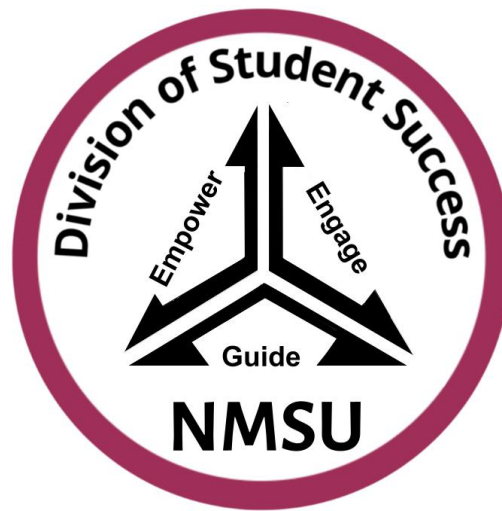


**Report on the Student Care Network
and Navigate Technology:
Advising, financial aid, and tutoring
2022–2023**



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Introduction

The academic year 2022–2023 is the fourth year of using Navigate to support undergraduate student persistence, retention, and success at NMSU. The previous three academic years focused on incorporating care units (advising, financial aid, tutoring) into Navigate. University Financial Aid and Scholarship Services began using the Navigate platform for communication and to document student interactions in the fall 2022 term.

The implementation of Navigate is not an objective unto itself; rather, it is a means through which professionals in student support roles can access up-to-date information from different sources about a student and deal in real-time with student concerns. Some examples:

- An advisor meeting with a student about early performance grades can, during that meeting, schedule a tutoring appointment for the student.
- Staff at the Aggie One Stop can schedule a financial aid consultation with a student who has questions about loans.

As information in Navigate becomes more complete, it will allow professionals in the NMSU network of care to understand and respond to many of the factors that affect a student's academic success.

This report documents the following:

- The impact on students of the support that care units provide
- The capacity of Navigate's analytic function
- Some ways in which students use the student portal for Navigate

Collectively, these three items will improve the data we use to assess the effectiveness of the communication and intervention campaigns used by care units. They will also provide insights into students' interests and enrollment trends.

Brief History of Centralized Advising

In 2017 spring, NMSU centralized the advising function within the Center for Academic Advising and Student Success (CAASS). Prior to that time, the six academic colleges had evolved vastly different approaches to student advising. Because there were no objectives or goals for advising that were shared among the colleges, there was no standard training to ensure that students were appropriately guided along their academic path. Advising could come from professional advisors, faculty, departmental administrative support, or students. Some colleges used, or overused, registration holds to ensure that students met with an advisor, others had few or no requirements. Procedures and expectations of students and advisors differed from college to college, department to department, and even within departments, resulting in chaotic transitions for students as they changed majors.

In 2018 fall, NMSU committed to a best-in-class workflow tool, Navigate, and membership in the Student Success Collaborative developed by EAB (the Education Advisory Board). Navigate allows NMSU to create a network of care that surrounds students by providing a single platform for communication with students and a single location for records of interactions. Units

currently using Navigate all share the goals of increasing student retention and completion. These units include University Financial Aid and Scholarship Services, Campus Tutoring, and the Aggie One Stop.

Assessment of advising

NMSU assesses the effectiveness of our advising using four methods: the National Survey of Student Engagement (NSSE), Navigate Analytics, program review guided by CAS Standards (created by the Council for the Advancement of Standards in Higher Education), and the *HelioCampus* benchmarking and satisfaction survey.

The National Survey of Student Engagement (NSSE) includes an assessment of high-impact practices and advising. [NSSE was administered in the spring of 2017](#), and that administration is a baseline for conditions both before the pandemic and before the change to centralized advising. In 2018, the Vice President for Student Success renewed our commitment to administering NSSE every three years to ensure longitudinal data for comparison purposes (Exhibit 1).

Navigate Analytics, a robust feature that mines student data for trends, is the second evaluation method. Analytics allows administrators to measure the impact of advising campaigns and other interventions.

The third evaluation method is program review guided by CAS standards. Units and programs within the Division of Student Success re-started the pre-pandemic use CAS standards for self-evaluation beginning in 2023 spring. Campus Tutoring will engage in the CAS self-study cycle beginning in the summer of 2023. CAASS will begin the CAS self-study process in the summer of 2024. The decision to schedule the CAASS self-evaluation in 2024–2025 allowed the Center an additional year to use Navigate Analytics data to understand the effectiveness of their processes and interventions. It also allowed time to assess the results of the 2023 NSSE administration. The Financial Aid care unit will also engage in a CAS self-study beginning in the summer of 2024.

The fourth evaluation method pertaining to centralized advising is the *HelioCampus* benchmarking and satisfaction survey, administered in spring 2021. The 2021 baseline (Exhibits 2 and 3) will be compared to the subsequent 2023 survey administration, which are not available at the writing of this report.

HelioCampus data revealed that employees believe that advising and financial aid need to be reimagined. Students were more satisfied with advising than employees, but they, too, agreed that financial aid has challenges. During spring 2023, NMSU contracted with FA Solutions for interim leadership within University Financial Aid and Scholarship Services during the search for the next director of Financial Aid. Additionally, NMSU contracted with FA Solutions to review processes and staffing levels to identify strengths and opportunities. The review will be available later in 2023.

CAASS is examining data about their work and impact on students. The advisor to student ratio remains high at 1:406. An additional 14 full time advisors would be necessary to attain the

advisor to student ratio of 1:300, as suggested by the National Academic Advising Association (NACADA) and advising best practice recommendations. Navigate Analytics is a vital tool to prioritize advisor effort to maximize advisor impact on persistence, retention, and completion.

Exhibit 1: 2017 & 2020 NSSE data pertaining to advising

NSSE TOPICAL MODULAR REPORT	2017 NSSE						2020 NSSE					
	FIRST YEAR STUDENTS						FIRST YEAR STUDENTS					
	NMSU #	NMSU %	NMSU AVERAGE	CARNEGIE #	CARNEGIE %	AVERAGE	NMSU #	NMSU %	NMSU AVERAGE	CARNEGIE #	CARNEGIE %	CARNEGIE AVERAGE
ACADEMIC ADVISING												
1. During the current school year, about how many times have you and an academic advisor discussed your academic interests, course selections, or academic performance?			2.2			2.2			2.3			2
ZERO	24	8		1202	9		20	5		13154	16	
ONE	85	27		2656	24		77	17		14278	20	
TWO	105	34		3339	32		157	35		17146	25	
THREE	54	17		2060	19		106	24		13162	19	
FOUR	28	9		858	8		79	18		10759	16	
FIVE/NOT APPLICABLE	7	2		327	3		5	1		2269	3	
SIX OR MORE	15	5		550	5							
TOTAL:	318	100		10992	100		444	100		70768	100	

	NSSE 2017 : FIRST YEAR STUDENTS				NSSE 2020: FIRST YEAR STUDENTS			
	NMSU RESULTS		PEER RESULTS		NMSU RESULTS		PEER RESULTS	
2. During the current school year, to what extent have your academic advisors done the following?	Very Much or Quite A Bit #/%	Average out of 4	Very Much or Quite A Bit #/%	Average out of 4	Very Much or Quite A Bit #/%	Average out of 4	Very Much or Quite A Bit #/%	Average out of 4
a. Been available when needed	222 70%	3	7095 64%	2.9	316 72%	3	45,283 64%	2.8
b. Listened closely to your concerns and questions (in 2020 h.)	221 70%	3	7101 65%	3	241 54%	2.7	35,371 50%	2.7
c. Informed you of important deadlines	207 65%	2.9	6331 58%	2.8				
d. Notified you of important policies and deadlines					270 61%		42,732 61%	
d. Helped you understand academic rules and policies	182 57%	2.8	6050 55%	2.8				
b. 2020: Provided you prompt and accurate information					297 67%	2.9	43,535 62%	2.9
e. Informed you of academic support (learning support) options (tutoring, study groups, help with writing, etc.)	182 57%	2.8	5955 54%	2.7	302 68%	2.9	43,996 63%	2.9
f. Provided useful information about courses	205 64%	2.9	6582 60%	2.8				
g. Helped you when you had academic difficulties	159 50%	2.7	6815 62%	2.6				
e. reached out to you about your academic progress or performance	115 36%	2.2	2634 24%	2	181 41%	2.3	24,471 35%	2.3
h	140 44%	2.5	4430 40%	2.5				
Discussed your career interests and post-graduation plans	138 44%	2.2	2364 24%	2				
f. Followed up with on something they recommended					170 38%	2.3	24,343 35%	2.3
g. Asked questions about your educational background and needs					156 35%	2.2	22,801 32%	2.2
i. Respected your identity and culture					231 52%	3.2	46,781 67%	3.2
j. Cared about your overall well-being					177 40%	2.9	40,602 58%	2.9

past performance in 2017 (red = needs improvement; green = made)

Exhibit 2: Student perceptions of advising, tutoring and financial aid, from HelioCampus

Students were more satisfied with Student Services compared to Faculty and Staff; most areas are staffed leaner than benchmark average

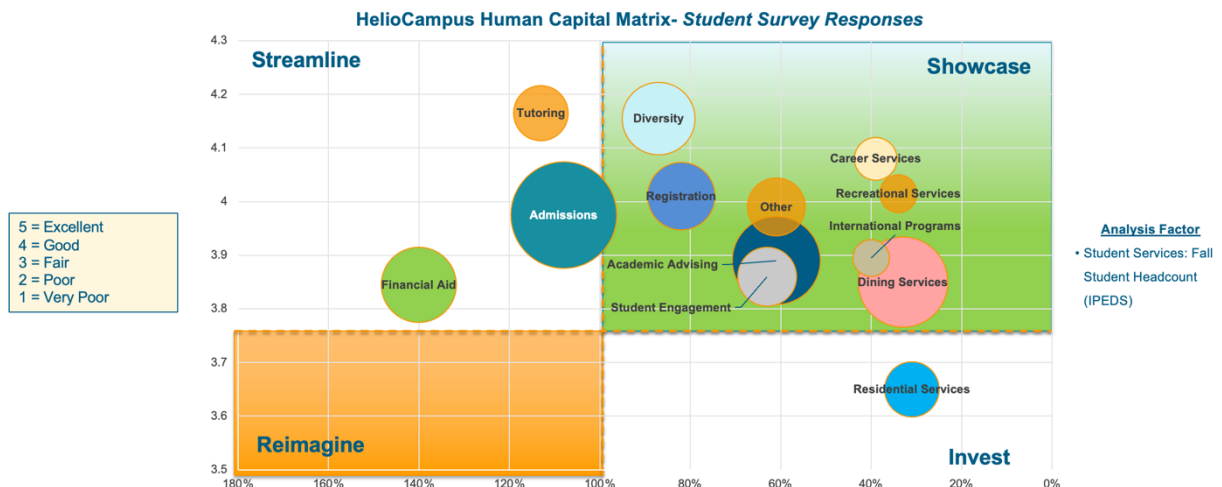
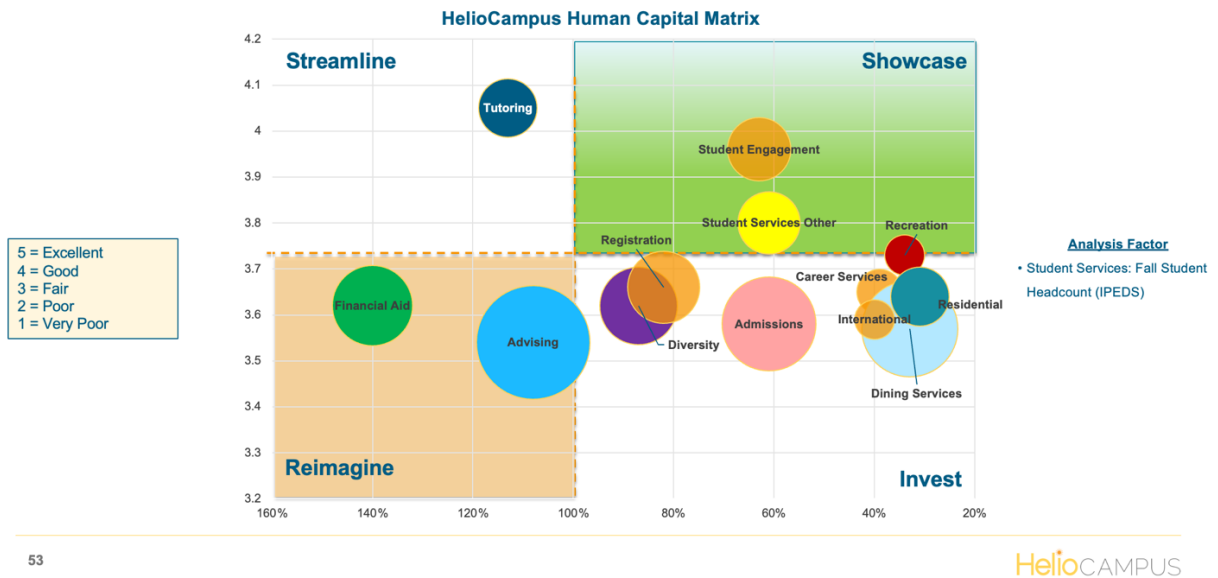


Exhibit 3: Employee perceptions of advising, tutoring, and financial aid, from HelioCampus
Employees were more critical of student services than the students who took the survey



Fall 2022

Student services during the 2022–2023 academic year had nearly attained pre-pandemic operating conditions. Appointments were primarily face-to-face for on-campus students even as we maintained remote options. The use of Navigate began to increase, making information from Navigate Analytics more relevant to Navigate users and to decision makers.

Additional student support units also served NMSU-Global students enrolled in fully online degree programs. Support service providers for NMSU-Global students work remotely and use Navigate in their advising, financial aid, and tutoring roles.

2022–2023 Navigate Priorities

As the project champion for Navigate and trustee for the student data within the platform, the Vice President of Student Success regularly consults with an advisory committee comprised of the following positional appointments:

- Vice President for Student Success and Enrollment Management
- Assistant Vice President for Student Affairs
- Assistant Director for Navigate Technology at Las Cruces Campus
- Associate Director for the Center for Academic Advising and Student Support
- Director of Advising at Doña Ana Community College
- Assistant Director for Navigate Technology at Doña Ana Community College
- Special Assistant for Vice President of Student Success

To ensure the continued expansion of Navigate to support the NMSU LEADS 2025 persistence and retention goals, the following priorities for Navigate were established for academic year 2022–2023:

- Incorporate Campus Tutoring as a care unit into Navigate
- Identify other units who wish to participate in Navigate and develop a timeline
- Update Navigate web site to ensure that it is current
- Develop an operating procedure for the Quick Poll feature in Navigate
- Review the Navigate Intake Survey and develop a plan for the data generated
- Develop an operating procedure for communication within Navigate
- Increase number of student users through a proactive marking campaign

Student Users and Activities

Navigate includes a mobile app that supports students by making it easier for students to access and create a supportive community, to find resources they need, and to take care of student business (Exhibit 4). All of these supports are critical for student academic success and retention. Students are introduced to the student app and encouraged to download it during Aggie Welcome and Orientation. Students who have not already done so continue to be invited to download the app at appointments and in communications from CAASS.

Exhibit 4: Functions of Student Navigate App

Community	Resources	Student Business
Study Buddy Schedule appointments	Program Explore Quick polls	To-Do list Resolve holds View class schedules Alerts for deadlines

Over 17,000 students are active in Navigate. Some features that students used include the following:

- **To-Dos** are action items that need to be completed to continue academic progress. During the 2022 fall term, 201 student users checked off to-dos within the Navigate tool. Examples of to-dos include purchasing books for the next semester, ensuring that financial aid is in place, and clearing any holds on the student’s account.
- The **Study Buddies** feature allows students to opt into class study groups. Two hundred and sixty-four students (duplicated) opted into the Study Buddies feature, and 77 unique students connected with other students in one or more courses. The following courses had the highest number of student participants:
 - COMM 1115G (11)
 - ACCT 2120 (6)
 - ENGL 2210G (6)
 - MATH 1220G (6)
 - ECON 2120G (5)
 - MATH 1215 (5)
 - PSYC 1110G (5)
 - CEPY 1120G (4)
 - CHEM 1225G (4)
 - ENGR 110 (4)

- The **Program Explore** tool helps students explore subjects and find career data for majors at NMSU. Between August and December, 945 unique students used this feature. The ten subjects with the most interest from students were:

- Health (167)
- Psychology (161)
- Science (161)
- Art & Music (153)
- Business (152)
- Computers (102)
- Sports & Physical Education (92)
- Government/Law (87)
- Math (87)
- English (69)

The ten most visited academic programs included:

- Criminal Justice (12)
- Nursing (11)
- General Business (9)
- Psychology (9)
- Social Work (9)
- Cybersecurity (8)
- Finance (8)
- Fish, Wildlife, & Conservation Ecology (7)
- Computer Science (6)
- Electrical Engineering (6)
- International Business (6)
- Management (6)
- Pre-Nursing (6)

The Navigate student app includes an intake survey which opens the first time a student opens the app. It was taken by 2,063 students in the 2022 fall term (Exhibit 5).

Exhibit 5: Fall 2022 student responses to intake survey in student Navigate portal.

Poll Name	Poll Question	Poll Answer	Student Poll Ans	Percent of Student
Intake Survey	Tell us about your upcoming semester:	I plan to graduate this semester	226	9.0%
		I want to get involved on campus	1,816	72.0%
		I would like help choosing a major	596	23.6%
		I would like to learn more about services for stu	234	9.3%
	Tell us about yourself:	I am the first in my family to either attend or gr	737	28.9%
		I am the primary caretaker for one or more child	276	10.8%
		I have access to a computer and high speed Int	2,063	81.0%
		I have reliable transportation to and from camp	1,650	64.8%
		I have the personal support from those closest	1,791	70.3%
		I plan to work 20+ hours a week	1,246	48.9%

Care Unit Activities

The care unit providing financial aid support, the **Office of Financial Aid and Scholarship Services**, implemented Navigate in Fall 2022 with the following objectives:

- Create proactive, targeted communication and appointment campaigns for students needing financial aid verification to ensure timely completion.
- Create proactive, targeted communication and appointment campaigns to students without a FAFSA to increase the percentage of students with a completed FAFSA.

The **Center for Academic Advising and Student Success**, which has been live in Navigate since 2020, created an email campaign for students based on early performance grades. The Associate Director for CAASS developed guidelines for advisors to tag students in the campaign, which allowed the campaign to be analyzed by Navigate Analytics. EAB has since updated this feature, simplifying the development of campaigns.

Spring 2023

Student Users

Active student users in Navigate between January 1, 2023 and May 15, 2023 included over 17,000 users, of which 410 were new users. During the spring 2023 term, 318 unique students used “**To-Dos**” within the Navigate tool.

Many more students opted into **Study Buddies** feature during spring 2023 semester (831 unique students, compared to 77 in fall 2022). The ten courses with the highest Study Buddy activity between January and May 2023 were:

- **COMM 1115G (75)**
- **MATH 1220G (59)**
- **PSYC 1110G (58)**
- **ENGL 2210G (53)**
- MATH 1350G (52)
- **MATH 1215 (49)**
- PHIL 1115G (48)
- ENGL 1110G (43)
- CHEM 1215G (42)
- BIOL 1120G (33)

Courses in bold were among the top courses for both semesters. Study Buddy information can be used by the Campus Tutoring for planning tutoring services.

Students using the Navigate app resolved **holds** on their student account in an average of 55.3 days; students who did not use Navigate took an average of 214.5 days to resolve holds on their account. Early attention to holds facilitates earlier registration, when there are typically the most course options. NMSU places holds on student accounts for several reasons. The most common reason is when students retain a balance for tuition and fees. Academic units place “mentoring” holds on student accounts with the purpose of ensuring students meet with their faculty advisor. CAASS has gradually moved away from mandatory advising holds and moved to placing holds on student accounts more strategically.

Students new to Navigate respond to the **intake survey** before moving on to student tools. The survey is designed to ask questions of students that can be acted upon by the student care network. In the spring of 2023, the Navigate leadership team reviewed the intake survey results (Exhibit 6).

Exhibit 6: Spring 2023 Student Responses to Intake Poll

Poll Name	Poll Question	Poll Answer	Student Poll Ans	Percent of Student
Intake Survey	Tell us about your upcoming semester:	I plan to graduate this semester	92	12.2%
		I want to get involved on campus	446	59.2%
		I would like help choosing a major	243	32.2%
		I would like to learn more about services for students	89	11.8%
	Tell us about yourself:	I am the first in my family to either attend or graduate	236	30.6%
		I am the primary caretaker for one or more children	152	19.7%
		I have access to a computer and high speed Internet	654	84.8%
		I have reliable transportation to and from campus	493	63.9%
		I have the personal support from those closest to me	525	68.1%
		I plan to work 20+ hours a week	434	56.3%

During spring 2023, 234 students used the **Program Explorer** function. January saw the most use (92 students), with April seeing the second highest use (53 students).

Within the Program Explore tool, the 10 most selected subjects included:

- **Psychology (72)**
- **Business (71)**
- **Health (64)**
- **Science (60)**
- **Art & Music (55)**
- **Sports & Physical Education (44)**
- **Computers (36)**
- **Government/Law (35)**
- **Math (26)**
- History (23)

Top programs were:

- **International Business (7)**
- **Nursing (7)**
- **Criminal Justice (6)**
- **Psychology (5)**
- Animal Sciences (4)
- Animation and Visual Effects (3)
- Biology (3)
- **Cybersecurity (3)**
- Early Childhood Education (3)
- Elementary Education (3)
- Individual Studies (3)
- Info & Comm Technology (3)
- Secondary Education (3)
- **Social Work (3)**

Items in bold were among the top selections for both semesters.

Navigate Analytics

Proof of concept and communication for **Navigate Analytics** were priorities for the Office of the Vice President of Student Success for spring 2023. This built on retention work from [NMSU LEADS 2025 Goal 1 Team](#), the [Division of Student Success Core Leadership Team](#), and the [DSS Co-curricular Assessment Team](#). All of these groups share a deep commitment to success for our students and continuous improvement in that success, and these groups are hungry for data to inform that work.

The foundational question people working on retention efforts must answer whether or not participants in retention programs more successful academically than students who do not participate? Navigate Analytics includes complex and robust tools regarding academic trends and intervention effectiveness that can help answer this important question. After developing experience with Navigate Analytics, the VPSS office began to generate data on the effectiveness of interventions. We then expanded access to Navigate Analytics by inviting participation by the NMSU LEADS 2025 Goal 1, which included representatives of deans, the provost's office, and retention programs. Their work greatly assisted in troubleshooting data and analytics concerns. They also were wildly enthusiastic about using Navigate Analytics to gain insights into retention and completion strategies.

As a result of this enthusiasm from Goal 1 team, the Division of Student Success collaborated with Goal 1, ICT (Information and Communication Technology), and Doña Ana Community College on the first [Data Tools Day](#). The purpose of Data Tools 2023 was to provide a hands-on workshop experience through which faculty and staff could:

1. Understand what data is available through enterprise data tools;
2. Use that data to influence decisions that affect students and their success at NMSU; and
3. Influence the future of data resources at NMSU

The following comments from the event evaluation offer opportunities for future Data Tool events:

- "Data Tools 23 provided a general overview. Future training should go into much more detail. Perhaps this could be done through development of a CANVAS short course with modules covering different tools in Navigate and Analytics."
- "it would be great to offer to departmental administrative assistants."
- "More advanced workshops would be great!"
- "it would be nice to have short how-to-videos for system users at NMSU. While individuals can play around with the system, it might be helpful to have common search or uses for department heads. A five to ten-minute video for different users might help users on campus take advantage of the various tools."
- "This is very helpful. It would be great if you can provide special session on breakdown on individual types of data available and how can one make use of the specifics."
- "This type of data tools summit needs to occur on a regular basis to keep the energy and momentum going. Thank you!"

The Data Tools 23 event clearly resonated with participants, and we are planning on future workshops. While this event evolved from the work of NMSU LEADS 2025, Goal 1 team, and the Division of Student Success, it should become a university-sponsored event.

Academic Advising Care Unit

To support the work ahead, the Center for **Academic Advising and Student Success** dedicated a vacant assistant director position to Navigate. This re-purposed position would expand the incorporation of care units into the platform, train new users, and work with academic directors

to manage the incorporation of success markers for academic programs. Success markers allow for data-informed assessment of trends in student persistence and retention.

Further, the position would monitor intervention campaigns, review of the impact of the intake survey, and support the use of quick polls. The position would contribute to standard operating procedures (SOPs) to ensure consistency of use, implementation, and results.

Following a 2023 spring upgrade to Navigate, CAASS was again able to use campaigns for student outreach. This facilitated a spring 2023 Early Performance Grades (EPG) outreach. Naming conventions for outreach campaigns are also being reviewed to create names that are easily searchable and interpreted.

Early Performance Grades Initiative

The Early Performance Grades (EPG) Initiative occurs every fall and spring semester and targets students whose six-week grades in their 1000- and 2000-level courses may be a barrier to success. Advisors with CAASS and participating college staff contact students who are experiencing academic challenges. Students are contacted via phone, e-mail, and text with the goal of having a session between the Academic Advisor and student to discuss services that are can help them improve their academic trajectory. The initiative also provides an opportunity to address non-cognitive challenges students may be encountering and to touch on topics related to career development and financial management. Academic advisors engage in holistic conversations around the student's mental health support system, stress and anxiety levels, and access to basic needs such as food and transportation. Contacts related to the Early Performance Grades Initiative are recorded in the Navigate platform.

Target Student Population: The Early Performance Grades Initiative utilizes a Green, Yellow and Red triage system to serve students who are in need of guidance related to their academic performance grades.

- Students designated as **Green** (grades are As, Bs, and no more than one C) receive a congratulatory email from their academic advisor, which includes resources they may need later in the semester (such as financial aid or tutoring).
- Students designated as **Yellow** (grades are As, Bs and Cs with the majority of grades being Cs) receive an email and text message which includes an appointment link and a request to set up an appointment with their academic advisor to review their EPGs, discuss resources, and if needed, make schedule changes.
- The **Red** designation targets students with low-performance and grades of all Ds and Fs. Typically, these students are at high risk of academic sanctions. Students receive an email and text message which includes a request to set up an appointment with their academic advisor and an appointment link. At the appointment, student and advisor review EPGs, discuss resources, and if needed, make schedule changes.

Academic advisors call students who were not responsive to the e-mail and text messages. Students designated as Yellow are contacted first and Red second.

Academic Referrals & Interventions	Non- Academic Referrals & Interventions
Tutoring Student Success Center Faculty Office Hours Schedule Adjustments	Aggie Health and Wellness Aggie Cupboard Transportation planning (Community Resources/Park & Navigate Study Buddies Diversity Programs

Financial Aid Care Unit

In 2022 fall, the Office of Financial Aid and Scholarship Services began using Navigate. The following data (Exhibit 7) is based on information from July 1, 2022 through December 31, 2022.

Exhibit 7: Reasons students attended Financial Aid meetings, July–December 2022

Attendances by Reason

Reason/Student Service Name	Total Attendances	Distinct Students	Scheduled Hours
Completing the FAFSA	45	42	22.50
FAFSA Verification/Paperwork Questions	91	81	45.50
Financial Aid Appeal	99	81	49.50
Loan Default Question	7	5	3.50
Loan Questions	168	145	84.00
Other Questions or Concerns	406	333	203.00
Satisfactory Academic Progress (SAP)	24	20	12.00
Scholarship Questions	173	145	86.25
VA Information	1	1	0.50
Where's my money?	15	13	7.50
Withdrawals/Drops	34	29	17.00
Workstudy	19	17	9.50
Sum	1,082	—	540.75

University Financial Aid and Scholarship Services scheduled appointments through Navigate, and we collect valuable information on these interactions. For example, in 2022 fall, Navigate Analytics recorded 99 appointments for “Financial Aid Appeal” by 91 distinct students representing 49.50 hours of staff time. Of the 70 appeals appointments scheduled by students, 29 cancelled were cancelled by students. The months of July, September, and October were the heaviest months for appointments related to financial aid appeals. Early morning (9:00 am and 10:00 am) and midafternoon (3:00 pm) were the busiest hours of the day for financial aid appeal appointments.

“Other Questions or Concerns” (406 appointments) were the most common reason for appointments, followed by Loan and Scholarship questions. We will examine if additional appointment reasons should be added for financial aid appointments.

In spring 2023, University Financial Aid and Scholarship Services continued to use Navigate to schedule appointments for students. The following snapshot looks at appointment types between January 1, 2023 and May 15, 2023.

Exhibit 8 : Reasons students attended Financial Aid meetings , January 1–May 15, 2023

Attendances by Reason

Reason/Student Service Name	Total Attendances	Distinct Students	Scheduled Hours
Completing the FAFSA	48	35	24.00
FAFSA Verification/Paperwork Questions	112	88	56.00
Financial Aid Appeal	122	98	61.00
Loan Default Question	6	4	3.00
Loan Questions	118	94	59.00
Other Questions or Concerns	421	340	210.25
Satisfactory Academic Progress (SAP)	20	14	10.00
Scholarship Questions	188	161	94.00
VA Information	2	2	1.00
Where's my money?	17	16	8.50
Withdrawals/Drops	21	17	10.50
Workstudy	11	11	5.50
Sum	1,086	—	542.75

The Office of Financial Aid and Scholarship Services received 1,086 appointments through Navigate for 2023 spring term representing 880 distinct students. Appointments accounted for 542.75 hours of staff time between January and May 2023. The attendance reason “Other Questions or Concerns” continues to be the highest appointment reason and reinforces the need to see if other attendance reasons should be added to the system.

Aggie One Stop Care Unit

The Aggie One Stop describes itself as “a one-stop student service center designed to help both undergraduate and graduate students manage the business of going to college. We provide answers and information about admissions, financial aid, registration, bill payment, and student records - all in a single location!” A pandemic initiative, the one-stop location has been a source of support for students and all enrollment services departments at the Las Cruces campus (Exhibit 9).

Exhibit 9: One Stop Appointment Reasons between July 1, 2022 & December 31, 2022

Attendances by Reason

Reason/Student Service Name	Total Attendances	Distinct Students	Scheduled Hours
Accounts Receivable Questions (NMSU Bil	11	9	5.50
Financial Aid Questions	72	62	36.00
Other General Questions or Concerns	63	59	32.00
Registration Holds on Account	110	96	55.00
Student Records (Grades and Transcripts)	28	22	14.50
Support Services/ Referrals	8	7	4.00
Sum	292	—	147.00

Appointments through Navigate (Exhibit 10) constitute only some of the work of Aggie One Stop; the staff see many walk-up appointments, conduct outreach campaigns, and field phone calls for all enrollment services office during peak times of the academic year. Between July 1 and December 31, 2022, Financial Aid questions and registration holds on student accounts accounted for the most appointments at the Aggie One Stop, with 292 appointments serving 255 distinct students. Monday was the busiest day for appointments at the Aggie One Stop with 113 appointments out of the weekly total of 292 appointments during the 2022 summer and fall terms. Tuesday, Wednesday, and Thursday ranged between 52 to 68 appointments with Friday having the fewest appointments with only two. August (87 out of 292) and November (69 out of 292) saw the highest traffic to Aggie One Stop. December was the third busiest month for appointments, with 45 out of 292 appointments for the semester.

Exhibit 10: Reasons students met with Aggie One Stop staff, January 1–May 15, 2023

Attendances by Reason

Reason/Student Service Name	Total Attendances	Distinct Students	Scheduled Hours
Accounts Receivable Questions (NMSU Bil	8	7	4.00
Financial Aid Questions	49	42	24.50
Other General Questions or Concerns	65	60	32.50
Registration Holds on Account	67	63	33.50
Student Records (Grades and Transcripts)	11	11	5.50
Support Services/ Referrals	4	4	2.00
Sum	204	—	102.00

Registration holds and financial aid questions were the two most common reasons for one-stop visits during spring 2023. The 204 appointments served 187 distinct students. Weekly and monthly appointment patterns echoed those seen in the previous semester.

Tutoring Care Unit

Campus Tutoring adopted Navigate during 2023 spring. For the spring term, Navigate recorded 1,090 scheduled appointments by 475 distinct students. This represented 1,111.50 hours of tutoring. The two heaviest days for tutoring appointments were Monday (225 out of 1,115) and Wednesday (264 out of 1,115). Friday (153 out of 1,115) and Sunday (159 out of 1,115) were the next highest days with Tuesday and Thursday the lightest days for tutoring. The busiest months were March (315 out of 1,115) and April (355 out of 1,115) followed by February (281 out of 1,115). Afternoons are of the busiest time of the day for students seeking tutoring.

Next Steps

As people become more experienced in Navigate, and as positive responses to the platform continue, more units have become interested in participating both as service providers and as users of analytics. We will continue to make progress on the following items in the upcoming year.

1. Increase the care units using Navigate: Service units in the pipeline for implementing Navigate or likely candidates include the diversity programs, Housing and Residence Life, TRIO, CAMP, and Athletics.
2. Continue to improve student adoption of the Navigate app through marketing efforts and during advising appointments, and encourage use of functions such as the academic planning tool.
3. Continue to promote Navigate Analytics with faculty and staff responsible for retention and academic success through Data Tools workshops.
4. Increase Navigate's predictive ability through the implementation of success markers.