EAB: Navigate

What is EAB: Navigate?

EAB Navigate is higher education's first student success management system, a comprehensive platform that invisibly wires your campus with analytics and provides your campus-wide support network with tools to help every student make smarter choices along their college journey. Gone are the days of managing multiple solutions that ease only part of your journey to student success.

Student success management is all about embracing the most progressive practices to help more students cross the finish line. EAB's student success management system empowers you to achieve that goal.

Using academic analytics paired with student-facing mobile technology, the platform is proven to support students, advisers, faculty and administrators, arming anyone with a stake in student success with the right information.

Although all Faculty will see the icon on eCampus, the service is only available for select Faculty and Academic Advisers at this time.

How does the management system work?

The management system is designed around a three-stage model: triage, assess and intervene.

1. Triage: Using the tools provided, including work lists, student status and other risk identifiers, you can proactively find students in need of assistance instead of waiting for them to reach out to you after they are in need of help.
2. Assess: Each student has a profile that shows key trends that contribute to their outcomes, such as GPA progression, credit accumulation and student performance. The data is shown in a way that highlights issues most likely to cause risk to the student's outcome, such as poor performance in a key course or a declining GPA trend, making it easier for the user to suggest solutions.
3. Intervene: Using the student profile, you have various ways to reach out to the student. The system will allow you to note these interventions, as well as set reminders for follow up with the student.

Logging in to the system:

To request access to the EAB, have your manager or supervisor contact the Help Desk.

Once access has been granted, you will automatically be able to log in through eCampus by clicking on the EAB Navigate icon.
Contact the Help Desk for issues accessing the service or any technical errors. For all other functional questions or data issues please contact Academic Services and Retention.

WHERE CAN I GET HELP?

If you have questions navigating the platform, click the ? link at the top right of the EAB-Navigate homepage. You will find resources and tutorials to help with most questions. If the ? link does not resolve the issue, contact Academic Services at x3150.

Using the EAB Navigate Platform to fill out Progress Reports and Issue Alerts (Referrals)

What is a Progress Report?

Progress Reports are a course-based request of instructors by an administrator to understand individual student academic performance at key times during the term. Through Progress Reports, you can collect information on a student's likelihood of failing a class, and potential alerts.

The Office of Academic Services will send out a notice about progress reports to fill out on students in your courses about 2 weeks into the semester. Once the progress report is completed, the student will receive an email notifying them of the progress report and alert reason. The student's adviser also gets copied on the report. Progress reports will expire a week before the last day to withdraw, in order to give the student ample time to withdraw from a class should they need to do so.

Some concerns you can select from a progress report include: Never Attended, Low Test Grades, Assignment Performance is Poor, and more.

An alert is a communication tool that Adelphi uses to refer students to different support service offices on campus or to indicate a concern about a student after progress reports have closed. An alert can be issued by the professor and adviser. Alerts that are used as a referral to a support office will automatically open up a case for the student. Cases essentially creates an electronic "case file" where staff across departments can coordinate and collaborate on the follow up with the student.

The student and adviser will be notified by email that an alert has been issued and the message will encourage the student to seek help by going to the support office they were referred to. The staff member managing the case will also proactively reach out to the student.

How can you issue an alert?

You can go to your Navigate Professor homepage and click "issue an alert" located on the right hand side of the screen. A message box will pop up; you can select the alert reason, and you can also add comments for additional information that can be viewed by the staff member who will be managing the case. The student will not see the comments.

The alert feature can be used <u>at any time</u> during the semester.

How do I see a list of the Progress Reports and Alerts I have issued?

On the Professor Home page, scroll down to “My Issued Alerts” and you will see the date you issued the alert, the student you issued the alert to and the alert reason.

If you have any questions, please don’t hesitate to contact Annette Uvena, Senior Coordinator of Academic Services at x3158 or at auvena@adelphi.edu.

HOW TO RUN A CAMPAIGN IN EAB-Navigate: START TO FINISH

Appointment campaigns are a great way to make appointments with your advisees during open planning periods. By setting up a campaign, students will be able to select appointments during the times you indicate availability and it will populate right into your Google calendar.

STEP 1: Syncing your Google Calendar

1. Go to your e-campus, under “services” select the EAB- Navigate Icon. It is a blue icon that looks like the top of the Capitol building.
2. Once Navigate is open, look on the left toolbar and select the icon that looks like a calendar.
3. Under the My Calendar page click the “settings and sync” button on the top right side
4. Click on “setup sync”
5. Click on “google calendar.” Choose your Adelphi email address and then press “allow”
6. In the dropdown box under “select calendar for two-way sync” choose your Adelphi email address, then hit “Save”.
7. Your calendar should now be synced to Navigate. You should only need to do this once.

STEP 2: Set up your Availability

1. On the Navigate homepage you will want to go under STAFF HOME (not professor home) Under STAFF HOME, you will see five tabs, click on the “My Availability” tab
2. Under “Available Times” click on the “Action” button and choose “Add Time”
3. Choose the day or days of the week you would like to add your availability by click on that day. To unselect it, just click on it again and the bolding should disappear.
4. Enter the times you will be available to do advising.
5. The care unit will be “advising”.
6. Choose your duration, either the current semester, a range of dates, or Forever (only select “Forever” if your schedule does not change).
7. For the type of availability, please highlight/check both Campaigns and Appointments
8. Choose your location “My Faculty Advisor’s Office”

9. Choose your reason for services. You can add as many as you wish- **PLEASE NOTE- Whatever reason you end up choosing here must also be the same reason you choose when you set up your campaign. For example if you pick "General Advising" here, you must also choose "General Advising" when you go to set up your campaign in the next step, or it will not work.**
10. Click "Save"
11. If you need to add another day with different times, just repeat the same steps above for each day.
12. You will need to do this for each semester going forward as these times will only be good for the current semester, (unless you chose "Forever"- but this option is only recommended for those advisers whose availability doesn't usually change).

STEP 3: Build your Campaign

1. Click on the icon that looks like a line graph on the left toolbar. If you hover over it, it should say "Campaigns"
2. On the right side under Actions, select "Appointment Campaign"
3. Type in the Campaign name, for example "Open Planning"
4. Choose your location the same as you put on your availability in Step 2. So if you chose "My Faculty Advisor's Office" it should be the same here.
5. Choose your service- **PLEASE NOTE- this should match whatever service/reason you chose for your availability in Step 2.** So if you chose "General Advising" for this campaign service, make sure you indicated "General Advising" was a service for your availability in Step 2.
6. The care unit should be "Advising".
7. Choose the beginning and end dates. Usually the date that planning begins until the date that registration ends.
8. Appointment limit- this is up to you, but this will restrict the amount of times a student can make a follow up appointment with you. If you don't care how many times a student makes a follow up appointment, then choose a high number. If you only want them to be able to see you once, choose 1.
9. Appointment length- choose how long you would like the student to meet with you, ex 15 min, 30 min.
10. Slots per time, choose 1

11. Click Continue
12. Click on "invite all my assigned students" to invite all of your assigned students. You can also search for specific students if you'd like by choosing the "Advanced Search" option. The easiest way to invite all of your advisees at once is the "invite all my assigned students". Click yes if it asks you if you're sure.

13. The next page has you review all of your students. Click on the box on top next to “name” to select them all, then click “Continue”.
14. On the next page, click in the box next to your name as the adviser, then click “continue”
15. On this page you can edit the content of the email that will be sent out to your students. If you scroll to the bottom of the page you will see a preview of what will be sent to the student. If you like the message that is being sent out, hit continue.
16. The next page will confirm the details of your campaign. If all looks good, hit “send”

Congrats! You’ve just set up your campaign!

Campaign FAQ’s/Troubleshooting

Q1- I synced my calendar, set up my availability and sent out my campaign, but my advisees are telling me that they cannot make an appointment with me and that I appear unavailable. What is going on?

A1- Make sure that the reason you chose in your availability matches the reason in your campaign. For example, if you chose “General Advising” for your availability then your campaign reason should also be “General Advising.”
A2- Make sure that you did not block out the time in your Google calendar with an appointment such as “Office Hours” or “Advising Hours”. This will make you appear to students as unavailable and so they will not be able make appointments with you.

Q2- My availability is showing up in pink. What is going on?

A- Availability will show in pink when the time has expired/passed, or if the availability set up is a future date. For example if you set up your availability for last semester, and did not update it, it will show as pink as expired. It will also show up pink if you set up your availability for a range of dates starting in the future- the pink will go away once the availability date has started, but students should still be able to make appointments with you in the meantime.

Q2- I had advisees added to my list after I sent my campaign out. How do I add them to my current appointment campaign?

A- Edit the campaign and navigate to the student list page. On that page, you'll be able to add any new students to the campaign you'd like. DO NOT hit "save and exit". In order for the students to actually be added you will have to hit next and save through each subsequent page of campaign settings until you reach the final "Save and Send" page. There, you should see a blue button that says Send. If it does, that means the students were successfully added. Hit Send and a prompt will appear asking if you would like to resend the invitation to all students, or send it to only the newly added students. Select only newly added and send. If the button at the

end says Resend, that means the new students were not added. Go back to the student's page and try re-adding them.

This will only work for campaigns that are still active and un-expired.

Q3- My advisees are telling me they aren't getting a link when I send my campaign out. What is happening?

A- Make sure for your availability both Campaigns and Appointments are highlighted. Then go back into your campaign and re-send it to your students to see if they now get a link to schedule an appointment.

If you still have questions about your campaign please contact Jennifer Walsh at x3488 or at jwalsh@adelphi.edu.

Reporting on an Advising Appointment

The EAB-Navigate platform allows for you to input a report on an advising appointment that can be referenced in the future by clicking the "History" tab once on the student's profile.

There are two ways to report on an advising appointment:

1. If the appointment was a result of an advising campaign, then on the EAB-Navigate staff homepage, scroll down to Recent Appointments. Click on the box next to the student's name, then click on the "Actions" button at the top toolbar. Select "Add Appointment Summary" and a box will come up for you to input the appointment information or any other general notes you would like to add.
2. If the appointment was not the result of an advising campaign, then you will go to the search box at the top of the page and type in the student's name or ID number. Once you select the student, on the ride hand side under "I want to…" click on "Report on Appointment". A box will come up for you to input the appointment information or any other general notes you would like to add.

All the information that is added to an advising appointment can be viewed by all who advise the student. This is helpful for a student who has a double major or who is in different academic programs and needs to meet with 2 or more advisers during a given semester.
Be cognisant of FERPA when reporting on advisement appointments.

Adding Notes on a Student

You can also choose to add notes on a student if the student did not have a meeting with you but there was informal conversation (maybe via email or phone) that you would like to put down in notes to recall later. To do this, go to the search box at the top of the page and type in the student's name or ID number. Once you select the student, on the ride hand side under "I want

to…" click on "Add a note on this student". A box will come up for you to input the general note you would like to add.
To make the notes visible only to yourself, click on the box next to your name. By clicking this box, the information that is put in notes can only be seen by the one issuing the notes.

Where do I find all the students information once I am in EAB Navigate?

You can find the students information by clicking their name from your STAFF home page. Once their information appears, you will see grey tabs below their name. Under the HISTORY tab is where you will find if the student received alerts and their advising appointment reports. Under the CLASS INFO tab is where you will find the classes they are registered for and the classes they have taken in the past. This tab will also show you their HS information as well.

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