



# APS

Virtual Summit

## Expansion Spotlight: Smart Guidance and Academic Planning in Navigate

# Navigate During the Pandemic

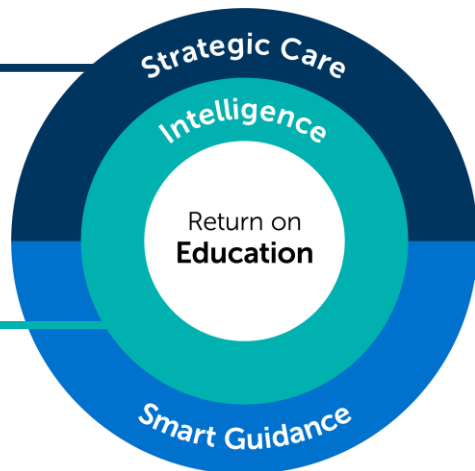
How Did EAB Partners Benefit from Navigate During the Move to Virtual?

## STRATEGIC CARE

- Virtual appointments
- Early Alerts
- Campaigns
- Notes and records

## INTELLIGENCE

- Campaign management
- Support service utilization patterns



## Mobile Guidance

- Polling and analytics
- Appointment scheduling
- Virtual study buddies
- Virtual support for orientation
- Administrative prompts (holds, deadlines, etc)

## Academic Planning

- Shared virtual advising workspace
- Streamlined registration
- Recovery plans

“ We are having more advising sessions than ever before going virtual. Navigate has been HUGE for supporting this effort.

*Senior Director of Student Success  
CSU Sonoma*

“ We’ve been using Navigate to quickly make decisions and roll out broad support efforts to what we feel may be some very vulnerable student populations.


*Assistant Registrar  
University of Memphis*

# EAB's Coronavirus and Equity Resource Centers

Free and Open Resources to Help Your Campus in Uncertain Times

### COVID-19 Insights to Inform Your Response

Support your campus through the coronavirus crisis



White Paper  
**Five greatest mistakes in higher education COVID-19 strategy**

The decisions that colleges and universities make across the next few months will determine the extent of the financial shock and whether the institution is positioned not only to recover, but also to emerge stronger on the other side. Based on our conversations with over a thousand college and university leaders, we have identified the five greatest mistakes in current COVID-19 response that are jeopardizing crisis recovery and post-crisis strategy.

By Melanie Ho  
May 13, 2020


Plan for both the short- and long-term effects of COVID-19

3 questions guiding fall term scenario planning for academic leaders

[eab.com/COVID19](http://eab.com/COVID19)

### An Equity Guide for Campus Change

Equity in Education



Equity in Education

Your curated guide for conversations on campus and institutional change

Addressing Equity in Higher Education

Addressing Equity in K-12 Institutions

Education has a well-documented equity problem. The causes are rooted in the structures of our institutions, not in the makeup of our students. Leaders have a responsibility to eliminate policies, practices, and attitudes that perpetuate disparities in outcomes.

Race and equity need to be a part of every conversation we have about the future of our students and schools. What follows is our first effort at a curated collection of resources you can use to support discussion with your colleagues and enact meaningful change at your institution. We invite ideas for future research as EAB continues its work to promote equitable outcomes.

[eab.com/equity-in-education](http://eab.com/equity-in-education)

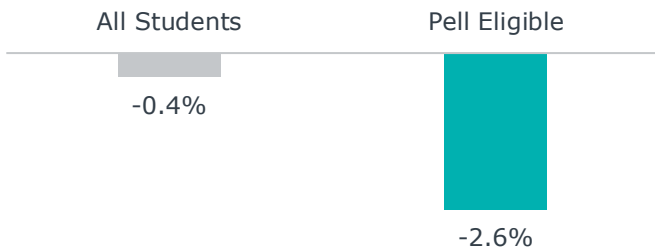
**Access our complementary suite of resources to support your campus through our dual pandemics, including:**

- Insights on supporting staff and students remotely
- Practices for reform administrative policies
- Policies and guidance for response plans

# Uncertainty Around Retention

## Early Indicators Warn of Retention Declines and Widening Equity Gaps

### FAFSA Renewals for Continuing Students (YOY)



National College Achievement Network, June 30, 2020

### New NACAC rules add complexity

**35%** Institutions considering transfer incentives for previously admitted students who attended elsewhere

EAB Survey, Oct 2019

### Early Indicators That Equity Gaps Will Expand



FAFSA Renewal Rate



Unemployment Disparities



Community Infection Rate



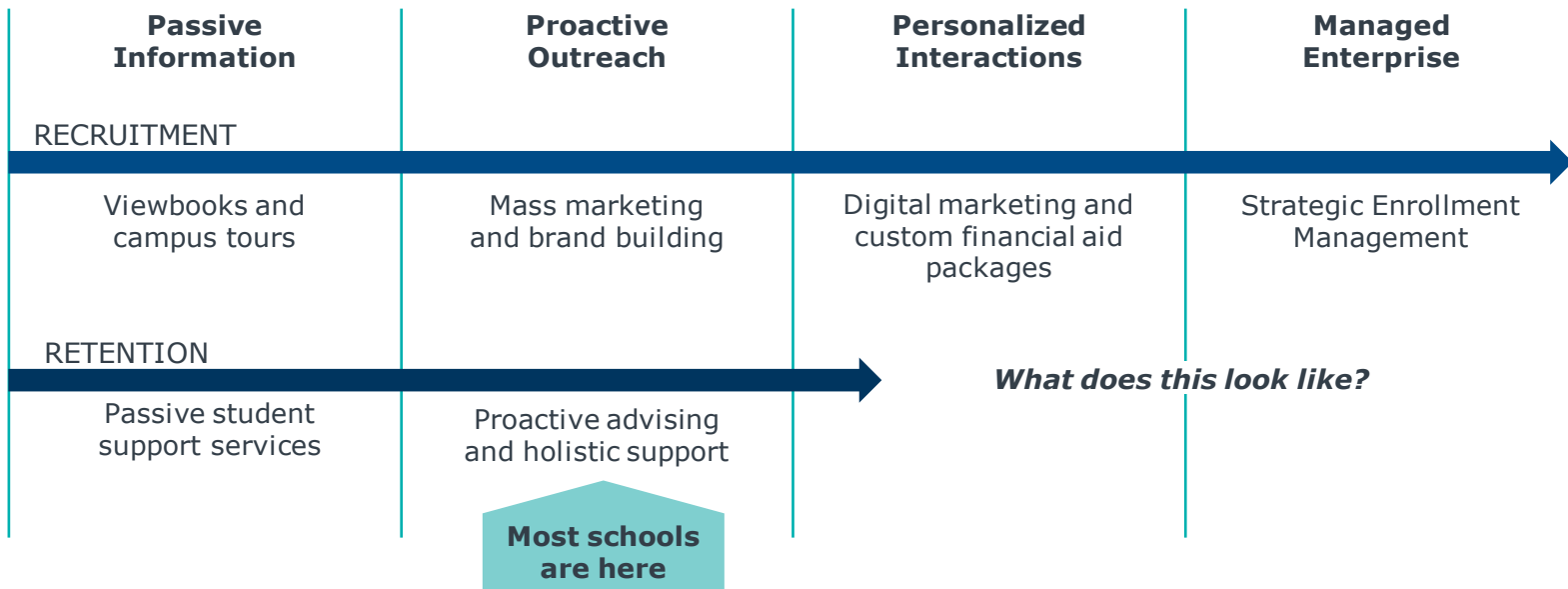
Student Polling



# What If We Thought About Retention More Like Recruitment?

Student Success Efforts Would Be Far More Robust (and Likely Far More Effective)

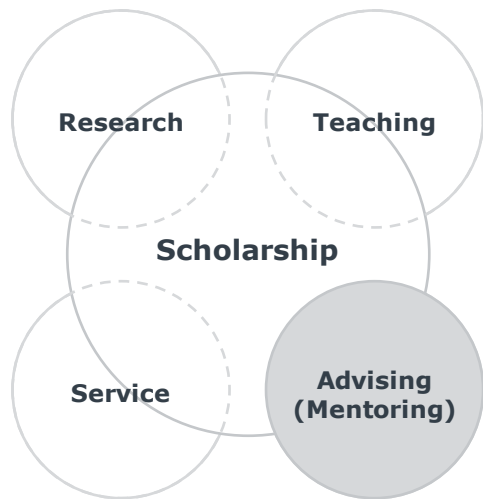
## Increasing Sophistication of Enrollment Strategy Over the Last Twenty Years



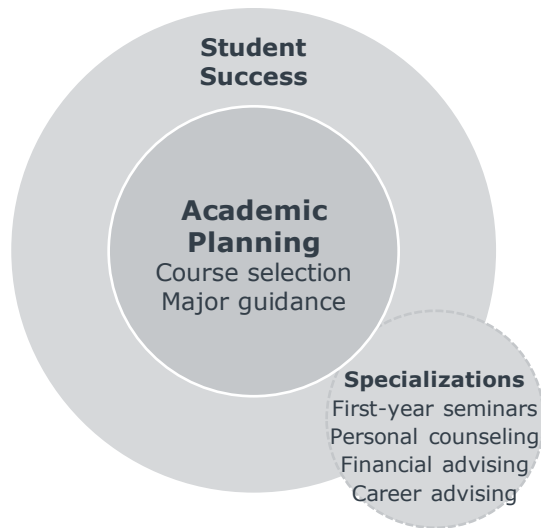
# COVID-19 Has Accelerated the Shift to Holistic, Personalized Advising

But the Pandemic Has Also Revealed the Ways in Which We Are Underprepared for this Shift

## Faculty Advising



## Professional Advising



## Holistic Advising



# Quick Polling Used to Check On Students

Navigate Partners Used Mobile App Polling this Spring to Flag Unmet Needs

Spring 2020 Online Check In

Now that we have been online for a week, how is it going?

Great!

It seems to be OK.

Not so good.

Submit

## Responses Prompt Additional Question(s)

*What do you need help with\*?*

- Managing my time
- Focusing on school
- Tutoring
- Learning online

\*Links to resources and scheduling provided.



## Essential Mechanism for Quick Response

- Allows for initial emergency check-in
- Creates ability to pulse check students on a regular cadence in a student-friendly format
- Ability to quickly triage referrals for additional support and resources

# Academic Planning Helped Keep Students in School

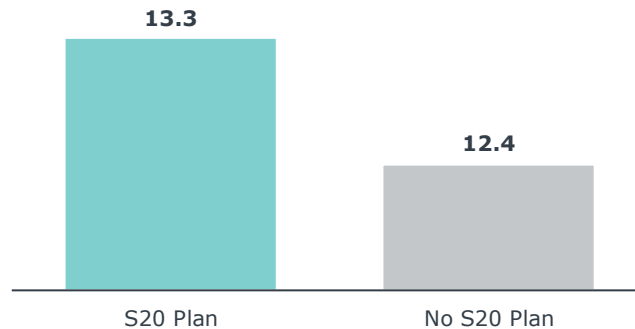
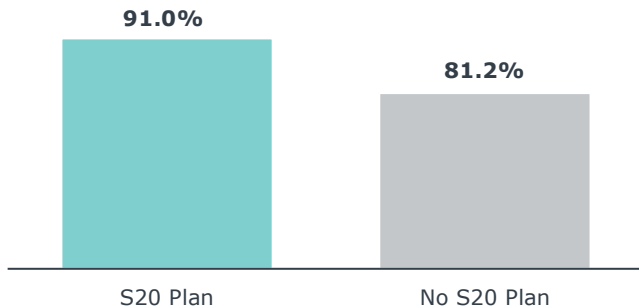


Washburn University Students with Plans Took More Courses and Were Less Likely to Drop

## Fall to Spring Retention of First Years and Sophomores



## Spring 2020 Credit Load of First Years and Sophomores



### Impact Highlights

**9.8%**

Increase in retention for students who created a Spring 20 plan, compared to those who did not

**\$316k**

Tuition revenue saved as a result of academic planning

**\$97k**

Additional revenue from higher credit load among students who planned courses in Navigate







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