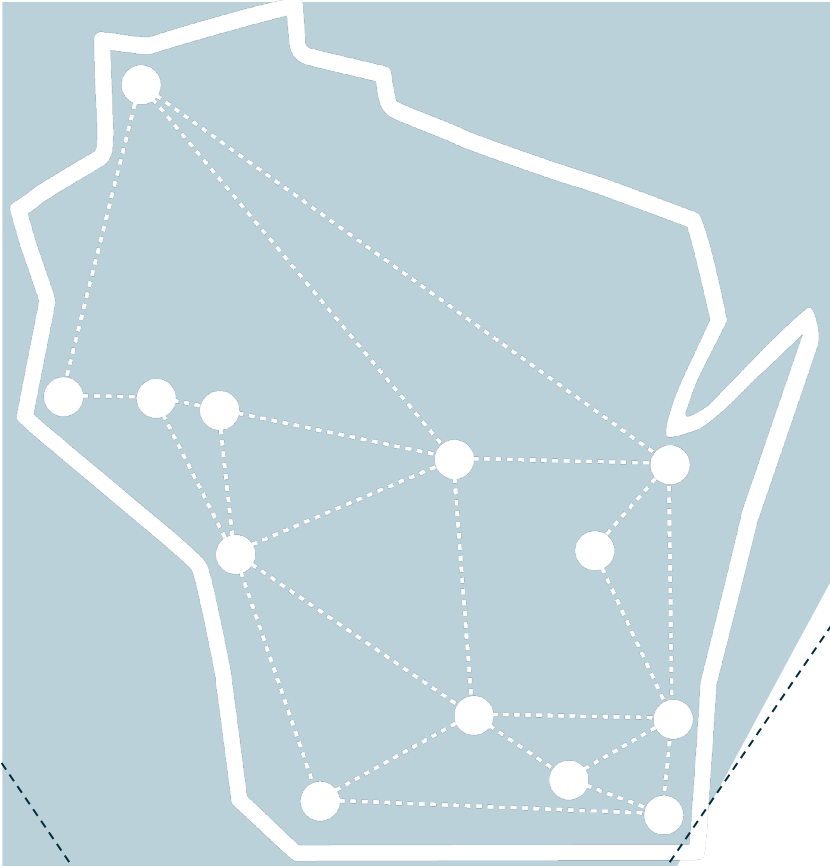
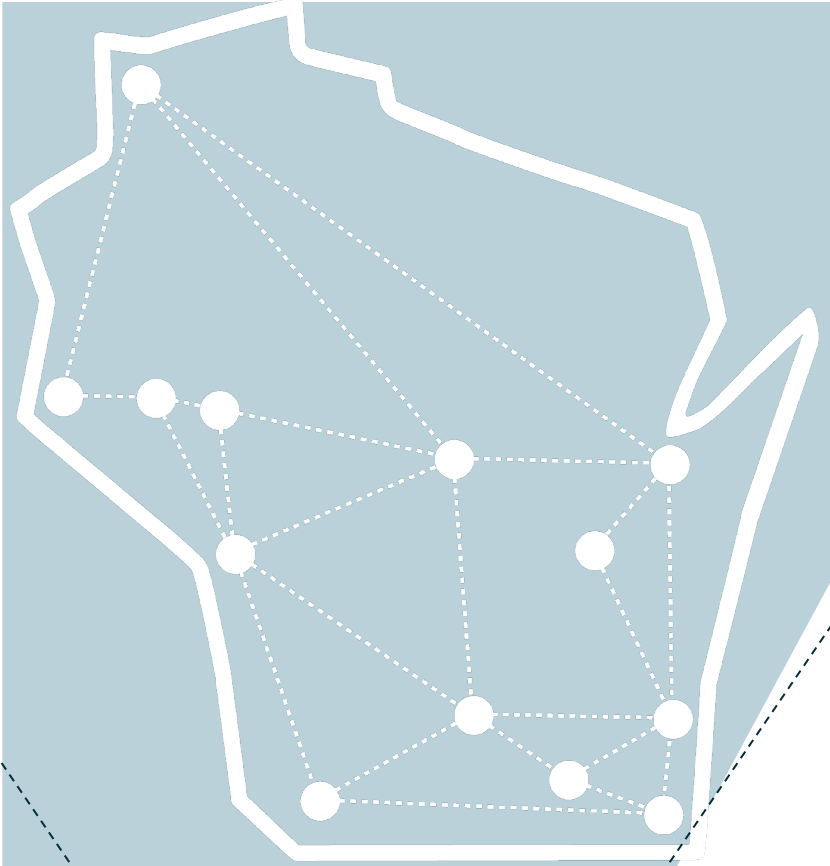


UNIVERSITIES OF WISCONSIN

UNIVERSITIES OF WISCONSIN NAVIGATE UPDATE

Board of Regents, December 2023



UNIVERSITIES OF WISCONSIN

NAVIGATE OVERVIEW

Dr. Julie Amon
Associate Vice President for Enrollment & Student Success

NAVIGATE PURPOSE

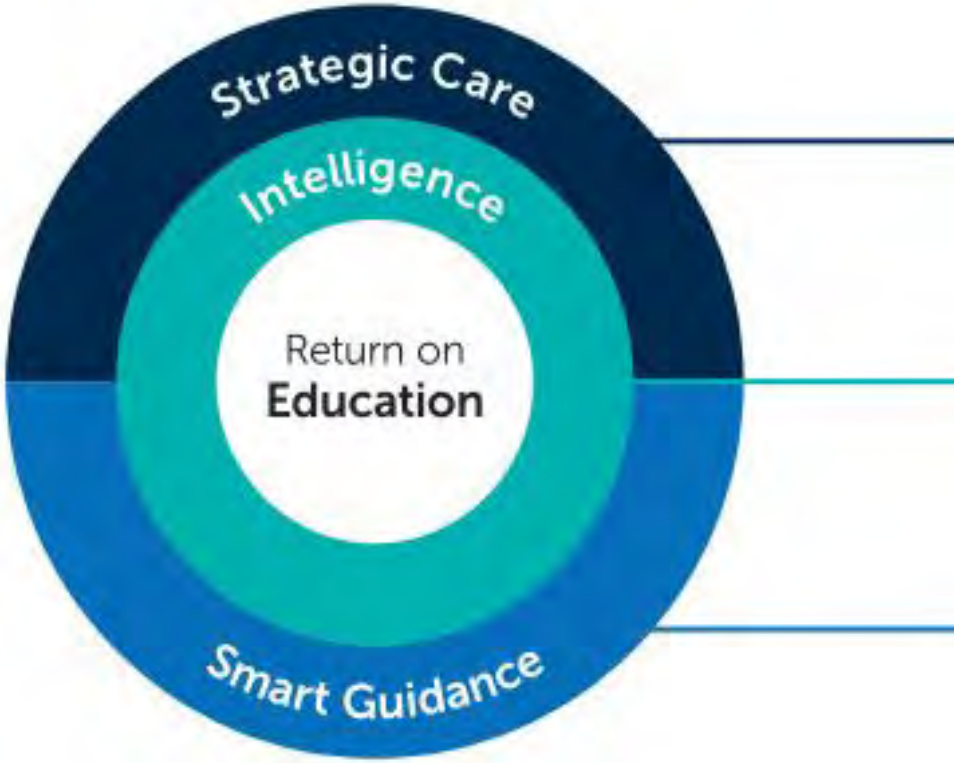
Navigate is a student success management platform designed to:

- Help faculty and staff provide timely, evidence-based interventions
- Equip students with vital tools and resources
- Help our universities support overall student success and close equity gaps

STRATEGIC ALIGNMENT

- UW System Strategic Plan
  - Strategy 2: We will champion student success across the higher education life cycle.
- 360 Advising Initiative
  - Promote a holistic approach that provides students with a coordinated network of high-touch, proactive support to ensure their academic progression to degree completion.
- UW universities strategic plans and priorities related to:
  - Student success
  - Closing achievement gaps
  - Retention
  - Completion

NAVIGATE COMPONENTS

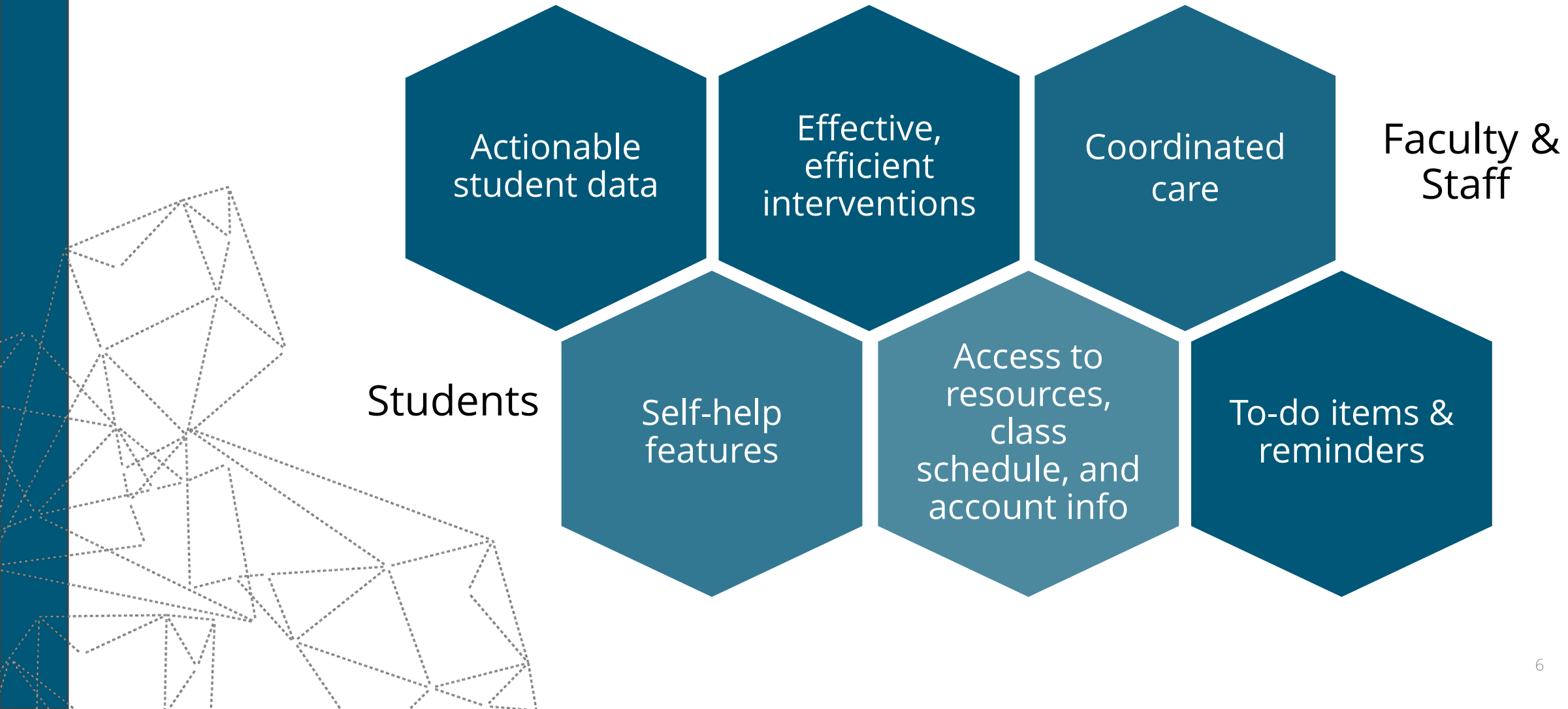


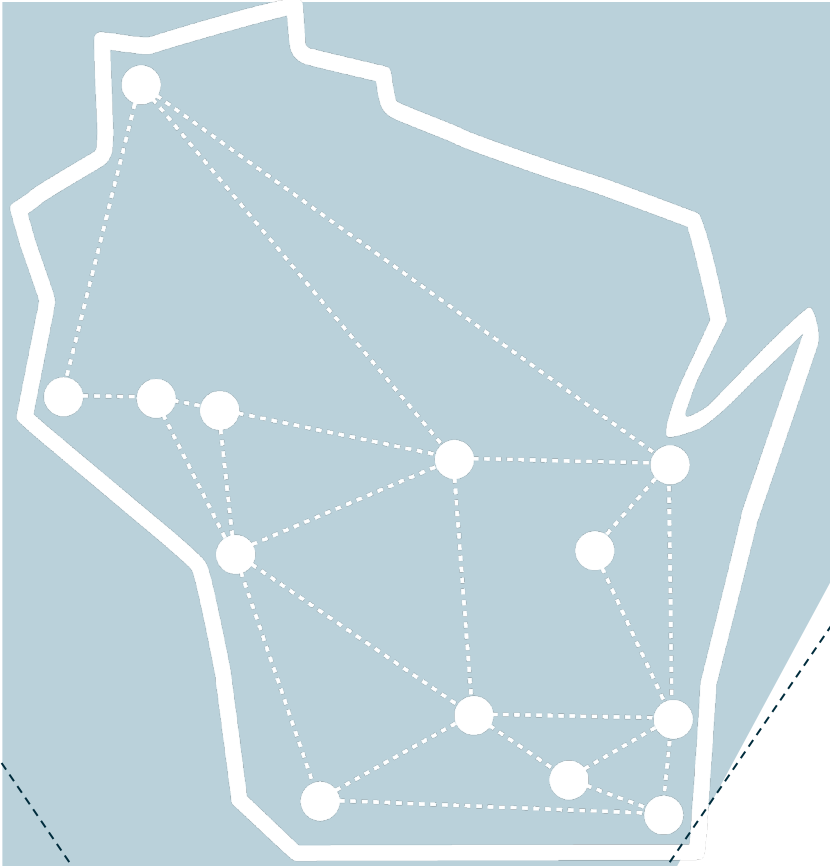
Proactive, coordinated, targeted communications and outreach to ensure students receive services to succeed

Analytics that help leaders translate academic progress indicators into effective intervention strategies and support for student success

Communications, scheduling, and resources guide for students at pivotal points to support their pathway to completion (app for phone or laptop)

NAVIGATE FUNCTIONALITY





UNIVERSITIES OF WISCONSIN

NAVIGATE BACKGROUND & IMPACT

Dr. Ben Passmore
Associate Vice President for Policy Analysis & Research

WHY WE INVESTED

- Education Pipeline
- Student Experience
- Student Success

HOW WE GOT HERE

Interest from Advising Community

Consolidation of Legacy UWs and Expansion

System Support for Academic/Student Engagement

Common Platform

- Proactive advising
- Shared student experience
- Systemwide support
- Nationally recognized Community of Practice

WHERE WE'VE BEEN

2019

Navigate launch and Implementation

2020

Implementation complete & COVID pivot

- On-time, on-budget
- Demonstrate value added, impact on student success

2021–2023

Further adoption and expansion

- Student, faculty, staff engagement
- Uptake on functionalities
- Strategic use

2024–2028

Five-year renewal

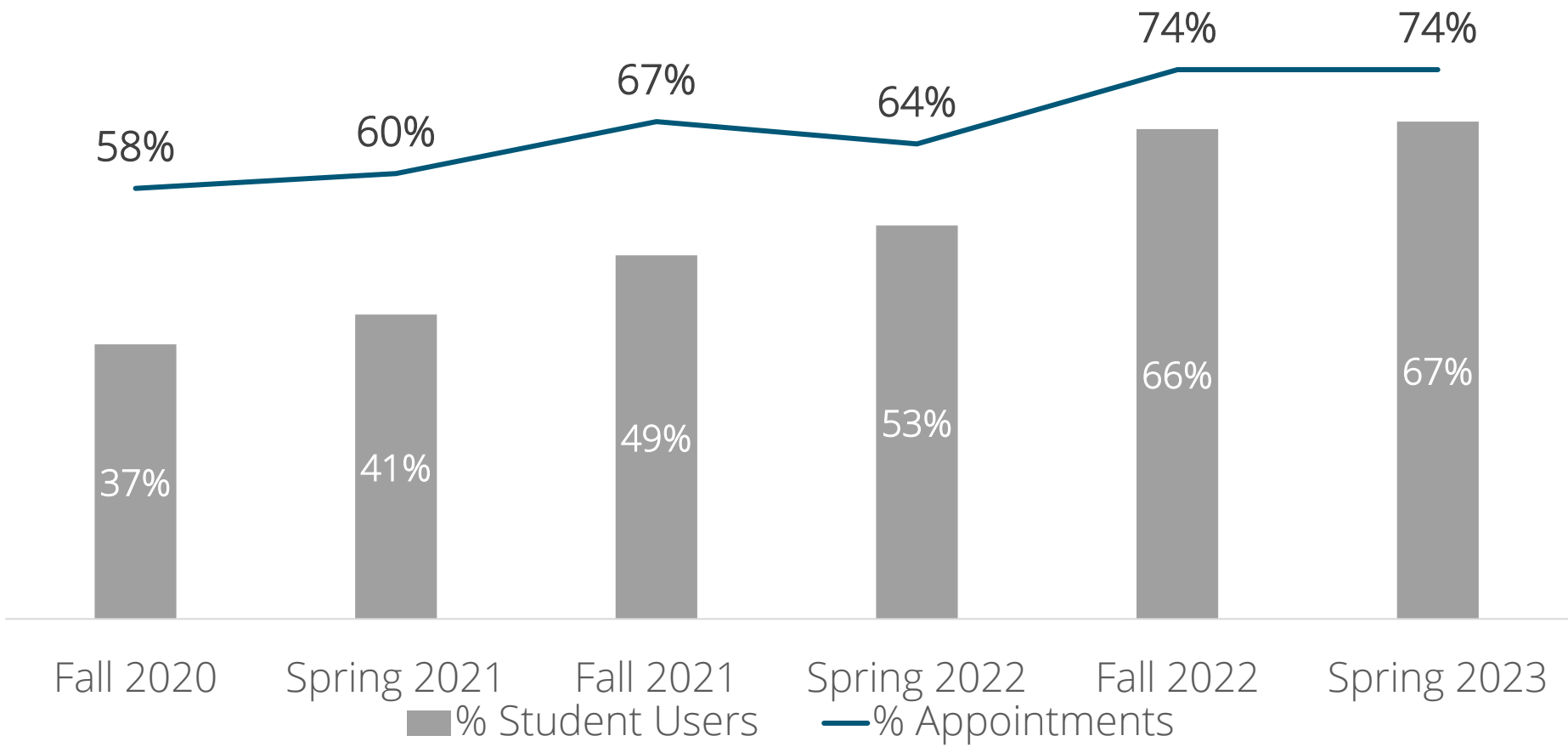
- Demonstrated ROI
- Continued system support

TRANSLATING GOALS INTO TANGIBLE ACTIONS AND MEASURING IMPACT

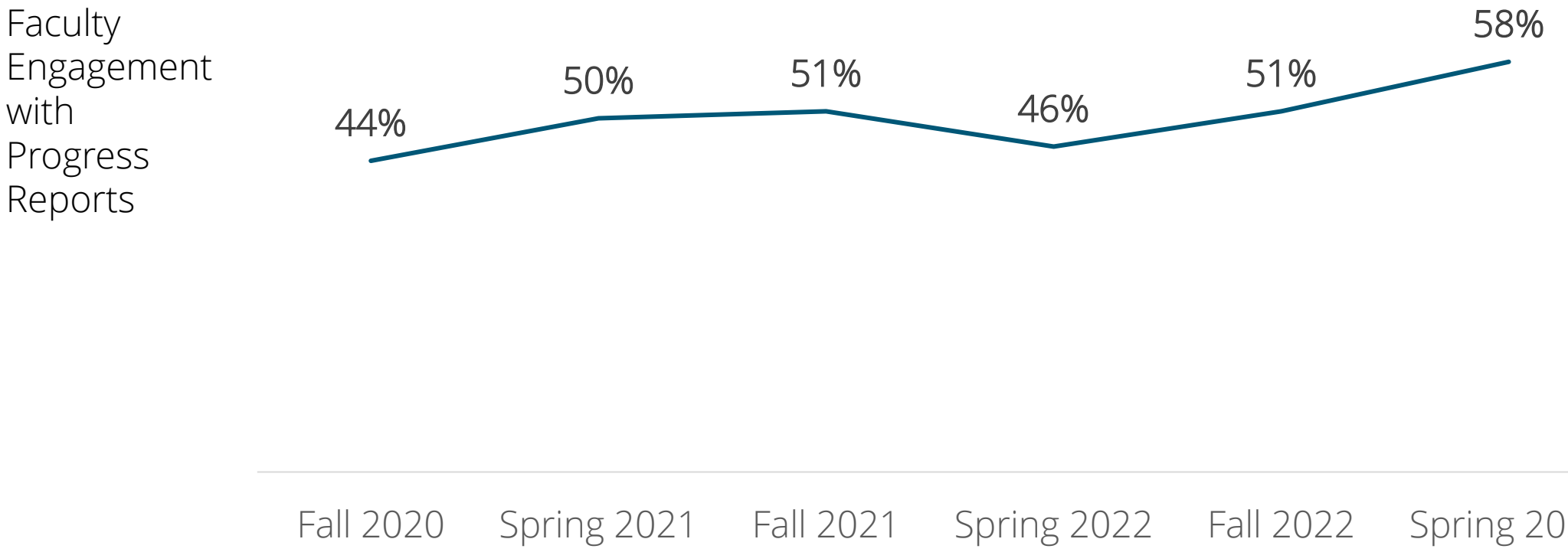
- Goals – Student Success Outcomes
  - Graduation rates, achievement gap
- Objectives – Approach to achieve goals; Intermediate outcomes
  - Retention rates, DFW rates, credit load/completion, major changes
- Strategies – Actions taken to achieve objectives
  - Alerts/progress reports/cases, campaigns, faculty and student engagement

STUDENT UTILIZATION

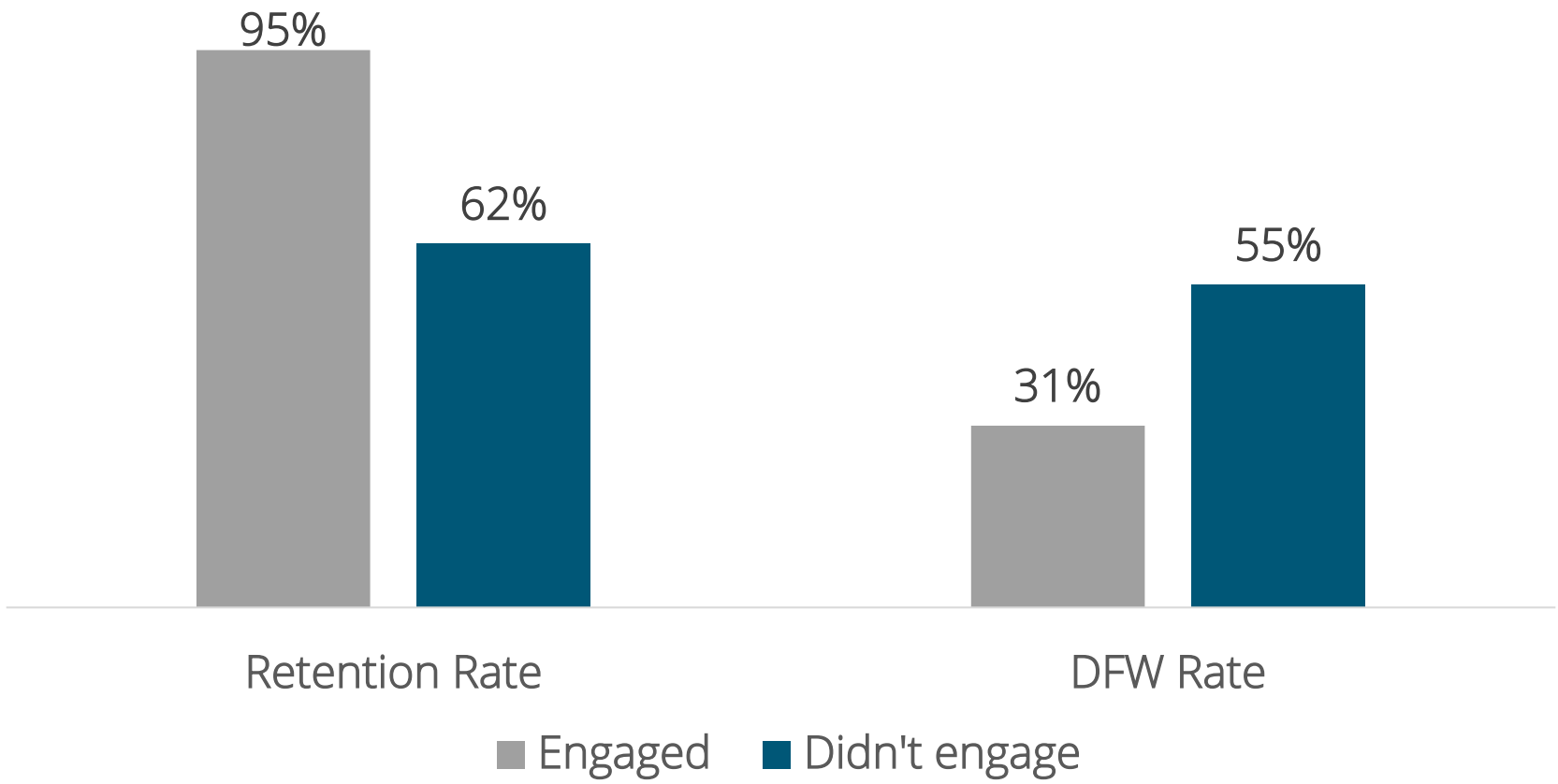
Student Engagement at Navigate UWs



FACULTY PARTICIPATION



IMPACT ON RETENTION, DFW RATES



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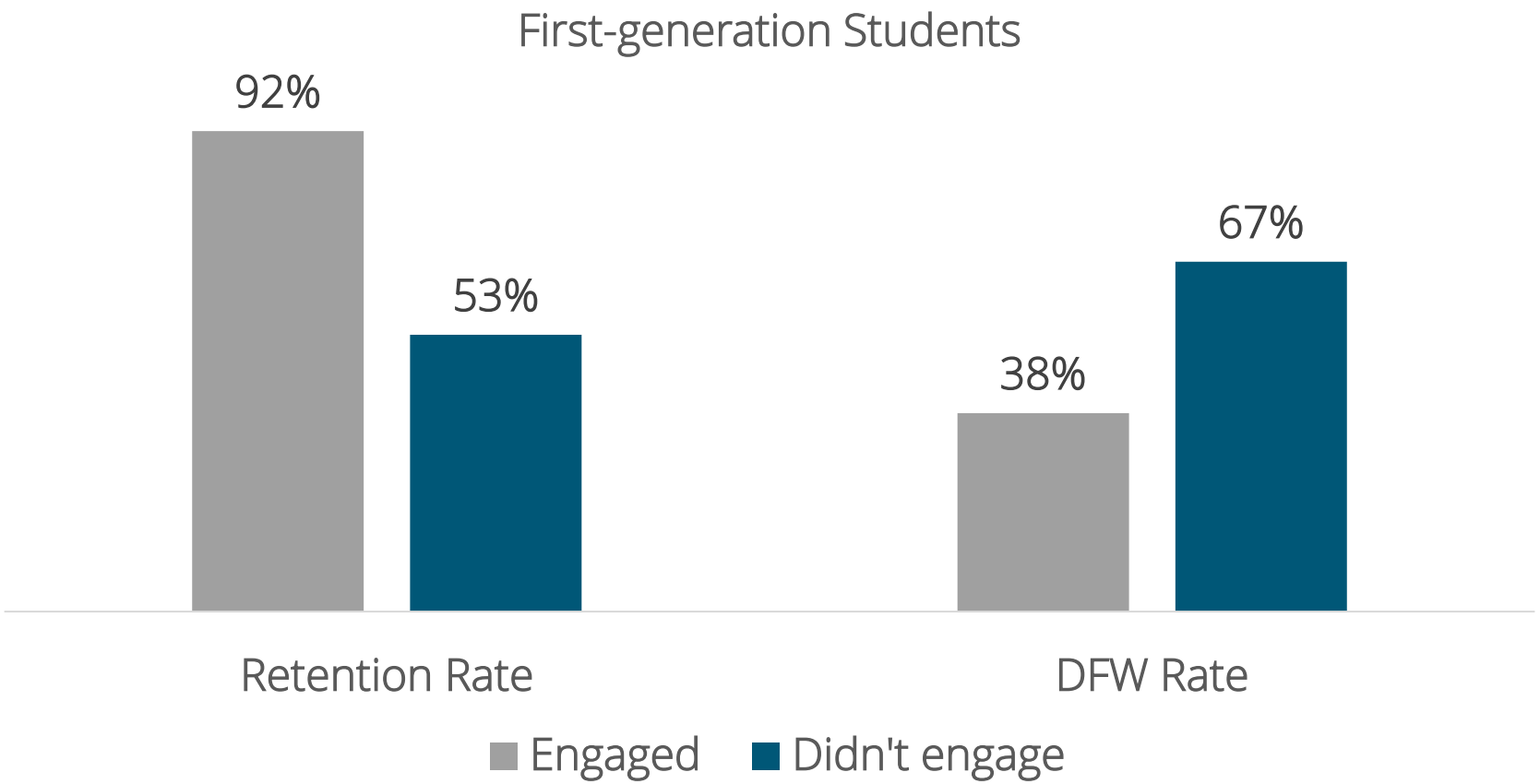
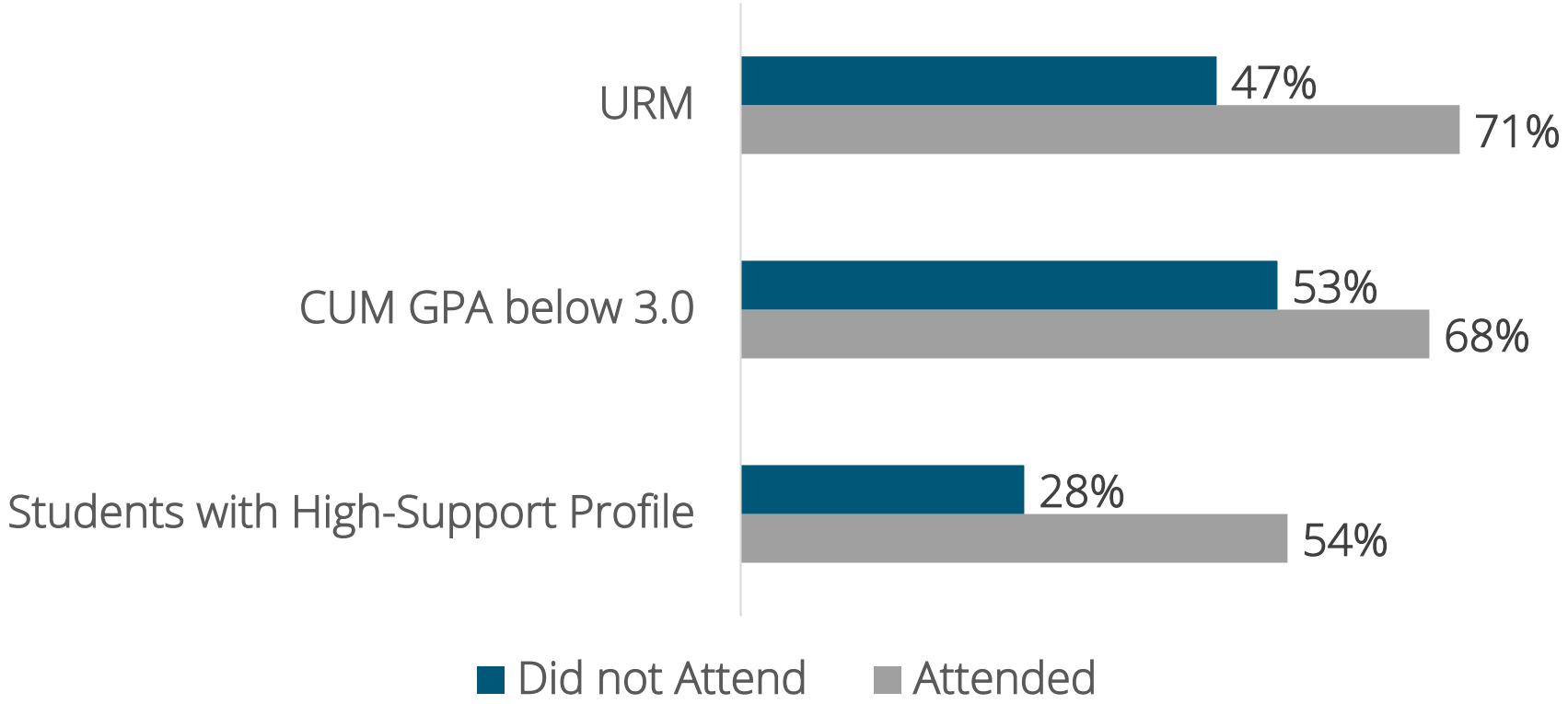
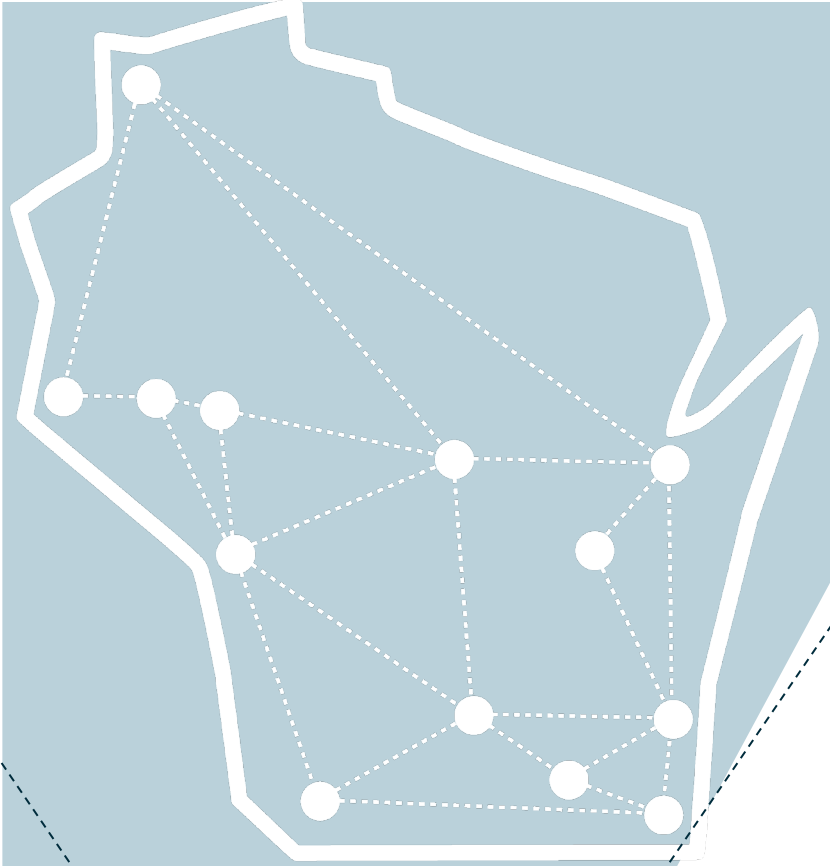


INTERVENTION CAMPAIGNS IMPACT ON RETENTION



INCREASED EFFECTIVENESS

- Tailored Outreach Campaigns
- Iterative Intervention Evaluations



UNIVERSITIES OF WISCONSIN

UNIVERSITY STORIES

UNIVERSITY STORIES INTRO

- DeAnn Possehl, Assistant Provost for Student Success, UW-Parkside

- Gretel Stock, Dean of University College, UW-Stevens Point

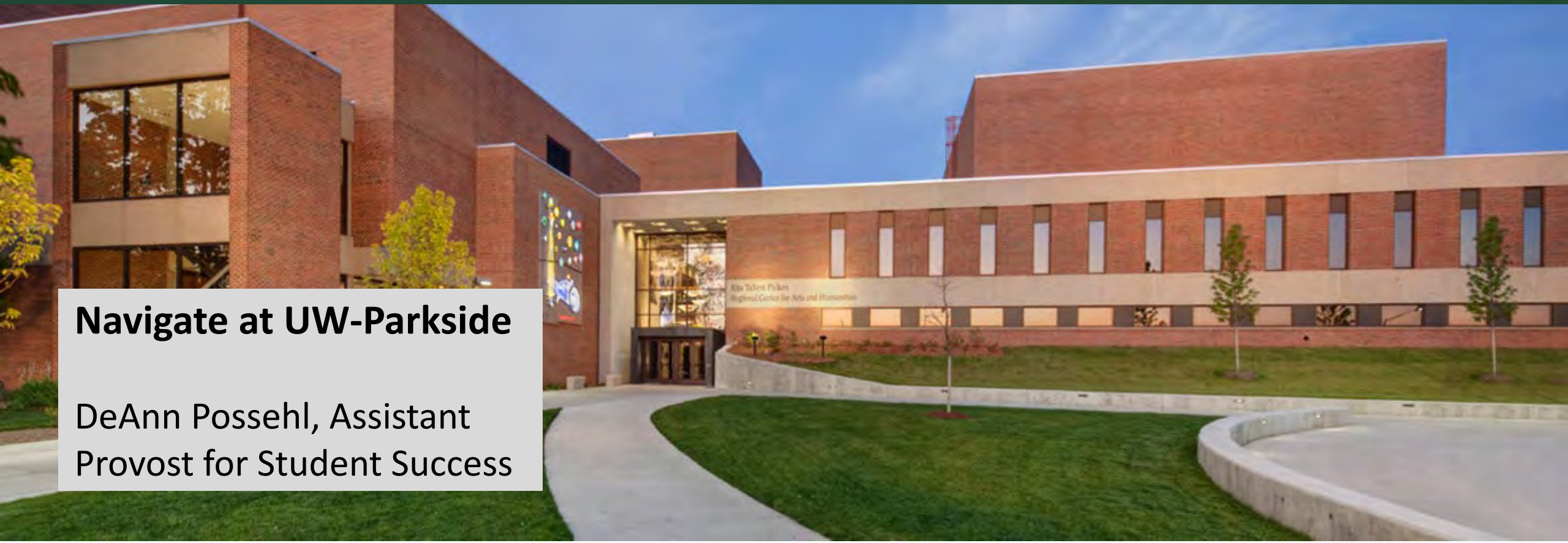
- Khailyn Schaefer, Student, UW-Stevens Point

- Michael Lango, Director of Academic Advising, UW-Whitewater

- Jessica Stein, Assistant Director, Academic Advising & Exploration Center and Coordinator of Early Success, UW-Whitewater

- Abbie Reiser, Student, UW-Whitewater

UNIVERSITY OF WISCONSIN PARKSIDE



Navigate at UW-Parkside

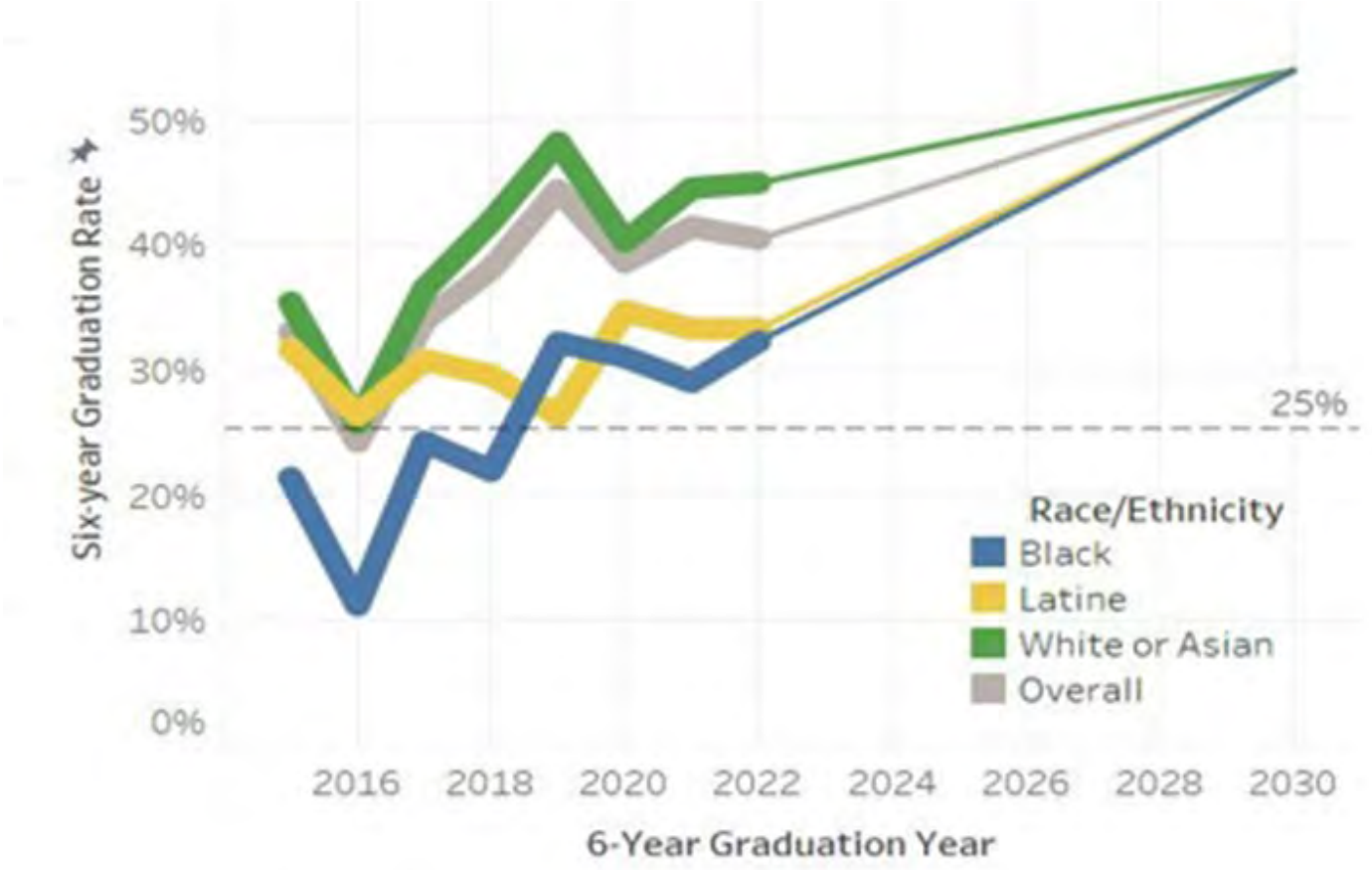
DeAnn Possehl, Assistant Provost for Student Success

UNIVERSITY OF WISCONSIN PARKSIDE

Our Student Success Goal:

“Increase the 6-year graduation rate to 50 percent by 2025 and close equity gaps by 2030. ”

What does it mean for us to close the equity gap?



A national initiative that aims to close equity gaps in higher education by 2030

- Technology – Navigate and AP
- Best Practices
  - *Academic Maps*
  - *Hold Reform*
  - *Math Pathways*
  - *Retention Grants*
  - *Transfer Pathways*
  - *2nd Chance for Adults*
  - *Mental Health and Belonging*
  - *Holistic and Coordinated Care*
- Equity Mindedness

UNIVERSITY OF WISCONSIN PARKSIDE

As part of the Moon Shot Holistic and Coordinated Care and informed by the Navigate Maturity Curve, we have focused on how to scale:

- Monitoring Student Concerns
- Differentiating Care

Academic Progress Report Campaign –SPR 23

Persistence
61% of students, with cases in Spring 2023, who had **interaction(s)** with staff, persisted to the next term of Fall 2023.

53% of students, with cases in Spring 2023, who had **NO interaction(s)** with staff, persisted to the next term of Fall 2023.

UNIVERSITY OF WISCONSIN PARKSIDE

Early Alert Student Success Strategy

Goal: Increase first to second year retention by 3 percentage points, increase credit accrual and GPA

Alert Mechanisms

- Progress reports
- Ad hoc
- Quick Poll
- Hand Raise

Target Populations

- New freshman
- New transfers
- Freshman on probation
- Athletes

Alert Options

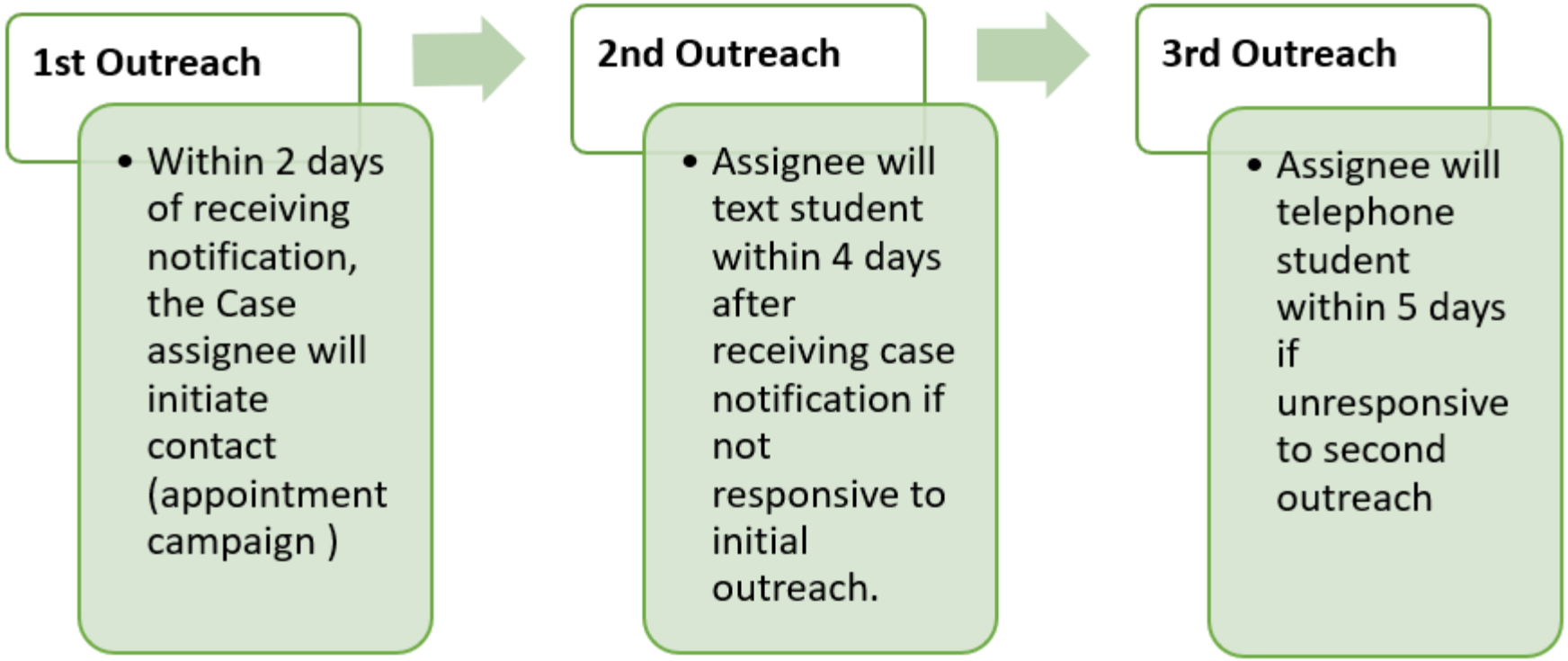
- Attendance
- Grade C- or below
- Declining performance
- Non-academic concerns

Availability

- All staff/faculty
- All undergraduate students

UNIVERSITY OF WISCONSIN PARKSIDE

Intervention Pathways and Early Alert workflow

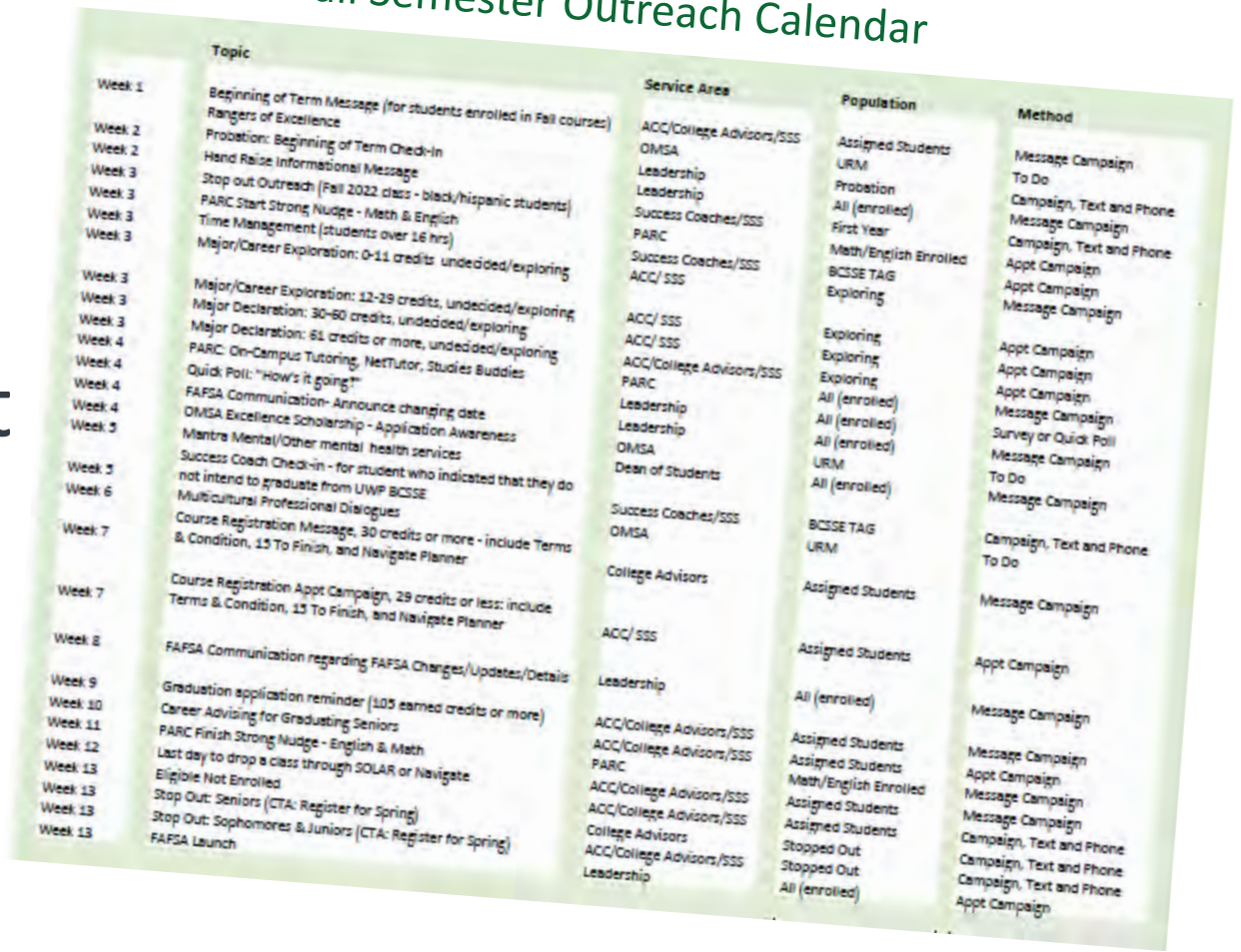


UNIVERSITY OF WISCONSIN PARKSIDE

Coordinated Outreach

- Week by week calendar
- Just-in-time nudging
- Collaboration – 6 department
- Targeted populations
- Varying communication methods

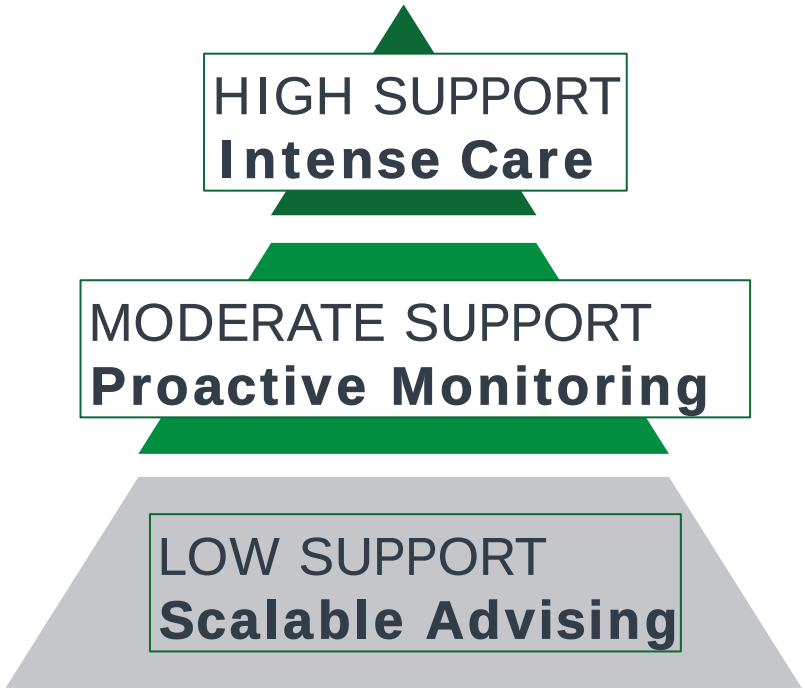
Fall Semester Outreach Calendar



	Topic	Service Area	Population	Method
Week 1	Beginning of Term Message (for students enrolled in Fall courses)	ACC/College Advisors/SSS	Assigned Students	Message Campaign
	Rangers of Excellence	OMSA	URM	To Do
Week 2	Probation: Beginning of Term Check-In	Leadership	Probation	Campaign, Text and Phone
Week 2	Hand Raise Informational Message	Leadership	All (enrolled)	Message Campaign
Week 3	Stop out Outreach (Fall 2022 class - black/hispanic students)	Success Coaches/SSS	First Year	Campaign, Text and Phone
Week 3	PARC Start Strong Nudge - Meth & English	PARC	Math/English Enrolled	Appt Campaign
Week 3	Time Management (students over 16 hrs)	Success Coaches/SSS	BCSSE TAG	Appt Campaign
Week 3	Major/Career Exploration: 0-11 credits undecided/exploring	ACC/ SSS	Exploring	Message Campaign
Week 3	Major/Career Exploration: 12-29 credits, undecided/exploring	ACC/ SSS	Exploring	Appt Campaign
Week 3	Major Declaration: 30-60 credits, undecided/exploring	ACC/ SSS	Exploring	Appt Campaign
Week 4	Major Declaration: 61 credits or more, undecided/exploring	ACC/College Advisors/SSS	All (enrolled)	Appt Campaign
Week 4	PARC: On-Campus Tutoring, NetTutor, Studies Buddies	PARC	All (enrolled)	Message Campaign
Week 4	Quick Poll: "How's it going?"	Leadership	All (enrolled)	Survey or Quick Poll
Week 4	FAFSA Communication- Announce changing date	Leadership	URM	Message Campaign
Week 5	OMSA Excellence Scholarship - Application Awareness	OMSA	All (enrolled)	To Do
	Mantra Mental/Other mental health services	Dean of Students		Message Campaign
Week 5	Success Coach Check-in - for student who indicated that they do not intend to graduate from UWP BCSSE	Success Coaches/SSS	BCSSE TAG	Campaign, Text and Phone
Week 6	Multicultural Professional Dialogues	OMSA	URM	To Do
Week 7	Course Registration Message, 30 credits or more - include Terms & Condition, 15 To Finish, and Navigate Planner	College Advisors	Assigned Students	Message Campaign
Week 7	Course Registration Appt Campaign, 29 credits or less: include Terms & Condition, 15 To Finish, and Navigate Planner	ACC/ SSS	Assigned Students	Appt Campaign
Week 8	FAFSA Communication regarding FAFSA Changes/Updates/Details	Leadership	All (enrolled)	Message Campaign
Week 9	Graduation application reminder (105 earned credits or more)	ACC/College Advisors/SSS	Assigned Students	Message Campaign
Week 10	Career Advising for Graduating Seniors	ACC/College Advisors/SSS	Assigned Students	Appt Campaign
Week 11	PARC Finish Strong Nudge - English & Math	PARC	Math/English Enrolled	Message Campaign
Week 12	Last day to drop a class through SOLAR or Navigate	ACC/College Advisors/SSS	Assigned Students	Message Campaign
Week 13	Eligible Not Enrolled	ACC/College Advisors/SSS	Assigned Students	Campaign, Text and Phone
Week 13	Stop Out: Seniors (CTA: Register for Spring)	College Advisors	Stopped Out	Campaign, Text and Phone
Week 13	Stop Out: Sophomores & Juniors (CTA: Register for Spring)	ACC/College Advisors/SSS	Stopped Out	Campaign, Text and Phone
Week 13	FAFSA Launch	Leadership	All (enrolled)	Appt Campaign

UNIVERSITY OF WISCONSIN PARKSIDE

Differentiated Care - Success Coaching



Success Coach Intervention Effectiveness – F22

	Fall to Fall Retention	Ave. Cum GPA*	Ave Earned Credits by term *
High – Moderate Support	74.5 %	3.01	10.90
Low Support	74.0 %	2.95	11.99

* End of First Year

Student Impact

Retention

- 1st to 2nd year retention rate (overall) has returned to pre-pandemic rates
- 1st to 3rd year and 1st to 4th year retention rate highest in our history

Graduation

- 4-year graduation rate (overall) highest rate in our history
- 4-year graduation rate for Pell students and Hispanic students has increased

University of Wisconsin Whitewater

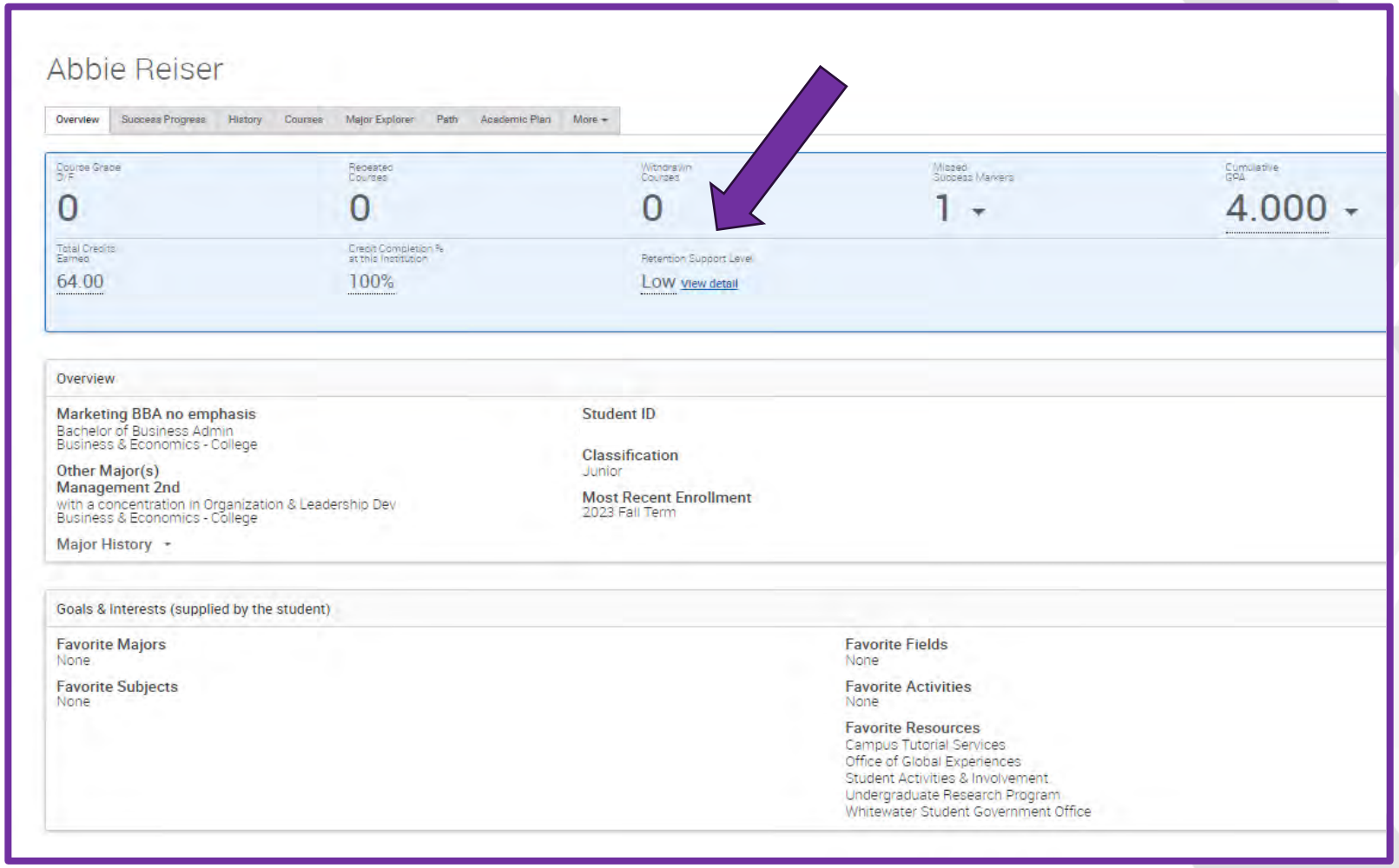
UW-Whitewater's Use of Navigate to Care for our Students

- Dr. Michael Lango – Director of Academic Advising
- Jessica Stein – Assistant Director of the Academic Advising & Exploration Center and Coordinator of Early Success
- Abbie Reiser – UW-Whitewater Student & Whitewater Student Government Representative

University of Wisconsin Whitewater

Differentiated Care Model for First Year Students

Retention Support Indicator

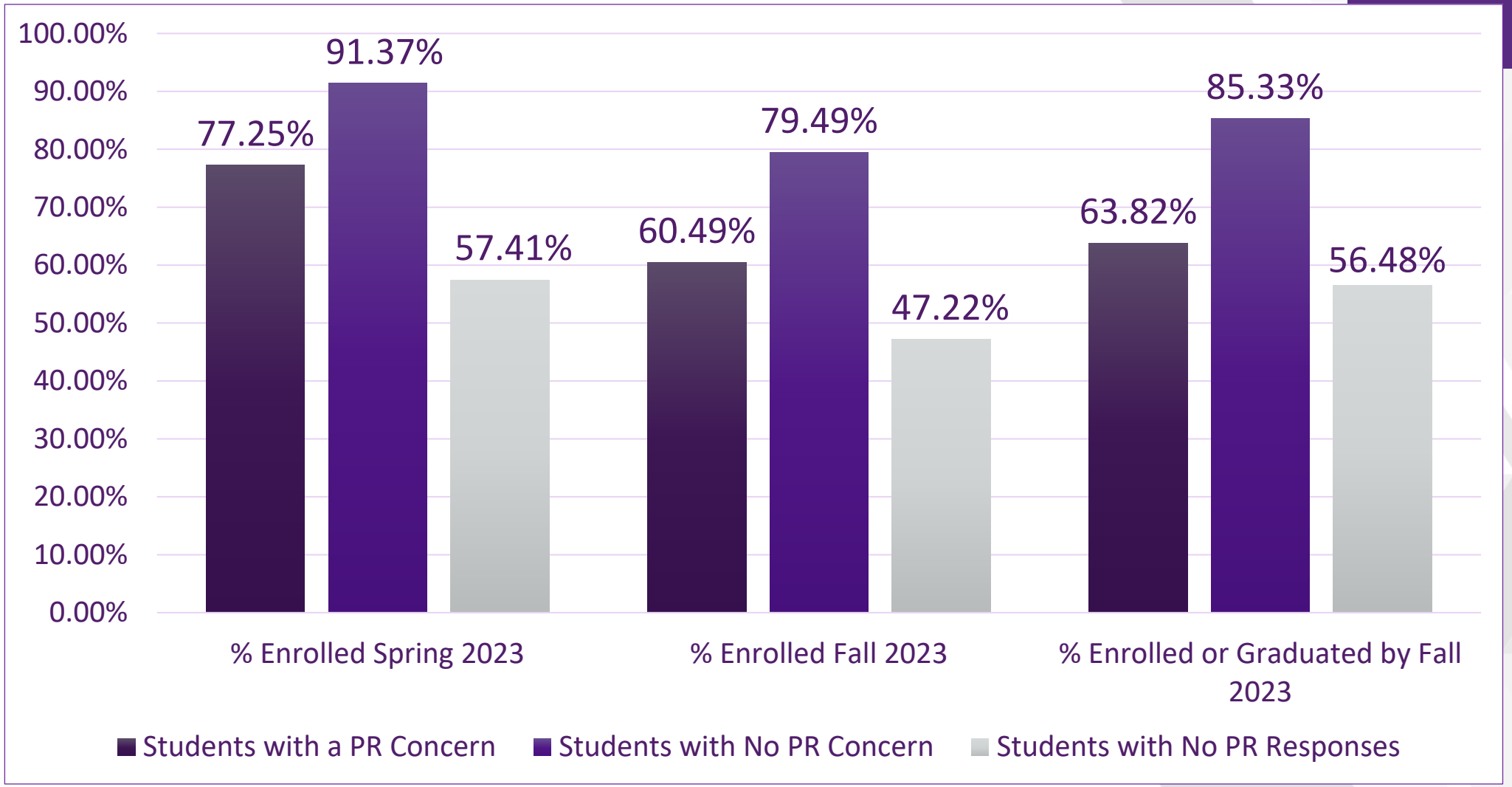


Differentiated Care Calendar

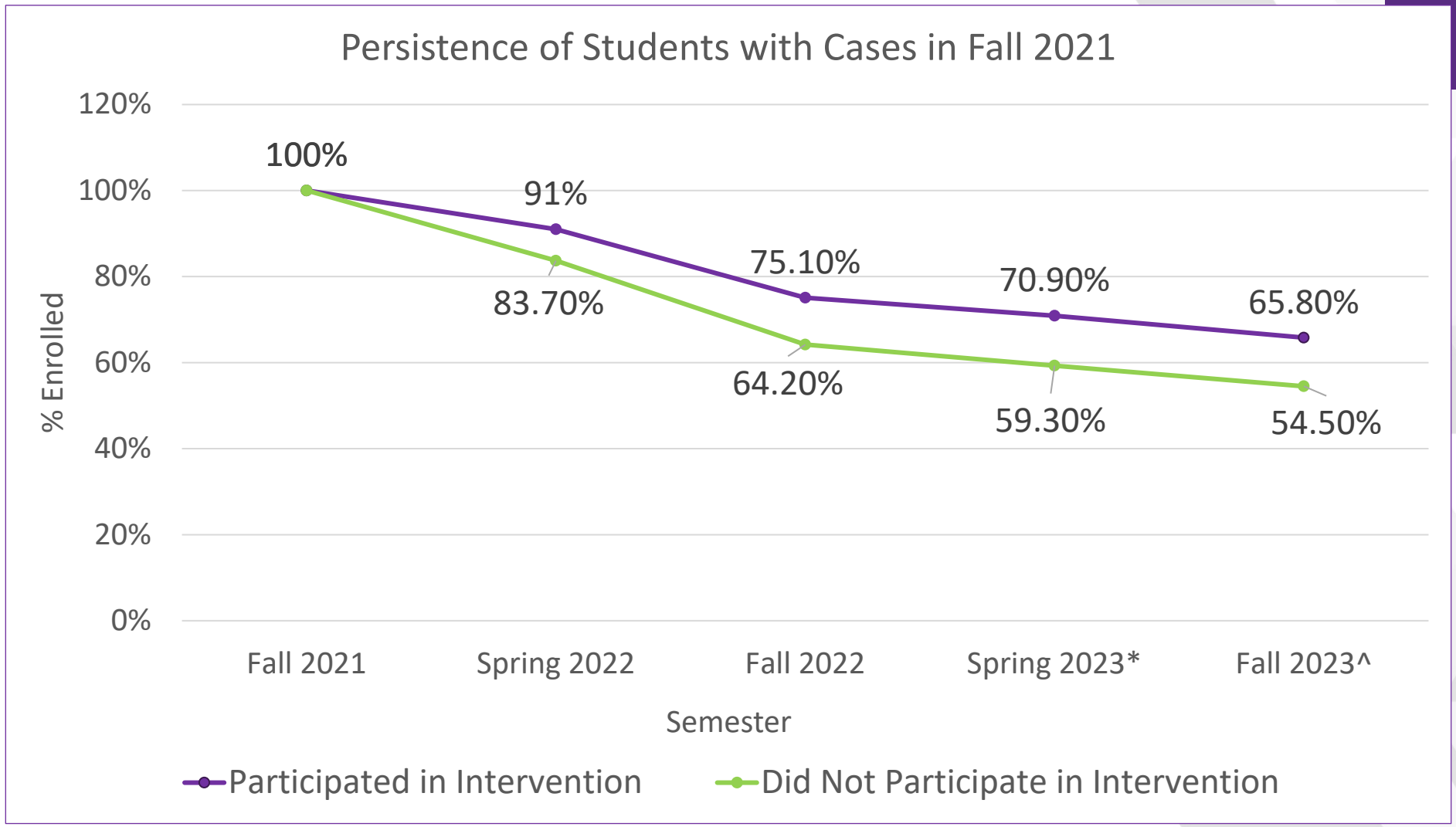
Before Semester Begins	• Intro Meetings w/ Low Retention Support Students • Virtual Meetings w/ Students on Academic Recovery
Week 1	• Open Drop-Ins for All Students
Week 2	• Intro Meetings w/ High Retention Support Students
Weeks 3 & 4	• Intro Meetings w/ Medium & Low Retention Support Students
Week 5	• Warhawk Check-In Survey Outreach • Check-Ins w/ High Retention & Academic Recovery Students
Weeks 6 & 7	• Progress Report Outreach
Weeks 8-10	• Course Planning
Week 11	• Registration Week
Weeks 12 & 13	• Outreach to Unregistered Students

Fall 2022 Progress Report Cohorts: Persistence & Retention

University of Wisconsin Whitewater



Persistence Over Time



University of Wisconsin Whitewater

Campus Wide Coordinated Care Network

Campus Partners Engaged in System

University of Wisconsin Whitewater

- Athletics
- Academic Advising
- Career Services
- Financial Literacy
- First Year Experience
- Pathway for Success
- Probation & Academic Standards
- Reference Librarians
- Student Activities & Involvement
- Student Engagement & Success
- Student Success Coaching
- Tutoring
- University Housing
- *Coming Soon: Instructor Office Hours*

Warhawk Check-In Survey: Example of Care Network

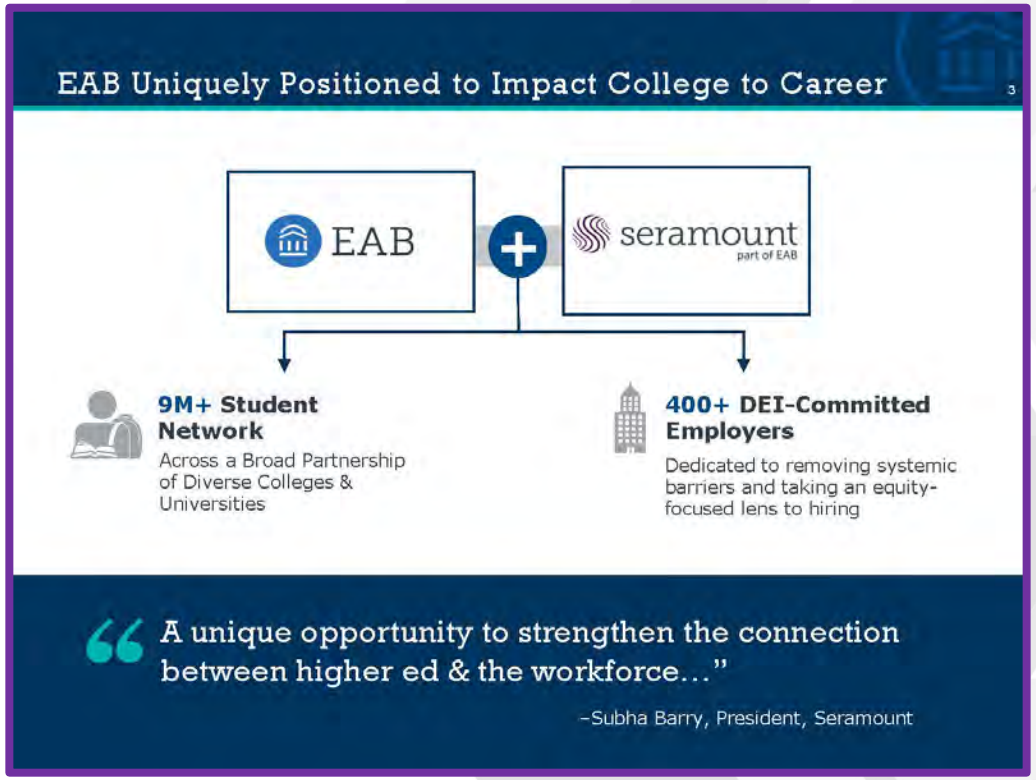
Sample of Survey Questions	Emailed Resource	Personal Follow-Up
I feel like I belong at UW-Whitewater.	UW Connect Website	Peer Mentor/RA/Student Activities & Involvement
I'm making friends on campus.	Activities & Involvement Website, Rec & Club Sports	Peer Mentor/RA/Student Activities & Involvement
I see myself successfully passing my classes this semester.	Tutorial Services, Advising, Student Success website	Academic Advisor & Tutorial Services
I feel comfortable using the technology I need for classes.	Help Desk	Peer Mentor
My current level of stress is manageable.	University Health & Counseling Services, Winther Counseling	Dean of Students Office, Academic Advisor
I am confident I can pay my bills this year. (Tuition, housing, food, etc.)	Financial Literacy Website	Financial Literacy and Financial Aid
I have access to get enough food.	Warhawk Food Pantry Website	Warhawk Food Pantry Staff

University of Wisconsin Whitewater

Expanding Navigate Services

Expanding Support Through Navigate – Hand Raise & CareerAscent

University of Wisconsin Whitewater



The Student Lens: Abbie Reiser

University of Wisconsin Whitewater

Navigate and the Student Success Ecosystem

Gretel Stock

Dean of University College

UW-Stevens Point

Khailyn Schaefer

Peer Tutor/Advisor, Student

UW-Stevens Point

Student Success Ecosystem

Retention Drivers

Pointer Connections I Academic Progression I Mental Health I Finances

Retention Framework

Academic Success | Academic Belonging

Belonging & Connection

Major/Career Readiness

Personal Development

Foundational Supports

Engagement Supports

Interest/ Population Group Supports

Wellness/ Crisis Supports

Completion Supports

Student Success Ecosystem

Support in admission, onboarding, transition, and acclimation to academic life.

Foundational Supports
such as:

- Orientation
- Pointers Week
- ACAC Advising Model – first three semesters
- First year curriculum and General Education Program
- Tutoring-Learning Center
- Financial Aid
- Libraries

Engagement Supports
such as:

- Faculty Connections
- Department Experiences
- CASE: Activities, Clubs, Groups
- Discipline-Specific Clubs/Groups
- Hands-on/experiential learning
- Student Government Association
- Study Abroad/National Student Exchange

Areas that foster Pointer Connections, including Academic Belonging, Social Connection, and early Major/Career Readiness.

Student Success Ecosystem

Units that serve designated groups of students with specific identities, activities, or programs across the student lifecycle.

Interest/Population Group Supports
such as:
- Athletics Academic Support
- Diversity and College Access
- Disability Resource Center
- Housing and Residence Life
- Int'l Students & Scholars
- Honors Program
- LEAD Program
- Starting Point
- CNR/CPS Advisors

Wellness/Crisis Supports
such as:
- Dean of Students
- Suspension/Readmit Outreach
- Student Health Service
- Counseling Center
- Faculty and Professional Advisors

Areas that support students with acute and ongoing wellness needs.

Student Success Ecosystem

Units that connect Academic Success, Personal Development, and Major/Career Readiness at the end of a student journey, and those that enable successful degree completion.

Completion Supports
such as:

- Faculty and Departments
- Retention Services
  Registration Outreach
- Capstone/Career Experiences
  (research, internships, class assignments, clinicals)
- Last mile funding

Student Success Ecosystem

Retention Drivers

Pointer Connections I Academic Progression I Mental Health I Finances

Retention Framework

Academic Success | Academic Belonging

Belonging & Connection

Major/Career Readiness

Personal Development

Foundational Supports

Engagement Supports

Interest/ Population Group Supports

Wellness/ Crisis Supports

Completion Supports

Navigate Empowers the Ecosystem

- Optimized conversations
- Streamlined communications
- Prioritized sharing
- Student nudging
- Maximizing resources
- Data for discovery

Key UWSP Navigate Outcomes

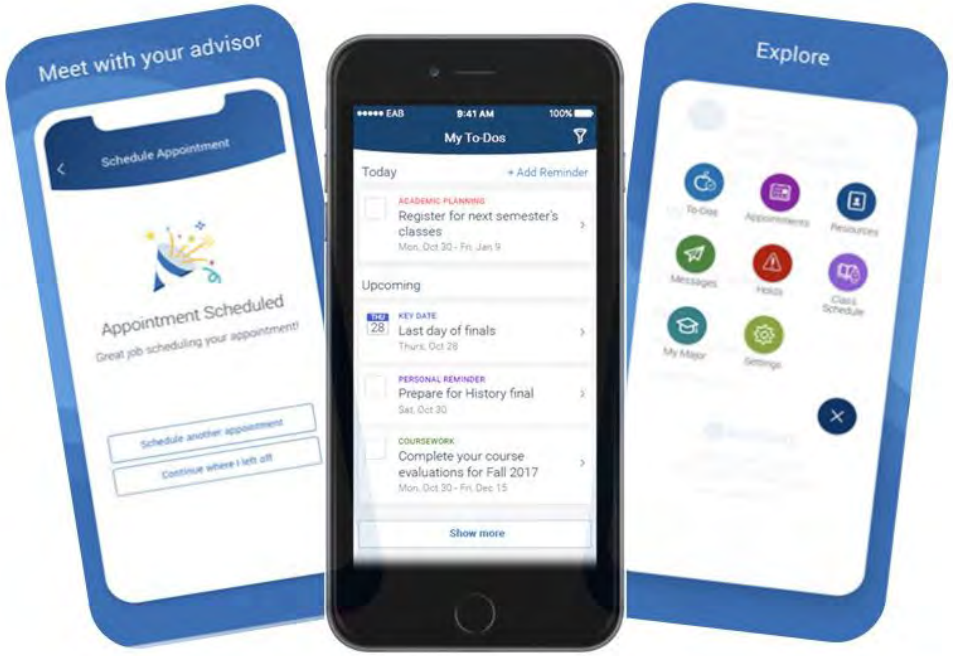
Increased success metrics for students with appointments

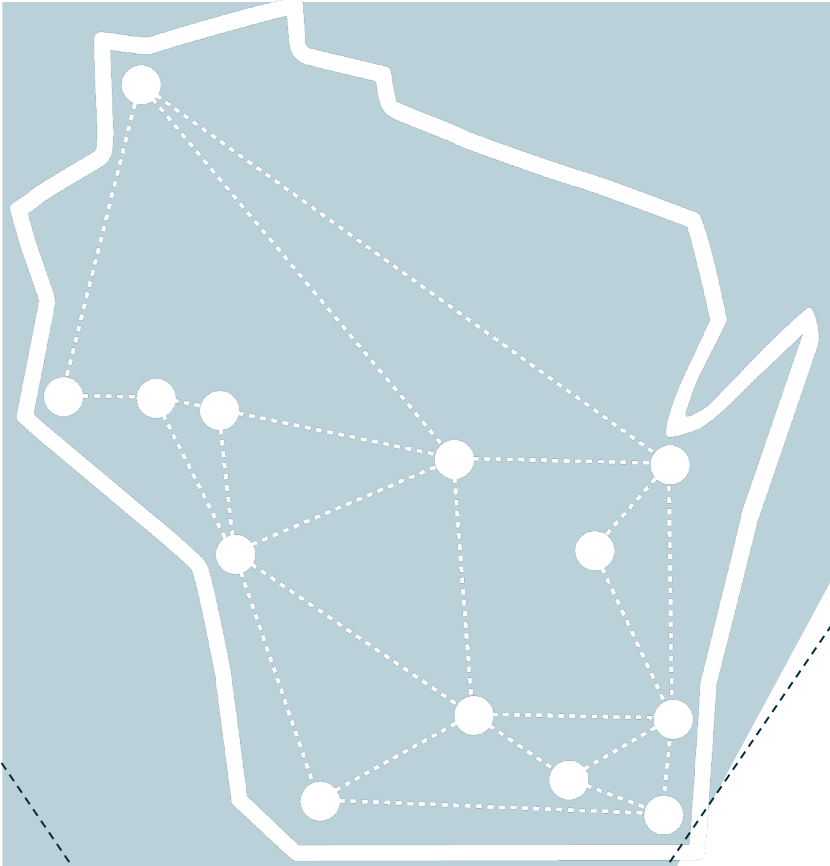
Seamless referral and follow-up

Increased action on student outcomes

Shaped retention strategy with data

The Student Lens: Khailyn Schaefer





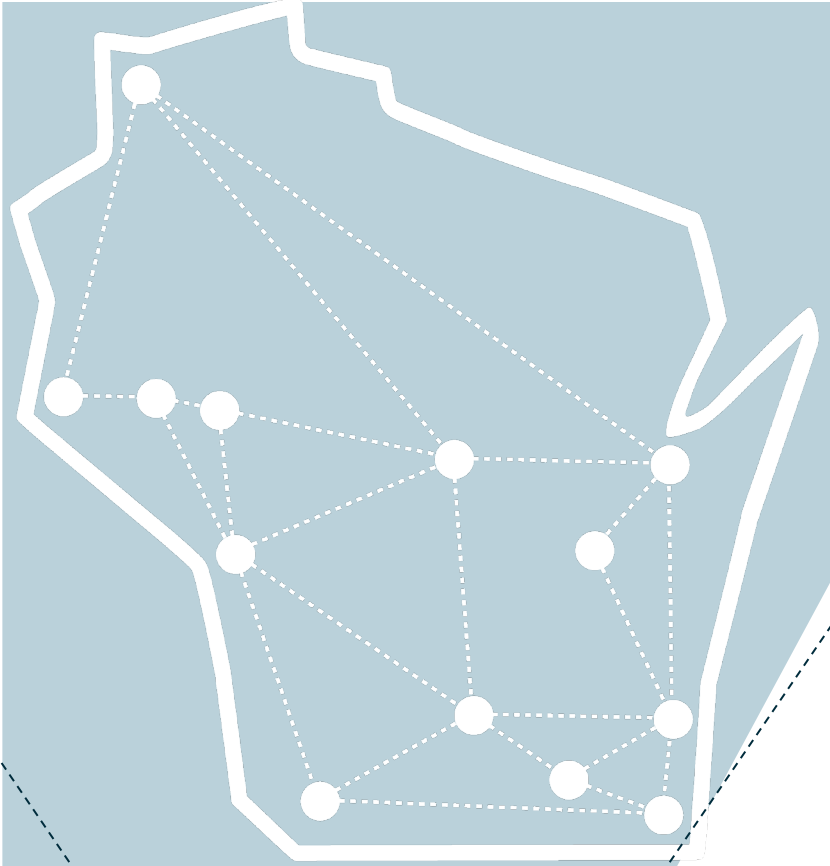
UNIVERSITIES OF WISCONSIN

CLOSING

Dr. Julie Amon
Associate Vice President for Enrollment & Student Success

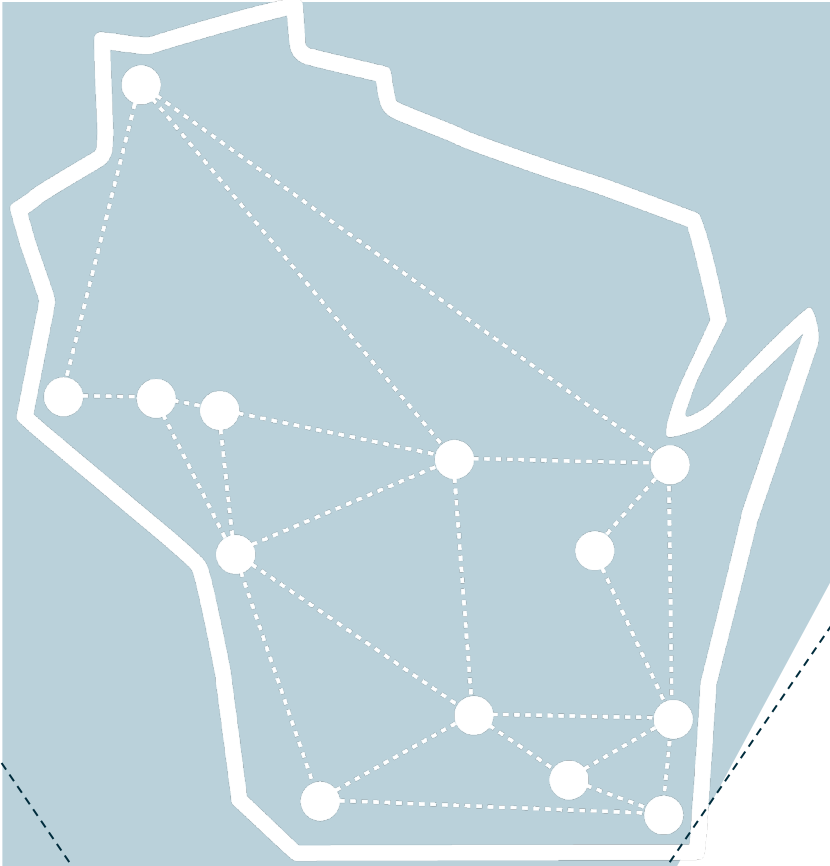
FUTURE DIRECTION

- Expand use of functionalities and utilization across students, staff, and faculty
- Continue Communities of Practice and professional development and sharing of promising practices—systemwide and nationally
  - Recent Navigate Senior Leadership Summit
  - Shared best practices with university examples from UW-Eau Claire, UW-Green Bay, UW-Milwaukee, and UW-Superior
- Maximize potential of Navigate as a driver of retention and student success



UNIVERSITIES OF WISCONSIN

QUESTIONS?



UNIVERSITIES OF WISCONSIN

THANK YOU

Dr. Julie Amon: jamon@uwsa.edu

Dr. Ben Passmore: bpassmore@uwsa.edu