NAVIGATE OVERVIEW

Dr. Julie Amon
Associate Vice President for Enrollment & Student Success
Navigate is a student success management platform designed to:

- Help faculty and staff provide timely, evidence-based interventions
- Equip students with vital tools and resources
- Help our universities support overall student success and close equity gaps
STRATEGIC ALIGNMENT

• UW System Strategic Plan
  o Strategy 2: We will champion student success across the higher education life cycle.

• 360 Advising Initiative
  o Promote a holistic approach that provides students with a coordinated network of high-touch, proactive support to ensure their academic progression to degree completion.

• UW universities strategic plans and priorities related to:
  o Student success
  o Closing achievement gaps
  o Retention
  o Completion
NAVIGATE COMPONENTS

Proactive, coordinated, targeted communications and outreach to ensure students receive services to succeed

Analytics that help leaders translate academic progress indicators into effective intervention strategies and support for student success

Communications, scheduling, and resources guide for students at pivotal points to support their pathway to completion (app for phone or laptop)
NAVIGATE FUNCTIONALITY

Actionable student data

Effective, efficient interventions

Coordinated care

Self-help features

Access to resources, class schedule, and account info

To-do items & reminders

Faculty & Staff

Students
NAVIGATE BACKGROUND & IMPACT

Dr. Ben Passmore
Associate Vice President for Policy Analysis & Research
WHY WE INVESTED

• Education Pipeline
• Student Experience
• Student Success
HOW WE GOT HERE

- Interest from Advising Community
- Consolidation of Legacy UWs and Expansion
- System Support for Academic/Student Engagement
- Common Platform
  - Proactive advising
  - Shared student experience
  - Systemwide support
  - Nationally recognized Community of Practice
WHERE WE’VE BEEN

2019
- Navigate launch and Implementation

2020
- Implementation complete & COVID pivot
  - On-time, on-budget
  - Demonstrate value added, impact on student success

2021–2023
- Further adoption and expansion
  - Student, faculty, staff engagement
  - Uptake on functionalities
  - Strategic use

2024–2028
- Five-year renewal
  - Demonstrated ROI
  - Continued system support
TRANSLATING GOALS INTO TANGIBLE ACTIONS AND MEASURING IMPACT

• Goals – Student Success Outcomes
  • Graduation rates, achievement gap

• Objectives – Approach to achieve goals; Intermediate outcomes
  • Retention rates, DFW rates, credit load/completion, major changes

• Strategies – Actions taken to achieve objectives
  • Alerts/progress reports/cases, campaigns, faculty and student engagement
STUDENT UTILIZATION

Student Engagement at Navigate UWs

- Fall 2020: 37%
- Spring 2021: 41%
- Fall 2021: 49%
- Spring 2022: 53%
- Fall 2022: 66%
- Spring 2023: 67%
Faculty Participation with Progress Reports

FACULTY PARTICIPATION

<table>
<thead>
<tr>
<th>Year</th>
<th>Engagement Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2020</td>
<td>44%</td>
</tr>
<tr>
<td>Spring 2021</td>
<td>50%</td>
</tr>
<tr>
<td>Fall 2021</td>
<td>51%</td>
</tr>
<tr>
<td>Spring 2022</td>
<td>46%</td>
</tr>
<tr>
<td>Fall 2022</td>
<td>51%</td>
</tr>
<tr>
<td>Spring 2023</td>
<td>58%</td>
</tr>
</tbody>
</table>
IMPACT ON RETENTION, DFW RATES

- Retention Rate:
  - Engaged: 95%
  - Didn't engage: 62%

- DFW Rate:
  - Engaged: 31%
  - Didn't engage: 55%
IMPACT ON RETENTION, DFW RATES

First-generation Students

- Retention Rate:
  - Engaged: 92%
  - Didn't engage: 53%

- DFW Rate:
  - Engaged: 38%
  - Didn't engage: 67%
INTERVENTION CAMPAIGNS IMPACT ON RETENTION

Students with High-Support Profile
- Did not Attend: 28%
- Attended: 54%

CUM GPA below 3.0
- Did not Attend: 53%
- Attended: 68%

URM
- Did not Attend: 47%
- Attended: 71%
INCREASED EFFECTIVENESS

• Tailored Outreach Campaigns

• Iterative Intervention Evaluations
UNIVERSITY STORIES
UNIVERSITY STORIES INTRO

• DeAnn Possehl, Assistant Provost for Student Success, UW-Parkside

• Gretel Stock, Dean of University College, UW-Stevens Point

• Khailyn Schaefer, Student, UW-Stevens Point

• Michael Lango, Director of Academic Advising, UW-Whitewater

• Jessica Stein, Assistant Director, Academic Advising & Exploration Center and Coordinator of Early Success, UW-Whitewater

• Abbie Reiser, Student, UW-Whitewater
Our Student Success Goal:

“Increase the 6-year graduation rate to 50 percent by 2025 and close equity gaps by 2030.”
What does it mean for us to close the equity gap?
A national initiative that aims to close equity gaps in higher education by 2030

- Technology – Navigate and AP
- Best Practices
  - Academic Maps
  - Hold Reform
  - Math Pathways
  - Retention Grants
  - Transfer Pathways
  - 2nd Chance for Adults
  - Mental Health and Belonging
  - Holistic and Coordinated Care
- Equity Mindedness
As part of the Moon Shot Holistic and Coordinated Care and informed by the Navigate Maturity Curve, we have focused on how to scale:

- Monitoring Student Concerns
- Differentiating Care
Academic Progress Report Campaign – SPR 23

Persistence
61% of students, with cases in Spring 2023, who had interaction(s) with staff, persisted to the next term of Fall 2023.

53% of students, with cases in Spring 2023, who had NO interaction(s) with staff, persisted to the next term of Fall 2023.
Early Alert Student Success Strategy

Goal: Increase first to second year retention by 3 percentage points, increase credit accrual and GPA

Alert Mechanisms
- Progress reports
- Ad hoc
- Quick Poll
- Hand Raise

Target Populations
- New freshman
- New transfers
- Freshman on probation
- Athletes
- Attendance
- Grade C- or below
- Declining performance
- Non-academic concerns
- All staff/faculty
- All undergraduate students
Intervention Pathways and Early Alert workflow

1st Outreach
- Within 2 days of receiving notification, the Case assignee will initiate contact (appointment campaign)

2nd Outreach
- Assignee will text student within 4 days after receiving case notification if not responsive to initial outreach.

3rd Outreach
- Assignee will telephone student within 5 days if unresponsive to second outreach.
Coordinated Outreach

• Week by week calendar
• Just-in-time nudging
• Collaboration – 6 department
• Targeted populations
• Varying communication methods
Differentiated Care - Success Coaching

**Success Coach Intervention Effectiveness – F22**

<table>
<thead>
<tr>
<th></th>
<th>Fall to Fall Retention</th>
<th>Ave. Cum GPA*</th>
<th>Ave Earned Credits by term *</th>
</tr>
</thead>
<tbody>
<tr>
<td>High – Moderate Support</td>
<td>74.5 %</td>
<td>3.01</td>
<td>10.90</td>
</tr>
<tr>
<td>Low Support</td>
<td>74.0 %</td>
<td>2.95</td>
<td>11.99</td>
</tr>
</tbody>
</table>

* End of First Year
Student Impact

Retention
• 1\textsuperscript{st} to 2\textsuperscript{nd} year retention rate (overall) has returned to pre-pandemic rates
• 1\textsuperscript{st} to 3\textsuperscript{rd} year and 1\textsuperscript{st} to 4\textsuperscript{th} year retention rate highest in our history

Graduation
• 4-year graduation rate (overall) highest rate in our history
• 4-year graduation rate for Pell students and Hispanic students has increased
UW-Whitewater’s Use of Navigate to Care for our Students

• Dr. Michael Lango - Director of Academic Advising
• Jessica Stein - Assistant Director of the Academic Advising & Exploration Center and Coordinator of Early Success
• Abbie Reiser - UW-Whitewater Student & Whitewater Student Government Representative
Differentiated Care Model for First Year Students
Retention Support Indicator
Differentiated Care Calendar

Before Semester Begins
• Intro Meetings w/ Low Retention Support Students
• Virtual Meetings w/ Students on Academic Recovery

Week 1
• Open Drop-Ins for All Students

Week 2
• Intro Meetings w/ High Retention Support Students

Weeks 3 & 4
• Intro Meetings w/ Medium & Low Retention Support Students

Week 5
• Warhawk Check-In Survey Outreach
• Check-Ins w/ High Retention & Academic Recovery Students

Weeks 6 & 7
• Progress Report Outreach

Weeks 8-10
• Course Planning

Week 11
• Registration Week

Weeks 12 & 13
• Outreach to Unregistered Students
Fall 2022 Progress Report Cohorts: Persistence & Retention

- % Enrolled Spring 2023: 77.25%
- % Enrolled Fall 2023: 79.49%
- % Enrolled or Graduated by Fall 2023: 85.33%

Legend:
- Students with a PR Concern
- Students with No PR Concern
- Students with No PR Responses
Persistence Over Time

Persistence of Students with Cases in Fall 2021

<table>
<thead>
<tr>
<th>Semester</th>
<th>Participated in Intervention</th>
<th>Did Not Participate in Intervention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2021</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Spring 2022</td>
<td>91%</td>
<td>83.70%</td>
</tr>
<tr>
<td>Fall 2022</td>
<td>75.10%</td>
<td>64.20%</td>
</tr>
<tr>
<td>Spring 2023*</td>
<td>70.90%</td>
<td>59.30%</td>
</tr>
<tr>
<td>Fall 2023^</td>
<td>65.80%</td>
<td>54.50%</td>
</tr>
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Campus Wide Coordinated Care Network
Campus Partners Engaged in System

Athletics
Academic Advising
Career Services
Financial Literacy
First Year Experience
Pathway for Success
Probation & Academic Standards

Reference Librarians
Student Activities & Involvement
Student Engagement & Success
Student Success Coaching
Tutoring
University Housing

Coming Soon: Instructor Office Hours
## Warhawk Check-In Survey: Example of Care Network

<table>
<thead>
<tr>
<th>Sample of Survey Questions</th>
<th>Emailed Resource</th>
<th>Personal Follow-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel like I belong at UW-Whitewater.</td>
<td>UW Connect Website</td>
<td>Peer Mentor/RA/Student Activities &amp; Involvement</td>
</tr>
<tr>
<td>I’m making friends on campus.</td>
<td>Activities &amp; Involvement Website, Rec &amp; Club Sports</td>
<td>Peer Mentor/RA/Student Activities &amp; Involvement</td>
</tr>
<tr>
<td>I see myself successfully passing my classes this semester.</td>
<td>Tutorial Services, Advising, Student Success website</td>
<td>Academic Advisor &amp; Tutorial Services</td>
</tr>
<tr>
<td>I feel comfortable using the technology I need for classes.</td>
<td>Help Desk</td>
<td>Peer Mentor</td>
</tr>
<tr>
<td>My current level of stress is manageable.</td>
<td>University Health &amp; Counseling Services, Winther Counseling</td>
<td>Dean of Students Office, Academic Advisor</td>
</tr>
<tr>
<td>I am confident I can pay my bills this year. (Tuition, housing, food, etc.)</td>
<td>Financial Literacy Website</td>
<td>Financial Literacy and Financial Aid</td>
</tr>
<tr>
<td>I have access to get enough food.</td>
<td>Warhawk Food Pantry Website</td>
<td>Warhawk Food Pantry Staff</td>
</tr>
</tbody>
</table>
Expanding Navigate Services
Expanding Support Through Navigate – Hand Raise & CareerAscent
The Student Lens: Abbie Reiser
Navigate and the Student Success Ecosystem

Gretel Stock
Dean of University College
UW-Stevens Point

Khailyn Schaefer
Peer Tutor/Advisor, Student
UW-Stevens Point
Student Success Ecosystem

Retention Drivers
- Pointer Connections
- Academic Progression
- Mental Health
- Finances

Retention Framework
- Academic Success
- Academic Belonging
- Belonging & Connection
- Major/Career Readiness
- Personal Development

Foundational Supports

Engagement Supports

Interest/Population Group Supports

Wellness/Crisis Supports

Completion Supports
Student Success Ecosystem

Support in admission, onboarding, transition, and acclimation to academic life.

**Foundational Supports**

- Orientation
- Pointers Week
- ACAC Advising Model – first three semesters
- First year curriculum and General Education Program
- Tutoring-Learning Center
- Financial Aid
- Libraries

**Engagement Supports**

- Faculty Connections
- Department Experiences
- CASE: Activities, Clubs, Groups
- Discipline-Specific Clubs/Groups
- Hands-on/experiential learning
- Student Government Association
- Study Abroad/National Student Exchange

Areas that foster Pointer Connections, including Academic Belonging, Social Connection, and early Major/Career Readiness.
Student Success Ecosystem

Units that serve designated groups of students with specific identities, activities, or programs across the student lifecycle.

Interest/Population Group Supports such as:
- Athletics Academic Support
- Diversity and College Access
- Disability Resource Center
- Housing and Residence Life
- Int'l Students & Scholars
- Honors Program
- LEAD Program
- Starting Point
- CNR/CPS Advisors

Wellness/Crisis Supports such as:
- Dean of Students
- Suspension/Readmit Outreach
- Student Health Service
- Counseling Center
- Faculty and Professional Advisors

Areas that support students with acute and ongoing wellness needs.
Student Success Ecosystem

Units that connect Academic Success, Personal Development, and Major/Career Readiness at the end of a student journey, and those that enable successful degree completion.

Completion Supports such as:
- Faculty and Departments
- Retention Services
- Registration Outreach
- Capstone/Career Experiences (research, internships, class assignments, clinicals)
- Last mile funding
Navigate Empowers the Ecosystem

• Optimized conversations
• Streamlined communications
• Prioritized sharing
• Student nudging
• Maximizing resources
• Data for discovery
Key UWSP Navigate Outcomes

- Increased success metrics for students with appointments
- Seamless referral and follow-up
- Increased action on student outcomes
- Shaped retention strategy with data
CLOSING

Dr. Julie Amon
Associate Vice President for Enrollment & Student Success
FUTURE DIRECTION

• Expand use of functionalities and utilization across students, staff, and faculty

• Continue Communities of Practice and professional development and sharing of promising practices—systemwide and nationally
  o Recent Navigate Senior Leadership Summit
  o Shared best practices with university examples from UW-Eau Claire, UW-Green Bay, UW-Milwaukee, and UW-Superior

• Maximize potential of Navigate as a driver of retention and student success
QUESTIONS?
THANK YOU

Dr. Julie Amon: jamon@uwsa.edu
Dr. Ben Passmore: bpassmore@uwsa.edu