INSIDE NAVIGATE:
EAB’s Student Success Management System
**Student Empowerment Tools: Milestone Guidance Module**

Empower Students To Take Part In Their Own Success

**Pivotal Moments Path**
EAB researchers have identified “pivotal moments” (or turning points) across a student’s college journey that factor into, or jeopardize, his or her success. The Pivotal Moments Path organizes key onboarding and ongoing guidance in a prioritized timeline so that students can navigate their college journey with confidence. Students see only the content relevant to them, based on multiple datasets, including in-app micro-surveys, SIS, and in-app student activity. Alert notifications remind students about important deadlines and overdue tasks.

**Term-to-Term Tools**
Equip students to take action, including scheduling appointments with staff in their personal success network, viewing their class schedule, joining study groups, looking up resources, and clearing holds.

**Surveys**
Customize students experiences and surface the resources they need most
- Intake: Gather information about new students
- Program Explorer: Connect students to program and career information
- Quick Polls & Persistence: Check in with students at critical points across their time on campus

**Student Milestone Analytics**
Track student behavior to monitor engagement and inform student intervention strategies.

**Partners Seeing Rapid Adoption and Robust Usage Among Their Students**

- **92%**
  Attendance of advising appointments following nudging campaigns in Navigate
  ARAPAHOE COMMUNITY COLLEGE

- **94%**
  Of freshmen downloaded the mobile platform in first-year seminars
  ROBERT MORRIS UNIVERSITY

- **80%**
  Of steps completed by students in the mobile platform on average
  METROPOLITAN STATE UNIVERSITY OF DENVER

- **97%**
  Of students who used Navigate plan to use it again
  TRIDENT TECHNICAL COLLEGE
Student Empowerment Tools: Academic Planning Module

Enable Collaborative Plan Building, Scheduling, and Registration Within a Single Platform

Course and Term Planning
Empower students to build academic plans optimized for on-time graduation. Students can easily search the course catalog and add courses to their plan. The platform colocates degree maps, program requirements, and completed coursework for easy reference. Automated guardrails alert students to common planning errors and inefficiencies.

Shared Workspace
Foster ongoing collaboration and meaningful interactions between advisors and students by providing an asynchronous, online workspace to create and edit academic plans, as well as track historical changes along the way. Using Advanced Search, advisors can identify students with planning errors, and then contact those students through targeted campaigns.

Best-Fit Scheduling and Registration
Assist students in building schedules that align with students’ availability, preferred course format, and location preferences. Students can register for courses directly in the platform (at schools with access to APIs for registration). Schools can choose to turn on wait-listing functionality.

Content Administration Tool
The tool provides approved administrators with the ability to create, customize, and manage the content that students see, and to continuously create, edit, and publish content in real time, without the need to request or consult EAB personnel. Degree maps and course logistics can be uploaded to, created in, and maintained within the platform.

Academic Planning Analytics
Improve capacity planning at the program, course, and section levels via analysis of students’ planned courses and scheduling preferences.

Academic Planning Efficiencies Further Student Progress While Saving Advisor Time

7%
Increase in advising sessions for new students from fall 2016 to fall 2017
PIKES PEAK COMMUNITY COLLEGE

34 hours
Advisor hours saved each week due to automated advising reports
BROWARD COLLEGE

$79K
Additional revenue from higher applicant enrollment rate through optimized advising
WIREGRASS COMMUNITY COLLEGE

34.9%
Increase in applicant conversion due to streamlined academic scheduling
CERRO COSO COMMUNITY COLLEGE
Workflow Solutions for Faculty, Advisors, and Staff

Coordinate To Deliver Proactive, Holistic Support To Students

Smart Student Profile
Use a 360-degree view of the most actionable student data (academic, activity, and behavioral) to support holistic and strategic student care. The Smart Student Profile includes:

- Personal information
- Key academic indicators, including predicted risk
- Unofficial transcript and class information
- Custom data fields
- GPA and credit trends by term
- Alerts and cases
- Assigned advisors and tutors
- Activity within student app
- Viewing and editing of academic plans

Advanced Search and Campaign Management
Identify segments of students based on a wide range of criteria, including personal data, academic performance, and success indicators. Use searches to generate campaigns, which allow you to improve advisor efficiency and promote proactive advising with targeted mass outreach to students, including responsive scheduling and tools to monitor campaign results.

Appointment Scheduling and Multimodal Student Communications
Engage with individual and groups of students through email, text, or click-to-call directly through the platform. Provide faculty and staff with flexible appointment scheduling and tools to promote better planning and availability management.

Coordinated Care Network
Coordinate campus-wide student support through observational early alerts, case referrals, closed-loop reporting, and centralized interaction records such as notes, documents, and scheduling. Customize data access and workflow configurations by role, service, or location.

Workforce Analytics
Improve operational management of student resources by tracking trends on alerts, assignments, cases, appointments, attendance, and risk.

Staff Embedding Workflow Tools into Their Daily Work—Leading to Impressive Results

100%
Of full-time advisors using the system daily
BOWLING GREEN STATE UNIVERSITY

22%
Percentage-point increase in student satisfaction with advising
UNIVERSITY OF SOUTH CAROLINA

8%
Percentage-point increase in four-year graduation rate
VIRGINIA COMMONWEALTH UNIVERSITY

$674K
In additional tuition revenue with zero increase in staff
SAMFORD UNIVERSITY
Integrated Analytics for Administrators

Investigate, Inform, and Improve Your Student Success Strategy

Predictive Analytics
Leverage a customized predictive model for your school to understand both cohort-level and individual student risk. Ingesting 8+ years of historical data (recommended), our machine learning engine facilitates timely and strategic care across all students.

Population Health Analytics
Track student risk, academic performance, and progress of students in their current term to drive targeted intervention campaigns for distinct student populations.

Effectiveness Analytics
Assess the effectiveness of student interventions between cohorts or over time by comparing performance across key success metrics.

Historical Trend Analytics
Identify longer-term trends of success, risk, and failure within your courses, program migration patterns, and graduation rates to inform school-wide or program-level initiatives such as course sequencing or program and resource optimization.

Partners Unlocking the Power of Data to Guide Impactful Changes

8 fewer
Excess credit hours at graduation on average, after retargeting resources based on analytics
GEORGIA STATE UNIVERSITY

2%
Increase in undergraduate persistence following data-driven changes to curricular policies
UNIVERSITY OF NORTHERN COLORADO

120
Degree plans created based on historical data trends, in order to reduce time to degree
MIDDLE TENNESSEE STATE UNIVERSITY

27+
Courses redesigned following analysis and identification of “barrier” courses
MIDDLE TENNESSEE STATE UNIVERSITY