



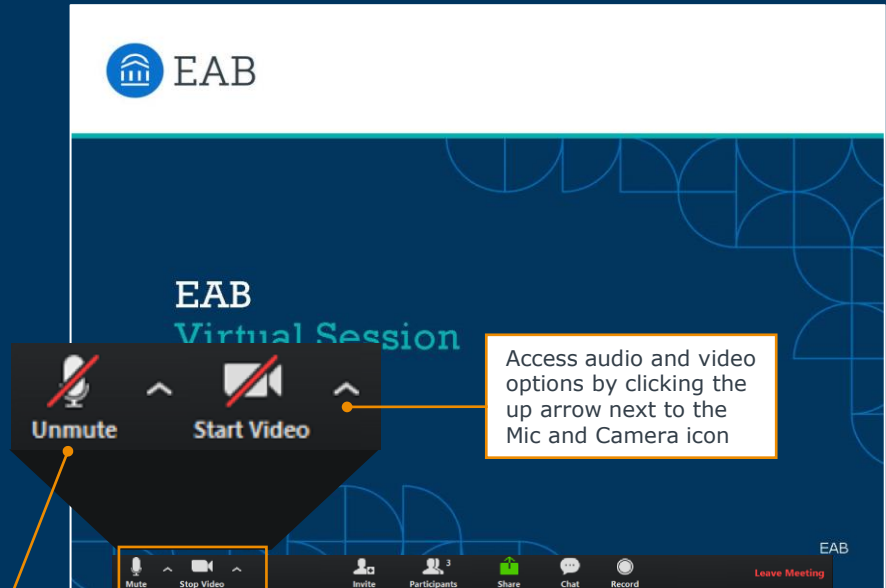
Meeting Student Needs Through Self-Alerts

Navigate Public School Summer Series- Part 2
Sam Houston State University

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

The screenshot shows a Zoom meeting window with the title bar 'Zoom Meeting ID: 841-573-482' and a green status bar 'You are viewing Meeting Host's screen'. The main content area displays the EAB logo and the text 'EAB Virtual Meeting 2020'. A 'View Options' menu is open, showing options: 'Zoom Ratio', 'Fit to Window', 'Request Remote Control', 'Annotate', 'Exit Full Screen', and 'Side-by-side mode' (which is checked). A 'Meeting Host' video thumbnail is visible on the right. At the bottom, a toolbar contains icons for 'Mute', 'Start Video', 'Invite', 'Participants' (with a '2' badge), 'Share', 'Chat', and 'Record'. A 'Leave Meeting' button is in the bottom right corner. A context menu is open over the 'Participants' icon, showing options: 'Mute My Audio' (with a 'Mute' button and 'Alt+A' shortcut), 'Start Video', 'Rename', 'Hide Non-Video Participants' (highlighted with an orange box), and 'Hide Self View'. A text box points to the 'Hide Non-Video Participants' option with the instruction: 'See only participants on camera: Click dots next to your name; then Hide Non-Video Participants'.

Zoom Meeting ID: 841-573-482 You are viewing Meeting Host's screen

View Options

- Zoom Ratio
- Fit to Window
- Request Remote Control
- Annotate
- Exit Full Screen
- ✓ Side-by-side mode

Meeting Host

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

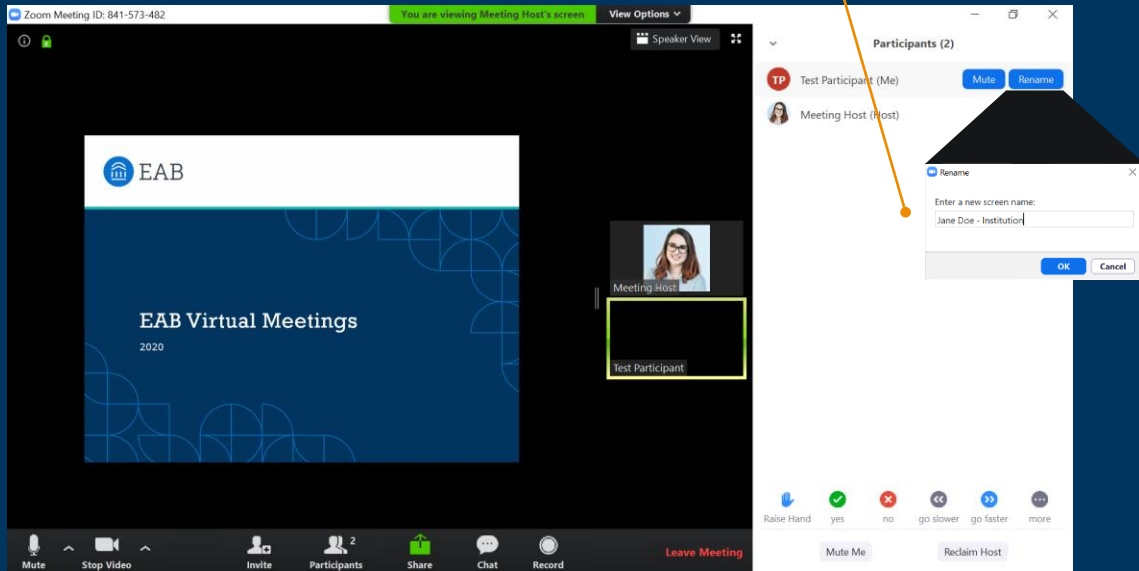
Meeting Host

- Mute My Audio (Alt+A)
- Start Video
- Rename
- Hide Non-Video Participants
- Hide Self View

Mute Start Video Invite Participants Share Chat Record Leave Meeting

Update Your Name

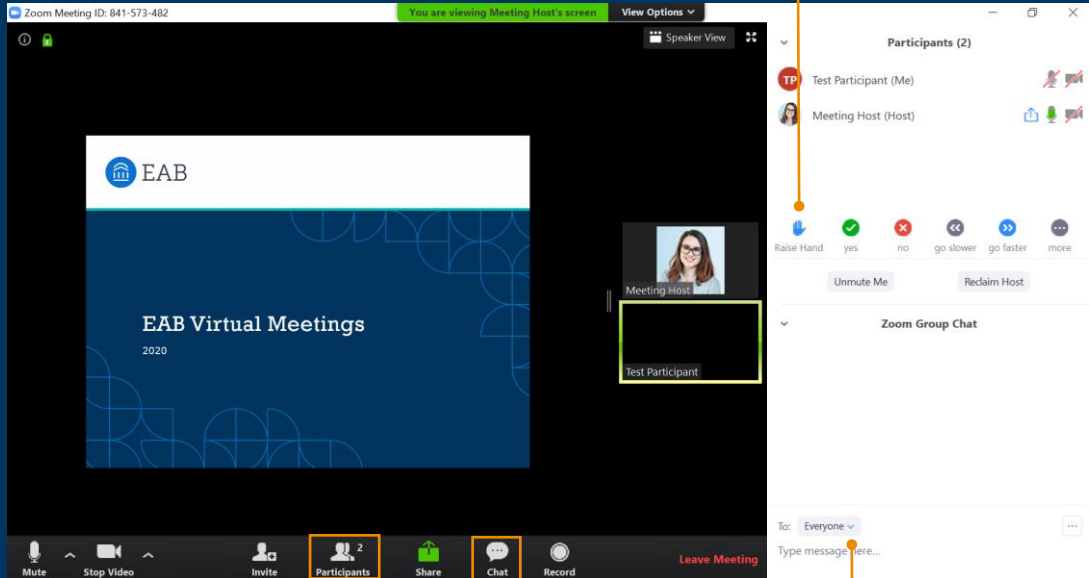
Update your name and add your institution. You may also add pronouns if you wish (example: they/them/theirs)



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

Sam Houston State University



Quick Stats

- ~19,000 undergraduate students
- 24.7% Hispanic undergraduate population
- Over 75% of students work while pursuing a degree

Navigate Journey

- January 2016: Went live with Intelligence
- January 2016: Went live with Strategic Care



Meet Your Presenter



Brittany Fish, Ed.D.

*Director of Student
Success Technologies*

Why Self-Alerts



How do we know what our students need?"

Dr. Alisa White, President

**Weeks
2-10:**

The only time alerts were
open for use

Faculty:

The only group with
ability to issue alerts

**Just 2 alert
options:**

Course progress and
class attendance

1



Brought in Coordinated Care

- Met with different student support teams 1:1
- Academic Advising, Academic Success Center (Tutoring and Mentoring), Student Money Management, Student Affairs (Food and Housing Insecurity)
- Created new alerts and cleaned up existing alerts

2



Selected Focus Populations

- First semester sophomores (due to disrupted freshman year)
- Pell eligible students (large group at SHSU)
- Suspension and probation students

3



Built Self-Alert Form

Survey Options

- I cannot attend class
- I am concerned about my grades
- I do not have access to technology
- I am experiencing financial hardships
- I need wellbeing resources such as food, housing, counseling, disability services
- Other

Our Process Continued



4

Sent Survey to Students

- Created student lists in Navigate for selected populations
- Embedded survey in LMS as link students see upon login
- Used positive language (*Self Support* instead of *Self-Alert*)
- 911 students created self-alerts in Fall 2020

5

Responded to Needs

- As students filled out survey, our team issued corresponding alerts in Navigate
- Alerts specify “self-alert” in description

6

Assessed

- Weekly report on response rates, responses across racially diverse student groups, semester credit hours dropped, withdrawals, types of responses



Findings and Results

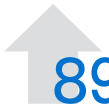


322%

Increase in Hispanic respondents during first week of November



- Occurred directly after midterms on the last day to drop a course
- Asked ourselves, "Why then?" Now we are considering how to help these students connect with support services earlier, especially as we try to become an HSI



89%

Pell eligible students re-enrolled for Spring 2021



- Number increased from 86% in prior academic year



Top Areas of Need

- 1) Financial Hardships
- 2) Food and Housing Insecurity



- Worked with Student Money Management Center to launch appointment campaign based on survey results
- Awarded over \$640,000 in Cares Act Funding to self-alert students



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