



## Quick Start Guide for Navigate

### GETTING STARTED

1. Log in to Navigate using your SSO credentials! Once logged in, links below will take you directly to the Help Center with How-to steps, videos, and best practices.

**PRODUCTION SITE URL:** <https://frostburg.campus.eab.com/> – **start using on August 1st**

2. Configure Availability and Calendar for Appointment Scheduling

- **[Set Up Your Availability](#)** - This is an important first step that will allow you to then create appointments with students by selecting the 'Add Time' from your Staff home screen - see *Appendix A* for detailed instructions on setting up your Availability.
- **[Sync Your Calendar](#)** - This initiates the two-way sync between Navigate and your calendar. See *Appendix B* for detailed instructions.

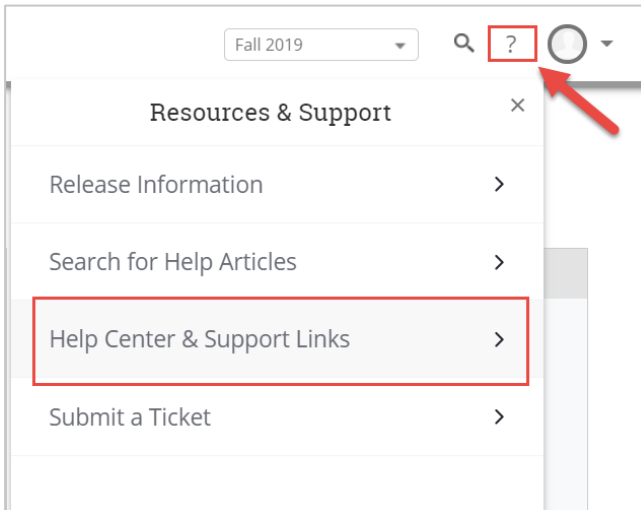
### KEY PLATFORM FEATURES

Perform These Key Actions to Identify, Communicate With, and Support Students

- **Reference the [Student Profile](#)** – After clicking on a student's name through the search results, your Staff Home, or the Quick Search, note their Academic progress and any areas of concern with the various tabs on a student's profile
- **[Mass Email and Text a Group of Students](#)** – Use 'Send a Message' from the 'Actions' drop-down to contact your advisees or other lists you've created in the platform – see *Appendix C*
- **Add [Appointment Summary Reports](#) or [Notes](#)**– Record your interactions and follow-ups from student meetings by adding an Appointment Summary Report (record associated with an appointment) or a Note (general record not associated with a specific meeting) – see *Appendix D*
- **Create a [Progress Report](#) or [Issue an Alert](#)** to initiate Always Alert interventions. Academic Coaches will intervene based on level of interventions – see *Appendix E*
- **Create an [Appointment Campaign](#)** - Use this to invite students set up an appointment during times you have designated – see *Appendix F*

# Need Help? Access EAB's Help Center

Visit the Navigate Help Center for articles and how-to instructions on all Navigate Features and Workflows.



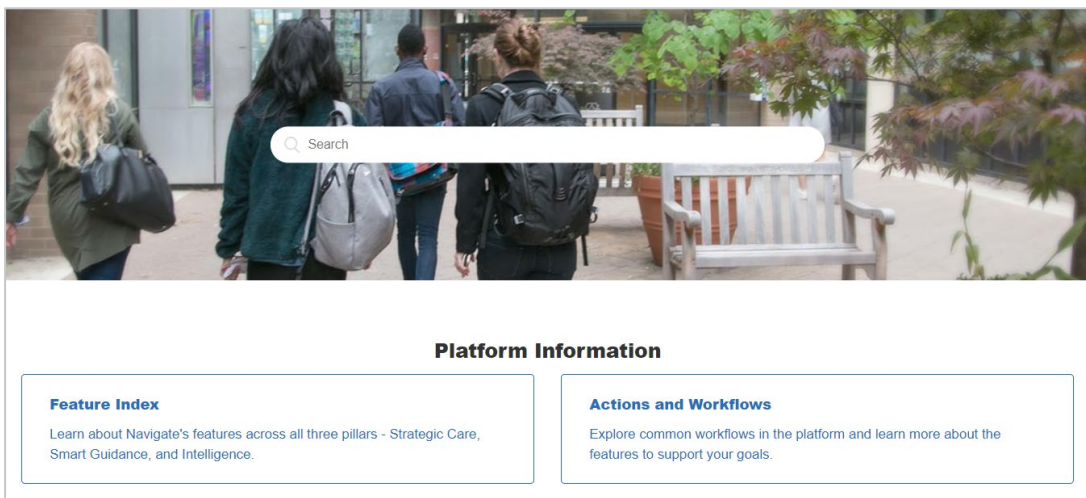
## Accessing the Help Center -

**Step 1:** Log in to Navigate

**Step 2:** Click on the question mark icon in the top right hand corner.

**Step 3:** Click Help Center & Support Links from the drop down menu

**Step 4:** Select Help Center to be taken to articles and step by step instructions for Navigate features and workflows. View the [Help Center Overview Video](#) to get the most from its resources!



### Tip:

Links to feature-specific articles in the Help Center are found at the bottom of each page of this document (look for this icon)



For more detailed guidance, check out the [Help Center!](#)

Additional Questions? Email [Navigate@frostburg.edu](mailto:Navigate@frostburg.edu) for support!

# Appendix A: Setting Up Your Availability

## Availability

As a new user, the first thing you need to do is [set up availability](#) so that students can schedule appointments to see you. It is important to note that locations and services are created by institution administrators.

## Staff Home New

Students   Upcoming Appointments   My Availability

### Available Times 0

SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
<input type="radio"/>	Mon, Tue, Wed	8:00a-5:00p	Forever	My Advisor's Office	Changes to my Schedule For: Appointments/Drop-Ins/Campaigns	Advising	<a href="#">Edit</a>

**MODIFY AVAILABILITY**

Forever

**Add to your personal availability link?**

Add this availability to your personal availability link?

**What type of availability is this?**

Appointments   Drop-ins   Campaigns

**Meeting Preference**

In-Person    Virtual Meeting

**Care Unit**

Advising

**Location**

Academic Advising Center

**Services**

Academic Planning    Changing a Major    General Advising

**URL / Phone Number**

**Special Instructions for Student**

**B** *I*   **:=**   **½=**   ↶   ↷

Cancel   **Save**

### Add Time -

**Step 1:** Click the Add Time button in the Actions Menu

**Step 2:** Select the days as well as start and end time in the *From* and *To* fields.

**Step 3:** Set the length of the availability with the *How Long Is this Availability Active?* field.

**Step 4:** If you want this availability added to your personal availability link, select *Add This Availability to Your Personal Availability Link?* You can put the personal availability link in an email or text or on a website. Students are taken to a scheduling workflow that has the staff/faculty's chosen availabilities pre-filled. (**Note:** Personality Availability Link only works for regular Appointments, not for Drop-in's and Campaigns)

**Step 5:** Select your Availability types. You can choose more than one at a time. For example, an availability can be for both Drop-In and Appointments.

**Step 6:** For Meeting Preference, select the applicable meeting modality.

**Step 7:** For Care Unit, select **Advising**.

**Step 8:** Choose the location where you will be available.

**Step 9:** Select services you can provide students during this availability. You must choose at least one service but can pick more.

**Steps 10-14 continued on next page...**

# Appendix A: Setting Up Your Availability

The screenshot shows a form with the following sections:

- URL / Phone Number:** A text input field.
- Special Instructions for Student:** A rich text editor with a toolbar containing Bold (B), Italic (I), Bulleted List, Numbered List, Undo, and Redo. Below the toolbar, the text "e.g. room 23, please bring paper" is entered.
- Will you be meeting with multiple students?** A question followed by a note: "These settings will not be used for kiosk and campaign purposes."
- Max Number of Students per Appointment:** A numeric input field with the value "1" entered.
- Buttons:** "Cancel" and "Save" buttons at the bottom right.

**Step 10:** In the *URL / Phone Number* field, add your meeting link for your appointments.

**Step 11:** Use the *Special Instructions* box to include additional details for students. (Example: *We will use Zoom for our meeting, which you can access by using the link provided. Virtual meeting spaces allow us the flexibility to connect from various spaces. Please ensure the space you are in is conducive for such a meeting. I very much look forward to meeting with you!*)

**Step 12:** If you want to hold group appointments, you can specify the number *under Max Number of Students per Appointment*. Otherwise, you can leave it as 1 for one-on-one appointments.

**Step 13:** Click the Save button.

**Step 14:** Repeat this process until all your availabilities have been defined.

- You can have as much availability as needed.
- Creating multiple availabilities will enable you to set aside specific blocks for specific services (registration advising for example) or meeting types (drop ins vs. scheduled appointments)

## **Editing Availability:**

**Copy Time** - to copy a time, select the time you would like to copy and then click the Copy Time button. The availabilities will be copied, and a dialog will open allowing you to make edits or to save your newly created availability.

**Delete Time** - to delete your time, simply select the time and click the Delete Time button.

**Group Appointments** - You can create availability for group appointments by indicating how many students are able to schedule into the same appointment (indicate specific number under "Max Number of Students per Appointment")

**Inactive availabilities** are highlighted in red in the Times Available grid.



**For more detailed guidance, check out the [Help Center!](#)**

# Appendix A: Setting Up Your Availability & Target Hours

The screenshot shows the Staff Home interface. At the top, there are navigation tabs: Students, Appointments, My Availability, Appointment Queues, and Appointment Requests. Below this is the 'Available Times' section, which contains a table with columns: Actions, Days of Week, Times, Dates, Location, Purpose, Care Unit, and Personal Link. The table lists several rows of available times, each with a checkbox in the 'Actions' column. Below the table is a 'Personal Availability Link' section with a link and a 'Copy' button. At the bottom is the 'Scheduling Target Hours' form, which includes a 'Target Hours Per Week' dropdown menu (set to 15), a checkbox for 'Block scheduling for the week when target is hit', and an 'Update Target Hours' button. A red arrow points to the 'Scheduling Target Hours' section.

Target Hours allow staff to restrict the number of hours in which they can be scheduled for appointments via Student Scheduler.

- Staff set their Target Hours in the **Scheduling Target Hours** section.
- Target Hours have two aspects:
  1. **Target Hours Per Week:** This is the maximum number of hours per week in which they can be scheduled for an appointment. (You can set this between 1-168 hours.)
  2. **Block scheduling for the week when target is hit:** If selected (and hours have been reached), the staff member will no longer be available to students for appointments for the remainder of the week.
- **Note:** Target Hours are calculated against all Services, Locations, and Care Units. Your Leadership Team will provide clarification on how this feature should be used.

This is a close-up of the 'Scheduling Target Hours' form. It features a title 'Scheduling Target Hours' at the top. Below the title is a section for 'Target Hours Per Week' with a dropdown menu showing the value '15'. Underneath is a checkbox labeled 'Block scheduling for the week when target is hit', which is checked. At the bottom of the form is a blue button labeled 'Update Target Hours'.

## Appendix B: Sync Your Outlook Calendar

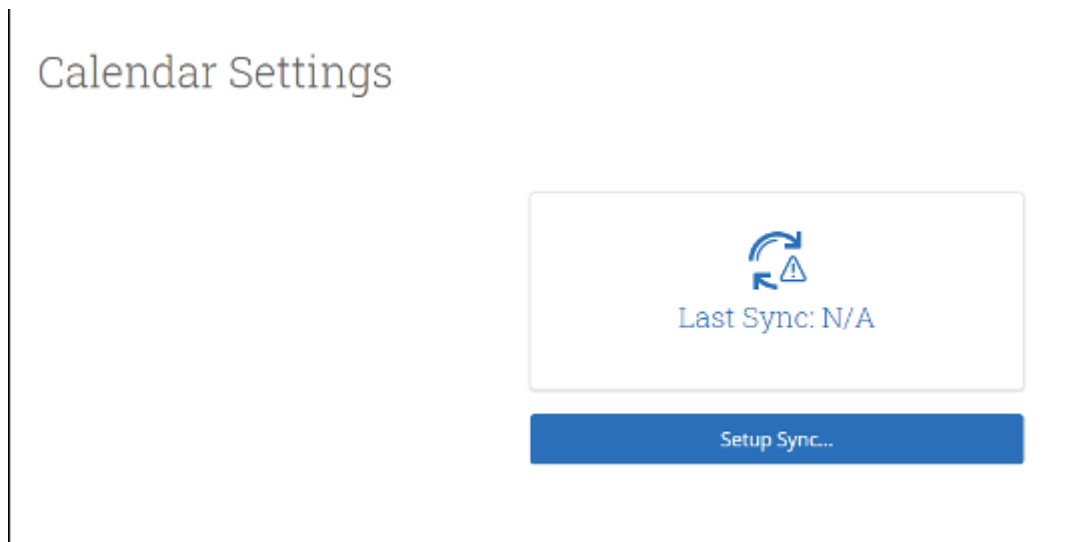
### Integrating Your Calendar

The availability you set up within Navigate dictates students' ability to schedule appointments with you. You have the added option to integrate your calendar with the Navigate platform to pull in Free/Busy times from your personal calendar and push appointments scheduled in Navigate to your personal calendar.

Select the calendar icon in the left navigation bar. Once on the My Calendar page, select the **Settings and Sync** button.



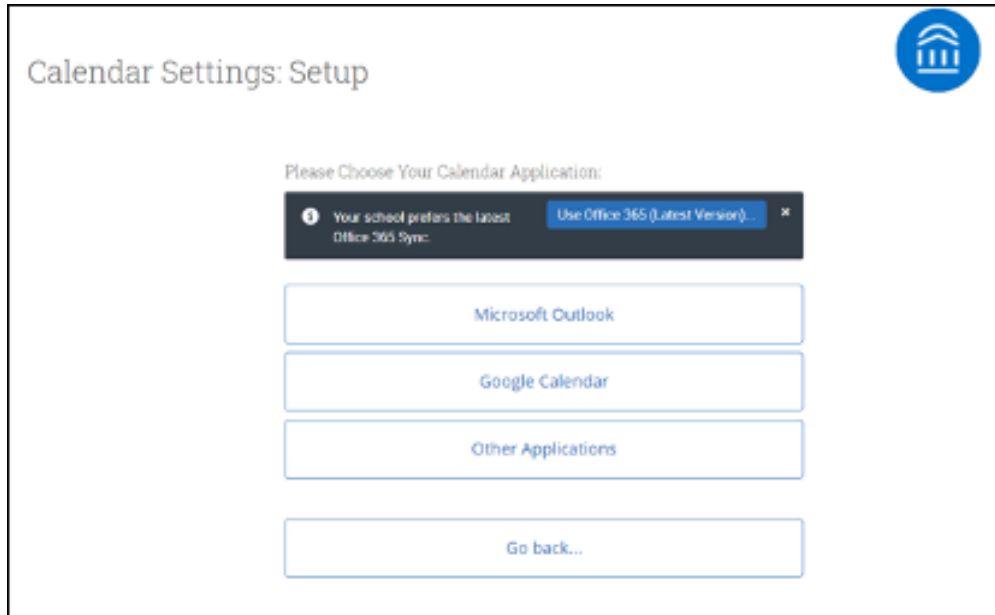
On the Calendar Settings page, select **Setup Sync...**



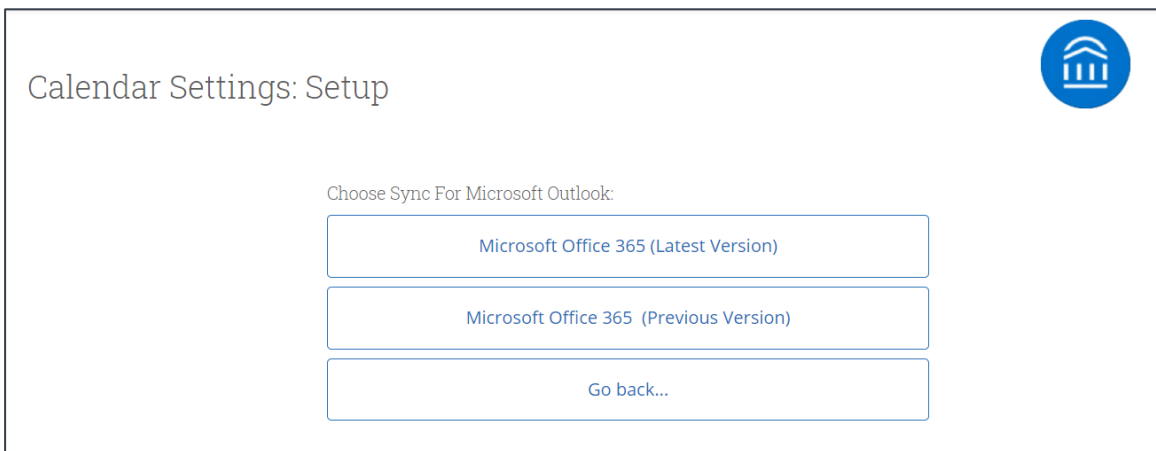
# Appendix B: Sync Your Outlook Calendar

## Integrating Your Calendar

If you see the following screen, click the button that says **Use Office365 (Latest Version)** at the top of the list of options, as in figure 3.



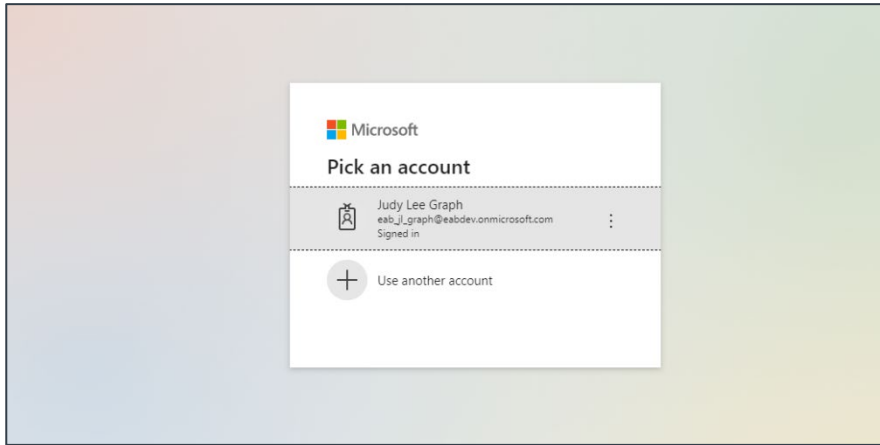
If you click **Microsoft Outlook** instead of the **Use Office365 (Latest Version)** button, you choose your Microsoft Outlook sync. Select **Microsoft Office 365 (Latest Version)** from the options.



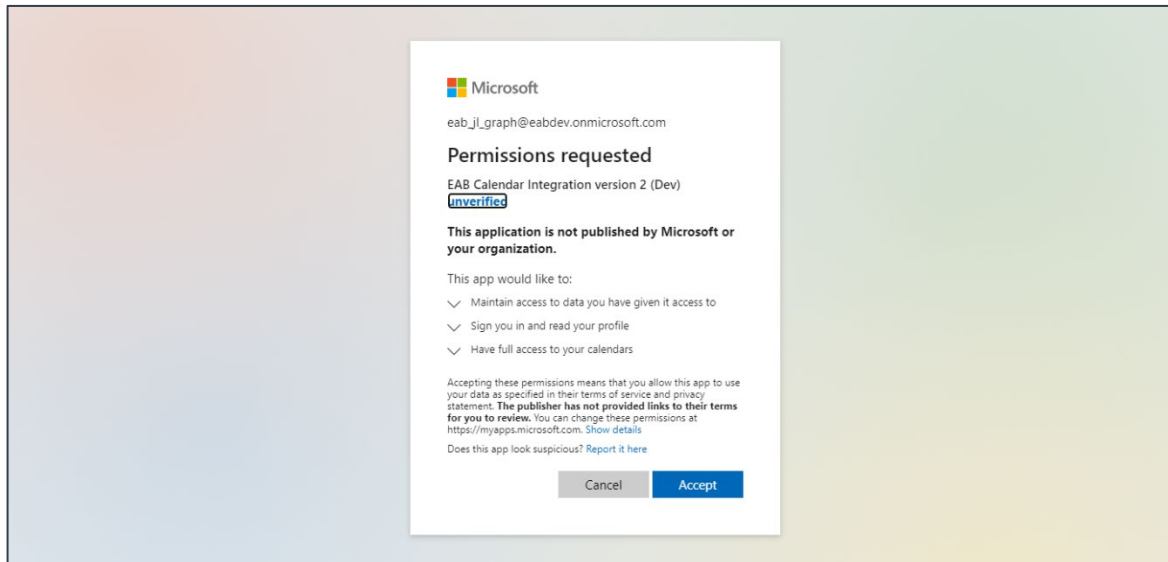
Regardless of which method you choose, the Microsoft login and authorization page opens. The page tells you to pick an account. Choose your professional account.

# Appendix B: Sync Your Outlook Calendar

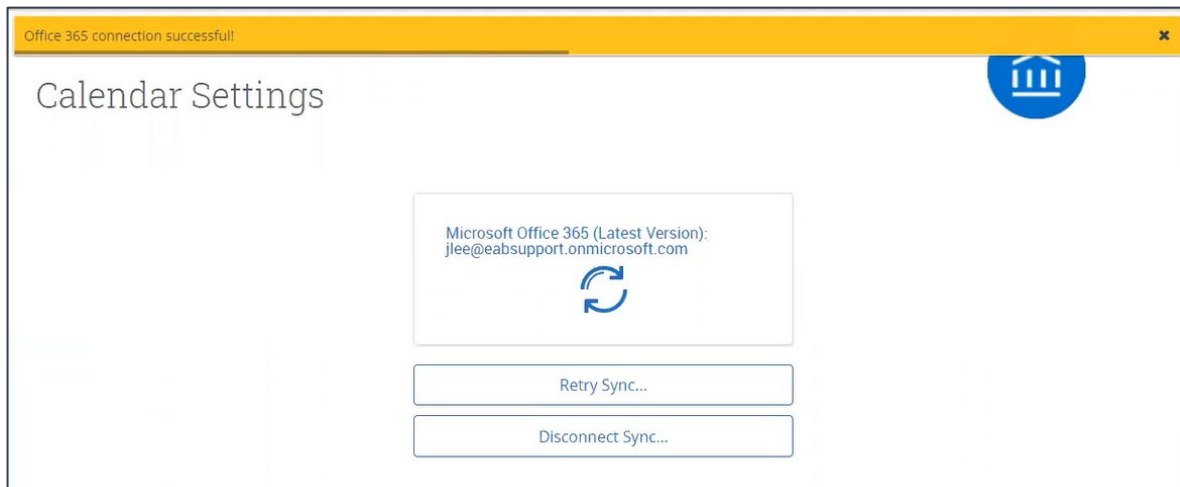
## Integrating Your Calendar



If you log in successfully, you see a page requesting permissions.



Select **Accept**. The page redirects to the Navigate Calendar Settings page, with a success message and information about the sync on display.





# Appendix C: Mass Email and Text a Group of Students

## Communicating with Students

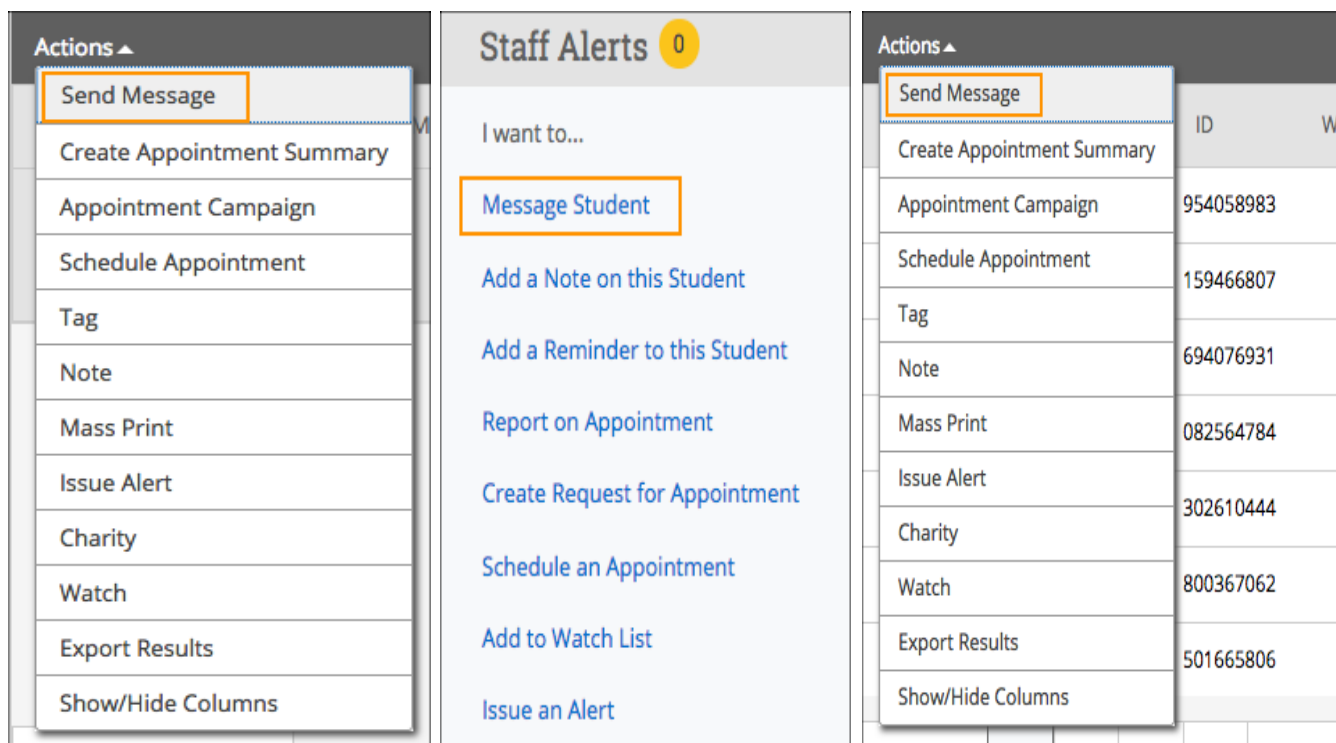
Navigate provides both [email and text messaging](#) for faculty and staff to communicate with students, either individually or en masse. Communicating with students through the platform creates records of those communications, which can be accessible by other staff or faculty on your campus. In addition, it allows for a quick and easy way to communicate with more than one student at once.

Any faculty or staff member will only be able to view communications in which they have the proper permissions. Permissions allow users to either view only their own communications with students, or to view all communications with students. If you are unsure who can view your communications, contact your Application Administrator.

### How do I send the emails or texts?

You can send emails or texts to one or more students from your staff homepage, the student profile, or the advanced search. Most "Actions" menus throughout the platform allow for sending emails or texts. See below for screenshots of each of these locations.

- Send a message from the Staff home page (fig. 1)
- Send a message from the Student home page (fig. 2)
- Send a message from the Advanced Search (fig. 3)



**Important Note:** If you do not see the option to Email or Text students, then your role does not have the proper permission for this action, or your institution decided not to allow texting. Please contact your Application Administrator with questions.



For more detailed guidance, check out the [Help Center!](#)

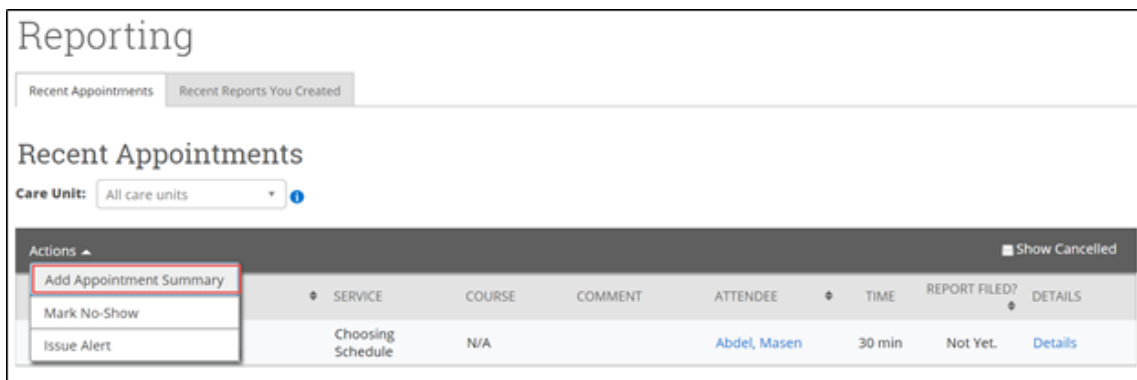
# Appendix D: Add Appointment Summary Reports

## Documenting a Student Interaction

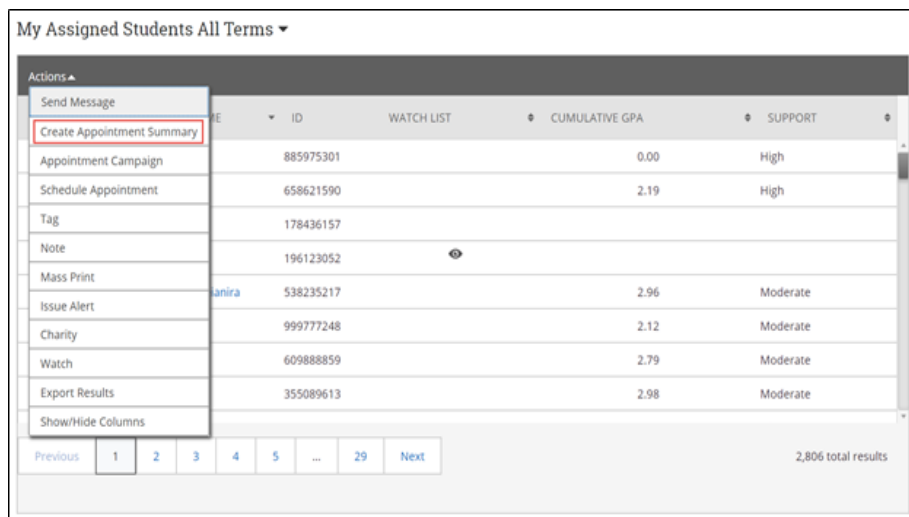
[Summary Reports](#) can be created during or after meeting with students. You can add a summary report to an appointment scheduled in advance, create a summary report for a walk-in appointment, mark a student as a no show, or edit existing summary reports.

**For Scheduled Appointments:** There are several different ways to create an Appointment Summary Report for scheduled appointments. **Add Appointment Summary** is an option in the Actions drop-down menu throughout the platform. The easiest way to access your appointments is from your Staff Home page. Under the **Students** tab on Staff Home, scroll down and find your Recent Appointments. From this section, you can click on a student and select **Add Appointment Summary** from the Actions drop-down menu. You can also access this section from the **Upcoming Appointments** tab of Staff Home.

**Note:** It is important to always create Appointment Summary Reports from the scheduled appointment itself, rather than ad-hoc, to ensure the Summary Report is tied to that specific appointment.



**For Drop-in Appointments:** There are several different ways to create an ad-hoc Appointment Summary Report for walk-in appointments. **Create Appointment Summary** is an option in the **Actions** drop-down menu throughout the platform. The easiest way to create an ad-hoc Appointment Summary Report for a walk-in appointment is from Staff Home or a student profile. Under the Students tab of Staff Home, find the specific student in your My Assigned Students section, or click the drop-down to find the student from one of your saved lists. From this section, you can click on a student and select Create Appointment Summary from the Actions drop down. This will create an Appointment Summary and add that appointment to your calendar in the past.



For more detailed guidance, check out the [Help Center!](#)

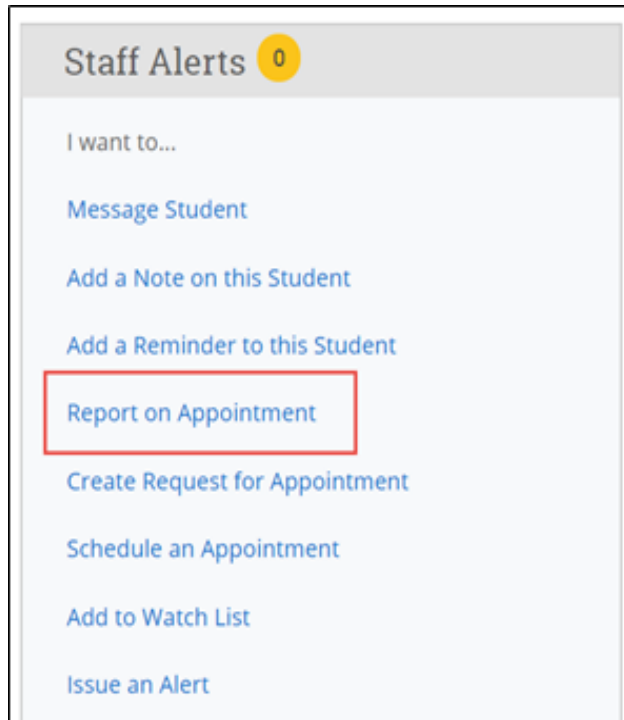
# Appendix D: Add Ad Hoc Appointment Summary Reports

## Documenting an Advising Interaction

You can also create an ad hoc Appointment Summary Report from a student's profile page. Navigate to that specific student's profile and click **Report on Appointment** from the Actions menu on the right. This will create an Appointment Summary and add that appointment to your calendar in the past.

**Reminder:** When creating an ad-hoc Appointment Summary Report to track drop-in appointments, the Navigate platform will create the relevant appointment on your calendar for the date and time you selected in the past. Creating that appointment helps our system keep track of all appointments happening with students, regardless of whether they were scheduled or walk-ins. If you sync your professional calendar to the Navigate platform, this appointment created in the past will also sync to that calendar.

**For No-Show Appointments:** The primary way to mark a student as a no-show for a scheduled appointment is from Staff Home. On the **Students** tab, scroll down and find your Recent Appointments. From this section, you can click on a student and select **Mark No-Show** from the Actions drop down. You can also access this section from the **Upcoming Appointments** tab of your homepage. Marking a student as a no-show still adds a Summary Report to the appointment. The only difference is that the box next to the student's name called **Attended** will not be checked. See the screenshot below.



**Important Note:** Any information you enter into Navigate pertaining to a student becomes a part of their official student record and may be subpoenaed by that student, as outlined in the Family Educational Rights and Privacy Act (FERPA).



For more detailed guidance, check out the [Help Center!](#)

# Appendix E: Create a Progress Report or Issue an Alert

## Submitting a Progress Report

Navigate’s [Progress Report](#) feature is used by faculty to share critical academic information on students enrolled in their courses. Use the instructions below to submit a Progress Report and mobilize support for a student.

**Step 1:** Access the Progress Reports either directly from the request email or by logging in to the Navigate platform and toggling to the Professor home page.

**Step 2:** Click “Fill out Progress Report” from email or home page.

**Step 3:** In the feedback screen, you will see a list of course sections and students that feedback is being requested for. This may or may not include all the students enrolled in your courses this semester. Begin filling out feedback according to the instructions provided in the Progress Report request email.

**Step 4:** If you have feedback about a student, select “Yes” and choose an “Alert Reason” that indicates why you are submitting feedback on this student. You may choose more than one alert reason. Please fill out the remaining columns, including the comments section with additional detail that will help an advisor follow up with this student.

**Step 5:** When submitting your Progress Reports, you have the option to submit only the students you have filled out feedback for or to submit all students. If you choose to submit all students, the students who you have not filled out feedback for will be marked as “I do not have feedback about this student.”

## Student Feedback



### Your information is secure.

Security measures allow your school to adhere to government rules and regulations concerning FERPA and overall student privacy. Thank you!

### Professor Shubitz:

You have been asked to fill out progress reports for students in the following classes. Update each student based on your best knowledge of their performance at this point in the term.

HIST-2112-A1-M American History II

Student Name	Do you have any feedback on this student?	Alert Reasons (You must choose at least one if the student is of concern)	Current Grade (Optional)	Additional Comments
1 [REDACTED]	<input checked="" type="radio"/> Yes <input type="radio"/> No	[Dropdown menu open showing: All of the Above, Excessive Absences, Low Participation, Poor Grades]	[Dropdown menu]	[Text input]
2 [REDACTED]	<input type="radio"/> Yes <input type="radio"/> No	[Dropdown menu]	[Dropdown menu]	[Text input]

HIST-2112-C-M American History II

Student Name	Do you have any feedback on this student?	Alert Reasons (You must choose at least one if the student is of concern)	Current Grade (Optional)	Additional Comments
1 [REDACTED]	<input type="radio"/> Yes <input type="radio"/> No	[Alert Reasons]	[Dropdown menu]	[Text input]
2 [REDACTED]	<input type="radio"/> Yes <input type="radio"/> No	[Alert Reasons]	[Dropdown menu]	[Text input]
3 [REDACTED]	<input type="radio"/> Yes <input type="radio"/> No	[Alert Reasons]	[Dropdown menu]	[Text input]

**TIP:** Use the glossary of Alert Reasons on the next page to understand what follow up action will be associated with each Alert Reason.



For more detailed guidance, check out the [Help Center!](#)

# Appendix E: Create a Progress Report or Issue an Alert

## Submitting an Ad-Hoc Alert

Navigate's [ad hoc alerts](#) are used by faculty and staff to share critical information and to create referrals for student between support offices. Use the instructions below to submit an early alert and mobilize support for a student.

**Step 1:** Click the "Issue an Alert" link in the upper right-hand corner of your home page.

**Step 2:** Search for the student for whom you'd like to issue an alert (using name or ID).

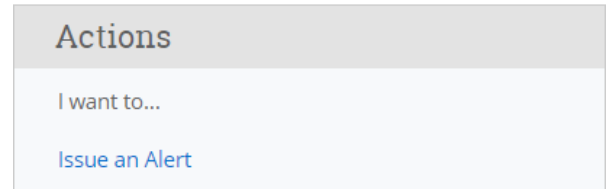
**Step 3:** Select the reason(s) you believe the student needs assistance. The reason(s) you choose will connect the student with the appropriate office. See more details

on the specific alert reasons below.

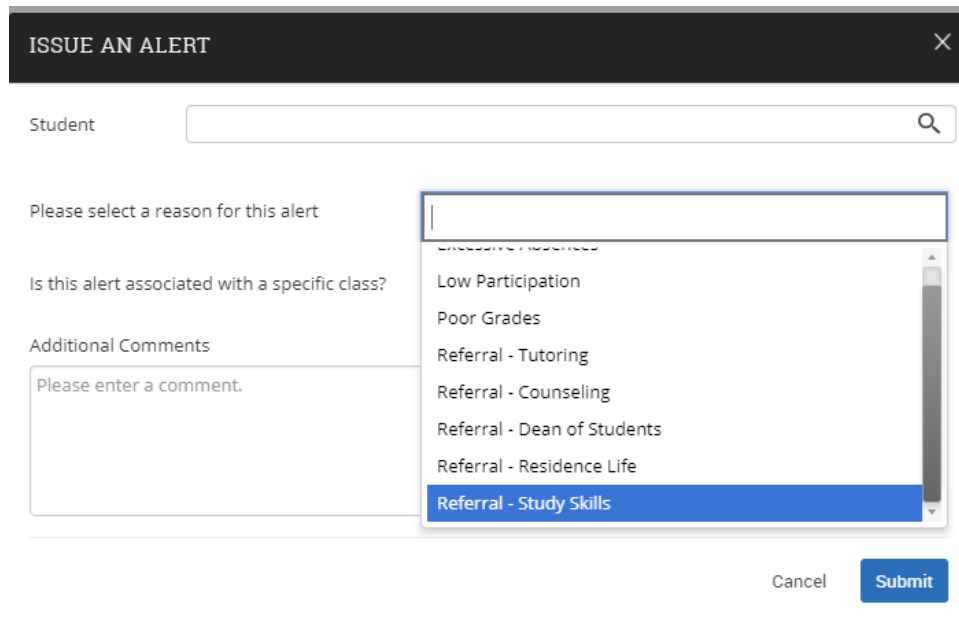
**Step 4:** If the alert is associated with a particular class, fill out that field.

**Step 5:** Lastly, please provide any relevant context around your reason for submitting the alert in the comments section. Comments will help the team reviewing alerts to connect the student with the right resources in a timely fashion.

**Step 6:** Issuing an alert may open a case. You will receive an email notification when the case has been resolved.



**TIP:** Use the glossary of Alert Reasons on the next page to understand what follow up action will be associated with each Alert Reason.

A screenshot of a web form titled "ISSUE AN ALERT" with a close button (X) in the top right corner. The form contains several fields: a "Student" search field with a magnifying glass icon; a "Please select a reason for this alert" dropdown menu with a list of reasons including "Low Participation", "Poor Grades", "Referral - Tutoring", "Referral - Counseling", "Referral - Dean of Students", "Referral - Residence Life", and "Referral - Study Skills" (which is highlighted in blue); a checkbox for "Is this alert associated with a specific class?"; and a text area for "Additional Comments" with the placeholder text "Please enter a comment.". At the bottom right of the form are "Cancel" and "Submit" buttons.

For more detailed guidance, check out the [Help Center!](#)

# Appendix E: Create a Progress Report or Issue an Alert

## Alert Reasons in Progress Reports and Ad-Hoc Alerts

Navigate’s ad hoc alerts are used by faculty and staff to share critical information and to create referrals for student between support offices. Use the instructions below to submit an early alert and mobilize support for a student.

Alert Reason	Description	Intervention*
Poor Academic Performance	General observation of struggling student/poor performance	Email w/resource referral, including instructor office hours, tutoring, PASS & University Advisor/Faculty Mentor
Excessive Absences – More than 3	Submit at earliest indication of excessive absenteeism.	Email expressing concern w/resource referral to instructor office hours, CAPS, & University Advisor/Faculty Mentor
Classroom Behavioral Concerns	Submitted for students who are disrupting the classroom environment and/or exhibiting concerning behaviors	Intervention team consisting of Student & Academic Affairs will consult and decide upon further action
Lack of Engagement in Course	Student is chronically tardy, not submitting work/accessing Canvas/engaging in class, etc.	Email w/resource referral, including instructor office hours, tutoring, PASS & University Advisor/Faculty Mentor
Low Exam Scores/Project Scores	Poor performance and/or exams or other graded work; can specify in comments; included in progress reports*	Email w/resource referral, including instructor office hours, tutoring, PASS & University Advisor/Faculty Mentor.
Other – Please Include Details in Comments	Provide details on any other observations that may be inhibiting performance; please offer any recommendations in this space	CAAR & ASN members will review and reach out to student and/or make appropriate referral
Referral – Financial Aid	Student expresses concern for financial situation/seeking information on scholarships, loans, etc.	Email with Financial Aid email link and other contact info
Referral - Tutoring	Student would benefit from support for content and/or academic skill development	Email with TutorTrac link and other Tutoring contact info
Referral – Career & Professional Development	Student would benefit from support for major/career exploration, internship/job search, resume/interviewing skill development.	Email with ways Career Development can assist students and includes email link and other contact info
Student Enrollment Concerns - Potential withdrawal/LOA - Dropping below FT status if international student or athlete	Student should consider a course or semester withdrawal/Leave of Absence and/or should access more info re: their credit accumulation b/c of athlete or international status.	Email w/course w/d information, FA warning, link tow/d & LOA policies as well as referral to advisor. UA/FM should follow-up with student.
Kudos/Student is doing well	Positive reinforcement is meaningful to students; please use for students exhibiting outstanding academic performance and for students who are making progress/showing improvement	Congratulatory email encouraging continued good work

# Appendix F: Creating an Appointment Campaign

**Navigating to Campaigns:** While on the staff home screen, select “[Appointment Campaigns](#)” from the left-hand side Quick Links section. This will take you to the Campaigns tab. From there, select Appointment Campaign from the right-hand side, under Actions.

## Define Campaign:

- Name your campaign (Students will not see the name of the campaign)
- Select “Advising” as the Care Unit (or the applicable Care Unit for your campaign)
- Location- Choose your location. NOTE: Ensure that for the campaign availability you have created under “My Availability” you have selected that you will be available in the same location (Advisor’s office).
- Under “Service”, choose the services for which you are available. NOTE: This must match the availability you have set up on your staff home page, under “My Availability”.
- Begin Date and End Date- choose the date range for which you want the campaign to run. If a student tries to schedule outside of that time period, they will receive a message stating that the campaign has expired. NOTE: This must match the availability you have set up on your staff home page, under “My Availability”.
- Appointment Limit- how many appointments can the student schedule for the campaign? (default is 1)
- Appointment Length- how long do you want the appointment to last?
- Select 1 slot per time (select more if you’d like more than 1 student to select the same time slot)

**Adding Students:** Use the advanced search feature to search for students you would like to participate in the campaign. Or choose one of your saved searches by clicking the drop-down arrow beside “Saved Searches”.

Review Students In Campaign	
Actions ▾	
<input type="checkbox"/>	NAME
<input type="checkbox"/>	Ellert, Channah
<input type="checkbox"/>	Malis, Philbert
<input type="checkbox"/>	Plaas, Claire

**Adding Staff:** If you have correctly set up your availability for Campaigns then you should see your name on the next page under “Add Advisors to Campaign”. If applicable, select other advisors to join your campaign.

## Compose Your Message:

- Create a Subject Line for your email
- In the next box, edit the text for the email. Default is “Please schedule your advising appointment”. NOTE: Always be sure to keep the Schedule Link in your email body, if that is removed students will be unable to schedule appointments.

**Confirm & Send:** Review the details of your campaign. When you are ready, click send to issue the email to students on the list.



For more detailed guidance, check out the [Help Center!](#)