CUNY Technical FAQ

Topic – Data and the Navigate Site

- **Where and how is the data being populated into Navigate?**

    o   Student data, student/advisor relationships and roles/permissions will be extracted from CUNYfirst and loaded into college specific Navigate sites on a nightly basis.

- **Which data fields will be sent to EAB?**

    o   Essential data related to students, academic programs (courses, majors), and staff users.

- **Where will student data be located if the student takes classes at more than one college?**

    o   The course enrollment data for each college (ePermit courses, program of study, etc.) will be available in the site for that campus. User-entered data (notes, appointment summaries) will reside in the college site into which it was input and will not be shared across sites.

- **How will users log into Navigate? Does logging into EAB Navigate also log you in to CUNYfirst, Blackboard, or any other SSO platforms?**

    o   Students, faculty and staff will log into Navigate Student and Navigate Staff respectively using their CUNYfirst (single sign-on) credentials
    Example: firstname.lastnameXX@login.cuny.edu (XX – last two digits of EMPL ID)

    o   Logging into Navigate does not log you into other CUNY systems

- **Will data from Blackboard or other systems be integrated into Navigate?**

    No, EAB currently only integrates with CUNYfirst.

    Colleges have the option of requesting that EAB perform a one-time batch upload of historical notes from other systems.

    Colleges interested in integrating with Blackboard can do so by building a connector to EAB's existing attendance or assignment APIs. Documentation is available in the Navigate Help Center. Individual colleges are responsible for configuring/maintaining any inbound APIs.

    APIs do exist to return data from Navigate to CUNY for use in various systems. Individual colleges are responsible for configuring/maintaining any outbound APIs.

- **What happens if preferred phone number does not include a cell phone number?**

    o   Text messages sent to students without a working cell phone number in CUNYfirst will be sent via email.

- **Will Navigate have midterm grades?**

    o   Navigate does support midterm grades. However, since CUNYfirst does not have midterm grades, CUNY Navigate will not have midterm grades.

- **Will Navigate display the Major GPA?**

    o   No, it will not be displayed. Since major GPA is not uniformly calculated across the CUNY campuses, this cannot be displayed in Navigate. It will still be available through DegreeWorks

- **Will lifetime earned credits and cumulative GPA include transfer credits?**

    o   Yes, transfer credits are included. GPA is calculated in CUNYfirst.

- **What is the go-live date for Navigate? What sites/colleges will be implemented?**

    o   Wave 1 schools will go-live Fall 2019 with analytics being delivered Winter 2019/2020

        ▪   Queens College

        ▪   Medgar Evers

        ▪   College of Staten Island

        ▪   School of Professional Studies

    o   Wave 2 schools will go-live Spring 2020 with analytics being delivered Summer 2020

        ▪   Hunter College

        ▪   City Tech

        ▪   City College

        ▪   Brooklyn College

        ▪   John Jay

    o   Wave 3 schools will go-live Fall 2020 with analytics being delivered Winter 2020/2021

        ▪   Baruch

        ▪   Lehman

        ▪   York College

- **What time will the extract be pulled and if the extract fails?**

    o   The extract will begin nightly around 7 pm. It is expected to arrive at EAB by midnight and load overnight.

- **Will CUNY Central provide a central website for the Navigate implementation?**

    o   Yes, this website can be found at https://www2.cuny.edu/academics/academic-programs/academic-program-resources/eab-student-success-collaborative/

- **What is the process for requesting additional categories?**
    o   Individual colleges may decide to add additional categories appropriate to their school to the list of university-wide categories. Once a decision has been made by a campus to add a category, the college's Navigate application administrator, also known as the app administrator, will fill out the required form for submission to the Office of the University Registrar to request the addition. Forms for requesting a category will be posted on the Central Office EAB website: https://www2.cuny.edu/academics/academic-programs/academic-program-resources/eab-student-success-collaborative/

- **What is the process for requesting or changing data in Navigate?**

    o   To request site configuration changes, the college Navigate application administrator should fill out the required form for submission to the Office of the University Registrar to request the addition/change. Forms for changing data will be posted on the Central Office EAB website:

https://www2.cuny.edu/academics/academic-programs/academic-program-resources/eab-student-success-collaborative/

Topic – Navigate Features

- **What email address is used to send/receive emails from/to Navigate?**

  o Navigate uses the Preferred Email address captured in CUNYfirst. Email addresses should be changed in CUNYfirst to be replicated in Navigate. CUNY intends to address the broader issues surrounding email communication and policies.

- **Will advising notes from transfer students flow from/to the college they are transferring to/from?**
  o No. User-input data will remain in the college-specific site into which it was originally entered.

- **Will the private notes feature be turned on for all colleges?**
  o Private notes will not be turned on for any college.

- **Can categories be removed from certain users/roles?**
  o Colleges can choose to remove categories, but removal of a category removes it for all users/roles, not just certain ones.

- **Will students have access to view notes captured by their advisor?**

  o Students will not have access to view summary reports or notes recorded by their advisor. Colleges should develop and disseminate guidelines for advisor notes to give advisors a clear understanding of what should or should not be included in their notes and reports.

- **Can staff/faculty see the ePermit courses a student is enrolled in?**

  o During the term, courses taken via ePermit do not have a description. Once the course has a grade, the ePermit description and location will appear in the summary view for the student.

- **Will texting be used across the University?**

  o All students are automatically opted into text messaging. Texts will be sent to the preferred phone number being sent from CUNYfirst. If CUNYfirst does not have a cell number populated, texts will be sent from Navigate to their preferred email address. If students happen to opt-out of texts messages, any messages sent using the text messaging will default to their preferred email address.

- **Will students have the option to opt out of getting texts? When/how?**

  o EAB is extracting a Y/N "Receive Text Message" indicator from CUNYFirst. Students for whom this value is 'N' will not receive text messages.

  o Students who do receive text messages may opt out via text message.

- **Can Outlook calendars be synced?**

  o Yes. Each college maintains a different calendar system. Integrations are being built at the college level.

- **Can staff/faculty see if a student has read an email?**

  o No. Navigate does not have a read receipt tracking feature.

- **For faculty views, will class rosters include ePermit students?**

  o Yes, ePermit students will appear on faculty rosters in Navigate.

Topic – Roles and Permissions

- **How are Roles and Permissions determined and assigned in Navigate?**
  - Roles and permissions are determined by the college's EAB leadership team and are automated in the Navigate system.

- **How will the roles/permissions work when a student becomes faculty?**

  - Users can have multiple roles in Navigate. Users will be assigned all the roles for which s/he is qualified at point of a given extract.

- **What is the process for requesting a new role or adding users?**

  - New roles or users must complete an EAB user Request form, which can be provided by the college Navigate application administrator. Colleges should also provide new users with FERPA and other training in the Navigate system. Forms for adding a user or changing a role will be posted on the Central Office EAB website: https://www2.cuny.edu/academics/academic-programs/academic-program-resources/eab-student-success-collaborative/

- **Where should users go if they have issues logging in?**

  - Users should contact their Navigate application administrator who will resolve or escalate the issue.

Topic – Active Student Indicator/Logic

- **What constitutes an active student in Navigate? How are we defining the student population to be included in Navigate?**

  - The active indicator will include any student with admitted, pre-matriculated, or matriculated status on the admissions side OR any student that doesn't have a completed program status i.e. has not graduated.

- **What students are considered inactive? How does the university-wide standard around 3 semesters of enrollment play in here?**

  - Students will become inactive in the Navigate system when they graduate from their program, once they are no longer admitted status, or if the student is no longer included in the CUNY extracts. A student falls out of the extract when the term end date of his/her max term is more than 365 behind today's date.

- **Will CUNY Start students be a part of the student population in Navigate?**

  - Since CUNY Start students are not in the CUNYfirst database they will not be a part of the CUNY Navigate student population.

Topic – Student/Advisor Relationships

- **How will student/advisor relationships be assigned? Can Navigate support 1 to many student/advisor relationships?**

  - Student/advisor mappings will be batch uploaded by the colleges to CUNYfirst. Navigate does support 1 to many mappings.

Topic – Graduate and Accelerated Degree Programs

- **Will graduate students be added to the site?**

    o   CUNY Central is working to include graduate students at the participating senior colleges.

- **How should the platform display BA/MA classes? How will information be displayed when BA students take graduate courses?**

    o   Students pursuing BA/MA classes and degrees are supported and their full course schedule will display in both Term Details and Classes This Term.

<u>Topic – Financial Information</u>

- **Will there be any financial information in the data extract? Can TAP eligibility from the FACTS system be extracted?**

    o   CIS will allow financial information to display as a 'tag.' Distinct from Categories, which are refreshed nightly from SIS, tags are batch uploaded into Navigate manually by the local campus admins. Like categories, tags display on a student's overview page and are searchable in Advanced Search.

    o   Financial aid data category requests will be reviewed and approved by the CUNY Central office for feasibility.

- **Can you view how many times a student viewed a Hold? Can alerts be sent through the app instead of email?**

    o   There is currently no way to view how many times a student has viewed a hold.
        Holds can be configured in the site to send a once-daily push notification through the app.

- **Can holds been seen from other colleges?**

    o   No. Holds from transfer colleges cannot be viewed.