AP NAVIGATE: AN IMPORTANT TOOL FOR ACADEMIC ADVISING AND STUDENT MANAGEMENT
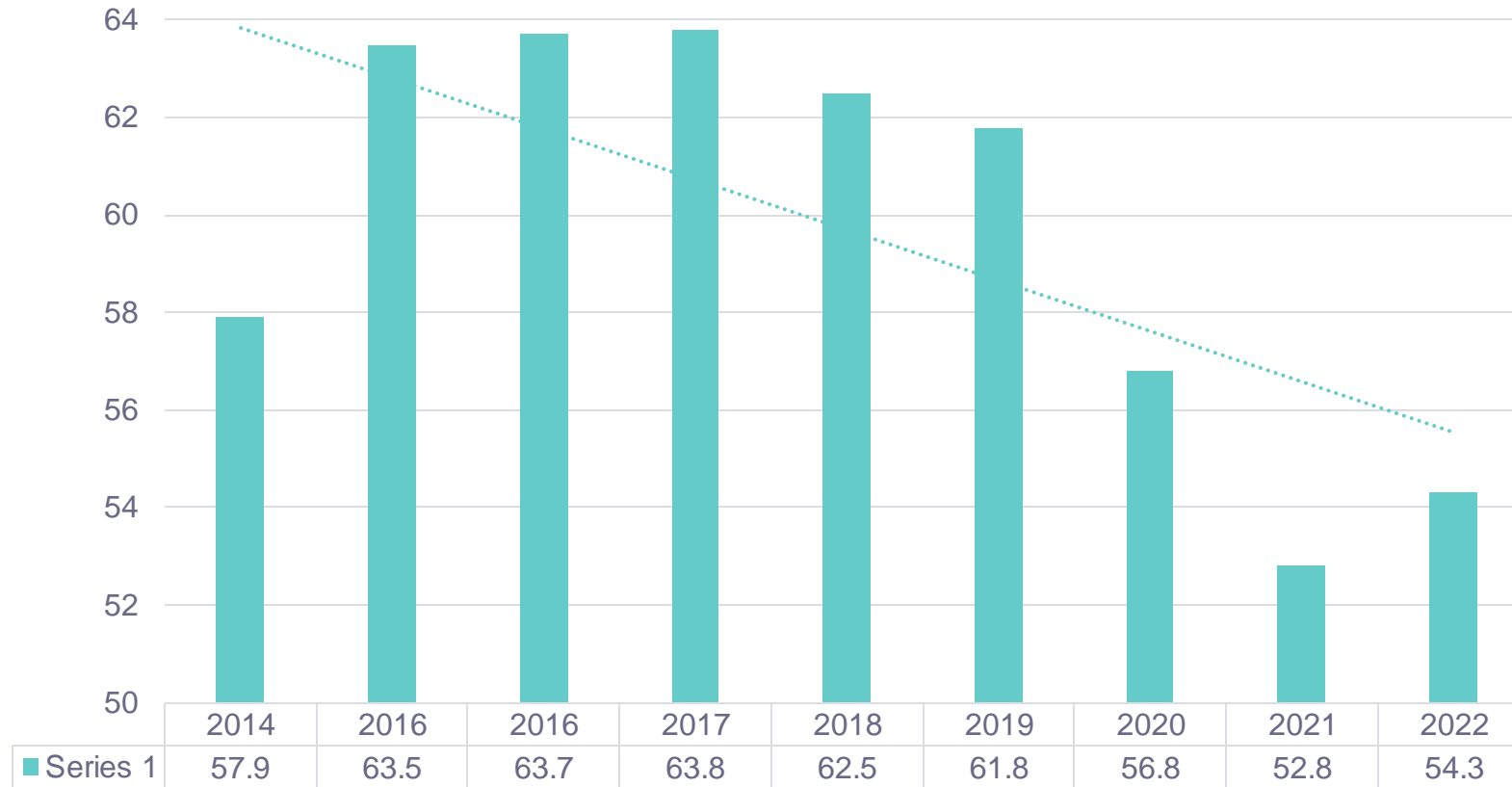
Dr. Perry Scanlan

Professor and Chair, Allied Health Sciences

Dr. Kacie De Saint Georges

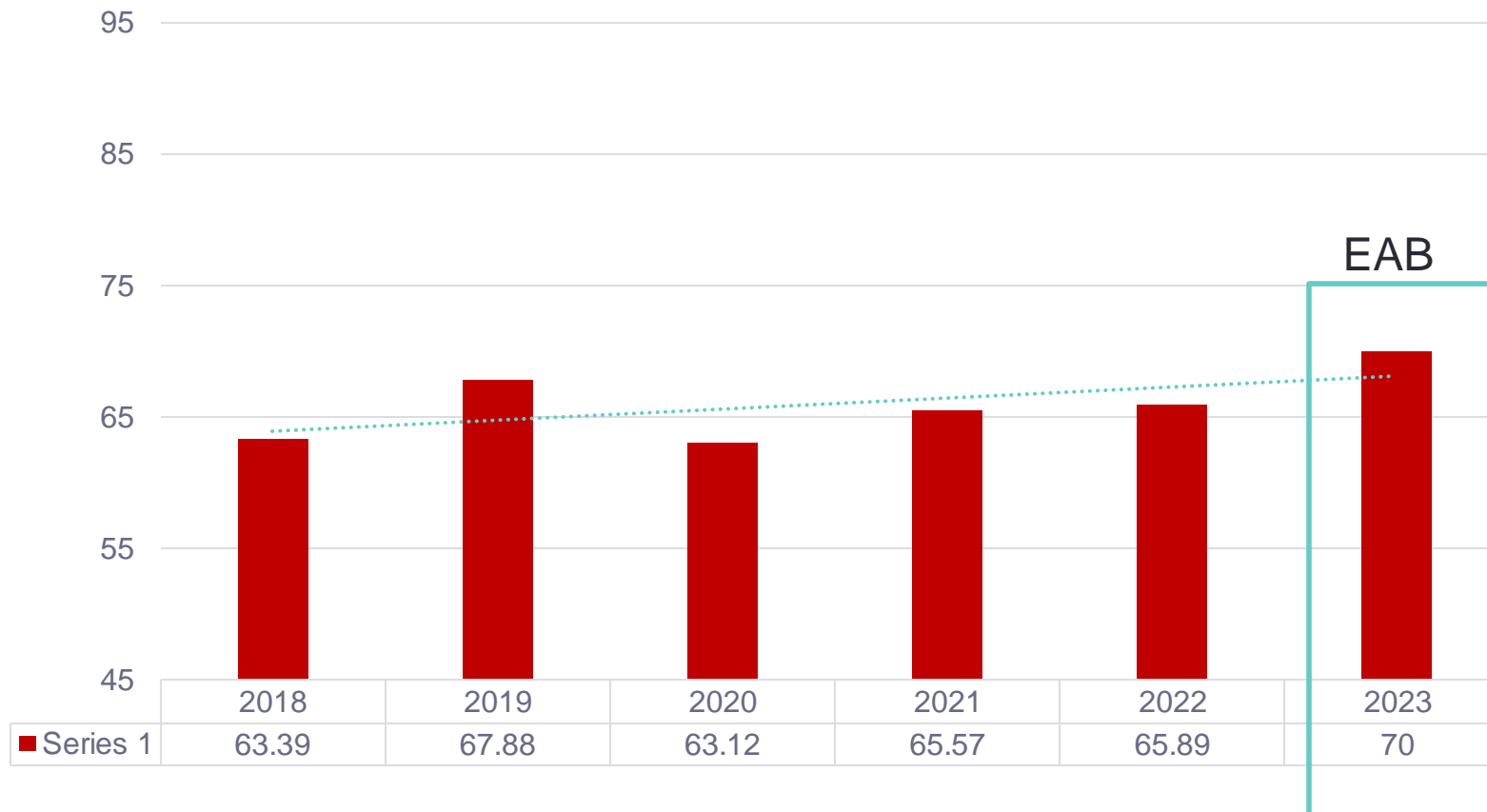Executive Director, University Partnership and Success Initiatives
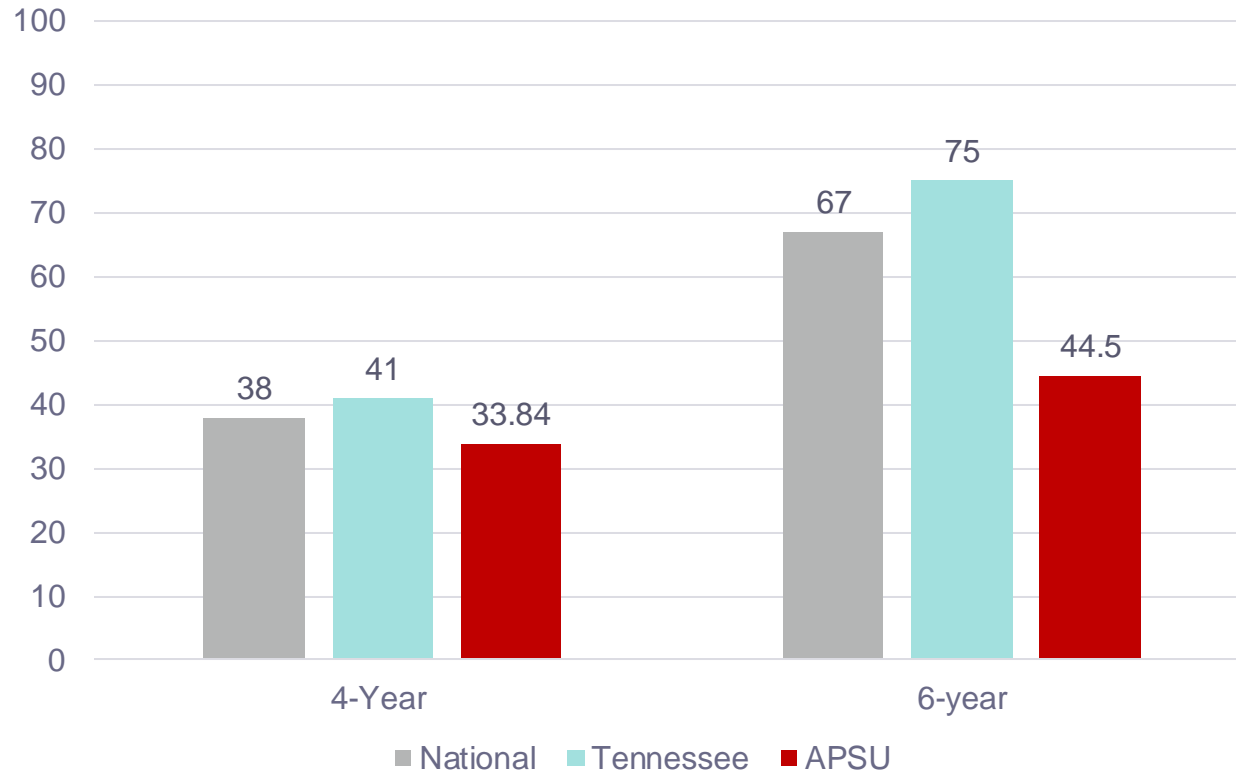
Tennessee College Going Rate

	2014	2016	2016	2017	2018	2019	2020	2021	2022
Series 1	57.9	63.5	63.7	63.8	62.5	61.8	56.8	52.8	54.3

THEC, 2023

Current APSU First Time Freshman Retention

- Current 2023 Retention
- 71.12
- +5.23

	2018	2019	2020	2021	2022	2023
Series 1	63.39	67.88	63.12	65.57	65.89	70

EAB

AP Austin Peay State University
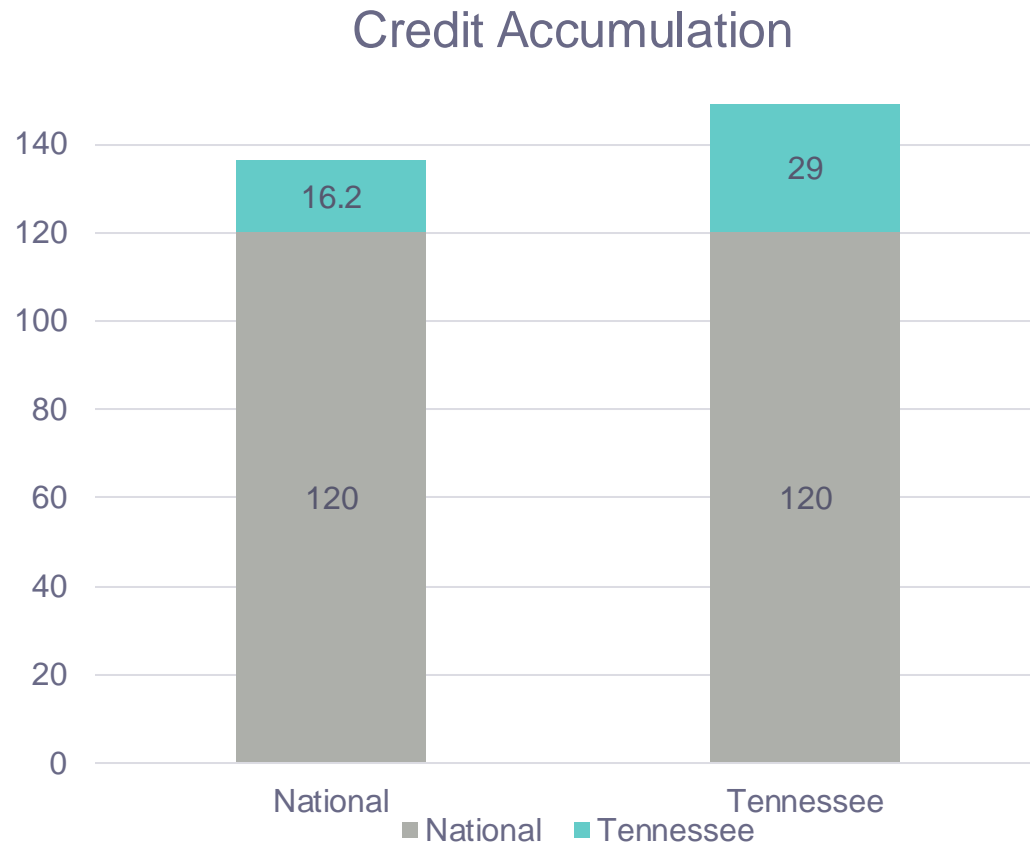
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Student Success by the Numbers

Graduation Rates

- **59%** of students who start college in Tennessee will not finish a 4-year degree within 6-years.

- It takes an average of **4.8 years** to finish a 4-year degree

- Likelihood of completing decreases significantly

Student Success by the Numbers

Credit Accumulation

- 149 Credits x $303 per credit (12 Hrs) = **$45,147**

- 120 Credits x $303 per credit = **$36,360**

- On Average, students pay **$8,787** more in tuition than it should cost
  - + lost wages each semester
  - + cost of loans each year
  - + cost of living each year

THE POWER OF AP NAVIGATE

Results from around the Nation

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State University

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Georgia State University

Impact Highlights

3%
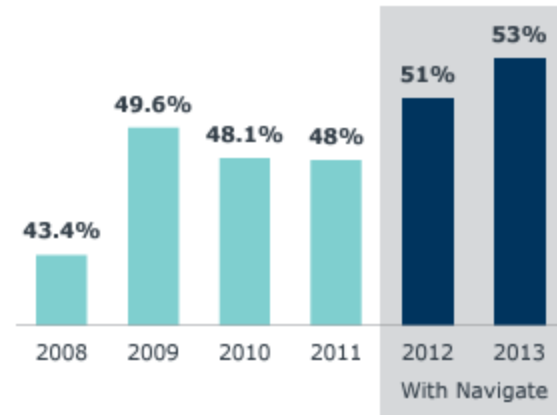Percentage point increase in graduation rate since 2012

$3M
Estimated additional tuition revenue in one year

8
Fewer credit hours at completion on average since 2012

Moving the Dial on Graduation Outcomes

- 2008: 43.4%
- 2009: 49.6%
- 2010: 48.1%
- 2011: 48%
- 2012: 51%
- 2013: 53%

2012 2013 — With Navigate

Bachelors Degrees Conferred
(2012 to 2014)

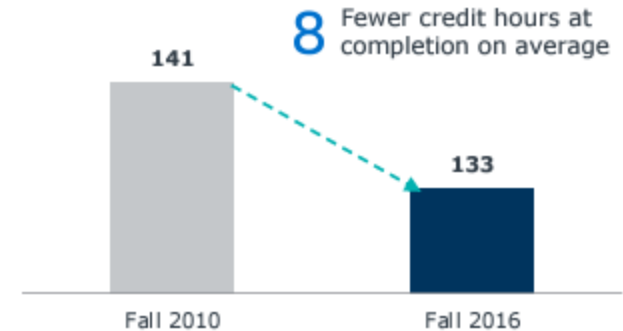**+18%** African American

+26% Latino/a

Decreasing Time to Degree...

Average Credits at Time of Graduation
All Students

8 Fewer credit hours at completion on average

- Fall 2010: 141
- Fall 2016: 133

...And Reducing Overall Cost for Students

$4M
Total savings by students in the graduating class of 2014 compared to the class of 2013

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Middle Tennessee State University

Seeing Impressive Multiyear Gains With Navigate

Retention Rate for Freshmen, Sophomores, and Transfer Students

Navigate launch

	2013	2014	2015	2016	2017
Sophomores	78.2%	78.5%	80.0%	80.6%	81.0%
Freshmen	68.2%	70.2%	73.2%	75.7%	76.4%
Transfers	70.5%	70.7%	73.2%	73.8%	74.5%

Legend: Freshmen · Sophomores · Transfers
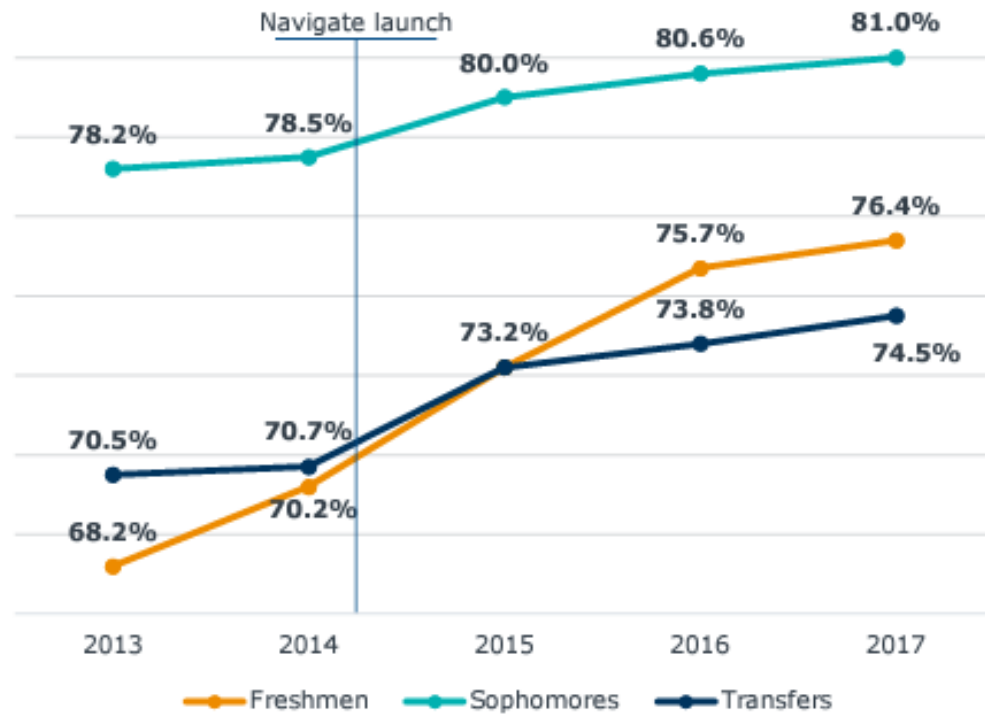
Overall Results

11.5% Increase in students completing **30 credit hours** in their first year since 2014

8.5% Increase in first-time **freshman retention** since 2014

3.2% Increase in **sophomore retention** since 2014

AP Navigate Goals

Increase freshman retention (Fall to Fall)

Increase tuition revenue from year to year

Increase 4-year Graduation Rates

Decrease time to degree

Decrease excess credit accumulation

Increase student matriculation to 30,60,90hr milestones (30/year)

Better Student Experience

Strategic Communication

Easy appointment scheduling

Coordinated Care

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Moving to a New System

OneStop/Self Service

- Student Success OneStop screens will be sunset
  - Onestop advising page
  - Readiness Checklist
  - Advisee Listing

AP Navigate

- Advisor Notes
- Historical Course and Grade Records
- Campaigning Abilities
  - Texting and Email
  - Analytics
- Class Listings
- Streamlining Appointment Scheduling

AP Navigate Faculty

01

Availability in Navigate for Office Hours and Advising Scheduling

02

GovSignal (formerly Academic Alert/Notify)

03

Encourage student usage of the AP Navigate App

HOW TO USE AP NAVIGATE

A starter guide for faculty

Objectives for Introducing AP Navigate

- Provide an overview of the features of AP Navigate to:
  - Locate and utilize the advising core functions of AP Navigate
  - Identify the best ways to use the calendar, appointment, and notification functions for student support and advising

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Orientation to AP Navigate Areas

- Staff area is focused on settings, planning, and availability
  - Administration of your AP Navigate functions
- Professor Area focused on student interaction
  - Developing or enhancing your student relationship
- Left Tool Bar
  - Provides 1 click functions to perform an action
- AP Navigate resources for faculty and staff
  - https://www.apsu.edu/navigate/faculty-staff.php

Calendar Creation and Scheduling

- Setting up your calendar
  - Vital for your success
    - If your calendar is in outlook it will import your schedule and prevent students from scheduling over your classes and/or other appointments
    - Setting your available times in your AP navigate calendar will allow students to schedule with you during convenient times
  - Key Points
    - Setting up availability for specific appt types
      - Allows student to schedule an appt

Learning About Your Students

- Student information at your fingertips
  - Search any student by name or A#
  - Academic Health
    - DFW info
    - GPA
    - Total Credits
  - Degree and enrollment info
    - Academic standing
    - Classification
    - Major
    - Type of Admission
  - Action menu

Reporting On Student Appointments

- Advising notes can be more detailed and tailors to student needs
- Better tracking ability from appointment to appointment
- Can attach 4 year plans and other documents

Student and Faculty "To do" Lists

- Create tasks that need to be completed
  - Action oriented but can be anything that requires a completion step
  - Can be a reminder to the advisor or can be shared with student
  - Set due dates
- Examples
  - Meet with Financial aid
  - Change your concentration
  - Create a new 4 year plan
  - Set up externship
  - Apply for student work

Title *
Start with an action verb and use sentence case.

Description
Add text, links, phone numbers, etc.

Paragraph   **B**   *I*   🔗   ≔ ⌄   ⌹≡ ⌄   ↶ ↷

☐   Make this visible to the student

☐   Email the student about this to-do

Due Date
August 10, 2024   ⌄

Academic Notify – Options Including Positive Feedback

Please select a reason

- × Excessive Absences - More than 3 absences
- × Kudos/Student is doing well   × Excessive Tardiness
- × Lack of Engagement in Course
- × Late/Missing Assignments   × Midterm Grade Concern
- × Referral - Academic Advising   × Referral - Financial Aid
- × Referral - Tutoring

Is this associated with a specific class?

MTEC-4290-01-PRA Clinical Microbiology ▾

Additional Comments

Special Comments Here

- Notifications
  - Three main areas
    - Participation
      - Absences/Tardies
      - Engagement
    - Missing Work
    - Support for students
      - Referrals
      - Kudos for good work

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Academic Notify – Who is Notified?

- Depends on the type of notification selected
  - Usually the stakeholders notified are:
    - Student
    - Faculty Advisor(s)
    - Special staff
      - Financial Aid
      - Student success
      - Others

Referral - Financial Aid:

- Student will receive an email that will include this GovSignal Reason
- An email will be sent to the user to which the Case is assigned
- An email with case details will be sent to the assigned case owner
- An email to the GovSignal issuer will be sent when case is closed
- A case will be opened and assigned to a staff

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Email Campaigns

- An important tool for connecting with groups of advisees
  - Reach many students quickly to schedule appointments and coordinate their advising plans
  - Key Points
    - Campaign name – Standardization is key to avoid confusion
    - Appointment limits and time blocks
    - Scheduling Window and Launch Dates

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Configuring Your Appointment Campaign

- What's in a name?
  - Select a standardized name to stay organized
- College_Date_Class&Adv_Name
  - CoSTEM_F24_FrAdv_Wright
- Advising Appointment considerations
  - Length of Appointment?
  - Number of Appointments?
  - Group Advising?
    - Slots per time function

Preparing to Launch the Campaign

Staff Reminders:
☐ Email   ☐ Text

Recipient Reminders:
☑ Email   ☑ Text

Scheduling Window

Campaign appointments can be scheduled on any date within the scheduling window. Your campaign will begin automatically on the date of your first nudge.

Start Date *

| October 1, 2024 ∨ |

End Date *

| October 31, 2024 ∨ |

Launch Date

This Launch Date will be the date that the "Welcome Message" will send. If students are added to your Campaign after this launch date via Automation, the "Welcome Message" will send to that student as soon as they are added.

Launch Date *

| September 16, 2024 ∨ |

- Setting Reminders
  - Staff reminders
    - Organizer of the campaign
      - Select email, text or both
  - Recipient reminders
    - Students making appointments
- Scheduling Window
  - Dates for scheduling appointments
- Launch Date
  - Campaign launch to allow students to schedule

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Selecting Your Recipients for Campaigns

Define Campaign | Select Recipients | Select Staff | Compose Nudges | Verify and Start

Add Recipients To Campaign

Add Recipients to your campaign now, later, or through automation ⓘ

Student Information First Name, Last Name, Student ID, Category, Tag, Student List

Enrollment History Enrollment Terms

Area of Study College/School, Degree, Concentration, Major

Term Data Classification, Section Tag, Term GPA

Performance Data GPA, Hours, Credits

Course Data Course, Section, Status

Search   ☐ Include Inactive   ☑ My Students Only

- Filter option are numerous
  - Not all options are shown here
- Most useful
  - Major and My Student Only filters

Selecting Your Students and Staff For Your Campaign

- Student Selections
  - Individually or entire group
  - Name and A# are populated
    - Clicking on name will pull up their info in a separate window
- Staff Selections
  - Usually the faculty member

Actions ▾		
☑ NAME		⇕ ID ⇕
1. ☑		
2. ☑		
3. ☑		
4. ☑		
5. ☑		
6. ☑		
7. ☑		
8. ☑		

Nudges

What would you like to say to your recipients? Set up your outreach and follow-up messages. Follow up messages will only be sent to students who have not scheduled all appointments in the campaign.

+ Add Welcome Message

There are currently no nudges.

Success Message (Optional)

What would you like to say to your recipients if they complete your objective? This message will be sent within a day of the recipient scheduling all campaign appointments. The success message is for communication purposes only and will not be included in campaign metrics.

+ Add Success Message

Setting Up Messaging

- Welcome Message
  - Explains what you are asking the student to do
    - Make appointment(s) for Advising
- Nudges
  - Encourage students to complete the task of signing up for advising appointments
    - How persistent do you wish to be?
- Success Message
  - Thank them for scheduling the appointment(s)
  - Send students encouraging words

Preparing Your Campaign Email Message

Subject *

{$student_first_name}, Schedule an Academic Advising appointment

Message *

| Paragraph | ⌄ | 🅰 ⌄ | A ⌄ | A≡ ⌄ | A↕ ⌄ | B | I | ⧉ | ⋮ |

Please Schedule Your Academic Advising Appointment.

Hello {$student_first_name}:

Please schedule an appointment for Academic Advisement at My Faculty Advisor's Office. To do so, please click the following link, select a time that works with your schedule, and click Save. You will receive an email confirming the appointment time and details.

{$schedule_link}

Thank you!

Dr. Scanlan

Andrew, Schedule an Academic Advising appointment

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Please Schedule Your Academic Advising Appointment.

Hello Andrew:

Please schedule an appointment for Academic Advisement at My Faculty Advisor's Office. To do so, please click the following link, select a time that works with your schedule, and click Save. You will receive an email confirming the appointment time and details.

Schedule an Appointment

You can also copy and paste this address into your web browser. https://apsu.campus.eab.com/a/123456

Thank you!

Dr. Scanlan

Review and Submission Screen

Verify & Start

Campaign Summary

Define Campaign

	Name:	TEST ONLY ScanlanPFall2024SpringAdvising
	Care Unit:	Academic Advising
	Location:	My Faculty Advisor's Office
	Service:	Academic Advisement
	Appointment Limit:	1
	Appointment Length:	30 mins
	Slots Per Time:	1
	Scheduling Window:	10/01/2024 - 10/31/2024
	Allow Scheduling Over Courses:	No
	Staff Reminders:	Email - No | Text - No
	Recipient Reminders:	Email - Yes | Text - Yes

Recipients   View 68 recipients

- Review settings
  - Recipents
  - Notification settings
  - Scheduling
  - Messaging
- Launch with Start button

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Summary of AP Navigate

- Calendar functions
  - Set appointments and customize schedules for multiple students
    - Career support and advising
    - Campaign functions
- Student Success Functions
  - Academic Notify
    - Designed for both assistive functions and positive reinforcement
- Student data and support tools in one place

AP NAVIGATE MICROSITE FOR FACULTY AND STAFF

Faculty Toolkit
Navigate Quick Start Guide
*Coming Soon: How To Videos

FACULTY RESOURCES

AP Navigate Faculty Toolkit

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