Navigating College

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YOUNG YI
INVINCIBLES

Introductions

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Scenario

Charlie, a CTE student, is feeling extremely overwhelmed with their first biology class. The pace is very quick, and they feel they are falling behind. They are also having trouble understanding the biology terms, and spotty Internet connection is not helping. In addition, this class is part of the Inclusive Access Program, which means all the materials are supposed to be accessible via Canvas. However, Charlie has been having difficulty with their access code, and nobody seems to be able to help. The midterm may pass before they can log in, because their top priority is getting to work so they can buy groceries.

How can we best serve Charlie?
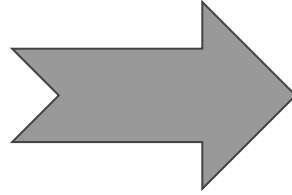
Awareness + Access to Benefits are key to Affordability


By Kailey Whitman for The New York Times

Declines in state higher education funding contribute to higher tuition and fees for students, ultimately impacting whether they enroll and persist.

However, we know tuition and fees are not the only costs associated with getting a degree. Basic needs, such as food and housing, also contribute to students' access.

Across the consortium of seven City Colleges of Chicago, 66% of students reported struggling with food and/or housing insecurity.

What is a Benefits Navigator?

- HB 4201 effective Jan. 1, 2023 sets forward duties of "benefits navigator with detailed understanding of eligibility requirements for benefit programs and campus wide or community resources of support."
- Benefits navigators may support students in addressing needs like technology, food access, textbooks, childcare, health care, hygiene products, legal assistance, mental health, and housing.
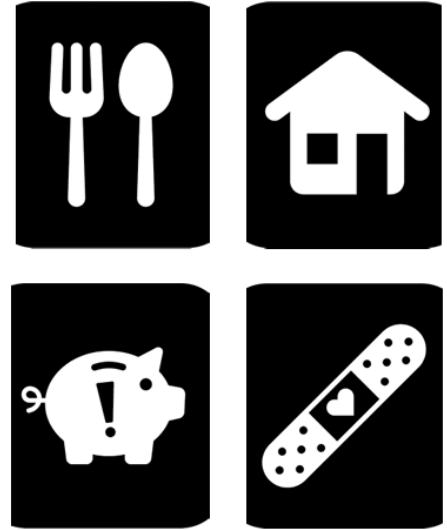
Benefits Navigators

Academic Navigators

Both academic and wraparound supports are essential to ensuring all students can access and complete their higher education degree.

What is an Academic Navigator?

In Spring 2020, 100% of Waubonsee courses, programs and services were impacted by COVID-19, which caused stagnation in student and faculty progression. Our college had to pivot to online courses and services. Many students were not familiar or actively engaged in online learning. Many students started to suffer academically. We, as a college, had to find equitable ways to help students through their academic challenges caused from the pandemic. The **navigator program** was born.

Navigators:
- Embedded in courses
- Support students in Navigating the technology of the school
- Support students in accessing 3rd party course materials/access codes
- Other things agreed upon by faculty and Navigator
- Some have a specialized area they support
- Not all Navigators are Coaches

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Types of Academic Navigators

All Navigators are embedded in Canvas. All work together to support students. Built-in Services. Their navigator hours were paid through grants and other resources

Academic Coaches/Navigators	Tutor Navigators	Tech Navigators	Special Assignment Navigators
- All coaches navigate - Work with faculty - Help students gain executive functioning skills. - Create resources for faculty canvas shells. - Technology support - Webinars/ Workshops - Up to 75% of their time is navigating	- Dual Roles - Tutor in content area - Work with faculty - Technology support - Up to 10 hours a week for navigation	- Dual Roles - Very knowledgeable about student tech needs - Work with faculty - Technology support - Webinars/ Workshops - Up to 10 hours a week for navigation	- Specialized staff - More knowledgeable about additional campus resources - Provides support from their area of expertise - Work with faculty - Five hours a week for navigation

Relationship/Foundation Building

Faculty	Student	College Community
Meet prior to the beginning of the semester	Help lessen anxiety and gain access to campus and community resources	Collaboration with other departments to provide resources for students
Look at students needs and make a game plan to assist students	Assist with digital components (LMS, Publisher Platforms)	Being proactive about on-demand services

Navigators create a synergy through these relationships.

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Who We Support

Examples of working with faculty:
- Creating pathway between students and tutors - communication log for faculty, students receive additional time on assignments.
- Provide ideas on academic support for student success

Examples of working with students:
- One-on-One meetings to create individualized strategies
- Provide referral to other resources on campus

Examples of working with Community:
- Available for registration rally for all incoming students
- Automotive open house
- Nursing program 50th year celebration

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How Does This Look?

*Data detail January 1, 2022 - March 31, 2023

Mandy (CTE - Health Sciences) - Navigating total - 21,014, Academic Coaching - 642
Alesha (CTE - BTWE) - Navigating total - 19,543, Academic Coaching - 1,577

Academic Coaching Detail:

Student Visits - 521

Unique Visits - 87

Scheduled Hours - 293

Navigator Detail:

Student Visits - 2,599

Unique Visits - 376

Scheduled Hours - 1,603

Total Student/Faculty Contact Count:

Academic Coaching - 2,840

Academic Coaching Faculty - 956

Navigating - 52,571

Navigating Faculty - 3,072

Total Contacts - 59,439

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How Does This Look?

Academic Support Utilization Report

Sessions 1/1/2022 Through 3/31/2023

Academic Coaches & Navigators		Student Sessions		Faculty Sessions		Sessions Subtotal	Unique Students
Academic Coaching Sessions		353		168		521	87
Navigator Sessions		1,244		1,355		2,599	376

Academic Support Utilization Report

Busy Hours 1/1/2022 Through 3/31/2023

Academic Coaches & Navigators		Student		Faculty		Hours Subtotal	Avg Length of Session
Academic Coaching Hours		217.2		75.8		293.1	0.56
Navigator Hours		767.8		835.5		1603.3	0.62

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Courses with Navigators

NP Growth Summer 2020-Fall 2021
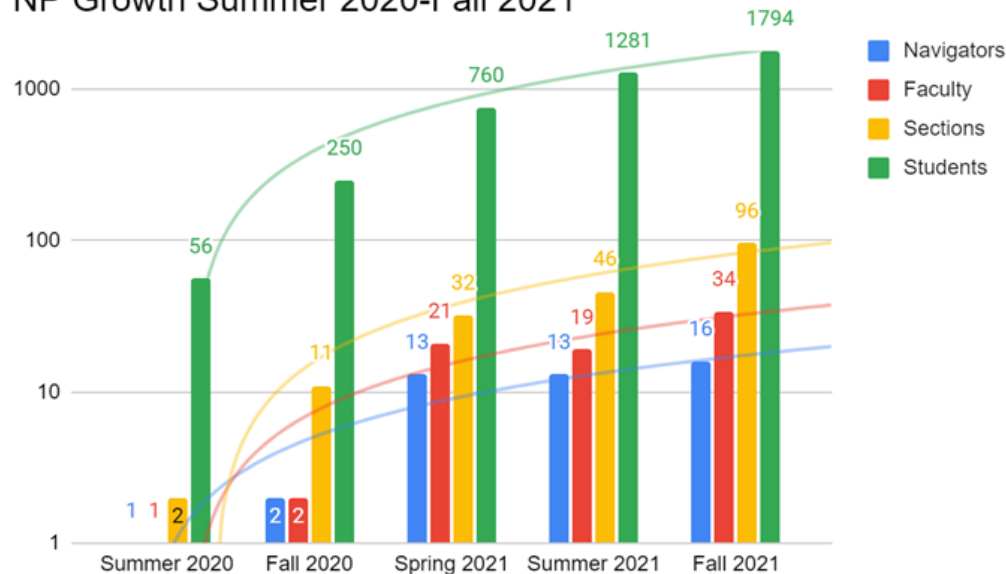
	Spring 2022	Summer 2022	Fall 2022
	113 courses (all academic divisions)	49 courses (all academic divisions)	102 courses (all academic divisions)
	46 Faculty Members	28 Faculty Members	50 Faculty Members
	15 Navigators	13 Navigators	14 Navigators

WCC Review: Student Interaction

We create student surveys for each term. The student survey results showed support for having navigators embedded in courses. The results below suggest that navigators play a huge role in providing a supportive learning environment for students, including increasing awareness of campus resources.

Spring 2023:

64% of students have utilized their navigator

80% of students read the announcements use other resource recommendations

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WCC Review: Faculty Interaction

- **85%** of faculty recommended their navigator to the students
- **71%** of faculty saw improvement with students' classroom experience
- **71%** of faculty expressed having a navigator allowed them more content-focused time.
- **86%** faculty were satisfied with their embedded navigator

WCC Review: Feedback

Student Feedback/comments:

- "Thank you [Name]! Thank you for the useful **information and encouragement**. Just saying "Thank you" is an understatement! :) (History student)"
- "Thank you so much for helping me out with all of this. I **appreciate** it a lot! (Student having difficulty communicating with faculty)"

Faculty Feedback/comments:

- "I have courses that are 16-weeks, 8-weeks & 4-weeks, which means that I have courses starting up all semester long. Having an navigator available throughout the term for these various course start ups is **priceless** to me! I truly hope that the online navigator is not only a continued program for faculty & students but is expanded to be available for all faculty who desire to participate. **I can't imagine not having an navigator now that I have had one!**"
- "This being my second semester working with (the navigator) , I just wanted to let you know what an **invaluable resource** he is for my DevEd students. He makes himself more than available, is a wealth of knowledge, and is beyond encouraging and responsive. Having a course navigator/support coach like this has made such a **difference in my courses** over the summer and this fall. I wanted to commend him as well as this incredible program! I have noticed such a difference and I feel like it **makes me a far better instructor**, too!"

WCC Review: Student Usage

Number of Sections Served by Navigators per Semester
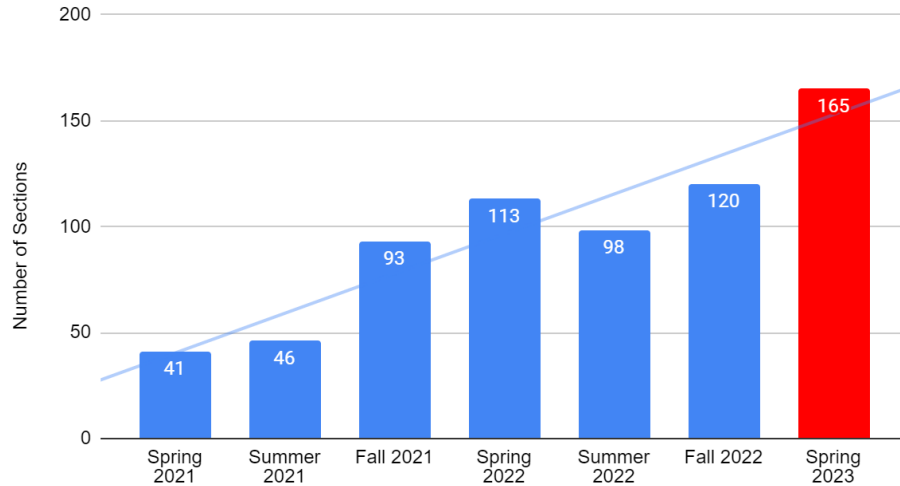
In Fall 2021, Navigators met with **238 unique students for a total of 563 sessions.**

In Spring 2022, Navigators met with **253 unique students for a total of 457 students.**

In Summer 2022, Navigators met with **68 unique students for a total of 140 sessions.**

In Fall 2022, Navigators met with **137 unique students for a total of 259 sessions.**

In Spring 2023, Navigators met with **136 unique students for a total of 217 sessions.**

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WCC Success Rates for Students of Color Fall 2021

RACIAL/ETHNIC BREAKDOWNS FOR ENG AND MTH DEV ED COURSES

Courses	Student Group	Enrollment	Completion Rate	Success Rate	High Success Rate	DFW Rate
ENG<100	ALL	434	72%	68%	51%	32%
	Asian	19	79%	79%	58%	21%
	Black or African American	52	67%	63%	40%	37%
	Hispanic or Latino	217	69%	64%	50%	36%
	Other/Not Specified	1	0%	0%	0%	100%
	White	144	78%	75%	57%	25%
MTH<100	ALL	883	83%	77%	55%	23%
	Asian	29	93%	83%	69%	17%
	Black or African American	99	74%	69%	43%	31%
	Hispanic or Latino	350	79%	74%	51%	26%
	Other/Not Specified	1	100%	100%	100%	0%
	White	399	87%	82%	62%	18%

WCC Retention

Fall 2022 to Spring 2023 retention data:
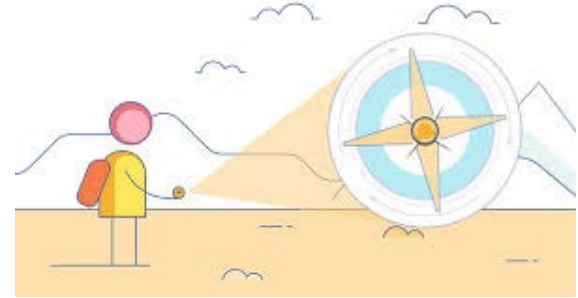
1. Students in Navigator courses = 71.99 %
2. Students in non-Navigator courses = 71.76%

WCC Strengths of the Program

- Embedded Link for services
- Available in All Course Modalities
  - Accessibility
- Flexible Delivery Model
- Program targets the course, not students
  - DWFI
- Just in Time support for students
- Collaboration
  - Staff, Faculty, Community

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Questions?

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