

2023-2024 Moonshot Work Plan

Lead: Marie Smith

Team: Holistic Coordinated Care: Expanded use of Navigate

Moonshot for Equity Holistic Coordinated Care: Expand Use of Navigate									
High Impact Strategy	As part of the Moonshot for Equity Holistic Coordinated Care Team, this team will focus on expanding the use of Navigate and leveraging technology in the most strategic ways to achieve better results related to retention and graduation.								
Rationale	Leveraging technology to improve communication and support for students and allocate staff resources to the students who most need our support will help us achieve better results related to retention and graduation. The work identified in the work plan is based on the Navigate Maturity Curve rubric.								
Desired Result	<ul style="list-style-type: none"> Develop a weekly outreach calendar that includes differentiated support for 3 or more student populations Expand the Belongingness Care Unit to include Housing and Dean of Students and launch Financial Aid Care Unit Increase Study Buddies participation through marketing and targeted communication (Navigate Student App). Marketing: digital signage, handbills, posters, webpage, targeted message campaigns Launch Navigate Event Tracking tool and Scheduled Report tool in 2 or more areas Expand staff-initiated TO DOs in 3 or more areas Re-brand and re-design Navigate webpages 								
Work Team	<p>Lead: Marie Smith</p> <p>Team members: Serigo Correa, Luis Benevoglienti, Kim White, Marissa Delwiche</p>								
Potential Costs	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"></td> <td style="width: 40%;"></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">TOTAL PROJECT COST</td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table>					TOTAL PROJECT COST			
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Deliverables & Timeline		
	Holistic Coordinated Care: Expanded use of Navigate	
	Coordinated & Differentiated Communication Plan: Create a <i>Coordinated & Differentiated Communication Plan</i> in collaboration with campus partners, specifically: a weekly outreach calendar that includes differentiated support for 3 or more student populations. Share <i>Coordinated & Differentiated Communication Plan</i> for Fall 2023 with staff.	September 2023
	Kiosk: Add kiosks in targeted locations to track scheduled appointments and drop-ins: Nursing Department, SSS	September 2023
	Event Tracking: Launch event tracking tool to track student participation in events: OMSA, PARC	September 2023
	Scheduled Reports: Utilize saved searches and scheduled reports to gather data/analytics: Athletic Study Hall Reports, Eligible Not Enrolled Reports	September 2023
	Study Buddies: Expand student use of the Studies Buddies tool through marketing and targeted communication, in collaboration with the campus tutoring center.	October 2023

	TO DOs: Expand staff-initiated TO DOs in 3 or more areas, for intentional communication, specifically for URM, first-generation, and students on academic probation: OMSA, CARS, academic probation project	November 2023
	Care Unit Expansion: Expand belongingness Care Unit to add Housing and Dean of Students.	January 2024
	Process Mapping: Review student success priorities, align Navigate best practices with these priorities, use Navigate data/analytics to quantify performance and assess progress, use data to evaluate/adjust levels of support for differentiated care, review/adjust <i>Coordinated & Differentiated Communication Plan</i> , analyze/edit message content. Share <i>Coordinated & Differentiated Communication Plan</i> for Spring 2024 with staff.	January 2024
	Care Unit Launch: Launch Financial Aid Care Unit.	April 2024
	Standardized Expectations: Continue to standardize expectations of use for Navigate; create a central location for instructions and documentation.	May 2024
	Analytics: Monitor Navigate analytics (previous term analytics).	June 2024
	Webpages: Re-Brand and re-design Navigate Webpages	June 2024
Measures of Success	<ul style="list-style-type: none"> • 2 or more staff in the Financial Aid Care Unit will be actively utilizing Navigate for appointment scheduling and intentional communication, by the end of the academic year, May 2023. • 3 or more areas will be actively using TO DOs for intentional communication, specifically for URM and first-generation students, for the 2023-2024 academic year. • 80% of events in 2 or more areas will be tracked using the Navigate Event Tracking tool, for the 2023-2024 academic year. • 50% of first year students will opt-in to study buddies by the end of the academic year, May 2023 • 3 or more student populations will be represented in the <i>Coordinated & Differentiated Communication Plan</i>, for the 2023-2024 academic year. 	