



## Glossary for EAB Navigate

EAB Navigate is a student success management system that allows faculty and staff to track, manage, and support student progress and success at LaGuardia Community College. This document provides a glossary of key terms within EAB Navigate to assist faculty and staff in utilizing the system effectively.

- **Advanced Search:** A feature that allows users to create unique cohorts of students based on various search parameters. This can be used for appointment campaigns or tracking student progress.
- **Appointment Report:** A report filed by a staff member to document a student meeting, either pre-scheduled or drop-in. In general, Appointment Reports are viewable to all faculty and staff, but NOT students.
- **Campaigns:** Allows for targeted outreach with automatic nudges, and can pull in new students based on parameters. Campaign types include appointment (encourages appointments with an advisor), enrollment (encourages student to enroll), and messaging (encourages student to take a recommended action).
- **Care Unit:** A term for a category of student services. Care Units at LaGuardia include Academic Departments & Faculty, Advising & Career, Enrollment, Paying for College, Campus Life, Ombuds Office, and Tutoring.
- **Cases:** Cases are when certain referrals or instructor feedback generate an action item for an advisor or receiving office.
- **Instructor Feedback:** Instructors can issue feedback on an ad-hoc basis or through a Progress Report. The current feedback types are: 1) Attendance concern; 2) Student in danger of low or failing grade; or 3) student doing well in course. The first two open a Case for an advisor (see below). The "student is doing well" feedback issues an automatic email to the student congratulating them on their hard work.
- **My Availability:** A feature in Navigate where staff and faculty can set up their availability for student appointments. The availability schedule can be synched with the Office 365/Outlook calendar.
- **Note:** Notes entered by faculty or staff to document important information. Notes may indicate a meeting with a student but

**Appointment Report** is not available to most faculty members unless they are assigned to students as faculty advisors. Use **Note** to record the meeting with a student.

Note that certain offices, such as Wellness Center, are not included in EAB Navigate's Care Unit due to the HIPAA compliance.

**Case vs. Referral:** A Case involves proactive follow-up actions, while a Referral directs a student to a specific support service without ongoing management.

The **My Availability** function is available to both faculty and staff, but faculty are not required to enter their appointment schedule on EAB Navigate. If a faculty member does not use My Availability, students will be guided to contact the faculty member via email or phone.



can also provide context or information not based on a meeting. By default, Notes are viewable by all other staff and faculty. Notes can also be shared with students by going to Visibility and selecting student name. They can also be made private by selecting the "Only [YOUR NAME]" option.

- **Professor and Staff:** Professor users (i.e., faculty) can manage class-related tasks such as progress reports while Staff (such as advisors) users handle student appointments and broader administrative tasks through Navigate.
- **Progress Report:** Reports that faculty fill out to provide feedback on students' performance in their courses. Progress Reports are initiated through a survey sent to faculty.
- **Raise My Hand:** A feature allowing students to request help, which will be responded to by the appropriate staff or office.
- **Referrals:** Referrals can be made through Navigate, which will attach to the student's record and also generate an automatic email to the student with important details including office location and contact information.
- **Student Profile:** A comprehensive view of a student's academic history, performance, and interactions within the Navigate system. The profile aggregates all pertinent information into one place for easy access by faculty and advisors.
- **Success Team:** A group of faculty, advisors, and staff members assigned to support an individual student's academic success. The team can include different roles, such as advisors, program directors, faculty mentors, librarians, and others.
- **Text Messaging:** A communication feature in Navigate that allows faculty and staff to send texts, receive replies, and continue a conversation with a student within the platform.

**Professor and Staff:** Upon logging into Navigate, most users will see a Staff Home, Professor Home, or both. All faculty will see both roles. The functionality of both pages is largely the same. One difference is the Professor Home will allow faculty to manage Progress Reports, and another difference is that Staff (advisors and managers) will have additional levels of access to manage student caseloads. The Staff Home will allow faculty to create appointment availability if they so choose.

**Progress Report** is required only for those teaching FYS and a few other selected courses in Fall 2024.

**Referral, Feedback, and Note:** Feedback will require the Success Teams (e.g., advisors) to follow up the issue. A referral is issued for a specific service (such as tutoring and academic advisement), but it's up to the student whether or not they complete the recommended action. Notes are similar to referrals, but it is not assigned to any specific care unit. Notes are usually used to write a short summary of informal/formal meetings with students.

## LaGuardia Navigate Resources

- Link to LaGuardia Navigate (Faculty/Staff): <https://laguardia-cuny.campus.eab.com> 
- Link to LaGuardia Navigate (Students): <https://laguardia-cuny.navigate.eab.com> 
- LaGuardia Navigate webpage: <https://laguardia.edu/navigate> 
- Email support for LaGuardia Navigate: [navigate@lagcc.cuny.edu](mailto:navigate@lagcc.cuny.edu) 