

Webinar Chat: Strategies for Engaging Faculty in Student Progress Feedback Through Navigate and Starfish

Tuesday, September 28 | 1:00 PM - 2:00 PM ET

13:08:53 From Colleen Kent to Everyone:

Just launched our 5-week Progress Report Campaigns to special populations this morning :)

13:09:25 From Dana Sample to Everyone:

Use them but a bit clunky. Just finished our Week 4 today.

13:09:42 From Lynn Wisely to Everyone:

We are launching today and my role is interaction with faculty to comply

13:09:45 From Liz Carmon to Hosts and panelists:

Navigate user here. We just went through a project this summer similar to a Lean Project and re-envisioned our process. Folks on the project team included advisors, student affairs staff with our student success team, and Ombudsman.

13:10:08 From Maria Stockton to Hosts and panelists:

@colleen we are launching our very first campaign ever tomorrow (5wk)

13:11:53 From Lalauni Thomas to Everyone:

We just launched ours too this morning for our late start term no show report! I like these surveys but to achieve 100% completion from faculty, I will need to rethink our strategy of availability and time length of these surveys.

13:15:37 From Maria Stockton to Hosts and panelists:

Curious as to average response rate? we're hoping for 60-65% and acknowledge we could be overly optimistic this first time in Navigate :)

13:25:21 From Catherine Wiles to Everyone:

What time frame do you all leave your alert open for?

13:26:10 From Jeannie Blakely to Everyone:

We have specific due dates for our various session (posted by the registrar)

13:26:40 From Catherine Wiles to Everyone:

IS it typically a week?

13:26:42 From Brad Cunningham to Everyone:

We usually run a progress report campaign for 10 days. More than that and the faculty put it off and forget.

13:26:53 From Dana Sample to Everyone:

We've tried it a few ways - longer and starting/stopping on different days of the week. New this term: Week 4 is one-week; MidTerm will be 2 weeks. We've decided not to give deadline extensions. Week 4 then bled into midterm.

13:27:12 From Robert Kunicki to Everyone:

we send the request in week 3, have a preferred response date in week 6, and a "final" response date in week 8 but we leave the survey open for a few weeks beyond week 8

13:27:14 From Lynn Wisely to Everyone:

I believe Alerts can be created at any time during the semester. A Progress Report campaign is one week at the 6th week (but we leave the system open a few extra days)

13:27:15 From Jeannie Blakely to Everyone:

I leave mine open for 5 days

13:27:22 From Maria Stockton to Hosts and panelists:

We're doing a midweek launch with a close the following Friday

13:27:34 From Jeannie Blakely to Everyone:

Progress Report Campaign

13:27:57 From Dana Sample to Everyone:

Week 4 goes only to high-impact courses (mostly freshman-heavy).

13:28:03 From Jane Mostue to Hosts and panelists:

Combine 1 & 6 -- at our institution we say "Poor grade/assignment concern"

13:28:04 From Kathleen Fitzgerald-Ellis to Everyone:

Remove #5, as that can be looped into #7

13:28:05 From David Fields to Hosts and panelists:

1,2, and 6 could be combined

13:28:13 From Bill Irwin to Hosts and panelists:

Combo 2&5

13:28:17 From Colleen Kent to Everyone:

I like to nudge any unsubmitted progress reports at the halfway point, which is a great way if faculty were super busy when it was initially sent to still get that feedback

13:28:28 From Brad Kafer to Everyone:

combine #2 and #5

13:28:31 From Mary Beth Thompson to Everyone:

We have combined 3, 4, 5 and 6 into "General Academic Concern"

13:28:42 From Tanya Brown to Everyone:

I'd combine 1, 5, and 6

13:28:45 From Stella Vlahakis to Everyone:

1, 2 6 combine

13:28:50 From Jane Mostue to Everyone:

Combine 1 & 6 -- at our institution we say "Poor grade/assignment concern"

13:28:50 From Melissa Friddle to Everyone:

Combine: 3,4,6 and 5,7

13:28:51 From Maria Stockton to Hosts and panelists:

group 2, 5, 7 as Personal Concern and 1, 3, 6 as academic concern

13:29:01 From Dana Sample to Everyone:

Unfortunately, most of our faculty wait until the very, very last minute to complete. Usually have to have the Dean or Chair to nudge a few.

13:29:04 From Nayeli Madero Fernandez to Everyone:

1,2, 3 and 6 combine.

13:29:07 From Brad Cunningham to Everyone:

During those 10 days, we send resend links to all non-responders. We also send 2 reports of non-responders to department heads.

13:29:23 From Debra Phillip to Everyone:

4,7

13:29:23 From Maria Stockton to Hosts and panelists:

Do most of you send reminders a couple days/a week into a campaign?

13:30:09 From Lori Getler to Everyone:

We use a Course Performance Concern which bundles many concerns into one. We ask faculty to use comments to be more specific.

13:30:33 From Dana Sample to Everyone:

For progress reports, we've created a Low Engagement/Poor Course Participation. This is especially helpful for the earliest intervention in Week 4 when there usually hasn't been a formal grades.

13:30:52 From Tanya Brown to Everyone:

Refine 5 could be an indicated of student of concern (something going on outside of the classroom)

13:31:12 From Lori Getler to Everyone:

In Danger of Failing

13:31:13 From Maria Stockton to Hosts and panelists:

i think context on what creates a case would be helpful

13:31:15 From Melissa Friddle to Everyone:

Refine: 7

13:31:16 From Jessica Bucher to Everyone:

Refine assignment...too broad. they'll submit if they're missing 1

13:31:20 From Maria Stockton to Hosts and panelists:

we keep alerts that create cases to a minimum

13:31:25 From Nayeli Madero Fernandez to Everyone:

Basic needs concerns,

13:31:34 From Dana Sample to Everyone:

The only one that creates a Case (since we're a small school) is titled: [Creates a Case] Other Academic Concern

13:31:40 From Lori Getler to Everyone:

Student should seek tutoring is actually a referral for us, not a flag

13:31:42 From Stella Vlahakis to Everyone:

5 could be emotional well-being instead

13:31:43 From Melissa Friddle to Everyone:

Add: Tutoring Referral

13:31:45 From Abigail Drescher to Everyone:

I think alert reasons can change for when you are sending them in the term

13:31:51 From Debra Phillip to Everyone:

#7 can be modified

13:31:57 From Catherine Wiles to Everyone:

Suggestion for Academic Improvement

13:32:17 From Catherine Wiles to Everyone:

We also add a Kudo!!

13:32:23 From Liz Carmon to Everyone:

For at risk alerts we use: Class Absence, Poor Grades/ Assignment Concerns, and Other (this requires a comment from faculty)

13:32:27 From Dana Sample to Everyone:

We also created Access to Necessary Resources (laptop, textbooks). This was especially helpful during COVID

13:32:30 From Amy McGovern to Everyone:

I might add something about engagement in course, log in, chat, discussion, attendance.

13:32:42 From Catherine Wiles to Everyone:

YES!!!

13:33:05 From Liz Carmon to Everyone:

Our Kudos are: Class Participation/Engagement, Exceptional Performance, and Improved Performance

13:33:16 From Dana Sample to Everyone:

Thanks for the kudos suggestions!

13:33:25 From Jane Mostue to Everyone:

Agreed! We started positive alerts this fall and faculty actually submitted more positive alerts than negative alerts.

13:35:21 From Jeannie Blakely to Everyone:

We started positive alerts too and our faculty seem to really like them

13:35:40 From Dana Sample to Everyone:

Week 10 is optional for our faculty

13:35:46 From Catherine Wiles to Everyone:

Week 1 a course roll confirmation then at midterm a early alert

13:35:47 From Jane Mostue to Everyone:

Our positive alerts are "Great job" and "Noticeable improvement"

13:36:25 From Jeannie Blakely to Everyone:

Ours are Exception Course Performance and Improved Course Performance

13:36:36 From Michael Stokes to Everyone:

We haven't thought about positive reports yet.

13:37:04 From Maria Stockton to Hosts and panelists:

i like the improvement reasons! we have a nice work! alert and wanted to add one to call out a student's improvement as well

13:37:10 From Melissa Friddle to Everyone:

We have 2 surveys only for athletes only throughout the semester, 1 roster verification survey for most faculty (non-accelerated programs), 1 early alert survey for pilot participants, and 1 in danger of failing survey to most UG faculty (all UG, non-accelerated programs). The early alert and athlete surveys include kudos

13:37:19 From Tanya Brown to Everyone:

We do one 2-4 weeks prior to withdraw deadlines, based on part of term. One targeted for students in TRIO SSS and one for students on academic suspension appeal these occur about 6-8 weeks in

13:37:44 From Carroll Crowson to Everyone:

What were your strategies for explaining positive progress report/alert options to faculty when you began including them?

13:37:59 From Tanya Brown to Everyone:

I should add, we have 11 parts of term.

13:38:51 From Colleen Kent to Everyone:

Last semester we did a special PRC and had the provost message out to included faculty about how important their feedback was and how valued their perspective was - we had a great response rate then!

13:39:17 From Carroll Crowson to Everyone:

Great! Thanks for this idea, Colleen.

13:40:19 From Jeannie Blakely to Everyone:

I did a short update at the start of semester faculty meeting - told them some of the stuff we saw in the past year and then introduced the new "kudos" alerts

13:40:25 From Jane Mostue to Hosts and panelists:

Will you be saving the chat from this webinar and sending it out with the recording? There are great suggestions but I can't copy/save the chat.

13:40:31 From Jeannie Blakely to Everyone:

I followed up with an email to faculty

13:40:31 From Dana Sample to Everyone:

With enhanced features in Navigate, there are a few additional choices this term:

- Positive alert feedback: Indicate that a student is Not of Concern and choose Alert Reason: Keep up the good work! (optional)

13:40:58 From Dana Sample to Everyone:

Oops sorry. That was cut from part of my email to faculty in prep for Week 4 Progress Report Campaign.

13:43:48 From Mary Beth Thompson to Everyone:

Do you have faculty close the alerts they create or who closes your alerts? Example - Attendance concerns - only the instructor know if they came back to class...?

13:45:03 From Maria Stockton to Hosts and panelists:

For those of you who use alerts to issue referral/send student to a service- how do you 'close that loop' with faculty? Currently we are closing loop by providing faculty a list (under Links section on student profile) of exactly what happens when they choose an alert reason and sending emails when cases are closed.

13:45:12 From Jeannie Blakely to Everyone:

our attendance alert doesn't open a case; we only have one, Grade Performance, that opens a case with tutorial - tutorial closes that

13:47:30 From Melissa Sturm-Smith to Hosts and panelists:

The ability to "Open a case" must be a Navigate feature?

13:48:03 From Dana Sample to Everyone:

We do the same - only 1 that creates a Case and is closed by the staff person who receives these cases. Fac are notified when case is closed.

13:48:14 From Kim Raynor to Everyone:

It would be helpful if App Admins had a report they could run that showed the permissions/settings of the Alert - something similar to the Role Permissions report

13:48:20 From Colleen Kent to Everyone:

We send Progress Report Campaigns from a dummy person - "Advising Central" - and that has helped completion rates. It is clear which office is handling the early alert feedback, where to direct questions, etc. When I sent PRCs under my name it was easier for faculty to think it was spam/ not knowing that it has the university's stamp of approval to send

13:48:34 From Kerry Snyder to Everyone:

Jeannie - Do you know/can you share what intervention steps your tutoring staff does as part of their case management process?

13:48:53 From Jeannie Blakely to Everyone:

Sure - we are still in very early stages

13:49:23 From Jeannie Blakely to Everyone:

the tutorial supervisor creates appt campaigns based on the alerts and sends to students in specific subjects

13:49:52 From Jeannie Blakely to Everyone:

she does that daily throughout the reporting period so the students get the alert and then very soon after get the tutorial invitation

13:50:46 From Jeannie Blakely to Everyone:

the cases get broken up between the individual tutors and they are supposed to follow up students who haven't scheduled appts through the tutorial campaign - that needs some work

13:50:49 From Kerry Snyder to Everyone:

Thank you Jeannie! We are as well, and I am looking to learn! We are doing appointment campaigns as well, but doing so by course and location is proving unwieldy.

13:51:08 From Jeannie Blakely to Everyone:

location is a KILLER for us!!

13:51:31 From Jeannie Blakely to Everyone:

we are inviting all to online tutoring with a clear message that they can come in person instead

13:51:35 From Mary Lynne Marnell to Everyone:

My most used referrals are Residential life and our tutoring center. They get an email that tells the information if they'd like to reach out to those services. But the director in both office reaches out to these students as well

13:51:39 From Jeannie Blakely to Everyone:

(we have 5 campuses)

13:52:13 From Brad Cunningham to Everyone:

They may not like it if we don't close the loop, but they also don't like to receive 200 case is closed email either.

13:52:24 From Michael Stokes to Everyone:

Single location for an appointment campaign is a pain point for us too.

13:52:47 From Jeannie Blakely to Everyone:

I am glad to know it's not just us!!

13:52:51 From Kerryn Snyder to Everyone:

Yes Jeannie and Michael! We are creating work arounds, but wish there was a smoother mechanism for this within the campaign setup.

13:53:18 From Michael Stokes to Everyone:

Jeannie, did I read right that your tutor coordinator is assigning cases to the tutors, or creating an appointment campaign?

13:53:25 From Dana Sample to Everyone:

What is a SUPER USER?

13:53:27 From Stella Vlahakis to Everyone:

can you provide examples of how to provide faculty feedback without bombarding them with a hundred case closed emails

13:54:03 From Jeannie Blakely to Everyone:

Michael she is doing both. The campaign gets sent out daily with the new students with open cases

13:54:26 From Jeannie Blakely to Everyone:

then she follows up by assigning and the tutors are supposed to monitor, reach out via text and eventually close out the case

13:54:28 From Dana Sample to Everyone:

That is a problem too.

13:55:05 From Kerryn Snyder to Everyone:

I have same question as Stella. I would also like to know if there is a way to close a case WITHOUT generating an email to the original issuer.

13:56:26 From Maria Stockton to Hosts and panelists:

Kerryn- look at your care unit set-up "send an email to the alert issuer when a case is closed"

13:56:33 From Dana Sample to Everyone:

Yes, you can go in to the alert reason that creates a case and I believe choose whether to send a message and what the messages says. I think anyway !?!

13:57:04 From Kerryn Snyder to Everyone:

Love the use of infographic to report out and build interest!

13:57:11 From Dana Sample to Everyone:

Agree!

13:57:21 From Jeannie Blakely to Everyone:

yes! writing that one down :)

13:57:24 From Brad Cunningham to Everyone:

You can also turn off case closed emails in care unit settings I think.

13:57:44 From Kerryn Snyder to Everyone:

Thank you Dana and Brad!

13:57:58 From Dana Sample to Everyone:



13:59:09 From Linda Herndon to Everyone:

We just completed our 4-week Progress Reports for all our undergrads and had nearly 95% faculty complete them. This was the first time we used them since we are really new with Navigate and we were thrilled with this. We hope it makes a difference at the midterm grades.

13:59:26 From Dana Sample to Everyone:

That's wonderful!

14:00:01 From Colleen Kent to Everyone:

This was a very helpful session! I have lots to think about now :)

14:00:44 From Mary Lynne Marnell to Everyone:

We piloted progress reports last spring and faculty thought they were so much easier than our previous system.

14:00:47 From Kerryn Snyder to Everyone:

Thank you Lindsey and partners! This was very helpful.

14:00:49 From Jessica Bucher to Everyone:

Thanks Lindsay!

14:00:50 From Jeannie Blakely to Everyone:

thanks so much!!

14:00:51 From Melissa Friddle to Everyone:

Thank you!

14:00:57 From Stella Vlahakis to Everyone:

this was great, thank you very much

14:00:58 From Lalauni Thomas to Everyone:

Thank you!

14:00:59 From Nayeli Madero Fernandez to Everyone:

If we register for the Connected 21 Con. will we get a copy of the recordings?

14:01:02 From EAB | Meeting Host to Everyone:

We greatly appreciate your feedback. Let us know how we can continue today's conversation:
<https://forms.eab.com/s3/SSC-STF-Webinar-September-28-2021>

14:01:11 From Sandra Kallio to Everyone:

Thanks, Lindsay! Appreciate the great examples

14:01:12 From Tanya Brown to Everyone:

Thanks! appreciate the session and chat

14:01:18 From Nayeli Madero Fernandez to Everyone:

Thank you!

14:01:24 From Debra Phillip to Everyone:

This was extremely helpful and I do appreciate you taking the time to present the information to us today

14:01:32 From Mary Beth Thompson to Everyone:

Thank you!

14:01:42 From Amy McGovern to Everyone:

I would love to see these printed out for inclusion with the recording, thanks.