Navigate Highlights

The Universities of Wisconsin mission centers on student success. Our largest student success initiative launched in 2019 with a multi-year investment in EAB's Navigate student success management system. In June 2023, the UW System Board of Regents approved a contract extension from December 2023 to December 2028. UW universities continue to strategically and actively employ Navigate features to support student success and help meet institutional goals and priorities, as exemplified below.

"Navigate has allowed us to coordinate student support in new ways and collaborate with offices across the university. The platform connects faculty concerns, advising conversations, and student services, fostering and improving our ecosystem of student support."
(Gretel Stock, Dean, University College, UW-Stevens Point)

- **UW-Platteville's** Cashier's Office has run an appointment campaign for students with unpaid balances. The goal is to identify solutions (such as payment plans or additional income sources) to reduce students' balances and remove their registration holds. Since spring 2022, 148 students have made appointments through these campaigns and received timely financial help so that they could register for classes.

- **UW-Eau Claire** requested progress reports for all first-year students and students not in good academic standing at the end of the fourth week of the semester. The responses helped identify 415 students who needed additional support, allowing them to match each student with someone in their circle of support to connect with them.

"Navigate has allowed us to break down multiple silos. It allows us to quickly alert other staff on campus about students who need extra support." (John Reichert, Director of Academic Advising, UW-Eau Claire)

- **UW-Parkside** developed a differentiated care plan for new freshmen and new transfers based on analytics predicting which students would need various levels of support. Students identified as needing moderate or high levels of support (and supported accordingly) were retained to their second year at the same rate as students needing low support.

- **UW-River Falls'** progress report campaign in fall 2023 resulted in 110 of their 453 first-year College of Arts and Sciences students receiving alerts. About half of those students received a single alert, and that half received a message connecting them to campus resources. For the other half who received multiple alerts, UW-River Falls delivered more intensive follow-up to resolve 90 percent of those cases. This differentiated care reflects their use of Navigate to identify and target early problems and proactively focus support.

- **UW-Stevens Point** greatly improved services through the use of kiosks (self-service check-in) at student centers. Over the past two years, the Diversity and College Access resource centers have made over 6,500 touchpoints. Kiosks have streamlined check-in for drop-in tutoring centers, while also advertising tutoring learning center services available. Also, anyone at a care unit can make an appointment for a student, making referrals seamless. Given students' reluctance to reach out themselves in the last few years, being able to seamlessly connect them to support has improved retention.

Impacts Across UW Universities

Students who engaged with Navigate supports, such as appointments and campaigns, had a 33 percentage point higher retention rate and a 24 percentage point lower DFW rate than those who did not engage.

Engaging with Navigate supports has proven particularly beneficial for first-generation and underrepresented students, with a 39 percentage point and 38 percentage point higher retention rate, respectively, compared to their non-participating counterparts.

Other high-need groups, including those with a GPA below 3.0, have also benefited from their engagement with Navigate supports (a 15 percentage point higher retention rate than their peers). Similarly, for students enrolled in a gateway math course, those who utilized support services provided through Navigate had an 11 percentage point higher retention rate than those who did not engage with support services.

- **UW-La Crosse** expanded their coordinated care network to include coaches and hall directors, plus advisors from several other offices. Each partner helps with case management, leading to a 20 percent increase from fall 2020 to spring 2021 in resolution of cases due to their connections with students.
- **UW-Milwaukee** has been identifying and analyzing courses with high rates of grades of D, F, or withdrawal (DFW) using Navigate dashboards. They convened a summer 2023 campus academic leadership summit to share resources and strategies to reduce DFW rates then developed an action plan. Interventions underway include early alert progress report campaigns for these courses in the fall 2023 semester and training for faculty and instructional staff in spring 2024.

"It's really helpful when Navigate gives me notifications on the home page for when I need to do things. The progress report function also is really helpful so that I can know how I'm doing in my courses." (UW-Milwaukee junior)

- **UW Oshkosh** redesigned their outreach efforts by leveraging Navigate's predictive analytics to provide a higher level of wraparound support services to students at a high risk of attrition. Their Student Success Navigators, who are retention specialists, modified student caseloads based on risk level and became a much more efficient team.

"We are doing a better job of leveraging Navigate to help us facilitate and encourage spring semester registration. This fall we used Navigate to implement an outreach campaign to help students address holds prior to spring registration, and we are implementing enrollment campaigns to encourage spring semester registration. I am confident our proactive outreach will help students return for spring." (Amber Evans, Associate Vice Chancellor for Enrollment Management & Marketing, UW Oshkosh)

- **UW-Green Bay** has implemented progress report campaigns for all enrolled undergraduate students. Recently, the process was modified to run three distinct campaigns to better assess the progress of students in both 14-week and 7-week sessions. The fall 2023 campaigns generated 1,657 at-risk reports, initiating the coordinated care network process. This process involves student services in academic advising, the learning center, the multicultural resource center, residential education, student engagement, and the dean of students office.
- **UW-Stout** identified students who received D's or F's in 100- and 200-level courses for which early alerts could contribute to improved student success. They created a differentiated outreach model to target additional support for students more likely to not be retained. Students who received staff support had a retention rate that exceeded those who did not respond to staff offers for additional support by 25 percentage points.

- **UW-Superior** had more than 90 percent of faculty and instructors submit progress reports for students in lower-level courses and student-athletes in all undergraduate courses. They saw the impact of using progress reports for early interventions: Almost 20 percent of students who had significant concerns at the 4-week mark did not have any concerns at the 8-week mark.
- **UW-Whitewater** data shows the impact of their coordinated care network of faculty and staff and interventions. When they receive a progress report on a student who is struggling, the student's persistence rate is higher than students who do not have a report submitted on their behalf.

"Navigate provides a comprehensive view of the interactions students are having across campus. Similar to going to your physician, where they can see your medical history, the platform allows advisors to understand how students are doing in their courses and interactions across campus, then use this information to identify actions we can recommend to support student success." (Michael Lango, Director, Academic Advising and Exploration Center, UW-Whitewater)

National Spotlight

Pooja Agarwal, UW-Green Bay Navigate application administrator and training specialist (at right), received EAB's 2022 Excellence in Technology Administration Award.
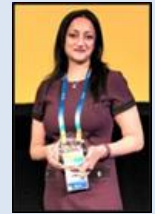
UW-Parkside, UW-Milwaukee, and two Wisconsin technical and private college partners received EAB's 2021 CONNECTEDness Award. The award honors their collective work on the inaugural Moon Shot for Equity regional partnership, a national program based on research-backed best practices, policies, and technology proven to reduce and eliminate equity gaps.

UW universities' successes have been highlighted in national conferences, publications, and presentations, and UW-Whitewater will present on their expansion into housing and residence life care units at EAB's January 2024 conference. Also, UW universities are active in EAB's national data-driven cohort and in shaping product enhancements.

Find additional information at:
wisconsin.edu/ss-eab-project/