



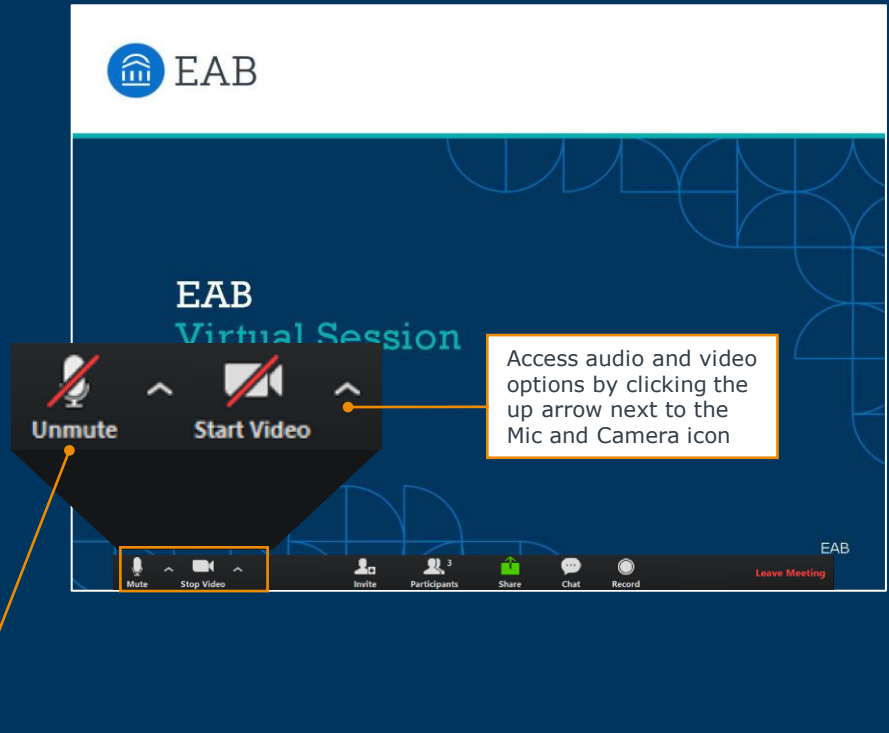
Student Success System Leaders Summit

Day Two

We will begin at 1:32 p.m. Eastern
Time once everyone has joined!

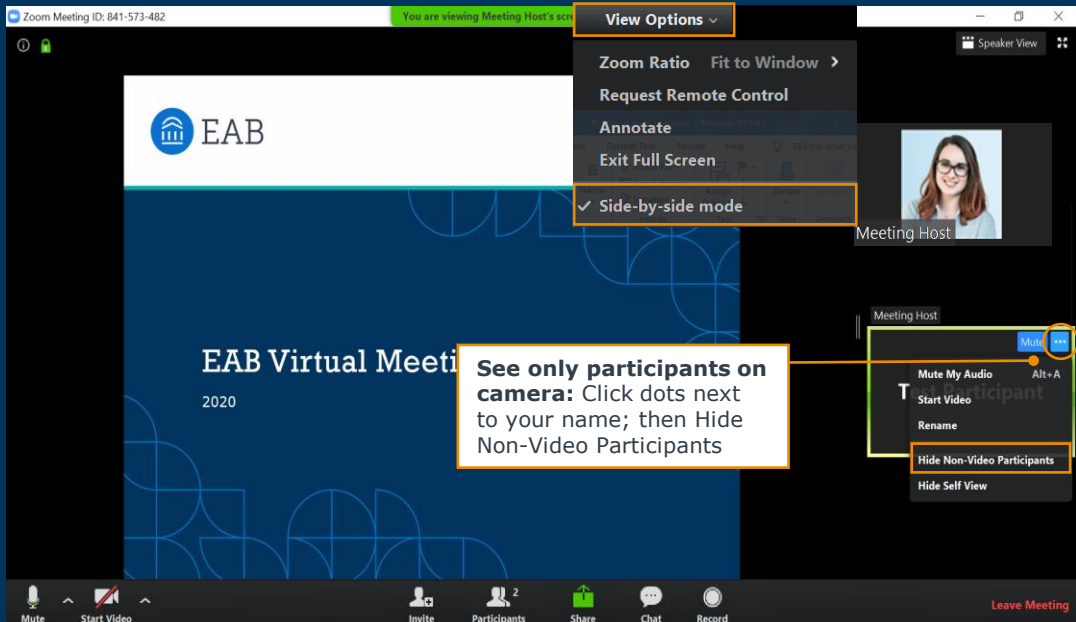
Audio Mute/Unmute and Video Stop/Start

- You are welcome to have your camera on whenever you wish, but we request that you turn it on during breakout sessions.



Suggested Zoom View

Enable side-by-side viewing of video and slides: View Options, then side-by-side mode



See only participants on camera: Click dots next to your name; then Hide Non-Video Participants

Update Your Name

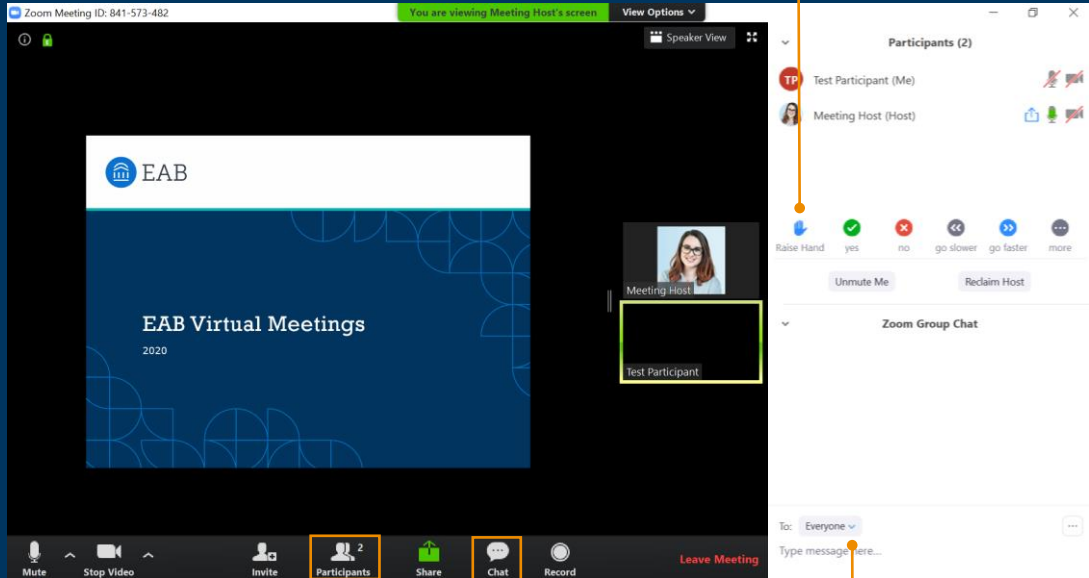
Update your name and add your institution. You may also add pronouns if you wish (example: they/them/theirs)

The screenshot shows a Zoom meeting window with the title bar 'Zoom Meeting ID: 841-573-482'. The main content area displays a slide with the EAB logo and the text 'EAB Virtual Meetings 2020'. On the right side, the 'Participants (2)' panel is open, showing 'Test Participant (Me)' and 'Meeting Host (Host)'. The 'Test Participant (Me)' entry has a 'Rename' button next to it. A yellow box highlights the 'Participants' icon in the bottom toolbar. A 'Rename' dialog box is open, prompting the user to 'Enter a new screen name:' with the text 'Jane Doe - Institution' entered. The dialog box has 'OK' and 'Cancel' buttons. The bottom toolbar includes icons for Mute, Stop Video, Invite, Participants, Share, Chat, Record, and a 'Leave Meeting' button.

Open Participants menu

Chat and Nonverbal Feedback

Use icons to communicate answers and signals to presenter



Open Participants and Chat

Select whether you want to chat with everyone or a specific person

Agenda- Day 2

1:30 p.m. – 3:30 p.m.

1:30 p.m.	Welcome Back
1:40 p.m.	Long-Term Vision: Maintaining Momentum Across Campuses Over Time
2:25 p.m.	Break
2:35 p.m.	Discussion: Measuring Outcomes
3:10 p.m.	Group Share Out
3:25 p.m.	Closing Remarks
3:30 p.m.	Adjournment

*Please note all times are listed in Eastern Time.

Polls

Long-Term Vision: Maintaining Momentum Across Campuses Over Time

University of Maine System

Meet Your Presenters



David Demers
Chief Information Officer

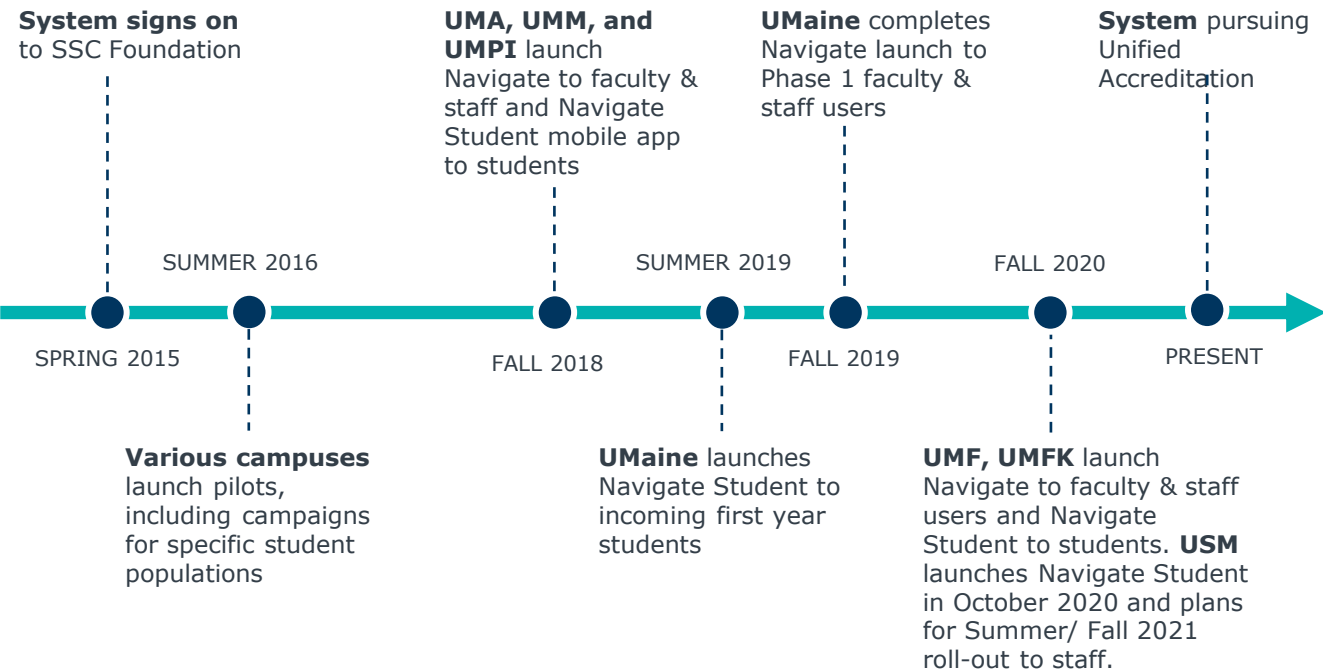


Rosa Redonnett
Associate Vice Chancellor



Implementation Timelines of UMS Campuses

A Multi-Step Journey



One Size Does Not Fit All

Recognize and Work With Differences Across Campuses



Consider progress over perfection

Success can be big or small – the goal is for it to be strategic and replicable to have the biggest impact on student outcomes.



Put in the time and conversation

Adjust your approach to work with each campus based on how they get work done. While this process may take longer, it gets us closer to our end goal.



Allow campuses control over key metrics

Campuses can determine what specific metrics they want to track.

Measuring Success

How Do We Know The Navigate Project is Going Well?

"Hard Measurements"

of students with access 

of students served 

Are campaigns successful? 

Are we seeing changes in retention? 

"Soft" Measurements

 Are we hearing from colleges organically that Navigate is meaningful and helpful to them? Are they mentioning it without us asking?

 Is there movement and growth? Are colleges actively working on expanding their use of the tool?

 Are colleges using the platform to overall impact the success of their students?

 Are previous "hold out" campuses moving in the right direction?

A Few of Our Wins So Far!

2.3x

Growth in issued alerts in Spring term after launching Navigate alerts in Fall (UMA)

90%

Faculty participation rate in Progress Report campaigns (UMPI)

15%+

Higher retention rate of students responding to case intervention outreach compared to students who didn't and 5% higher than institution overall (UMPI, UMM)

90%

First year student adoption of mobile app during summer orientation promotion (UMaine)

11 point

Average increase in retention rate of students who participated in proactive Navigate appointment scheduling across campuses (average of UMA, UMaine, UMM)

1 in 2

Students used Navigate for appointment scheduling in the first year live across 5 care units (UMF)

Connection Builds Momentum



Provide Structured Opportunities for Campuses to Connect

Discuss Best Practices

Use connection points as a place to remind campuses of best practices and update them on new and exciting ways to leverage Navigate.

Create Space to Share Wins

Celebrating progress encourages teams to continue their Navigate work and provides others with ideas and inspiration.

Help Campuses Recognize Their Own Innovation

With their heads down in their day-to-day work, teams sometimes need help recognizing what they've accomplished.



Combination of Recurring EAB Support and System-Wide Gatherings

- Monthly meetings with campus Leadership Teams lead by Strategic Leader
- Bimonthly campuses check-in for networking and best practice sharing
- Quarterly updates with System office
- Yearly system advising summits with Navigate-focused sessions
- Annual Navigate updates to Board and Campus Executive Leadership



EAB

Measuring Outcomes

Discussion

Poll

Discussion Questions



How does your system decide what metrics should be tracked for Navigate/Starfish use/impact system-wide? How do you account for variance in institution type, size, and study body in deciding on these metrics?



How do you communicate to campus stakeholders what you're monitoring and for what purpose?



What type of reporting structure is in place for your campuses (qualitative, quantitative, none) to share back to the system office about tool use and impact? Has this been successful?



If there's not a reporting structure, how do you assess campus progress towards outcome metrics?



Introduce Yourself

When you first chime in during the conversation, share a bit about your role and experience.



Don't Be Afraid of Silence

Take time to process questions and consider what insights you may have to share.



Give Everyone a Chance to Speak

Be sure each group member has a chance to share.



Let the Conversation Evolve

Is your group starting to discuss a question or topic that isn't on the list? That's ok! This is time for you all to discuss whatever is most helpful and interesting.

Facilitators



Joey Fluriach



Trevor Hannum



Amanda Johannsen



One of these Strategic Leaders will join your breakout room to help facilitate conversation and provide insight where needed.

Upcoming Events



Share With Your Campuses- Links to be Sent in Follow Up

A horizontal timeline diagram with a dark blue circle on the left, a horizontal line, and two teal dots marking the dates July 28 and August 3.

July 28

**Navigate Public School
Summer Series-
Featuring University of
New Orleans** (1:30-
2:30pm ET)

**Quarterly Navigate
Product Team Update**
(2:30-3:30pm ET)

August 3

**Starfish and Navigate:
Making the Most of
Your Intake Survey**
(12:00-1:00pm ET)

**Navigate Public School
Summer Series-
Featuring Sam Houston
State University and
California State
University- Los Angeles**
(1:30-2:30pm ET)

Save the Date: November 3-5

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► **EAB's latest research**

► **Case studies from peers**

► **Innovative ideas from special guests**

► **Networking opportunities**

Final Thoughts

Please take a moment to answer these final poll questions.

We have also shared a link to a short online evaluation in the **Chat** and we would appreciate if you could take 2-3 minutes to give us additional feedback on your experience today.

Thank you for your participation and enthusiasm!



Washington DC | Richmond | Birmingham | Minneapolis | New York | Chicago

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