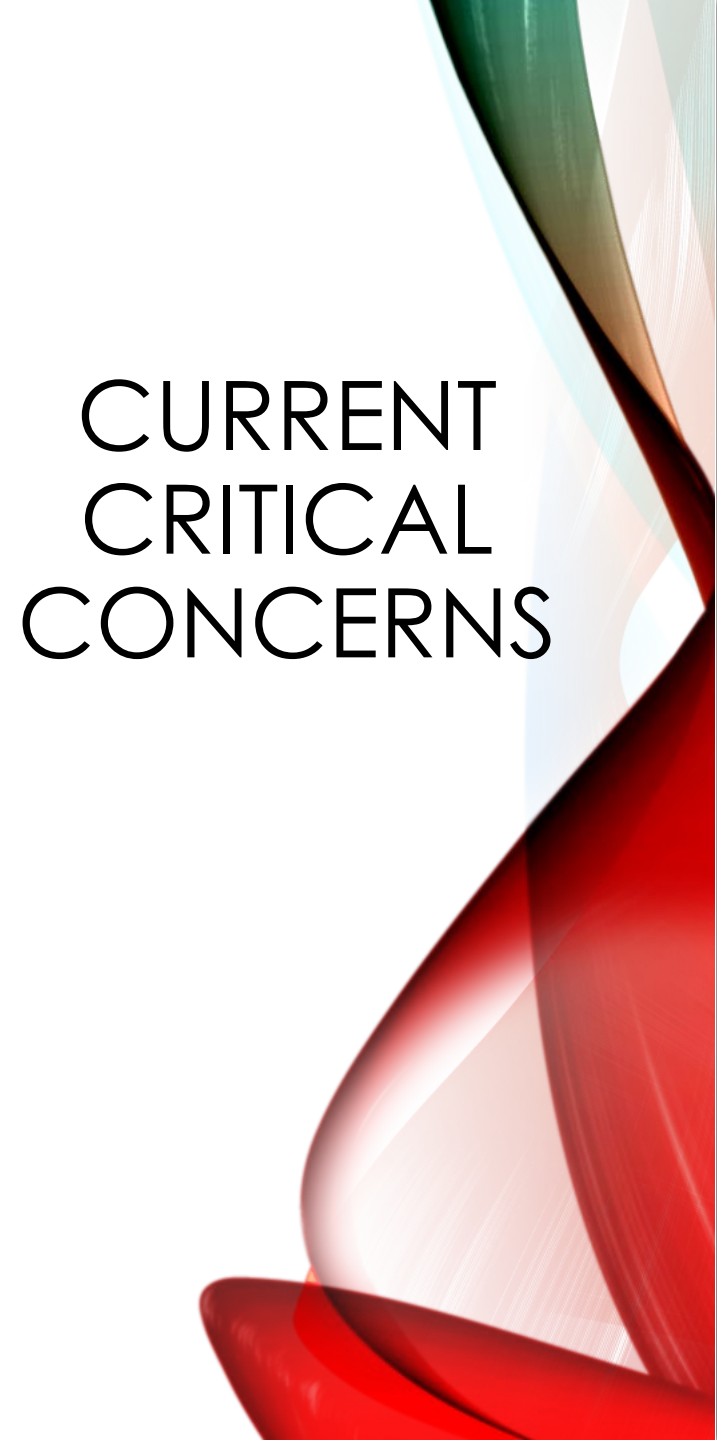
MAIN FUNCTIONS OF NAVIGATE

- **Early Alert**: faculty submit status reports (positive progress and cautionary alerts/referrals for service); counseling staff routes and follows up with students; referrals forwarded; feedback loop to faculty initiated

- **Academic Planner**: the EAB version of DegreeWorks mostly listing of required courses; integrated the Guided Pathways MAP's developed by faculty and counselors

- **One-Click Registration**: a course registration system that aligns courses in the Academic Planner with course availability and a "click" function to register in specified courses

- **Campaigns**: massive communication to groups (faculty; students) of a critical nature

- **Advance Search**: ability to monitor and track students and outcomes through identifying criteria (caseload management)

- **Nudge Messages/Explore App**: a system to regularly

CURRENT STATUS REPORT OF NAVIGATE IMPLEMENTATION

- **Early Alert:** A purposeful roll-out has been implemented with faculty in English, math, and natural sciences. Referrals may be made for tutoring (ASAC, STEM Center), counseling, Basic Needs, Student Health, Behavioral Wellness, attendance and course issues, and positive messages/kudos. Faculty participation has been limited to date.

- **Campaigns:** A spring 2020 campaign was initiated to reach non-responsive students during the Spring 2020 campus shift to 100% online instruction. An enrollment campaign was initiated for Fall of 2022 which resulted in a 21% enrollment of targeted students who were contacted.

- **Explore App/Nudge Messages:** Piloted with Bridge and STEP into College, and Promise +Plus students summer of 2021 and 2022

- **Advance Search:** Implementation efforts currently with EOPS, Arise, Rising Scholars, MMI, some counselors (with Liaison assignments)

CURRENT CRITICAL CONCERNS

- **Academic Planner:** No connection with DegreeWorks. Current catalog must be scribed directly into Academic Planner to be current. Counselors will need to use both DegreeWorks and Academic Planner. Academic Planner is necessary for One-Click Registration. DegreeWorks will still be used for Grad Check function.

- **One-Click Registration:** Delays from Navigate, and IT workload to implement APS have impacted the ability to fully test the functionality.
  - NO COMMUNITY COLLEGE in California has implemented One-Click Registration.
  - EAB Support is minimal; their responsiveness inconsistent
  - The timeline to implement requires that the new academic year's catalog be completed in early Spring so that it can be scribed into the Academic Planner.
  - Critical decisions about changes to the Wait List function need to be decided (does not work like our current system)

DEMONSTRATION: ADVANCE SEARCH

- **Capabilities:**
  - Compile group/program data/statistics – ability to provide a profile of the program instantaneously (#s of students; status of students, identifying criteria, success factors)
  - Ability to create lists/identify students based on critical factors (success as well as in danger)
  - Ability to send individual and group messages to identified students
  - Ability to measure/track outcomes and interventions

- **Considerations**
  - Controlled access/confidentiality
  - Interface with campaigns and nudge messages/Explore
  - Mostly based on email communication, requiring students to regularly view their Mt. SAC emails

DEMO

- Academic Planner
- Drag/Drop View
- One-Click Registration – review Add/Drop
- Waitlist Overview

TIMELINE CONCERNS

- **Launch of One-Click Registration/Academic Planner for Summer 2023**
  - Summer registration begins mid-May
  - Testing would need to be completed by January 2023
  - Staff training would take place February-April
  - Written registration instructions developed and posted by April 2023
  - 2023-24 catalog updates would need to be received in March-April 2023
- **Other Factors**
  - 2 registration systems would be initiated and maintained simultaneously
  - Workload expectations on IT and Student Services
  - New students would be directed to One-Click
  - Continuing students would have the option to use One-Click or Banner
  - EAB tech support would need to increase significantly to make One-Click Registration viable

CRITICAL DECISION: TO ONE-CLICK OR NOT TO ONE-CLICK

- <u>Team Recommendation</u>: Due to numerous delays in testing the systems and concerns about the viability of the system, lack of timely and adequate support and technical assistance from EAB, plus the pressures to resolve institutional concerns, and the potential negative impact on enrollment, **it is recommended that we NOT implement One-Click Registration** and re-negotiate the contract with EAB to exclude One-Click Registration and Academic Planner functions.

- Advance Search, Early Alert, Explore App/Nudge Messages would continue.