



NAVIGATE

-ing Student Success

Warhawk Success Conference

February 24, 2023

Nathan Callope, Navigate Administrator

Jessica Stein, Assistant Director, AAEC



University of Wisconsin
Whitewater

Navigate - What Does It Do?



- Appointments
- Success Team
- Interventions
- Note Documentation
- Analytics & Data
- Student App







Active Navigate Units

- Academic Advising
- Financial Literacy
- First Year Experience
- Pathway for Success
- Probation & Academic Standards
- Reference Librarians
- Student Activities & Involvement
- Student Diversity, Engagement & Success
- Student Success Coaching
- Tutoring
- University Housing

How Can it Help Address Barriers to Success?

- Common post-pandemic barriers:
 - Social Disengagement
 - Mental Health
 - Academic Preparedness
- Transitioning to College
- Collaboration & Coordination

Your Success Team

-  **Lade, Jeremy**
Advisor

-  **McStudentson, Student**
Peer Mentor

-  **Warhawk, Suzie**
Complex Director


How Do We Do It?

- Early Interventions
 - Alerts & Progress Reports
 - Surveys
- Wraparound Support & Connections
 - Campaigns, Alerts, Accessible Appointments, Success Team
- Student App
 - Study Buddies, To-Dos, Appointments, Major Explorer, Resources
- Data & Analytics
 - Support needs, Predicted Influencers, Success Markers



Early Interventions - Alerts

- How do they work?

uww.campus.eab.com

The screenshot displays the 'Staff Home' interface on the University of Wisconsin - Whitewater campus.eab.com website. The top navigation bar is purple and contains the text 'UNIVERSITY OF WISCONSIN - WHITEWATER'. Below this, there is a 'NAVIGATE' section with icons for home, appointments, and a notification icon with a '9+' badge. A 'Quick Search' box is also present. The main content area is titled 'Staff Home' and features a sidebar with icons for home, appointments, and a notification icon. The main content area has a header with 'Staff Home' and a dropdown arrow. Below this, there are tabs for 'Students', 'Appointments', 'My Availability', 'Appointment Queues', and 'Appointment Requests'. The 'Students' tab is active, showing 'Assigned Students'. There are three dropdown menus: 'List Type' set to 'Assigned Students', 'Term' set to '2023 Spring Term (De...', and 'Relationship Type' set to 'All Relationship Types'. At the bottom, there is an 'Actions' dropdown menu. A yellow arrow points to the 'Issue an Alert' button in the 'Actions' menu.

UNIVERSITY OF WISCONSIN - WHITEWATER

NAVIGATE

Quick Search

Staff Home

Students Appointments My Availability Appointment Queues Appointment Requests

Assigned Students

List Type: Assigned Students Term: 2023 Spring Term (De... Relationship Type: All Relationship Types

Actions

I want to...

[Issue an Alert](#)

[Upload Profile Picture](#)

ISSUE AN ALERT



Student



Please select a reason

Is this associated with a specific class?

Additional Comments

Please enter a comment.

At risk of D or F grade in course

Attendance and/or participation concerns

Financial Concern

Pathway for Success Student Concern

Positive Alert: Great contributor to campus community

Student plans to drop a course or withdraw from UW-W

Sudden decline in performance

Cancel

Submit

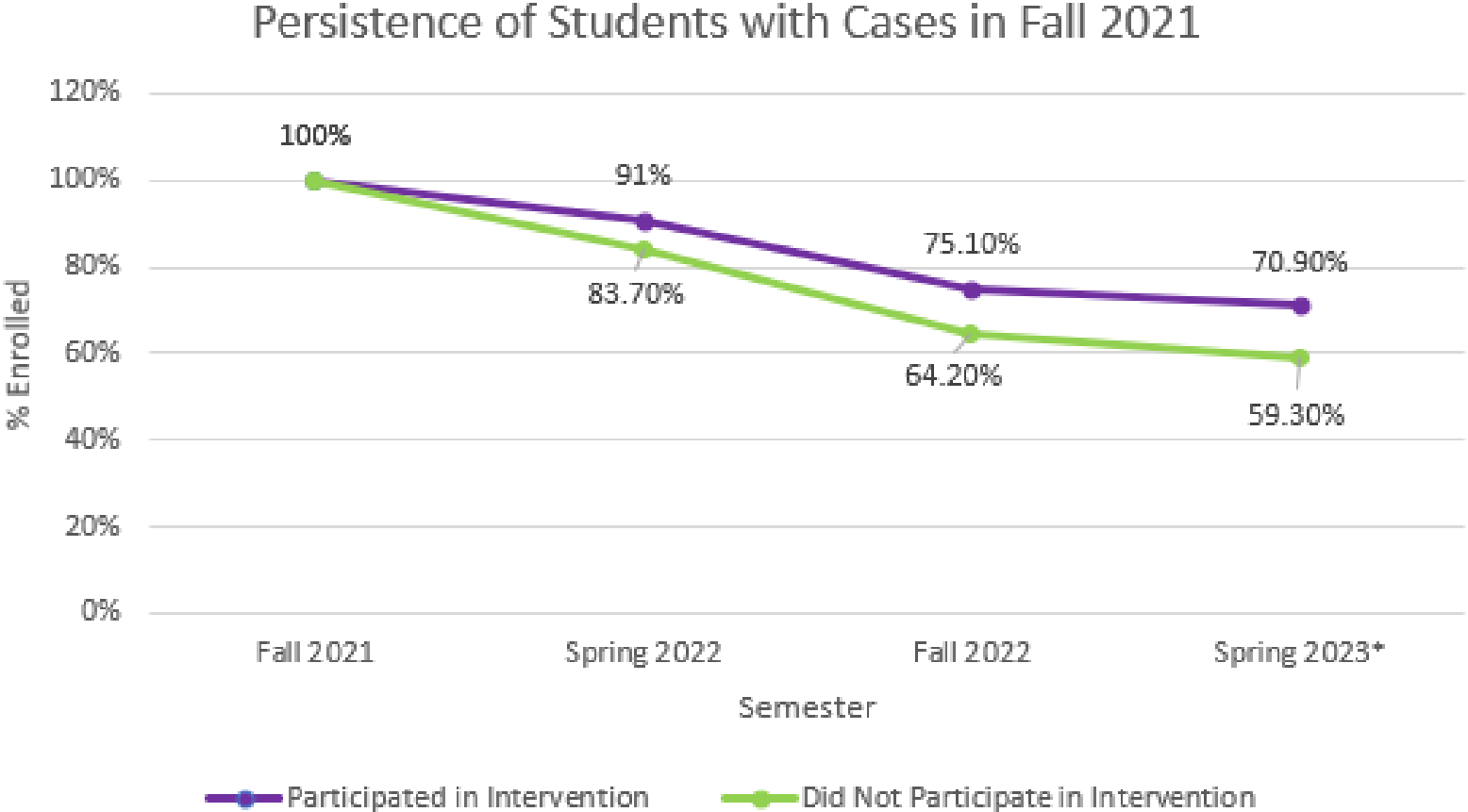


Early Interventions - Alerts

- What happens?
 - Passive interventions
 - Active interventions

Snapshot of Fall 2022 Alerts	
Total Alerts	2574
Total Cases	398
% Cases Closed in 1 Week	47.74 %
% Cases Closed in 3 Weeks	77.14 %
% Cases Resulting in Contact w/ Student	65.26 %

Early Interventions - Alerts



Early Interventions - Progress Reports

- What happens?
 - Timing
 - Who is involved?
 - Interventions

Fall 2022 Progress Reports



Created on:	10/10/2022
Evaluations Sent:	16274
Responses from Professors:	10053
Students Marked At-Risk:	1432

Surveys

- Intake Survey
 - All students on a yearly basis
- Warhawk Check-in Survey
 - New Students
 - Check-Ins for 3 more semesters

- ✓ *Sense of Belonging*
- ✓ *Peer Connections*
- ✓ *Academic Success*
- ✓ *Technology Usage*
- ✓ *Stress Management*
- ✓ *Financial Planning*
- ✓ *Basic Needs*
- ✓ *Involvement*
- ✓ *Resources & Support*

Surveys

Fall 2022 New Student Assessment

Survey Start Date: 09/19/2022

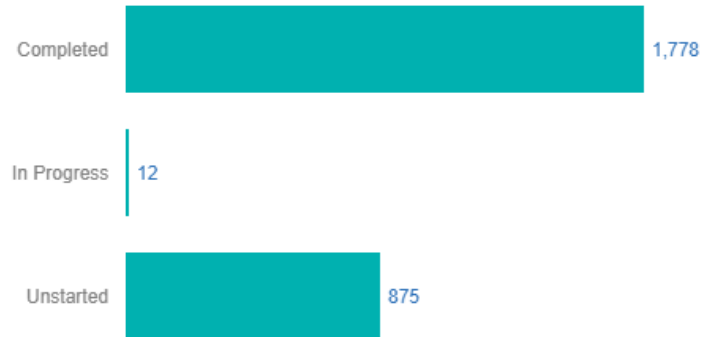
Survey End Date: 10/05/2022

Total Surveyed

2,665

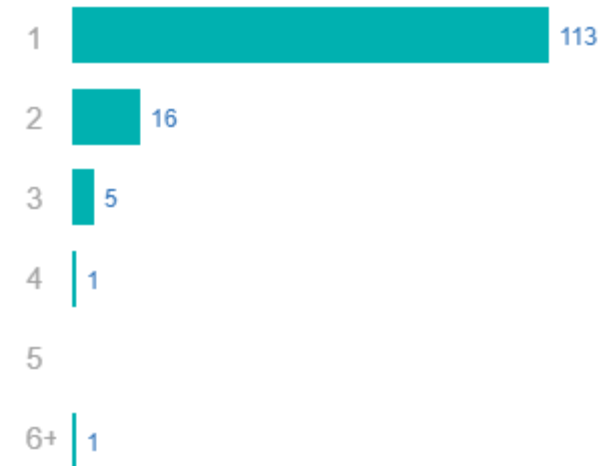
Response Rate

66.72%



Flags

Students



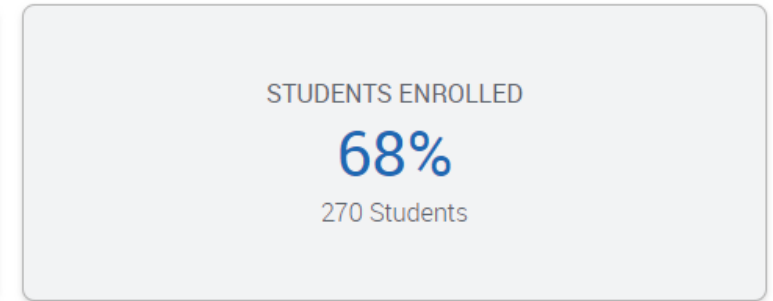
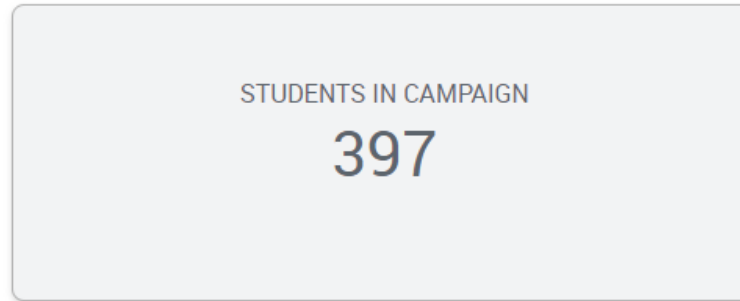
Survey Interventions

- Campus Resource Connections
 - App
 - Outreach
- Staff Outreach & Programming
 - Advising
 - FYE
 - Housing
 - Financial Literacy
 - Activities & Involvement
- Alerts
- CARE Team
- 1:1 Meetings
- Ability for Students to Ask for Help

Campaigns

- Appointment
- Enrollment

Enrollment Campaign



Nudge Metrics

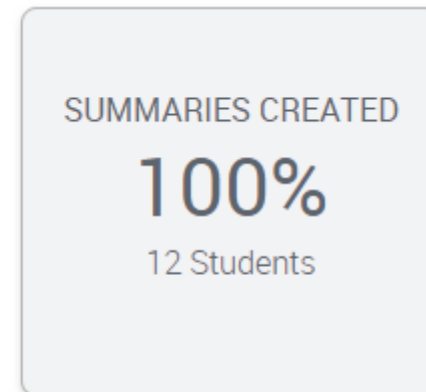
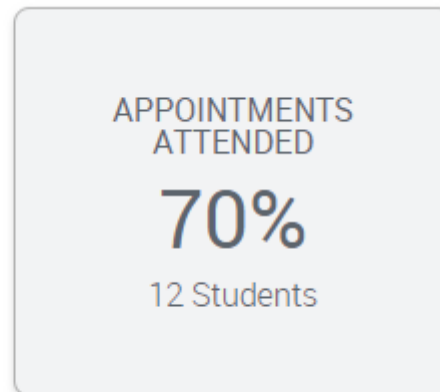
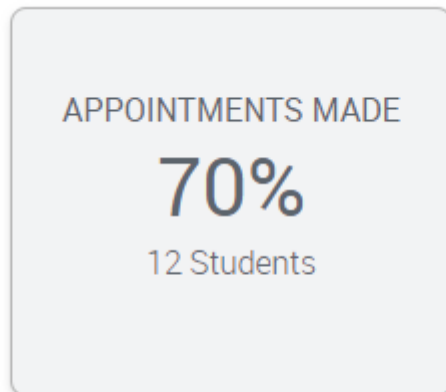
Scheduled Nudge

Send Date: 01/09/2023 **Subject:** Coming Back in Spring?

CLICK-TO-OPEN-RATE 90% ⓘ



Appointment Campaign



EXPLORE

- To-Dos
- Appointments
- My Docs
- Study Buddies
- Resources
- Surveys
- Notifications
- Holds
- Class Schedule
- My Major
- Favorites
- Help
- Account

Navigate Student App *(or desktop site)*

To-Dos and Events

Today Refresh + Add Personal To-Do

- ACADEMIC PLANNING**
Check out Academic Resources
Fri, Feb 17 to Fri, Feb 24 [View Details](#)
- Check in on your mental health**
Mon, Mar 6 to Fri, Mar 10 [View Details](#)

Show To-Dos from 02/21 to 03/21

Academic Support

[Academic Advising](#)

Your Academic Advisor is the person on campus who can help you select classes, t...

[Academic Advising & Exploration Center](#)

Whitewater Campus

The AAEC provides developmental academic advising to assist students with their ...

[Andersen Library](#)

Whitewater Campus

Students use the library for study spaces, printing, research assistance, and va...

[Campus Tutorial Services](#)

Whitewater Campus

Here you can find academic assistance in both small groups and one-on-one sessio...

Navigate Student App

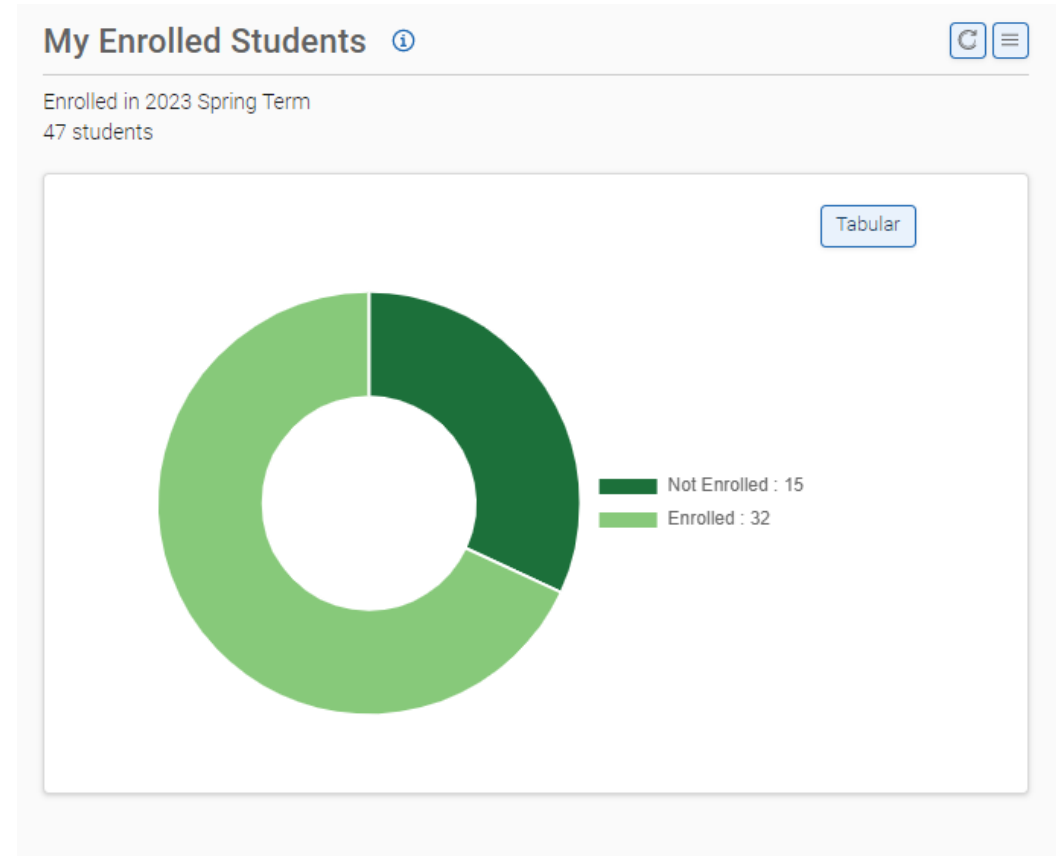
- Accessible Appointments
- Surveys
- Connecting Students to Supports
- Exposure to Campus Resources & Connections

*What type of appointment would you like to schedule?

- Activities & Involvement
- * Advising
- Library Research Help
- Probation & Academic Standards
- Student Diversity, Engagement & Success (SDES)
- Student Success
- Tutoring

Data & Analytics

- Supporting Students
 - Enrollment
 - Retention Predictor
 - Success Markers
- Intervention Effectiveness
 - Cases Data



Data & Analytics

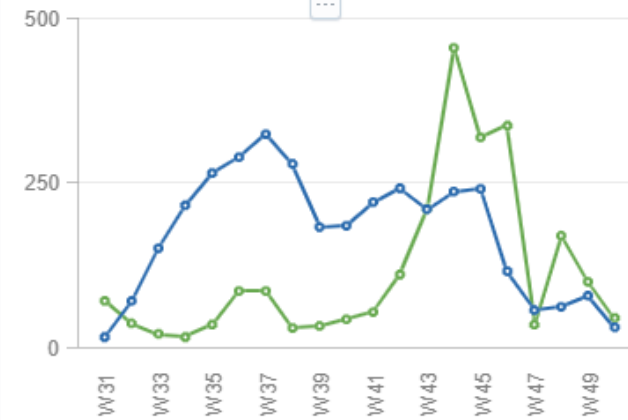
- Reports & Heat Maps
 - Staffing Needs
 - Office Activity

Attendance Heat Map By Day and Month

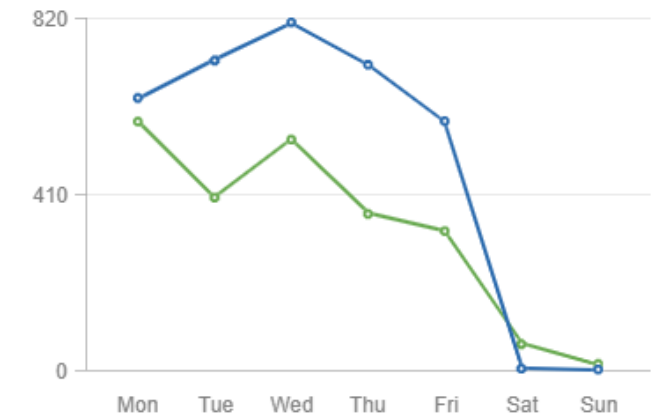
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Month	%	%	%	%	%	%	%
Aug							
Sep							
Oct							
Nov							
Dec							

Attended

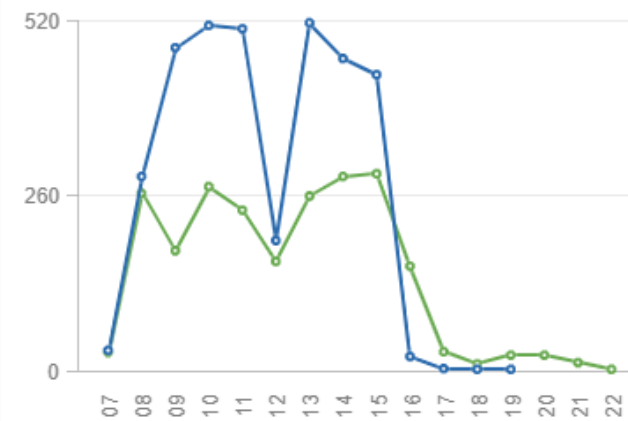
By Week



By Day

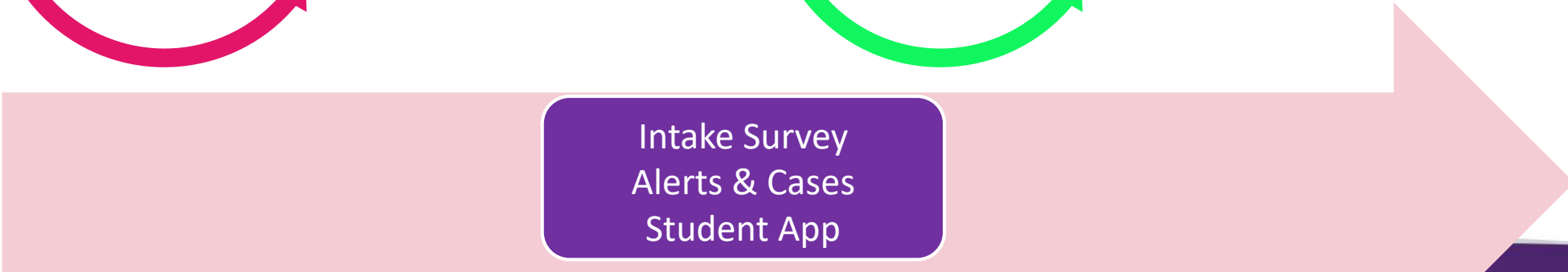
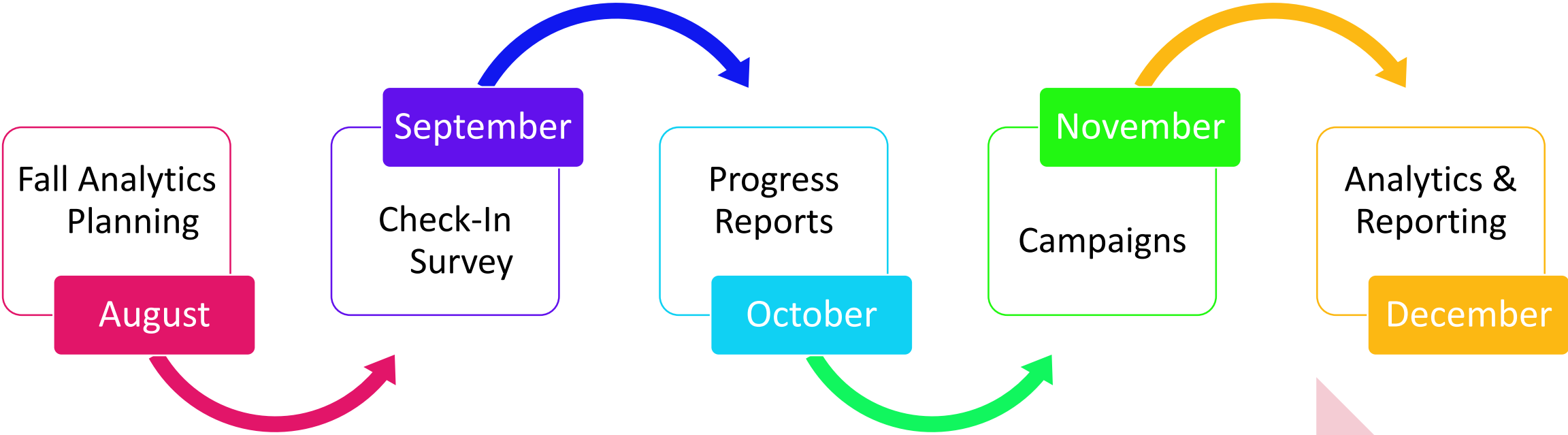


By Hour



■ Scheduled
 ■ Drop-In

Putting It All Together - Fall Semester



Want to get involved?

uww.edu/advising/navigate

navigate@uww.edu

callopen@uww.edu

steinj@uww.edu



University of Wisconsin
Whitewater