

Communication Channels in Navigate

Navigate is a Student Success Management System that is built to facilitate easy and coordinated communications with your students. There are numerous ways to reach students using this tool – please see below for details about each platform and the best features for different communication needs.

Navigate Staff

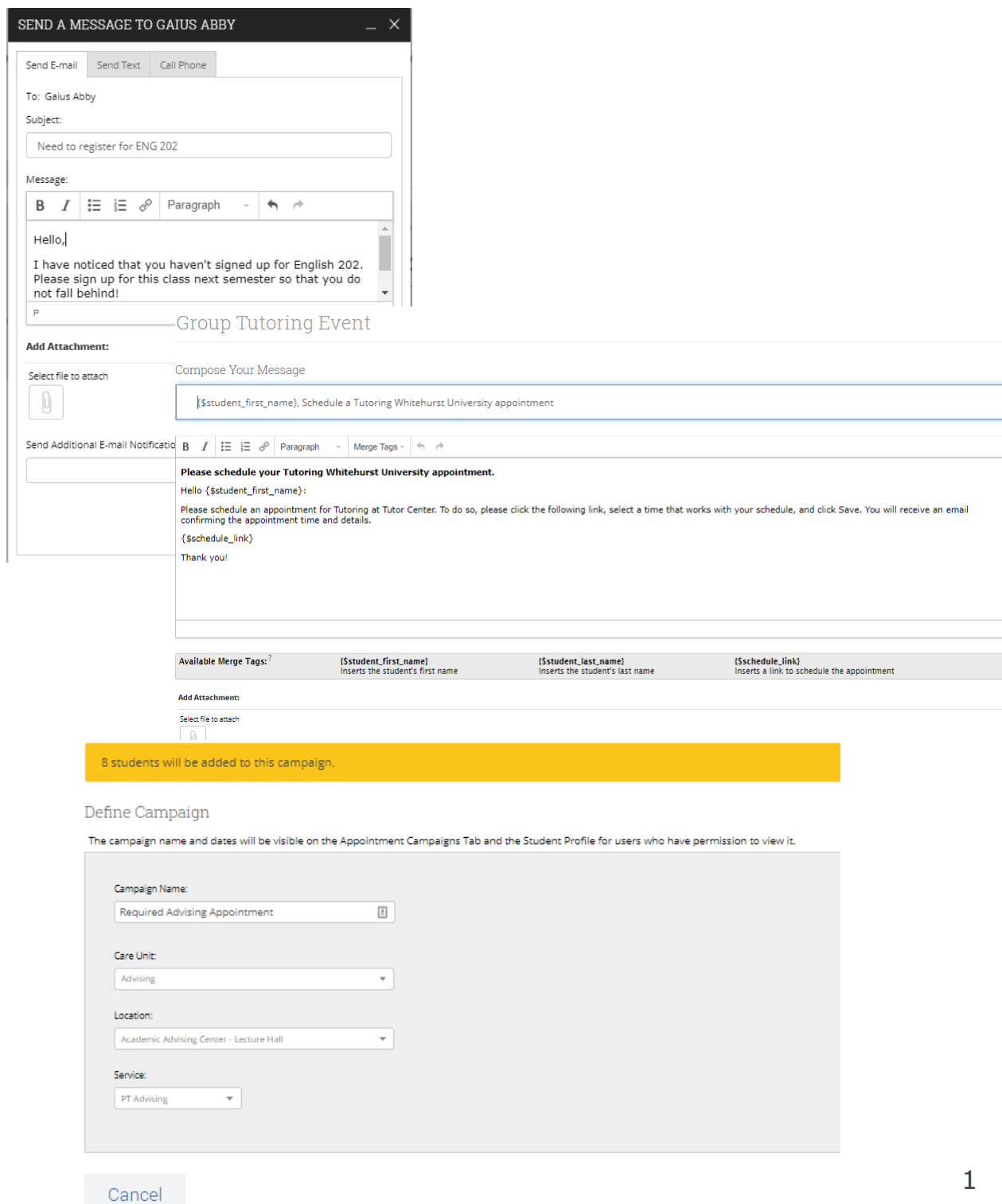


Web-based workflow and analytics platform, built for advisors, administrators, and support staff.

Use Navigate to identify and communicate with targeted and **specific groups of students**, providing them with detailed action items.

Features and examples:

- *Email/text students directly (individually or en masse)*
 - Example: contact all students who have not registered for a required course for their major
 - Example: reach out to all students with moderate risk level to provide details on a group tutoring event
- *Appointment campaigns*
 - Example: facilitate appointment scheduling for to required advising session



The screenshot shows the 'SEND A MESSAGE TO GAIUS ABBY' interface. It includes fields for 'To: Gaius Abby', 'Subject: Need to register for ENG 202', and a message body with a 'Group Tutoring Event' link. Below the message, there is an 'Add Attachment' section with a 'Compose Your Message' field containing a placeholder for a tutoring appointment link. A yellow notification bar at the bottom states '8 students will be added to this campaign.' Below this is the 'Define Campaign' section, which includes fields for 'Campaign Name' (Required Advising Appointment), 'Care Unit' (Advising), 'Location' (Academic Advising Center - Lecture Hall), and 'Service' (PT Advising).

Navigate Student



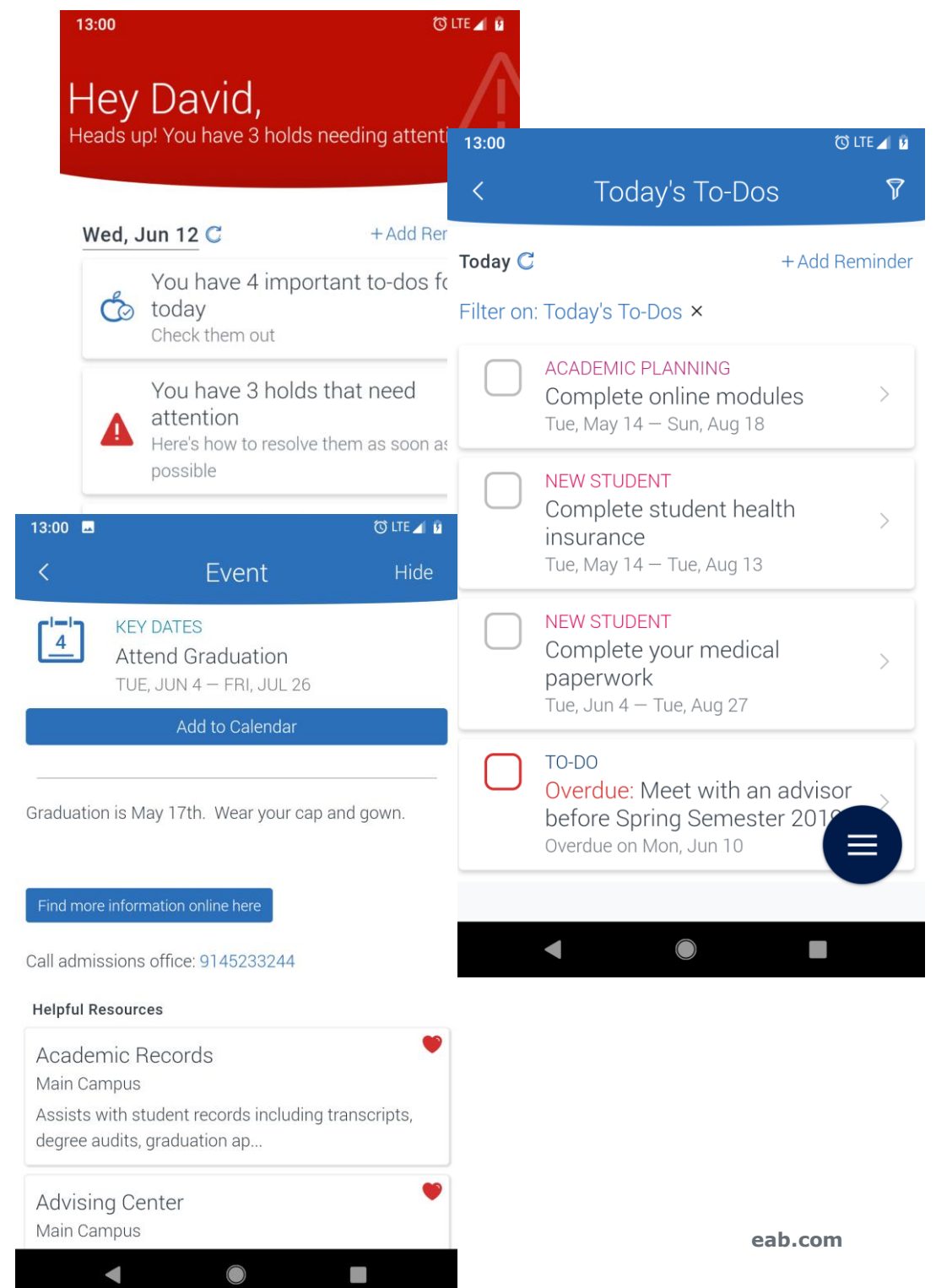
Mobile-app or web-based platform, built to support students through their college experience.

Use Navigate Student to communicate with the **broader student population**, providing them with important reminders and campus events.

*This content can only be created by designated Content Managers.

Features and examples:

- *To-do's*
 - Example: Remind all students to register for the upcoming semester's classes
 - Example: send an in-app push notification a week before the FAFSA is due
- *Calendar Events*
 - Example: remind all students of the last day to withdraw from a course
 - Example: invite all seniors to attend next week's Career Fair, giving them the ability to sync the invitation to their phone calendar



The screenshot shows the Navigate Student mobile app interface. At the top, there is a red notification banner that says 'Hey David, Heads up! You have 3 holds needing attention'. Below this is a 'Today's To-Dos' section with a list of tasks: 'ACADEMIC PLANNING Complete online modules', 'NEW STUDENT Complete student health insurance', and 'NEW STUDENT Complete your medical paperwork'. There is also a 'TO-DO Overdue: Meet with an advisor before Spring Semester 2019' notification. Below the to-dos is an 'Event' section for 'Attend Graduation' on 'TUE, JUN 4 – FRI, JUL 26'. At the bottom, there is a 'Helpful Resources' section with links to 'Academic Records' and 'Advising Center'.