

Report on EAB's Navigate: Implementation and Launch

Academic Years
2019–2020, 2020–2021, & 2021–2022



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May 1, 2023

Executive Summary

In spring 2017, NMSU centralized the advising function within the Center for Academic Advising and Student Success. In the fall of 2018, NMSU committed to Navigate, a best-in-class workflow tool, and membership in the Student Success Collaborate developed by the Education Advisory Board (EAB). Navigate allows NMSU to incorporate other student success units such as financial aid, tutoring, the diversity programs, and the Aggie One Stop into the tool to create a network of care, surrounding students with the goal to improve retention and completion at NMSU.

In March 2020 a world-wide pandemic resulted in lockdowns through New Mexico and the United State. That same month, Navigate went live and was instrumental in supporting students during the lockdown with advising. But the pandemic delayed the incorporation of other units into the workflow tool. In the spring of 2021, incorporating faculty mentoring into Navigate based on a faculty taskforce allowed Navigate to support faculty beginning in the fall of 2021. In the spring of 2022, Financial Aid was incorporated into the tool as the lockdowns subsided and more offices at NMSU returned to campus for face-to-face support for students.

During 2022 spring, Navigate Analytics was explored with the purpose of developing an evaluation model for advising and other care unit campaigns. Early data and reports indicated that students who responded to advising campaigns by meeting with their academic advisors persisted at higher rates than those who didn't meet with an advisor. Additionally, those who met with an advisor saw improvements in their term and cumulative GPA.

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Background

The National Student Survey of Engagement (NSSE) serves as a foundation for improving advising at NMSU (Exhibit 1). Advising best practices, highlighted in yellow in Exhibit 1, are areas that the university sought to improve by centralizing our advising function. This was also identified as a strategy for improving retention at NMSU.

In Spring 2017, a centralized advising unit was created by Provost Dan Howard using academic advisors from the colleges and departments. A director and associate director were named, and the Center for Academic Advising and Student Support was created, using an intrusive model with a focus upon student support and student success (Appendix A).

In the fall of 2018, a new administration, under President John Floros, committed to joining the EAB Student Success Collaborative and purchasing Navigate to support student persistence and retention. The branch campuses (Alamogordo, Carlsbad, Doña Ana Community College [DACC], Grants) adopted Navigate soon after. The NMSU System procured Navigate during the 2019 spring term from EAB, formerly the Educational Advisory Board.

Exhibit 1: 2017 and 2020 NSSE Data Pertaining to Advising

NSSE TOPICAL MODULAR REPORT	2017 NSSE						2020 NSSE					
	FIRST YEAR STUDENTS						FIRST YEAR STUDENTS					
ACADEMIC ADVISING	NMSU #	NMSU %	NMSU AVERAGE	CARNEGIE #	CARNEGIE %	Y AVERAGE	NMSU #	NMSU %	NMSU AVERAGE	CARNEGIE #	CARNEGIE %	CARNEGIE AVERAGE
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	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%	2.9	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				

Why EAB Navigate on the Main Campus?

Although four- and six-year graduation rates started showing signs of improvement as early as 2011, our retention rates remained stagnant (Exhibit 2). We knew that a different approach would be needed to change this long-term trend and to further increase graduation rates.

Exhibit 2: Retention and Graduation Rates

All Students

Cohort	Head-count	Retention Rates			Graduation/Retention Rates							
		1 Year	2 Year	3 Year	4 Year		5 Year		6 Year		10 Year	
					Graduated	Retained	Graduated	Retained	Graduated	Retained	Graduated	Retained
Fall 2006	2,083	73.4%	63.0%	57.0%	13.8%	40.8%	36.3%	16.4%	44.0%	8.1%	51.5%	1.6%
Fall 2007	2,107	72.4%	61.0%	57.8%	15.6%	38.7%	36.6%	16.1%	43.3%	8.6%	50.5%	1.6%
Fall 2008	2,174	73.6%	62.8%	57.9%	15.5%	40.8%	37.3%	17.2%	45.7%	7.9%	53.0%	1.4%
Fall 2009	2,454	72.6%	60.5%	54.0%	13.4%	37.9%	34.4%	15.2%	42.6%	7.0%	49.0%	1.1%
Fall 2010	2,258	70.2%	59.1%	52.8%	16.9%	34.1%	37.0%	13.3%	44.7%	5.3%	49.5%	1.1%
Fall 2011	2,179	72.0%	61.6%	55.3%	17.8%	35.6%	38.1%	14.3%	45.9%	6.4%	51.9%	1.1%
Fall 2012**	2,034	74.0%	61.1%	55.6%	18.7%	36.0%	39.8%	13.7%	46.7%	6.0%	52.4%	1.2%
Fall 2013	1,900	73.7%	61.7%	54.3%	22.1%	31.5%	41.7%	11.0%	48.2%	5.6%		
Fall 2014	1,848	73.5%	62.4%	57.0%	26.4%	30.9%	45.6%	11.2%	51.5%	4.9%		
Fall 2015	1,978	71.6%	60.7%	55.6%	26.0%	29.2%	44.8%	9.9%	50.4%	3.8%		
Fall 2016	1,825	73.9%	63.0%	55.1%	29.4%	26.3%	46.5%	8.2%	50.9%	3.9%		
Fall 2017	2,032	73.8%	62.4%	55.9%	32.2%	25.0%	48.0%	9.1%				
Fall 2018	2,257	74.8%	65.9%	57.0%	33.8%	26.0%						
Fall 2019	2,158	75.5%	63.9%	55.3%								
Fall 2020	2,146	71.6%	62.0%									
Fall 2021	1,990	72.6%										

**until Fall 2012, full-time status was based on main campus hours plus remedial hours; from Fall 2012 forward, full-time status is based on all NMSU hours

EAB Navigate provides the technology to manage a network of care based on student need, which is determined based on predictive modeling and early alerts. In addition, the academic planning tool allows students to register for courses, freeing up advising and mentoring appointments for intrusive advising or career mentoring and guidance by faculty. EAB Navigate supports NMSU LEADS 2025 Goal 1: Student Success and Social Mobility and Goal 4: Build a Robust University.

Goals for the Project

1. Improve communication between centralized advising and faculty mentors through shared access to student advising notes.
2. Improve communication and support for student persistence through linking student care units such as centralized advising, financial aid, tutoring, military and veterans' programs, the diversity programs, and others as identified through Navigate implementation.
3. Provide analytics on student interventions and the student journey to improve data-driven decisions in support of student success and social mobility.
4. Improve communication to students, especially regarding deadlines and policies.
5. Provide students with a technological "one-stop" location to access advising and support services at NMSU.
6. Shift the advising model from a focus on scheduling and registration to a student success coaching model to improve persistence and academic performance.

Implementation Timeline and History

Summer 2019: Launch Meeting

In July 2019, NMSU sent a team to Washington D.C. for the Launch meeting. Attending was Dr. Renay Scott, Vice President for Student Success and project owner; Dr. Marissa Fowler,

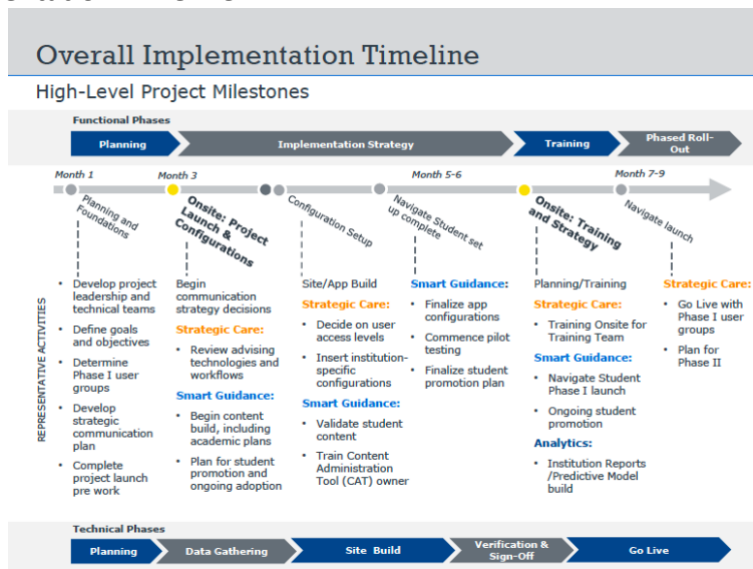
Associate Director of Advising and project application administrator; and Paul Lucero, ICT liaison and Technology Leader to EAB. The launch meeting provided a high-level overview for the purpose of establishing work teams for Navigate implementation. At the launch meeting, NMSU met EAB’s strategic leader, the liaison who would assist with planning, implementing, and developing a strategy for improving persistence, retention, and completion.

Fall 2019: Building out Navigate

The primary work in the fall 2019 included the following (Exhibit 3):

1. Migrate ten years of student data into Navigate to populate the Historic Population Analytic Tool. This tool assists decision makers in identifying academic program success markers based on historic trends.
2. Migrate records for currently enrolled students into Navigate.
3. Develop the Advising Strategic Care unit in Navigate, which includes defining access to tools by roles, such as advising, front desk (intake), and administrator.
4. Activate the appointment tools in Navigate.
5. Develop the intake survey that launches the first time a student logs into Student Navigate.
6. Migrate the advising notes from Banner Document Management System (BDSM) into Navigate to ensure advisors had access to historical advising notes.
7. Develop Smart Guidance tools in Student Navigate. These include appointment tool, information about campus resources, the academic planning tool, and the career exploration tool.
8. Develop staff training workshops and deliver training for advisors across the NMSU System.
9. Develop a communication and launch strategy to inform students about Navigate.
10. Develop an external-facing web site as a resource for faculty, staff, and students using Navigate.

Exhibit 3: Implementation Timeline



Navigate was implemented by engagement teams (Appendix B) made up of key stakeholders who make strategic decisions pertaining to how the various tools are set up.

September 25 & 26, 2019: EAB-NMSU Project Launch Onsite Visit

The EAB Team visited NMSU-Las Cruces to begin key implementation decisions (see below) pertaining to setting up Navigate.

October 7, 2019: Presentation to University Administration Council

Dr. Renay Scott presented Navigate implementation as an informational item to the University Administration Council (UAC) to create general awareness of the project.

October 16, 2019: EAB Follow Up Visit to NMSU Adding Branch Campuses to the Project

On October 16, 2019, the EAB Team conducted a second visit to the main campus. Participants included community colleges staff along with the main campus' application administrator, technology administrator, content administration, and project champion (Appendix B). The visit lasted from 8:00 am to 1:00 pm and had two main objectives:

- 1) Review of goals for the project
- 2) Update on site and data load for 10 years of data

Key Implementation Decisions

1. Would all NMSU students be in the same Navigate portal, or would the community campuses have a portal specific to them? The decision was to use one portal (platform) for the system as a way to facilitate student advising as they move about campuses.
2. Would the Navigate Analytics tool use an algorithm based on a completion model with graduation in 6 years or a term-to-term persistence model? This decision affects the risk level (care level) assigned to each student based the performance of students with similar characteristics during the previous ten years. The decision also affects course predictability levels as these are only used in completion models. The decision was to utilize a completion model. This would mean that risk levels would not be assigned to students attending a branch campus.
3. When would NMSU launch Navigate? The decision was to have a soft launch in spring 2020 with registration for fall 2020. This would allow advisors to introduce the appointment tool to students and evaluate workflow and roles to ensure that Navigate functioned as intended.
4. When would NMSU add more support units into the tool? A timeline was developed and units were identified as possible users for Navigate.

Spring 2020: Soft Launch

In February 19 and 20, 2020, EAB again visited NMSU for training. Additionally, the EAB team worked with the Analytics team, Workflow and Training team, Student Promotion team, and Academic Planning team (Appendix B).

The spring 2020 launch Navigate corresponded with the fall and summer 2020 registration campaign, and, coincidentally, with the arrival of the covid pandemic in New Mexico. NMSU closed for a two-week spring break, allowing instruction and most services to move to remote delivery. The timely Navigate launch ensured that students could access advisors during the early weeks of the pandemic, although the work to implement Navigate slowed considerably.

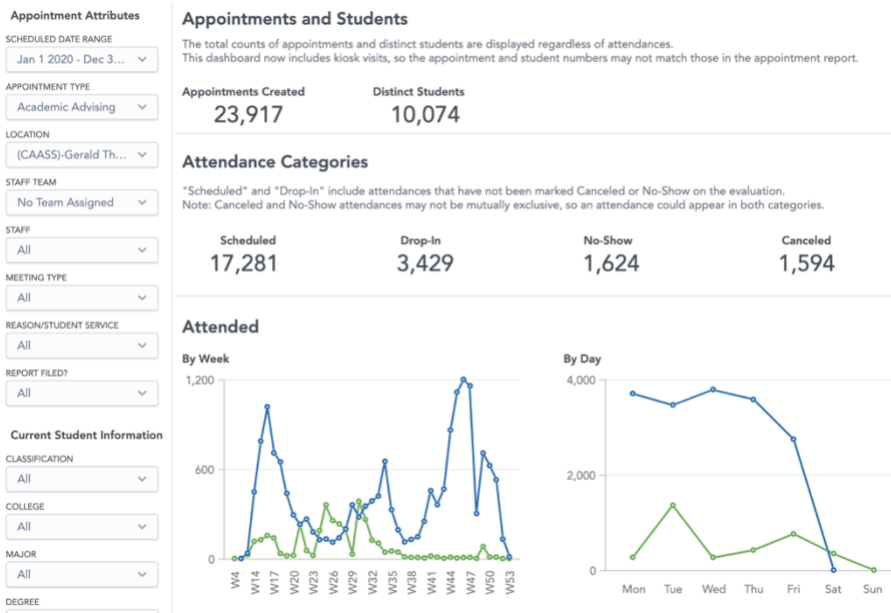
In the spring of 2020 NMSU again deployed the NSSE, which updated information on the Center for Academic Advising and Student Success (Exhibit 1). The survey launched just prior to the pandemic lockdown. The disruption of the pandemic and some NSSE-initiated changes to the format and questions complicated drawing conclusions from the NSSE 2020 survey as compared to the NSSE 2017 baseline prior to the centralization of advising.

Fall 2020: Continuing to Add Care Units to Navigate During a Pandemic

In September 2020 the project sponsor (Provost Carol Parker) and project owner (Dr. Renay Scott, Vice President, Student Success) invited 13 faculty members to work with the Application Administrator (Dr. Marissa Fowler) and the Navigate Content Administrator (Kelsey Smyth) to build the faculty roles in Navigate (Appendix B).

In the fall of 2020, the Navigate Analytics work included learning about reporting within Navigate. We focused primarily on productivity measures for advisors (Exhibit 4).

Exhibit 4: Center for Academic Advising & Student Support Appointments Calendar Year 2020. Blue indicates a scheduled visit; green is a drop-in visit.



EAB provided NMSU with a report pertaining to advising activity during the registration period for the spring 2021 term, October 21 through November 25, 2020. Students who participated in the re-enrollment campaigns registered for 0.545 credits more than those who self-advised (Exhibit 5; reporting from EAB). Additional effects:

- 0.545 credits x 2,219 students = 1,209 extra credit hours
- 1,209 credits x \$245 tuition rate per credit hour = **\$296,291 in ROI from appointment campaign**

Exhibit 5: Results of 30 Re-enrollment Campaigns for Spring 2021 Registration

Re-enrollment campaign targeted 3,679 students	Re-enrolled Spring 2021	Total credits enrolled	Average credits enrolled
Students who made and kept an appointment, n = 2,219	2,219	24,243	10.93
Students who did not make an appointment, n = 1,460	986	10,234	10.38

Spring 2021: Building the Faculty Roles and the Early Alert Tool

In January 2021, Dr. Renay Scott updated the Faculty Senate on Navigate implementation (Appendix C). The faculty advisory committee Navigate Team met throughout the spring semester to evaluate what tools should be available for the faculty-general role (Exhibit 6). This role included faculty who taught and worked with academic programs but did not advise or mentor individual students. Additionally, the faculty advisory committee identified tools that should be available to faculty mentors. Several faculty on the advisory group piloted Navigate during the summer session. At the conclusion of the summer, faculty roles in Navigate were determined to be working and appropriate.

Exhibit 6: Phase II Timeline

NAVIGATE PHASE II ROLL OUT: 2021									
Unit/Population	January	February	March	April	May	June	July	August	September
Advising	Early Alert Feature Build Out			Training New Students on Navigate					
Financial Aid	FA Tools Build Out		FA Staff Training		FA Staff Launch and initial utilization				
Students	Academic Planning Initiation		Summer/Fall Registration						
New Students				New Student Orientation Training on Navigate					
Faculty Champion Team	Faculty Champion Training and Role Development					Pilot Faculty Roles and Adjust as Needed			
Faculty								Training of Faculty Begins	
Academic Administration (deans, DH)						Possible Administrator Training			

In the spring of 2021, the Center for Academic Advising and Student Support developed an outreach campaign based on early performance grade, which are assigned in 100- and 200-level courses after the sixth Friday in a semester. The early performance grade campaign is based on all students, full and part time, who received an early performance grade from a faculty member in 100 – and 200- level courses. Students who were performing successfully (C- or above), received an encouraging note from their advisor. Students with less than satisfactory grades [D+ and below] were invited by their advisor to make an appointment to discuss resources and options with respect to their courses. Advisors reached out to 1,624 students in

the second category. Of those 1,624 students, 295 students met with their advisor (Group A in Exhibit 7).

Exhibit 7: Impact of Early Performance Grade Campaign Spring 2021

Enrollment Summary	Start Term 2021 Spring	End Term 2021 Fall	Percent of the Start Term
A: Enrolled	295	247	83.7%
B: Enrolled	1,329	939	70.7%
A: Graduated	—	3	1.0%
B: Graduated	—	37	2.8%
A: Not Enrolled	—	45	15.3%
B: Not Enrolled	—	353	26.6%

View Term Persistence of Start Term Population A: [Count](#) | [Percentage](#)
View Term Persistence of Start Term Population B: [Count](#) | [Percentage](#)

Performance Summary	Start Term 2021 Spring	End Term 2021 Fall	Percent Change
A: Average Cumulative GPA	2.80	2.84	+1.4%
B: Average Cumulative GPA	2.56	2.69	+5.1%
A: Average Term GPA	2.44	2.54	+4.1%
B: Average Term GPA	2.03	2.32	+14.3%

Students who met with an advisor were more likely to be enrolled at the end of the next semester (83.7% versus 70.7%) and had higher cumulative grade point averages (2.84 versus 2.69.)

Another campaign from spring 2021 invited students pursuing a baccalaureate degree to meet with an advisor to plan their academic strategy Exhibit 8). The campaign reached out to 3,082 first-time students attending NMSU who indicated they were pursuing a bachelor’s degree. Of those students, 2,066 students met with an advisor and 1,016 did not.

Exhibit 8: Impact of Academic Planning Campaign, Spring 2021

	Still enrolled, end Fall 2021	Cumulative GPA, end of Fall 2021	Credit hours attempted
Met with an advisor, Spring 2021, n = 2,066	1,766 (85.5%)	3.17	14.83
Did not meet with an advisor, Spring 2021, n = 1,016	742 (73.1%)	2.80	13.37

Students who met with an advisor for academic planning in Spring 2021 attempted 1.46 more credit hours in the fall 2021 than those who did not meet with an advisor, for an increase in tuition revenue of **\$713,432.21** (1.46 credits x 1,766 students x \$276.70/credit = \$713,432.21). A less conservative estimate of revenue increase could also include the revenue resulting from the increased retention for students who met with their advisor (12.4% x 1,766 students x 14.83 credits x \$276.70/credit, or \$898,592)

Recommendations

1. Develop a campaign around early performance grades that communicates to students the benefits of checking in with their advisor when requested.
2. Develop consistent messaging for all campaigns that includes grade and retention benefits. Messaging needs to address templates for email, social media, and platforms such as Canvas and myNMSU.
3. Develop consistent appointment campaign naming conventions to ensure Navigate Analytics data mining can be replicated and be better understood.

Fall 2021: Incorporating Faculty into Navigate

In August of 2021, the application and content administrators for Navigate began inviting faculty and departments to participate in Navigate. Both the application and content administrators provided training sessions for faculty, department heads, and academic administrators.

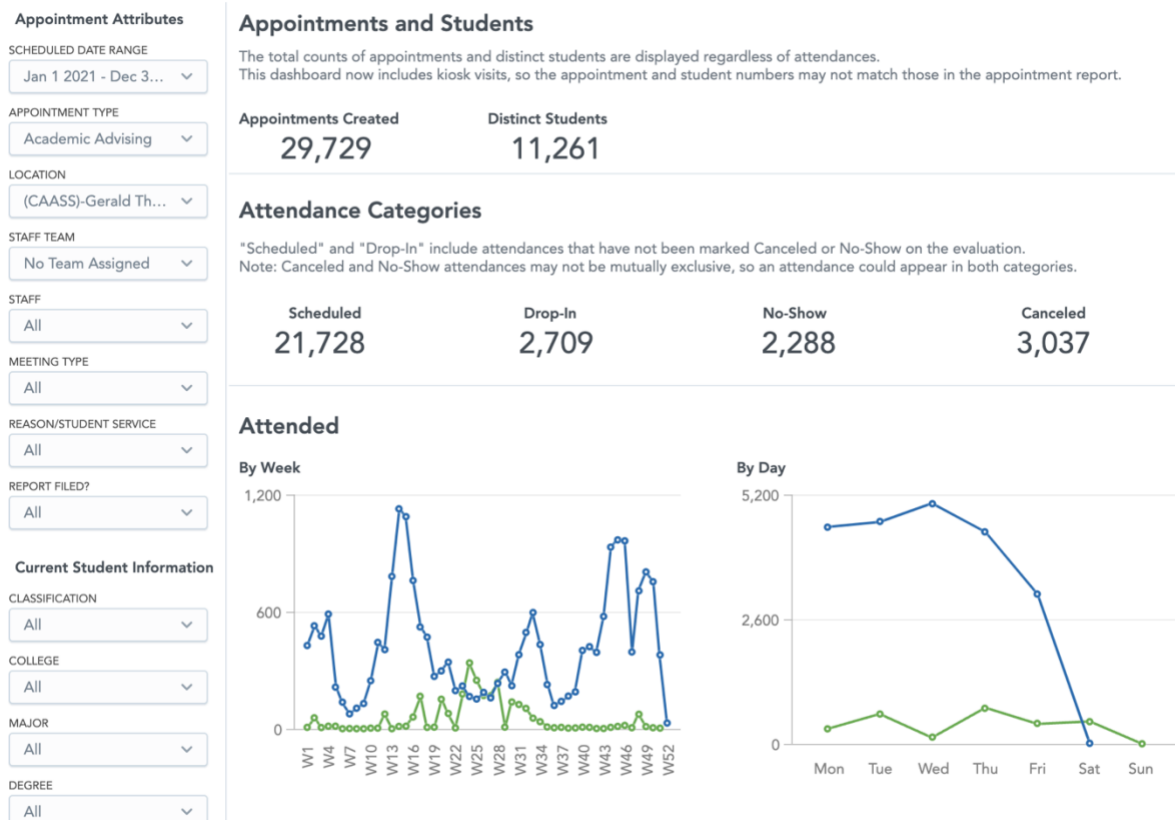
The Early Alert tool was launched in fall 2021 as well to replace a tool developed in-house nearly 15 years ago. Both tools were live during the fall of 2021; the in-house tool was disabled in December 2021 after the successful launch of the Navigate Early Alert. All faculty (tenure-track, college-track, adjunct) can access the tool, and the Application Administrator conducted workshops and visited academic department to demonstrate the Early Alert tool.

The Center for Academic Advisor and Student Support also developed a response plan for Early Alerts. All alerts were assigned to advisors or other responders according to the need for the alert.

The Center for Academic Advising and Student Support (CAASS) served to 11,261 distinct students through 29,729 appointments (Exhibit 9). Similar to the findings for 2020, the heaviest time of the week for appointments was Monday through Wednesday; calendar year weeks 10–13, weeks 43–46, and after the semester (weeks 49 & 50) were extremely high-volume times for working with students.

Exhibit 9: Center for Academic Advising & Student Support Appointments Calendar Year 2021.

Blue indicates a scheduled visit; green is a drop-in visit.



In calendar year 2022, the intervention effectiveness data (Exhibit 10) demonstrates the impact of the early performance grade outreach campaign.

Recommendations

NMSU needs to investigate best practices for operating within Navigate regarding campaign management, naming conventions, lists, and tags so that interpretation of data can be consistent from term to term.

Spring 2022: Adding the Financial Aid Care Unit in Navigate

The application and content administrators for Navigate incorporated Financial Aid staff into the Navigate tool with the goal of launching the financial aid office as a care unit for the fall of 2022.

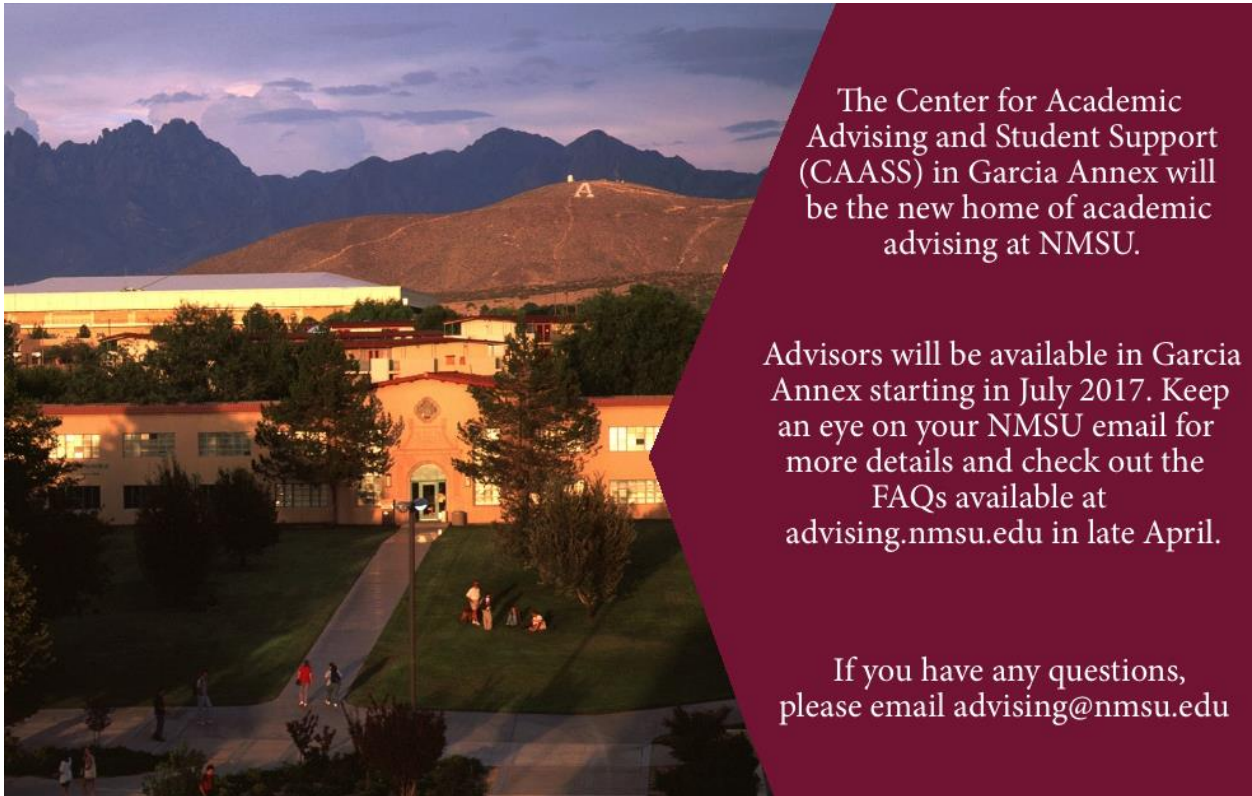
During spring 2022, NMSU extended the contract for EAB Navigate for an additional three years, following a recommendation from the Chancellor's Executive Budget team to the Chancellor's Executive Team. The Executive Team acknowledged the impact of the pandemic on the implementation of Navigate and the delay in integrating other care units into Navigate. As such, the Executive Leadership team felt that having the tool for an additional three years would allow NMSU to better understand Navigate's benefits to retention and completion.

The NMSU LEADS 2025 Goal 1 team agreed that beginning in the fall 2022, the utilizing Navigate analytics to identify success markers, DFW courses, and other programmatic barriers would be an appropriate focus for their work. Incorporating Navigate Analytics into the Goal 1 work plan was finalized in the summer of 2022.

Next Steps

For academic year 2022–2023 the Navigate advisory group will review the recommendation from this report and develop a set of priorities to guide the continued use of Navigate. The advisory group will explore the use of Navigate Analytics as a means for evaluating advising and intervention campaigns to monitor which practices can help prioritize the work of care units who report they are understaffed.

Appendix A: Roll out of the Center for Academic Advising and Student Support



The Center for Academic Advising and Student Support (CAASS) in Garcia Annex will be the new home of academic advising at NMSU.

Advisors will be available in Garcia Annex starting in July 2017. Keep an eye on your NMSU email for more details and check out the FAQs available at advising.nmsu.edu in late April.

If you have any questions, please email advising@nmsu.edu

Appendix B: Navigate Engagement Teams

Leadership Team

- Program Sponsor: Provost Carol Parker, Sr. Vice President of Academic Affairs & Provost
- Program Owner: Dr. Renay Scott, Vice President for Student Success
- Technical Leader: Mr. Paul Lucero, Manager, Enterprise Application Administrator
- Application Administrator: Dr. Marissa Fowler, Associate Director, Center for Academic Advising & Student Support
- Content Administrator: Kelsey Smyth, Academic Advisor Lead

Workflow and Training Engagement Team

- Lead: Dr. Marissa Fowler, Associate Director, Center for Academic Advising & Student Support
- Lead: Mr. Paul Lucero, Manager, Enterprise Application Administrator
- Teresa Burgin, Director, Center for Learning and Professional Development
- Kelley Hestir, Advisor, Applied and Clinical Health Sciences
- John Shonk, Advisor, Business
- Dr. Luly Valencia-Glenn, Advisor, Communication, Media Study & Creative Arts
- Deborah Gouldsmith, Advisor, Life Sciences & Teacher Education

Content Engagement Team

- Lead: Dr. Kelsey Smyth, Academic Advisor Lead
- Lead: Dr. Vandeen McKinzie, Director Financial Aid
- Roseanne Bensley, Associate Director, Career Services
- Dr. Tony Marin, Assist VP, Student Affairs
- Dr. Jennifer Hodges, Director, Center for Academic Advising & Student Support
- Mr. Will Willer, Associate Dean of Students
- Samantha Lish, Manager, University Accounts Receivable
- Dr. Steve Stochaj, Interim Department Head, Electrical Engineering
- Ms. Nancy Ritter, Bursar, University Accounts Receivable

Student Promotion Engagement Team

- Lead: Dr. Jennifer Hodges, Director, Center for Academic Advising & Student Support
- Lead: Mr. Seth Miner, Director, Undergraduate Admissions
- Nathan Cheesman, Associate Director, Orientation Planning
- David McNabb, Residential Life
- Jeany Llorente-Ontiveros, Marketing and Communications
- Letty Gallegos, Center for Academic Advising & Student Support

Analytics Engagement Team

- Lead: Dr. Renay Scott, Vice President Student Success
- Lead: Ms. Carol Parker, Senior VP Academic Affairs & Provost
- Dr. Jennifer Hodges, Director, Center for Academic Advising & Student Support
- Natalie Kellner, Special Assistant to the President
- Dacia Sedillo, University Registrar
- Lori Montoya, Director, ICT Data Analytics

October 16, 2019: EAB Follow Team

On October 16, 2019, the EAB Team conducted a second onsite visit to the main campus. Kelly Miller led the visit from the EAB team and attendees from the NMSU System included:

- Dr. Renay Scott, Vice President, Student Success and Enrollment Management
- Dr. Monica Torres, DACC President
- Dr. Susan Wood, DACC Assessment and Accreditation Director
- Ms. Carol Parker, NMSU Sr. Vice President and Provost
- Mr. Brad Mazdra, DACC Director of Advising
- Ms. Pamela Jeffries, NMSU ICT Director for ERP
- Mr. Paul Lucero, NMSU Banner specialist
- Ms. Dacia Sedillo, NMSU Registrar and Student Data Steward
- Dr. Mickey Best, Campus President, NMSU-Grants
- Dr. John Gratton, Campus President, NMSU-Carlsbad
- Dr. Marissa Fowler, Associate Director, Center for Academic Advising and Student Support

Faculty Role Team

- Kelley Coffeen, Assistant Professor, Family & Consumer Sciences
- John Campbell, College Associate Professor, Animal & Range Sciences
- April Ulery, Professor, Plant & Environmental Science
- Michèle Shuster, Professor, Biology
- Avis James, College Associate Professor, Biology
- Carlos Posadas, Associate Professor, Criminal Justice
- Wil Kilroy, Academic Department Head, Theatre Arts
- Paula Fuchs, College Associate Professor, Finance
- Winnie Lee, Professor, Economics and International Business
- Joseph Berning, Professor, Kinesiology & Dance
- David Rockstraw, Academic Department Head, Chemical and Material Engineering
- Myra Garcia, College Assistant Professor, Social Work
- Joseph Lakey, Associate Dean, Arts and Sciences

February 19 and 20, 2020: EAB-On-Site Visit Participation List

Navigate Training Session

Dacia Sedillo
Vandeen McKenzie
Patrick Cain
David Smith
All System-wide academic advisors

Tim Wheeler (Alamogordo)
Karla Thompson (Carlsbad)
Kelsey Kurupas (DACC)
Ambrosia Knighton (Grants)

Navigate Analytics Session

Natalie Kellner
Mary Beth Worley (DACC)
Dacia Sedillo
Jennifer Hodges
Greg Hillis (Alamogordo)

Rusty Fox (DACC)
Bright Borkorm (Carlsbad)
Ambrosia Knighton (Grants)
Lori Montoya

Training Strategy and Planning Session

Marissa Fowler
Kelsey Smyth
Seth Miner
Kevin Davis (Grants)
Eddie Binder (DACC)
James Gallagher (Alamogordo)
Elma Hernandez (Alamogordo)

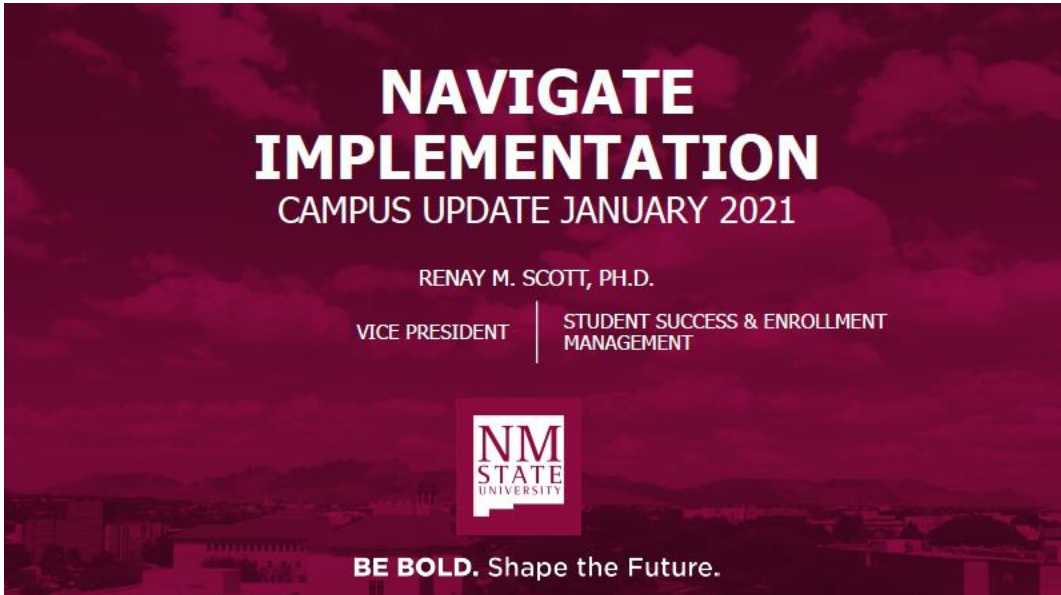
Cindy Brown (DACC)
Sky Klaus (Carlsbad)
Nathan Cheesman
David McNabb
Jeany Llorente-Ontiveros
Letty Gallegos

Academic Planning Working Session

Brad Mazdra (DACC)
Charles Abasa-Nyarko (DACC)
Kelsey Smyth
Marissa Fowler
Juanita Garcia (Carlsbad)
Haley Jones (Carlsbad)
Merdia Theragood (Carlsbad)
Ambrosia Knighton (Grants)
David MacWilliams (Alamogordo)
Cathy Guila Morgan (Alamogordo)

Dacia Sedillo
Jennifer Hodges
Patrick Cain
David Smith
Vandeen McKenzie
Nancy Ritter
Samantha Lish
Tony Marin
Steve Stochaj

Appendix C: Presentation to Faculty Senate on the Implementation of Navigate
January 2021



What is Navigate?

- A technology solution for both staff (includes faculty) and students designed to enhance student support and success

FACULTY & STAFF TOOLS

- Student Profile
- Appointment Scheduler & Calendar
- Communication Tools
- Note Tool
- Campaign Manager
- Campaign Analytics
- Early Alert Tool

STUDENT TOOLS

- Academic Planning Tool
- Program Explorer
- To Dos
- Resource Locator
- Study Buddy Tool
- Quick Poll Responder
- Appointment Scheduler
- Hold Alerts



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Why Navigate for Students?

- Technology solution for students that provides a one-stop technology location (portal) for them to access their academic plan, holds, alerts, campus resources and schedule appointments with various care units at NMSU.
- Technology solution for students to improve communication between themselves and care units at NMSU.

EAB Term: Care Unit: Any unit or person on campus whose mission includes supporting students (Advising, Student Life, Tutoring, Faculty, etc.)



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Goals for Navigate: Students

- Improve students' ability to access care units through easier appointment scheduling.
- Increase the number of students with an academic plan for completing their degree.
- Provide earlier support for students who exhibit a need for assistance.
- Improve communication with students through communication campaigns and by providing information to help them resolve holds, access campus resources, explore careers, complete milestones, and connect with study buddies.



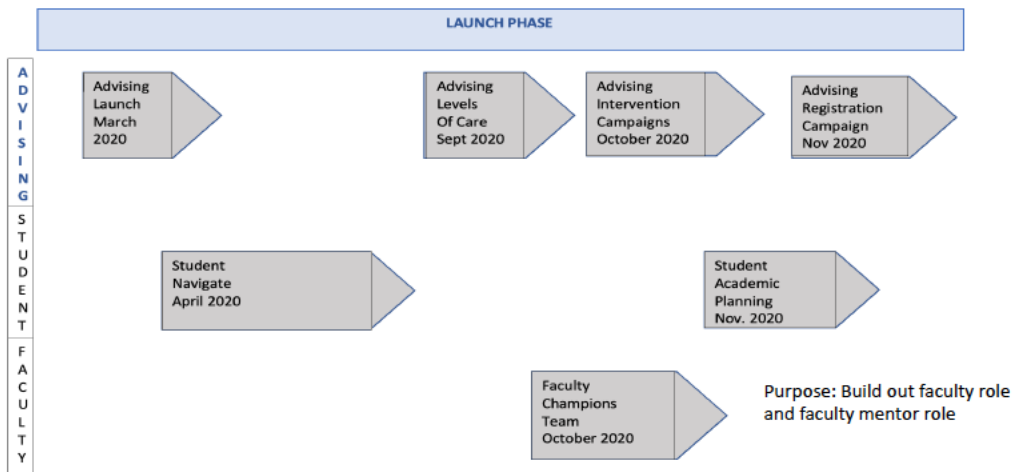
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Goals for Navigate Staff (Faculty)

- Increase access to student information by eliminating technology silos through creating a customized student profile for each student-support role and unit.
- Enhance communication between student-support units and students.
- Develop earlier and more effective interventions for students exhibiting a need for support and care.
- Identify milestones along the student degree pathway and monitor students' success in successfully completing them.



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Main Campus Advising Appointments Spring '21 Registration Campaign

10/1/2020 – 12/31/2020



Appointments and Students

The total counts of appointments and distinct students are displayed regardless of attendances. This dashboard now includes kiosk visits, so the appointment and student numbers may not match those in the appointment report.

Appointments Created	Distinct Students
14,248	9,968

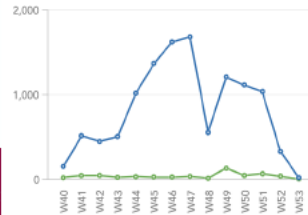
Attendance Categories

"Scheduled" and "Drop-In" include attendances that have not been marked Canceled or No-Show on the evaluation. Note: Canceled and No-Show attendances may not be mutually exclusive, so an attendance could appear in both categories.

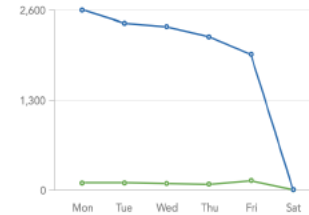
Scheduled	Drop-In	No-Show	Canceled
11,522	510	998	1,224

Attended

By Week



By Day



Main Campus Student Navigate

5/1/2020 – 12/31/2020



Student Utilization Summary

Who Are My Users?

7,703

All-Time Users
All unique students who have ever logged in and accepted terms and conditions (T&C). Note: This metric is not affected by the activity date filter.

4,608

New Users
Unique students who accepted T&C and logged in for the first time between 2020-05-01 and 2020-12-31

What Are Students Doing?

To-Dos

1,316

Unique Students with one or more to-dos checked off between 2020-05-01 and 2020-12-31

Total number of To-Dos that have been checked off: 2,612

To-Dos are action items that students need to be aware of and complete in order to stay on track at your institution, and can contain resources enabling them to take action.

Additional resources to use this tool strategically for student interventions.

[More insights and drill-ins in To-Dos report](#)

Study Buddies

633

Unique Students who have opted in to Study Buddies in one or more courses between 2020-05-01 and 2020-12-31

Total number of times students opted in to Study Buddies: 1,817

Study Buddies is a feature allows students to opt into communications for each class section they are enrolled in so that they can connect with other students and form study groups.

To learn more about Study Buddies, please visit the Navigate Help Center.

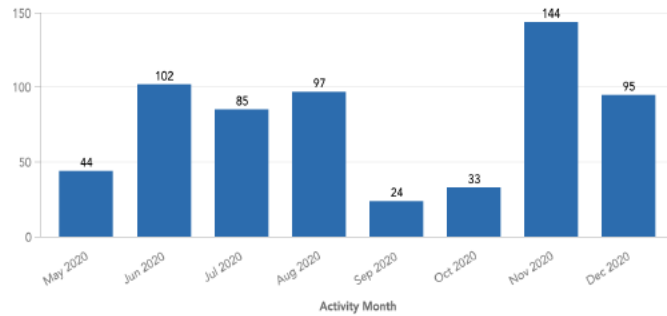
[More insights and drill-ins in Study Buddies report](#)

Main Campus 5/1/2020– 12/31/2020

Program Explorer:
Allows students to explore degree programs and majors and how they link to careers

Program Explorer Completion by Month

Unique students who completed the Program Explorer from 2020-05-01 to 2020-12-31



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Fall 2020 Main Campus

Six Week Grade Campaign

Enrollment Summary	Start Term 2020 Fall	End Term 2021 Spring	Percent of the Start Term
Enrolled	277	151	54.5%
Graduated	—	4	1.4%
Not Enrolled	—	122	44.0%

View Term Persistence of Start Term Population: [Count](#) | [Percentage](#)

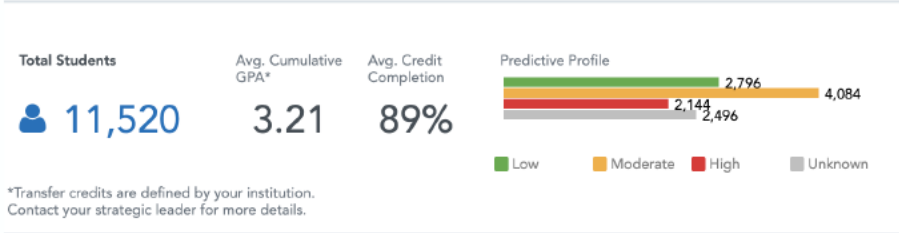
Performance Summary	Start Term 2020 Fall	End Term 2021 Spring	Percent Change
Average Cumulative GPA	2.42	No Data	No Data
Average Term GPA	1.84	No Data	No Data

Progress Summary	Start Term 2020 Fall	End Term 2021 Spring	Percent Change
Average Attempted Credits by Term	13.20	13.46	+2.0%
Average Earned Credits by Term	8.71	0.00	-100.0%
Average Credit Completion Percentage	70.6%	78.6%	+8.0%

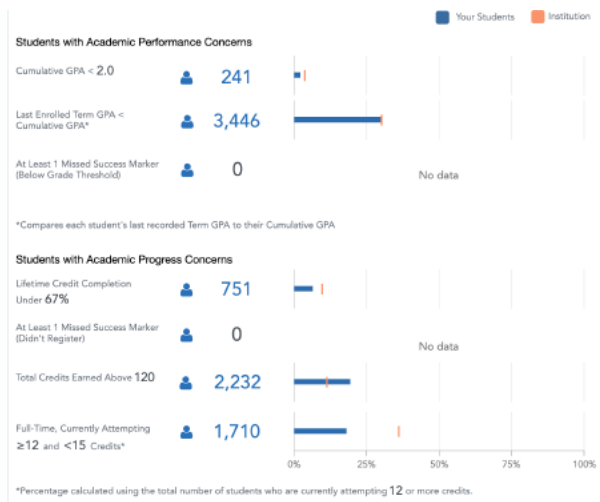


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Main Campus: POPULATION HEALTH DASHBOARD (Fall 2020)



Main Campus Fall 2020 ACADEMIC PERFORMANCE DASHBOARD



NAVIGATE NEXT STEPS

NAVIGATE PHASE II ROLL OUT: 2021									
Unit/Population	January	February	March	April	May	June	July	August	September
Advising	Early Alert Feature Build Out				Training New Students on Navigate				
Financial Aid	FA Tools Build Out		FA Staff Training			FA Staff Launch and initial utilization			
Students	Academic Planning Initiation		Summer/Fall Registration						
New Students			New Student Orientation Training on Navigate						
Faculty Champion Team	Faculty Champion Training and Role Development					Pilot Faculty Roles and Adjust as Needed			
Faculty							Training of Faculty Begins		
Academic Administration (deans, DH)						Possible Administrator Training			



Search Navigate

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New Mexico State University

Navigate


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NMSU Navigate Web Page

navigate.nmsu.edu

Navigate

Navigate Student is a mobile application that helps students manage key decision points throughout the college journey. The app helps you navigate daily activities, keep up with important to-dos, get connected to resources, explore major and career options, and schedule appointments with your academic advisor all from the convenience of your phone. Support and connection to your NMSU family is always just one tap away!



Kam,

Welcome to Navigate!

Log in to Navigate

Explore NMSU

- About NMSU
- Academics
- Student Life
- Research
- Extension & Outreach
- NMSU LEADS 2025
- News

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