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First-Year Success Program: Navigate Committee

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Navigate Penultimate (and Final) Report

Background:

As part of the *First Year Student Success Initiative* the implementation of the Navigate Student mobile app and Navigate Staff platform are significant works currently in action. These products originated as part of EAB's Student Success Collaborative, which the University of Maine System joined in 2015. Three UMS campuses (UMM, UMA, UMPI) have implemented the Navigate Staff platform. In Summer 2018, the University of Maine began working with EAB to plan implementation. On November 1, 2018, the current Navigate Leadership Team (NLT) consisting of 10 faculty and staff members from units across campus, began meeting weekly, collaborating to build a sustainable action plan for implementation. Initial planning involved the creation of teams dedicated to specific tasks, such as Leadership Team, Content Team, Communication and Promotion Team, and ultimately the Specialist Team which will begin training for use of the platform on May 16. The implementation of Navigate at UMaine is an immense and complex project with the ultimate goal of supporting and promoting student success, retention and engagement through enhanced advising and communication.

Please find below a timeline of work remaining as of April 2019 through implementation:

Navigate Action Plan

April 2019

- April 18: Navigate Breakfast update – 75 in attendance for comprehensive overview of navigate and connections to the FYSSI
- April 23: Student Government presentation (Lauri Sidelko)
- April 24: Faculty Senate presentation (NLT)
- April 29: Preview training for 20 from the Specialist Team

May 2019

- May 1: Maine Day Roll out and Teasers
 - Navigate Website up and running!
 - Lighthouse in parade and Steam Plant lot
 - Marketing Information Cards and Give-Aways
 - Banners up in Union and Rec Center
- May 2: Leadership Team presentation to F.A.M.E. with Jeff St.John
- May 4: Identify and schedule student training sessions for pre-site visit on May 16. working with Admissions/Jenny Desmond.
- May 15: Provost Forum presentation
- May 16: EAB onsite for the Navigate Specialist Team Training
 - 202 Shibles and 159 Shibles
- May 28: President's Cabinet presentation (April 18 slideshow)

- May 31: Conversations with McNulty and Dastoor @ possible fall pilots of progress reports and early alert in KPE 253 and BIO 100

June 2019

- Development of evaluation plans for Navigate staff and Navigate student pilots
- Ongoing presentations to individual units across campus
- June 1 – September 1: Ongoing Weekly Team Meetings continue
- June 20: Team-Maine training for NSO roll out of app
- June 24 – June 28 NSO Implementation of Navigate Student Mobile App

July 2019

- **Navigate Staff Summer Pilot**
 - All Colleges and Athletics represented
 - Bi-weekly check in meetings of “piloters” will be used to collect feedback on the platform
 - Strategy and schedule for all fall trainings with CITL to include instructional videos, scheduling of classroom spaces and training needs
- **Navigate Student Summer Pilot**
 - Content building for Summer alerts
 - Content building for returning students
 - Monitor Mobile app usage statistics and summer melt

August 2019

- **Navigate Staff Summer Pilot**
 - Continued evaluation of summer Navigate Staff pilot
 - Ongoing bi-weekly check-in meetings

Navigate Student

- Mobile App Alerts to early returning student groups (MaineStreet building of categories needed in July/August): athletics, marching band, residence assistants and Greek life leaders
- Welcome Weekend event planning and implementation

September – December 2019

Navigate Staff Phase 1 Implementation

- MBS, COEHD and CLAS Advising Center begin as Phase I users.
 - Monthly meetings
 - Assessment plan
- College based and unit based trainings – campus wide for approximately 500.
- Ongoing maintenance of Phase I
- Pilot of alert and progress reports with two (200+ member) classes in BIO and KPE (Pending conversations)

Navigate Student Rollout

- Introduce rollout of Navigate Student Mobile App for all undergraduates

Spring 2020 and beyond

- **Expand content available on Mobile App and monitor use**
- Implementation of pilot EARLY ALERT in all ARP courses
- Begin roll out to all units and colleges
- Continuation of initiative – ongoing past Spring 2020
- Explore use of Navigate Analytics for analyzing student predictors of student success

RESOURCE RECOMMENDATIONS:

Immediate recommendations for Summer 2019:

1. Employ the Content Administrator, Kim Stewart, full-time through the summer.
2. Extend one of the Provost's Grad Assistants to work with Navigate through the summer 2019, for the planning and scheduling work of training sessions, video production schedule with CITL, and assist building of content.
3. Beyond July:

Recommendations for FY 2020:

We see the greatest need pertains to personnel needed to accomplish the considerable work that lies ahead as we move toward fully implement most aspects of Navigate. To date, all of this lead work has been accomplished in addition to team members' other professional positions, which is a model that is not sustainable. Although the current leadership team has committed to staying on for a long-term commitment for up to two years, the ownership of this implementation will need to lie with one person who can fully commit their time. Consequently, we recommend the following:

1. Creation of a Navigate/Student Success Leader position to continue oversight of all aspects of Navigate, to include: the workflow and training plan and implementation through FY 2020, content, implementation of updates, managing the communication on campus and with EAB, and collaborating formally with the other FYSSI initiative pilots.
2. Creation of a staff position to support the technical work that Navigate will demand, serving as the point of communication for the campus requests. This position will be responsible for creating all content upgrades and the building of new content; serve as the lead of the content team which will be responsible for reviewing all campus content requests, serve on all Navigate work teams; and participate in all on-going training through EAB.

3. The App Administrator, which is a component of one professional position in the Office of Student Records, will need to continue to manage the Student Records aspects of the platform/app, which includes both the data and access. This will be a significant part of weekly work and we recommend clearly defining this role for the full implementation.
4. A possible 20-hour GA for the academic year.
5. Space: The Navigate positions will need a centralized office to set up an adequate work space.
6. Equipment:
 - Desktop computers for the number of personnel
 - A Laptop computer
 - Desks
 - Chairs
 - Phones
 - Operating Budget (May 2019: St. John, Nagle, Mahoney-O'Neil)