Navigate360 Maturity Curve

Unlocking the Potential on Campus

Supporting institutions in achieving their ultimate metrics of success

Ultimate Metrics of Success

Average Time and Cost to Degree   **Retention, Persistence, and Graduation Rates**   **Opportunity Gap for Key Populations**   **Summer Melt**

Outcome Metrics

Student Performance
- GPA or Academic Standing
- Avg grade, DFW rates
- Midterm to final grade changes

Student Progress
- Credits attempted, earned, and completed %
- Major changes

Enrollment
- Registration, re-enrollments
- Application yield
- Earlier registration, holds cleared

Other
- Applications to graduate
- Staff or student time savings and satisfaction

Groups of Navigate360 Best Practices

Provide Baseline Support   **Monitor Student Concerns and Feedback**   **Scale Actions and Differentiate Care**

15 Navigate360 Best Practices

Navigate360 best practices to drive adoption and impact

Provide Baseline Support

Ensure students have self-service access to resources and support from all areas of campus.

- ➢ Standardized Appointment Scheduling and Check-In
- ➢ Consistent Reporting of Student Interactions
- ➢ Intentional Registration Reminders
- ➢ Resource and Milestone Communications
- ➢ Ease of Academic Planning
- ➢ Simplified Student Course Scheduling

Monitor Student Concerns and Feedback

Actively surface additional student needs and equity gaps.

- ➢ Feedback Goal Setting and Prioritization
- ➢ Faculty Raised Concerns and Positive Alerts
- ➢ Staff Raised Concerns and Positive Alerts
- ➢ Student Raised Concerns
- ➢ Data Informed Support

Scale Actions and Differentiate Care

Tailor student support based on need, coordinating and automating whenever possible.

- ➢ Coordinated Outreach Calendar
- ➢ Differentiated Outreach Calendar
- ➢ Intervention Pathways for Concerns and Alerts
- ➢ Evaluation of Intervention Effectiveness

X out of 45

Progress Against Maturity Curve

	Navigate360 Best Practice	0 Absent	1 Limited	2 Expanded	3 Strategic
Provide Baseline Support	Standardized Appointment Scheduling & Check-in				
	Consistent Reporting of Student Interactions				
	Intentional Registration Reminders				
	Resource and Milestone Communications				
	Ease of Academic Planning				
	Simplified Student Course Scheduling				
Monitor Student Concerns and Feedback	Feedback, Goal Setting, and Prioritization				
	Faculty Raised Concerns and Positive Alerts				
	Staff Raised Concerns and Positive Alerts				
	Student Raised Concerns				
	Data Informed Support				
Scale Actions & Differentiate Care	Coordinated Outreach Calendar				
	Differentiated Outreach Calendar				
	Intervention Pathways for Concerns and Alerts				
	Evaluation of Intervention Effectiveness				

Provide Baseline Support

1

Standardized Appointment Scheduling and Check-In

Navigate360 Best Practice

- Allow and encourage students to efficiently schedule and manage appointments

- Guide students toward the full array of resources available at your institution—e.g., advising, tutoring, financial aid, career advising, residence life, and student services amongst others

- Communicate where students can drop-in for real-time support

- Save scheduling time—estimated at 5 minutes per appointment!

- Disaggregate the data to understand potential gaps in utilization and reach

Tutoring

Idaho State University

Identified courses to support using analytics and saw **100%–150% increase in appointments** for both their Math and Writing Centers after reaching out to students through appointment campaigns

East Tennessee State University

MATH 1530 had an overall downward trend between midterm and final grades; however, students referred to tutoring had a **+0.38 trend in their GPA grade for the course**

Financial Aid

Holyoke Community College

Increase in appeals filed for students with a BAD SAP alert through the support of their advisor

Albertus Magnus College

Comparisons between **appointments with Financial Aid and actions taken** (e.g., completed FAFSA dates, balance paid, etc.)

Faculty Office Hours

University of South Dakota

Students who had recorded appointments with their faculty **attempted 1–4 additional credits** in future semesters

Provide Baseline Support

Standardized Appointment Scheduling and Check-In

Why? Provides a better student experience with a self-service solution for students to access critical resources across campus

Score	Maturity Standard
0	• Minimal to no utilization
1	• 1-2 service areas syncing calendars and using some appointments • No unified process/plan for how students should be scheduling
2	• <u>All</u> advising locations using appointments, personal availability links, and appointment campaigns • Using in 2+ service areas outside of advising, potentially including tutoring, financial aid, or counseling • Student initiated scheduling is available
3	• <u>All</u> tutoring and supplemental academic support locations using appointments • 3+ service areas units using student-initiated scheduling, appointment campaigns/appointments across all locations; Leveraging appointment centers and kiosks to streamline activity • Using activity data to inform resource planning

Key Navigate360 Features

- Appointment scheduling across care units
- Activity Dashboard
- Appointment reports
- Calendar syncing
- Kiosks
- Appointment Center
- Personal Availability Link

Consistent Reporting of Student Interactions

Navigate360 Best Practice

- Institutions define a set of shared expectations for capturing notes and appointment summaries across an institution

- Helps to create a robust documentation of student contacts, needs, issues, and recommendations that can be appropriately shared as needed

- Provides data for assessment purposes

- Affords continuity in the student's advisor and support experience

Good/Required

- **Appointments recorded** in a timely manner with appropriate case outcome reason

Better

- **Basic description** provided of conversation and interventions recommended

- **Clear expectations** set for documenting various meetings/ interactions across an institution

A+

Best

- **Detailed notation** of all discussions, outreach and interventions suggested

- Leverage information for **improved workflows and to shift the interventions** available for students

Consistent Reporting of Student Interactions

Why? Ensures captured student information is made available for student and other service areas to provide a consistent care experience

Score	Maturity Standard
0	• Minimal to no utilization
1	• Student experience with appointment documentation and other notes varies across service areas • No review and tracking for accountability and process improvement
2	• Best practice, institutional policy, and strategic priorities inform documentation and sharing of student information across service areas and with students • All advising locations (and selective other appropriate units) using Notes and Appointment Summaries
3	• Service areas understand how use of notes, summaries, and My Docs to improve workflows and support student interactions – able to build on this to maximize intervention strategies • Utilize tracking and review of reports to reinforce accountability and understand where is/is not successful for the staff and student experience

Key Navigate360 Features

- Appointment Summary and Reports
- Appointment Summary Templates by Care Unit
- Notes
- My Docs (Navigate Student)

Intentional Registration Reminders

Navigate360 Best Practice

- Encourage student reregistration at scale
- Drive earlier registration decisions from students
- Reduce logistical challenges, such as section additions or cancellations by driving more accurate enrollment projections
- Maximize advising time for direct meeting needs and higher order concerns

Centralize Student Communications

- Anticipate communication needs to support just-in-time nudging
- Provide clear, concise and actionable information to students

Break Down Silos Across Campus

- Compliment and guide departmental efforts by staying coordinated
- Departments began collaborating about centralizing student events surrounding registration

Understand Levels of Engagement

- Conduct census counts and understand impact
- Celebrate student progress, provide end-of-semester kudos
- Share direct next steps regarding continued enrollment

Intentional Registration Reminders

Why? Drives registration (and greater staff efficiency) through consistent, automated communications that display clear outcome measures

Score	Maturity Standard
0	• Minimal to no utilization
1	• Enrollment campaign run for a specific population of students every term
2	• Centralized enrollment campaigns outreaching to all students with nudges configured
3	• Personalized enrollment campaigns to student populations with nudges configured • Enrollment campaigns results analyzed and strategies reconsidered based on success • Enrollment census conducted through Navigate for efficiency

Key Navigate360 Features

- Enrollment campaigns
- Enrollment census

Resource and Milestone Communications

Navigate360 Best Practice

- Plan just-in-time nudging in alignment with academic calendar to help students complete needed functions

- Leverage multi-modal communication options to send important messages in the format that will best support student needs

- Through the benefit of sending reminders at scale, maximize advising time for direct meeting needs and higher order concerns

College Messages Tend to Be...

Too High in Volume

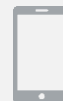Absence of limit to message volume leads to student inboxes being flooded with "white noise"

Duplicative and Inconsistent

Lack of coordination between units leads to redundant or confusing information

Generic and Passive

Impersonal emails that do not list required actions are easy to ignore or dismiss

Not Mobile-Responsive

Administrators fail to use channels that students check most frequently

Resource and Milestone Communications

Why? Provides resources to students when they need it to support greater autonomy and allow staff to allocate time to other support

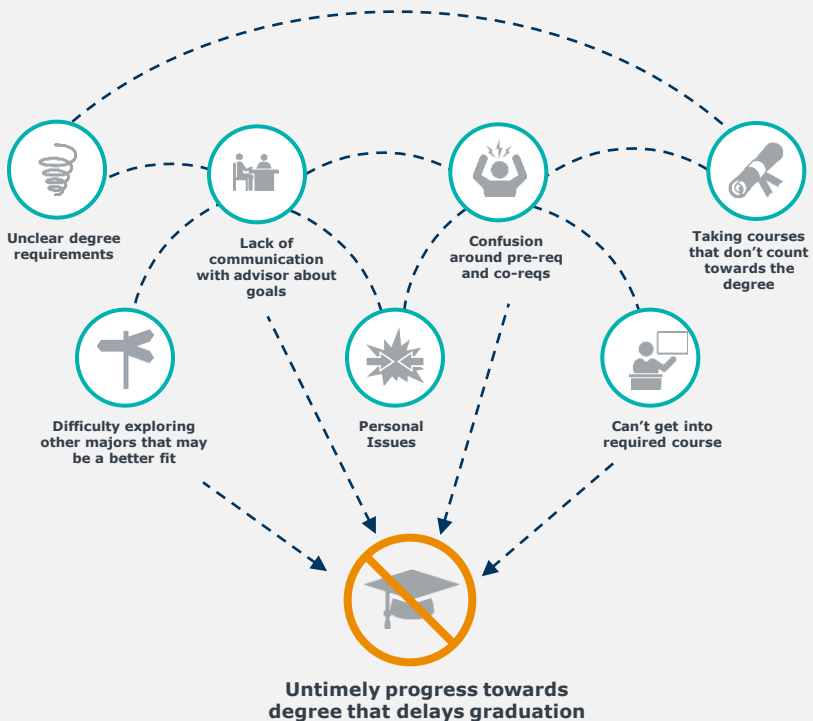| Score	Maturity Standard
0	• Minimal to no utilization
1	• General to-dos are in place and reviewed annually • Resources are reviewed and updated at least annually • At least 1 specialty group has tailored to-dos and/or staff to-dos in student application • Texting policy exists and in place across at least 1 service area
2	• All student app self-service items have been enabled • Communication templates have been developed and content is reviewed annually • General communication messaging campaigns have been configured at least once a term for at least 1 service areas
3	• General messaging campaigns used by 2 or more service areas on campus • Texting policy exists across all service areas using text messages

Key Navigate360 Features

- To-dos & Events & Tips
- Messaging Campaign – email/text
- Resources/Success Network
- Program Explorer/My Major
- Financial Planner (Beta)
- *Home Page* Announcements
- Menu Items (Navigate Student)

Ease of Academic Planning

Navigate360 Best Practice

- Encourage intentional, long-term course planning

- Academic plans are accessible any time, on phones or computers

- Build sequenced course templates of course recommendations

- Guide students toward timely degree completion

- Foster collaboration between students and advisors for customized guidance and feedback

- Provide automated guardrails that alert students to common planning errors and inefficiencies

Unclear degree requirements

Lack of communication with advisor about goals

Confusion around pre-req and co-reqs

Taking courses that don't count towards the degree

Difficulty exploring other majors that may be a better fit

Personal Issues

Can't get into required course

Untimely progress towards degree that delays graduation

Ease of Academic Planning

Why? Streamline and improve outcomes for the time-consuming planning activity (for staff and students)

Score	Maturity Standard
0	• Minimal to no utilization
1	• Pilot programs/depts. have strong templates based on program goals • Advisors and students actively using shared workspace (comments) • At least 20% of students have an academic plan on file (advisor or student created)
2	• All programs/depts have starting templates based on program goals • At least 50% of students have an academic plan on file (advisor or student created) • At least 25% of students have at least one course planned for the next future term (student self-created plan)
3	• All programs/depts review and update templates on annual basis • At least 80% of students have an academic plan on file (advisor or student created) • Leverage AP Reports to support strategic decision-making

Key Navigate360 Features

- Student planner (standalone/template)
- Shared workspace
- Quick planner
- Plan Compliance Report *(Coming Soon)*
- Bulk Template *(Coming Soon)*
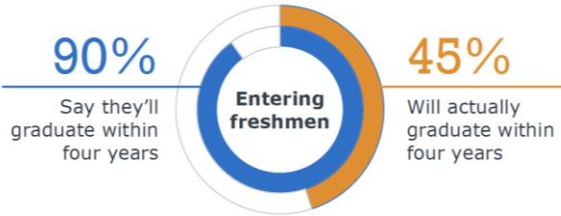- AP Mobile *(Coming 23-24)*
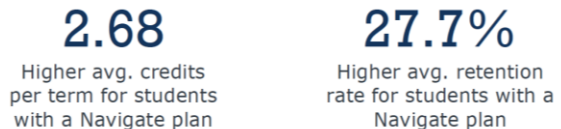
Simplified Student Course Scheduling

Navigate360 Best Practice

- Streamline course scheduling to reduce barriers to re-enrollment

- Ease transition between academic planning system and registration system

- Allow students to build schedules aligned with their availability, preferred course format or modality, identify courses based, and location preferences

PLANNING DIRECTLY IMPACTS TIME TO DEGREE

90%
Say they'll graduate within four years

Entering freshmen

45%
Will actually graduate within four years

GET THEM THERE FASTER WITH NAVIGATE

2.68
Higher avg. credits per term for students with a Navigate plan

27.7%
Higher avg. retention rate for students with a Navigate plan

Simplified Student Course Scheduling

Why? Provide tech-enabled student course scheduling to minimize staff time needed and provide scheduling guardrails for students

Score	Maturity Standard
0	• Minimal to no utilization
1	• At least 25% of students in term using AP course scheduling
2	• At least 50% of all students in term using AP course scheduling • Stand-alone student scheduler is enabled
3	• At least 80% of all students in term using AP course scheduling • One-Click Registration is enabled and 25% of students have registered for at least one course using it • Student course preferences are analyzed to inform future activities

Key Navigate360 Features

• Stand-alone Scheduler
• Course scheduling
• One-click registration

EAB

Monitor Student Concerns and Feedback

2

Feedback, Goal Setting, and Prioritization

Navigate360 Best Practice

- Align alert usage and scope to strategic goals and specific objectives
- Integrate student-centered perspective in framing and decisions for alert processes
- Identify expectations for alert usage, buy-in, and accountability across units
- Consider expansion and optimization moments to deepen use across campus
- Optimize strategy and workflows based on data-driven insights and regular review of outcomes

PLAN

1

- Strategic goals
- Specific objectives
- Metrics & assessment plan
- Culture building & expectations

ACT

2

- Collection
- Triage
- Intervention Pathway

EVALUATE

3

- Process & outcomes assessment
- Optimization planning

Feedback, Goal Setting, and Prioritization

Why? Determine your institution approach for what critical information you want to gather and from whom to ensure organizational buy-in

Score	Maturity Standard
0	• No exercise completed
1	• Institution completed an initial feedback goal setting and prioritization exercise during implementation but has had limited updates or expansion since then • Determine nomenclature for alert across site
2	• Institution annually reviews its feedback gathering approach including the various types of alerts and performance with Navigate360 leadership • Institution is using at least 2 of the 4 types of feedback gathering (staff, faculty, student, data) • Campus leadership has signed off on the collection and is supportive of encouraging faculty and staff involvement • Obtain regular feedback and/or input from students on the approach
3	• Institution annually reviews its feedback gathering approach including the various types of alerts and performance with broader campus leadership • Institution is using all 4 types of feedback gathering (staff, faculty, student, data)

Key Navigate360 Features

• Alerts Configuration, Types

Faculty Raised Concerns and Positive Alerts

Navigate360 Best Practice

- Early alert systems have a proven positive impact on graduation rates

- The amount of time faculty spend with students in the classroom make them essential partners in any student success effort

- In order to get the best response, we must:
  - Guide faculty on when to raise concerns and praise
  - Communicate their value and impact
  - Continually evaluate our system for usability

Why Aren't Faculty Flagging Student Risk and Intervening?

Faculty, especially adjuncts, too busy to identify students—don't understand value

A+ Perception that the system only flags grades

? Unsure of what behavioral risk indicators to flag

Concern that alert will harm faculty-student relationship

Faculty Raised Concerns and Positive Alerts

Why? Obtain critical faculty input (efficiently) on student concerns so needs can be addressed

Score	Maturity Standard
0	• Minimal to no utilization
1	• Limited rollout of Progress Report beyond the pilot stage (e.g., first year students only), minimal alert reasons, just one per term • <25% of identified students represented in Campaign Requests
2	• Senior Leadership communicate importance of and expectation for participation in Progress Reporting • >50% faculty response rate • >50% of identified students in Campaign Requests • At least one positive alert is available in the Progress Report campaign • All alert language rooted in growth mindset to increase likelihood of help seeking behavior
3	• >80% faculty response • >75% of identified students represented in Campaign Requests • Multiple Progress Report Campaigns run throughout term • Alert reasons used in each Campaign correspond academic milestones at time of sending • All alerts outline workflows, timeline, and expectation for faculty and staff continued support of students • Evaluation and share-out of Progress Report outcomes

Key Navigate360 Features

- Progress Reports
- Alerts Configuration
- Alerts by Care Unit
- Case close reasons

Staff Raised Concerns and Positive Alerts

Navigate360 Best Practice

- Support actionable next steps following meetings and student touch points
- Facilitate engagement and referrals across campus as part of coordinated care
- Tap into breadth of student's network
- In order to get the best response, we must:
  - Guide staff on when to raise concerns and praise
  - Communicate their value
  - Use insights to understand holistic campus experience

Eight Dimensions of Wellness

Staff Raised Concerns and Positive Alerts

Why? Provide staff with opportunity to raise concerns during interactions that will allow for appropriate referral to take place

Score	Maturity Standard
0	• Minimal to no utilization
1	• Very limited staff have ability to raise ad hoc alerts • Only Advising and Tutoring (1-2 offices) receiving alerts • Alerts are used the same between progress reports/ad hoc • At least 25% of cases have positive outcome, or closed in timely manner
2	• Some separation between PR and Ad Hoc alerts, making one more about referrals and the other more about faculty concerns • At least 3 service areas receiving alerts • At least 1 automated action exists from staff raised concern • 50%+ of cases have positive outcome, or closed in timely manner
3	• Referrals raised for all service areas available and expansive across student experience, Student Affairs, Housing, Career, Financial, Tutoring, Advising • All staff roles (as appropriate) can issue alerts on students; consistent volume of alerts being submitted • Evaluation of follow-up from concerns is performed at least once per term • 75%+ of cases have positive outcome, or closed in timely manner

Key Navigate360 Features

- Staff raised alerts
- Alert visibility by care unit
- Alerts Configuration, Types
- Case close reasons

Student Raised Concerns

Navigate360 Best Practice

- Gather useful information early
- Customize questions that align to existing resources
- Allow students to ask for the help or resources they need
- Create efficiencies so that needed support can be provided to students both more efficiently and when they need it
- Promote consistency and inform early advising sessions
- Make the data actionable by the staff that need it

Example: Student Issue

I need help in one of my classes.

2

Workflow

Staff reach out to student based on workflow decisions.

1

Alert Raised

Alert is sent to select staff—e.g., Instructor, TA, Academic Advisor, Tutoring Center.

Student Raised Concerns

Why? Provide students with a voice and ability to easily raise concerns or needs with staff who can help them

Score	Maturity Standard
0	• Minimal to no utilization
1	• Intake survey created • Hand Raise turned on with at least 1 alert type, simple and can be satisfied with automated emails
2	• Intake survey with defined follow up strategy, depts pulling their own reports • Hand Raise (at least 2 alert types) triggers referrals with individualized responses • Using surveys to check-in with students during key points during the term (typically short quick poll type surveys)
3	• Hand Raise alerts are holistic, including student wellness, mental health, etc. • Survey to check in with all populations of students and more niche populations (more like expansive survey) • Evaluation of follow-up from concerns is performed at least once per term

Key Navigate360 Features

- Self hand raise
- Student surveys, quick polls
- Student intake survey
- Survey campaigns
- Student Milestone Dashboard

Navigate360 Best Practice

- Promote efficiencies and the power of automation
- Triangulate available information to guide actions and optimization
- Support differentiated care to equitably meet student needs
- In order to get the best utility, we must:
  - Consider key student populations of interest
  - Expansively utilize existing data points that guide student success efforts
  - Elevate culture of care through data-informed processes

Historical Analytics Dashboards

Gain insight into the **context** around **historical success** trends at your institution

Population Health Dashboard & Advanced Search

Use **key metrics** to identify populations of interest on campus **today**

Reports

Find students who have interacted with **Navigate** in different ways

Data Informed Support

Why? Aggregate and use various data inputs to proactively identify areas of concerns

Score	Maturity Standard
0	• Limited to no utilization
1	• Only setup success markers for the key universal gateway courses (Math, English, etc.) • Navigate app admin/leadership team passively used/view dashboards
2	• Using Population Health to identify current student populations • Turned on predictive model to provide another source of students of concern • Focused success marker strategy based on high-need programs versus universal gateway courses
3	• Academic leaders use the Historical Analytics to identify populations that may require greater focus • Academic leaders use the Historical Analytics to prioritize courses for reformation • Layered various pieces of data together to create the "levels" of support for a Differentiated Care strategy based on data points but also other types of feedback • Evaluation and share-out of Progress Report outcomes

Key Navigate360 Features

- Success Markers
- Advanced Search
- Predictive Student Support Level
- Population Health Dashboard
- Historical Course Analytics
- Historical Population Analytics
- Categories by Care Unit permission
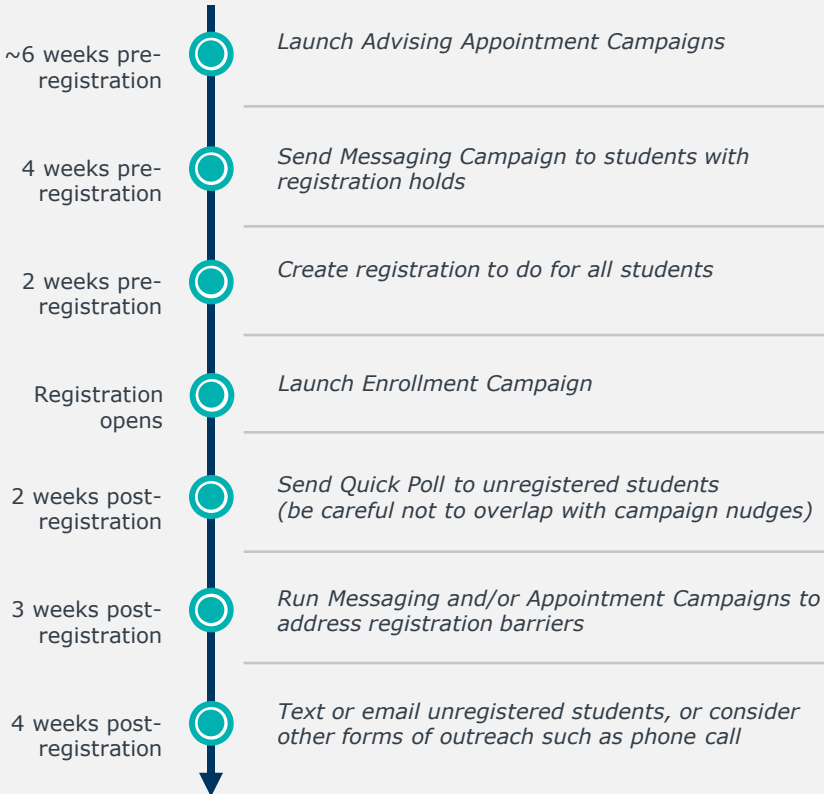
EAB

Scale Actions and Differentiate Care

3

Sample Reenrollment Outreach Planning

Navigate360 Best Practice

- Pre-plan communication alongside the flow of the academic year
- Embrace proactive, just-in-time messaging to nudge students when needed
- Collaborate with corresponding units and teams to:
  – avoid repetition
  – ensure consistency of messaging
- Account for staff time and capacity while scaling for efficiency and impact

Timeline	Action
~6 weeks pre-registration	*Launch Advising Appointment Campaigns*
4 weeks pre-registration	*Send Messaging Campaign to students with registration holds*
2 weeks pre-registration	*Create registration to do for all students*
Registration opens	*Launch Enrollment Campaign*
2 weeks post-registration	*Send Quick Poll to unregistered students (be careful not to overlap with campaign nudges)*
3 weeks post-registration	*Run Messaging and/or Appointment Campaigns to address registration barriers*
4 weeks post-registration	*Text or email unregistered students, or consider other forms of outreach such as phone call*

Coordinated Outreach Calendar

Why? Allows for a proactive, efficient, and coordinated communication to students

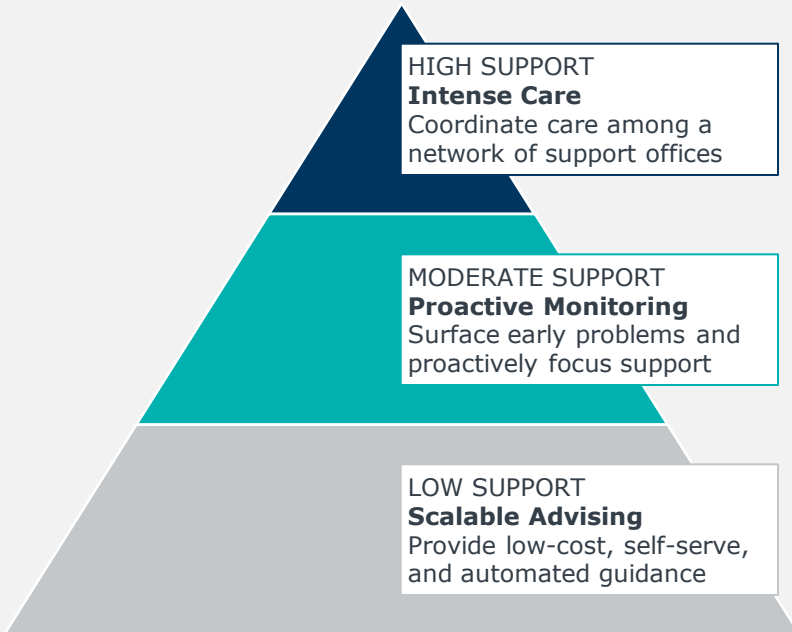| Score	Maturity Standard
0	• Minimal to no utilization
1	• At minimum once every month outreach calendar of activities exists for at least 1 advising department on campus
2	• At minimum, every other week outreach calendar of activities exist with the full advising service area on campus
3	• A week by week outreach calendar exists with your full advising service area on campus • Includes example communication templates and monitoring is in place for completion of outreach and its impact • Other service areas (as appropriate leveraging messaging campaigns & coordinated outreach • Tailored messaging campaign set-up to help staff more efficiently manage communications (rather than manual); audited every term

Key Navigate360 Features

- Student Lists
- Advanced Search
- Messaging Campaign
- Workflow automation
- *V3 Reports*

Differentiated Outreach Calendar

Navigate360 Best Practice

- Meet needs of varying student populations by moving away from "one size fits all" outreach

- Incorporate best practices of population health by segmenting key student populations

- Use data-driven insights to identify high-need, high-touch student populations and tailor outreach cadence accordingly

- Account for staff time and capacity while scaling for efficiency and impact

HIGH SUPPORT
Intense Care
Coordinate care among a network of support offices

MODERATE SUPPORT
Proactive Monitoring
Surface early problems and proactively focus support

LOW SUPPORT
Scalable Advising
Provide low-cost, self-serve, and automated guidance

Recommended student population breakdown:

5% High | 25% Moderate | 70% Low

Differentiated Outreach Calendar

Why? Expands on outreach calendar to segment into specific populations of need with the goal of aligning staff time to best improve their outcomes

Score	Maturity Standard
0	• Minimal to no utilization
1	• At minimum once every month outreach calendar of activities exists for at least 1 advising department on campus that includes differentiated support by at least 3 student populations
2	• At minimum, every other week outreach calendar of activities exist with the full advising service area on campus that includes differentiated support by at least 3 student populations
3	• A week-by-week outreach calendar leveraging messaging campaigns exists with your full advising service area on campus and includes differentiated support by at least 3 student populations • Example communication templates and monitoring is in place for completion • Other service areas (as appropriate) leveraging messaging campaigns

Key Navigate360 Features

- Advanced Search
- Student Lists
- Messaging campaign
- Data inputs such as markers, model, population health, surveys, etc.
- Workflow automation

Navigate360 Best Practice
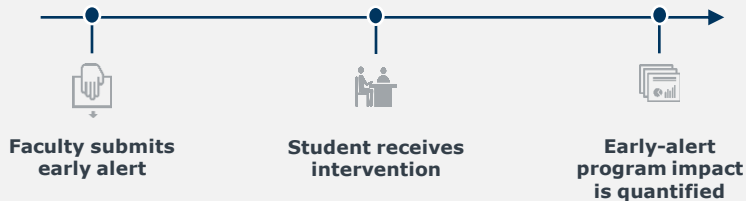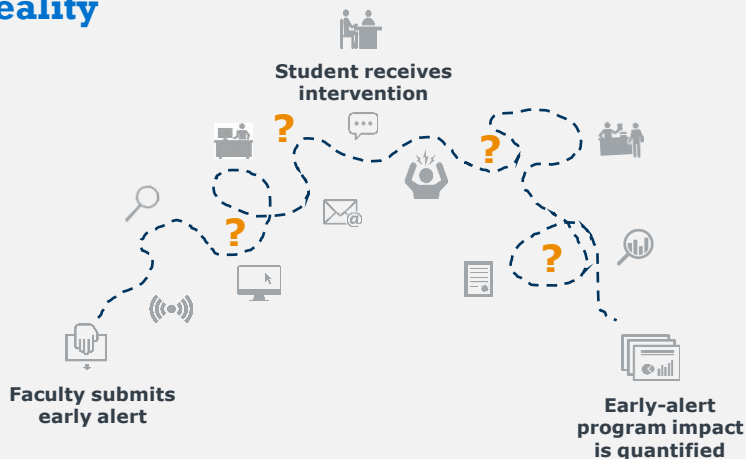
- Defined processes and expectations for all concerns and alerts

- Integration of direct, solutions-oriented, and multi-modal interventions

- Consistency of care for all students, across advisors and units

- Clearly defined goals and objectives that account for staff and resources

- Established evaluation metrics and mechanisms

Expectation

Faculty submits early alert

Student receives intervention

Early-alert program impact is quantified

Reality

Student receives intervention

Faculty submits early alert

Early-alert program impact is quantified

Intervention Pathways for Concerns and Alerts

Why? Coordinates campus resources to ensure active concerns are referred to the appropriate resources efficiently.

Score	Maturity Standard
0	• Minimal to no utilization of the key features listed below
1	• Each alert has a documented intervention workflow (and closed loop reasons) and content associated with it • Categories and tags reviewed (including appropriate permissions) to ensure valuable for outreach
2	• Cases are configured for at least some applicable alerts; alerts have been permissioned at care unit level as appropriate • Alert communications and pathways are reviewed on annual basis • Staff initiated to-dos are in place to help manage actions
3	• Multiple alert automations have been configured to streamline alert management • Desired outcomes of Alerts and Cases are clearly articulated and assessed annually • Case performance is assessed to determine if success rates can be improved

Key Navigate360 Features

- Staff initiated to-dos
- Campaigns
- Advanced Search
- Student Lists
- Tags & Categories (and by care unit)
- Alerts and Cases
- Workflow automations

Navigate360 Best Practice
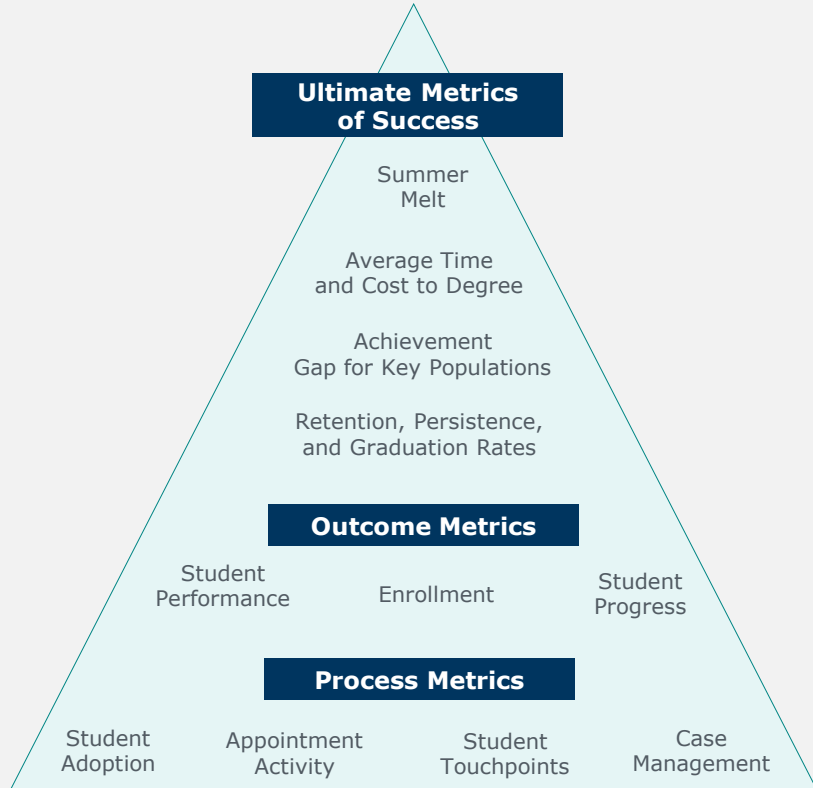
- Effectiveness metrics defined against institutional student success priorities and needs
- Reports regularly mined for impact and insights
- Intervention outcomes and effectiveness data shared with key stakeholders, power users
- Culture of assessment underpins optimization discussions and next steps

Ultimate Metrics of Success

Summer Melt

Average Time and Cost to Degree

Achievement Gap for Key Populations

Retention, Persistence, and Graduation Rates

Outcome Metrics

Student Performance

Enrollment

Student Progress

Process Metrics

Student Adoption

Appointment Activity

Student Touchpoints

Case Management

Evaluation of Intervention Effectiveness

Why? Create state of constant assessment where evaluating your efforts and reassessing your intervention approaches.

Score	Maturity Standard
0	• Minimal to no utilization
1	• Reports generated and shared by request or reviewed only by App Admin/Program Owner; Primarily reporting on overall volume and completion
2	• Reports generated and analyzed on a term basis; shared with Navigate360 leadership team • Intervention effectiveness used to compare performance of interventions
3	• Broader impact assessments shared with campus leadership and key stakeholders on annual basis; information used to inform institutional resource allocation and prioritization • Ad hoc analyses of students who fit various criteria are done annually through Intervention Effectiveness

Key Navigate360 Features

- Intervention Effectiveness
- Reports / Automated Reports
- Student Lists
- Tags
- V3 Reports *(Coming Soon)*
- Appointment Feedback *(Coming Soon)*