



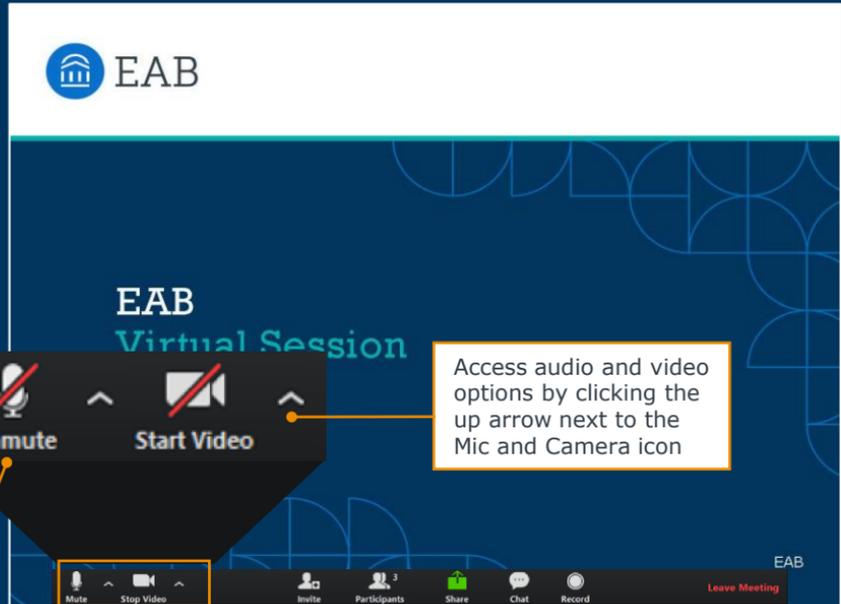
# Pivoting to Support Students During COVID-19 and Beyond

Navigate Public School Summer Series- Part 1  
University of New Orleans

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 it is not required for this session.
- We'll encourage folks to turn on cameras when asking questions during Q&A



Red slashes mean your microphone is muted and your camera is off

# 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

The screenshot shows a Zoom meeting window with the following elements:

- Zoom Meeting ID: 841-573-482
- Zoom Ratio: Fit to Window
- Request Remote Control
- Annotate
- Exit Full Screen
- Side-by-side mode (checked)
- Meeting Host (video feed)
- Meeting Host (name)
- Mute My Audio (Alt+A)
- Start Video
- Rename
- Hide Non-Video Participants (highlighted)
- Hide Self View
- Meeting Host (name)
- Mute (button)
- Mute My Audio (button)
- Start Video (button)
- Rename (button)
- Hide Non-Video Participants (button)
- Hide Self View (button)

# Update Your Name

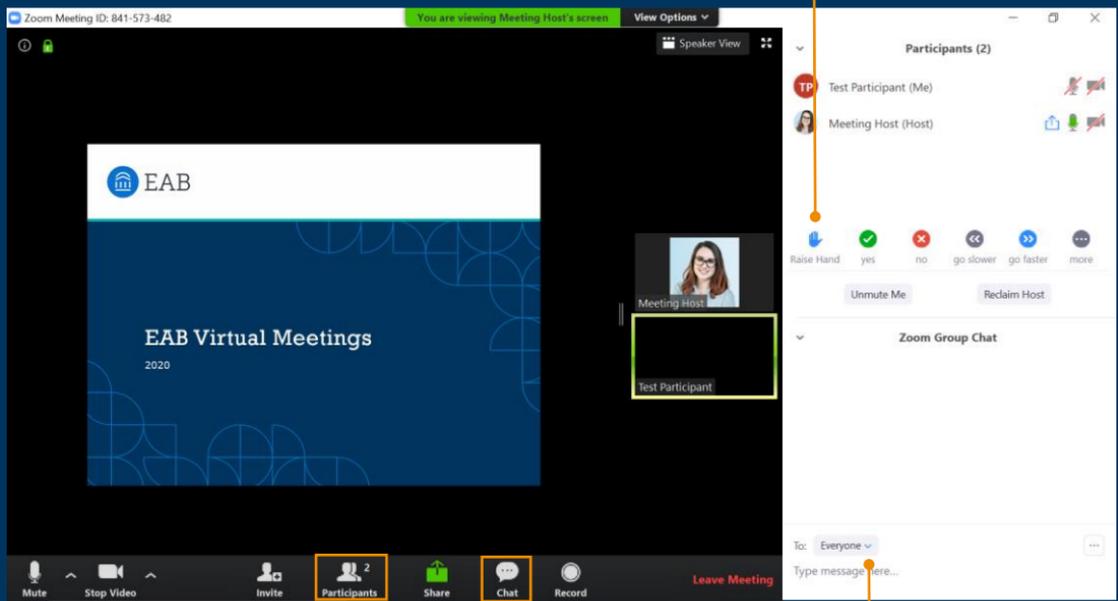
Update your name and add your institution. You may also add pronouns if you wish (example: they/them/theirs)

The screenshot displays a Zoom meeting interface. The main window shows a slide with the EAB logo and the text "EAB Virtual Meetings 2020". The bottom toolbar includes icons for Mute, Stop Video, Invite, Participants (with a '2' indicator), Share, Chat, and Record. A red "Leave Meeting" button is visible in the bottom right corner. The Participants panel on the right shows two participants: "Test Participant (Me)" and "Meeting Host (Host)". A "Rename" dialog box is open over the "Test Participant (Me)" entry, with the text "Enter a new screen name:" and a text input field containing "Jane Doe - Institution". The dialog box has "OK" and "Cancel" buttons. An orange arrow points from the "Participants" icon in the toolbar to the "Rename" dialog box. Another orange arrow points from the "Rename" dialog box to the "Rename" button in the Participants panel.

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

# Opening Remarks



**JM Alatis**

*Strategic Leader, Student  
Success*



**LaToya White**

*Managing Director, Student  
Success*

# The University of New Orleans



## Quick Stats

- ~6,700 undergraduate students
- Located on the shore of Lake Pontchartrain, just 15 minutes from the French Quarter
- 40% first generation students

## Navigate Journey

- August 2016: Went live with Strategic Care and Intelligence
- June 2017: Went live with Milestone Guidance
- Currently implementing Academic Planning



# Meet Your Presenters



**Reagan Laiche**

*Director of Operations for  
Student Affairs*



**Shannon Williamson**

*Director, Learning Resource  
Center*

# Embedding Navigate in Orientation



## Make Navigate the Central Place for Key Tasks

### Orientation Before COVID-19

Several orientations throughout the summer 

Staff made pitch during each session encouraging students to download app 

Low adoption rates (20% in 2019-2020 academic year) 

### Orientation During COVID-19

-  Split into 2 parts:
  1. A logistics-focused session in the summer for registration, etc.
  2. A student development and transition-focused session right before the beginning of term

-  Convinced orientation team to use Navigate app to house student task check list. Emphasized editing and tracking capabilities

-  Included dedicated time in breakout groups to download app and complete check list

-  Increased app log ins by 222% with 75% of first-year students downloading the app

# Refreshing Alerts & Cases



## Be Wary of Over-Promising and Under-Delivering

### Ensured alerts were specific and realistic

- Asked ourselves: what can WE help with and what can the COMMUNITY help with?
- Committed to re-evaluating alerts as services/resources evolve

### Designed clear follow-up workflows

- Previously, not all alerts had a corresponding case management plan
- Now, we only input alerts that have a workflow

### Used alerts to demonstrate follow through and impact

- 48% increase in cases and alerts submitted in 2020-2021 compared to previous year
- 12% increase in unique faculty/staff users logging in, time spent in Navigate, and student profile views

### Training: *Reagan's Roadshow*

- Asked for airtime in deans meetings, chairs meetings, and advisor and retention committee gatherings across all 4 colleges and the Interdisciplinary Studies major
- Put a face to the training and responded to past feedback on lack of transparency
- Created clear documentation for on-going use, including alert definitions, identifying factors to look for before issuing an alert, and what follow up actions can be expected



# Creatively Deploying Resources

## Adjust Responsibilities to Meet Student And Advisor Needs



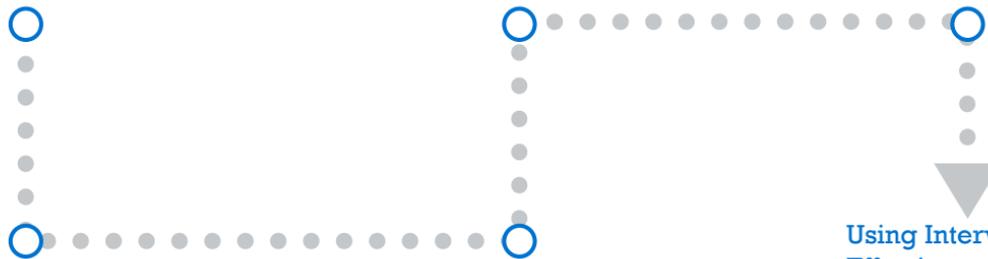
Academic profile of incoming class shifted and needs grew due to COVID-19



Academic case manager responded to academic alerts more quickly



Case manager ran progress report campaigns, other interventions to help students and get appointments scheduled



Academic advisors unable to respond to alerts quickly, especially during peak advising times



Re-deployed first year advising position as an academic case manager, drawing on social work background

**Using Intervention Effectiveness, saw that students who met with our staff had:**

- .8 higher term GPAs
- 10% higher persistence rate Fall to Spring
- 14% higher credit completion in Spring

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**Chat in: what is one way your institution  
pivoted to support students during  
COVID-19?**

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**Today: July 28**

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

**August 3**

**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

14



▶ EAB's latest research

▶ Case studies from peers

▶ Innovative ideas from special guests

▶ Networking opportunities

# Join the Conversation in the new & improved EAB Community

15

The EAB Community is an online networking space for Navigate Leadership Team members. Log in to share best practices, learn from others, and tap into the collective knowledge of the Student Success Collaborative!

Access at **networking.eab.com** and reach out to your Strategic Leader with any questions.

## What you can expect in the Community:



User-friendly interface where you can get quick answers to Navigate platform questions



Option to access via Mobile app



Easy to search directory of Navigate leaders



Direct messaging capabilities to network 1:1 or with up to 50 people



Ability to upload and view documents and resources



Upcoming events, tips, and resources from EAB

**Youlanda Henry** posted a new discussion 10 Dec  
Florida State College at Jacksonville • Director of Tutoring Services

### Use of EAB to Promote Tutoring

Hello, everyone. My name is Youlanda Henry, and I am the Director of Tutoring Services at Florida State College at Jacksonville. My institution is new to using EAB. I am wondering how some of your institutions are using EAB to promote engagement with academic support services like tutoring.

1 appreciated this 31 Views

**Angela Derocini** posted a new discussion 8 Dec  
Rutgers University-Camden • Assistant Director

### Newsletter

Hi, everyone! In October, EAB's Staying Connected Newsletter highlighted Rutgers-Camden and the fact that we do a campus newsletter about Navigate. Attached is a PDF version of one of ours. Does anyone else develop a newsletter to share information about Navigate with their campus?

Connected Newsletter.pdf  
1.08 MB • 0x Downloads

9 appreciated this 30 Views

View all 10 comments

**Jessica Skipper**  
UNIVERSITY OF ALASKA, FAIRBANKS • Student Success Coordinator 15 Dec

We have also started a newsletter this year. Here are a few of the drafts.

Appreciate 1

# Final Thoughts

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Please take a moment to answer this final poll question to provide feedback on your overall experience during today's session.

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.

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