



# Northern Virginia Community College Kickoff

June 26, 2017

- 1 **Components of Navigate**
  - 2 Workflow Implications Review and Discussion
  - 3 NOVA Implementation Timeline & Review
  - 4 Navigate Live Demonstration
-

# Navigate Student - Onboarding Functionality



3

## Supporting Students Preparing For Day 1

### Personalized Path (Also Available on Mobile App)

Which resources matter most to you?

Select any of our student services that interest you, and we'll add appropriate information to your path.

**A Few Recommendations:**

- Child Care**  
On campus and nearby child care options to help while you are in class.
- First Generation to Attend College**  
Resources to help new students learn the ropes and logos of college.
- Commuting Services**  
Learn the different ways you can get to and from campus.
- Student Technologies**  
Get help with all apps, gadgets, and sites that can enhance your campus experience.

**All Student Services:**

- Tutoring & Academic Support**  
A great resource for help outside the classroom for your work inside the classroom.
- Housing Services**  
Resources to help you find a place to stay near campus.
- Career Guidance**  
Helping you find the right career path and prepare you for the job market. It's never too early to start!
- Clubs and Activities**  
Grow and have fun! Get involved in one of our many on-campus activities.
- Disability Services**  
Providing support and equipment to qualified students with physical, mental, or educational needs.
- Mentorships**  
Helping you connect with experience students who can help guide your way.

- **Single Source of Truth:** All major milestones and to-do's collected in one place
- **On-Boarding Simplified:** Turns the intake process from a maze into a straight line
- **Intelligent:** Automatically updates and customizes milestones for individual student needs

### Program Picker (Also Available on Mobile App)

Explore Degree & Certificates

Our Suggestions My Favorites Search

Fit	Program	Credits	Hiring Demand	Average Salary
Current	<b>Nursing</b> A.A.S.	40.00	Medium	\$46-\$70K
Match	<b>Diagnostics</b> A.A.S.	40.00	Medium	\$46-\$70K

Are you a people person with a passion for healthcare? Nurses are hands-on health professionals who help prevent sickness, care for patients, and advocate for health. They can work in clinics, hospitals, or other health care centers. To be a nurse, you've got to love science and math, and enjoy teamwork. Also keep in mind that recently, there's been a national push for nurses to have higher levels of education, including Bachelor's degrees (BSN) and, for some jobs, Master's degrees.

Sometimes, health is a mystery. We can pick up clues about what might be ailing a patient through questioning and observation, but sometimes we need advanced technology to really figure out what's going on. That's where diagnostics and medical

- **Best-Fit Program Selection:** Powerful algorithm combines students' interests, availability, academic needs and goals to suggest best-fit programs
- **Side-by-side comparison:** Provides key program information, including employment information, classes, tuition costs, typical salary, and financial aid eligibility to drive more informed student decision-making



# Navigate Student - Planning & Scheduling

## Supporting Clear Pathway and Best Fit Schedule

### Intelligent Academic Planning

- **Collaborative Academic Plan Creation:** Updates with changing student preferences (part-time/full-time, program changes,) based on Guided Pathways curriculum.
- **Course Recommendation:** Providing the most efficient academic plan suggestions to students, offering a simpler way to select courses.
- **Flexible Term-to-Term Updates:** Track attempted, completed, and remaining courses, including transfer, pre- and co-requisite rules. Real-time updates

### Personalized Calendar

- **Student-Centered Overview:** Takes into account students' academic plan, commute, availability, online courses, and necessary study hours
- **Adjustable:** Preferences can be changed term-to-term to remain relevant to students' busy lives, as well as real-time course section adjustments
- **One-Click Registration:** Integration with PeopleSoft for student registration through Navigate platform.

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# Reviewing Processes For Each Phase

## Student and Administration Workflows

### Academic Planning & Scheduling



Program course electives, build with Guided Pathways in mind or full choice?



Corequisites and Prerequisites, process for updating and keeping current?



Academic Curriculum Changes, timeframe and review for new students?



Timing and review of section updates?



Will students be required to plan with Navigate or phase for new?

### Advising Workflow



Where will Advisors take notes or provide reports?



What tools are expected to be used during an advising session?



How are students and Advisors scheduling appointments, both can schedule or only advisors?



How are advisors currently assigned to students? Update?



Responsibility for pro-active outreach stays with professional or faculty or mix model?

# Getting the House in Order



## College Leaders Sit Down With Arapahoe Faculty

### Few on Campus See Value in Long List of Elective Options

75%

Percent of students enrolled in top 20 most popular courses



Faculty have idea of ideal courses to take for programs, but not systematized anywhere



### Fight or Flight:

Behavioral economics research reveals importance of minimizing number of options to facilitate difficult choices

### Making It Real for Faculty

ACC  
ARAPAHOE COMMUNITY COLLEGE

ASSOCIATE OF ARTS – BUSINESS

Catalog Year \_\_\_\_\_

Student Name \_\_\_\_\_ Student ID Number \_\_\_\_\_

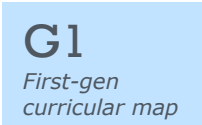
COURSE INFORMATION			COURSE AVAIL		
Subject	No.	Title	Credits	Fall	Spring
GENERAL EDUCATION COURSES:					
ENG	121	English Composition I	3	X	X
ENG	122	English Composition II	3	X	X
MAT	121	College Algebra, or	4	X	X
MAT	123	Finite Mathematics			
MAT	125	Survey of Calculus (or higher level Calculus course)	4	X	X
		Arts/Humanities GT-AH1-AH4	6	X	X
		History GT-H1	3	X	X
ECO	201	Macro Economics	3	X	X
ECO	202	Micro Economics	3	X	X
		Natural/Phys Science w/ lab GT-SC1	4	X	X
		Natural/Phys Science GT-SC1-SC2	4	X	X

- 1 **Ask faculty to write** an ideal schedule for first two terms of an Associate of Arts degree program
- 2 **Discuss as a group** why certain courses were chosen over others
- 3 **Explain merits of streamlining** academic plans to support on-time completion

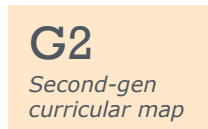
# Creating Clear Academic Pathways

Different Stages of Curricular Redesign Helped Garner Faculty, Staff Buy-in

## How GSU Perimeter Created Pathways



- ✓ **Minimal faculty input** in initial build phase
- ✓ Three advisors from centralized advising office **mapping existing curriculum**
- ✓ Each map contain **many general electives**



- ✓ Replaced general electives with **faculty recommendations** for success
- ✓ **Trained frontline advisors** with faculty and advising administration input

## Lessons Learned



**Train key leaders** in project management and crucial conversations



**Have planned meetings** to review and enhance maps




**Host process mapping sessions** to explain how maps should be used





# Supporting Processes With Technology


## Configuration and Workflow Decisions

### Onboarding & Program Explorer


 What are the steps to enrollment & in what expected order?

 Will the student experience expect Navigate interaction by X step?


 Where will students receive Navigate login information? Where will it be for easy access post 1<sup>st</sup> communication?

 How will training staff to include Navigate and enrollment steps in conversations?

### Communication

 Market Navigate, so students have opportunities to use/know about it?

 When will we include in Orientation or First Year Experience classes?

 Sharing internal expectation and goals for adoption and use for reporting needs? Also process updates?

 Creating campus culture for student success and Navigate?

## Communication and Utilization to Date

### Western Wyoming Community College

- Rock Springs, WY
- 3,200 Students
- Joined Navigate in May 2015



### Directing Students to Navigate



**Acceptance Letter:**  
Generated and sent every 2 hours directing students to Navigate



**Email Campaign:**  
Personalized emails sent on a weekly basis to students who have not logged into Navigate



**Advising Support:**  
Dedicated time in advising appt. to review the student path and assist with academic planning

**Navigate Utilization**




**Western Enrollment**

**38%**


Percent of first time applicants who logged into Navigate

**89%**

Percent of those students who went on to enroll



Introducing  
**Navigate**  
at PPCC



**Welcome to Pikes Peak  
Community College!**

At Pikes Peak Community College, we believe becoming a student should be *simple*. That is why we are introducing [Navigate](#) - a personalized checklist to help with everything from completing financial aid, getting your student ID, and everything in between.

Even though the next semester seems like a long way away, log into [Navigate](#) today to make sure you are taking the necessary steps to ensure a successful start at PPCC.

[Log into Navigate!](#)

**Have a Question?**  
[Email](#) or call 719-502-2000.

## Onboarding Communication

Peaks Peak Community College welcome email to applied students

### Steps For Adoption

1. Every applied student receives notification to login to [Navigate](#)
2. If a student has not applied for FAFSA or has not registered they will receive weekly to their personal email

### Early Results

- More than half of current enrolled students used [Navigate](#) to prepare for Day 1.
- Enrollment is up 2%+ across all populations

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# Overall Project Plan for Implementation – NOVA

## Phases & Deliverables across Project Timeline

### Navigate Project Timeline

June 2017

July 2017

January 2018

March 2018

Planning

Designing  
and Building

Training and Testing

Launch

#### Representative Activities:

- Determine leadership team and commence bi-weekly leadership calls with EAB and VCCS
- Schedule and complete kickoff onsite to map institutional processes and surface workflow decisions

#### Key Onsites: Kickoff

#### Representative Activities:

- Review consultant opportunity assessment from kickoff findings
- Begin onboarding and advising Navigate configurations aligned to NOVA's overall strategic priorities

#### Opportunity Assessment

#### Representative Activities:

- Run student user experience sessions to ensure Navigate content provides the best student experience
- NOVA-wide advisor and staff trainings on Navigate Student and Campus led by EAB and NOVA designated specialists on each campus

#### User Experience Testing; Advisor Training

#### Representative Activities:

- Launch Navigate Student and Campus with all students and staff
- Monitor key utilization and value metrics aligned with NOVA's strategic goals
- Identify best practices and areas for improvement

#### To Be Determined


### Major Member Deliverables

 **Enrollment Pain Point Audit**

- Onboarding performance [Assessment](#)
- Identify major barriers to enrollment for focus during change management

 **Guided Implementation Blueprint**

- Step-by-step work plan outlines key tasks, owners, and due dates for [timely platform configuration](#)
- Real-time updates on Box

 **Advising Training Guide**

- [Advising manual](#) outlining expectations and staff and student workflows in Navigate

 **Campus Communication Toolkit**

- [Mass marketing toolkit](#) includes email templates, promotional posters, etc.
- All materials customizable to each member campus

# Designing and Building: Onboarding

## Configuration and Workflow Decisions

### **Onboarding & Program Explorer Functional Decisions & Requirements:**

- *NOVA Leadership Team to confirm MyPath Events*
- *NOVA Build Teams to edit VCCS MyPath content and create new content tied to NOVA onboarding processes*
- *NOVA Build Teams to identify and configure Navigate Topics*
- *NOVA Build Teams to confirm MyPath Notifications*
- *NOVA Build Teams to update all active Program Descriptions*
- *NOVA Build Teams to map Navigate Interest Areas to active NOVA programs*

### **Onboarding & Program Explorer Workflow Decisions & Requirements:**

What are the steps to enrollment & in what expected order?

Will the student experience expect Navigate interaction by X step?

Where will students receive Navigate login information? Where will it be for easy access post 1<sup>st</sup> communication?

How will training staff to include Navigate and enrollment steps in conversations?

## Configuration and Workflow Decisions

### **Academic Planning Functional Decisions and Requirements:**

- *NOVA to update and confirm all academic plans in PeopleSoft*
- *NOVA to ensure that course groups do not have more than 7 courses*
- *NOVA to update all course pre-requisites and co-requisites*
- *NOVA to update all course descriptions*

### **Academic Planning Workflow Decisions and Requirements:**

Program course electives, build with Guided Pathways in mind or full choice?

Corequisites and Prerequisites, process for updating and keeping current?

Academic Curriculum Changes, timeframe and review for new students?

Timing and review of section updates?

# Designing and Building: Advising

## Configuration and Workflow Decisions

### **Advising Functional Decisions and Requirements:**

- *NOVA to map student services and locations for appointment scheduling*
- *NOVA to review VCCS case management recommendations configure alert and case management workflow*
- *NOVA to review VCCS progress report recommendations and configure the reports in Navigate*
- *NOVA to define and configure user roles and permissions*

### **Advising Workflow Decisions and Requirements:**

Where will Advisors take notes or provide reports?

What tools are expected to be used during an advising session?

How are students and Advisors scheduling appointments, both can schedule or only advisors?

How are advisors currently assigned to students? Update?

Responsibility for pro-active outreach stays with professional or faculty or mix model?



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# Process Mapping: Advising

Review of Current and Ideal Advising Organization

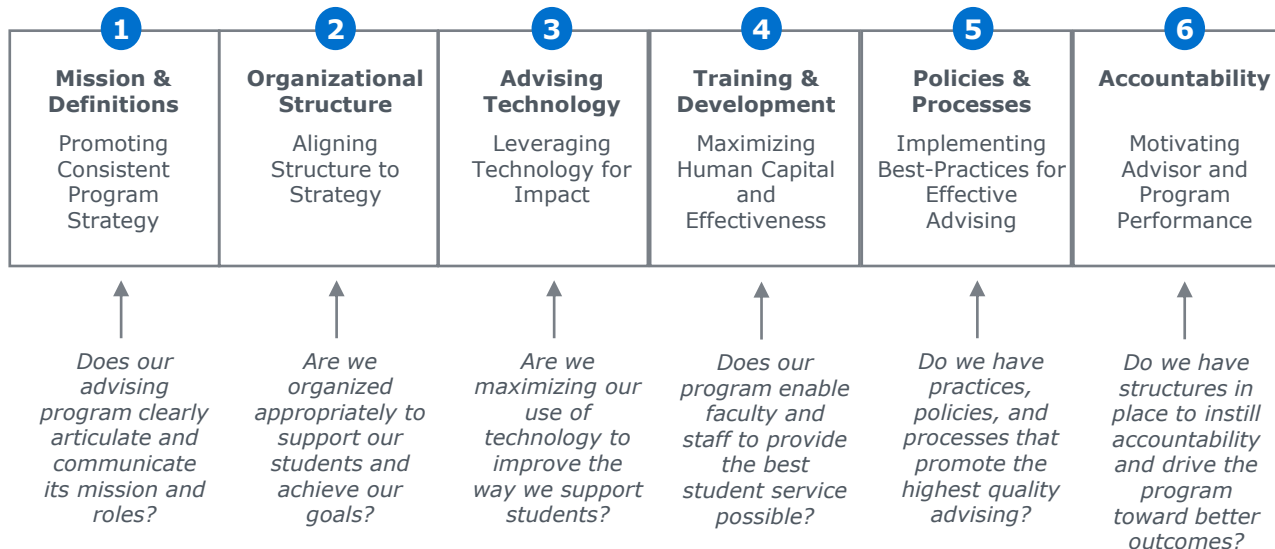
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# Reflecting On Your Advising Program Strategy

## Understanding the Advising Operations & Structure

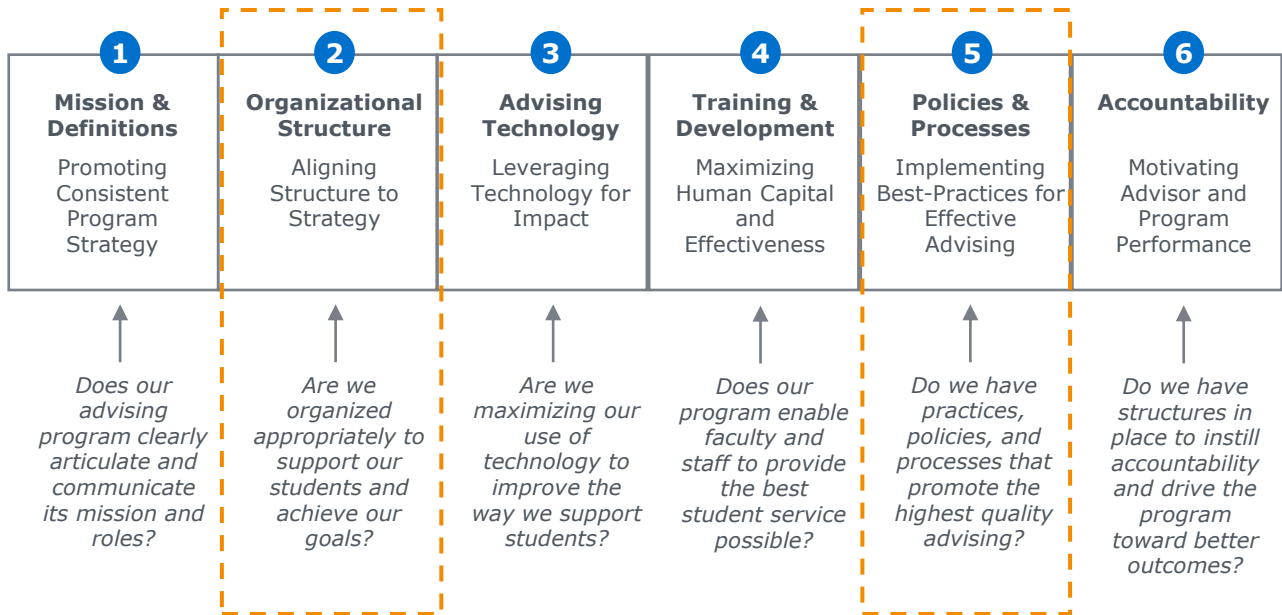
### Six Areas of Evaluation



# Reflecting On Your Advising Program Strategy

## Understanding the Advising Operations & Structure

### Six Areas of Evaluation



1

## Coordinate Structure

Continued learning & Implementation structure

Determine which processes need decisions with priority. Work with NOVA for additional build team and leadership learnings.



2

## Opportunity Assessment

Function specific needs & workflow definitions

Begin clear workflow definitions and processes. Create training and implementation timelines for roll-out strategies.



3

## Build & Implement

Integrating Technology

Build and execute on process changes and support structures. Work against priority of updates and needs for NOVA strategy.



# VCCS Wave 1 Kickoff Agenda - NOVA

## Schedule June 26<sup>th</sup> (Revised)

Time	Session	Goals	
8:30am – 8:40am	<b>Welcome</b>	Introductions and level setting the day	Shauna Davis VCCS
8:40am – 8:50am	<b>NOVA’s Strategic Focus</b>	Overview of NOVA’s strategic plan and how NAVIGATE fits in the bigger picture	Dr. Schiavelli Northern Virginia CC
8:50am – 9:20am	<b>Overview of SSC Components</b>	Deep dive breakdown of the entire SSC package, named features and functionality	EAB Leadership Team
9:20am – 9:55am	<b>Workflow Implications</b>	Discussion on how Navigate impacts workflow, business processes, and examples of large colleges using NAVIGATE (lessons learned)	EAB Leadership Team
9:55am – 10:15am	<b>NOVA’s Implementation Plan</b>	Overview of NOVA’s implementation timeline, components of that timeline, and the college involvement process	EAB Leadership Team
<b>15 Minute Break</b>			
10:15am – 11:45am	<b>Live Platform Demonstration</b>	Live demonstration of Navigate platform w/ Q&A (all functionality and workflow implications highlighted)	EAB Leadership Team
11:45am – 12:15pm	<b>Process Mapping Exercise 1.</b> Ideal Student Onboarding	Define the ideal onboarding experience for students at NVCC - ideal workflow for incoming students and how/when a student should access information when first joining campus	All Participants
12:15pm – 1:00pm	<b>Process Mapping Exercise 2.</b> Student Onboarding and Orientation	Understand the current state of how a student accesses information when first joining campus (including welcome notices, materials shared and orientation). Also, understand communications from all offices on campus to students	All Participants
<b>1 Hour Lunch</b>			
2:00pm – 2:45pm	<b>Process Mapping Exercise 3.</b> Student Program and Course Selection	Understand the process of how students change programs and courses including outside assistance (required or recommended) such as advising or faculty	All Participants

Time	Session	Goals	
2:45pm – 4:15pm	<b>Process Mapping Exercise 4.</b> Advising	Overview of 7 key components and best practices. Discussion on what does and does not exist at NOVA. Current student experience and ideal design. How are technologies leveraged? How will Navigate support an ideal design? What is NOVA's plan/goal for the ideal advising process?	All Participants
4:15pm – 4:45pm	<b>Wrap-Up and Next Steps</b>	Wrap-up onsite, discuss outstanding issues to resolve, and review next steps	All Participants

## ***Suggested Room Requirements for Each Session***

### **All Sessions**

- Projection, Internet Access
- Markers, Process Mapping Paper ('butcher' type roll of paper)

### ***Session Attendees***

#### **Process Mapping (including Program Leadership Team)**

- Student Advising
- Other Campus/Site representatives (including online/distance learning)
- Financial Aid
- Bursar
- Admissions
- Provost/Academic Affairs Staff
- Additional staff owning the student onboarding process
- Student Affairs/Student Activities Staff
- Campus IT/Help Desk
- Communications experts/key staff

### ***Additional Considerations***

#### **Room Configuration**

Except in the case of very large groups, we prefer conference-style rooms where everyone is able to face one another. For the process mapping sessions, rooms with large whiteboards are ideal otherwise spaces where process mapping paper can be placed on the walls.

#### **Parking**

Please let us know the best location to park in proximity to the buildings in which meetings will be held. Please also tell us where or from whom we should retrieve any necessary parking passes.



## VIP-PASS Implementation Project

Target for Implementation at Scale: Fall 2018 registration (March 2018 go live)

Project Sponsor: Mel Schiavelli, Executive VP NVCC

	MEMBERSHIP	RESPONSIBILITIES	
<b>Leadership Team</b>	<p><b>George Gabriel, VP, Student Success, Convener</b>            Steve Sachs, VP, Instructional and Information Technology            Steve Partridge, VP Workforce Development            Julie Leidig, Provost            Sheri Robertson, AVP, Academic Services            Keri Bowman, Director, Student Success            Jennifer Lerner, AVP, e-Learning            Alison Thimblin, Academic Dean            Ellen Fancher-Ruiz, Dean of Students            Kathy Bohnsted, LTR Dean</p>	<ul style="list-style-type: none"> <li>Assign, monitor, and adjust tasks and deadlines to Action Teams</li> <li>Review reports from action teams (at least twice monthly)</li> </ul>	
<b>Academic Planning/Pathways Team</b>	<p><b>Sheri Robertson, Convener</b>            Pam Hilbert, Provost            Julia Brown, Transfer Services            Preston Davis, ELI            Barb Canfield, Academic Dean            Ellen Fancher-Ruiz, Dean of Students            Bobbie Gershman            Mary Charleza            Nate Carter            Esther Perantoni, Workforce</p>	<ul style="list-style-type: none"> <li>Guide student to a best-fit program and timely completion of required courses based on Informed Pathways</li> <li>Prepare detailed informed pathways in a common format for every program, each student category, each initial academic plan and transfer partner</li> <li>Consider possibility and feasibility of common 1<sup>st</sup> semester cohorts possibilities</li> </ul>	
<b>Student Services/Advising and Training Team</b>	<p><b>George Gabriel, Convener</b>            Molly Lynch, Provost            Keri Bowman, Director, Student Success            Beatrice McKeithen, Dean of Students            Beth Harper, AVP, Student Services            Alison Thimblin, Academic Dean            Cynthia Pascal, Student Services            Rhonda Myers, GPS Coordinator</p>	<p>Karan Srinivas, Coordinator, Student Success            Alka Gandhi, Faculty            Paige Highsmith, Faculty            Allison McElfresh, 1st Year Advisor            Mary Ahn, Counselor            Joan Zanders, Director, Financial Aid            Fran Troy, Pathways            Mark Mannheimer, Student Success</p>	<ul style="list-style-type: none"> <li>Ensure students are prepared, supported and aware of all campus resources</li> <li>Configure student services, help page and Tier I support</li> <li>Cohort management</li> </ul>
<b>Onboarding Team</b>	<p><b>Keri Bowman, Director, Student Success, Convener</b>            Annette Haggray, Provost            Mark Mannheimer, Asst. Director, Student Success            Michael Turner, Dean of Students            Kat Hitchcock, Academic Dean            Marc D'Antonio            Cathy Hall, HSOR</p>	<p>Sheri Anna Brown, Assoc. Dean            Katie Aimone            Tanneh Kamara, GPS Coordinator            Lacey Faunce, 1st Year Advisor            Kelly Usher, Faculty            K.V. White, Faculty            Shannon Ingram, Pathway            Tamaica Jackson, HSOR</p>	<ul style="list-style-type: none"> <li>Organize student onboarding experience into a clear path</li> <li>Configure EAB Navigate onboarding sections (nodes)</li> </ul>
<b>Communications Team</b>	<p><b>Steve Sachs, Convener</b>            Elizabeth Weatherly, VP Advancement            Karan Srinivas, Coordinator, Student Success            Whitney Hammond, HSOR            Pascale Brown, First Year Advisor            Charles Korn, Faculty            Tony Vu, Webmaster</p>	<p>Sue Picard, ELI Technology            Debbie Wyne, Dean of Students            Kirstin Riddick, Instructional Services (AL)            Alicia Tucker, Asst. Dean            Academic Dean            Faculty</p>	<ul style="list-style-type: none"> <li>Assess and strengthen student communication channels and terminology</li> <li>Build and design college-wide communications plan</li> <li>Communicate full launch plan</li> </ul>