FAQ's and Resources

Q: How do I get access to the Navigate Platform for myself or others in my office?

> **A:** Please email navigatehelp@washburn.edu.

Q: How do I log in to the Navigate Platform?

> **A:** To login to Navigate click here. Navigate uses the WU login system, so be sure to use your Washburn e-mail address and password.

Q: How often is the data in the Navigate Platform updated?

> **A:** Data in Navigate is pulled from Washburn's Data Warehouse nightly. Any changes made to a student's record in Banner will be reflected in Navigate the following day.

Q: Do students also have access to the Navigate Platform like I do?

> **A:** No, students only access Navigate through the Navigate Student App on their phones or the platform desktop version. The Navigate Student App provides a different set of functions such as scheduling appointments, access to their Academic Planner, and campus resource information to name a few.

Q: How are student success markers determined? How is a student's overall level of support determined?

> **A:** Student success markers are determined by the Center for Student Success and Retention with multiple partners from across campus.

> **A:** student's level of support is a qualitative measure determined by EAB's predictive model, which incorporates over 20 data points on a student's record, including but not limited to: attempted/completed credits, cumulative/term GPA, high school factors (school size, GPA, ACT/SAT scores), and demographic information. Based on the EAB algorithm, a student will then be classified as needing low, moderate, or high support. This information is only available to professional staff; a student does not have access to their own support level.

Q: Are student notes subject to FERPA?

> **A:** Yes, student notes in SSC are part of a student's educational record and subject to FERPA. For more information regarding FERPA, please click here or e-mail navigatehelp@washburn.edu.

Q: Who or what determines how much access to data I have in the tool?

> **A:** Navigate identifies different "roles" within the tool, which depend on your job responsibilities. If you are interested in how these roles are determined, please e-mail navigatehelp@washburn.edu.

Q: Are trainings available?

> **A:** Yes, there are various scheduled trainings throughout the year facilitated by the Navigate Application Administrator. Additionally, there are a variety of resources and guides on the site for users to review. The Navigate Help Center is also a great resource for tips and tutorials – just click on the "?" in the top right corner when you're logged into the platform.

Q: Who can I contact if I have additional questions about the tool?

> **A:** Contact the SSC Team at navigatehelp@washburn.edu.