

# SSC-Navigate Update

Issue 3, September 13, 2021

## Happy New Year!

Welcome back to the Fall 2021 semester. Since our last SSC-Navigate Update, we have been busy preparing for the official launch of Navigate Student. This issue offers news on the Academic Planner and Navigate mobile app. Students appreciate having easy access to the people who are here to help them thrive and succeed. New students learned how to schedule appointments in Navigate for virtual Enrollment this summer. Our faculty and staff appreciate the ease of the appointment scheduling tool and its ability to sync with their Outlook calendar. Wouldn't it be great if the way students schedule meetings with their academic advisor(s) and other offices were consistent with this summer experience? If you have not set up appointment scheduling availability via SSC-Navigate, please do so. We have easy, [step-by-step guidance](#) available to assist you. In addition, you may email [navigate@ksu.edu](mailto:navigate@ksu.edu) whenever you need additional support.

## What's new in the Platform?

### Care Units

Historically we have had three Care Units in SSC-Navigate: Advising, Other, and Tutoring. A Care Unit is an organizational structure in the Platform that allows for within-unit privacy settings and offers a more nuanced architecture for end users. By adding Care Units, we are expanding the possibilities of case management and cross-unit collaboration. When students access Navigate to schedule an appointment, they will first choose the relevant care unit: Academic Advising, Academic Coaching, Financial Aid, More Student Services, Registrar's Office, or Tutoring. Offices may wish to communicate this minor change in care units (especially the More Student Services, previously the "Other" care unit) in their own departmental student-facing training materials.

### Meeting Types

K-State has access to a new Platform feature that allows students to choose their meeting type when they schedule appointments.

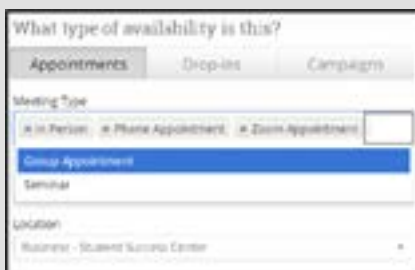


Figure 1: Selecting meeting types when creating availability

## 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](mailto:studentsuccess@k-state.edu).

## Access to SSC-Navigate

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

We get to decide the options. Our current thinking is to have the following types: In-Person, Zoom (or Virtual), Phone, and Group. If we choose to turn on this feature, it will apply to ALL appointments set up through the Platform and will require ALL end-users to edit their availability to include at least one Meeting Type.



Figure 2: Meeting types shown in available times

This adjustment is not difficult, but everyone must associate at least one Meeting Type with their availability; otherwise, you will appear unavailable to your students. By the way, all appointments scheduled prior to turning on this feature will not be affected by this new setting.

- **Meeting Type Use Case** - An advisor works from home on Thursdays but is in the office on all other workdays. This advisor would set up appointment availability on Thursdays for virtual or Zoom meetings only. On the other days of the week, this advisor might allow for In Person, Zoom, and Phone meetings. The meeting types associated with the availability blocks affect student choices, whether the students are accessing your schedule via a campaign or directly.

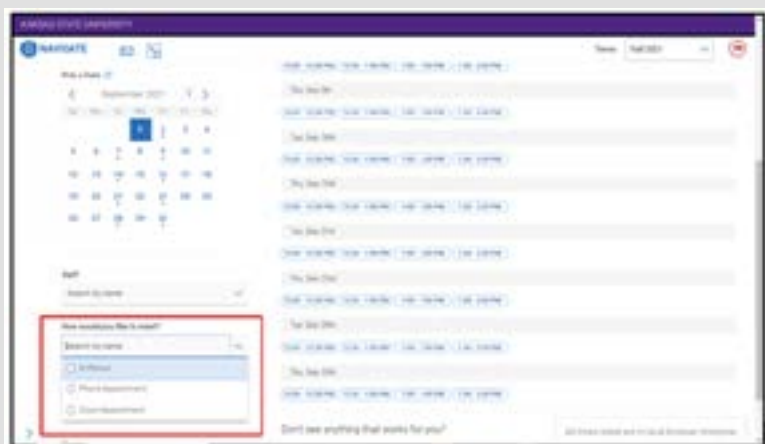


Figure 3: Student view of meeting types when scheduling

- **Feedback** - We are interested in your feedback on Meeting Types. Please respond to this [survey](#) to share your views on whether this feature is desirable, which meeting types should be available, and when it makes sense to turn on this feature, knowing you will have to adjust your availability to prevent disruption in service.

## Campaigns

Appointment campaigns are a great way to invite your students to schedule a meeting with you. As we move closer to adopting a set of shared campaigns across campus, we need a naming convention for all campaigns in the SSC-Navigate Platform. Moving forward, please follow the following format for naming a campaign:

[Term][Purpose][College]\_[Advisor]

To illustrate, a mid-summer campaign sent by Jenn MacFadyen to encourage students to enroll (based on a list of students who have not yet enrolled for fall despite being eligible) would carry this name:

F21NotEnrolledHE\_JM

## By the Numbers

From June 1 to August 30, the Navigate mobile app was downloaded 1,850 times for a total of 4,460 downloads.

From June 1 – August 23, 2,684 unique students logged in to Navigate. Of these, 61% were new users.

In spring 2021, faculty indicated that 2,186 unique students needed extra support. Progress reports offered insights on over 96% of the targeted student population.

Later in the fall, she would reach out to her advisees to schedule appointments for spring enrollment using this campaign for her students with junior standing:

Sp22JuniorEnrollmentHE\_JM

As we build a campus-wide campaign calendar, we can affirm the text used for the Purpose part of the naming convention.

### Note Reasons

To help us track and follow up with students who are not enrolling in a future term, please use Note Reasons. As you reach out to students who have not registered, we do not want to hound students who have already reported their plan to take a break from classes. This discussion has prompted some questions about the language we use. Our Note Reasons have been updated to reflect these definitions:

- *Withdrawing – Current Term*: withdrawing from all classes in the current term, involving dean's office, but may return for the future term.
- *Stop out*: not enrolling in the upcoming term, but may return for the future term. Use this reason when reaching out to students in the summer or between semesters who are eligible to enroll who tell us they are taking a break from school but plan to return.
- *Withdrawing – No Return*: not enrolling in the upcoming term and does not plan to return to K-State in the future.

Whether you have an email exchange with a student, an appointment, or some other communication, please record a relevant note reason in SSC-Navigate.

### Progress Reports

Faculty teaching undergraduate students, 4th and 5th year APDesign students, and concurrent degree students will participate in our early alert Progress Report initiative from September 17 – 27, 2021. The reporting window closes at midnight on September 27. Reporting on student progress is easy: faculty just follow a link in the email we send. We know Progress Reports help students successfully complete their courses. In some cases, the progress report gives students information that prompts a withdrawal. This early insight on class engagement allows advisors or academic coaches to intervene to help students adapt their behavior to be successful.

There are eight possible alert reasons. This year we added "Not able to secure course materials" to capture students who have not purchased their textbooks, course packets, or supplemental technology tools needed to be successful. We may be able to help these students with some micro grants.

When connecting with students in response to a progress report early alert, please record your actions in SSC-Navigate in the following way:

Behavior	SSC-Navigate Record
Initial outreach based on progress report alert	Use "1-Progress Report Contact Email" Note reason
Interaction by email, phone, or text	Use "Fall 21 Early Alert" Note reason
Meeting	Use the Appointment Summary feature in Navigate and check the 'yes' box next to the question: "Was this appointment in response to a Progress Report?"

This approach will help us track the interventions associated with progress reports.

For insights and information about previous Progress Report initiatives, see the Navigate website.

## Troubleshooting and Training

On rare occasions, there are data or performance problems with the SSC-Navigate Platform. If you encounter any problems with SSC-Navigate, please contact the Helpdesk for guidance. When we become aware of system errors, we notify the Helpdesk of the problem and then focus on fixing it. The Helpdesk will help triage and, if needed, elevate the concern. You may also email [navigate@ksu.edu](mailto:navigate@ksu.edu) with your concerns. Sometimes the problem is fixed by education, other times we need to send amended data files.

## Academic Planning Update

Academic Planning provides a collaborative work space students and advisors to build sequenced graduation plans.

Students often have multiple advisors (minors, two or more plans). A shared system helps students as they attempt to integrate diffused and sometimes divergent guidance. Students with a minor can share their plan with the minor advisor who can review and affirm course selections or make alternative recommendations.

Student success research tells us that students who plan more than one semester out are more likely to persist. In addition, students are more likely to take full course loads with relevant courses and hit credit accumulation milestones if they have a graduation plan. We expect fewer enrollment errors across the university when Academic Plans are used, saving time and money. We also expect improved 4 and 6-year graduation rates. When students complete plans, Colleges and departments can run reports to predict course demand, improving accuracy of schedule-building for future terms.

Our initial focus is on new students. Our goal is for new students (90%) to have three or more semesters planned by December 2021. Some programs have built recommended course sequences via template and others are guiding students to build a plan from handouts or through an orientation course assignment. Regardless of the approach, all students now have access to the academic planning feature.

## Mobile App Update

During Your Wildcat Welcome, the Colleges shared information with new students about how to download the free Navigate app. We used the app to track student participation in the academic session as well as student feedback on the experience using the quick poll feature. Although we sent 3,595 surveys, only 888 were completed, close to a 25% response rate. Clearly not all students downloaded the app during the in-person orientation session. Student Success team members reached out to any student who indicated that they were feeling “Nervous” or “Not Good” to offer support and information.

## Features Highlight

Study Buddies is available on Navigate Student **mobile** and **desktop**. It has its own icon located between Appointments and Resources. After accessing Navigate Student and opening Study Buddies, students will see a list of class sections in which they are currently enrolled. Each section shows how many prospective buddies are in the class and if the student has already joined the group. If no other students have opted in, then they will see a message encouraging them to be the first.

Students then select the section(s) for which they want to join a study group. They will be prompted to confirm they are opting in to share their email address with the other students in the group. Once others have opted in, they appear in the available list. The next step is to select the students to contact by email. Students can also use the quick search to search for particular classmates who have opted in to Study Buddies for the section.

After choosing the classmates with whom they would like to start a study group, the student's native email app opens with a pre-populated subject and body. The auto-populated content of the email reads: Hey! Would you be interested in studying together for SECTION\_NAME? The student then changes and/or sends the email to other students.

Students can leave a section's Study Buddies group at any time. They simply select Leave Group. A message prompt asks the student: Are you sure? If the student answers “Yes,” their name is removed from the Study Buddies list.

## 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.



Ashley Blake

## Spotlight

Ashley Blake, Academic Advisor with K-State's Global Campus created an Advisor Communication Timeline to support all advisors working with online students. This toolkit will be adapted to reflect campus-wide outreach plans that all Colleges agree to adopt. We will identify 3-5 universal campaigns and give advisors the tools to meet these expectations. Ashley enjoys data and serves as a point person at the Global Campus in delivering actionable lists of students to her colleagues. Proficient in PowerBI and SSC-Navigate, Ashley defines a student success need and designs an intervention to address that need. Carefully constructed to adapt to any term length, the Communication Timeline offers strategic, just-in-time messaging to help students persist. Ashley provides step-by-step guidance to help advisors identify the right population from SSC-Navigate. Her email templates are crisp and student-friendly. Advisors are able to customize their messages to their advisees, but the templates offer a great way to start. Ashley's outreach helps students in need and celebrates student achievements. Students love receiving the Way to Go 4.0 campaign, and advisors love celebrating student success. Once the Advising Community identifies our shared outreach plans, we will adapt Ashley's comprehensive materials to serve place based and online students.

**SSC-Navigate is an academic success tool.**

Please review the [Rules of Engagement](#). The Platform should not be used to broadcast events. Consider inviting your students to opt-in to a program listserv or blog space to hear about activities and events.