QC Navigate implementation:
what, who, for what, and where to?

Eva Fernández (Associate Provost) and Cheryl Littman (Dean of Institutional Effectiveness)

Presentation to Queens College Academic Senate
November 12, 2020

QC Navigate as part of the larger student support network at QC

- What is QC Navigate?
- Who is using it?
- What have we learned?
- Where should we go from here?

- A Senate committee on student success?

"Technology is not the sum of the artifacts, of the wheels and gears, of the rails and electronic transmitters. **Technology is a system.** It entails far more than its individual material components. Technology involves organization, procedures, symbols, new words, equations, and, **most of all, a mindset**."

Ursula Franklin
(emphasis added)

EAB Student Success Platform: 2 linked components

Navigate Staff

For anyone who advises students:
faculty, advisors, peer tutors, etc.

Advisor-facing tools for:
- Messaging students (email and text)
- Running appointment campaigns
- Managing cases (continuity of support)
- Carrying out "early alert" interventions

Advanced tools for:
- Tracking groups of students, tracking interventions
- Managing advisor/tutor caseloads
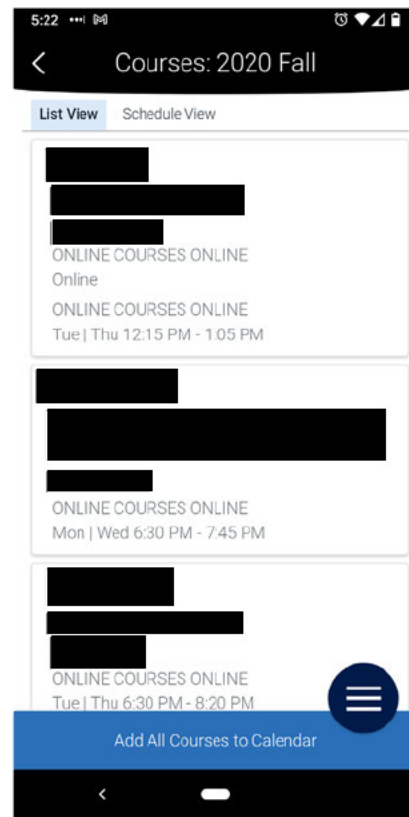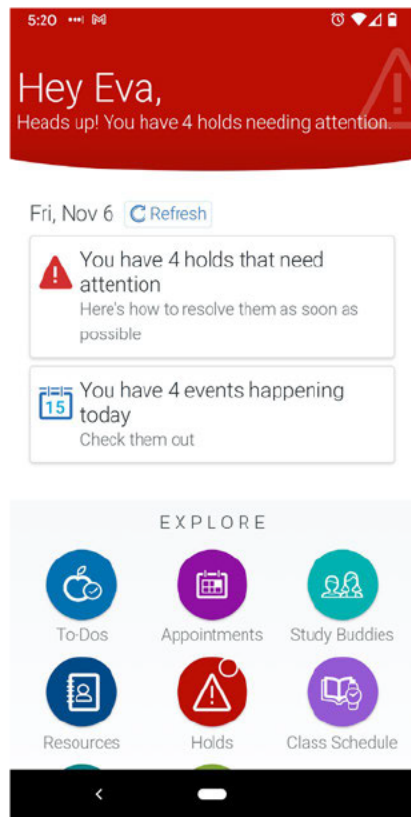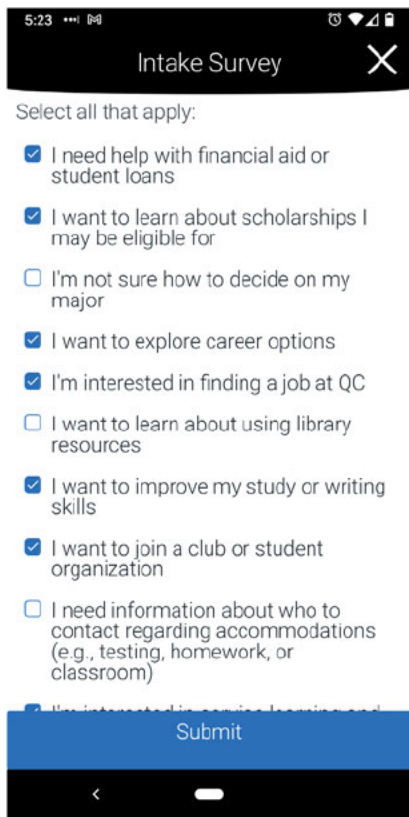- Using historical and current data to guide advising and decision-making

Navigate Student

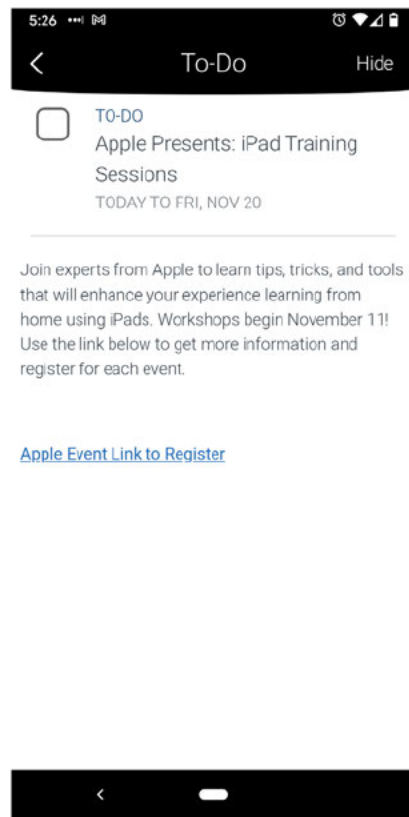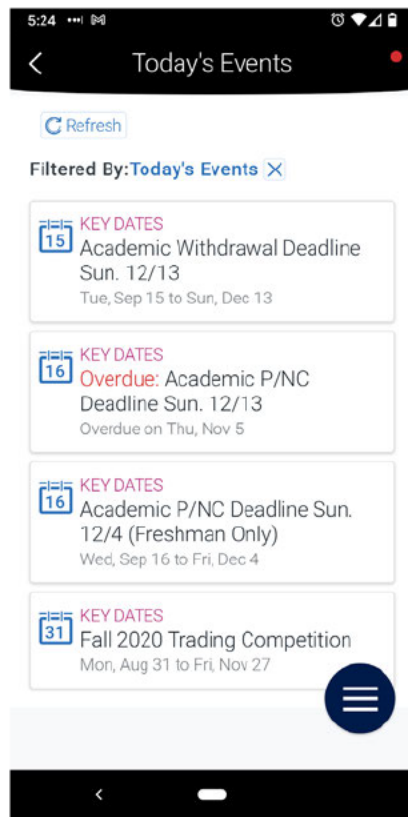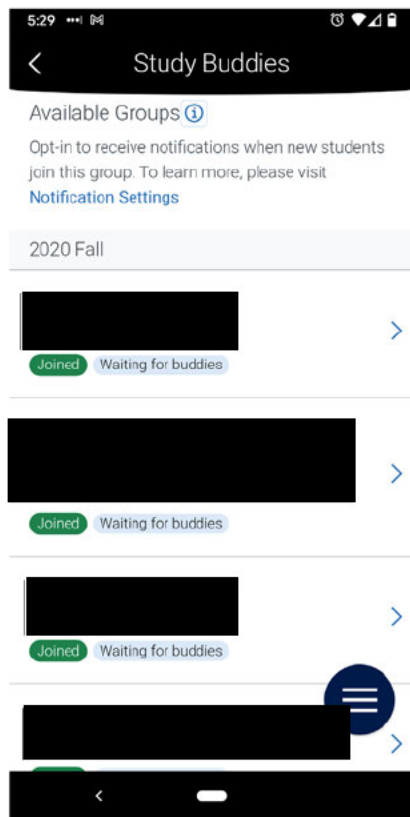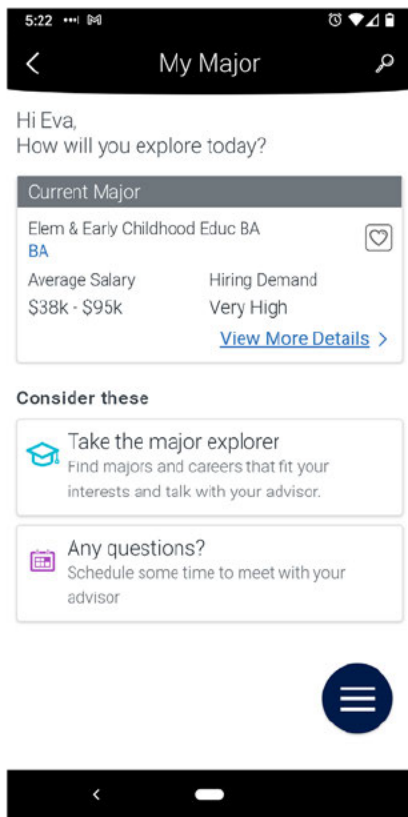For students: undergrad or grad

Student mobile app
(also works on a browser) for:
- Scheduling appointments
- Seeing class schedule
- Connecting to resources
- Exploring majors
- Getting reminders and to-dos
- Finding study buddies

QC Navigate: Student App

QC Navigate: Student App

My Major (5:22)

Hi Eva,
How will you explore today?

Current Major

Elem & Early Childhood Educ BA
BA

Average Salary	Hiring Demand
$38k - $95k	Very High

View More Details

Consider these

Take the major explorer
Find majors and careers that fit your interests and talk with your advisor.

Any questions?
Schedule some time to meet with your advisor

Study Buddies (5:29)

Available Groups ⓘ

Opt-in to receive notifications when new students join this group. To learn more, please visit Notification Settings

2020 Fall

Joined · Waiting for buddies

Joined · Waiting for buddies

Joined · Waiting for buddies

Today's Events (5:24)

↻ Refresh

Filtered By: Today's Events ✕

KEY DATES
15 · Academic Withdrawal Deadline Sun. 12/13
Tue, Sep 15 to Sun, Dec 13

KEY DATES
16 · Overdue: Academic P/NC Deadline Sun. 12/13
Overdue on Thu, Nov 5

KEY DATES
16 · Academic P/NC Deadline Sun. 12/4 (Freshman Only)
Wed, Sep 16 to Fri, Dec 4

KEY DATES
31 · Fall 2020 Trading Competition
Mon, Aug 31 to Fri, Nov 27

To-Do (5:26) · Hide

☐ T0-DO
Apple Presents: iPad Training Sessions
TODAY TO FRI, NOV 20

Join experts from Apple to learn tips, tricks, and tools that will enhance your experience learning from home using iPads. Workshops begin November 11! Use the link below to get more information and register for each event.

Apple Event Link to Register

Who is using the QC Navigate Student App?

Since launch in March 2020: 10,070 users (36% new, 64% return users)

- 26,922 responses to items in the intake survey
- 2,244 looking for study buddies (ENGL 110, ANTH 101, MATH 122 in the lead)
- 3,366 with one or more to-dos checked off
- 2,574 have responded to the program explorer

If you're a student:

- More information at: **https://navigate.qc.cuny.edu**
- Log in at: **https://qc-cuny.navigate.eab.com/app**
- Or download at Apple Store or Google Play

QC Navigate Staff

- Student profiles assemble data from CUNYfirst in user-friendly screens
- Platform provides methods for contacting students and connecting them to others
- System also has comprehensive appointment and calendar management functions

QC Navigate Staff

If you're faculty or serve as advisor to students:

- Check out implementation site: https://eab.qc.cuny.edu
- Login to live site: https://qc-cuny.campus.eab.com

Predictive analytics and reporting
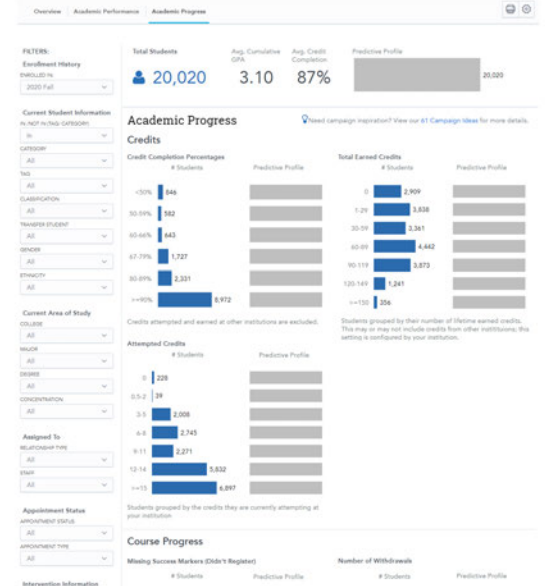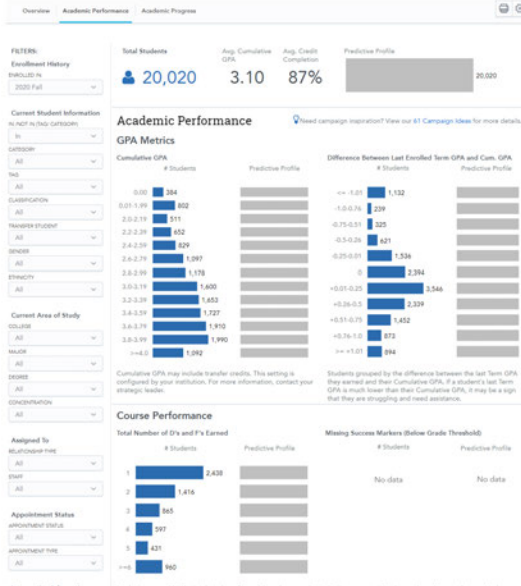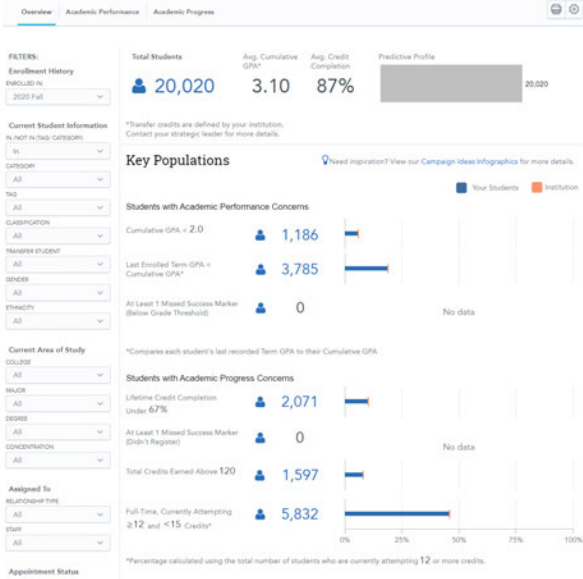
Reporting: Comparing 2 populations

A = QC in 4 students entering fall 2017
B = All other students entering fall 2017
    as freshmen or sophomores

Enrollment Summary	Start Term 2017 Fall	End Term 2020 Fall	Percent of the Start Term
A: Enrolled	483	451	93.4%
B: Enrolled	1,861	1,298	69.7%
A: Graduated	—	24	5.0%
B: Graduated	—	254	13.6%
A: Not Enrolled	—	8	1.7%
B: Not Enrolled	—	309	16.6%

View Term Persistence of Start Term Population A: Count | Percentage
View Term Persistence of Start Term Population B: Count | Percentage

Performance Summary	Start Term 2017 Fall	End Term 2020 Fall	Percent Change
A: Average Cumulative GPA	3.45	3.51	+1.7%
B: Average Cumulative GPA	3.05	3.17	+3.9%
A: Average Term GPA	3.45	No Data	No Data
B: Average Term GPA	3.06	No Data	No Data

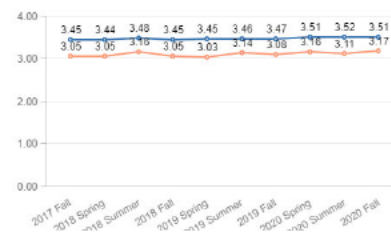|	Start Term 2017 Fall	End Term 2020 Fall	Percent Change
A: Average Attempted Credits by Term	15.27	14.22	-6.9%
B: Average Attempted Credits by Term	14.39	13.65	-5.1%
A: Average Earned Credits by Term	14.88	0.00	-100.0%
B: Average Earned Credits by Term	12.92	0.00	-100.0%
A: Average Credit Completion Percentage	97.3%	96.7%	-0.6%
B: Average Credit Completion Percentage	88.9%	89.4%	+0.5%

End Term Cumulative GPA Outcomes	Population A		Population B	
Student in End Term with Cumulative GPA Improved	254	56.3%	671	51.7%
Student in End Term with Cumulative GPA Not Changed	10	2.2%	18	1.4%
Student in End Term with Cumulative GPA Declined	187	41.5%	609	46.9%

View Distribution of Average Cumulative GPA

GPA Over Time

Average Cumulative GPA by Term

3.45 3.44 3.48 3.45 3.45 3.46 3.47 3.51 3.52 3.51
3.05 3.05 3.16 3.05 3.03 3.14 3.08 3.16 3.11 3.17

Average Term GPA by Term

3.45 3.43 3.43 3.43 3.46 3.38 3.50 3.67 3.60
3.06 2.99 3.10 2.99 2.94 3.03 2.99 3.22

2017 Fall 2018 Spring 2018 Summer 2018 Fall 2019 Spring 2019 Summer 2019 Fall 2020 Spring 2020 Summer 2020 Fall
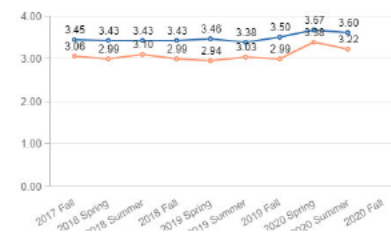
QC Navigate makes our work easier,
and helps us do things we couldn't do before
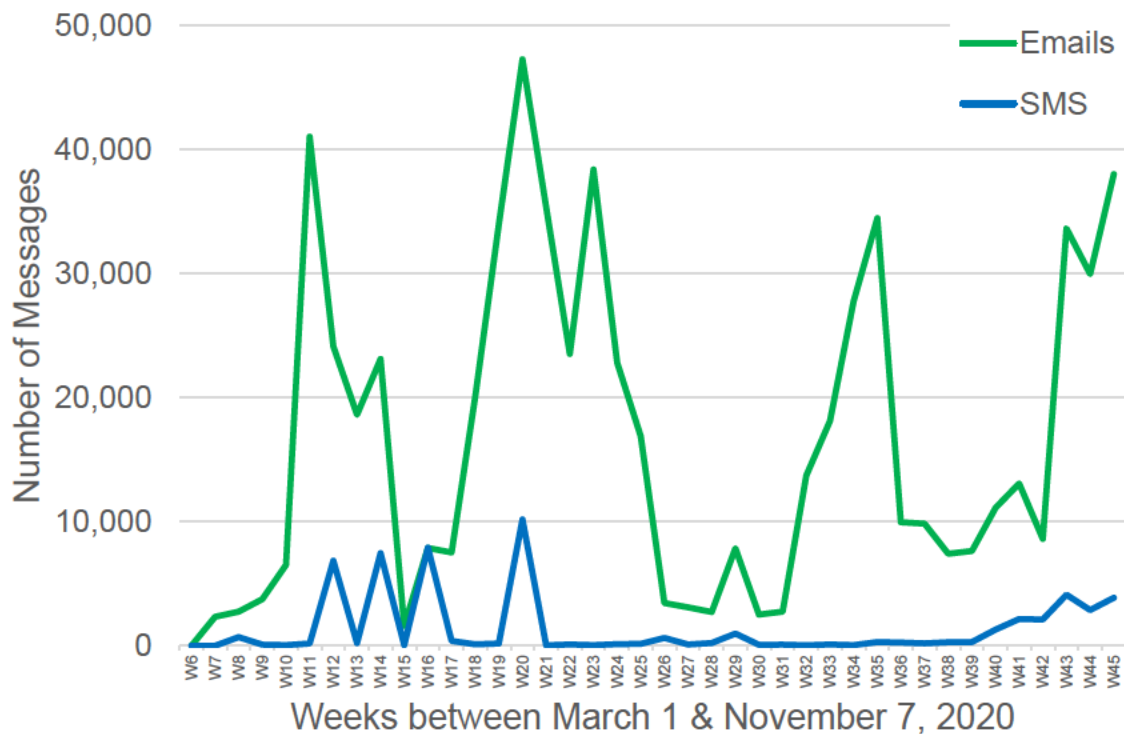
- Academic Momentum
- Achievement Gaps
- Retention
- Graduation

Who is using QC Navigate to communicate?

Primary senders:
- Academic Advising
- Keep Learning
- SEEK
- Career Center
- CUNY Service Corps
- Social Sciences Dean of Faculty
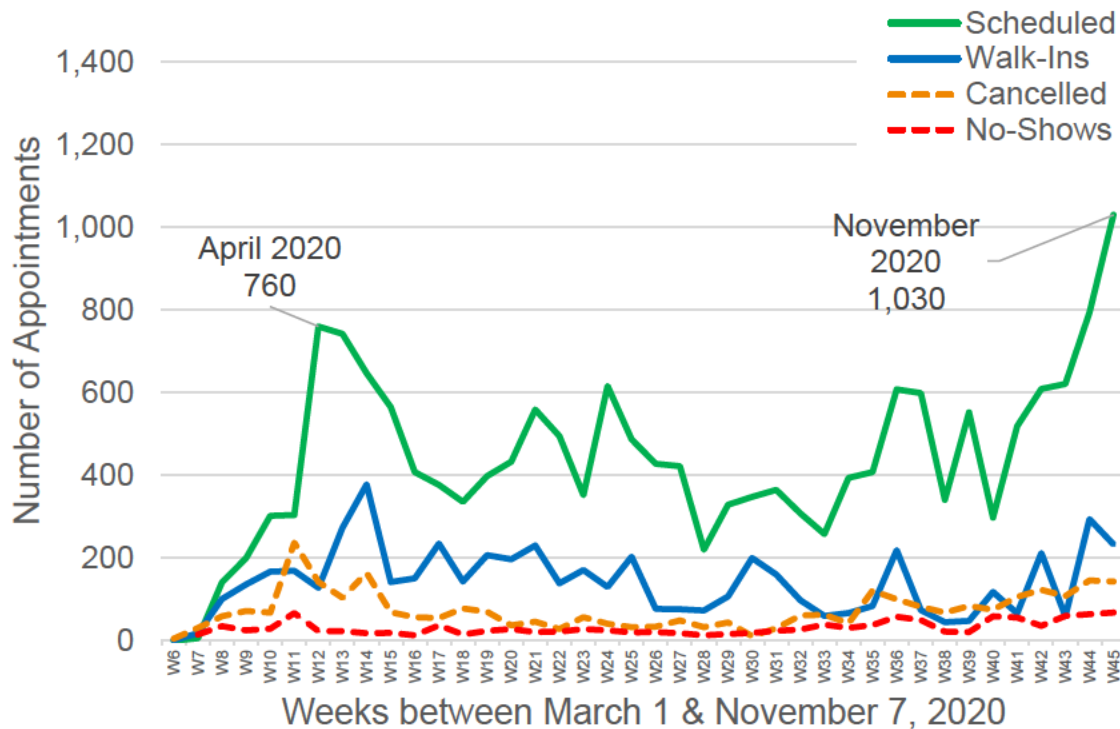- QC Learning Commons

Appointments made using QC Navigate
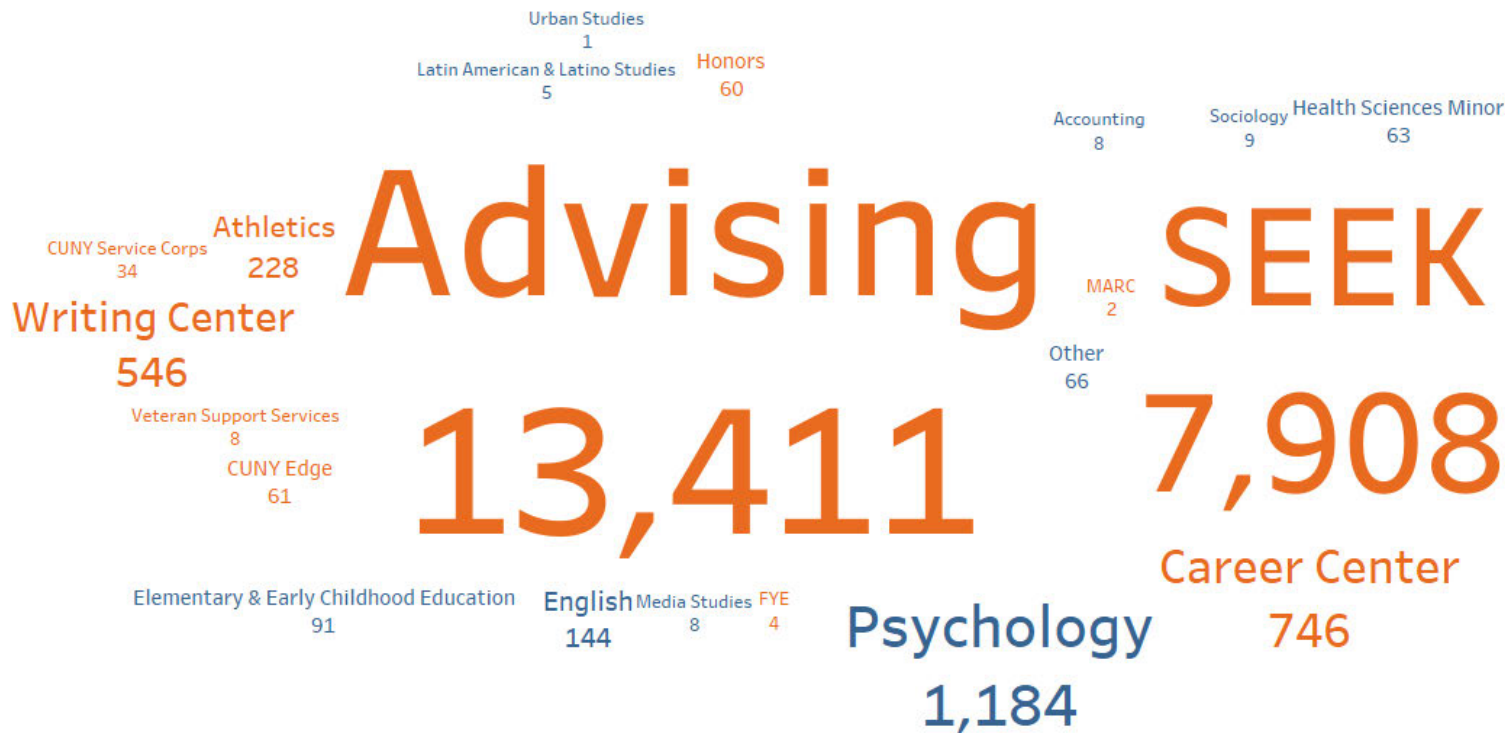
From March 1 (launch)
through November 7:

- 25,132 appointments
- 11,203 students
- 1,227 no-shows
- 2,976 canceled

- Average per week:
  439 scheduled
  142 walk-ins

Which departments?
(and how many appointments?)

Academic Departments
Support Departments

Urban Studies
1

Latin American & Latino Studies
5

Honors
60

Accounting
8

Sociology
9

Health Sciences Minor
63

CUNY Service Corps
34

Athletics
228

Advising

SEEK

Writing Center
546

MARC
2

Veteran Support Services
8

Other
66

CUNY Edge
61

13,411

7,908

Career Center
746

Elementary & Early Childhood Education
91

English
144

Media Studies
8

FYE
4

Psychology
1,184

Alerts & Cases

519 alerts submitted to date since September 29, about 319 unique students

- 54% missing assignments, 30% recurring absence 12% needs academic support

- 61% case still open, 33% student non-responsive
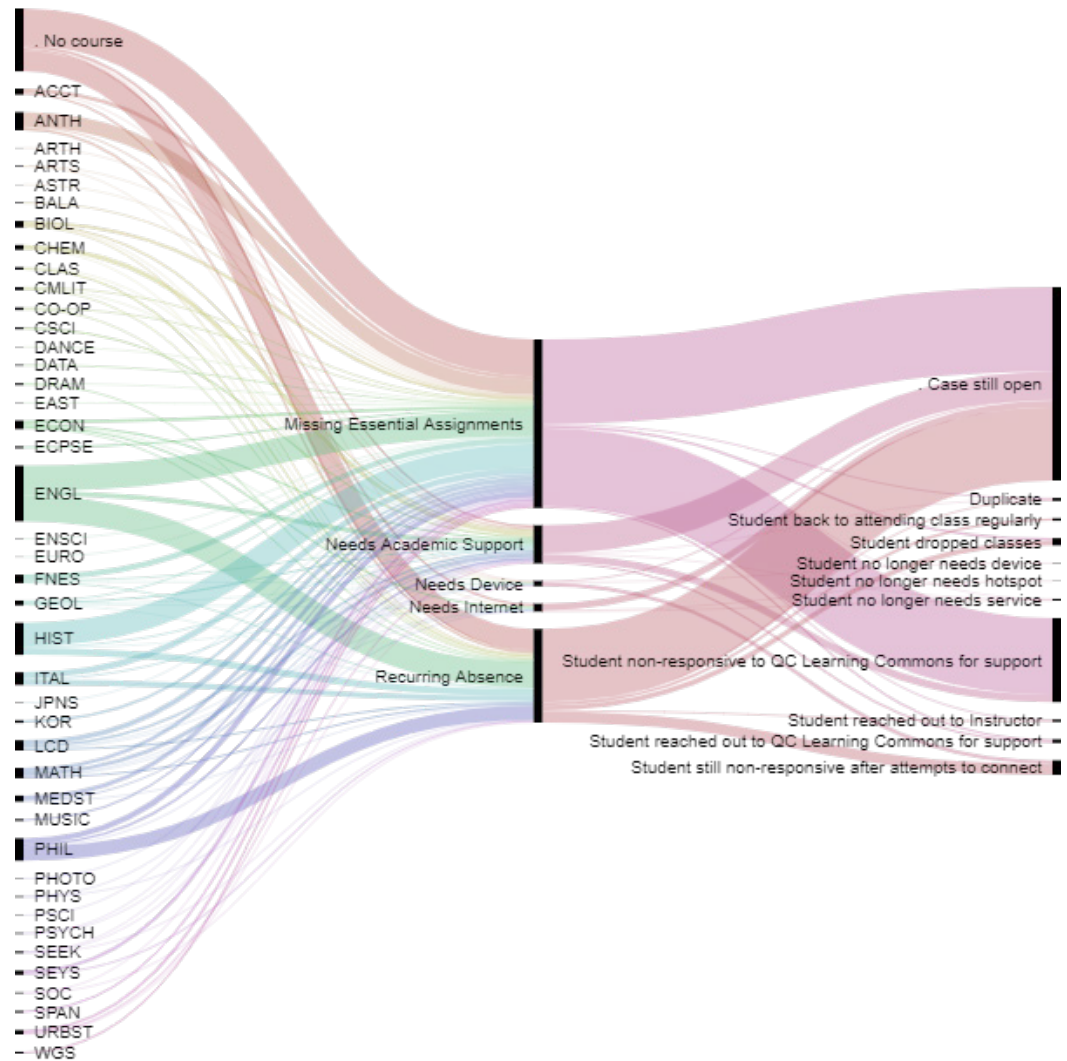
What have we learned?

- Cross-departmental work to support students is important … but it's challenging

- Faculty and Staff are finding Navigate relatively easy to learn and are finding the system helpful to their work

- Navigate was instrumental in helping us transition to online instruction and online support

- Students are hungry for peer interaction and collaboration

- This project is encouraging and facilitating QC's exposure to best practices within CUNY, and at the national level

Questions

- How does the Academic Senate want to engage with QC Navigate? Anyone want to volunteer to help develop, train, advertise, …?
- Should the college have an ad hoc or standing student success committee? How does the Academic Senate keep abreast of and influence ongoing changes in tech at QC?
- How can you learn more about how to use QC Navigate?

If you're faculty or serve as advisor to students:
- Check out implementation site: https://eab.qc.cuny.edu
- Login to live site: https://qc-cuny.campus.eab.com