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 Interface](image)
EMF1  Good place for a poll:
Eva Fernández, 11/6/2020

EMF2  Have you downloaded QC Navigate? Yes, Downloading it right now, No, Wish this existed when I was a student! What's an app?
Eva Fernández, 11/6/2020

CL1  Have you used Navigate? 1. Looked up a student 2 Used advanced search 3. set my availability 4. submitted alert for a student
Cheryl Littman, 11/9/2020
QC Navigate: Student App

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](https://navigate.qc.cuny.edu)
- Log in at: [https://qc-cuny.navigate.eab.com/app](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

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

<table>
<thead>
<tr>
<th>Enrollment Summary</th>
<th>Start Term</th>
<th>End Term</th>
<th>Percent of the Start Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: Enrolled</td>
<td>403</td>
<td>451</td>
<td>63.4%</td>
</tr>
<tr>
<td>B: Enrolled</td>
<td>1,801</td>
<td>1,798</td>
<td>93.1%</td>
</tr>
<tr>
<td>A: Graduated</td>
<td>--</td>
<td>74</td>
<td>5.6%</td>
</tr>
<tr>
<td>B: Graduated</td>
<td>--</td>
<td>512</td>
<td>28.6%</td>
</tr>
<tr>
<td>A: Not Enrolled</td>
<td>--</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>B: Not Enrolled</td>
<td>--</td>
<td>308</td>
<td>16.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>View Term Performance Summary</th>
<th>Start Term</th>
<th>End Term</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: Enrolled</td>
<td>3.53</td>
<td>3.51</td>
<td>+1.7%</td>
</tr>
<tr>
<td>B: Enrolled</td>
<td>3.55</td>
<td>3.50</td>
<td>+2.6%</td>
</tr>
<tr>
<td>A: Average GPA</td>
<td>3.45</td>
<td>3.45</td>
<td>No Data</td>
</tr>
<tr>
<td>B: Average GPA</td>
<td>3.56</td>
<td>3.45</td>
<td>No Data</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>View Term GPA Outcomes</th>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student in End Term with Cumulative GPA Improved</td>
<td>254</td>
<td>67</td>
</tr>
<tr>
<td>Student in End Term with Cumulative GPA Declined</td>
<td>10</td>
<td>18</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>GPA Over Time</th>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Cumulative GPA by Term</td>
<td>3.55</td>
<td>3.45</td>
</tr>
<tr>
<td>Average GPA by Term</td>
<td>3.45</td>
<td>3.56</td>
</tr>
</tbody>
</table>
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?)

Advising

<table>
<thead>
<tr>
<th>Department</th>
<th>Appointments</th>
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</thead>
<tbody>
<tr>
<td>Writing Center</td>
<td>546</td>
</tr>
<tr>
<td>Urban Studies</td>
<td>1</td>
</tr>
<tr>
<td>Latin American &amp; Latino Studies</td>
<td>5</td>
</tr>
<tr>
<td>MINORS</td>
<td>66</td>
</tr>
<tr>
<td>Accounting</td>
<td>8</td>
</tr>
<tr>
<td>Accounting (Business)</td>
<td>8</td>
</tr>
<tr>
<td>Sociology</td>
<td>5</td>
</tr>
<tr>
<td>Health Sciences Minor</td>
<td>63</td>
</tr>
<tr>
<td>MARC</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>66</td>
</tr>
<tr>
<td>CUNY Service Corps</td>
<td>34</td>
</tr>
<tr>
<td>Athletics</td>
<td>228</td>
</tr>
<tr>
<td>CUNY Edge</td>
<td>61</td>
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</table>

SEEK

<table>
<thead>
<tr>
<th>Department</th>
<th>Appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychology</td>
<td>1,184</td>
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<tr>
<td>Career Center</td>
<td>746</td>
</tr>
<tr>
<td>English</td>
<td>144</td>
</tr>
<tr>
<td>Media Studies (FVE)</td>
<td>4</td>
</tr>
<tr>
<td>Elementary &amp; Early Childhood Education</td>
<td>91</td>
</tr>
</tbody>
</table>

13,411 7,908
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?

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