

How a Residence Life and Housing Care Unit Provides Holistic Student Support

St. Lawrence University
University of Wisconsin – Whitewater

Partner Profile



Meet Today's EAB Facilitator



Amy Carney

Strategic Leader, Student Success

Do your institution's Academic Advising and Housing Departments work together to holistically support students?

Yes

0%

No

0%

Not sure

0%

Do your institution's Academic Advising and Housing Departments work holistically through a shared student success system?

Yes

0%

No

0%

Not sure

0%

A stylized graphic on the left side of the slide. It features a yellow sun with a halftone dot pattern rising behind a series of jagged mountain peaks. The mountains are rendered in various shades of blue and purple, also using halftone dot patterns. The background is a dark blue gradient.

1

St. Lawrence University

2

University of Wisconsin - Whitewater

3

Q&A

CONNECTED24

St. Lawrence University



Today's Presenters



Elun Gabriel, PhD

Professor of History



Tina Tao, EdD

Coordinator of Retention and Academic Support

St. Lawrence University



Small liberal arts college
Canton, NY



2,100 students
Residential campus



86.1% Retention¹
69.1% Graduation²

1) FY-SO retention rate for 2022-2023.
2) 4-Yr graduation rate for class of 2022.



1

Pre-Starfish Workflow

2

Creating the Starfish Workflow with Residential Concern and Community Assistant Flags

3

Training and Impact

Process to Share Residential Concerns



Terms

- CA = Community Assistant (student staff; equivalent to a Resident Assistant)
- RC = Residential Coordinator (professional staff)



Inefficiencies

Information shared weekly, oftentimes information being re-created, yet meetings usually didn't result in action or clear ownership



Silos

Access and depth of information were inconsistent because people had their own notes and access varied



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Considerations When Setting Up the Starfish Process



Input

Who provides the information and how?

Two Different Flags Created

- Community Assistant (CA) Concern for lower-level issues
- Residential Concern for higher-level issues with restricted visibility



Access

Who has access to what?

Roles That Can Raise and View Flags

- Residence Life Staff
- CA
- Student Life Leadership
- Academic Advising



Roles

How to build the CA role?

Campus Orgs Module

- Use SIS (Colleague) to maintain roster of CAs
- Residence Life Staff maintains this list

Process of Raising and Reviewing Residential Flags

Actionable Coordination Between Student and Professional Staff



Virtual Weekly Meetings

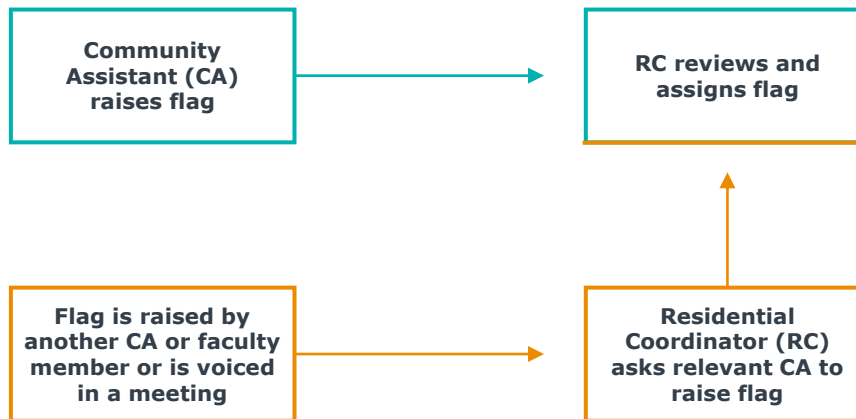
Regular meetings with academic, cocurricular, and student life staff

- ▶ Goal: Every case is assigned to someone to own the follow-up
 - Discuss students who are not thriving in one or more areas
 - Achieve actionable outcomes every meeting

Academic Advising Permissions

- ▶ Academic Advising and Student Life Leadership can see all flags, allowing them to achieve greater insight into how curricular and cocurricular elements interact

Two Paths That Raised Flags Follow



Flags Specifically Designed for CAs and RCs to Raise

Types of Concerns Raised



Academic

Issues related to students' academic performance; no data available in the learning management system to raise the flag automatically



Financial

Financial issues that may prevent a student from remaining enrolled at the institution



Social

Personal issues, such as showing signs of depression or abusing alcohol, that may affect students' academic performance or personal outlook



Health

Health issues that may prevent a student from reenrolling or remaining at the institution

Comments are required on all flags raised to provide context



Community Assistant (CA) Concern Permissions

Maintaining Confidentiality Among Student CAs

- **CA role** is enabled to raise flags
- Only **Flag Raisers** can view and manage flags, which prevents CAs from seeing flags raised by other CAs to ensure confidentiality

Modify CA Concern Flag Type Details Targets Privileges

Select the privileges associated with the flag, including who can raise the flag, view the flag, and manage the flag, and who is notified of the flag when it is raised. Note that the flag raiser and people with Manage privileges must always be able to View the flag, so the View checkbox cannot be unchecked for the flag raiser or for any role with Manage privileges.

Role User Flag Raiser Flagged Student

Roles and Users	Raise	View	Manage	Assign	Email	Templates	Tools
Academic Advising		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Athletic Leadership		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Community Assistant	<input checked="" type="checkbox"/>						
Flag Raiser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
First-Year Program		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
HEOP		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
International Student Services		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Residence Life Leadership	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
SAS		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Student Life Leadership		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				

Residential Concern Permissions

Setting Up a Residential Concern Flag



Modify Residential Concern

Flag Type Details Targets Privileges

Select the privileges associated with the flag, including who can raise the flag, view the flag, and manage the flag, and who is notified of the flag when it is raised. Note that the flag raiser and people with Manage privileges must always be able to View the flag, so the View checkbox cannot be unchecked for the flag raiser or for any role with Manage privileges.

Role User Flag Raiser Flagged Student

Roles and Users	Raise	View	Manage	Assign	Email	Templates	Tools
Academic Advising	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Athletic Coach		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Athletic Leadership		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
First-Year Program	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
HEOP		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
International Student Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					
Residence Life Leadership	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
SAS		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Student Life Leadership	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			

- Only **professional staff** can raise, view, and manage flags
- RC flags can inform a CA Concern flag to allow the CA to provide updates

Example of a CA Concern Flag

Item Name	Status	Created ▲	Due	Assignee	Context
Journal					
08-21-2023	Raise Comment				
CA Amy		Tina has been feeling very homesick. She is going to get connected with a counselor at the health center tomorrow.			
08-25-2023	Assigned to CA Amy				
RC Elun		Amy, thanks for helping Tina connect with a counselor! Let's continue to check-in with Tina occasionally through the next week (Club Fair) and see how she's dealing with the homesickness. Hopefully having a resource at the Counseling Center and starting classes is a help, we just want to keep them on our radar as they start the year. Let us know how we can help!			
08-27-2023	No Subject				
CA Amy		Tina met with a counselor last week but felt like they didn't connect well. She said she is thinking about trying to connect with her counselor from home to do zoom meetings.			
09-04-2023	Close the Loop				
RC Elun		RC Elun and CA Amy talked about Tina during a 1:1 meeting. Tina seems to be doing better with regard to homesickness. Amy also indicated that Tina was considering trying another counselor at St. Lawrence (either instead of or in addition to a home counselor). Tina will stay on our radar if other concerns arise.			
09-04-2023	Flag Cleared				
RC Elun		Reason: The student was contacted and the concern was addressed. Comment: RC Elun and CA Amy talked about Tina during a 1:1 meeting. Tina seems to be doing better with regard to homesickness. Amy also indicated that Tina was considering trying another counselor at St. Lawrence (either instead of or in addition to a home counselor). Tina will stay on our radar if other concerns arise.			

▶ Initial comment and updates are localized

▶ Updates are easy to track



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Training and Impact

Starfish Training Session During Weeklong CA Series

Providing Live Training and Self-Service Resources

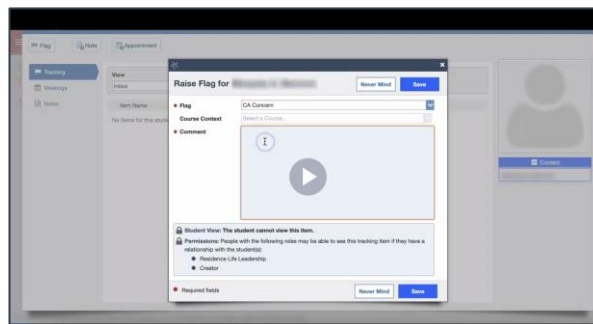
Topics Covered in Starfish Session

- ✓ Overview of Starfish
- ✓ CA's role with Starfish
- ✓ How to create a flag in Starfish
- ✓ Email template to request new flag type
- ✓ Key contacts

On-Demand Videos

Available in Canvas for Community Assistants (CAs)

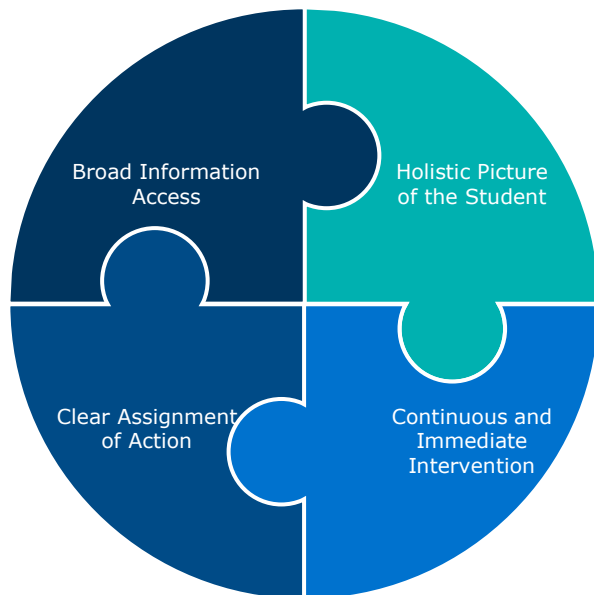
- [Raising a CA Concern Flag](#)
- [Updating a CA Concern Flag](#)
- [Clearing a CA Concern Flag](#)



Step-by-step tutorial with relevant features visually highlighted for better understanding

Impact of Flags on Residence Life and the University

Concerns Being Addressed and Students Receiving Support



- **Holistic Picture of the Student**
Academic and nonacademic concerns in one place
- **Continuous and Immediate Intervention**
No need to wait for weekly meetings, since updates happen in real time
- **Clear Assignment of Action**
Individuals who will own “responding to a flag” are identified
- **Broad Information Access**
Information is shared with all parties working with the student (except academic advisors)



Res Life Staff and Students Involved¹



- ▶ **104** Students identified²
- ▶ **52** Community Assistants (CAs)
- ▶ **3** Residential Coordinators (RCs)
- ▶ **3** FT Residence Life professional staff
- ▶ **1** Administrative Assistant

Community Assistant (CA) Flags

98

Total CA Concern flags raised

21

Average number of days CA
Concern flags are open

Residential Concern (RC) Flags

48

Total RC flags raised

16

Average number of days RC
flags are open

1) Data as of November 15, 2023

2) 2,054 current enrollment

“

We used to only report residents of concern through a weekly report and now that we can make it whenever it is active, it is easier to remember and stay on top of check ins and reporting follow-ups we have had with the residents.

Community Assistant

”

“

I appreciate the organized nature of Starfish for residential life work. It keeps everything in one spot, unlike the old format we used – email communication – oftentimes it would be difficult to track down emails from weeks prior and would get even more difficult to keep together should you have a resident of concern that lasted for a prolonged period of time.

Community Assistant

”

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University of Wisconsin - Whitewater



Today's Presenters



Nathan Callope

Navigate360 Administrator



Amanda Krier-Jenkins

Associate Director of University Housing



Jessica Stein

Assistant Director of the Academic
Advising and Exploration Center

University of Wisconsin - Whitewater



Public 4-year with two campuses
(Whitewater Campus and Rock
County Campus)



11,087 students



77.7% retention rate¹ and
61.7% six-year graduation rate

1) New freshman fall 2022 to fall 2023



1 Creating a Success Network Between Academic Advising and University Housing

2

Using Navigate360 to Intervene with Students

3

Relationship-Building Strategies

4

Outcomes Analysis

Two Departments, One Mission



Academic Advising and Exploration Center

Supporting academic exploration, student success, and retention initiatives

Holistic Student Support

University Housing

Managing operations, facilities, technology, and UWW-TV (campus television station)



Team

Director

Assistant Director

2 Coordinators

8.65 FTE Advisors

3 Graduate Assistants

11 Undergraduate Student Assistants



Team

Director

3-4 Central staff members

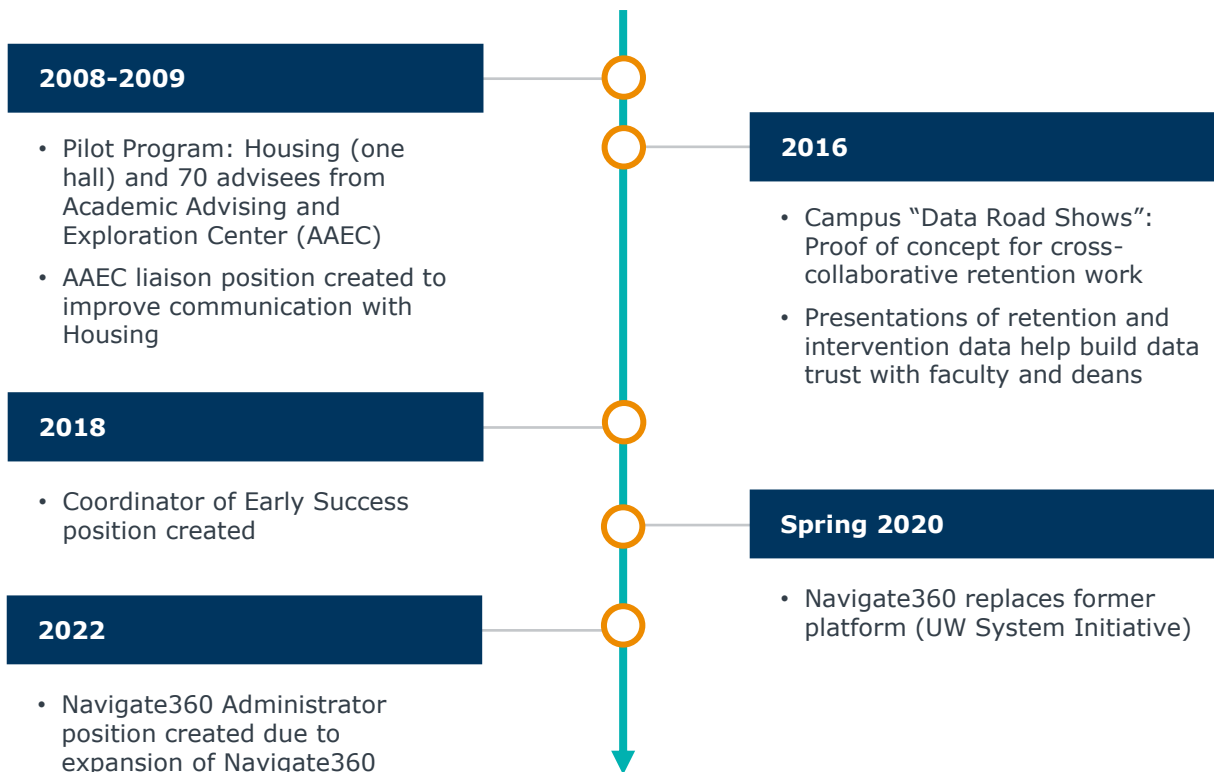
9 Complex Directors

9 Graduate Assistant Complex Directors

129 Resident Assistants

~4,000 Residents

Where We Were: Timeline of AAEC and Housing Collaboration





1

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Success Network and Other Features

Success Network

- Group of University Housing Complex Directors, Assistant Complex Directors, Resident Assistants, and Academic Advisors
- Students can view these individuals as their "Success Network" in Navigate360 and schedule appointments
- Collaboration reduces duplication of work and facilitates cross-communication



Alerts

- List of Alert Reasons depending on the student's need
- Example: Academic Advising sends alert about missed housing deadlines

Events/To-Dos

- Important deadlines and events are shown in Navigate360 Student Engagement Hub

Survey

- Students receive Check-In Survey in their first and second years
- Belonging and peer connection concerns are shared with Housing staff to conduct interventions

Check-In

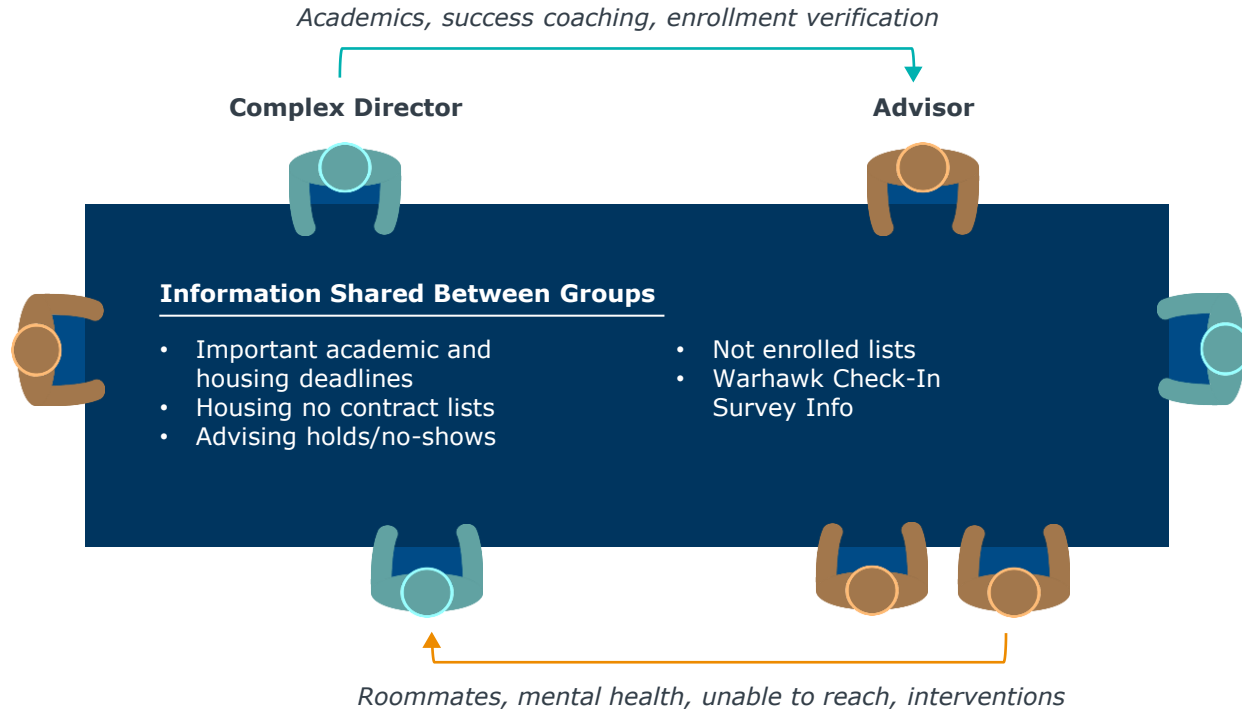
- Academic Success Center uses kiosk to track attendance
- Academic Advising is available in the Center during registration times

Download the Alert Reasons Chart in the conference app!



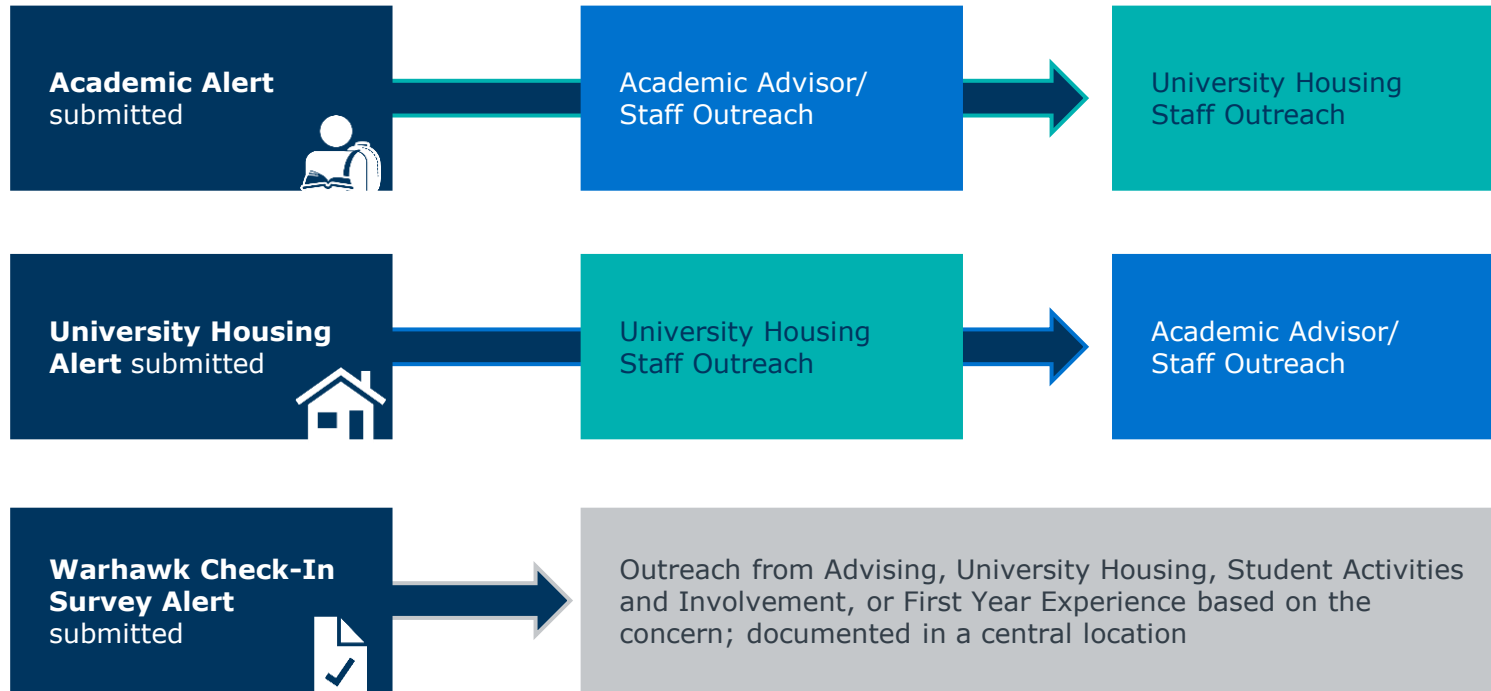
Streamlined Communications Between Housing and Advising Teams

Navigate360 Eliminates Reliance on Registrar's Office to Serve as a Liaison



Clear Ownership for Each Type of Alert

Alerts Workflows



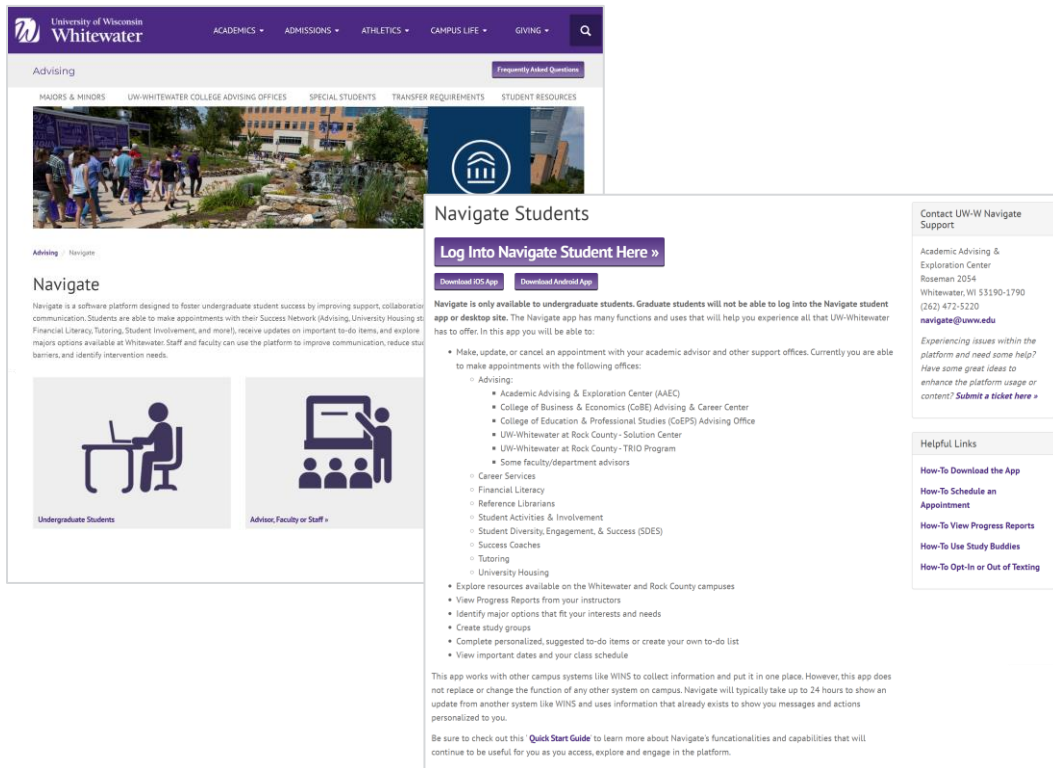
Self-Service and Personalized Training for Students and Staff

Self-Service Resources

- Website materials organized by:
 - Undergraduate Students
 - Advisor, Faculty, or Staff
- On-demand videos

Face-to-Face Support

- Trainings tailored for Application Administrators and Unit Leadership
 - Content is pulled from the website depending on the audience's needs (e.g., returning users vs. new users)
- One-on-one or group meetings with Navigate360 Admins



University of Wisconsin
Whitewater

ACADEMICS • ADMISSIONS • ATHLETICS • CAMPUS LIFE • GIVING • Q

Advising Frequently Asked Questions

MAJORS & MINORS | UW-WHITWATER COLLEGE ADVISING OFFICES | SPECIAL STUDENTS | TRANSFER REQUIREMENTS | STUDENT RESOURCES

Navigate

Navigate is a software platform designed to foster undergraduate student success by improving student communication, collaboration, and communication. Students are able to make appointments with their Success Network (Advising, University Housing, Financial Literacy, Tutoring, Student Involvement, and more), receive updates on important to-do items, and explore majors options available at Whitewater. Staff and Faculty can use the platform to improve communication, reduce student barriers, and identify intervention needs.

Navigate Students

Log Into Navigate Student Here »

[Download iOS App](#) [Download Android App](#)

Navigate is only available to undergraduate students. Graduate students will not be able to log into the Navigate student app or desktop site. The Navigate app has many functions and uses that will help you experience all that UW-Whitewater has to offer. In this app you will be able to:

- Make, update, or cancel an appointment with your academic advisor and other support offices. Currently you are able to make appointments with the following offices:
 - Advising:
 - Academic Advising & Exploration Center (AAEC)
 - College of Business & Economics (CoBE) Advising & Career Center
 - College of Education & Professional Studies (CoEPS) Advising Office
 - UW-Whitewater at Rock County - Solution Center
 - UW-Whitewater at Rock County - TRIO Program
 - Some faculty/department advisors
 - Career Services
 - Financial Literacy
 - Reference Librarians
 - Student Activities & Involvement
 - Student Diversity, Engagement, & Success (SDES)
 - Success Coaches
 - Tutoring
 - University Housing
- Explore resources available on the Whitewater and Rock County campuses
- View Progress Reports from your instructors
- Identify major options that fit your interests and needs
- Create study groups
- Complete personalized, suggested to-do items or create your own to-do list
- View important dates and your class schedule

This app works with other campus systems like WINS to collect information and put it in one place. However, this app does not replace or change the function of any other system on campus. Navigate will typically take up to 24 hours to show an update from another system like WINS and uses information that already exists to show you messages and actions personalized to you.

Be sure to check out this [Quick Start Guide](#) to learn more about Navigate's functionalities and capabilities that will continue to be useful for you as you access, explore and engage in the platform.

Contact UW-W Navigate Support

Academic Advising & Exploration Center
Rosaman 2054
Whitewater, WI 53190-1790
(262) 472-5220
navigate@uw.edu

Experiencing issues within the platform and need some help? Have some great ideas to enhance the platform usage or content? [Submit a ticket here »](#)

Helpful Links

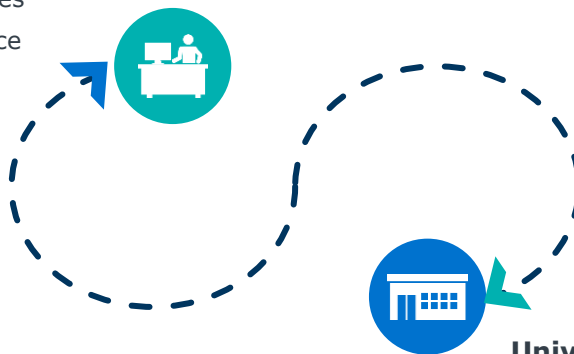
- [How-To Download the App](#)
- [How-To Schedule an Appointment](#)
- [How-To View Progress Reports](#)
- [How-To Use Study Guides](#)
- [How-To Opt-In or Out of Texting](#)

Cross-Training Between Offices to Share Knowledge

Academic Advising and Exploration Center (AAEC) and University Housing

AAEC

- Advising process information
- Advising contacts
- Important academic dates and deadlines
- Success platform information/assistance
- RA training resources (bulletin boards)



University Housing

- Housing processes timeline
- "Tips & Tricks for Campus Partners" infographic
- Satellite locations as needed
- Door knocks/student follow-up
- Funding

'Tips & Tricks for Campus Partners' Infographic

Similar to a brochure, making it easy for advisors to have on hand for reference

UNIVERSITY HOUSING
Tips & Tricks
for Campus Partners

Live! Learn! Engage!

GENERAL QUESTIONS? 262-472-5275	ROOMMATE ISSUES? RAs are trained in mediation and can help!
CONTRACT QUESTIONS? 262-472-4255	ROOM ASSIGNMENTS Do they just want to change rooms? Refer them to the CD.
INVOLVEMENT OPPORTUNITIES Start with LIT - Their ACD or RA is the best connection	WHEN YOU GET "THAT FEELING" If you are concerned for the student's well-being, contact the CD or x5275.
SOMETHING'S BROKEN RAs can submit a Work Request.	
When in doubt, encourage contact with the RA. No luck with the RA? Encourage them to contact the CD or ACD.	

Refer to RA
Roommate Issues
"There's nothing to do."
Residence Hall Facilities Concerns
Social Connection Issues
Homesickness
"It's too noisy where I live."
WiFi/Tech Concerns - ResNet x3233

Refer to ACD/CD
Concerns with the RA
Looking to get involved
Student Conduct/Discipline Question
Room Change Requests
Student Employment

Campus Partner to CD Intervention
"That Feeling"
Class Attendance
Non-imminent Safety Concern
Time is of the Essence
Programming Partnerships
Ongoing Issues

Involvement Opportunities
Leadership Involvement Team (LIT)
Residence Hall Association (RHA)
Jitters
Student Employment



1

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Outcomes Analysis

Strategies to Build Relationships with Other Units

Find Your People

- Who shares common committee responsibilities?
- Who has similar programming and goals?

Consider How You Can Help Each Other

- How can our programming, resources, and general support connect?

Identify Your Needs

- Who can fill gaps in your current structure?
- What are students asking you about?

Consider Long-Term Goals

- What is the ultimate goal?
- Whom do you know now?
- What is realistic now?

How to Evolve a Relationship



Start with Mutual Understanding and Trust, Then Build from There

Developing the Relationship

Know the audience and challenges

Understand what you're trying to solve *before meeting with leadership*

Emphasize "what's in it for me?"

Evolving the Relationship

- Start by collaborating on one problem or process
- Find more ways to collaborate on other problems or processes
- Finally, you'll achieve a relationship with open communication that naturally supports students



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Outcomes Analysis

Time Savings from Scaled Appointment and Alert Usage



Alerts Summary

	Fall 2022	Spring 2023
Total Alerts to Housing	75	46
Advising Alerts to Housing (secondary outreach)	29	17
Housing as Primary Outreach	46	29
Survey Interventions (part of primary outreach)	25	11

Time Savings

Fall 2022

366

Emails*

Spring 2023

302

Emails*

**Assuming two emails per Housing Appointment that occurred*

Spring 2023

42

Outreach Attempts*

**Assuming three outreach attempts saved per alert from Housing sent*

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Q&A



Have a Question? Raise Your Hand!



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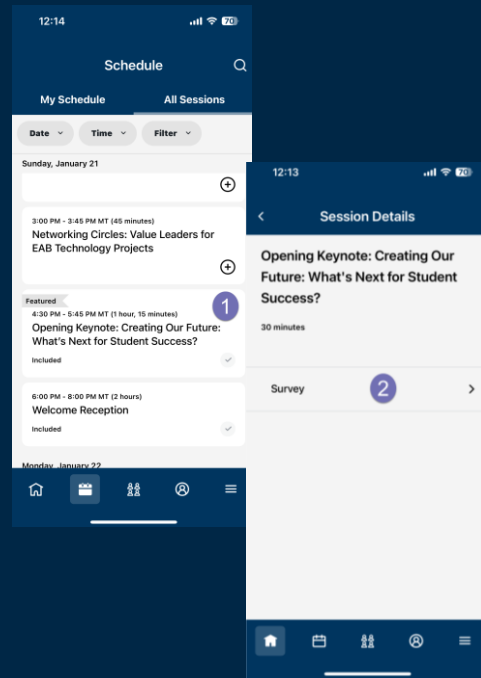
Complete Session Evaluations

Your feedback is important to us, please take a few moments to **tell us about your CONNECTED experience.**

Evaluations are available in the event app by clicking on a session and then clicking **Survey**.

Need help with the app?

Stop by the **information desk!**



CONNECTED24

Join us tonight for a
CONNECTED Celebration!



Join us at **5:00 p.m. in the Aurora Ballroom B-D** to celebrate with your colleagues and peers.

Bites, drinks, and fun provided



Next Up: Choose Your Own Adventure Time

Followed by our CONNECTED24

Celebration in the Aurora Ballroom B-D at 5:00 p.m.



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