

Strengthening Student Access, Engagement, and Proactive Support with Navigate360

About Mt. SAC

Mt. San Antonio College (Mt. SAC), a California Community College, serves about 70,000 credential and non-credential students in Walnut, CA.



Impact Highlights

47.2%

Increase in the number of appointments scheduled with Navigate360 compared to the prior system, SARS Anywhere

57K+

Unique students who used the Navigate360 mobile app across three years

4.2M

Messages sent to students in Navigate360 across three years

Seeking a Better Approach to Student Success

As student expectations, technology standards, and institutional priorities evolved, Mt. SAC recognized the need for a more modern, integrated, and proactive approach to student success. Meanwhile, expanding campus locations drove higher demand for academic counseling and support services.

Mt. SAC relied on SARS Anywhere for appointment scheduling as well as disparate point solutions for communication, reporting, and student engagement—all of which were limited in scalability, flexibility, and data visibility. Departments experienced operational inefficiencies and inconsistent service delivery, and counselors struggled to proactively identify and support students, particularly those from disproportionately impacted populations.

Key challenges included:

- Lack of a scalable appointment management system to support increasing demand and evolving service models, causing reliance on manual scheduling
- Inconsistent communication tools and practices across departments
- Limited ability to proactively identify and support at-risk students
- Difficulty delivering services consistently across all campuses and programs
- Fragmented student engagement data, disconnected reporting workflows, and limited analytics that inhibited effective decision-making

Mt. SAC prioritized implementing a centralized, student-centered platform that could strengthen access, communication, early intervention, operational consistency, and data-informed decision-making across the institution.

The Value of a Navigate360 Partnership

Mt. SAC implemented EAB's Navigate360 student CRM in 2019, replacing the legacy SARS system and creating a centralized infrastructure for appointment scheduling, communication, early alerts, reporting, and coordinated care.

Their Navigate360 implementation represented far more than a system replacement; it strengthened Mt. SAC's ability to improve access and engagement, support retention and completion, scale services efficiently, and advance a campus-wide "culture of care" grounded in equity, proactive intervention, and student success—with measurable and sustained results.

“No one truly understands the power of Navigate360 until it accomplishes the unthinkable. That was true at Mt. SAC during the pandemic, when we moved 70,000 students from in-person to a remote environment within two weeks. It completely flipped the naysayers to folks that then believed in the system and were like, ‘Wow, this is incredible.’”

-Francisco Dorame, Ed.D., Dean of Counseling

Upgrading to a Student-Centric Appointment Scheduling System

Navigate360 Improves Access and Efficiency

▶ After using the cumbersome, inefficient SARS Anywhere system for 20 years, Mt. SAC was eager to migrate to a more user-friendly appointment management solution. Navigate360 provided a flexible and scalable system designed to meet the needs of a large, multi-location campus. Now, they've significantly expanded access for students and established consistent, standardized practices across departments and locations. Additionally, Navigate360's AI-powered profile summarizer makes it easy for academic counselors to ascertain key information about students quickly, allowing them to make better use of appointment time.

	Where SARS Fell Short	What Navigate360 Delivered
User interface	✗ Outdated and unintuitive	✓ Modern, user-friendly, and mobile-optimized
Scheduling flexibility	✗ Limited and rigid structure	✓ Flexible, supporting individual, group, virtual, in-person, and walk-ins
Communications	✗ Manual (email/phone not built in)	✓ Built-in tools that support email, reminders, and campaigns
Reporting	✗ Limited and outdated	✓ Robust dashboards, filters, and export options

413K+

Appointments scheduled in Navigate360 across 3 years

57K+

Students used the Navigate360 mobile app across 3 years

47.2%

More appointments scheduled after upgrading to Navigate360

A Scalable Student Communications Solution

Consistent and Proactive Communication Capabilities Improve Student Engagement

▶ Navigate360's centralized, AI-powered student communication tools allowed Mt. SAC to shift from fragmented and reactive outreach to coordinated, proactive engagement. This created greater message consistency across departments and strengthened their ability to quickly and easily connect students to campus resources. Mt. SAC is also leveraging Navigate360's Enrollment Success module to engage prospects and guide them through the enrollment funnel.

Mt. SAC's Most-Used Navigate360 Communication Capabilities



Automated appointment confirmations and reminders



Follow-up messages after appointments



Targeted email and text outreach



Outreach campaigns with AI-enhanced content



Nudges tailored to specific student populations

“Navigate360 has significantly strengthened the way we support students by helping us provide more intentional, proactive, and personalized outreach. The platform allows our team to efficiently track student engagement, coordinate support services, and **connect with students at critical moments throughout their academic journey**. As a result, we're able to improve communication, increase follow-through, and create a stronger sense of connection and support for our students.”

–Julie Marquez, Ed.D. Director, Extended Opportunity Programs & Services

4.2M

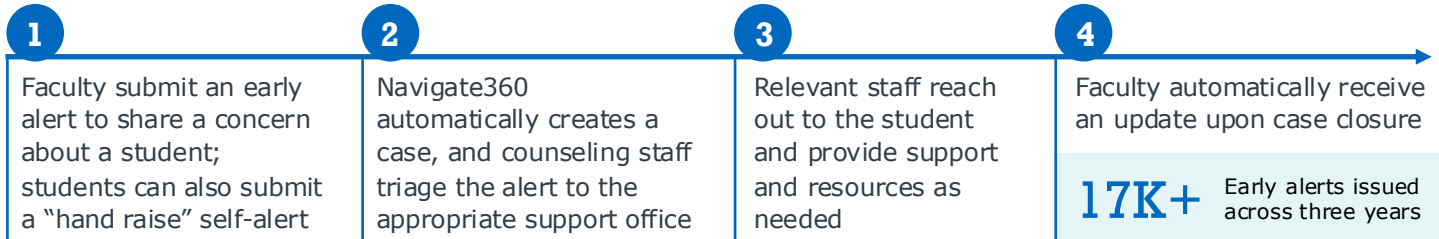
Messages sent in Navigate360 across 3 years

Student Support Shifts from Reactive to Proactive

Engaging Faculty and Support Offices in Student Success

- ▶ Navigate360 helped Mt. SAC move from a reactive service delivery model to proactive, coordinated student support. Early alerts, referrals, and case management workflows have helped the college identify students facing academic, logistical, and personal challenges; intervene earlier; and coordinate care across departments. This has improved support for near-completion students, first-generation students, and other special populations in particular, a reflection of Mt. SAC's increased capacity to deliver equity-centered, differentiated care.

Early Alerts in Action



"I teach online asynchronous and a lot of times, it's students' first college course, as well as their first online course. **Early alerts have become the key part of reaching out to them.** At first I thought, 'Oh, great. Another thing I have to do.' But it's set up so easy to use, and it prompts you to be specific on what they need to get back on track, and at the same time connect them with those support services."

-Mt. SAC faculty member, English and Literature

"The Early Alert system helped me because **it always kept me on track.** Someone would message me if I would miss any class and it helped me stay focused on my classes and stay motivated. It gave me clarity, and it put a weight off of my back knowing that I have people who know what they're talking about, knowing people that are on my side and are really trying to help me and minimizing all of the stress in the classroom."

-Former Mt. SAC student

Leveraging Navigate360 Analytics to Fulfill Reporting Requirements

An Easier Way to Complete VAR Reporting and Drive Data-Informed Decision-Making

- ▶ In fall 2024, California Community Colleges launched Vision-Aligned Reporting (VAR), a new program-reporting approach designed to improve data collection and strengthen equitable student outcomes system-wide. Mt. SAC leverages Navigate360's advanced reporting and analytics capabilities to create standardized service names mapped to VAR tables, making it easier to report on each service offered according to VAR requirements.

Additionally, Navigate360 provides easy access to appointment, engagement, and utilization data, giving departments and leadership clearer insight into service demand, student behavior, and operational capacity. This has allowed Mt. SAC to make more informed decisions on staffing and resource allocation.



How Mt. SAC Uses Navigate360 Reporting

- Analyze appointment trends by modality, location, date, and time
- Track student engagement across services
- Track counselor utilization and capacity
- Analyze campaign performance
- Improve and expedite VAR reporting workflows

"It used to take us 2–3 weeks to gather a report because we had to go and request that. Now, every director, every administrator has access to the reports in Navigate360, and so **they're able to pull up that data immediately.**"

-Francisco Dorame, Ed.D., Dean of Counseling

What's Next for Navigate360 at Mt. SAC

Expanding Access to More Stakeholders

- ▶ Going forward, Mt. SAC will expand access to Navigate360's powerful AI-enhanced communication, workflow, and reporting capabilities to stakeholders across campus as part of a "culture of care" that ensures every student receives the support they need to thrive across their higher ed journey. Mt. SAC aims to:



Expand Use of Enrollment Success Module

- Integrate into new student orientations
- Leverage appointment campaigns for admissions office



Increase Student Buy-In

- Align intake survey with Guided Pathways state initiative
- Expand appointment scheduling to additional special programs and services



Increase Faculty and Staff Buy-In

- Expand use to instructional staff
- Leverage appointment scheduling capabilities for office hours

14.6%

Increase in the number of offices utilizing Navigate360 across three years

47

Total offices and Care Units utilizing Navigate360, including:

- Academic Counseling
- Career Center
- Financial Aid
- High School Outreach
- Basic Needs
- Extended Opportunity Programs & Services
- Laptop Loaner Program
- Nursing Department
- Admissions Office
- Noncredit Programs
- Transfer Center
- Veterans Resource Center
- Wellness Center
- Writing Center

Learn how Navigate360 can help you recruit, retain, and engage students at your community college:

eab.com/navigate360

