UNIVERSITIES OF WISCONSIN
NAVIGATE UPDATE

Board of Regents, December 2023
NAVIGATE OVERVIEW

Dr. Julie Amon
Associate Vice President for Enrollment & Student Success
NAVIGATE PURPOSE

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
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

Students

Faculty & Staff
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

Further adoption and expansion
  • Student, faculty, staff engagement
  • Uptake on functionalities
  • Strategic use

2021–2023

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

<table>
<thead>
<tr>
<th>Year</th>
<th>% Student Users</th>
<th>% Appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2020</td>
<td>37%</td>
<td></td>
</tr>
<tr>
<td>Spring 2021</td>
<td>41%</td>
<td></td>
</tr>
<tr>
<td>Fall 2021</td>
<td>49%</td>
<td></td>
</tr>
<tr>
<td>Spring 2022</td>
<td>53%</td>
<td></td>
</tr>
<tr>
<td>Fall 2022</td>
<td>66%</td>
<td></td>
</tr>
<tr>
<td>Spring 2023</td>
<td>67%</td>
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</table>
FACULTY PARTICIPATION

Faculty Engagement with Progress Reports

- Fall 2020: 44%
- Spring 2021: 50%
- Fall 2021: 51%
- Spring 2022: 46%
- Fall 2022: 51%
- Spring 2023: 58%
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

<table>
<thead>
<tr>
<th></th>
<th>Engaged</th>
<th>Didn't engage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retention Rate</td>
<td>92%</td>
<td>53%</td>
</tr>
<tr>
<td>DFW Rate</td>
<td></td>
<td>38%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>67%</td>
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</tbody>
</table>
INTERVENTION CAMPAIGNS IMPACT ON RETENTION

<table>
<thead>
<tr>
<th>Category</th>
<th>Did not Attend</th>
<th>Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>URM</td>
<td>47%</td>
<td>71%</td>
</tr>
<tr>
<td>CUM GPA below 3.0</td>
<td>53%</td>
<td>68%</td>
</tr>
<tr>
<td>Students with High-Support Profile</td>
<td>28%</td>
<td>54%</td>
</tr>
</tbody>
</table>
INCREASED EFFECTIVENESS

• Tailored Outreach Campaigns

• Iterative Intervention Evaluations
UNIVERSITY STORIES INTRO

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

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

• Khailyyn 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
Navigate at UW-Parkside

DeAnn Possehl, Assistant Provost for Student Success
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
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

<table>
<thead>
<tr>
<th>Alert Mechanisms</th>
<th>Target Populations</th>
<th>Alert Options</th>
<th>Availability</th>
</tr>
</thead>
</table>
| • Progress reports
• Ad hoc
• Quick Poll
• Hand Raise | • 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

Abbie Reiser

<table>
<thead>
<tr>
<th>Course Grade</th>
<th>Retained Credits</th>
<th>Final Grade</th>
<th>Retention Support Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Low <a href="http://www.dnet">www.dnet</a></td>
</tr>
</tbody>
</table>

Overview
- Marketing BBA no emphasis
  - Bachelor of Business Admin
  - Business & Economics - College
- Other Major(s)
  - Management Jr.
  - with a concentration in Organization & Leadership Dev.
  - Business & Economics - College
- Major History

Goals & Interests (supplied by the student)
- Favorite Majors: None
- Favorite Subjects: None
- Favorite Fields: None
- Favorite Activities: None
- Favorite Resources:
  - Campus Tutorial Services
  - Office of Social Experiences
  - Student Activities & Involvement
  - Undergraduate Research Program
  - Whitewater Student Government Office
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
  - Students with a PR Concern: 77.25%
  - Students with No PR Concern: 91.37%
  - Students with No PR Responses: 57.41%

- % Enrolled Fall 2023
  - Students with a PR Concern: 57.41%
  - Students with No PR Concern: 60.49%
  - Students with No PR Responses: 47.22%

- % Enrolled or Graduated by Fall 2023
  - Students with a PR Concern: 63.82%
  - Students with No PR Concern: 85.33%
  - Students with No PR Responses: 56.48%
Persistence Over Time

Persistence of Students with Cases in Fall 2021

- % Enrolled
- Fall 2021: 100%
- Spring 2022: 91%
- Fall 2022: 83.70%
- Spring 2023*: 75.10%
- Fall 2023^: 70.90%
- Spring 2023*: 64.20%
- Fall 2023^: 59.30%
- Spring 2023*: 54.50%

Semester:
- Fall 2021
- Spring 2022
- Fall 2022
- Spring 2023*
- Fall 2023^

Legend:
- Purple: Participated in Intervention
- Green: Did Not Participate in Intervention
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

EAB Uniquely Positioned to Impact College to Career

- **9M+ Student Network**
  Across a Broad Partnership of Diverse Colleges & Universities

- **400+ DEI-Committed Employers**
  Dedicated to removing systemic barriers and taking an equity-focused lens to hiring

“A unique opportunity to strengthen the connection between higher ed & the workforce…”

- Subha Barry, President, Seramount
The Student Lens: Abbie Reiser
Navigate and the Student Success Ecosystem

Gretel Stock
Dean of University College
UW-Stevens Point

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

Engagement Supports such as:
- 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.
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
The Student Lens: Khailyn Schaefer
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