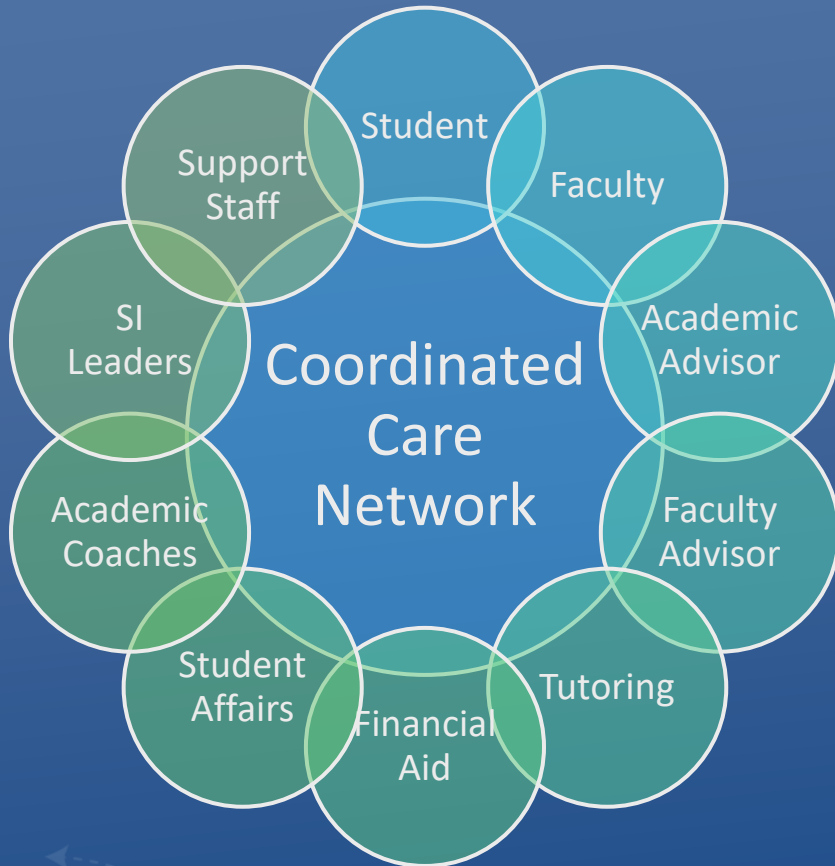


NAVIGATE360 FACULTY ORIENTATION

kudos
program catalog
student term status
schedule Cases
Student Success Network
Data-Informed
Notes
“murky middle”
admissions
workflows
sections
program catalog
Raise Your Hand
program of study
Proactive Outreach
Reactive
ALERT NOTIFICATIONS
referrals
enrollments
section
campaigns
flags
outreach
demographics
teaching
text messaging
to-dos
major
coaches
Progress Report
Academic Planning
Office Hours
Meetings
Kiosk
catalog
appointments
appointments

WHAT IS NAVIGATE360?



Navigate360 comprehensive platform designed to support student success through a Coordinated Care Network, by connecting students, faculty, and staff through early alerts, appointments, shared notes, communication features, and more.

BMCC is joining all CUNY Colleges in leveraging Navigate360!

For students, Navigate360 will be the go-to tool for their academic needs.

BENEFITS FOR STAFF



CARE UNITS: An entity, which allows specific groups on campus the ability to support students with customized appointment scheduling, reporting, and access to data.



SCHEDULING: Allows easy and quick scheduling with students, and document meetings.



CAMPAIGNS: Allows staff to reach out to specific student population in bulk to encourage them to schedule appointments (Appointment Campaigns), enroll on time (Enrollment Campaigns), or outreach via email or text (Messaging Campaigns)



DASHBOARDS: At-a-glance, actionable information about students who are assigned to you and an overview on ongoing and recent activity.



STUDENT MOBILE APP: A mobile platform that provides tailored guidance to help students succeed. Schedule appointments with advisors/staff/faculty, browse target content like Resources and To-Dos, view class schedule, intake surveys, view holds and so much more!



LISTS & REPORTS: Create static and/or dynamic lists to be used to send out messages, appts campaigns etc. Create reports to access data to support decisions.

BENEFITS FOR FACULTY



CARE UNITS: An entity, which allows specific groups on campus the ability to support students with customized appointment scheduling, reporting, and access to data.



INSTRUCTOR FEEDBACK: Faculty can submit academic feedback on an ad-hoc basis or through a Progress Report. Current academic feedback are

- Academic Concern, Missing/Late Assignments, Poor Class Participation, In Danger of Failing, KUDOS: Keep Up The Good Work, KUDOS: You're Off to A Great Start, KUDOS: Outstanding Academic Performance



APPOINTMENT SUMMARIES/NOTES: Notes entered by faculty or staff to document important information. APPOINTMENT SUMMARIES indicate a meeting with a student, while NOTES can provide context or information not based on a meeting.



PROGRESS REPORTS: Reports that allow faculty to fill out to provide feedback students' performance in their courses. Progress Reports are scheduled at key points in the semester and are initiated by the Navigate360 Success Team.



REFERRALS: Referrals can be made through Navigate360 to academic support services, which will generate an automatic email to the student with important details including office location and contact information. Current referrals are:

- Tutoring Referral, Writing Center Referral

BENEFITS FOR STUDENTS



STUDENT MOBILE APP: Brings BMCC to the palm of the hand by offering personalized academic support and streamlined communication, managing their courses, access resources, holds, etc.



MAKE AN APPOINTMENT: Schedule appointments with your success team (advisor, tutors, instructors) and other academic resources



NOTIFICATIONS: View notifications like upcoming To-Dos, Events, Personal To-Dos etc.



HAND RAISES: Looking for more information or need additional assistance by “raising your hand”.



HOLDS: See a list of current holds and information to resolve them.



RESOURCES: See a list of services, locations, and departments on campus. Also places to eat!



CLASS SCHEDULE: See course schedule at a glance, inc. meeting times, instructor, location.

WHAT ARE PROGRESS REPORTS?



Faculty can alert the student & success team about academic needs and performance by raising ***alerts, referrals, and kudos.***



The success team uses the faculty feedback to conduct outreach, tailor support, and offer motivation for persistence to students.

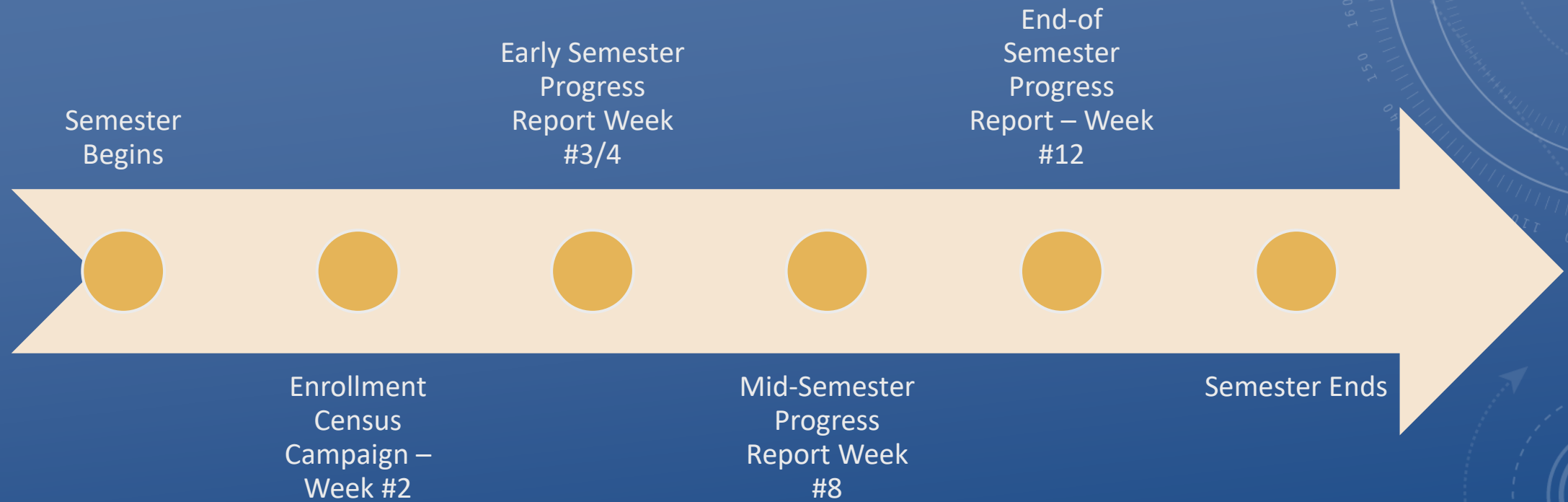


Intended to collect student performance before key deadlines throughout the semester.

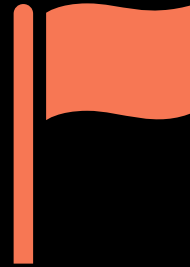


Ad-hoc progress reports can be submitted anytime during the semester.

PROGRESS REPORT TIMELINES



Progress Reports
will have a subset
of alerts, kudos,
and referrals
listed.



Academic Concern
Never Attended
Poor Class Participation
In Danger of Failing
Missing/Late Assignments
Tutoring Referral
Tutoring: Writing Center Referral



You're Off to a Great Start!
Keep Up The Good Work!
Outstanding Academic Performance

Critical Dates and Academic Progress Report Dates for Fall 2024

Events	Fall 2024 (Regular)	Fall 7W1	Fall 8W2
Classes Begin	August 28 th	TBD	TBD
Enrollment Census Campaign	September 5 th - 15 th		
Early Semester Progress Report	September 13 th – September 23 rd		
Mid-Semester Progress Report	October 11 th – October 22 nd		
End-of-Semester Progress Report	November 12 th – November 22 nd		
Verification of Enrollment Rosters Available	September 3 rd		
Course Withdrawal Drop (WD) period begins	September 3 rd		
Verification of Enrollment Rosters Due	September 17 th		
Last day to drop without a grade of “W”	September 17 th		
“WN” Grades Assigned	September 18 th		
Last day to drop with a grade of “W”	November 6 th		
“WN” Reversal Form Turn Off	December 12 th		
Grade lapse of INC to FIN, Spring & Summer 2024	December 13 th		
Last day of classes	December 14 th		
Grade Submission Deadline	December 27 th		

Critical Dates and Academic Progress Report Dates for Fall 2024 (PCL COURSES)

Events	Fall 2024 (Regular)
Classes Begin	September 11 th
Early Semester Progress Report	September 30 th – October 7 th
Mid-Semester Progress Report	October 28 th – November 4 th
End-of-Semester Progress Report	December 2 nd – December 9 th
Verification of Enrollment Rosters Available	September 18 th
Verification of Enrollment Rosters Due	September 30 th
Last day to drop without a grade of “W”	October 1 st
“WN” Grades Assigned	October 2 nd (estimate)
Last day to drop with a grade of “W	November 6 th
“WN” Reversal Form Turn Off	December 12 th (estimate)
Last day of classes	January 4 th 2025 (estimate)
Grade Submission Deadline	January 13 th 2025

EARLY ALERT TRIAGE TREE OBJECTIVES



Consider case management and alerts more holistically with a more defined workflow.



Create levels of care and develop related workflows for supporting students.



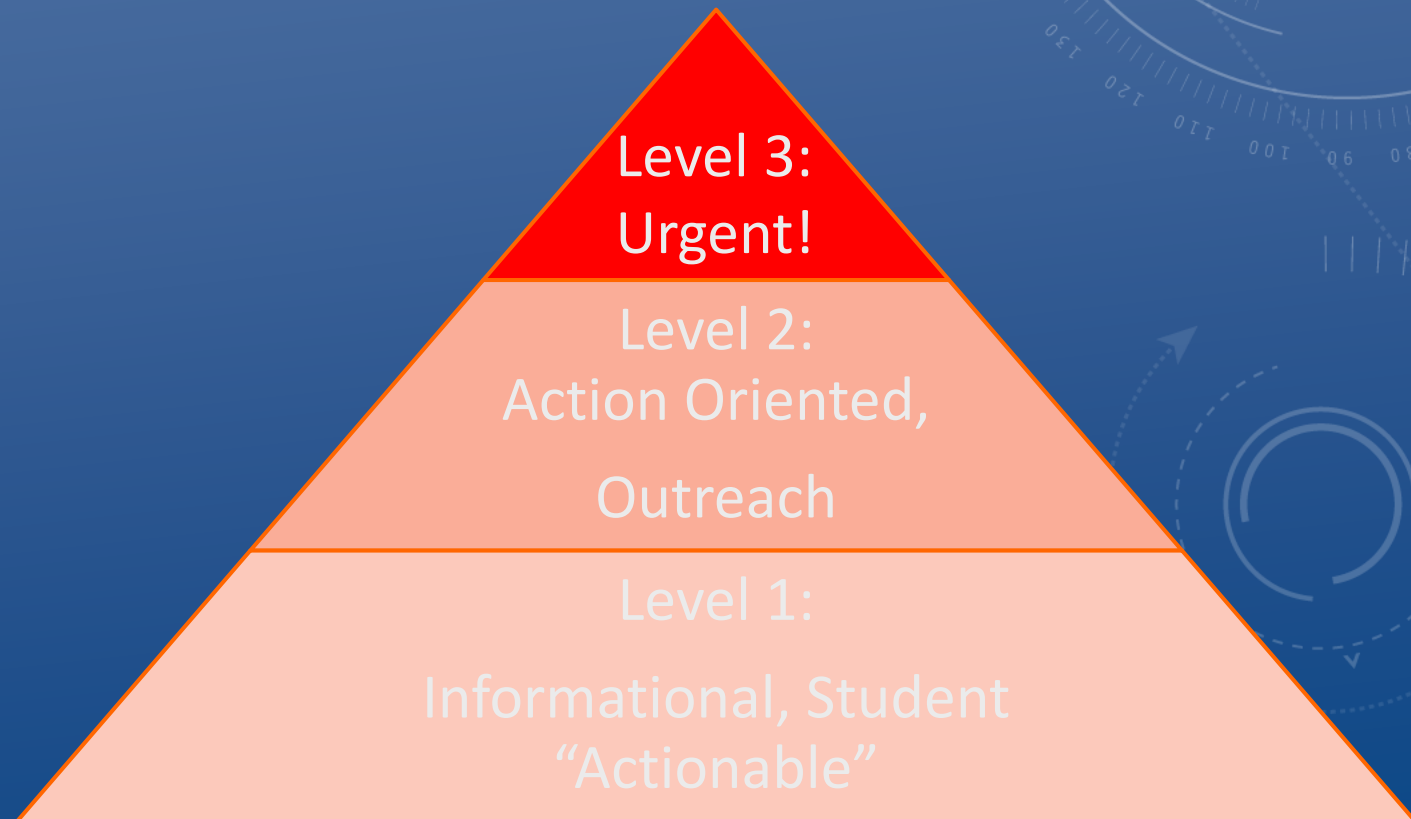
Define expectations on outreach for academic advisors, support staff, and faculty.

ALERT TRIAGE TREE



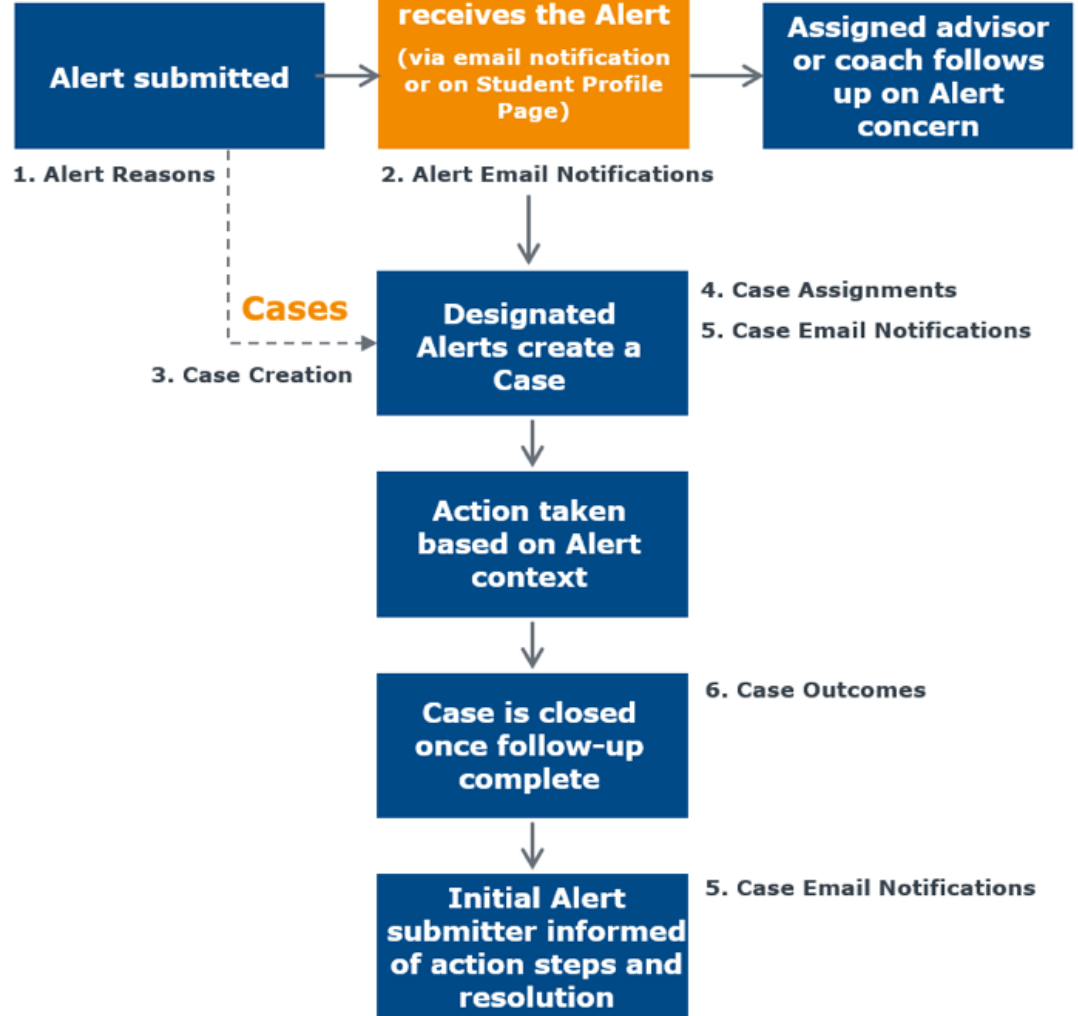
Strategize which alerts/cases advisors/support staff respond to first and inform faculty on workflow

Alert Level	Description
Level 1	Relatively low-level concerns generate alerts to the student so they may take action to resolve a concern or fulfill a requirement somewhat independently. Alert the student with an e-mail/text which will encourage next steps.
Level 2	Higher-level concerns that generate an alert/case and trigger additional outreach by support staff to assist the student. Direct and active staff or faculty intervention is a key part of this workflow. Based on the outcome(s) of the workflow, cases that are opened are cleared by the responsible staff or faculty member.
Level 3	Vital concerns generate immediate alert/case and warrant direct outreach by support staff. Swift active intervention is the focus.



ALERTS TO CASE PROCESS

Alerts



CASE BENEFITS



Prioritize outreach alerts



Manage and coordinate follow-up for students' concerns triggered by alerts



Formalized next steps or interventions.



Coordination and collaboration across departments.



Faculty and staff with appropriate permission can view or manage cases, ensuring confidentiality and appropriate access.

EARLY ALERT (ALERTS, KUDOS, REFERRALS) GUIDE

Having a hard time using *alerts*, *kudos*, & *referrals* to inform students about their academic progress in your course? You can find common scenarios and alerts that will help you send the message to your students.

ALERTS

Your student is struggling with

ISSUE	FLAG TO RAISE	ALERT LEVEL	E-MAIL NOTIFICATION	CASE OPEN	CASE ASSIGNEE	RECOMMENDED NEXT STEPS
Not meeting academic standards for your course that will affect students' grade	Academic Concern	Level 2	STUDENT	YES	ADVISOR	<ul style="list-style-type: none"> • Outreach conducted • 3 attempts of outreach, before case closure • Student encouraged to contact the instructor and use support services
Not attending/participating in class for first 3 weeks of the semester	Never Attended	Level 3	STUDENT	YES	ADVISOR	<ul style="list-style-type: none"> • Outreach conducted • 3 attempts of outreach, before case closure • Student encouraged to contact the instructor and use support services
Active class participation such as, not attending, missing class/logging-in (online), not responding to forum posts/emails, absences from class video meetings/lectures, etc.	Poor Class Participation	Level 1	STUDENT	NO		<ul style="list-style-type: none"> • Outreach optional dependent on student's overall academic health • Student encouraged to contact the instructor and use support services
Poor academic performance and needs to take action now so they may pass the course.	In Danger of Failing	Level 3	STUDENT	YES	ADVISOR	<ul style="list-style-type: none"> • Outreach conducted • 3 attempts of outreach, before case closure • Student encouraged to contact the instructor and use support services
submitting assignments on time.	Missing/Late Assignments	Level 1	STUDENT	NO	ADVISOR	<ul style="list-style-type: none"> • Outreach optional dependent on student's overall academic health • Student encouraged to contact the instructor and use support services

KUDOS*Your student is doing well and you want to ...*

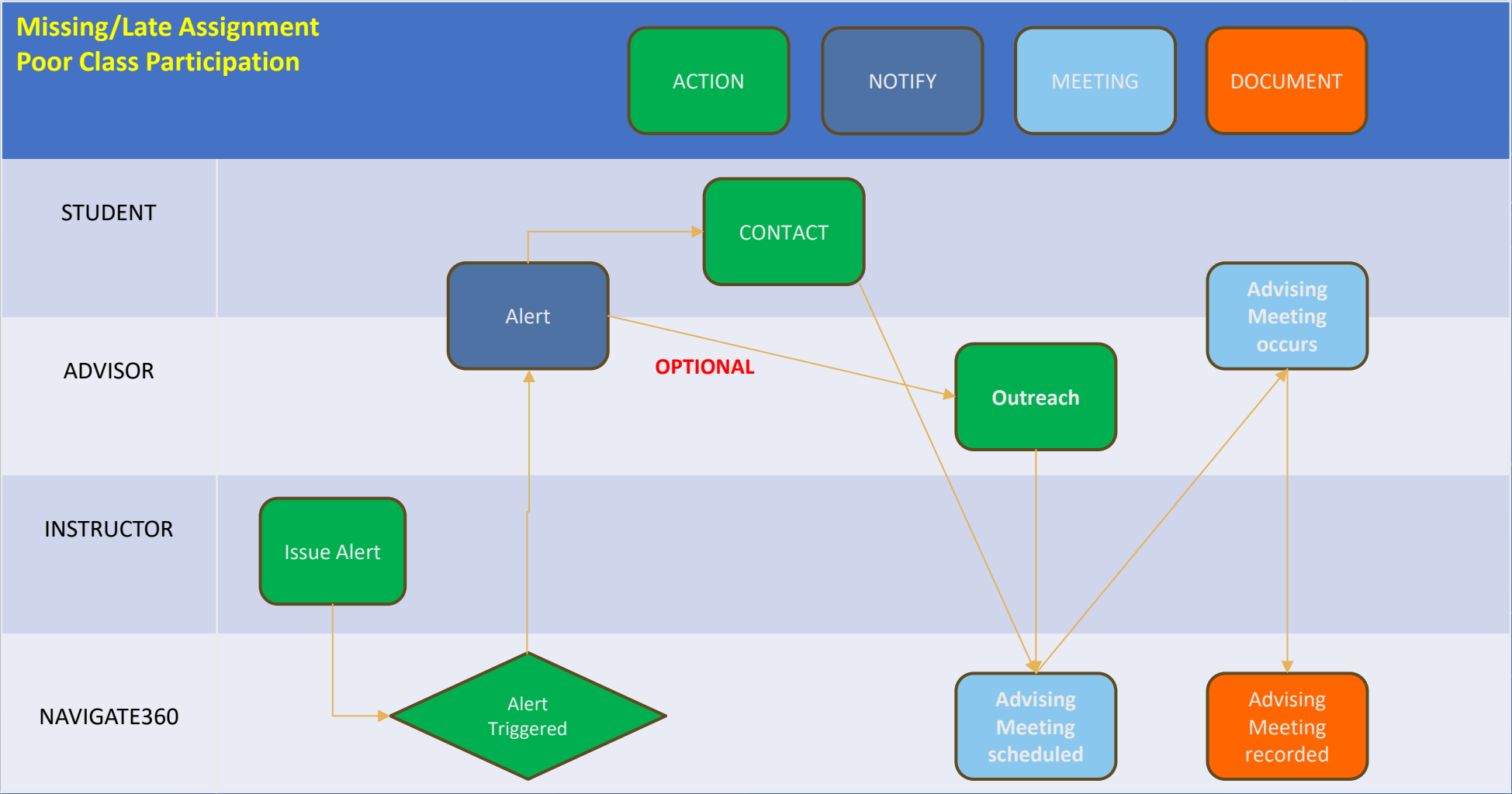
ISSUE	FLAG TO RAISE	ALERT LEVEL	E-MAIL NOTIFICATION	CASE OPEN	CASE ASSIGNEE	RECOMMENDED NEXT STEPS
tell them they should continue doing the good work they are doing now	Keep Up The Good Work!	Level 1	STUDENT	NO	-	• No Action
tell them they have high grades on quizzes/tests and consistently participating in class discussions	Outstanding Academic Performance	Level 1	STUDENT	NO	-	• No Action
tell them they are demonstrating positive academic behaviors in the beginning of the term such as no absences and excelling in class participation	You're Off to a Great Start	Level 1	STUDENT	NO	-	• No Action

REFERRALS*You would like to direct students to campus resources ...*

ISSUE	FLAG TO RAISE	ALERT LEVEL	E-MAIL NOTIFICATION	CASE OPEN	CASE ASSIGNEE	RECOMMENDED NEXT STEPS
who needs of additional help in a specific course or subject area	Tutoring Referral	Level 2	STUDENT	YES	LRC	• Outreach conducted
who needs additional help from a writing professional.	Tutoring: Writing Center	Level 2	STUDENT	YES	WRITING CENTER	• Outreach conducted

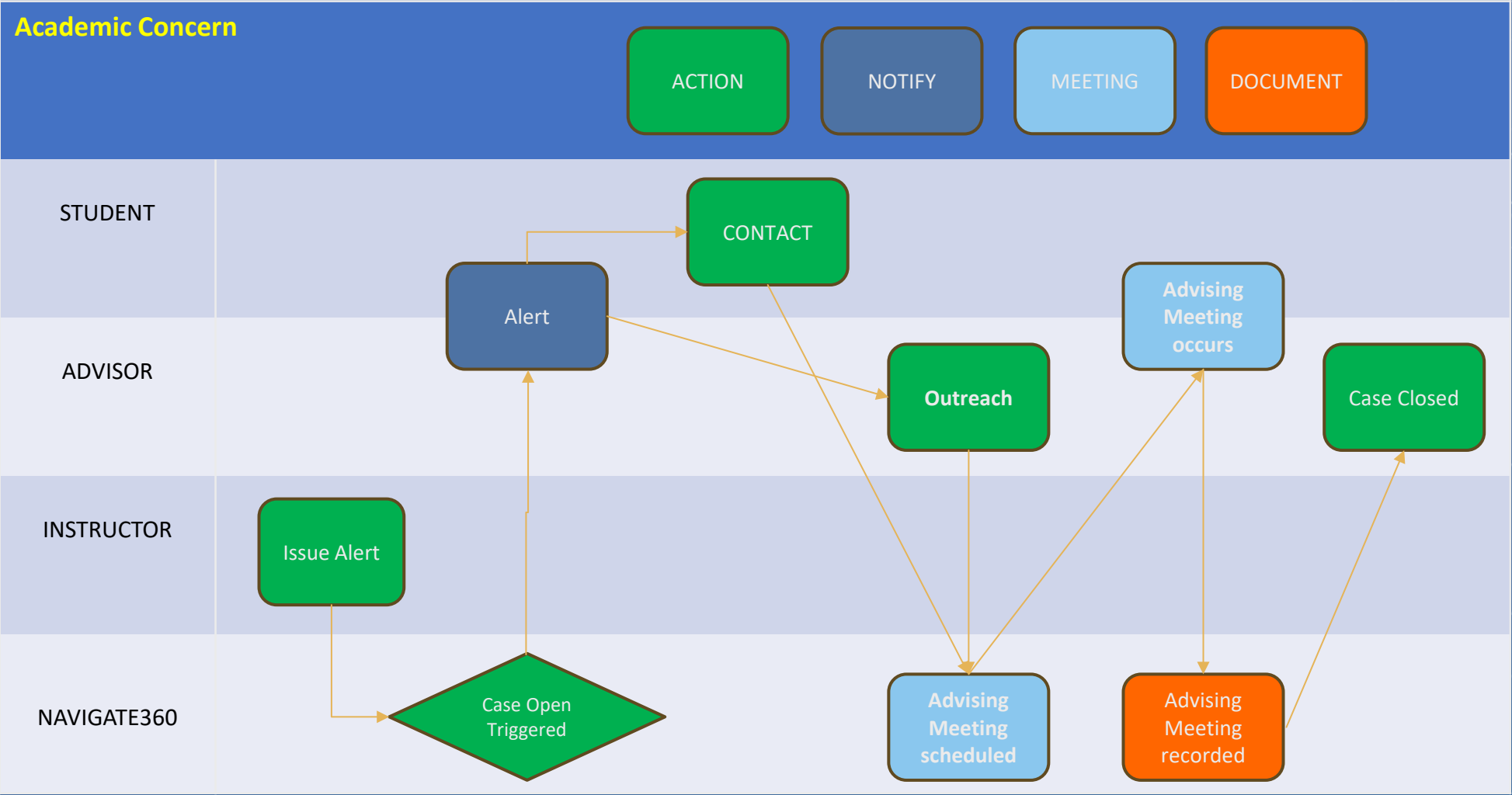
Level 1 Alert Reference Workflow

Level 1



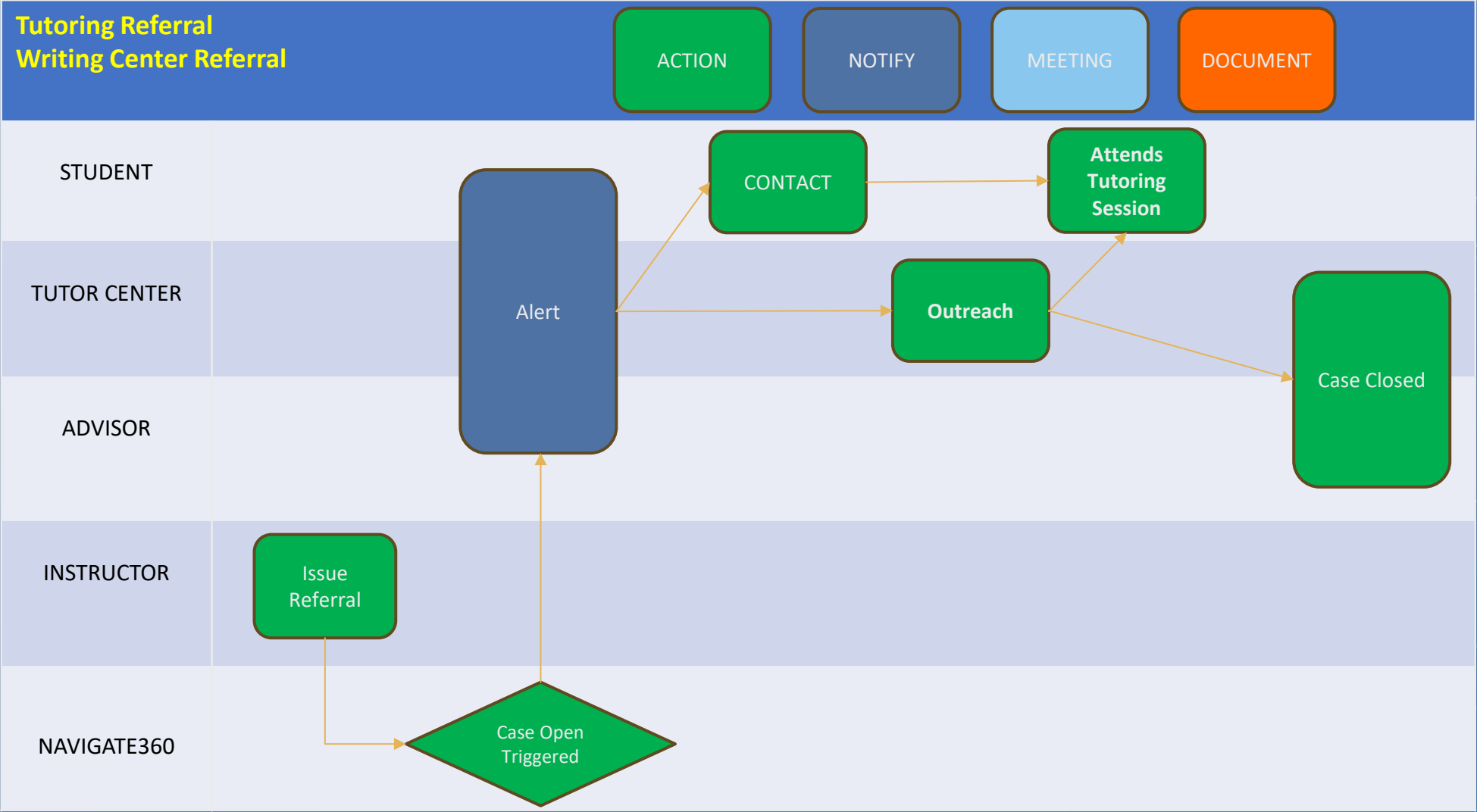
Level 2 Alert Reference Workflow

Level 2



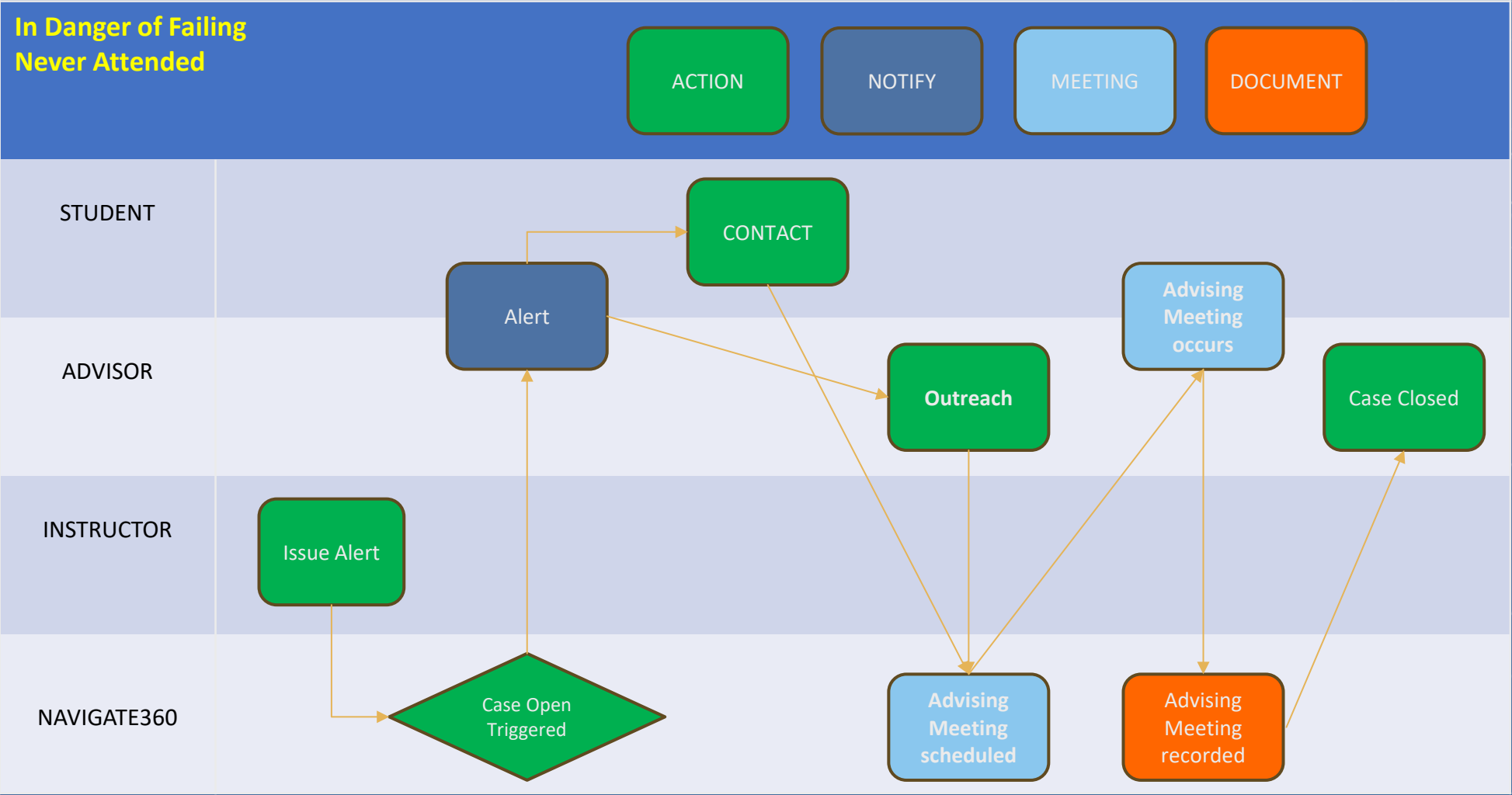
Level 2 Referral Reference Workflow

Level 2



Level 3 Alert Reference Workflow

Level 3



Case Outcomes

When a case is closed, a Case Outcome must be assigned. The outcome informs staff or faculty about the Case resolution and is available as a filter and output in reporting.

A Closed Case does not mean necessarily mean continued outreach/communication with the student has ceased.

Favorable Outcomes	Unfavorable Outcomes
Positive: Student Alert raised in error.	Negative: Multiple outreach, No response from students.
Neutral: EOS Cleanup	Negative: Student Hand Raise not addressed.
Positive: Referral Received.	Negative: Student Concern not addressed.
Positive: Student Concern Addressed.	
Positive: Student Hand Raise Addressed.	
Positive: Student Communication Sent.	

Case Outcomes

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Positive: Student Concern Addressed.	
Positive: Student Hand Raise Addressed.	
Positive: Student Communication Sent.	

STUDENT NOTIFICATION E-MAIL'S

- Students are notified via a standard e-mail, comments by instructor can be viewed via the Navigate360 desktop or student mobile app.

NOTE: E-mail will come from a no-reply@navigate.eab.com and will be signed by Navigate360 Success Team

- Each ***alerts, kudos, and referrals*** have separate e-mail content.
- The [Student Early Alerts E-mails](#) gives example scenarios for how/when to raise the various alerts. You will see an example of the e-mail notification for the various alerts.
- Academic Advisors/Academic Coaches & relevant support staff will be alerted based on Early Alert Triage tree



AUTOMATIC STUDENT ALERTS



Grades: (INC) Incomplete ***flag***
(Learning Academy Students **ONLY**)



Grades: (WN) Never Attended
flag
(Learning Academy Students **ONLY**)

**** Students notified via e-mail. Academic Advisors Support Staff notified.**

BEST PRACTICES



Review the [Early Alert Triage Tree](#) & [Student Early Alerts E-mail](#)



Avoid raising both a negative alert and kudo on the same student.



Consolidate multiple concerns into a single alert if possible. (ie. If a student is missing assignments, poor class participation, failing exams and on the path to failing your course. Submit a “In Danger of Failing” alert with all your concerns)



Complete Progress Reports (Early, Mid, End Semesters) even if there is no feedback on students.

Never Attended *alert* Spring 2023 Report

PURPOSE:

The “Never Attended” *flag* allows faculty to alert students that they are at risk of receiving a **WN** grade if they have not attended or participated in their course prior to VOE rosters being due (3rd week of the semester). Students are alerted via e-mail and their academic advisors or LRC academic coaches are notified.

OUTCOMES:

- 408 *flags* were raised on 362 students in 382 courses
- 58.5% of students did not receive a WN grade in 1 or more of their courses after “WN” grade assigned date
- 61.6% of students did not receive a WN grade in 1 or more of their courses as their final grade

Data from the past 4 semesters, consistently shows that more than 55% of students flagged avoid a WN grade. This suggests that this *flag* is making a positive impact on student success despite the small population of students who have been alerted. Extrapolating the data to the entire population of students with WN grades suggests that if the *alert* was used more widely, it could have a significant impact in reducing the number of students who receive WN grades.

**** Enrollment Census Campaign will auto trigger the alert when faculty complete the census.****

OTHER NAVIGATE360 FEATURES



ATTENDANCE



COURSE ROSTER



SEARCH FOR AN
ACADEMIC ADVISOR



MASS E-MAIL/TEXT
TO STUDENTS

FACULTY RESOURCES

- [BMCC Navigate360 Website](#)
- [Faculty/Advisor Quick Start Guide](#)
- [Early Alert Triage Tree](#) -
- [Student Early Alerts E-mails](#)
- [Responding to Progress Reports Requests](#)
- [Creating Ad-Hoc Progress Report](#)
- [Never Attended Enrollment Census](#)

STUDENT RESOURCES

- [BMCC Navigate360](#)
- [Student - Quick Start Guide](#)
- [Early Alert Triage Tree](#)
- [Student Early Alerts E-mails](#)
- [Student - Progress Report Alerts](#)
- [Student – Scheduling Appointments Quick Guide](#)
- [Student – Mobile App](#)

SUPPORT RESOURCES

- Questions
 - E-mail: navigate360@bmcc.cuny.edu or jhuie@bmcc.cuny.edu