



DIAGNOSTIC

Addressing Gaps in Student Readiness

Is your institution prepared to address the student readiness crisis?

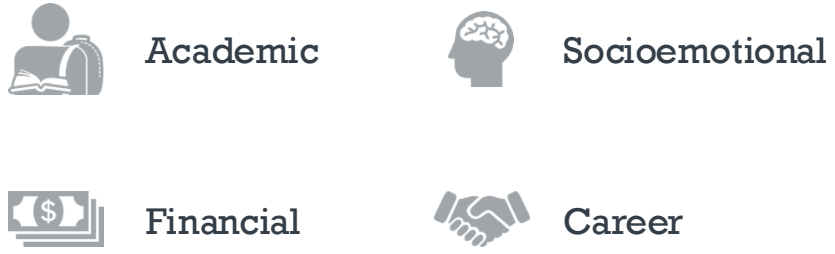
Navigate360

Student Readiness and Support Diagnostic

Student success is central to every institution’s mission, yet today’s students face complex challenges that jeopardize their academic progress and overall well-being. The COVID-19 pandemic has exacerbated the “readiness gap” — the disparities in students’ academic preparedness, socioemotional support, financial stability, and career readiness. This widening readiness gap threatens both individual student achievement and institutional success.

Completing this comprehensive readiness diagnostic can help institutions pinpoint these critical gaps, leverage existing strengths, and implement targeted strategies to better support student success. By addressing the diverse needs of today’s students, colleges and universities can empower all learners to succeed in higher education and excel beyond it.

*This diagnostic tool addresses **four critical areas** of student readiness*



- Academic**: Icon of a person with a book.
- Socioemotional**: Icon of a head with a brain.
- Financial**: Icon of a stack of money.
- Career**: Icon of two hands shaking.

How to Use This Diagnostic



Step 1 Scoring

▶ **In each row, you’ll rate your institution from 0-2**

0	We don’t do this.
1	We do this partially or only in some offices or units.
2	We do this well and institution-wide.

▶ **Calculate scores**
Review your scores and note the number you used most frequently.



Step 2 Reflection

▶ **Identify Improvement Areas**
Focus on areas where you scored your institution 0 or 1.

▶ **Consult Resources**
Go to page 6 for a list of resources organized by category to find solutions for your improvement areas.

Student Readiness and Support Diagnostic



Academic Readiness

Select one:

0 = We don't do this.


1 = We do this partially.

2 = We do this well and institution-wide.


1. Staff have access to students' full high school academic history and placement score performance.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
2. We summarize information on gen ed requirements and preparing for advising appointments in a self-service portal for students.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
3. We use surveys, quizzes, and/or other diagnostic tools to help students understand their study styles and skill gaps at multiple points in the student lifecycle and triage resources to those struggling with coursework.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
4. Disability Services is integrated into the same student referral portal that we use for other support services.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
5. We engage faculty in student success efforts by utilizing an effective early-alert system for flagging academic (and nonacademic) concerns.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
6. Students can easily "self-alert" to request help in their coursework or with other needs.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
7. We provide encouragement and resources for peer-led academic support through virtual study buddy groups.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
8. We train faculty and staff to provide additional 1:1 coaching for students who need more in-depth support to develop study skills, alleviating the workload on academic advisors.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
Total responses:				

Student Readiness and Support Diagnostic

 Socioemotional Readiness	Select one: 0 = We don't do this. 1 = We do this partially. 2 = We do this well and institution-wide.			
1. We have a trained peer coaching team or peer hotline that students can go to with questions about academics, college life, or other challenges.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
2. We proactively direct students to meet 1:1 with designated staff who can discuss challenges through a cultural- or community-specific lens.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
3. Advising or student success staff develop support plans for high-need students.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
4. We offer workshops and resources on mental health, stress management, and building resilience.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
5. We have programs, resources, and proactive outreach plans in place to foster a sense of belonging for all student populations.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
Total responses:				

 Financial Readiness	Select one: 0 = We don't do this. 1 = We do this partially. 2 = We do this well and institution-wide.			
1. We have an AI-powered bot that quickly provides students with verified answers to common questions about paying for college.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
2. We have a self-service financial planning tool that provides personalized guidance to help students figure out how to pay for college.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
3. Financial aid referrals are integrated into the same student referral portal that we use for other support services.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
4. All faculty and advisors have access to information on campus and community resources for students facing food or housing insecurity.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
Total responses:				

Student Readiness and Support Diagnostic

 Career Readiness	Select one: 0 = We don't do this. 1 = We do this partially. 2 = We do this well and institution-wide.			
1. We help students build the interpersonal skills needed to thrive in their job search and career, providing resources on topics such as career exploration resilience and nonlinear pathways.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
2. We help students create professional networks, with a focus on eliminating network disparities for underrepresented groups.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
3. We integrate career exploration into first-year experiences and academic advising.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
4. We provide self-service major and career exploration tools so students can understand the paths available and the coursework and internship experience needed.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
5. We offer virtual job simulations for students to gain industry-specific skills and experience in a way that is accessible and equitable.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
6. We have a structured program to connect students with alumni mentors in their fields of interest.	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	Not Sure <input type="checkbox"/>
Total responses:				

Scoring Your Institution

After completing the diagnostic, focus on the section with the most 0–1 scores. This area is your greatest opportunity for improvement in addressing student readiness.

- ▶ **Mostly zeros or "Not sure":** Student readiness is not yet a cabinet-level priority. Educate leadership on the urgency of this challenge and prioritize developing strategies and resources to address gaps across all functional areas.
- ▶ **Mostly Ones (1):** Student readiness is a priority in some areas, but not institution-wide. Convene unit leaders to scale best practices and use data to identify student populations needing urgent support.
- ▶ **Mostly Twos (2):** Your approach is cutting-edge. Share your best practices with other departments and focus on fine-tuning your approach to maximize impact.

For sections with higher scores, continue to assess and improve your strategies to maintain your strong position in supporting student readiness. Consider exploring comprehensive student success platforms to enhance your efforts across all areas.

Explore related resources

Now that you've completed the student readiness and support diagnostic, here are some EAB resources to guide your improvement efforts. Whether you're already prepared to address readiness needs or have significant opportunities for growth, our materials can help you address gaps, scale successful initiatives, and enhance your approach to student support.

**Community college-specific resource*

Academic readiness

Enhance academic readiness with targeted support, early interventions, and adaptive learning technologies.

- "3 strategies to address pandemic-related time management and study skill gaps" ([blog](#))
- "72 community college outreach campaigns" ([infographic](#))*

Socioemotional readiness

Create a supportive campus environment that champions mental health, social connection, and a sense of belonging.

- "How colleges can combat student disengagement and increase socioemotional readiness" ([blog](#))
- "Three quick wins for student mental health and wellness" ([insight paper](#))
- Build belonging through more intentional and effective student communications ([toolkit](#))
- "Resourcing students for success: enabling tech to holistically meet student needs" ([on-demand webinar](#))*
- "Are you meeting students' basic needs?" ([blog](#))*

Financial readiness

Provide accessible financial resources and education. Support students facing financial hardships.

- "Three ways to connect students with financial support" ([blog](#))
- "Taking action on student equity" ([infographic](#))
- "3 strategies to support community college students' financial wellness" ([blog](#))*

Career readiness

Integrate career exploration and skill development into every step of your students' journey.

- "Understand the college and career disconnect" ([on-demand webinar](#))
- "How can colleges prepare Gen Z for the workforce?" ([blog](#))
- "4 strategies to bridge the skills gap between community college and career" ([blog](#))*
- "How to integrate career success across the student experience" ([on-demand webinar](#))*

Additional resources

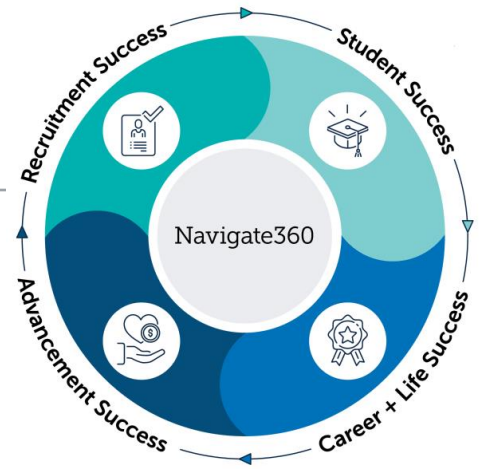
Ensure students have the support, resources, and opportunities needed to thrive.

- "4 possible futures for student success" ([infographic](#))
- "Six drivers shaping the future of Higher Ed" ([insight paper](#))
- "From caution to curiosity: Higher Ed success staff weigh in on AI's role in student success" ([survey report](#))
- "Student success in the 2020s: 30 priorities" ([infographic](#))
- "Meet your new community college learner" ([infographic](#))

Holistically Address Student Needs with Navigate360

A Comprehensive CRM for Higher Ed

Navigate360 is the first enterprise-level technology for student success, built on a decade of research and feedback from college and university leaders and users. Navigate360 brings together students, administrators, advisors, faculty, and other staff in a collaborative network to holistically support students across the college journey.



Staff Workflow and Automation

Empower staff to proactively engage with prospective and current students

- ✓ AI-Powered Messaging
- ✓ Complete Student Profile
- ✓ Coordinated Care Network
- ✓ Cases and Referrals
- ✓ Automated Alerts and Messaging
- ✓ Two-Way SMS
- ✓ Campaigns and Template Library
- ✓ To-Dos
- ✓ Appointments and Surveys
- ✓ Events
- ✓ Notes and Attachments
- ✓ Faculty Progress Reports
- ✓ Prospect Application Management

Student Engagement Hub

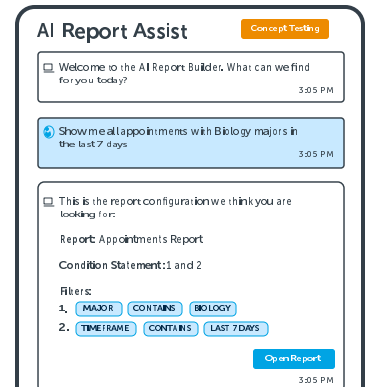
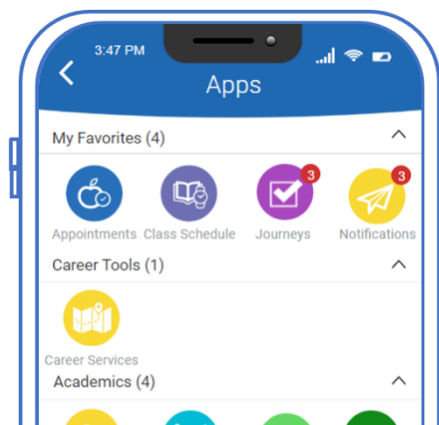
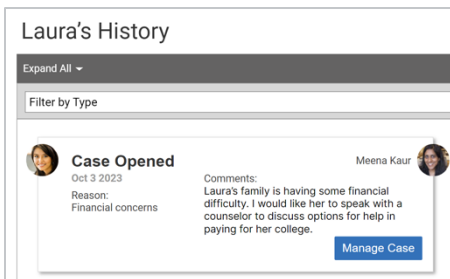
Provide your students with a one-stop shop for self-service resources

- ✓ AI-Powered Knowledge Bot
- ✓ iOS and Android Apps
- ✓ Student Success Network
- ✓ Campus Resources
- ✓ Appointment Scheduling
- ✓ Class Schedule
- ✓ In-App Messaging, Notifications, and Surveys
- ✓ Career Match and Journeys
- ✓ Study Buddies
- ✓ Financial Planner
- ✓ Prospect Portal

Reporting and Analytics

Proactively identify opportunities for better student support

- ✓ AI-Powered Report Builder
- ✓ Advanced Query Builder
- ✓ Data Visualizer
- ✓ Templated and Scheduled Reports
- ✓ Automated Workflow from Reports
- ✓ Population Health Analytics
- ✓ Activity Analytics
- ✓ Intervention Effectiveness Analytics
- ✓ Historical Analytics
- ✓ Predictive Model
- ✓ Analytics Data Exports



OUR PARTNERS

850+

Partner institutions

10M+

Students served

OUR IMPACT

3.5%

Typical improvement in graduation rate

5:1

ROI based on 500 partner value stories

Schedule a student success consultation by visiting us online at eab.com/navigate360.



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ABOUT EAB

At EAB, our mission is to make education smarter and our communities stronger. We work with thousands of institutions to drive transformative change through data-driven insights and best-in-class capabilities. From kindergarten to college to career, EAB partners with leaders and practitioners to accelerate progress and drive results across five major areas: enrollment, student success, institutional strategy, data analytics, and diversity, equity, and inclusion (DEI). We work with each partner differently, tailoring our portfolio of research, technology, and marketing and enrollment solutions to meet the unique needs of every leadership team, as well as the students and employees they serve. Learn more at eab.com.