

Navigate Glossary

Basic Terms

Item	Definition
EAB	Education best practice firm that works with leaders across both higher education and K-12 to support them in addressing their most critical challenges through best practice research, technology, and services.
Partner	Institution that partners with EAB through research forums, technology collaboratives, or managed services (formerly called “member”)
EAB.com	EAB’s website hosting numerous resources, such as industry news, product updates, and upcoming events.
Coordinated Care Network	The concept of a network of support providers, connected by technology and process, to make it easier for students to navigate the system and receive holistic, coordinated support.
Murky Middle	EAB term used to describe the often-overlooked population of students that achieve a GPA between 2.0 and 3.0 in their first year and are therefore at potential risk of not graduating from the institution given their major.
Population Health Management	A student success framework based on a health care model that uses risk stratification, differentiated care, and scalable support strategies to efficiently deliver care and improve student outcomes.
Training Site	A “sandbox” site developed to allow partners to interact with real student data in Navigate.
Production Site	A live Navigate site that is fully in use for a partner; data and interactions are real.
Go-Live	Transition date between an institution’s “sandbox” Training Site and live Production Site.
Phase I	Initial launch of Navigate features: can be limited users and functionality before expanding.
Site Configurations	Set of functionalities that can be toggled to allow different workflows.
Help Center	In-platform resource housing tutorial videos and helpful articles.
Launch Resources	A comprehensive collection of documents (planners, audits, toolkits) used through implementation, and beyond that, highlight decision points and recommendations.

Project Roles

Item	Definition
Launch Consultant	EAB team member responsible for leading partners throughout functional implementation.
Strategic Leader (SL)	EAB team member responsible for helping partners maximize value in the platform beyond implementation.
Business Analyst (BA)	EAB team member responsible for the technical implementation (project manage data validation, site build and go-live preparation)
Data Integration Services (DIS) / Technical Analyst	EAB team member that provides optional, complimentary data extraction and automation services as part of the standard implementation process (partners may select DIS Full, DIS Lite, or none at all).
Launch Team	EAB team of Consultants responsible for managing the technology installation and implementation.
Value Stream Team	EAB team of Consultants responsible for ensuring ongoing value and alignment to partners’ student success goals post-implementation.
Executive Sponsor	Senior leader or Cabinet member responsible for outlining institutional student success and EAB partnership goals; provides direction and support as needed to realize goals
Program Sponsor	Senior leader responsible for setting goals and expectations for platform use and student success initiatives with key stakeholders on campus; provides project oversight and direction to ensure continued progress and project success (may be same as Executive Sponsor)
Program Owner	Main point of contact who leads overall Navigate implementation, launch, and ongoing alignment to campus student success goals to ensure project success.
Value Leader(s)	Individuals involved in supporting the project through planning, communication, and leading Engagement Teams.
Engagement Teams	Subcommittees within the Leadership Team to assist with implementation and ongoing utilization. These typically include the Workflow & Training, Content & Communication, Insight & Assessment, and Academic Planning teams.
Technical Leader	On-campus leader who spearheads the process for data extraction and validation, working with their internal technical teams, Navigate Business Analysts, and EAB Data Acquisition Services (if applicable).
Application Administrator (App Admin)	On-campus resource dedicated to managing site configurations of staff platform, and replying to end-user support inquiries.
Content Administrator	On-campus resource dedicated to managing content in the student app.

Navigate—Strategic Care and Intelligence Glossary

Workflow and Interaction Terms

Item	Definition
User Roles	A defined set of permissions for individuals using Navigate (e.g., “Advisor” or “Instructor”).
Availability	Times that staff set within Navigate to allow scheduling. This can be for Drop-ins, Appointments, or Campaigns.
Action Menu	Menu housing the primary coordination functions, such as communication, appointment scheduling, campaigns, and case management.
Location	Specific area or major on campus for which an advisor would see students (not a physical location).
Categories	Differentiating student attributes captured in a school’s SIS system (e.g., Veterans, Athletes, Greek life).
Notes	A relevant piece of information attached to a student’s profile in Navigate.
Tags	Subjective information not captured in an SIS system (e.g., Students interested in taking GRE’s or MCAT’s).
Lists/Student Lists	Dynamic or static list of students that users can create and consistently access in the platform.
Advanced Search	Search engine that allows users to enter thousands of search parameters to allow for segmentation of the partner’s student population.
Summary Reports	Summary of the content discussed during a student interaction (i.e., advising or tutoring) and logged in to Navigate.
Progress Reports	Also referred to as “Early Alerts;” enables a professor or instructor to indicate how a specific student is performing in class.
Alerts	A mechanism for any user (not just a professor or instructor) to draw attention to a student who may potentially be a risk due to a variety of factors.
Cases	A coordinated request across users prompting action and follow up on an alert, indicating a student is at risk. Often crosses department lines and includes areas such as Financial Aid, Counseling, etc.
Appointment Campaign	Proactive outreach strategy with a specific goal in mind, such as “Reenroll students not yet registered for Fall”
Kiosk	Workflow hub for both Advising Centers and Tutor Centers.
Appointment Center	Navigate scheduling feature used by Front Desk and Administration workers to manage the schedules and appointments of staff (including walk-in queue management)

Descriptive, Predictive, and Prescriptive Analytics

Item	Definition
Reports	Snapshots of real-time activity happening in the site by location, service or staff member, designed for assessment and resource allocation.
Institution Reports	Web-based historical analytics unique to a partner’s institution. Helps leaders understand trends and opportunities by college or major, including critical course analysis, GPA analysis, major switching patterns, student sub-group analysis, and preenrollment factors. Includes up to 10 years of historical data and is accessible to anyone on campus with the appropriate permissions.
Population Health Dashboards	Dashboards that allow designated users to track key academic performance and progress indicators that help identify intervention opportunities across discrete student populations.
Success Markers	Critical course milestones that are predictive of success in a given major. Fires an alert when a student does not pass a course at the recommended grade threshold or has not completed a course within the recommended credit range.
Intervention Effectiveness	Dashboards designed to assess the impact of in-platform (e.g., appointment campaigns) or offline (e.g., using a new tool in advising appointments) interventions on your student populations.
Major Explorer	Feature that presents various alternative majors, associated risk levels, and typical salary bands for careers associated with a given major. Information is sourced from national governmental career data. (Please note, this feature is distinct from the Navigate Major Explorer, which is based on student interest captured in an Intake Survey).
Student Success Predictive Model	Proprietary EAB algorithm that analyzes multitudes of data points with relative weightings to assign a predicted level of “risk” of the student not graduating given their major. Displays as Low, Moderate, or High and is designed to be used as a triage or prioritization mechanism.
Risk Score	Compares the current student against your historical population to determine their likelihood to persist to the next term or to graduate from your institution (depending on the outcome of your Student Success Predictive Model).

Navigate—Smart Guidance Glossary

Student-Facing Mobile Application Terms

Item	Definition
Academic Planning	Feature that allows students to build their Academic Plan directly in Navigate. Students will select the courses for their program from a template to easily guide them through course selection and requirements to stay on track for their program. The plans can be accessed by advisors in Navigate Staff in a collaborative workspace (Shared space)
Appointment Scheduling	Functionality for students to easily schedule appointments with support staff (e.g., advisors) from their smartphones.
Conditional Pathing	Intuitive choice architecture that creates unique pathways depending on the student. Students can receive relevant content based on a number of attributes, such as classification, transfer status, and more.
Connect Network	A list of a student's support network, including advisors, instructors, and tutors that they are specifically assigned to in Navigate. Staff contact information is imported directly from the institution's student information system.
Events Calendar	A digital calendar of important campus events, including holiday breaks, orientation events, and tuition payment deadlines.
Hold Center	An automated system to manage student holds (e.g., bursar hold). The Hold Center integrates with the Student Information System (SIS) and automatically alerts students who have holds on their accounts
Intake Survey	A self-identification process that students complete when they first open the Navigate mobile app. This intake collects additional information (e.g., "I am working part-time") that would not be evident from the Student Information System (SIS), providing more ways to customize and target content for students
Path	Step-by-step pathway to college success, providing the context, instructions, and resources for completion of important tasks. To-do's are typically created for topics critical to student success, including Onboarding, Paying for College, and Academic Success.
Major Explorer	Automated major and career exploration system based on student interests (please note that this feature is distinct from the Navigate Major Explorer, which is based on academic performance). Students can explore institution-specific majors and related career information drawn from the US Department of Labor.
My Schedule	Easy-to-read student course schedule pulled directly from the Student Information System.
Notifications	Timely nudges to keep students on track for critical tasks (e.g., submit your FAFSA). Notifications can appear as push notifications, texts, or emails, depending on the student's preferences in their Navigate Notification Center.
Path View	A chronological view of tasks, allowing students to focus on upcoming tasks that are important for the immediate future.
Quick Polls	Quick surveys that serve as pulse checks of your student body and provide university administrators with intra-term student data.
Resources	A catalog of the physical and digital resources that students can access at your institution.
Tips	Fun, interesting content to delight students and encourage formation of positive habits and mindsets that are also critical to student success.
Content Administration Tool (CAT)	A tool that is accessible by a Content Administrator that enables management of content and Academic Plans in the student platform.