



**NAVIGATE**

# -ing Student Success

Warhawk Success Conference

February 24, 2023

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University of Wisconsin  
**Whitewater**

# Navigate - What Does It Do?



- Appointments
- Success Team
- Interventions
- Note Documentation
- Analytics & Data
- Student App







# Active Navigate Units

- Academic Advising
- Financial Literacy
- First Year Experience
- Pathway for Success
- Probation & Academic Standards
- Reference Librarians
- Student Activities & Involvement
- Student Diversity, Engagement & Success
- Student Success Coaching
- Tutoring
- University Housing

# How Can it Help Address Barriers to Success?

- Common post-pandemic barriers:
  - Social Disengagement
  - Mental Health
  - Academic Preparedness
- Transitioning to College
- Collaboration & Coordination

### Your Success Team

-  **Lade, Jeremy**  
Advisor  

-  **McStudentson, Student**  
Peer Mentor  

-  **Warhawk, Suzie**  
Complex Director  


# How Do We Do It?

- Early Interventions
  - Alerts & Progress Reports
  - Surveys
- Wraparound Support & Connections
  - Campaigns, Alerts, Accessible Appointments, Success Team
- Student App
  - Study Buddies, To-Dos, Appointments, Major Explorer, Resources
- Data & Analytics
  - Support needs, Predicted Influencers, Success Markers



# Early Interventions - Alerts

- How do they work?

*uww.campus.eab.com*

The screenshot displays the staff home page of the University of Wisconsin - Whitewater. The header includes the university name and a navigation bar with icons for home, calendar, mail, and a search bar. The main content area is titled 'Staff Home' and features a sidebar with navigation icons. The primary section is 'Assigned Students', which includes tabs for 'Students', 'Appointments', 'My Availability', 'Appointment Queues', and 'Appointment Requests'. Below these tabs are filters for 'List Type' (Assigned Students), 'Term' (2023 Spring Term), and 'Relationship Type' (All Relationship Types). An 'Actions' dropdown menu is visible at the bottom left, containing options like 'I want to...', 'Issue an Alert', and 'Upload Profile Picture'. A yellow arrow points to the 'Issue an Alert' option.

UNIVERSITY OF WISCONSIN - WHITEWATER

NAVIGATE

Quick Search

Staff Home

Students Appointments My Availability Appointment Queues Appointment Requests

Assigned Students

List Type: Assigned Students Term: 2023 Spring Term (De... Relationship Type: All Relationship Types

Actions

I want to...

[Issue an Alert](#)

[Upload Profile Picture](#)

## ISSUE AN ALERT



Student



Please select a reason

Is this associated with a specific class?

Additional Comments

Please enter a comment.

At risk of D or F grade in course

Attendance and/or participation concerns

**Financial Concern**

Pathway for Success Student Concern

Positive Alert: Great contributor to campus community

Student plans to drop a course or withdraw from UW-W

Sudden decline in performance

Cancel

Submit



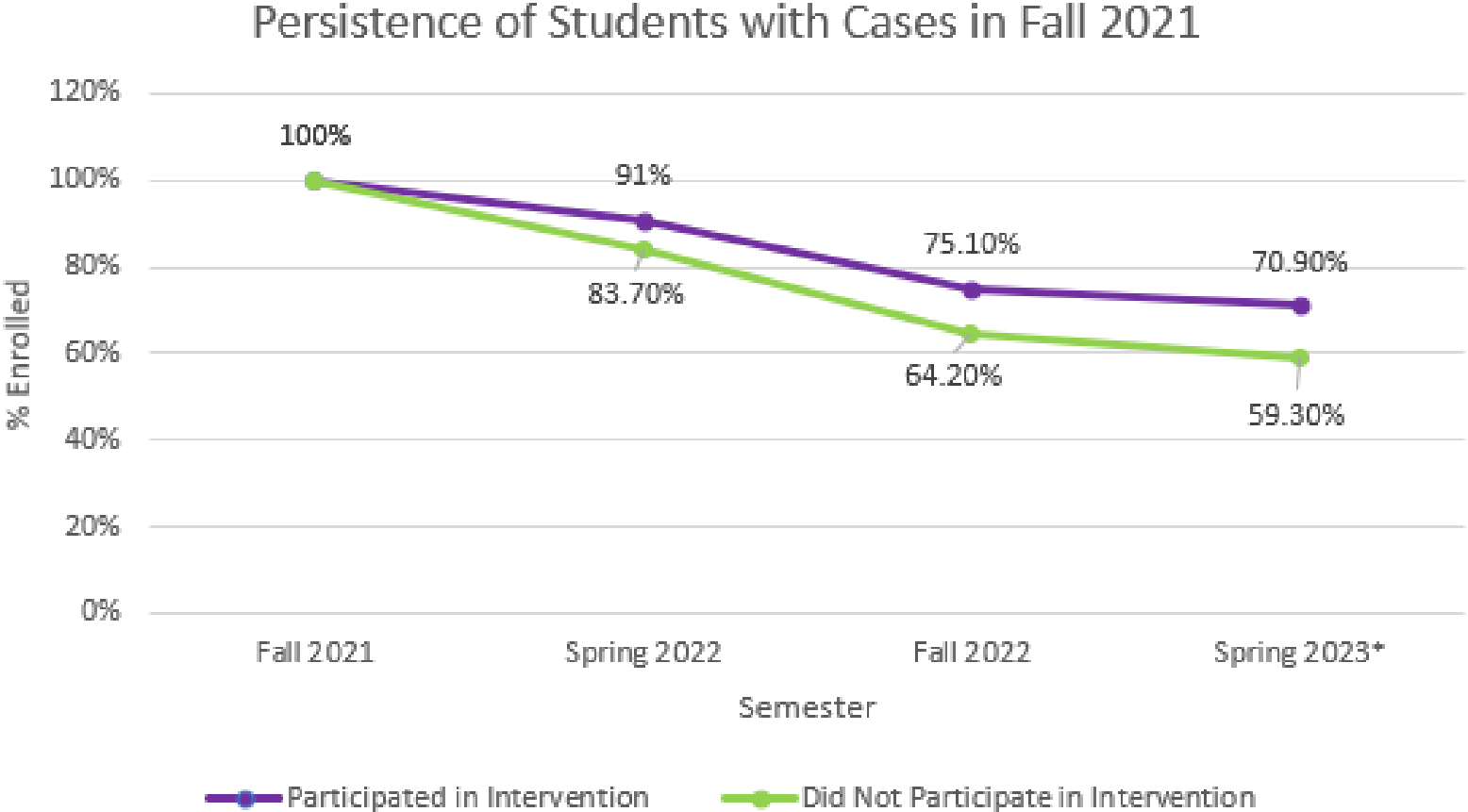
# Early Interventions - Alerts

- What happens?
  - Passive interventions
  - Active interventions

Snapshot of Fall 2022 Alerts	
Total Alerts	<b>2574</b>
Total Cases	<b>398</b>
% Cases Closed in 1 Week	<b>47.74 %</b>
% Cases Closed in 3 Weeks	<b>77.14 %</b>
% Cases Resulting in Contact w/ Student	<b>65.26 %</b>



# Early Interventions - Alerts



# Early Interventions - Progress Reports

- What happens?
  - Timing
  - Who is involved?
  - Interventions

## Fall 2022 Progress Reports



Created on:	10/10/2022
Evaluations Sent:	16274
Responses from Professors:	10053
Students Marked At-Risk:	1432

# Surveys

- Intake Survey
  - All students on a yearly basis
- Warhawk Check-in Survey
  - New Students
  - Check-Ins for 3 more semesters

- ✓ *Sense of Belonging*
- ✓ *Peer Connections*
- ✓ *Academic Success*
- ✓ *Technology Usage*
- ✓ *Stress Management*
- ✓ *Financial Planning*
- ✓ *Basic Needs*
- ✓ *Involvement*
- ✓ *Resources & Support*

# Surveys

## Fall 2022 New Student Assessment

Survey Start Date: 09/19/2022

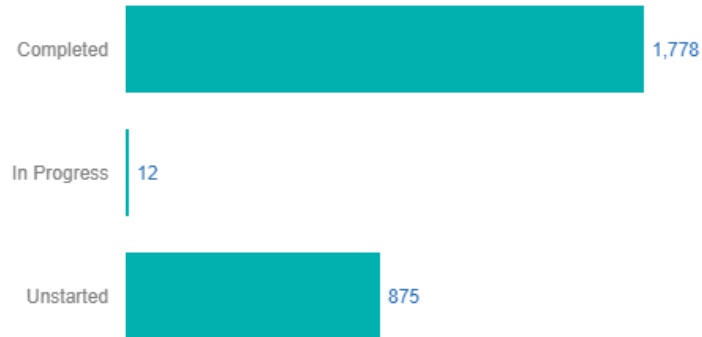
Survey End Date: 10/05/2022

Total Surveyed

2,665

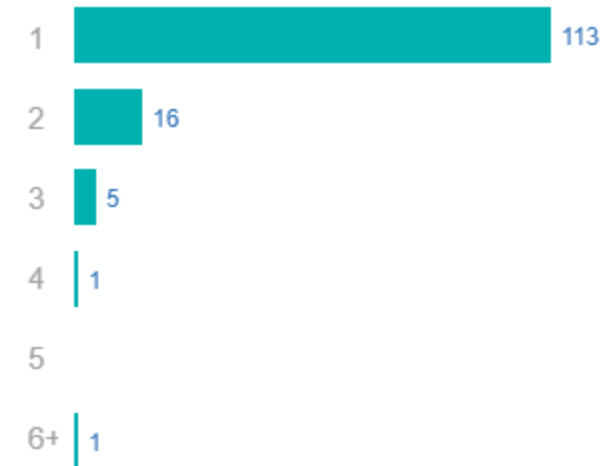
Response Rate

66.72%



Flags

Students



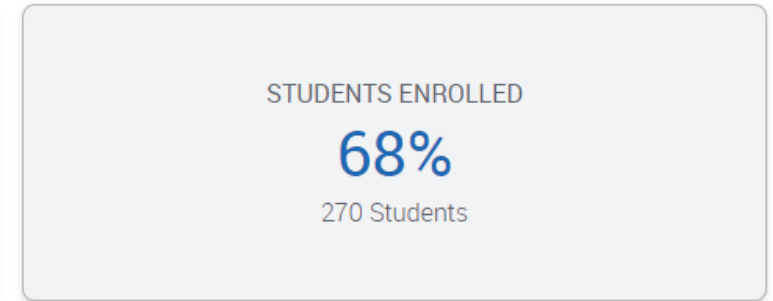
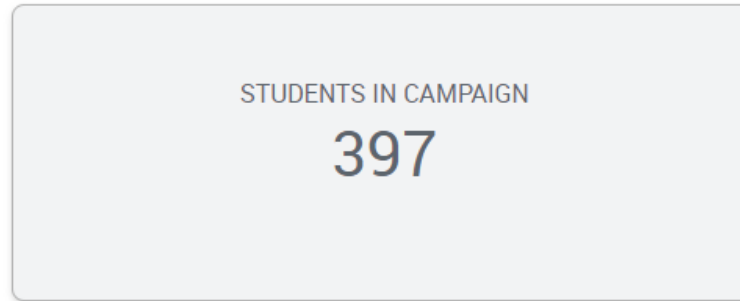
# Survey Interventions

- Campus Resource Connections
  - App
  - Outreach
- Staff Outreach & Programming
  - Advising
  - FYE
  - Housing
  - Financial Literacy
  - Activities & Involvement
- Alerts
- CARE Team
- 1:1 Meetings
- Ability for Students to Ask for Help

# Campaigns

- Appointment
- Enrollment

## Enrollment Campaign



### Nudge Metrics

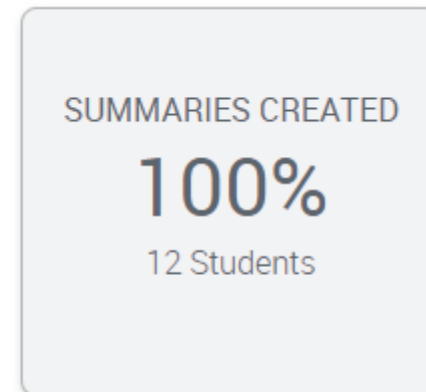
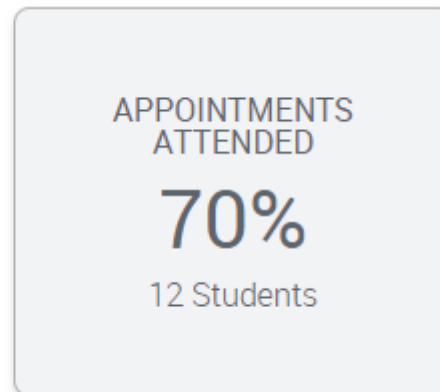
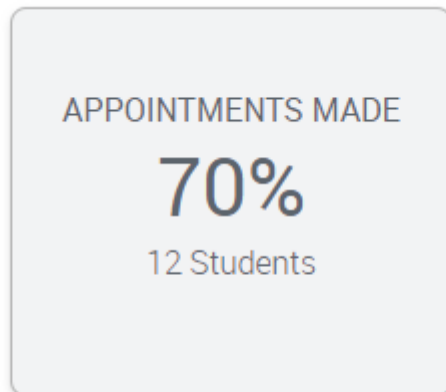
#### Scheduled Nudge

**Send Date:** 01/09/2023 **Subject:** Coming Back in Spring?

CLICK-TO-OPEN-RATE 90% ⓘ



## Appointment Campaign



EXPLORE

- To-Dos
- Appointments
- My Docs
- Study Buddies
- Resources
- Surveys
- Notifications
- Holds
- Class Schedule
- My Major
- Favorites
- Help
- Account

# Navigate Student App *(or desktop site)*

## To-Dos and Events

Today Refresh + Add Personal To-Do

- ACADEMIC PLANNING**  
**Check out Academic Resources**  
Fri, Feb 17 to Fri, Feb 24 [View Details](#)
- Check in on your mental health**  
Mon, Mar 6 to Fri, Mar 10 [View Details](#)

Show To-Dos from 02/21 to 03/21

## Academic Support

### [Academic Advising](#)

Your Academic Advisor is the person on campus who can help you select classes, t...

### [Academic Advising & Exploration Center](#)

Whitewater Campus

The AAEC provides developmental academic advising to assist students with their ...

### [Andersen Library](#)

Whitewater Campus

Students use the library for study spaces, printing, research assistance, and va...

### [Campus Tutorial Services](#)

Whitewater Campus

Here you can find academic assistance in both small groups and one-on-one sessio...

# Navigate Student App

- Accessible Appointments
- Surveys
- Connecting Students to Supports
- Exposure to Campus Resources & Connections

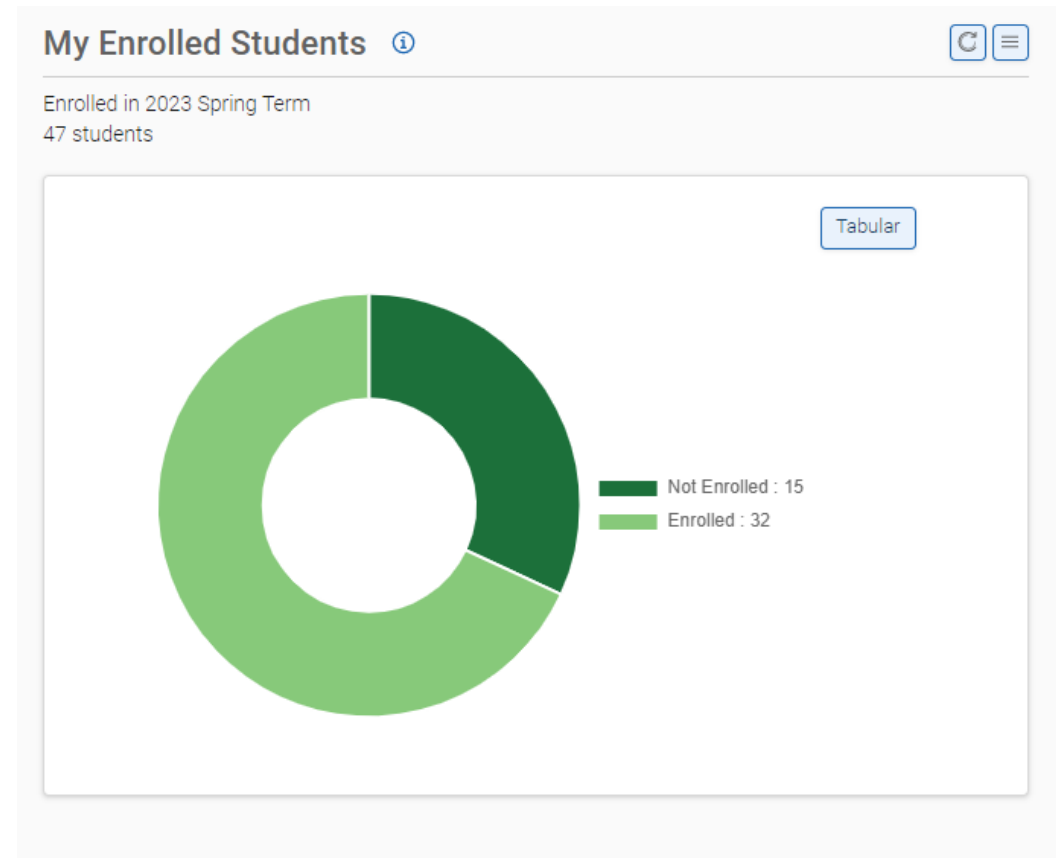
\*What type of appointment would you like to schedule?

- Activities & Involvement
- \* Advising
- Library Research Help
- Probation & Academic Standards
- Student Diversity, Engagement & Success (SDES)
- Student Success
- Tutoring



# Data & Analytics

- Supporting Students
  - Enrollment
  - Retention Predictor
  - Success Markers
- Intervention Effectiveness
  - Cases Data



# Data & Analytics

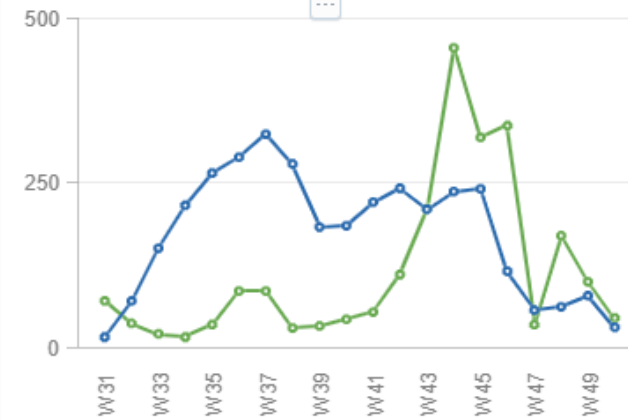
- Reports & Heat Maps
  - Staffing Needs
  - Office Activity

Attendance Heat Map By Day and Month

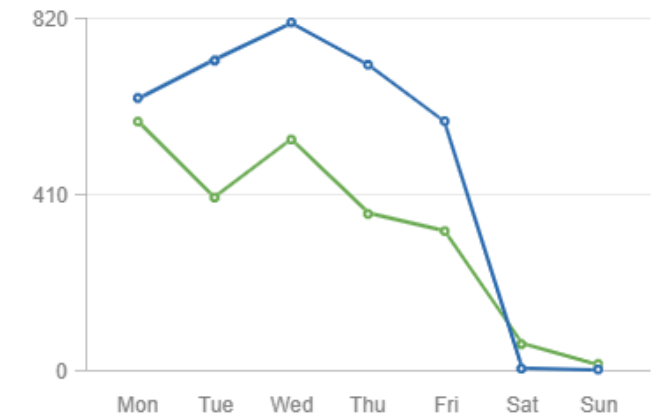
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Month	%	%	%	%	%	%	%
Aug							
Sep							
Oct							
Nov							
Dec							

Attended

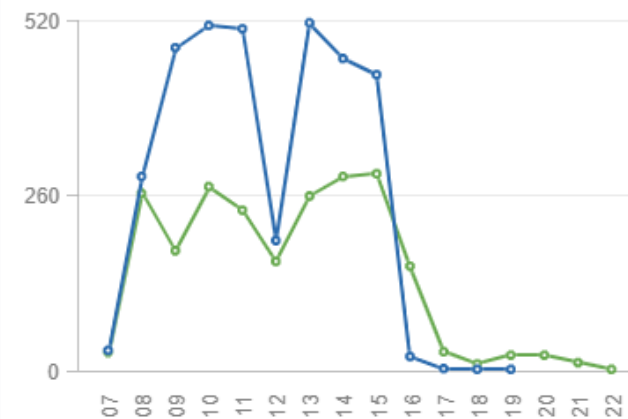
By Week



By Day

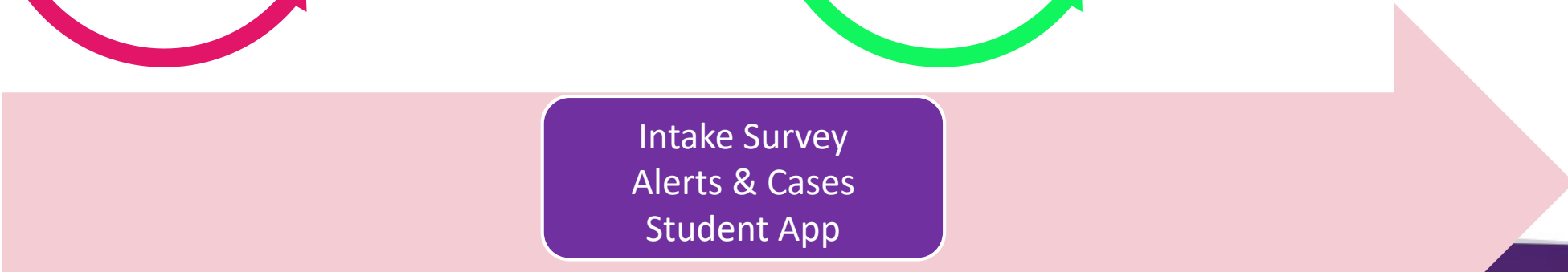
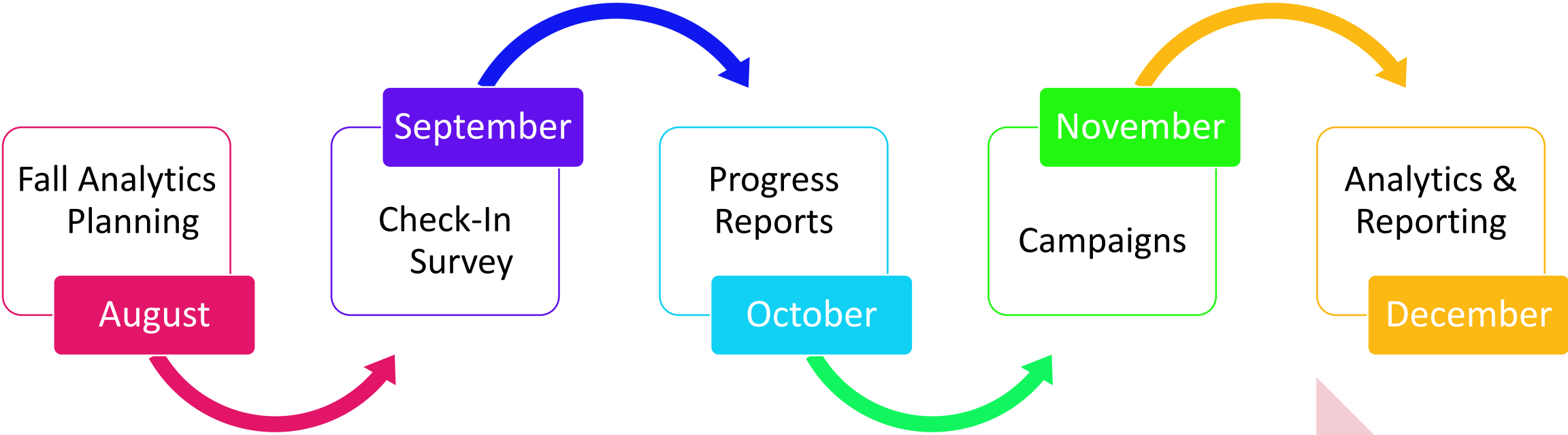


By Hour



■ Scheduled
 ■ Drop-In

# Putting It All Together - Fall Semester



# Want to get involved?

***[uww.edu/advising/navigate](http://uww.edu/advising/navigate)***

[navigate@uww.edu](mailto:navigate@uww.edu)

[callopen@uww.edu](mailto:callopen@uww.edu)

[steinj@uww.edu](mailto:steinj@uww.edu)



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**Whitewater**