

# Leveraging Navigate360 to Close Graduation Gaps

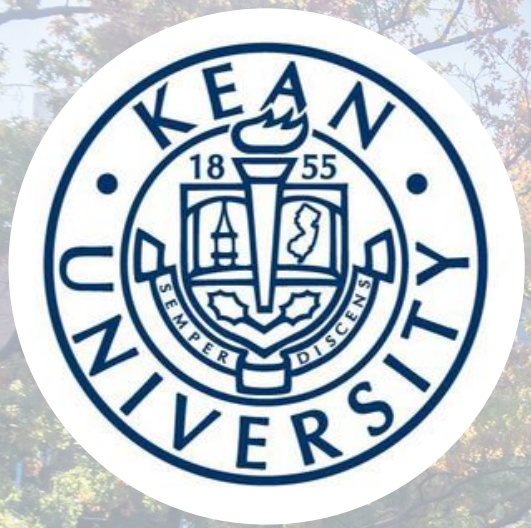
*A date-informed approach to assessment and student success at Kean University*

Presented by Gillian Scott, MEd. Director of Student Data Systems, Office of the President



# Session Agenda

- Introduction to Kean University
- Moonshot for Kean
- Overview of Navigate360
- Administrative Unit & Academic Assessment
- Custom Reports & Custom Dashboards
- Navigate360 Support Site - Fall 2025 Checklist



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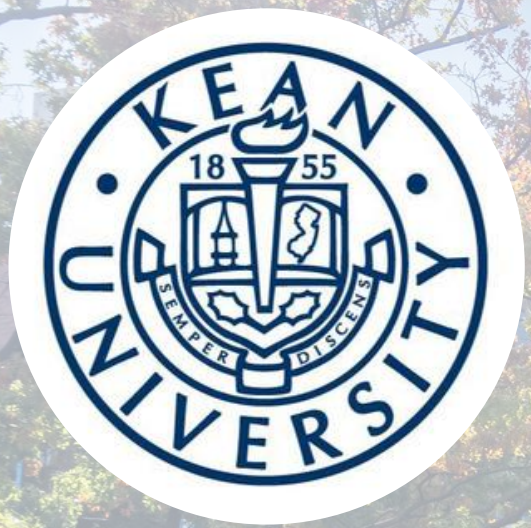
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# Introduction to Kean University

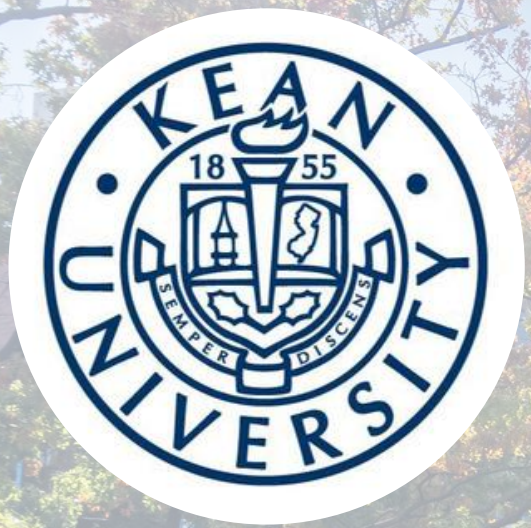
- Union, New Jersey
- FA24 Enrollment: 13,905 KUSA and 18,625, including WKU
  - College of Business & Public Management and College of Education: Largest Enrollment
- 1/132 R2 Classified Institutions and Urban Research Institution
- Hispanic Serving Institution (HSI)
- FA23 Cohort - 76.1% Retention Rate
- 4-YR Graduation Rate is 34% (2020)

**Enrollment is climbing rapidly in this time of bold**



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# Moonshot for Kean

- Moonshot for Kean is a public-private partnership focused on the elimination of equity gaps in higher education in the United States.
- EAB partners with national experts and community-based organizations to provide regional clusters of two- and four-year colleges and universities with research-backed best practices, policies, and technology.
- As partners, we are committed to:
  - Closing Graduation Gaps
  - Learning, Understanding and Embedding Innovative Solutions
  - Fostering a Collaborative Approach
  - Engaging in Data-Driven Decision-Making
  - Long-Term Commitment





# Moonshot for Kean

**Hold Reform:** Streamlining and reducing registration holds to improve access and retention, especially for underserved students.





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**Curriculum Reform:** Reimagining general education to foster belonging and success through theme-based learning communities.

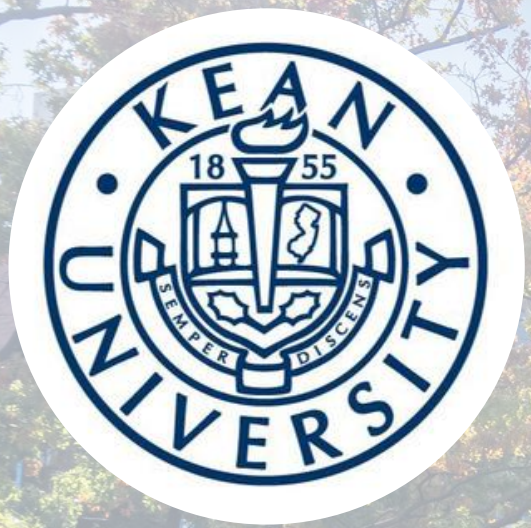


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**Curriculum Reform:** Reimagining general education to foster belonging and success through theme-based learning communities.

**Transfer Pathways:** Enhancing credit transfer systems and partnerships to support seamless transitions between institutions.



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**Microgrants:** Exploring targeted financial support to help students overcome small but critical barriers to persistence.



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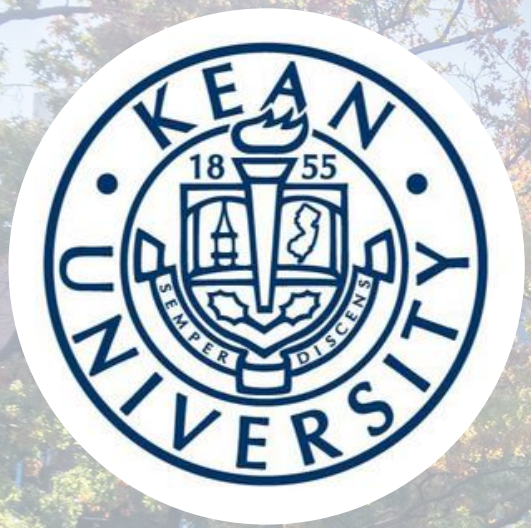
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**Advising:** Implementing a coordinated model of professional and faculty advising to ensure proactive, personalized student support.

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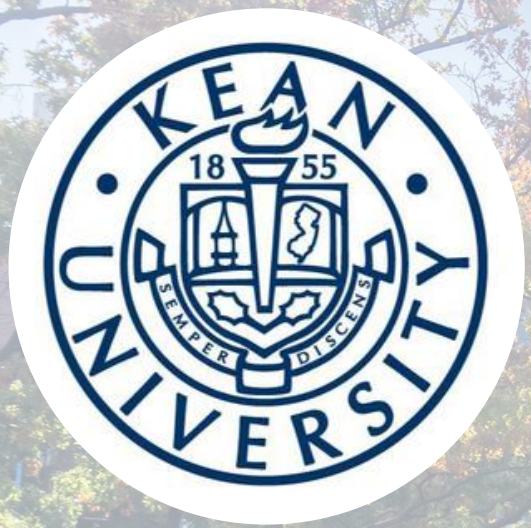
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**Tech Team:** Deploying platforms like Navigate360 to enable data-informed, collaborative student success strategies.



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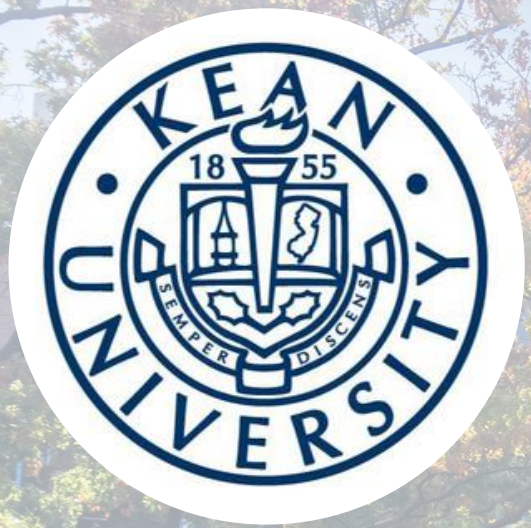
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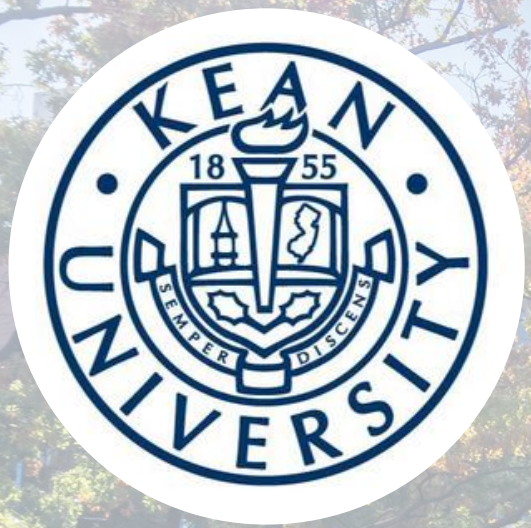
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# Navigate360

- Navigate360 is Kean University's **SSMS (Student Success Management System)**
- **Through the platform, faculty and staff are able to:**
  - View student data,
  - Manage student communications,
  - Coordinate care with alerts and case management,
  - Track check-ins and student traffic in each department,
  - Schedule and record appointments and
  - Analyze reports and dashboards.



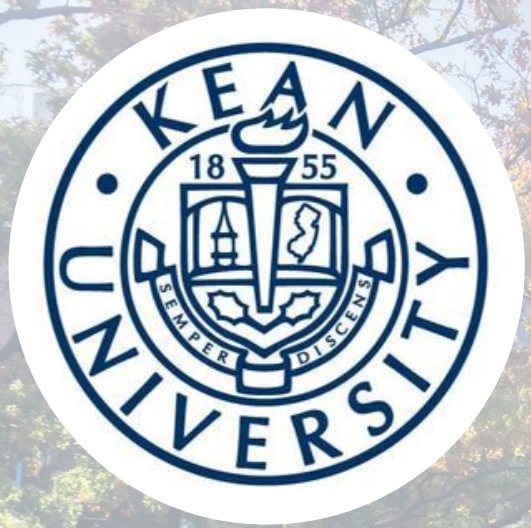
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  - **Leveraging technology for proactive advising**



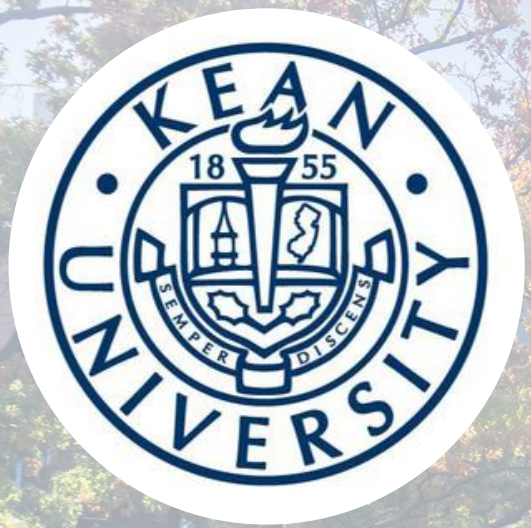
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  - Leveraging technology for proactive advising
  - **Making student care a coordinated effort**



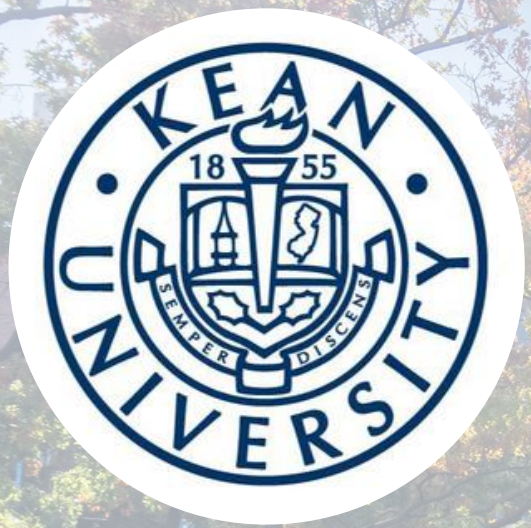
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  - Leveraging technology for proactive advising
  - Making student care a coordinated effort
  - **Fostering student belongingness**



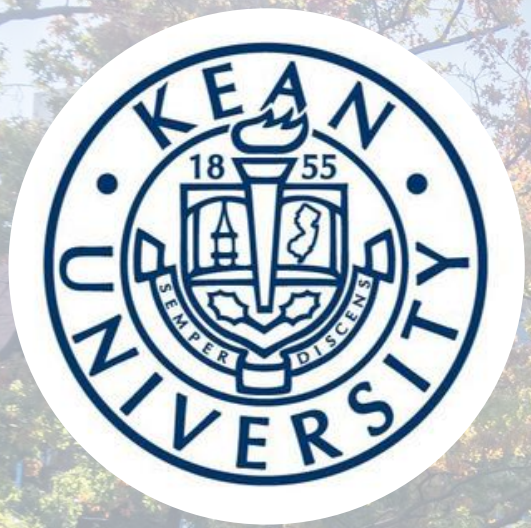
# Navigate360

- **Advising** - CAPS, EOF, Bridge to Success, SUPERA, Veteran, Athletics
- **Learning Support Services** - Tutoring, Writing, Public Speaking, Supplemental Instruction
- **Student Affairs** - Center for Leadership & Service, Residential Student Services, Student Involvement
- **Academic Affairs** - All academic departments, Center for Teaching & Learning
- **Administrative** - Financial Aid, Student Accounting, Scholarship Services, University Registrar, OneStop
- **Wellness** - Cougar Pantry, Accessibility Services



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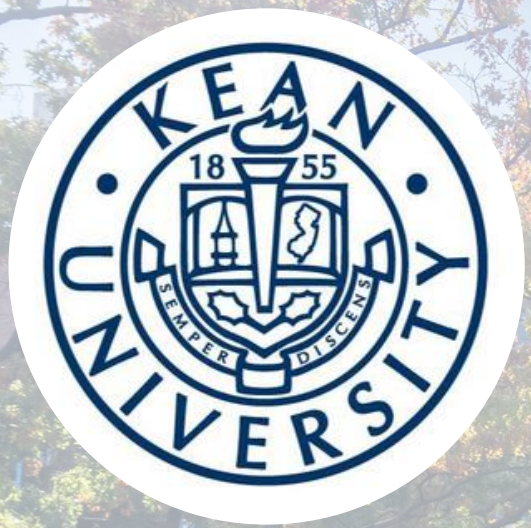
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# Administrative Unit & Academic Assessment

In support of continuous improvement, all administrative units at Kean University participate in both an Annual Review and a Five-Year Program Review.

- **Administrative Units:** Define departmental objectives and outcomes to demonstrate impact and identify opportunities for growth.
- **Academic Departments:** Conduct discipline-specific assessments regardless of accreditation status to ensure alignment with learning objectives and uphold the quality of education for all students.



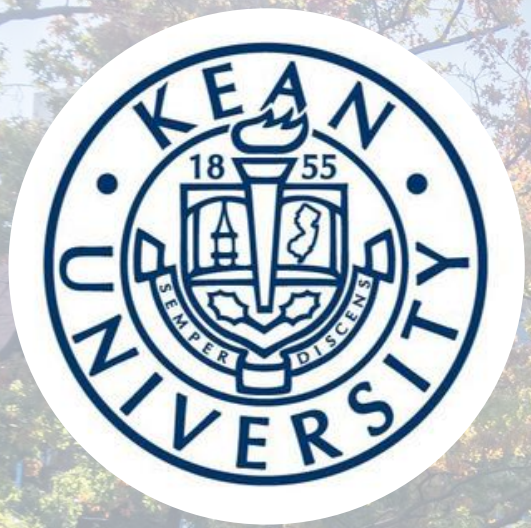
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1,309

778

11,478

8,102



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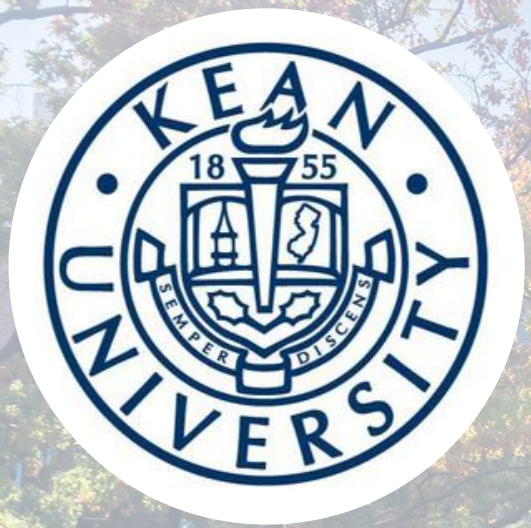
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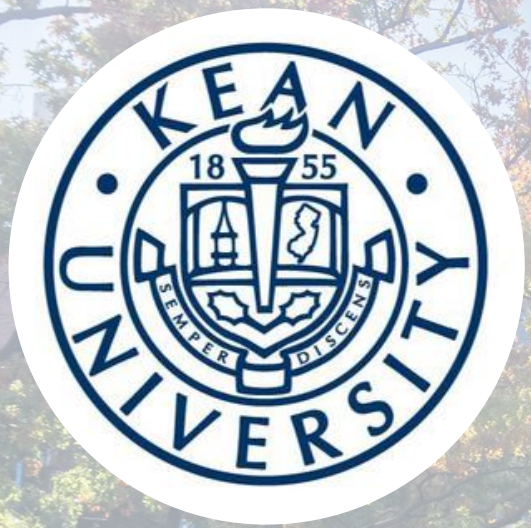
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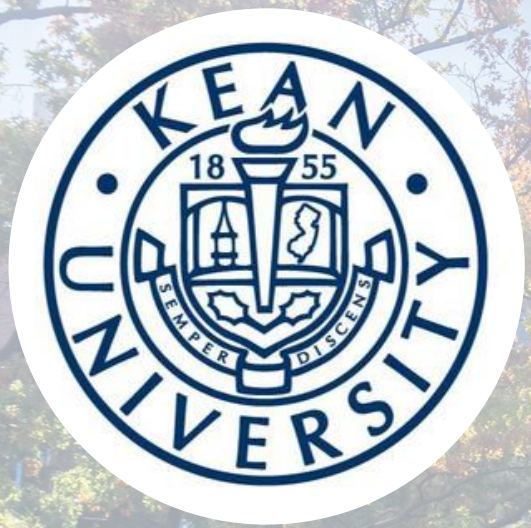
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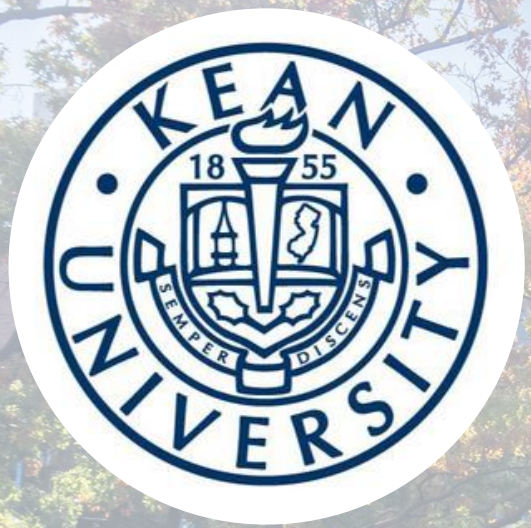
8,102

Distinct student app users



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# Analytics

**Appointment Attendance** | Communication

**Appointment Attributes**

SCHEDULED DATE RANGE: Jul 25 2024 - Jul 2...  
APPOINTMENT TYPE: All  
LOCATION: All  
STAFF TEAM: All  
STAFF: All  
MEETING TYPE: All  
REASON/STUDENT SERVICE: All  
REPORT FILED?: All

**Current Student Information**

CLASSIFICATION: All  
COLLEGE: All  
MAJOR: All

**Appointments and Students**

The total counts of appointments and distinct students are displayed regardless of attendances. This dashboard now includes kiosk visits, so the appointment and student numbers may not match those in the appointment report.

Appointments Created	Distinct Students
84,042	15,737

**Attendance Categories**

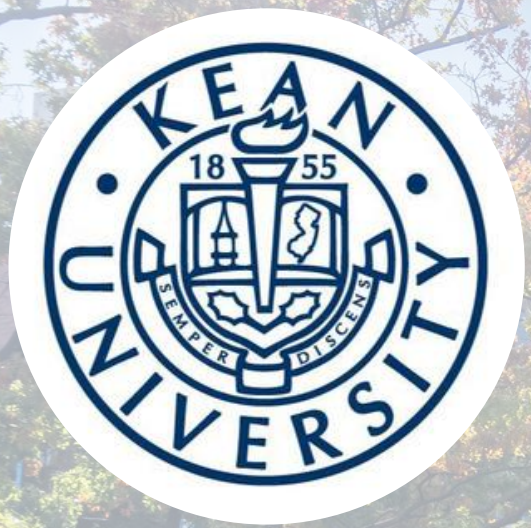
"Scheduled" and "Drop-In" include attendances that have not been marked Canceled or No-Show on the evaluation. Note: Canceled and No-Show attendances may not be mutually exclusive, so an attendance could appear in both categories.

Scheduled	Drop-In	No-Show	Canceled
28,391	42,416	5,335	10,718

**Attended**

**By Week**

**By Day**



# Reports

## Data Filters ?

AI Filter Assistant

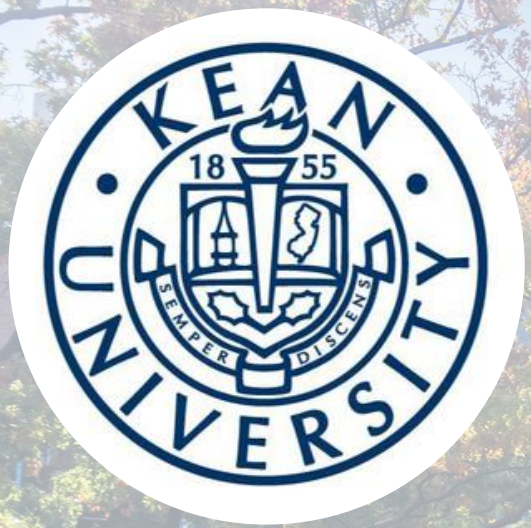
Share These Filters

Filters Logic: Match all Filters (AND) ? Results must match ALL filters: **1 AND 2 AND 3**

	Field *	Condition *	Value *	
①	Alert/Referral Reasons <span>✕</span> <span>▼</span>	contains any <span>▼</span>	REFER STUDENT TO LEARNING SUPPORT SERVICES (NTLC) <span>✕</span> <span>▼</span>	<span>✕</span>
②	Alert/Referral Created At Date <span>✕</span> <span>▼</span>	last <span>▼</span>	1 Day <span>▼</span>	<span>✕</span>
③	Course <span>✕</span> <span>▼</span>	contains any <span>▼</span>	ENG-1030   COLLEGE COMPOSITION <span>✕</span> ACCT-2200   PRINCIPLES OF ACCOUNTING I <span>✕</span> <span>▼</span> BCHM-4115   BIOCHEMISTRY <span>✕</span>	<span>✕</span>

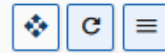
+ Add Filter

Include Inactive Users  Include My Students Only



# Dashboards

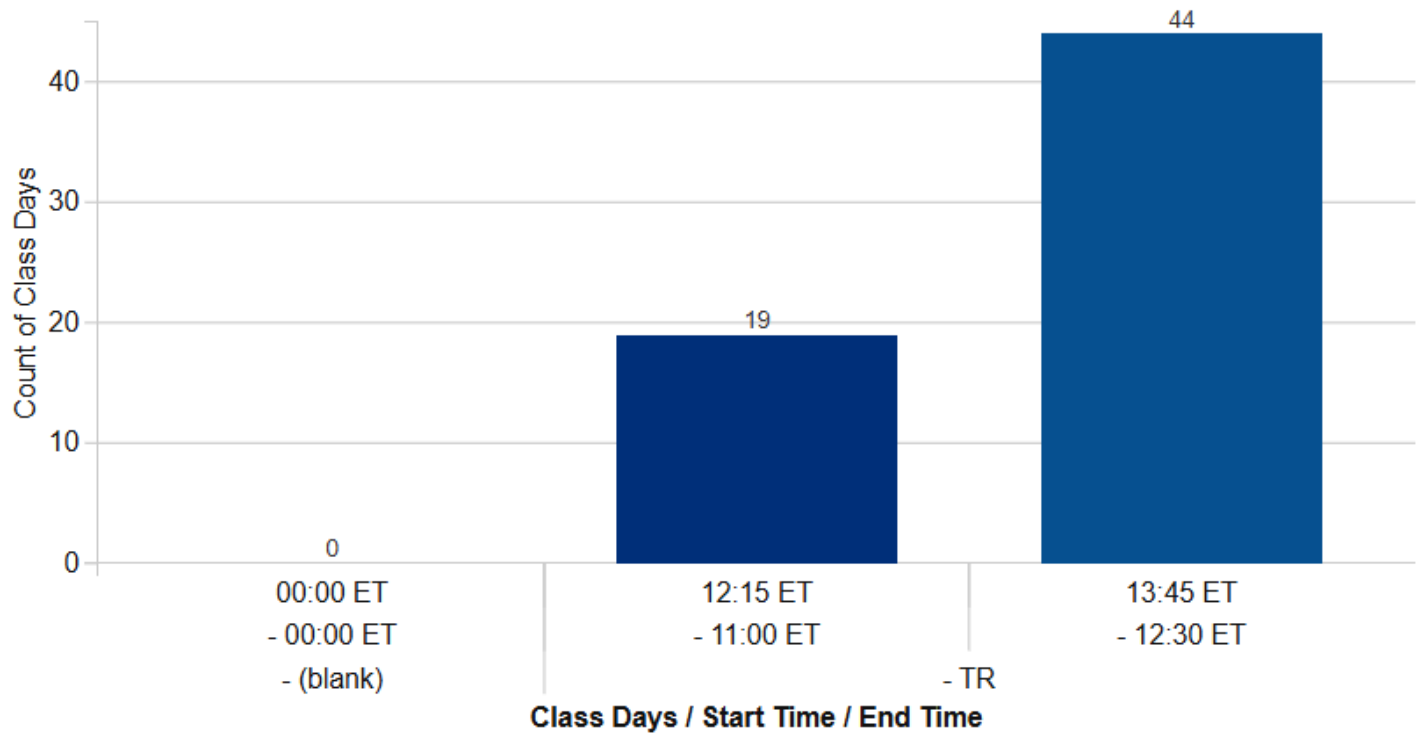
DEMO



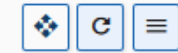
[NTLC Demo](#)

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Count of Class Days



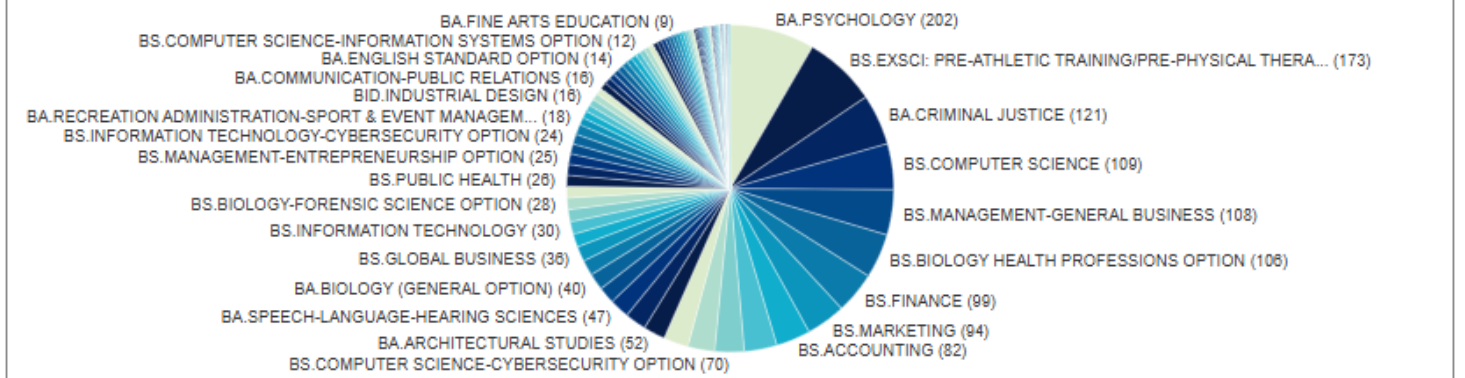
CAPS Majors



[CAPS Majors PIE](#)

Last Refresh: 07/24/2025 07:47 AM ET

Count of Majors



● BA.PSYCHOLOGY ● BS.EXSCI: PRE-ATHLETIC TRAINING/PRE-PHYSICAL THERA... ● BA.CRIMINAL JU



# Differentiated Advising Model

## Fall 2025

### KEAN UNIVERSITY DIFFERENTIATED ADVISING MODEL WORKFLOW



Climbers is registered for 3+ DFW Courses in Current Term

Climbers will receive an email notification from their advisor if they are registered for three or more traditionally difficult courses. The email will reference available resources such as Faculty Office Hours, Academic Advising, and Learning Support Services.



Navigator is registered for 1-2 DFW Courses in Current Term

Navigators will receive an email from their advisor if registered for at least one traditionally difficult course, including references to resources like Faculty Office Hours, Academic Advising, and Learning Support Services.



Trailblazer is not registered for DFW courses in Current Term

Trailblazer will receive an email from their advisor regarding support services available to assist them throughout the semester highlighting resources to support their academic success.



Climber has a GPA <2.5

Climber has a GPA >2.51

Climber is added to an **Appointment Campaign** to meet with an Academic Advisor with anticipated referrals.



Navigator has a GPA <2.5

Navigator has a GPA >2.51

Navigator is added to an **Appointment Campaign** to meet with an Academic Coach with reminders.



Trailblazer has a GPA <2.5

Trailblazer has a GPA >2.51

Trailblazers are added to an **Appointment Campaign** to discuss their Academic Plan with their Academic Advisor.

Trailblazers receive an **Automated** email from their Advisor encouraging them to connect with Career Services and ORSP.

#### 1ST ACADEMIC ALERT CYCLE MANAGED BY ACADEMIC AFFAIRS

Climber has >1 At-Risk Alerts

Climber has no At-Risk Alerts

A **Case** is opened and assigned to the Climber's Academic Advisor. Advisor calls the student within 48 business-hours and coordinates a time to meet.

Climber receives an **Automated** "way-to-go" email from their advisor recognizing their hard work!



<1 Appointment in Last 30 Days

>1 Appointment in Last 30 Days

Navigator has >1 At-Risk Alerts

Navigator has no At-Risk Alerts

Student is added to an **Appointment Campaign** consisting of emails and text reminders to schedule an appointment with their advisor.

Navigator receives an **Automated** "way-to-go" email from their advisor recognizing their hard work!



<1 Appointment in Last 30 Days

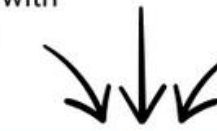
>1 Appointment in Last 30 Days

Trailblazer has >1 At-Risk Alerts

Trailblazer has no At-Risk Alerts

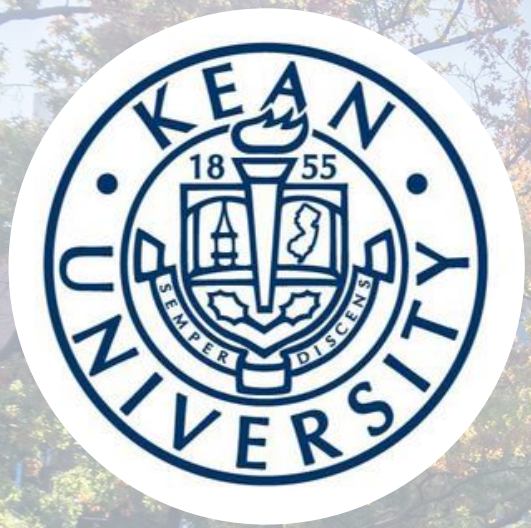
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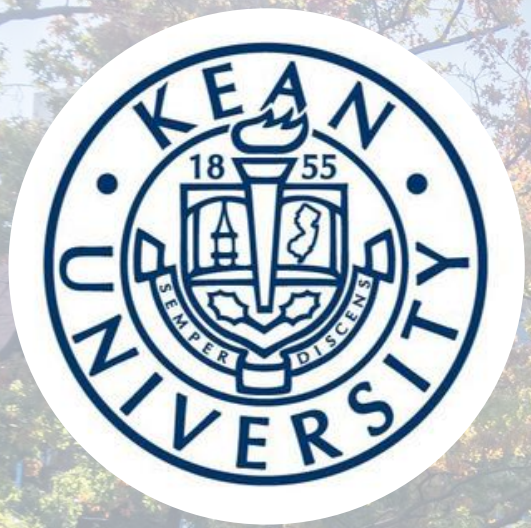
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# Navigate360 User Support

- SharePoint Guidebook
- Fall 2025 Checklist
  - In-Person and Virtual Sessions
- Weekly Office Hours
- Summer 2025 Inventory Meetings

The screenshot shows the "Step-By-Step Guides and Video Tutorials" section of the Navigate360 User Resources page. It features a header with the title and a staff member's name, Gillian Scott. Below the header is a welcome message and a list of resources. On the right side, there are several blue buttons for quick access to various features.

**Step-By-Step Guides and Video Tutorials**  
Gillian Scott  
Staff

Welcome to the Navigate360 User Resources page—your central hub for support, guidance, and quick access to system features. Whether you're just getting started or looking to dive deeper into Navigate360, this page is designed to help you make the most of the platform.

Use the buttons and quick links throughout the page to explore tutorials, access key functions, and find helpful documentation. Resources are organized to help you:

- Learn how to navigate the system effectively
- Understand core features and workflows
- Access how-to guides and best practices
- Troubleshoot common questions or issues

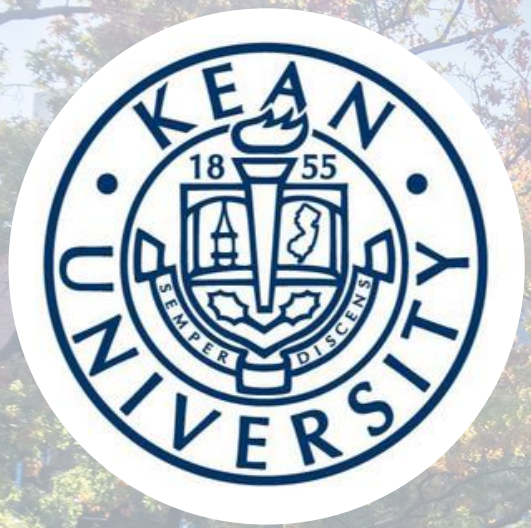
[Understanding the Student Profile](#)

[Submitting Alerts & Referrals](#)

[Communicating in Navigate360](#)

[Managing Assigned Cases](#)

[Completing Academic Alerts](#)



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