

Summer 2024 vs. Summer 2025 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, 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, communications, alerts submitted, cases created, staff, faculty, and student user utilization, and the number of students served increased. The area that decreased was campaign student-scheduled appointments and registered students invited to appointment campaigns.

Recommendations: Encourage case assignees to close out cases within 2 weeks. Encourage advisors to complete appointment summaries and associate the appointment to accurately reflect attendance and student documentation. Encourage students to schedule appointments and engage with campaigns through the mobile app. Give kudos to staff and advisors for increasing the utilization of the platform.

Unique # of Students Served: 8,349 +19%

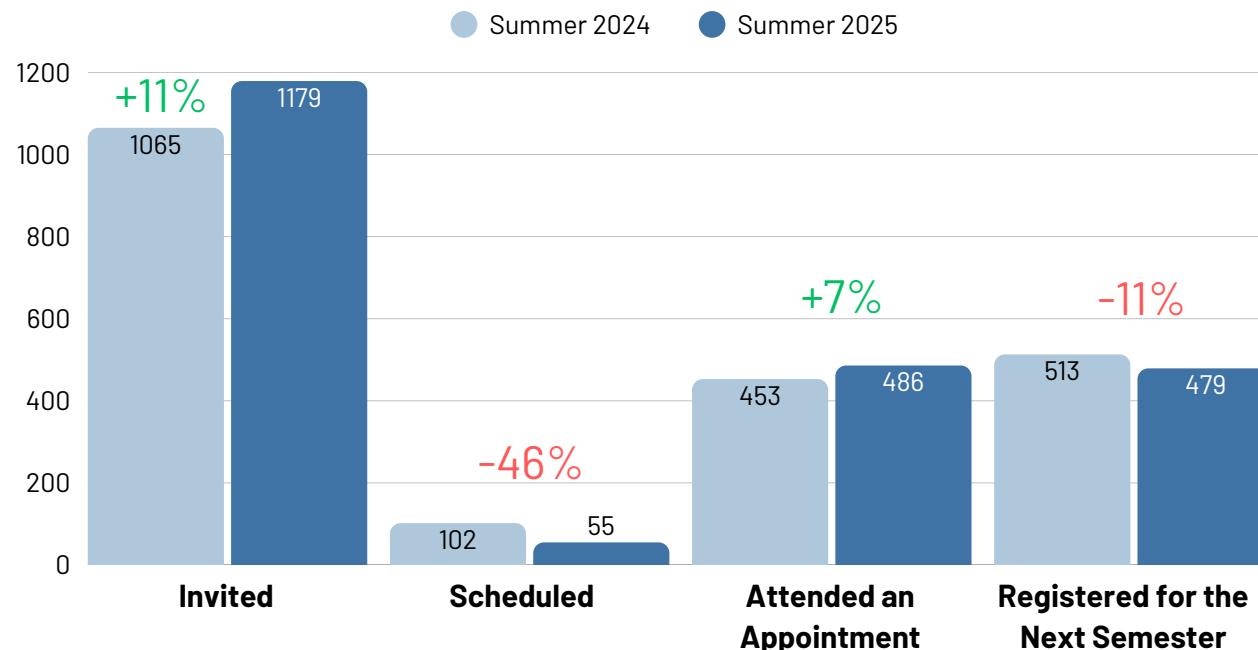
*Includes UAA/UAS students in UAF courses, multiple majors across schools, newly admitted UAF students, students who dropped/withdrew, & etc.

Staff & Faculty User Utilization: Up

Staff Power User Utilization: Up

Student Utilization: Up

Appointment Campaigns- Student Data



*Finalized after Fall Add/Drop deadline. Scheduled, attended and registered data below is based on the unique students invited to an appointment campaign.

See more about [Nanook Navigator here](#).

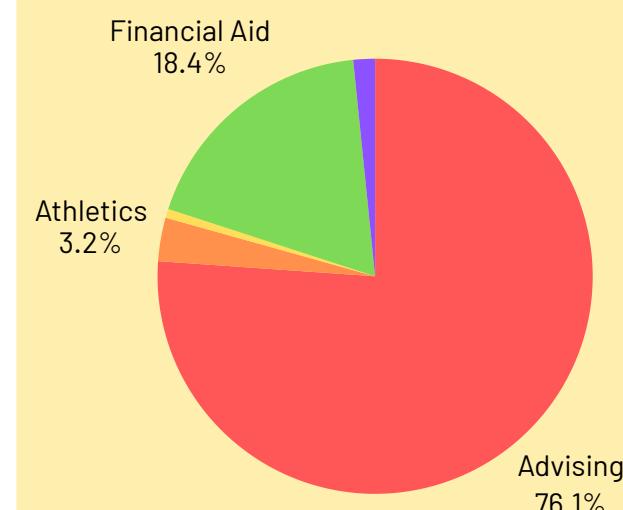
Key Highlights

Appointments +23%

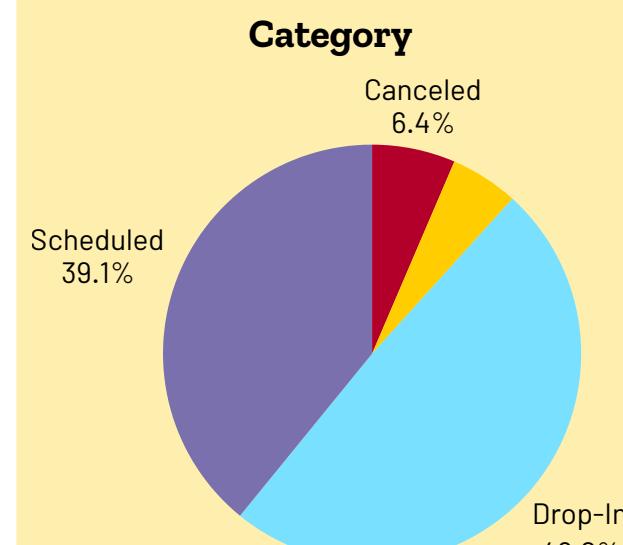
- # of Students: 3,417
- # of Appointments: 7,643



% of Appointments by Care Unit



% of Appointments by Attendance Category



Appointment Summaries +24%

& Notes -12%

- # of Students: 3,114
- # of Summaries: 6,068
- # of Notes: 75
- 79% of appointments with a connected appointment summary +1%



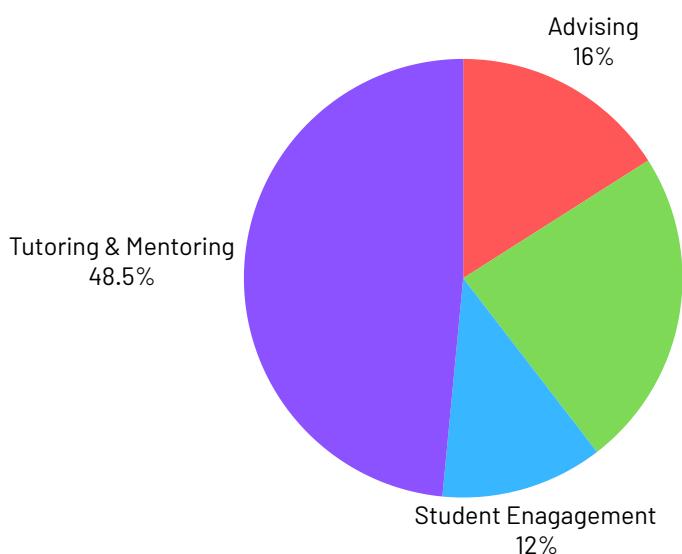
*Goal is 100%

Care Unit Legend

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

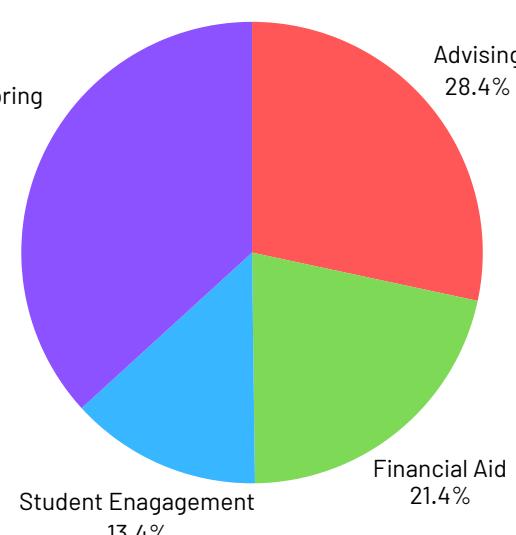
Summer 2024 vs. Summer 2025 Continued

Alerts by Care Unit +104%



0% of alerts created by early engagement reports

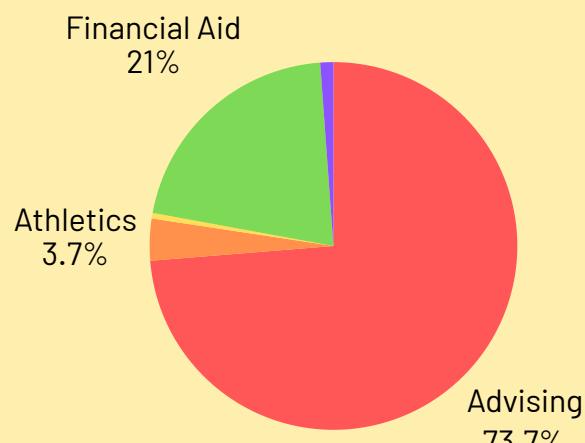
Cases by Care Unit +50%



Includes the Financial Aid alerts & cases that were created in August 2025.

Key Highlights

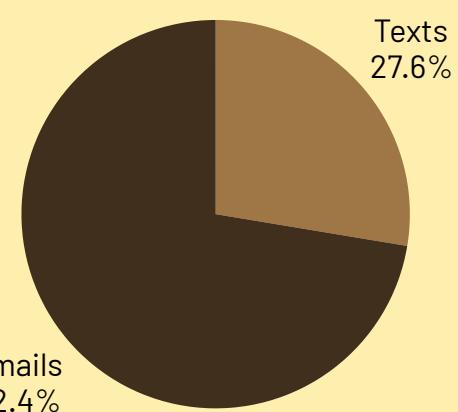
% of Appointment Summaries by Care Unit



Communications +33%

- # of Students: 7,767
- # of Messages: 45,497

% of Messages Sent by Feature



*Communications data includes automated communications (appt. reminders, campaigns, etc.)

Mobile App +361%

- # of New Downloads: 438

No data available for
Summer 2024 & Summer 25

Summer 2024

Summer 2025

Legend

Summer 2024 Summer 2025

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

1,160

508

1,360

647

2,251

1,073

Up +110%

Jun 2025

Jul 2025

Aug 2025

Implementation Data

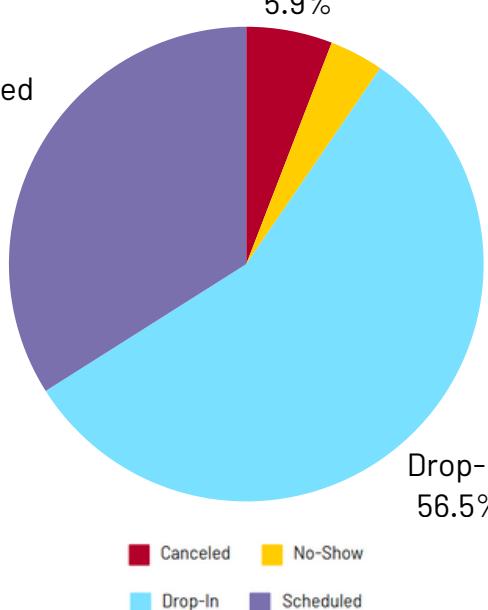
% of Appointments by Attendance Category

1/1/2017-8/24/2025

Canceled
5.9%

Scheduled
34%

Drop-In
56.5%

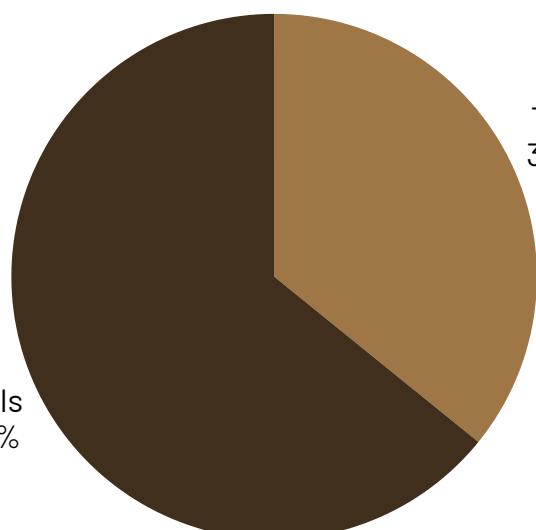


% of Messages Sent by Feature

1/1/2017-8/24/2025

Emails
64.2%

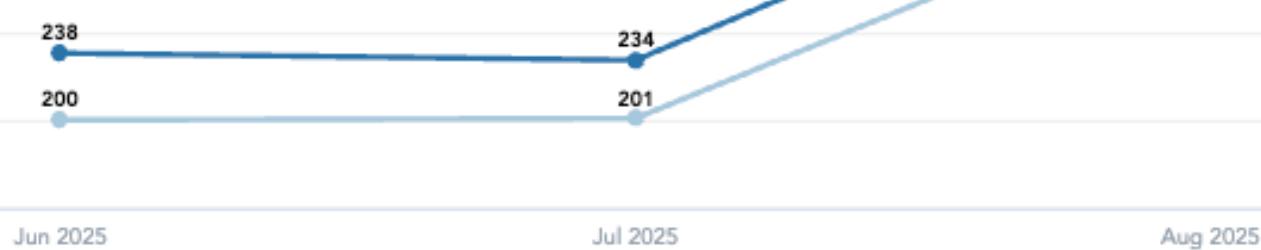
Texts
35.8%



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

Navigate360 Monthly Active Staff Users Over Time

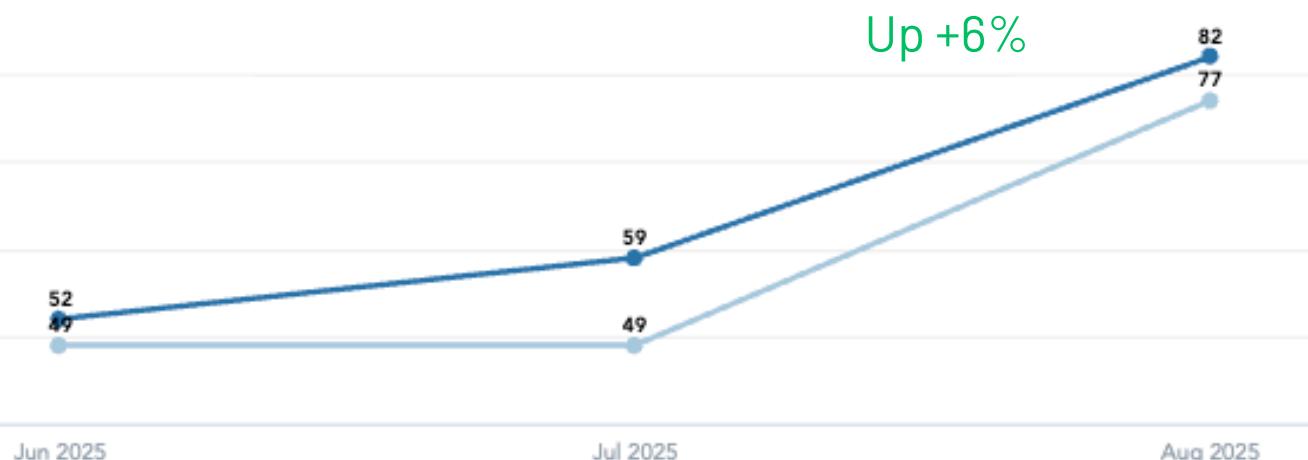
Up +11%



Navigate360 Monthly Active Staff Power Users Over Time

Legend
Summer 2024
Summer 2025

Up +6%



Top 25 Power Users

Summer 2025

- Kelly Rolen (AAC)- 24 & 25
- Becky Phillips (CTC)- 24 & 25
- Jessica Skipper (RO)- 24 & 25
- UAF Academic Advising Center- 24 & 25
- Isaac Parker (RO)
- Misti Hopkins (SSS)- 24 & 25
- Anne Triest (Study Away)- 24 & 25
- Donald Crocker (RSS)- 24 & 25
- Shelbinator Umphenour (CBSM)- 24 & 25
- Rural Student Services- 24 & 25
- UAF Financial Aid
- Elisha Cohen (FA)
- Qimalleq Teter (RSS)
- Lena Krutikov (AAC & Athletics)
- Sam Kubina (FA)- 24 & 25
- Sam Urban (AAC)
- Jaime Jones (ORCA)
- Naomi Jones (BBC)- 24 & 25
- Deborah Corso (SSS)
- Emily Stone (CBSM)- 24 & 25
- Whitney Mueller (FA)
- Abby Doherty (SSC)
- Larenzo Graham (AAC)
- Selah Park (CTC)

Summer 2024

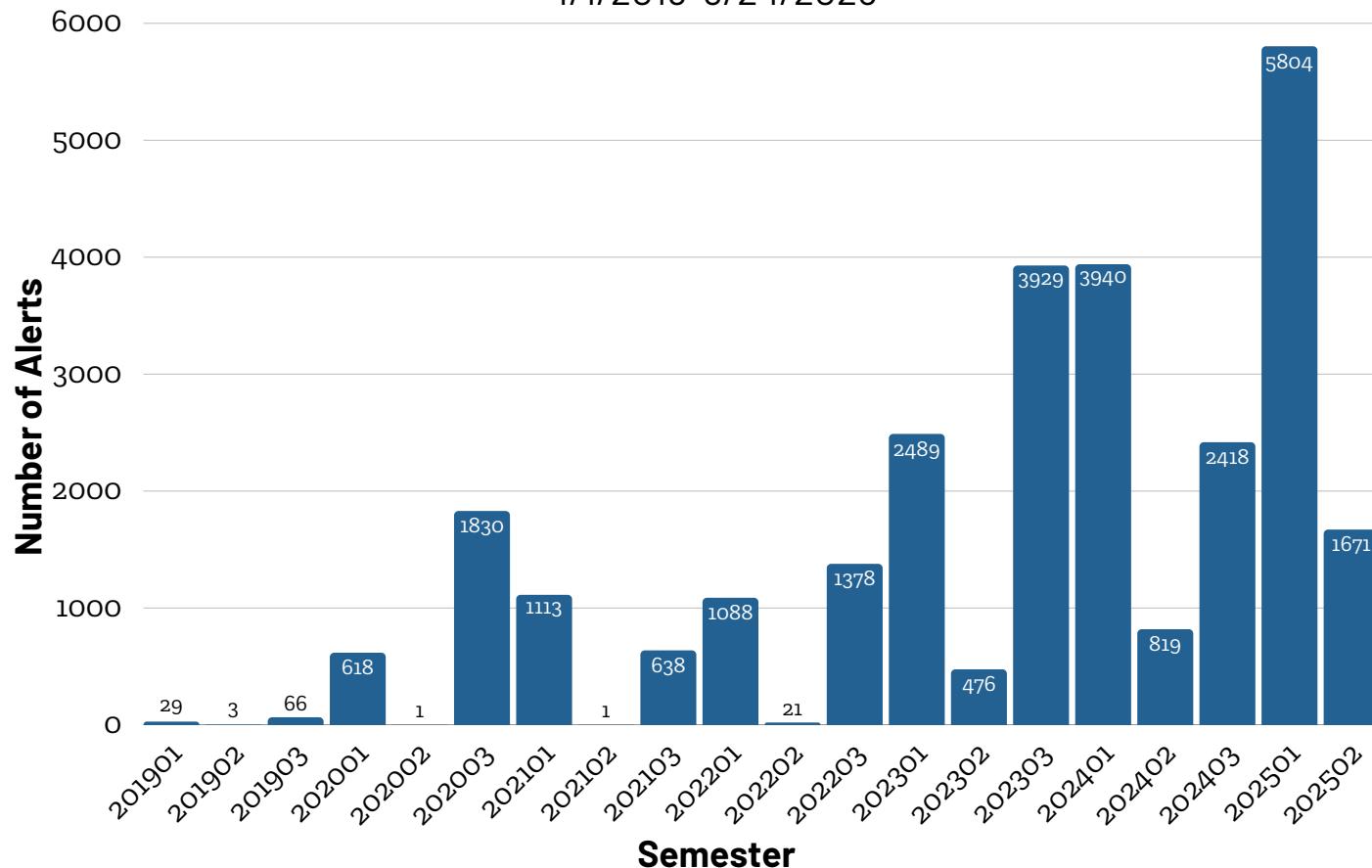
- Gabrielle Russell (RSS)
- Shaelene Bond (RSS)
- Sophie May (Honors)
- Thomas Stellon O'Donnell (SOE)
- Victoria Avery (AAC)
- Timothy Murphrey (SSS)
- Amy Wald (CNSM)
- Cassandra Kendall (AAC)
- Daniel Darrow (CLA)
- Deanna Fitzgerald (CIS/RSS)
- April Jaillet (Career Services)
- UAF Student Support Services
- Iris Cato (FA)

Power User: 10+ logins per month

Implementation Data

Alerts Submitted in Nanook Navigator

1/1/2019-8/24/2025

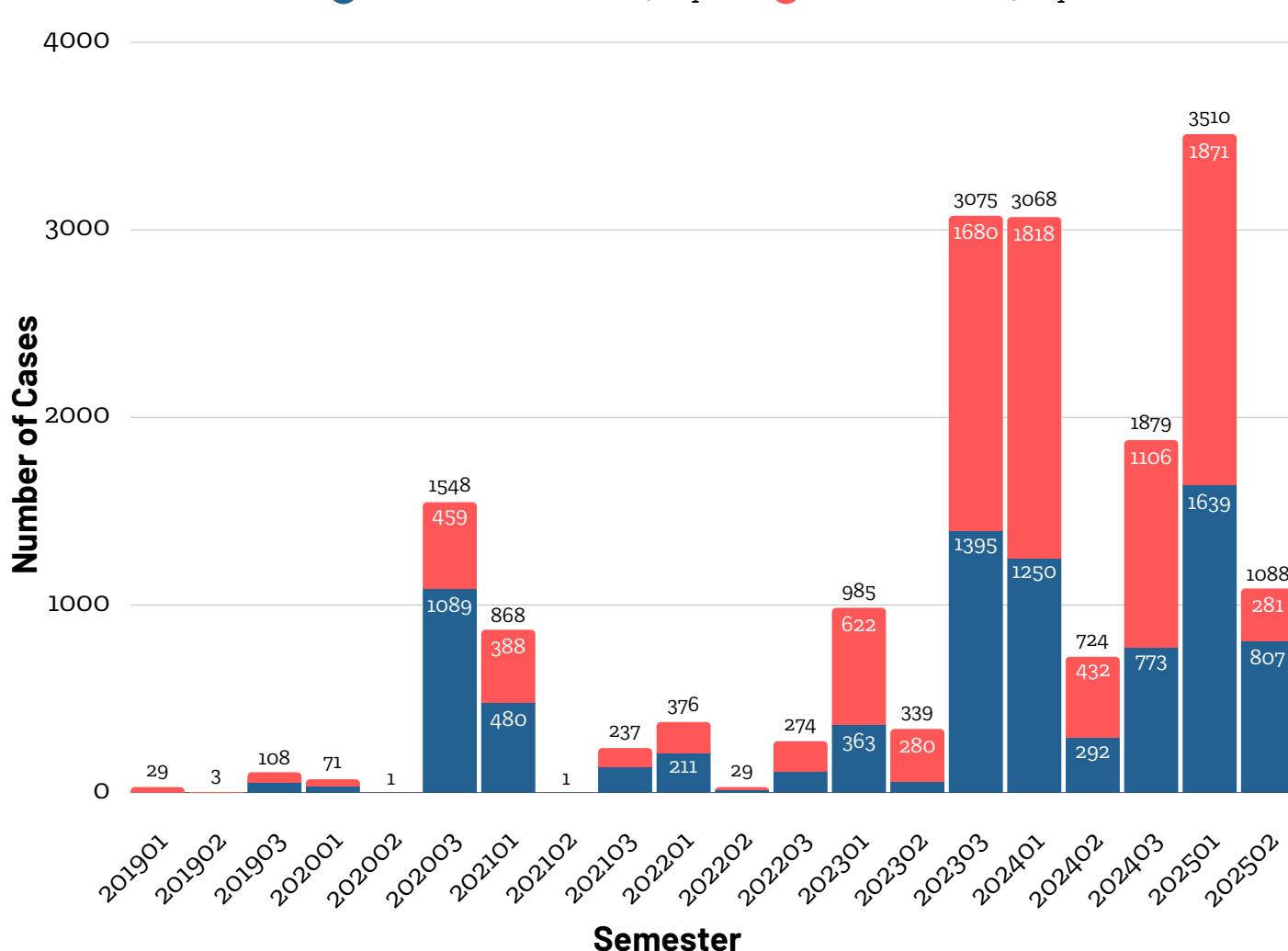


*Fall 2024 decrease was impacted by less early engagement reports being submitted.

Cases Submitted in Nanook Navigator

1/1/2019-8/24/2025

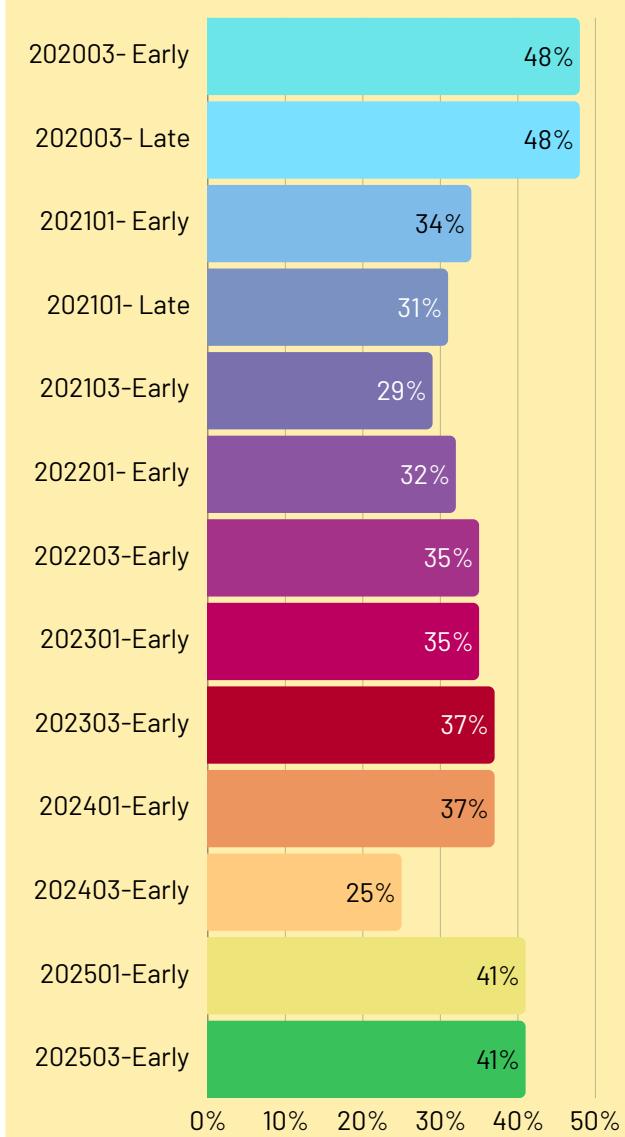
● Cases closed within 14 days ● Cases closed >14 days



All Instructor Response

Rate Over Time

8/24/2020-6/18/2025



Average Partner Instructor Response Rate

8/24/2020-6/18/2025

