SSC-Navigate Update

What's New in the Platform?

Platform Engagement
SSC-Navigate is our Platform of Engagement to support student success. To improve functionality, we are pursuing two enhancements that are nearing completion.

1. We are in the testing phase of **moving historical advising notes from KSIS to SSC-Navigate**. Our IT leader on this project, Paul Abitz, has been working with our EAB technical support team to achieve this long sought solution to making SSC-Navigate more useful to end users. Some advisors have been entering notes in both systems. This redundancy will create duplicate notes when the KSIS notes are loaded into SSC-Navigate. All KSIS notes will be saved as Notes in SSC-Navigate, not appointment summaries. Private notes in KSIS will be private in SSC-Navigate, viewable only to the note creator.

2. We are aiming to **provide limited access in SSC-Navigate to data on inactive students**. First, we want to align the availability of student profile information in SSC-Navigate with KSIS. Second, the plan is to make visible a pared down student profile to assist with accessing information on former students who are pursuing readmission.

Progress Reports Spring 2022
Faculty teaching undergraduate, 4th and 5th year APDesign students, and concurrent degree students are asked to submit progress reports beginning February 11 through midnight February 21. On February 22, the Academic Achievement Center will send a curated message to all students who have been identified as needing extra support through the progress reports. Academic advisors will be an important point of contact to provide this support. Advisors will be copied on the correspondence from studentsucess@ksu.edu and academic advising leads may generate reports on the progress reports issued for students in your college. The Navigate website offers an outline of our protocol and resources to support this effort. Depending on student performance and persistence outcomes, we will determine the best plan for future administrations of progress reports.

Departmental Labels for Advisors
Advisors were labeled as "Advisor" in the Platform. Many students have more than one advisor, which was confusing to some students. We now are sending departmental affiliations to SSC-Navigate. This enhancement has affected how we search for an advisor's assigned advisees via the Advanced Search function. We will keep you posted on refinements to this function.

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 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.

Student Financial Services
We are excited to bring the Office of Student Financial Assistance into the SSC-Navigate Platform. While still under development, we have built a Financial Aid Care Unit and are working on building out categories to reflect Satisfactory Academic Progress (SAP) statuses. K-State runs SAP every term. SSC-Navigate will allow academic advisors to identify which students are on SAP Warning for outreach and guidance. The SAP Warning status is an opportunity for proactive engagement. We will share more details when these categories are live and work with Advising Leads to identify best practices for student support.

Academic Planning Update
At the Winter Academic Advising Institute we heard a few questions the SSC-Navigate functionality that we will address in this newsletter.

What happens to students' Academic Plans if they change majors?
Academic Plans are dynamic. If a template exists for the new major, a student will see the recommended course plan on the left side of the Plan for their primary program. The right side will reflect the planning completed for the original program, but it can be updated and changed. By working with the new template and new academic advisor, students can revise their academic plan to reflect the new program.

Why should we use the Academic Plan instead of a flow chart or PDF document that we can upload to SSC-Navigate?
Sharing paper plans via SSC-Navigate is a step in the right direction because it makes the recommended course sequence visible to others, especially minor advisors and secondary program advisors. However, this approach does not give the student or the university access to some important platform features and information. Students with an Academic Plan will be able to use the One-Click Registration feature to enroll in the courses on the plan. The One-Click user experience is clear, easy, and efficient. In addition, by having current and future term courses planned in the Academic Planner, we can run reports to learn about course demand, which can inform our course planning and scheduling process. Our goal is to ensure we are offering the right number of seats in the right courses to meet demand.

Coming soon
K-State is on a short list of universities interested in early access to an enhanced Academic Planning tool: The Next Generation Academic Planner. EAB anticipates releasing updates this spring. We can look forward to "what if" plans and structured guidance for students with multiple plans and minors.

One-Click Registration
As students plan for summer and fall 2022 courses, they should be able to enroll directly from the Academic Plan. Testing for One-Click Registration is going well. Enrollment via the Academic Planner is instantaneous; it happens in real time. In KSIS, the UserID recorded for this transaction is generic: UserID = KSUSSCENRLACCESS (KSU SSC ENRL ACCESS). This UserID means the student processed the Enrollment Request Action via SSC-Navigate.

By the Numbers

At the end of fall 2021, 373 program plan templates have been published in the Academic Planner tool. The program with the highest number of student plans is Mechanical Engineering, with a total of 300! Campus wide, 891 students have plans built for spring 2022, 175 students have plans built for summer 2022, and 605 students have plans built for fall 2022. Eventually, our goal is to have all students build four-year (eight semester) plans. Initially, our goal was to have 90% of our new students plan three or more terms. We have not met this goal. According to our data, 153 students have three terms planned, 451 students have two terms planned, and 287 students have one term planned (see Table 1).

Table 1

Planned Teams	Total Students
1	287
2	451
3	153

Mobile App Update

Students continue to engage with the Navigate App. Figure 1 shows user logins by month. The yellow "new" users reflect students who have accepted the Terms and Conditions.
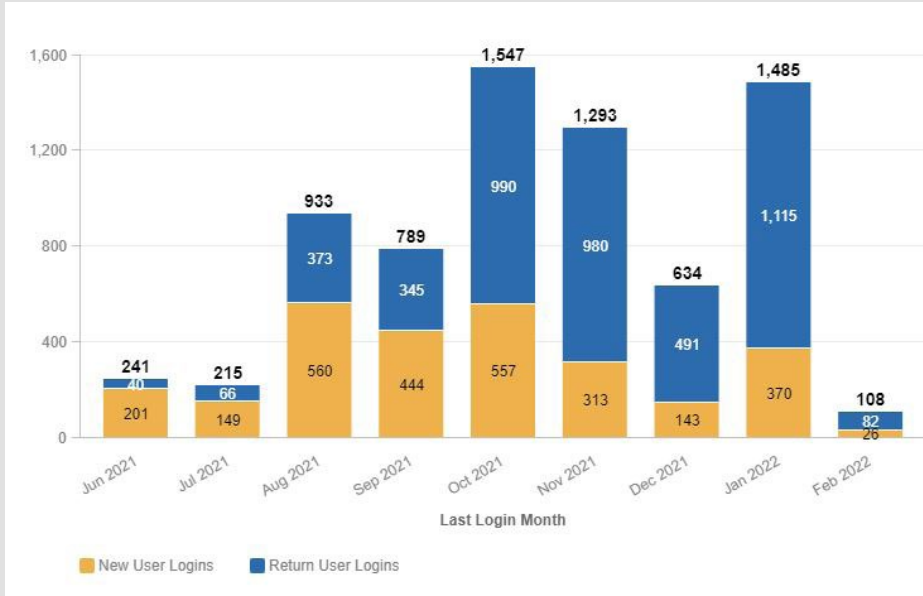

Figure 1: User Logins per month

Training

We have been developing a set of on demand training resources to support end users. Check out the resource library on the website. In addition, we will offer just in time training classes through HRIS at the beginning of each semester and prior to summer enrollment. If you have a question or need support, please email navigate@ksu.edu.

At the Winter Academic Advising Institute we heard a few questions about SSC-Navigate functionality that we will address here:

How do I make a private note in SSC-Navigate?

Recall that there are two primary ways to record information about a student interaction. We highly recommend using the appointment summary to record notes following a meeting with a student. Whether the meeting is an in person, phone, virtual, or walking appointment or a drop in, these summaries capture the fact that you had a real time, synchronous meeting with the student. A Note could supplement an appointment summary or be the best way to capture an email exchange or voice mail message. There is an option to make a Note in SSC-Navigate private by marking the box under the "Visibility" heading next to your name. See Figure 2 below.

Figure 2: Add a Note screen in SSC-Navigate

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 with your concerns. Sometimes the problem is fixed by education, other times we need to send amended data files.

What is the "No Show Block"?

When K-State initially adopted SSC-Navigate, the campus community sought ways to hold students accountable for missing appointments. There is a global setting in SSC-Navigate that prevents students from making appointments through the system if they no show twice in 120 days. The first no show starts the clock. This limit affects all services associated with a given care unit, regardless of location. This means a student who is marked as a no show once for an appointment with a primary advisor and once for a minor advisor in the same semester will be barred from scheduling a meeting thorough SSC-Navigate for any academic advisor. Note that academic coaches and tutors are in different care units from advisors. We have received a number of complaints from faculty and staff about this practice and agree that we should revisit this punitive approach to appointment scheduling access. As we build out more care units, the "no show block" can be set at different values for each care unit. If you have an opinion about this feature, please speak up by emailing navigate@ksu.edu. We want to hear from you!

What does an email sent through SSC-Navigate look like to the student?

Students receive emails sent through SSC-Navigate in their inbox as a K-State email (no yellow banner that says the email originated outside of K-State). The format appears below:
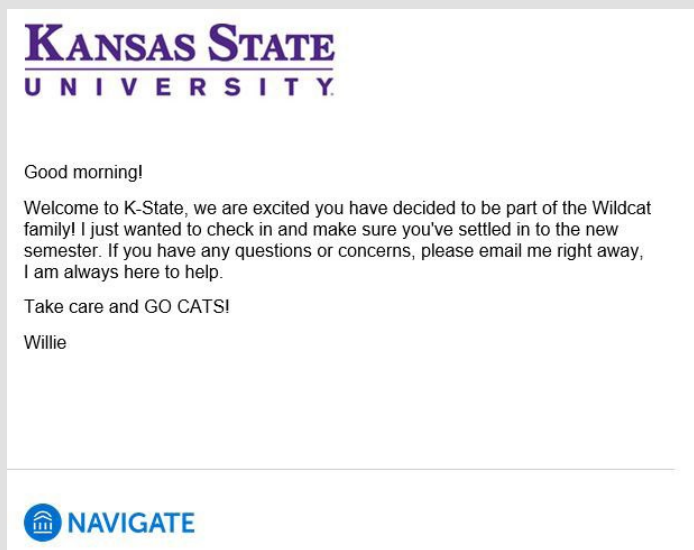

Figure 3: Emails sent from SSC-Navigate to Outlook

Messages sent via SSC-Navigate to students appear in the Conversation Tab in the Platform. If a student logs into SSC-Navigate to answer the email using the reply button (circled in red on Figure 4), then the reply is logged in SSC-Navigate. If the student replies via Outlook, the message is not tracked in SSC-Navigate. Often email exchanges with students will occur in Outlook. In these cases, consider copying the email chain in SSC-Navigate or adding a note referencing the date and substance of the email exchange.

Figure 4: Email visible in SSC-Navigate Conversation Tab

Spotlight

Jessica Kerr, Managing Director of Academic Coaching, worked with her team this fall to leverage the alert function in Navigate to allow faculty and staff to refer students in need of services directly to Academic Coaching using the platform. This eliminates the need for outside communication and allows the user to seamlessly connect students to resources as the need arises. Once the alert is created, Kerr is notified by Navigate and she adds the student to an outreach campaign. Comments can be shared privately within the alert and provide added context for any academic issues the student may be facing. Typical reasons for a referral include at least one progress report, a need for motivation or accountability, and difficulty in managing course expectations.

Jess Kerr, Managing Director & Academic Coach,
Academic Achievement Center

Navigate alerts are just one of the ways that Academic Coaching uses Navigate to drive high-impact student success interventions in their program. Voluntary and required student meetings are tracked in the platform. Data from coaching meetings inform how the service is assessed and adjusted to improve student academic outcomes across the institution including reduced DFW rates, GPA gains, and increased persistence to graduation. Using the reports in Navigate has allowed the program to tell their student success story in a way that translates to a return on investment for those who engage: 83% of academic coaching students end the term in good academic standing, 3-4 academic coaching meetings translate to an average 0.5-1.0 GPA increase, and students report increased confidence in time management, study and test-taking skills after seeing an academic coach.

We invite you to check out the Academic Coaching program and connect with them using Navigate.