

Fall 2023 vs. Fall 2024 Semester Report

The following report is a quick glance at Nanook Navigator data for the corresponding terms. This report includes data created within the Nanook Navigator and Navigate360 Student platforms. Insights on student appointments, campaigns, documentation, triage and intervention systems, communication, academic planning, and user utilization. The green and red percentage changes are based on the previous corresponding term to the current term.

Overview

Appointments, appointment campaigns, student documentation, staff, faculty, and student user utilization, and the number of students served increased. Areas that decreased were early engagement reports and alerts submitted. Cases decreased due to less feedback submitted and fewer alerts triggering cases. Cases are increasingly open longer over the 2-week deadline.

Recommendations: Encourage instructors to utilize early engagement reports to submit feedback on students and case assignees to close out cases within 2 weeks. Encourage advisors to complete appointment summaries to accurately reflect appointment attendance and student documentation. Encourage students to schedule appointments through the mobile app. Give kudos to staff and advisors for utilizing the platform.

Unique # of Students Served: 11,699 +75%

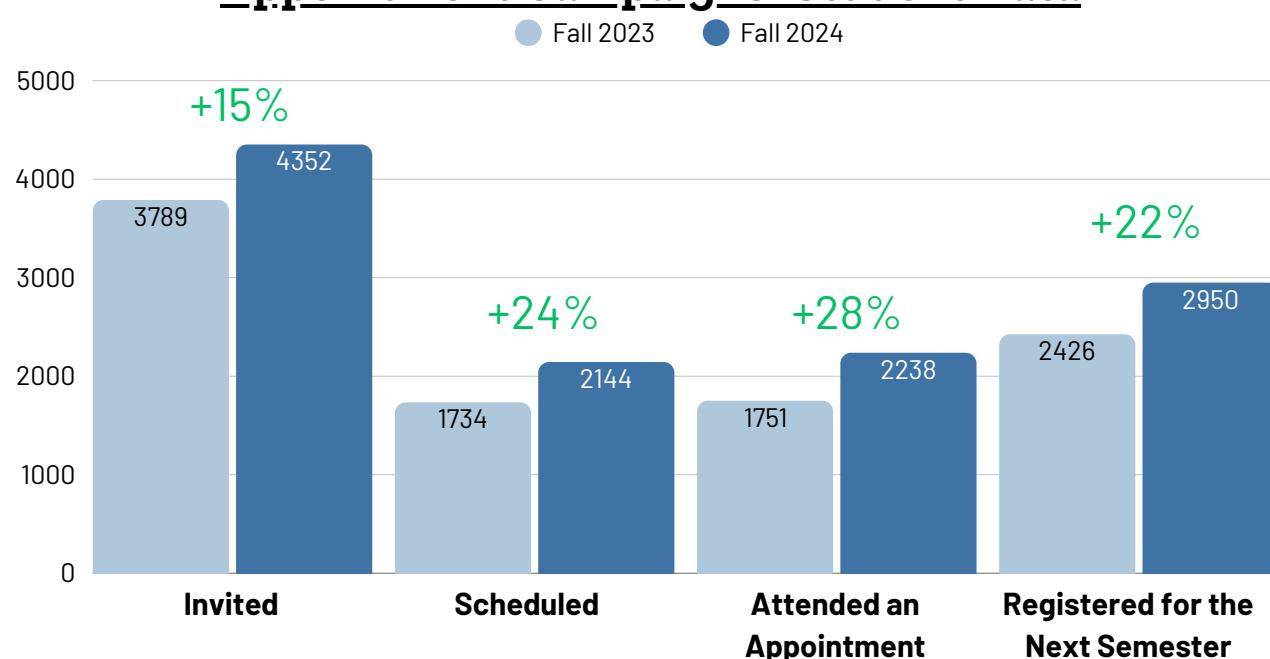
*Includes UAA/UAS students in UAF courses, multiple majors across schools, newly admitted UAF students, students who dropped/withdrew, & etc.

Staff & Faculty User Utilization: Up

Staff Power User Utilization: Up

Student Utilization: Up

Appointment Campaigns- Student Data



Nanook Navigator is a collaborative program that brings together faculty, advisors, staff, and administrators to support students from enrollment to graduation and life-long success. Nanook Navigator integrates advising, early intervention, and success initiatives into the student experience.

Care Unit Legend

- Advising
- Athletics
- Career Services
- Financial Aid
- Student Engagement
- Tutoring & Mentoring

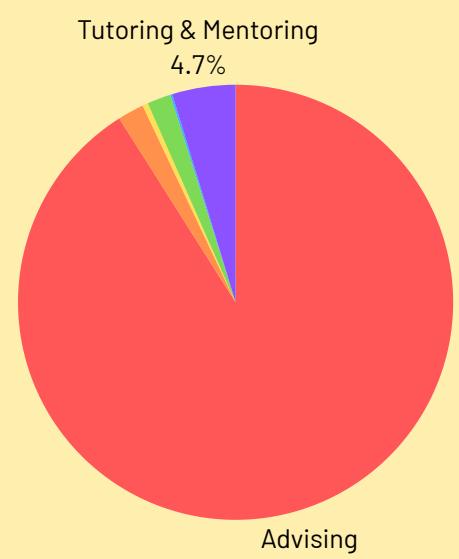
Key Highlights

Appointments +2%

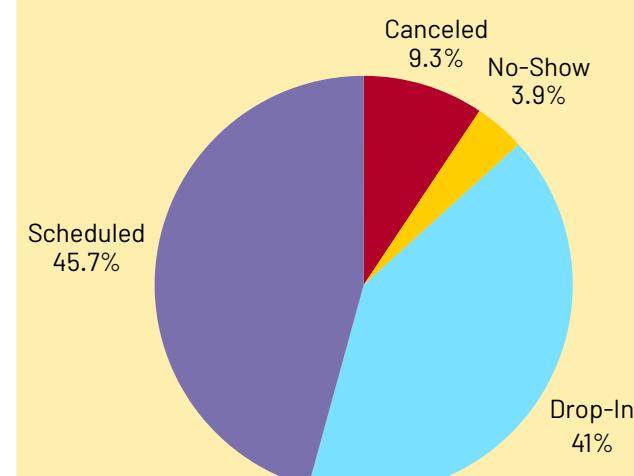
- # of Students: 4,220
- # of Appointments: 10,560



% of Appointments by Care Unit



% of Appointments by Attendance Category



Appointment Summaries +27%

& Notes +9%

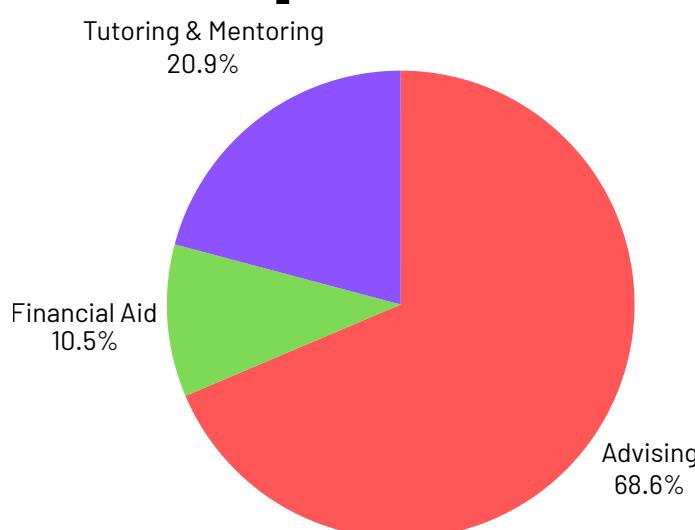
- # of Students: 3,858
- # of Summaries: 8,070
- # of Notes: 133
- 76% of appointments with a +3% connected appointment summary



*Goal is 100%

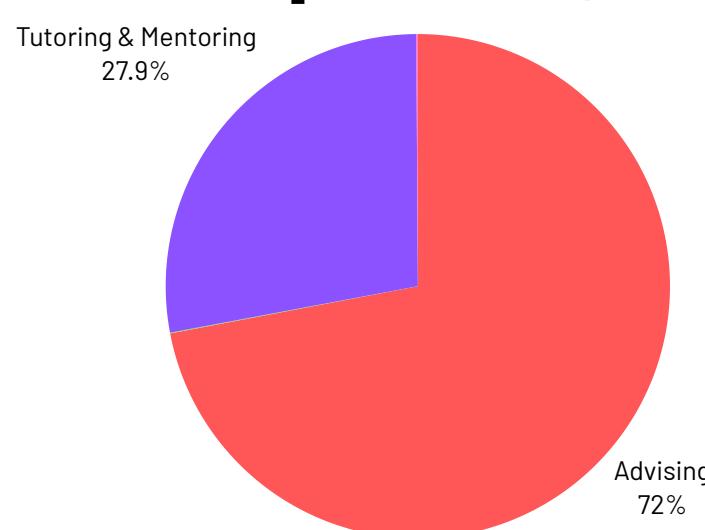
Fall 2023 vs. Fall 2024 Continued

Alerts by Care Unit -40%



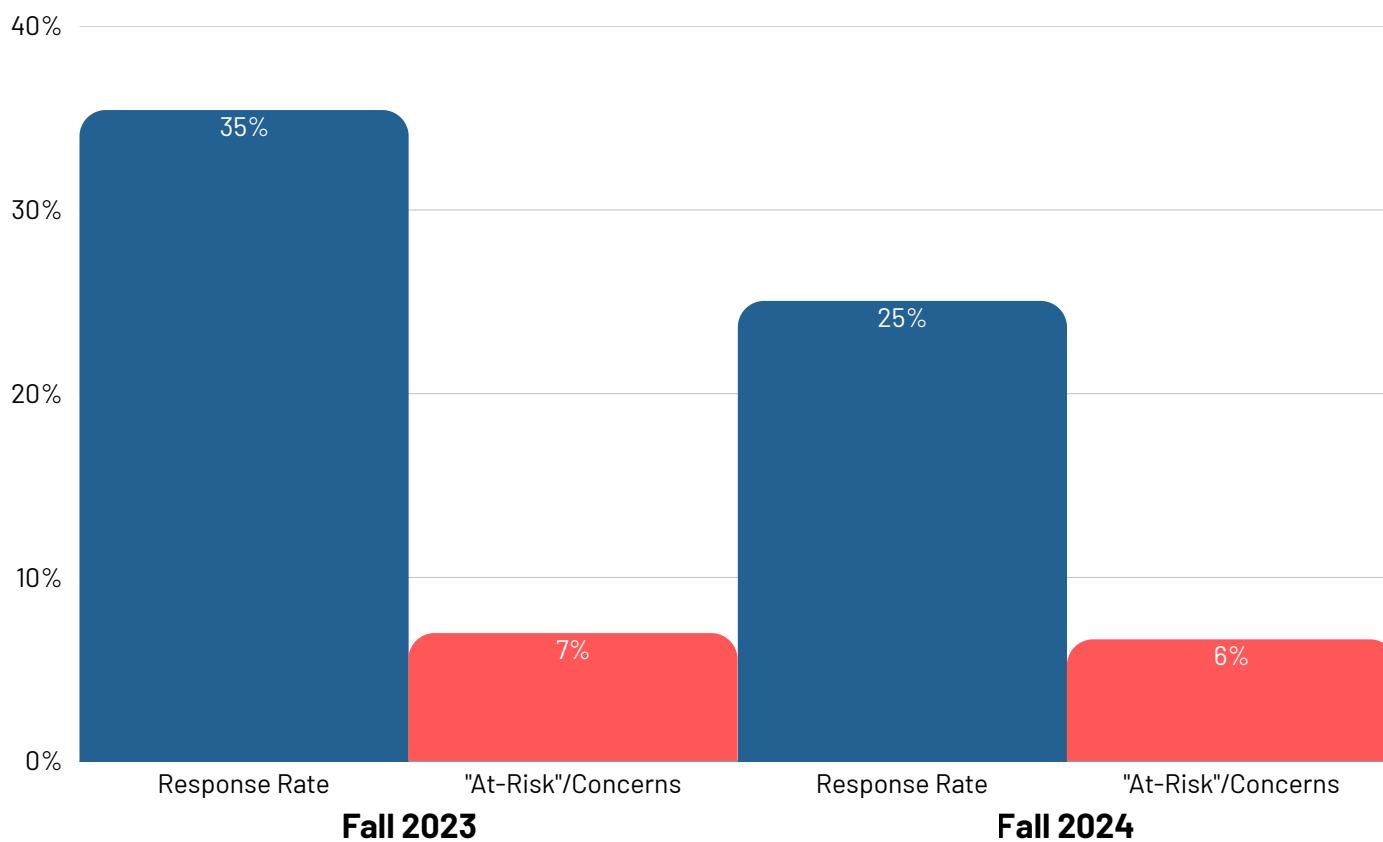
33% of alerts created by early engagement reports

Cases by Care Unit -39%

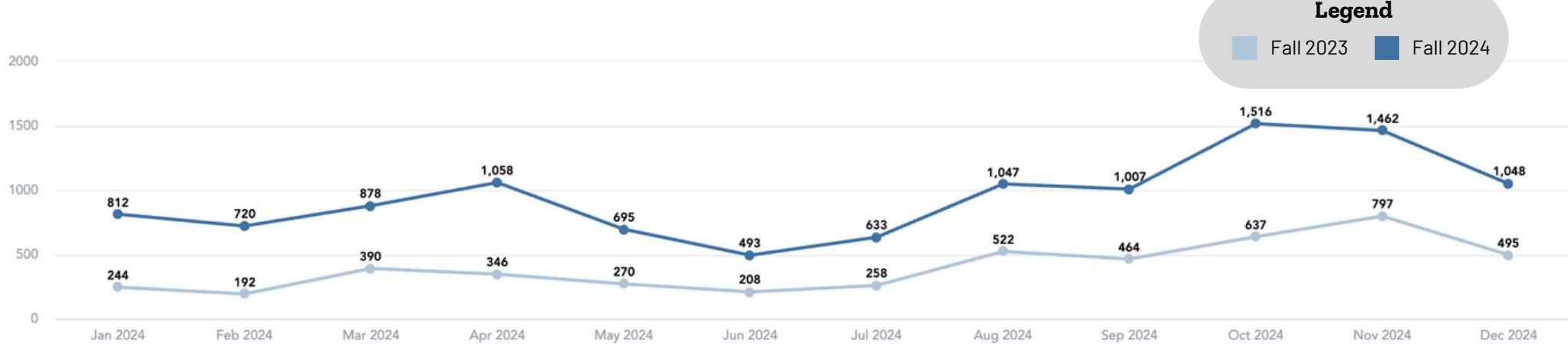


Majority of the Financial Aid alerts & cases were issued during the summer dates.

Early Engagement Reports -29%



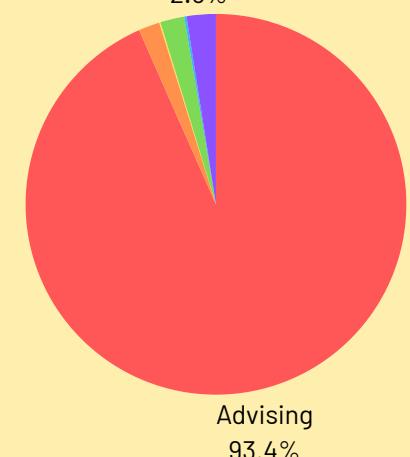
Navigate360 Monthly Active Student Users Over Time (SGD users only)



Key Highlights

% of Appointment Summaries by Care Unit

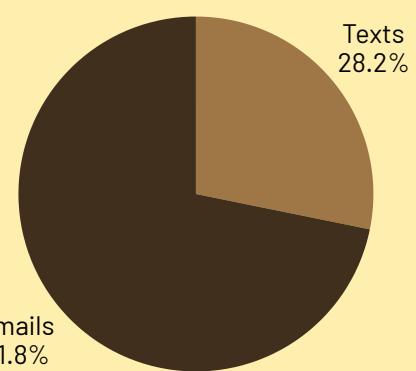
Tutoring & Mentoring
2.5%



Communications +245%

- # of Students: 8,435
- # of Messages: 42,432

% of Messages Sent by Feature



*Communications data does not include automated communications (appt. reminders, campaigns, etc.)

Mobile App +238%

- # of New Downloads: 419

*Does not include Student Orientation Week data.

Academic Planner +378%

- # of Students: 43

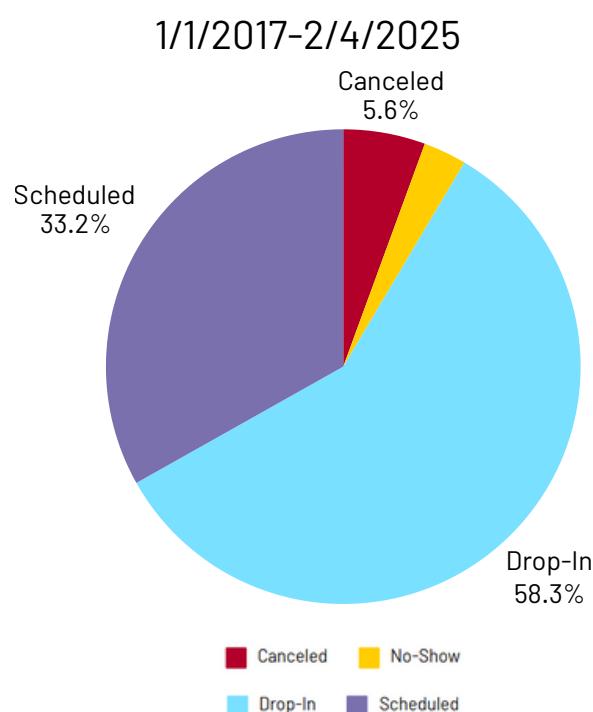
*Plan for Fall 2024 semester registration.

Legend

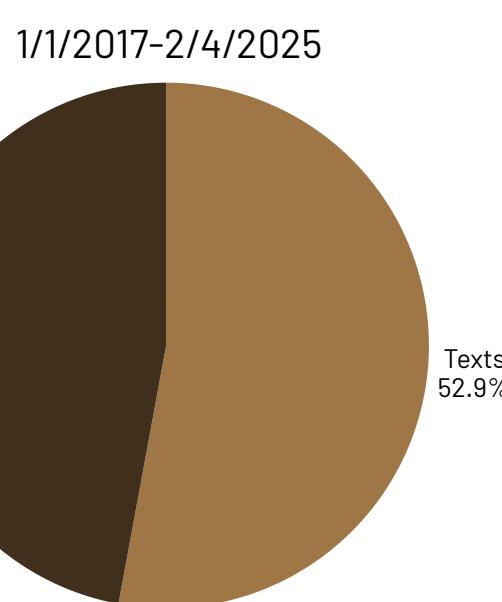
Fall 2023 Fall 2024

Implementation Data

% of Appointments by Attendance Category

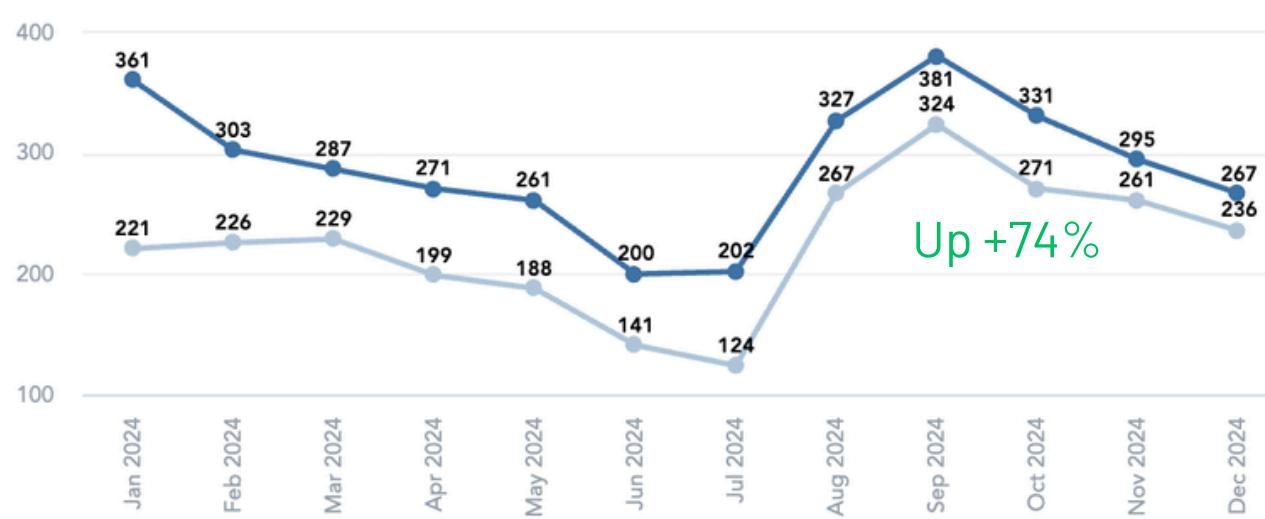


% of Messages Sent by Feature

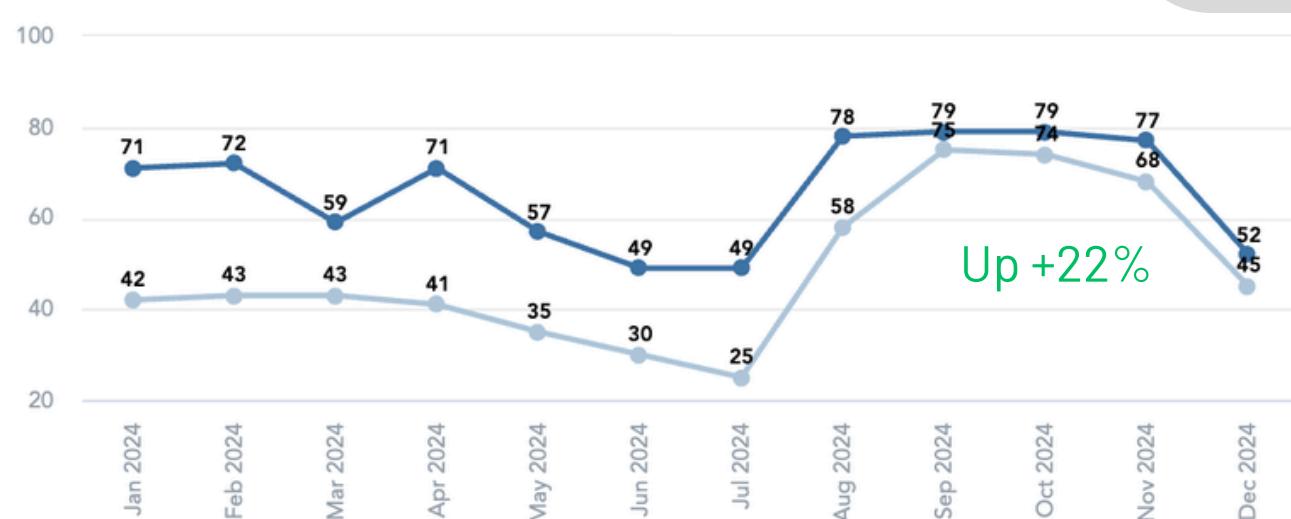


*This number does not include automated communications (appointments, campaigns, automations, etc.)

Navigate360 Monthly Active Staff Users Over Time



Navigate360 Monthly Active Staff Power Users Over Time



Top 25 Power Users

Fall 2024

- Kelly Rolen (AAC)- 23 & 24
- Naomi Jones (BBC)- 23 & 24
- Gabrielle Russell (RSS)- 23 & 24
- UAF Academic Advising Center- 23 & 24
- Sam Kubina (AAC)- 23 & 24
- Sophia May (Honors College)
- Victoria Avery (AAC)- 23 & 24
- Anne Triest (Study Away)- 23 & 24
- Shaelene Bond (RSS)- 23 & 24
- Jessica Skipper (RO)- 23 & 24
- Emily Stone (CBSM)- 23 & 24
- Cassandra Kendall (AAC)- 23 & 24
- Amy Wald (CNSM)- 23 & 24
- Shelbinator Umphenour (CBSM)- 23 & 24
- April Jaijlet (AAC & CS)
- Department of Rural Student Services- 23 & 24
- Donald Crocker (RSS)
- Daniel Darrow (CLA)- 23 & 24
- Grace Carroll (CLA)
- UAF Student Support Services
- Misti Hopkins (SSS)
- Deanna Fitzgerald (CIS)
- Lena Krutikov (AAC & Athletics)
- Cameron Bryant (Bursar's Office)- 23 & 24
- Becky Phillips (CTC)

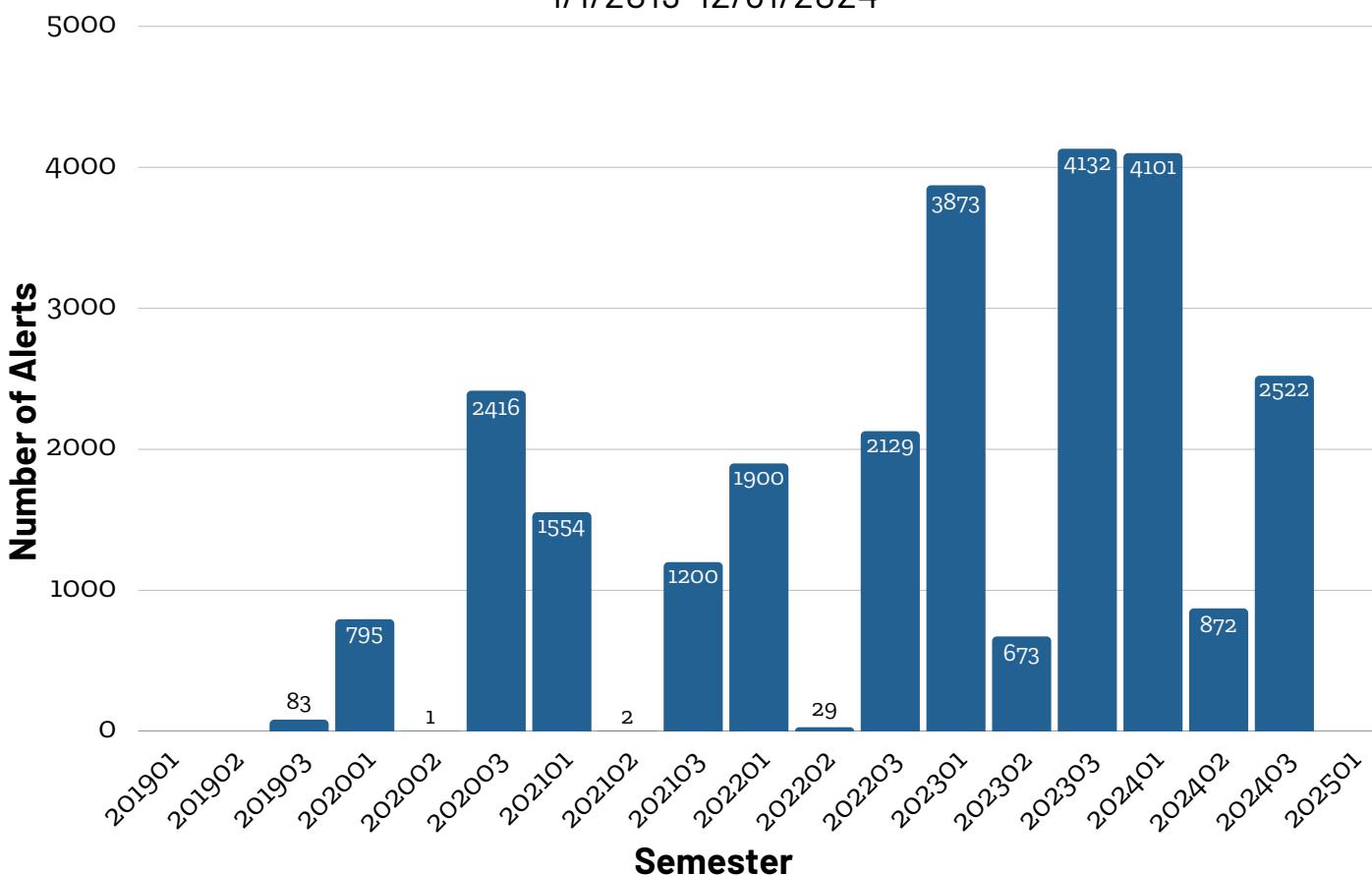
Fall 2023

- Carrie Browne (AAC)
- Joe Alloway (CEM)
- Amy Marsh (RSS)
- Eleanor Guthrie (Honors College)
- Iris Cato (AAC)
- Patricia Picha (CTC)
- Carlton Hautala (RSS)
- Brandal Crenshaw (ORCA)
- Laurie Trotta (IAC)

Implementation Data

Alerts Submitted in Nanook Navigator

1/1/2019-12/31/2024

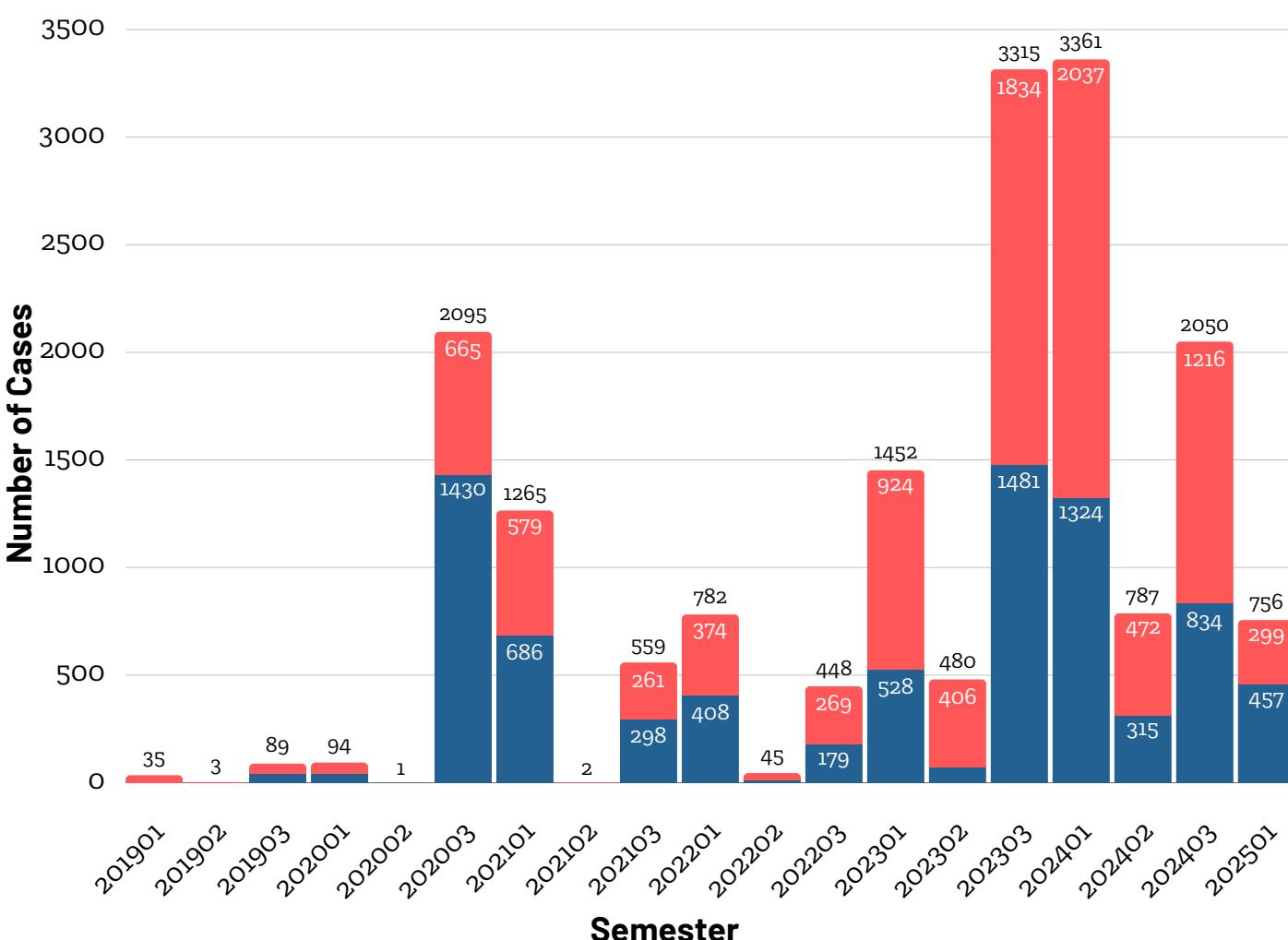


*Fall 2024 decrease was impacted by less early engagement reports being submitted.

Cases Submitted in Nanook Navigator

1/1/2019-2/4/2025

● Cases closed within 14 days ● Cases closed >14 days



Instructor Response Rate

Over Time

8/24/2020-2/4/2025

