# Navigate Glossary

## Basic Terms

| Item | Definition |
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| EAB (Education Advisory Board) | Washington, D.C.-based best practice firm that works with leaders across the education world to support them in addressing their most critical challenges through best practice research, technology, and services. |
| Member | Institution that partners with EAB through research forums, technology collaboratives, or managed services. |
| EAB.com | EAB's website hosting numerous resources, such as industry news, product updates, and upcoming events. |
| Coordinated Care Network | The concept of a network of support providers, connected by technology and process, to make it easier for students to navigate the system and receive holistic, coordinated support. |
| Murky Middle | EAB term used to describe the often-overlooked population of students that achieve a GPA between 2.0 and 3.0 in their first year and are therefore at potential risk of not graduating from the institution given their major. |
| Population Health Management | A student success framework based on a health care model that uses risk stratification, differentiated care, and scalable support strategies to efficiently deliver care and improve student outcomes. |
| Training Site | A "sandbox" site developed to allow members to interact with real student data in Navigate. Members may access a Training Site from "Whitehurst University" with blinded student data prior to their own institution's Training Site becoming available for validation. |
| Production Site | A live Navigate site that is fully in use for a member; data and interactions are real. |
| Go-Live | Transition date between an institution's "sandbox" Training Site and live Production Site. |
| Phase I | Initial pilot launch of Advising features, typically focused on workflow and acclimation to the site. |
| Site Configurations | Set of functionalities that can be toggled to allow different workflows. |
| Help Center | In-platform resource housing tutorial videos and helpful articles. |
| Launch Planner | A comprehensive document used through implementation, and beyond that, highlights all blocks of Navigate and provides recommendations for configurations. |

## Users and Roles

| Item | Definition |
| --- | --- |
| Launch Consultant | EAB team member responsible for leading members throughout their implementation. |
| Strategic Lead (SL) | EAB team member responsible for helping members maximize value in the platform beyond implementation. |
| Business Analyst (BA) | EAB team member responsible for creating the Navigate site for members and handling all matters related to its data population. |
| Data Integration Services (DIS) / Technical Analyst | EAB team and DIS team member that provides optional, complimentary data extraction and automation services as part of the standard implementation process (members may select DIS Full, DIS Lite, or none at all). |
| Launch Team | EAB team of Navigate Consultants responsible for managing the technology installation and implementation. |
| Value Stream Team | EAB team of Navigate Consultants responsible for ensuring ongoing value and alignment to members' student success goals post-implementation. |
| Program Sponsor | Often the Provost or senior executive on campus who provides overall program and organizational support while communicating a strong vision for student success on campus. |
| Program Owner | Main point of contact who leads overall Navigate implementation, launch, and ongoing alignment to campus student success goals to ensure project success. |
| Value Leader(s) | Individuals involved in supporting the project through planning, communication, and leading Engagement Teams. |
| Engagement Teams | Subcommittees within the Leadership Team designed to assist with implementation and ongoing utilization. These typically include the Workflow & Training, Content Development, Analytics, and Communication teams. |
| Technical Leader | On-campus leader who spearheads the process for data extraction and validation, working with their internal technical teams, Navigate Business Analysts, and EAB Data Acquisition Services (if applicable). |
| Application Administrator (App Admin) | On-campus resource dedicated to managing site configurations of staff platform, and replying to end-user support inquiries. |
| Content Administrator | On-campus resource dedicated to managing content in the student app. |

# Navigate—Strategic Care and Intelligence Glossary

## Workflow and Interaction Terms

| Item | Definition |
|------|------------|
| User Roles | A defined set of permissions for individuals using Navigate (e.g., "Advisors" or "Instructors"). |
| Availability | Times an Advisor or Tutor sets within Navigate to allow scheduling. This can be for Drop-ins, Appointments, or Campaigns. |
| Action Menu | Menu housing the primary coordination functions, such as communication, appointment scheduling, campaigns, and case management. |
| Location | Specific area or major on campus for which an advisor would see students (not a physical location). |
| Categories | Differentiating factors captured in a school's SIS system (e.g., Veterans, Athletes, Greek life). |
| Notes | A relevant piece of information attached to a student's profile in Navigate. |
| Tags | Subjective information not captured in an SIS system (e.g., Students interested in taking GRE's or MCAT's). |
| Lists/Watch Lists | Dynamic or static list of students that users can create and consistently access in the platform. |
| Advanced Search | Search engine that allows users to enter thousands of search parameters to allow for segmentation of the member's student population. |
| Summary Reports | Summary of the content discussed during a tutoring or advising session and logged in to Navigate. |
| Progress Reports | Also referred to as "Early Alerts;" enables a professor or instructor to indicate how a specific student is performing in class. |
| Alerts | A mechanism for any user (not just a professor or instructor) to draw attention to a student who may potentially be a risk due to a variety of factors. |
| Cases | A coordinated request across users prompting action and follow up on an alert, indicating a student is at risk. Often crosses department lines and includes areas such as Financial Aid, Counseling, etc. |
| Campaign | Proactive outreach strategy with a specific goal in mind, such as "Reenroll students not yet registered for Fall" |
| Kiosk | Workflow hub for both Advising Centers and Tutor Centers. |
| Appointment Center | Dashboard used by Front Desk and Administration workers to manage the schedules and appointments of Advisors and Tutors. |
| Block | A feature or set of items than can be implemented |

## Descriptive, Predictive, and Prescriptive Analytics

| Item | Definition |
|------|------------|
| Reports | Snapshots of real-time activity happening in the site by location and staff member, designed for assessment and resource allocation. |
| Institution Reports | Web-based historical analytics unique to a member's institution. Helps leaders understand trends and opportunities by college or major, including critical course analysis, GPA analysis, major switching patterns, student sub-group analysis, and preenrollment factors. Includes up to 10 years of historical data and is accessible to anyone on campus with the appropriate permissions. |
| Population Health Dashboards | Dashboards that allow designated users to track key academic performance and progress indicators that help identify intervention opportunities across discrete student populations. |
| Success Markers | Critical course milestones that are predictive of success in a given major. Fires an alert when a student does not pass a course at the recommended grade threshold or has not completed a course within the recommended credit range. |
| Intervention Effectiveness | Dashboards designed to assess the impact of in-platform (e.g., appointment campaigns) or offline (e.g., using a new tool in advising appointments) interventions on your student populations. |
| Major Explorer | Feature that presents various alternative majors, associated risk levels, and typical salary bands for careers associated with a given major. Information is sourced from national governmental career data. (Please note, this feature is distinct from the Navigate Major Explorer, which is based on student interest captured in an Intake Survey). |
| Student Success Predictive Model | Proprietary EAB algorithm that analyzes multitudes of data points with relative weightings to assign a predicted level of "risk" of the student not graduating given their major. Displays as Low, Moderate, or High and is designed to be used as a triage or prioritization mechanism. |
| Risk Score | Compares the current student against your historical population to determine their likelihood to persist to the next term or to graduate from your institution (depending on the outcome of your Student Success Predictive Model). |

# Navigate—Smart Guidance Glossary

## Student-Facing Mobile Application Terms

| Item | Definition |
|---|---|
| **Academic Planning** | Feature that allows students to build their Academic Plan directly in Navigate. Students will select the courses for their program from a template to easily guide them through course selection and requirements to stay on track for their program. The plans can be accessed by advisors in Navigate Staff in a collaborative workspace. |
| **Appointment Scheduling** | Functionality for students to easily schedule appointments with university support staff (e.g., advisors) from their smartphones. |
| **Conditional Pathing** | Intuitive choice architecture that creates unique pathways depending on the student. Students can receive relevant content based on a number of attributes, such as classification, transfer status, and more. |
| **Connect Network** | A list of a student's support network, including advisors, instructors, and tutors that they are specifically assigned to in Navigate. Staff contact information is imported directly from the institution's student information system. |
| **Events Calendar** | A digital calendar of important campus events, including holiday breaks, orientation events, and tuition payment deadlines. |
| **Hold Center** | An automated system to manage student holds (e.g., bursar hold). The Hold Center integrates with the Student Information System (SIS) and automatically alerts students who have holds on their accounts |
| **Intake** | A self-identification process that students complete when they first open the Navigate mobile app. This intake collects additional information (e.g., "I am working part-time") that would not be evident from the Student Information System (SIS), providing more ways to customize and target content for students |
| **Path** | Step-by-step pathway to college success, providing the context, instructions, and resources for completion of important tasks. Journeys are typically created for topics critical to student success, including Onboarding, Paying for College, and Academic Success. |
| **Major Explorer** | Automated major and career exploration system based on student interests (please note that this feature is distinct from the Navigate Major Explorer, which is based on academic performance). Students can explore institution-specific majors and related career information drawn from the US Department of Labor. |
| **My Schedule** | Easy-to-read student course schedule pulled directly from the Student Information System. |
| **Notifications** | Timely nudges to keep students on track for critical tasks (e.g., submit your FAFSA). Notifications can appear as push notifications, texts, or emails, depending on the student's preferences in their Navigate Notification Center. |
| **Path View** | A chronological view of journey tasks, allowing students to focus on upcoming tasks that are important for the immediate future. |
| **Quick Polls** | Quick surveys that serve as pulse checks of your student body and provide university administrators with intra-term student data. |
| **Resources Directory** | A catalog of the physical and digital resources that students can access at your institution. |
| **Tips** | Fun, interesting content to delight students and encourage formation of positive habits and mindsets that are also critical to student success. |
| **Content Administration Tool (CAT)** | A tool that is accessible by a Content Administrator that enables management of content and Academic Plans in the student platform. |

## Legacy Terms
**\*these terms are no longer in use, but you may hear them referenced from time to time**

| Item | Definition |
|---|---|
| **Foundation** | Refers to the original analytics-focused Navigate platform, prior to EAB's acquisition of GradesFirst. |
| **SSC – Campus** | The name that was previously to refer to the Navigate Staff platform |
| **SSC – Guide** | The name that was previously used to refer to the Navigate Student platform |