

# CONNECTED24

Navigate360 + Starfish – Transformation Lab

## Empowering Graduate Student Achievement





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## Introductions

2

Common Challenges and Sample Strategies

3

Brainstorming and Prioritizing Strategies

4

Share-Out and Resources

## Meet Your Presenters



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*Strategic Leader, Starfish*  
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## Where is your campus with supporting Graduate Students via your current technology: Starfish and Navigate360?

Grad students are not in the platform at all

0%

Grad students are in the platform, but we do not provide intentional support

0%

Grad students are in the platform and there are some efforts tailored to support them

0%

Grad students are in the platform and have robust efforts tailored to support them

0%

We consider our campus to be a leader in supporting grad students

0%

## Why do you think your grad students stop out?

Nobody has responded yet.

Hang tight! Responses are coming in.



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# Empowering Graduate Student Success Is Imperative



1

Graduate students often **contribute to the academic reputation** of the university

2

They are our **Graduate and Teaching Assistants**

3

**Research** is often a key part of a graduate student's life; they contribute to this at the university

4

They often become **leaders in their respective fields**, attributing that to their alma mater

5

Highly effective graduate programs can attract **grant funding and investment**


6

There is an **ethical responsibility to support the success of these students**

But common challenges can prevent grad student success and impact the institution






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## Empowering Graduate Student Achievement

### Self-Assessment

Does your institution...

	Not Yet	Somewhat	Definitely
<b>Overall Strategy:</b>			
• Have central, senior (leaders) with university-wide responsibility for spearheading Graduate Student Success?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Foster inter-unit collaboration to develop processes and protocols that facilitate information sharing, process oversight, and data insight related to grad student success?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Track the long-term success of grad students after graduation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Academic Challenges:</b>			
• Periodically seek academic feedback from faculty on the progression of Graduate Students in their current classes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Update alerts or flags that may be raised for Graduate Students, knowing that these students have different needs than undergraduates?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Ensure that grad student alerts/flags have clear case management processes in place to "close the loop"?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Paying for College:</b>			
• Offer direct pathways to connect grad students to financial resources on campus?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Clearly share grad student financial aid information such as key deadlines and opportunities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fit and Belonging:</b>			
• Promote the involvement of grad students in extracurricular activities such as research opportunities and student groups?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Mental Health:</b>			
• Allow grad students to "Raise Hand" when they are in need of support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• House mental health support information in a clear and easily accessible place for grad students?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Provide specific career counseling to grad students?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Work/School Balance and Family Obligations:</b>			
• Dedicate staff and resources to support the needs of special grad student populations (e.g., working adults, students who are parents)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Have options for virtual meetings and flexible scheduling for campus services to meet the different needs of grad students?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Survey grad students to access their unique needs beyond the classroom?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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As we review each challenge, assess how well your institution currently supports students in that area.

# Overall Strategy

## Prioritizing Graduate Student Success

In the midst of so many undergraduate priorities, support of graduate students can sometimes get “lost in the shuffle” or de-prioritized.

### *Sample Strategies:*

- **Assess key stakeholders** and their current level of interest/involvement in graduate student support efforts
- Use Navigate360 or Starfish **reporting** to get current-state snapshot of key graduate student metrics
- **Create an evaluation plan** including process and outcome metrics to better understand graduate student success and support

Turn to your worksheet and assess your institution.

# Inspiration from Penn State

Starfish Partner



To onboard the  
**Graduate School** and  
**Medical School**



Penn State needed to **address**  
**the unique needs** of those  
student populations



And to do that, they need  
to **tap into different**  
**knowledge and skill sets**  
across the institution

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*“Starting as a small team based in an undergraduate advising unit, our tenant admin team has since grown to match the scale of our implementation. To do so, we have brought in **new tenant admins from specialized areas of the University**, as well as cultivated partnerships with people and units with critical skills (e.g., communications, software engineering, institutional research).”*





## Early Alerts

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### ***Specific Considerations:***

While attendance policies, grading, and assignments may be different for graduate students, there are still risks we can mitigate through Progress Reports/Surveys and Early Alerts. Grad students are often high-achieving, so signs of academic struggle are important signals for support.

### ***Sample Alert/Flag Reasons:***

- Signs of isolation or lack of belongingness
- Sudden drop in attendance
- Sudden drop in academic performance

### ***Specific Considerations:***

Graduate students often have key milestones within a program that we can factor in to reach out at intentional times.

### ***Pivotal Moments Around Which to Schedule Touchpoints or To-Dos:***

- Research funded/secured for next term
- Thesis completion/approved
- Prerequisite class completions

Turn to your worksheet and assess your institution.

# Inspiration from Bowie State University

## Starfish Partner



Unprecedented growth in graduate student enrollment



Tutoring Coordinator and Starfish Functional Lead tasked with crafting a plan for supporting graduate school population



Attended EAB series on “Community of Practice for Institutions Using Starfish to Support Grad Student Populations”



Decided to use Success Plan Feature as a starting point. Will track the following milestones:

- Selection of program of study
- Selection of supervisory committee
- Register for Comprehensive Qualifying Examination
- Internship
- Institutional Review Board Approval
- Preparation and Defense of Dissertation Proposal
- Advancement to Candidacy
- Preparation and Defense of Dissertation
- Register for graduation





### Consider Key Academic Services

“ The departments are happy with having access to graduate students in Navigate360. This has increased interest in training and expanding access, particularly for graduate coordinators. **Having graduate students in the platform also makes it easier for them to schedule writing tutoring appointments as well.**”

▶ **Tutoring appointments**

▶ **Thesis advisor appointments**

▶ **Meetings with fellowship office**

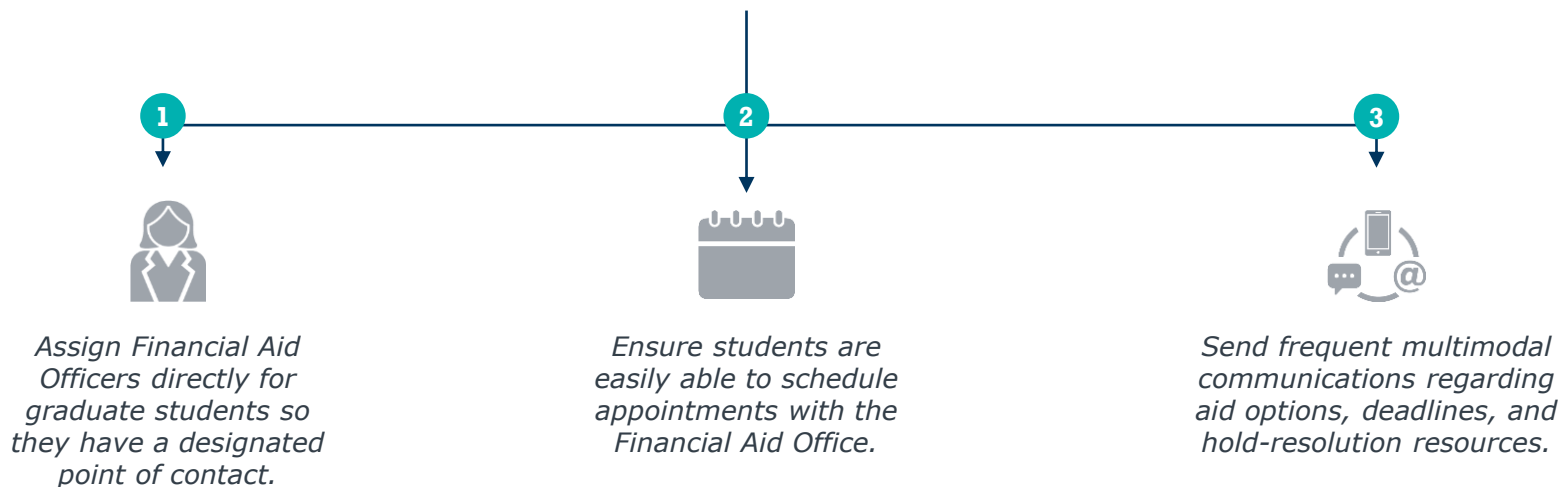
▶ **Others?**



UNIVERSITY OF  
SOUTH ALABAMA

## Connecting Students with Financial Resources

### Graduate student financial aid options can be complicated



Turn to your worksheet and assess your institution.









## Promote cocurricular opportunities

- ▶ Ensure students hear about well-rounded opportunities beyond the classroom
- ▶ Leverage emails, texts, and messages from a variety of teams/individuals

## Launch tailored campaigns for...

- ▶ First-generation students
- ▶ Particularly rigorous programs
- ▶ First year of grad school

# Inspiration from University of Texas at Austin

## Navigate360 Partner

### Problem

- Each program within this top graduate school has different requirements
- Needed to enhance and increase grad student engagement with program staff, faculty, resources, and peers

### Solution

- Four graduate programs within the Cockrell School added their students to Navigate360
- Graduate program coordinators now use Navigate360 to manage/track student funding methods, streamline communication, and send targeted reminders
- Students now have a streamlined scheduling experience despite different program requirements

### Results

- Access to real-time student data gives coordinators better understanding of students across multiple tracks/specialties
- Centralized platform is saving staff time that was formerly used to manage multiple spreadsheets
- Streamlined communications

### Looking forward

- Mobile app launch for graduate students
- NextGen Academic Planner for graduate students

"...Each graduate program has different requirements, which presents a unique set of challenges. Our goal is to **enhance and increase graduate student engagement with program staff, faculty, resources, and peers**, thus creating **a welcoming and supportive environment** that encourages collaboration and increases graduate student retention and graduation rates."



The University of Texas at Austin  
Cockrell School of Engineering

# Mental Health Support

## Supporting the Full Student

- 1 Leverage Hand Raise**  
Normalize help-seeking behavior for graduate students
- 2 Proactively Promote Resources**  
Share information about mental health support via email and text campaigns
- 3 Align with Key Times**  
Be sure to provide timely and accessible support leading up to and during periods of elevated stress



Turn to your worksheet and assess your institution.

# Work/School Balance and Family Obligations

Acknowledging Responsibilities Beyond the Classroom

**Ensure there are extended business hours or self-service support specifically for grad students across these areas:**



**Housing/Student Affairs**



**Financial Aid Office**



**Any Kind of One-Stop Center**



**Advising**

## Plus...use an Intake Survey

- Ask specific questions to understand students' unique situations and needs
- Assess which kinds of services and supports are likely to be most important for graduate students that term

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Share-Out and Resources

**Based on the examples you just heard, jot down all potential ideas for challenges to address and Navigate360/Starfish tools to leverage.**

Don't worry about having too many ideas; approach at this a "brain dump."

Consider student needs, services that need to be promoted, or trainings necessary for success.

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Empowering Graduate Student Achievement  
Open Brainstorm

Challenge to Address	Relevant Navigate360/Starfish Tool

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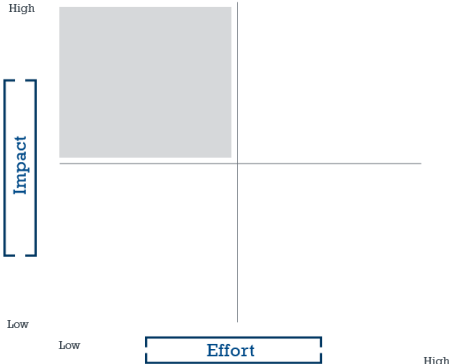
**Plot some or all of your ideas on the Effort vs. Impact Matrix.**

**Brainstorm what immediate action steps you can take back on campus to jump-start your work.**

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### Empowering Graduate Student Achievement


Selecting Priorities for Next Steps



The diagram is a 2x2 matrix. The vertical axis is labeled 'Impact' with 'High' at the top and 'Low' at the bottom. The horizontal axis is labeled 'Effort' with 'Low' on the left and 'High' on the right. A grey shaded square is positioned in the top-left quadrant, representing high impact and low effort.

Action Items:

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**Share-Out and Resources**

## Which graduate student challenge will you be focusing on first?

Nobody has responded yet.

Hang tight! Responses are coming in.

Start the presentation to see live content. For screen share software, share the entire screen. Get help at [pollev.com/app](https://pollev.com/app)



**Meet with your leadership team** when you are back on campus to evaluate where this work intersects with current institutional goals and priorities.



**Engage your Strategic Leader** to support strategy conversations about rolling out graduate student initiatives.



**Evaluate your work.** Set up goals and metrics by which you will evaluate this work moving forward.

## Eab.com Resources

**[Why We Should Be Talking More About Graduate Student Success](#)**

**[Your Future Graduate Students Will Be Increasingly Hard to Find](#)**

**[How to Improve Student Success at the Graduate Level](#)**

**[5 Tips to Reach, Engage, and Enroll a More Diverse Graduate Student Body](#)**

## Other CONNECTED Sessions

**PAST SESSION: Approaching Student Support from a Customer Service Lens**

Tuesday (1/23) at 9:30 a.m.

**Transformational Leadership Teams: Impactful Strategies to Advance Student Success Priorities**

Tuesday (1/23) at 9:30 a.m.

**Streamlining Your Workflows by Maximizing Navigate360 Functionality/Streamlining and Scaling Student Support with Starfish**

Tuesday (1/23) at 11:00 a.m.



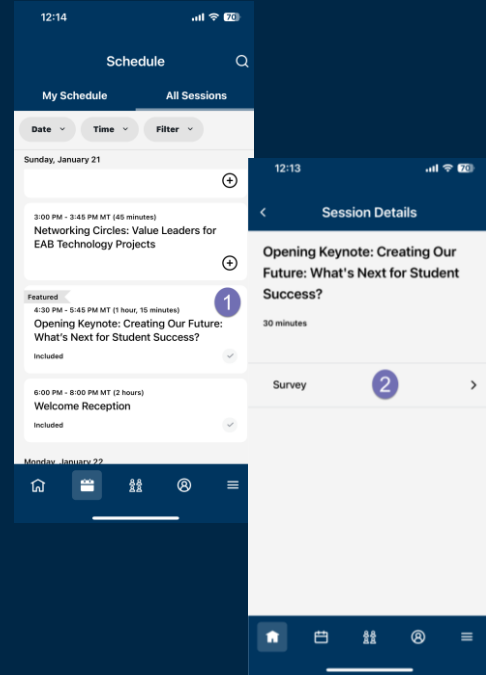
# Complete Session Evaluations

Your feedback is important to us, please take a few moments to **tell us about your CONNECTED experience.**

Evaluations are available in the event app by clicking on a session and then clicking **Survey**.

**Need help with the app?**

Stop by the **information desk!**



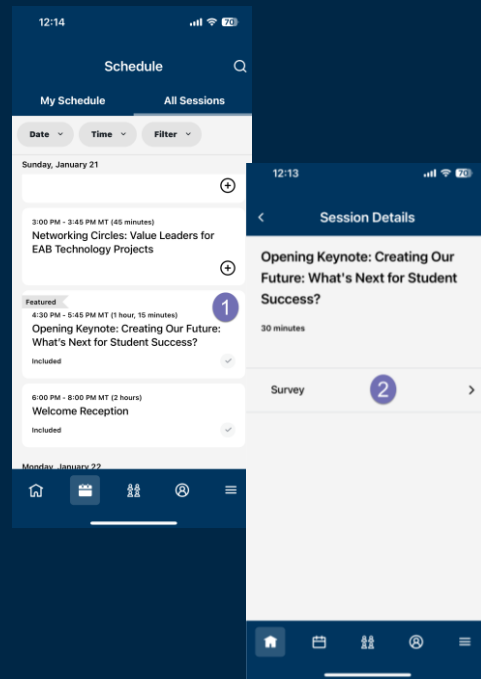
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