

Navigate Priorities

One Year Plan

Priority Item	Goals	Deadline	Primary Contacts	Main Stakeholders	Rationale	Transformation Track	Associated Process Metrics
Support Priority Model Refresh	*Include SRS, EPF in the model *Base the model off 5 most recent cohorts *Demographic information removed from model *The model to become the place for caseload priority management	August 2022	Sean Wernert Mike Brake	ASC/Advisors Student Facing Staff	In an effort to be more efficient and effective in advising caseload management, refreshing the support priority model to be more accurate will provide staff with a single tool for identifying students who most need support from their support network.	Identify and Intervene with Students	# appointments, messages, interactions by support level
Scheduling Tool—mandating campuswide use for online scheduling	*Tracking of appointments & contacts will be more efficient with more quality data * Can better identify impact of campaign/message to advising appointment	Summer 2023	Gaye DiGregorio Sean Wernert-Eighmy	ASCs / Advisor Network Department heads / college leadership Advising Leadership	When all advisors are utilizing the same scheduling system, the data we are able to collect and interpret will have a higher quality and can be more efficiently collected. Additionally, EAB Navigate has been approved for network security purposes.	Streamline Support Services	# students contacted # appointments scheduled, completed Currently cannot confidently track appt data
Equity-focused caseload management	* Strategic use of appointment campaigns *Tracking of advising contacts by population (i.e.: SRS, FG, RM)	Ongoing	Gaye DiGregorio Sean Wernert-Eighmy	Academic Advocacy Initiatives Unit Advising Leadership	In an effort to close equity gaps in institutional persistence and graduation rates, a focus on equity minded caseload management can assist in identifying student populations who may more need support from university staff.	Identify and Intervene with Students Prepare for Student Interactions	# appointments, messages, interactions by support level # appointments by populations of focus (SRS tagged in Nav) % of SRS students with appointments in first 4 weeks (this year 85%)
Care units, Locations & Services alignment	* Creation of Support Network care unit *Eliminate un-used locations, minimize total number *Minimize the number of Services	December 2022	Latoya Noel John Heisel	Support Network units ATD team	Streamlining of care units, locations, and services will provide for more quality and efficient data tracking. Additionally, technical support for the platform will be more efficient with fewer services, locations, and care units.	Streamline Support Services	

Five Year Plan

Priority Item	Goals	Deadline	Primary Contacts	Main Stakeholders	Rationale	Transformation Track	Associated Process Metrics
Implementation of Cases & Alerts	<ul style="list-style-type: none"> *Utilize cases and alerts between the advising community and support networks *Onboard additional support network offices (i.e.: case management, OFA, RO, Res Life, etc.) 	2024	Latoya Noel Sean Wernert-Eighmy Gaye DiGregorio	Advising Community Support Network	This implementation will provide a more cohesive and seamless way to make referrals to other offices / departments as well as encapsulate specific student “cases” to ensure consistent and thorough communication.	Integrate Early Alerts and Case Management	
Campus-wide Campaign Strategy	<ul style="list-style-type: none"> *Creation of a cohesive strategy on the use of campaigns based on outreach needs *Create templates for messaging (nudges) *Consider messaging from support network 	2023	Sean Wernert-Eighmy	Advising community Support Network	Creating a broad communications strategy that encompasses support network and advising to provide students with consistent messaging and a cohesive campus-wide strategy for outreach.	Coordinate Communications	
Implementation of Success Markers by department	<ul style="list-style-type: none"> *Develop markers for academic success for each major/department *Identify markers by class (FR, SO, JR, SR) *Connect to EAB Support Priority 	2025	Academic Departments Latoya Noel John Heisel	Students Advising Network Academic Departments	Creating success markers by department will provide another avenue for identifying students in need of support—missed markers would potentially indicate additional supports needed. Tying this into the EAB Support Priority model would provide a more well-rounded picture of a student’s progress towards graduation.	Identify and Intervene with Students	
Graduate Student inclusion in the platform	<ul style="list-style-type: none"> *Identify which programs would most benefit from inclusion in the platform *Load student data *Identify student success needs 	2025	Sean Wernert Graduate Programs Mike Brake (Division of IT)	Graduate advisors Graduate programs/students	The current EAB contract allows for up to 999 graduate students. Utilizing this will assist graduate advisors in prioritizing caseloads and working with both their undergraduate students and graduate students in the same platform.	Prepare for student interactions	