Queens College Project Launch Onsite Agenda

May 7

Location: QSide and adjacent President's Lounge in Dining Hall
9 am to 3 pm

Time	Session	Goals	Attendees
8:30-9:00 AM	**Campus Tour**	Show EAB around your student support centers to orient us to your campus and goals	• Student • Program Owner (optional)
9-10:30 AM	**Welcome and Goal Setting; Implementation Strategy Sign Off**	Strategic lead holds leadership team discussion on goals and priorities for the partnership. Program Sponsor and leadership team sign off on phased approach for implementation strategy-users and features. Create a roadmap to measure and track short and long-term success. Introduce Analytics features available in Phase I	• Program Sponsor • Program Owner • Leadership Team
10:30 AM – 11:15 AM	**Training Strategy Session**	Review available training resources and establish timeframe for on-campus trainings based on implementation strategy	• Workflow and Training Team • Leadership Team • Application Administrator(s)
11:30-12:00 AM	**App Admin Training**	Training on App Admin role and expectations. Review backend configurations in Navigate platform.	• Leadership Team • Application Administrator(s)
12:00 – 1:00 PM	**Student Focus Group (Lunch Recommended)**	Understand the current student experience on campus, identify pain points and opportunities for improvement.	• 8-10 students of varying ages and background. This should not only be a group of high performing students, but rather a representative sample of the student body
1:00-2:30 PM	**Workflow Team Configuration**	Design, configure, and test workflow for Phase I: • Check-in process • Appointment scheduling (student service categories, services, locations, cancelation reasons) • Summary Report and Notes (Note reasons, Meeting Types, Format of Summary report) • Care Unit rollout strategy	• Application Administrator(s) • Workflow and Training Team • 1-2 Advising leads who are knowledgeable about current processes in their specific unit, and are able to make decisions on workflow set-up within Navigate
2:30 -3:00 PM	**User Roles and Permissions**	Review each user role type and associated permissions in the Navigate platform. Agree on access levels.	• Leadership Team • Application Administrator(s) • Technical Lead

Project Launch Onsite Agenda

May 8

Location: Tanenbaum Room, Rosenthal 300, Library
11 am to 12 pm and 1:45 pm to 3 pm

Rosenthal 230
12:15 to 1:30, for product demo

Time	Session	Goals	Attendees
11:00-11:30 AM	**CAT Training**	Initial training in the Content Administration Tool for the Content Administrator.	▪ Content Administrator(s) · Content Team (Optional)
11:30-12:00 PM	**Content Team Working Session**	Introduction to the importance of Content. Create strategy for making default content more custom. Establish next steps for content review and validation.	▪ Content Team · Content Administrator · Promotion Team (Optional)
12:15 – 1:30 PM	**EAB Introduction and Platform Demonstrations**	Introduce Navigate to key stakeholders, share research on student success and perform brief demonstration.	▪ Leadership Team · Key stakeholders: Academic leadership, Administrators, Advisors, Faculty, Student Support Staff · Workflow and Training Team
1:45 – 2:30 PM	**Promotion Team Working Session**	Share EAB best practices for developing a robust communication plan. Identify Navigate value propositions for key stakeholders. Begin building out a draft promotion plan for students.	▪ Promotion Team · Content Team (Optional)
2:30 – 3:00 PM	**Debrief and Next Steps**	Share summary of accomplishments during the onsite. Ensure clarity on next steps and timelines for leadership and engagement teams.	▪ Program Sponsor · Program Owner · Leadership team (optional)