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

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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

Intake Survey

Select all that apply:

- I need help with financial aid or student loans
- I want to learn about scholarships I may be eligible for
- I'm not sure how to decide on my major
- I want to explore career options
- I'm interested in finding a job at QC
- I want to learn about using library resources
- I want to improve my study or writing skills
- I want to join a club or student organization
- I need information about who to contact regarding accommodations (e.g., testing, homework, or classroom)

Submit

Hey Eva,

Heads up! You have 4 holds needing attention

You have 4 holds that need attention
Here's how to resolve them as soon as possible

Fri, Nov 6
Refresh

You have 4 events happening today
Check them out

EXPLOR

To-Do
Appointments
Study Buddies

Ressources
Holds
Class Schedule

Add All Courses to Calendar
QC Navigate: Student App

My Major
Hi Eva,
How will you explore today?

Current Major
E&I & Early Childhood Educ BA
BA
Average Salary
$38k - $45k
Hiring Demand
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
Available Groups
Opt in to receive notifications when new students join this group. To learn more, please visit Notification Settings.

2020 Fall

Today’s Events

Filtered By: Today’s Events

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

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

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

51
KEY DATES
Fall 2020 Trading Competition
Mon, Aug 31 to Fri, Nov 27

To-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 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](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](https://eab.qc.cuny.edu)
- Login to live site: [https://qc-cuny.campus.eab.com](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 2017 Fall</th>
<th>End Term 2020 Fall</th>
<th>Percent of the Start Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: Enrolled</td>
<td>401</td>
<td>451</td>
<td>93.4%</td>
</tr>
<tr>
<td>B: Enrolled</td>
<td>1,361</td>
<td>1,292</td>
<td>69.7%</td>
</tr>
<tr>
<td>A: Graduated</td>
<td>24</td>
<td>24</td>
<td>5.0%</td>
</tr>
<tr>
<td>B: Graduated</td>
<td>354</td>
<td>0</td>
<td>13.6%</td>
</tr>
<tr>
<td>A: Not Enrolled</td>
<td>0</td>
<td>0</td>
<td>1.7%</td>
</tr>
<tr>
<td>B: Not Enrolled</td>
<td>309</td>
<td>0</td>
<td>19.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance Summary</th>
<th>Start Term 2017 Fall</th>
<th>End Term 2020 Fall</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: Average Cumulative GPA</td>
<td>3.45</td>
<td>3.51</td>
<td>+1.7%</td>
</tr>
<tr>
<td>B: Average Cumulative GPA</td>
<td>2.05</td>
<td>2.17</td>
<td>+2.9%</td>
</tr>
<tr>
<td>A: Average Term GPA</td>
<td>3.45</td>
<td>No Data</td>
<td>No Data</td>
</tr>
<tr>
<td>B: Average Term GPA</td>
<td>3.06</td>
<td>No Data</td>
<td>No Data</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>End Term Cumulative GPA Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student in End Term with Cumulative GPA Improved</td>
</tr>
<tr>
<td>Student in End Term with Cumulative GPA Not Changed</td>
</tr>
<tr>
<td>Student in End Term with Cumulative GPA Declined</td>
</tr>
</tbody>
</table>

| GPA Over Time |

Average Cumulative GPA by Term

Average Term GPA by Term
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

Number of Messages

Weeks between March 1 & November 7, 2020
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

Weeks between March 1 & November 7, 2020

- April 2020:
  - 760 appointments

- November 2020:
  - 1,030 appointments
Which departments?
(and how many appointments?)

Advising: 13,411
Seek: 7,908

- CUNY Service Corps: 34
- Athletics: 228
- Writing Center: 546
- Veteran Support Services: 8
- CUNY Edge: 61
- Elementary & Early Childhood Education: 91
- English: 144
- Media Studies: 8
- FYE: 4
- Urban Studies: 1
- Latin American & Latino Studies: 5
- Honors: 60
- Accounting: 8
- Sociology: 9
- Health Sciences Minor: 63
- MARC: 2
- Other: 66
- Psychology: 1,184
- Career Center: 746
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