

 **Date of Brief:** February 13, 2018

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Navigate Implementation Update

**Project Summary**

Facilitate team of key campus stakeholders who will guide the implementation of Education Advisory Board’s (EAB) Navigate. This software will help create a foundation for streamlined onboarding, early alert, and communication systems for new and returning students leading to increased enrollment, retention and completion of CCC students as envisioned through Guided Pathways.

**Build Team Leads**

**Onboarding**: John Ginsburg

Help reorganize the student onboarding process to a clear path.

* Determine onboarding order
* Adapt all Navigate default content to institution
* Collaborate with the Communications Build Team on outreach

**Advising**: Dustin Bare, Kara Leonard

Ensure student support, connections to campus resources, and appointment scheduling are integrated within campus background.

* Early alert and case management
* Appointment scheduling
* Advising documentation
* Career/counseling services
* Student cohort management

**Academic Planning**: Stephen Brouwers

Guide students to the best-fit program and speedy completion of required courses

* Program descriptions identified
* Interest Area Mapping
* Validate academic data with technical team (course information, program information, placement, etc.)

**Communications & Training**: Lori Hall, Lindsey Pierce

Enhance communication with students and promote platform adoption during full launch.

* Manage campus communication plans
* Craft campus welcome messages
* Review web descriptions to ensure clarity
* Remove ‘college knowledge’ information
* Create glossary of terms for instructions
* Responsible for college-wide training

**Timeline & Progress\***

**Phase 0**: Setup & Planning – **COMPLETE**

* CCC determines Build Team leads and members
* EAB builds project management tool
* EAB initiates regular project leadership, technical calls
* CCC hosts EAB consultants for initial Opportunity Assessment

**Phase I**: Initial Configurations – **COMPLETE**

* CCC submits initial configurations of Onboarding steps, Advising appointment scheduling details, interest area mapping
* EAB builds Onboarding test site, solicits first round of feedback
* EAB builds Advising test site with working student data
* EAB builds Major Explorer
* CCC builds initial communications plan
* *Expected completion in January 2018*

**Phase II**: Testing & Secondary Configurations – **IN PROGRESS**

* CCC selects small groups of students to test Onboarding, Advising, Major Explorer functionalities
* CCC collects testing feedback and suggests configuration edits
* CCC submits secondary configurations (e.g. conditional onboarding paths, Advising kiosks and updated workflows, student notifications)
* EAB trains Build Team members
* EAB makes edits as necessary, builds secondary configurations
* CCC creates training materials and schedule for staff and faculty users
* *Expected completion in March 2018*

**Phase III**: Piloting & Initial Staff Training – **PLANNING STAGES**

* CCC selects student populations for piloting the onboarding functions of the software
* CCC solicits ongoing feedback from pilot group to continue to make improvements to software
* CCC schedules, communicates, facilitates initial training opportunities
* EAB continues to adjust site per pilot feedback
* EAB and CCC determine launch details
* *Expected completion in June 2018*

**Phase IV**: Launch

* EAB and CCC launch Navigate to all students
* CCC professional advisors begin using Advising portion
* CCC documents workflow changes
* CCC plans additional staff and faculty training based on workflow changes
* *Expected launch Summer Term 2018*

\*Technical timeline being managed separately by EAB and CCC’s ITS team