

Orientation Leader Training Plan

Empowering Orientation Leaders to Represent Navigate During Orientation

Purpose of the Tool: With effective messaging and a captive student audience, orientation sessions are an ideal setting to promote student adoption of Navigate. The goal of this tool is to ensure that key components of a successful orientation session are executed.

When training *student* orientation leaders who have never used Navigate, ask them to discuss challenges they faced in their first year of college and identify the ways Navigate can help surmount those challenges.

Intended Audience: Share this guide with the staff member who oversees orientation leader training.

Selecting Presenters

Select presenters who meet the following criteria:

- Enthusiastic about speaking in front of large groups
- Knowledgeable about the new student experience
- Amenable to learning new technologies

Training Presenters

1 Conduct a first-year incoming student “empathy” exercise.

Ask orientation leaders to identify common first-year college challenges. Record these observations on a whiteboard.

For student orientation leaders, ask them to share their own experiences: What hurdles did they encounter that they did not expect? What was more difficult than they originally anticipated? What do they know now that they wish they knew then?



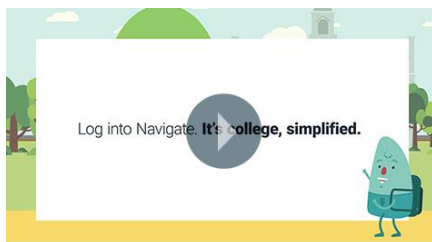
3 Ask orientation leaders which challenges depicted in the video resonated with those listed in the empathy exercise.

Star (*) observations on the whiteboard that align with the problems surveyed in the video.

Bonus: Record any unstarred observations and return them to the Navigate consulting team. Unresolved problems may appear as future paths in the app.

2 Screen the Navigate orientation video.

Inform orientation leaders that they will screen the video during the dedicated orientation session for Navigate promotion.



Stream the video [here](#)
To customize the video to your institution, speak to your Dedicated Consultant.

4 Instruct orientation leaders to access Navigate and walk through each feature.

Review talking points from Basic Fact Sheet Builder (Tool #3) and the Student FAQ Answer Bank (Tool #11).

5 Teach them the ideal pitch.

Walk presenters through the “Introduction to Navigate” Orientation Script (Tool #9).