



## September

- ▶ **4<sup>th</sup> and 18<sup>th</sup>** – *App and Content Admin Office Hours*
- ▶ **10<sup>th</sup>** – *Approaching Student Support from a Customer Service Lens*
- ▶ **17<sup>th</sup> and 26<sup>th</sup>** – *Journeys New Feature Spotlight*
- ▶ **18<sup>th</sup> and 25<sup>th</sup>** – *Forge Educator Demo + Q&A*
- ▶ **23<sup>rd</sup>** – *Recruitment Success Monthly Forum*
- ▶ **30<sup>th</sup>** – *Executive Sponsors' Roundtable*

## October

- ▶ **2<sup>nd</sup> and 16<sup>th</sup> and 30<sup>th</sup>** – *App and Content Admin Office Hours*
- ▶ **9<sup>th</sup>** – *Program Owner Learning & Networking Series – Analytics “Hacks”*
- ▶ **10<sup>th</sup>** – *Implementing Newly Released Features - Recruitment Success*
- ▶ **15<sup>th</sup>** – *Implementing Newly Released Features - Student Success*
- ▶ **14<sup>th</sup>** – *Recruitment Success Monthly Forum*
- ▶ **17<sup>th</sup>** – *Innovative Applications for AI in Student Success*
- ▶ **22<sup>nd</sup> and 29<sup>th</sup>** – *Navigate360 Administrator Onboarding*

## November

- ▶ **4<sup>th</sup>** – *Care Unit Expansion Strategy*
- ▶ **4<sup>th</sup>** – *Recruitment Success Community of Practice*
- ▶ **6<sup>th</sup> and 12<sup>th</sup> and 19<sup>th</sup>** – *Navigate360 Administrator Onboarding*
- ▶ **8<sup>th</sup>** – *Forge Success Story with CUNY Baruch College*
- ▶ **14<sup>th</sup>** – *Navigate360 Product Update Webinar*
- ▶ **18<sup>th</sup>** – *Recruitment Success Monthly Forum*
- ▶ **13<sup>th</sup>** – *App and Content Admin Office Hours*



## December

- ▶ **4<sup>th</sup> – *Advanced Student Engagement Hub***
- ▶ **5<sup>th</sup> , 10<sup>th</sup> and 12<sup>th</sup> – *Analytics Cohort***
- ▶ **9<sup>th</sup> - Recruitment Success Monthly Forum**
- ▶ **11<sup>th</sup> – App and Content Admin Office Hours**



## September

- ▶ **4<sup>th</sup> and 18<sup>th</sup> – App and Content Admin Office Hours**  
**Audience:** *Admins, Care Unit Leads*  
**Objectives:** *Get product questions answered and share ideas with peers*
  
- ▶ **10<sup>th</sup> – Approaching Student Support from a Customer Service Lens**  
**Audience:** *Program Sponsor, Program Owner*  
**Objectives:** *Improve use of and response to student raised concern features*
  
- ▶ **17<sup>th</sup> – Journeys New Feature Spotlight**  
**Audience:** *Program Owner, Admins, Care Unit Leads*  
**Objectives:** *Learn how to incorporate the new Journeys feature into your workflows*
  
- ▶ **18<sup>th</sup> and 25<sup>th</sup> – Forage Educator Demo & Q&A**  
**Audience:** *Program Sponsor, Program Owner, Tech Sponsor/CIO, Care Unit Lead*  
**Objectives:** *Learn how to best leverage Forage’s free job simulations inside and outside of the classroom.*
  
- ▶ **23<sup>rd</sup> – Recruitment Success Monthly Forum**  
**Audience:** *Admins*  
**Objectives:** *Dive deeply into a specific Recruitment Success functionality*
  
- ▶ **30<sup>th</sup> – Executive Sponsors’ Roundtable: Onboarding and Welcome Session**  
**Audience:** *Program Sponsor, Tech Sponsor/CIO*  
**Objectives:** *Introduce those new to this role to the vision for successful use of their EAB technology and the EAB relationships and structures that are the foundation of a successful partnership*



## October

- ▶ **2<sup>nd</sup> and 16<sup>th</sup> and 30<sup>th</sup> – App and Content Admin Office Hours**  
**Audience:** Admins, Care Unit Leads  
**Objectives:** Get product questions answered and share ideas with peers
- ▶ **9<sup>th</sup> – Program Owner Learning & Networking Series – Analytics “Hacks”**  
**Audience:** Program Owner  
**Objectives:** Learn how to leverage analytics dashboards and resources to answer institution questions
- ▶ **10<sup>th</sup> – Implementing Newly Released Features - Recruitment Success**  
**Audience:** Admins  
**Objectives:** Review features released in Navigate360 Recruitment Success over the last six months and learn shortcuts for implementation
- ▶ **15<sup>th</sup> – Implementing Newly Released Features - Student Success**  
**Audience:** Admins  
**Objectives:** Review features released in Navigate360 Student Success over the last six months and learn shortcuts for implementation
- ▶ **14<sup>th</sup> - Recruitment Success Monthly Forum**  
**Audience:** Admins  
**Objectives:** Dive deeply into a specific Recruitment Success functionality
- ▶ **17<sup>th</sup> – Innovative Applications for AI in Student Success**  
**Audience:** Program Sponsors, Program Owners  
**Objectives:** Partners interested in upgrading the Student Engagement Hub to include the new Nav AI enhancements.
- ▶ **22<sup>nd</sup> and 29<sup>th</sup> – Navigate360 Administrator Onboarding**  
**Audience:** Admins  
**Objectives:** Introduction to the product and EAB resources for those new to their role as Application and/or Content Administrators.



## November

### ▶ 4<sup>th</sup> – ***Care Unit Expansion Strategy***

**Audience:** Program Owner, Care Unit Leads

**Objectives:** Understand the importance of expanding care units across departments to drive utilization and work toward strategic goals.

### ▶ 6<sup>th</sup> and 12<sup>th</sup> and 19<sup>th</sup> – **Navigate360 Administrator Onboarding**

**Audience:** Admins

**Objectives:** Introduction to the product and EAB resources for those new to their role as Application and/or Content Administrators.

### ▶ 8<sup>th</sup> – ***Forage Success Story with CUNY Baruch College***

**Audience:** Program Sponsor, Program Owner, Care Unit Leads

**Objectives:** Learn how promotion of Forage can lead to increases in student use of the tool and Career Services engagement in Nav360.

### ▶ 11<sup>th</sup> – **Navigate360 Product Update Webinar**

**Audience:** Program Sponsor, Program Owner, Admins, Care Unit Leads

**Objectives:** Hear from the EAB Product Team the upcoming changes you can expect to see in the product.

### ▶ 18<sup>th</sup> – **Recruitment Success Monthly Forum**

**Audience:** Admins

**Objectives:** Dive deeply into a specific Recruitment Success functionality

### ▶ 13<sup>th</sup> – **App and Content Admin Office Hours**

**Audience:** Admins, Care Unit Leads

**Objectives:** Get product questions answered and share ideas with peers

### ▶ 14<sup>th</sup> – **Recruitment Success Community of Practice**

**Audience:** Program Owner

**Objectives:** Define the strategic vision and goals in the use of the Recruitment Success tool



## December

### ▶ **4<sup>th</sup> – Advanced Student Engagement Hub**

**Audience:** Program Sponsor, Program Owner

**Objectives:** Partners interested in upgrading to the advanced Student Engagement Hub

### ▶ **5<sup>th</sup> , 10<sup>th</sup> and 12<sup>th</sup> – Analytics Cohort**

**Audience:** Program Owner, Care Unit Leads

**Objectives:** Understand how to interact with the Nav360 analytics to answer key institution questions.

### ▶ **9<sup>th</sup> - Recruitment Success Monthly Forum**

**Audience:** Admins

**Objectives:** Dive deeply into a specific Recruitment Success functionality

### ▶ **11<sup>th</sup> – App and Content Admin Office Hours**

**Audience:** Admins, Care Unit Leads

**Objectives:** Get product questions answered and share ideas with peers