

SSC-Navigate Update

Issue 2, April 1, 2021

Welcome!

Welcome to the second issue of our SSC-Navigate Newsletter. David Ollington, Social Work and Anthropology Academic Advisor, provided our new name: SSC Navigate Update. Thank you, David!

What's new in the Platform?

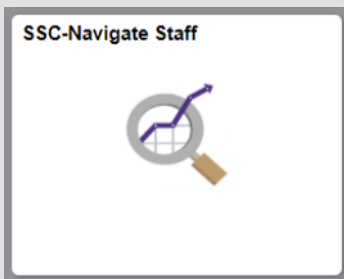
As we launched the Academic Planning tool pilot on March 8, we also soft-launched the SSC-Navigate Student Platform. Students have a new login location for the Platform that is different than the login for faculty/staff. The Faculty/Staff address has not changed. Consider bookmarking it for your convenience. For your reference, here are the URL addresses:

- Navigate for Faculty/Staff: <https://k-state.campus.eab.com/>
- Navigate for Students: <https://k-state.navigate.eab.com/>

The SSC login accessible from the K-State home page now directs to Navigate STUDENT.

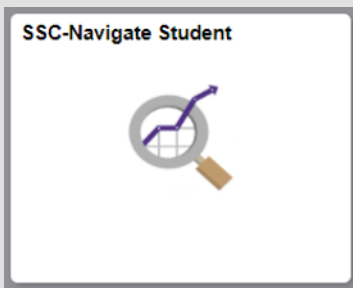
SSC-Navigate via KSIS

You can also access SSC-Navigate via KSIS. There is Tile for SSC Navigate - Staff on the KSIS Advisor Home Page that will direct users to the appropriate login.



SSC-Navigate Staff

Students also will see an SSC-Navigate Tile in KSIS.



SSC-Navigate Student

Please update links on departmental websites and email signatures to direct students to the Navigate Student login for scheduling appointments.

SSC-Navigate Spotlight

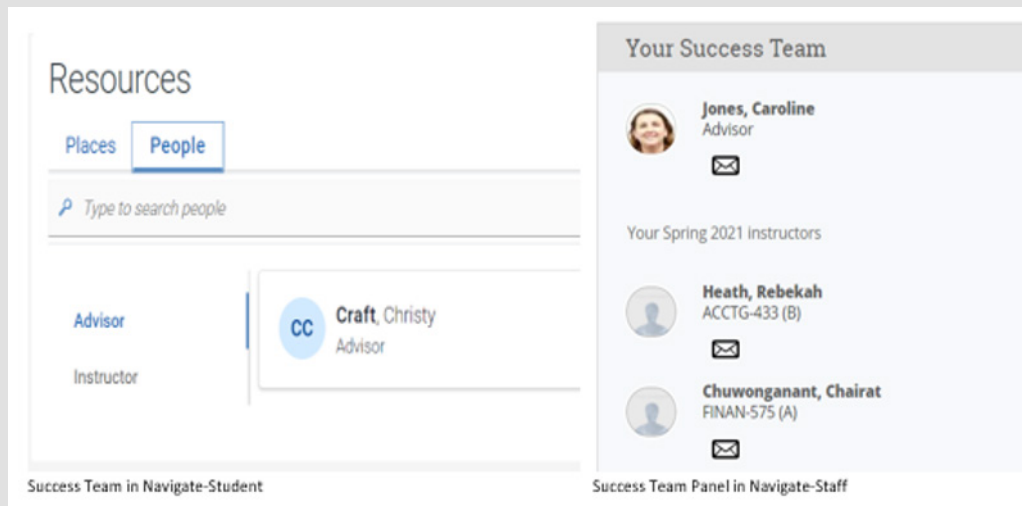
Are you or one of your colleagues doing something exciting within SSC-Navigate? Nominate yourself or someone else for a Spotlight in this newsletter. Nominations may be sent to studentsuccess@k-state.edu.

Access to SSC-Navigate

We now have a [Service Now form](#) to facilitate requesting access to SSC-Navigate. You may still use the [KSIS Security Access form](#) to request access, but we are pleased to offer a streamlined, paperless process.

Success Team

It takes a village to support our students. In Navigate, this village is referred to as a **Success Team**. In the student-facing view of Navigate, staff and students can see each student's Success Team members. In Navigate-Staff, this is found in the bottom right of the Student Home or Profile page. In Navigate-Student, this is found by clicking **Resources** in the left navigation bar, then **People** in the center of the page. Students can use this feature to email these individuals directly through the Navigate platform. The email will appear in your K-State email, so you do not have to look in a different place. If a student has multiple assigned advisors, all will display in the **Your Success Team** panel. The relationship between student and staff will be listed under the staff member's name. This access to email is just one of the ways Navigate supports connecting students to resources.



Success Team in Navigate Student and Staff

Who is part of the student's Success Team?

Over time, we would like this network to grow. For now, the list includes course instructors and all academic advisors assigned to the student in KSIS. Our plan is to add financial aid advisors and others. A prerequisite for being listed as part of the Success Team is an assignment in KSIS. Is your office one that should be included? Please contact our Applications Administrator, Brad Cunningham, at bradc@ksu.edu to express interest in exploring this option.

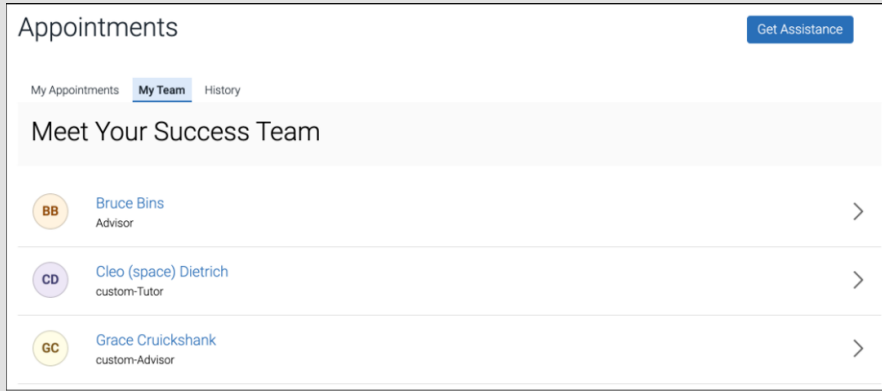
Students can also request appointments with their Success Team. This feature works only if team members have set up availability in the Platform. Students can schedule with their success team in Navigate-Student by clicking **Appointments** in the left navigation panel, then the blue **Schedule an Appointment** button in the upper right-hand corner. This will lead the student through the scheduling tool shared by both Staff and Student. In Navigate-Staff, appointments can be scheduled by clicking **Schedule an Appointment** and choosing **Meet My Success Team** from **Other Appointment Options**.

New Appointment

By the Numbers

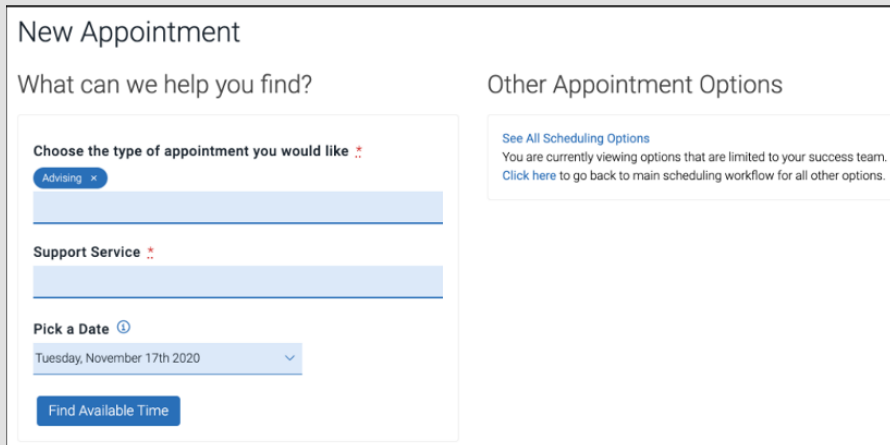
This spring, 59% of K-State faculty teaching undergraduate, 4th, and 5 th-year APD and concurrent degree students issued 3,696 alerts via Progress Reports. Alerts indicate concern about whether a student can be successful in a course. A total of 2,186 distinct students received alerts. The concern identified most frequently was Missing Assignments. Students with Senior standing received the largest number of alerts.

A list of the student's success team members appears.



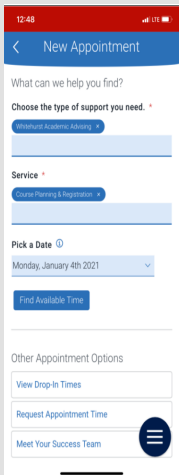
Meet Your Success Team

Clicking the name of a success team member opens the **New Appointment** page. If the staff member has more than one service available, the student needs to "choose the type of appointment you would like" before seeing the page with time slots.



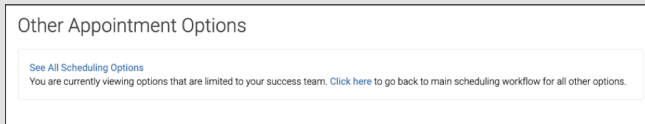
What can we help you find?

Students may need to view more appointment options if the available times do not fit their schedule or if the staff member has no availability. In **Other Appointment Options**, students can click **See All Scheduling Options** to broaden the options available.



New Appointment

If you need help setting up your availability for Appointment Scheduling, see the Feature Spotlight below.



Other Appointment Options

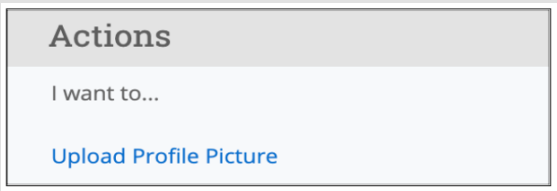
Training and Resources

We are hiring a Student Success Technology Administrator soon. When this person is hired, we anticipate offering both regularly scheduled and on-demand training sessions to our stakeholders. Training opportunities will be posted on the SSC-Navigate website (see below) as well as in the HRIS system.

Faculty/Staff photos

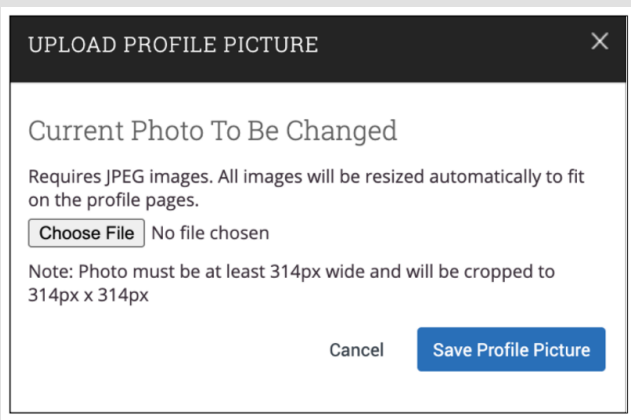
Currently, student ID photos are imported to SSC-Navigate. Faculty and staff who were students at one time or who are students now will see this ID photo in the Platform. You may now upload a photo of your choosing to Navigate. This photo should be a reasonable likeness of you rather than your pet or some other symbol of your identity. The purpose of including this photo is to facilitate recognition and remind students that it is our people who make K-State amazing. Help students put a face with a name by taking the following steps:

Users can edit their profile picture by clicking **Upload Profile Picture** on Staff or Faculty Home. That opens the **Profile Picture** dialog.



Actions

If users add a picture, the link on Staff or Faculty Home lets them remove the photo later.



Upload Profile Picture

Feature Spotlight - Appointment Scheduling

By the start of summer, all academic advisors should be using SSC-Navigate for scheduling advising appointments. Guidance to support end-users is available on the SSC-Navigate website. Access the [SSC-Navigate Guide for Advisors](#). Appointment availability can be set up by service, so faculty can use the appointment scheduling tool in Navigate to support advisees and the students in their classes. If you have a front desk or departmental office, we can assign a role in the Platform to a front desk staff member to help manage your availability. Appointments can be virtual or in-person. The SSC-Navigate system will remind students of their scheduled appointment, and you can share information in advance of your meeting. By taking appointment summary notes, you can report on your advising activity for your annual evaluation. Our users also appreciate the ability to easily mass notify students when the advisor needs to cancel appointments, as well as the ability to easily see the next student and text message them from the student profile if there happens to be a delay or change.

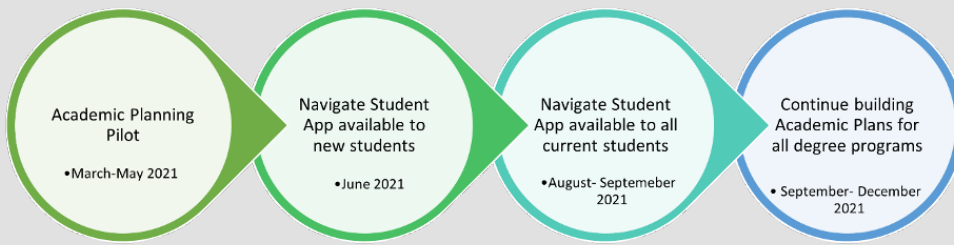
Orientation and Enrollment Advising

Virtual New Student Orientation is the perfect way to integrate students into the K-State culture. By using SSC-Navigate to schedule their enrollment appointments during their onboarding experience, we are setting K-State advising expectations from day one. After registration closes for New Student Orientation, advisors will use SSC-Navigate to send their availability for virtual enrollment appointments via a campaign. Students will receive this communication to their K-State email account and through SMS text messaging, enabling them to schedule their enrollment appointment during their virtual orientation experience. Academic advisors new to sending SSC-Navigate campaigns will have access to training and support later this spring.

SSC Website Update

The [SSC-Navigate website](#) has some basic information for both faculty/staff users as well as students. It will become more robust over time. You and your students will find training materials, project timelines, and more. The User Guide section is password protected. Students should use the "For Students" tab on the left navigation bar to access relevant resources.

Project Timeline



Spotlight

Sarah Buchanan, Academic Advisor, Department of Psychological Sciences, is participating in the Academic Planning pilot.



Sarah Buchanan

According to Sarah, this tool “will allow students and advisors to prepare for pre-enrollment advising appointments in a more guided fashion prior to those appointments. My hope is that students will find that the Academic Planning Tool is easy to navigate and view the requirements for each degree. Academic Plans will guide] their choices for each semester and give students more ownership in their decisions. The Academic Planning Tool will allow students and advisors to have an electronic record of classes reviewed and discussed. In turn, there may be more time to discuss other topics beyond course requirements and classes during pre-enrollment meetings.”

Meet the Technical Team supporting SSC-Navigate at K-State

This talented group of people works tirelessly to ensure the proper data from KSIS is shared with SSC-Navigate and that our project implementation goes well. Thank you to all!

Charlotte Pfaff from the Registrar’s Office, and the following from the Division of Information Technology:

Paul Abitz
Nick Austin
Angela Chauncey
Christine Doucette
Scott Finkeldei
John Letourneau
Cha-Ching Ma
Geneva McCrory
Adam Petrea
Darci Pottroff
Dawn Wall