



EAB

Hardrocker Success Training

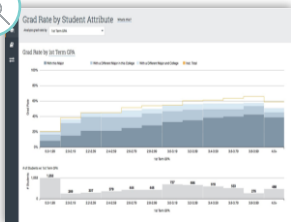
South Dakota Mines – January 2021



Hardrocker Success (Navigate), EAB's **Student Success Management System**, is an enterprise-level technology that links administrators, advisors, deans, faculty, other staff, and students in a Coordinated Care Network designed to help schools proactively manage student success and deliver a Return on Education.

Analytics

Analytics Help Leaders Translate Insights Into Action



Historical Trend Analytics

Identify opportunities and evaluate patterns of student success, risk, and failure using up to 10 years of historical data unique to your institution.



Population Health Analytics

Track key academic performance and progress indicators with dashboards that help you identify intervention opportunities across discrete student populations.



Predictive Analytics

Understand both cohort-level and individual student risk to facilitate timely and strategic care across all students groups. Our **machine learning** engine ingests up to 10 years of historical data to custom configure a predictive model customized for your institution.



Effectiveness Analytics

Access aggregate and line item reports on student groups, alerts, assignments, cases, appointments, attendance, and risk. Sample SSMS Activity reports include:

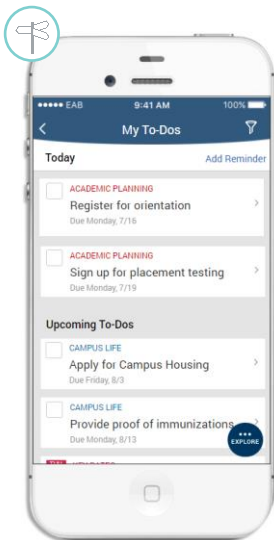
- Advisor Activity Reports
- Alerts Reports
- Tutor Activity Reports
- Absence and Enrollment Reports
- Progress Reports
- Assignment Reports

Members Unlocking the Power of Data to Guide Impactful Changes

<p>8 fewer</p> <p>Excess credit hours at graduation on average, after re-targeting resources based on analytics</p> <p>GEORGIA STATE UNIVERSITY</p>	<p>2%</p> <p>Increase in undergraduate persistence following data-driven changes to curricular policies</p> <p>UNIVERSITY OF NORTHERN COLORADO</p>	<p>120</p> <p>Degree plans created based on historical data trends, in order to reduce time to degree</p> <p>SALISBURY UNIVERSITY</p>	<p>27+</p> <p>Courses re-designed following analysis and identification of "barrier" courses</p> <p>MIDDLE TENNESSEE STATE UNIVERSITY</p>
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Smart Guidance for Students

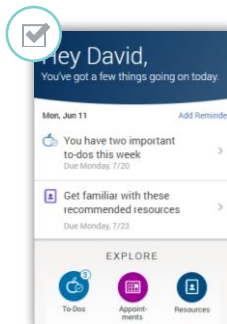
Mobile Platform Provides Tailored Guidance to Help Students Succeed



Guided Onboarding

A timeline of to-dos helps students navigate the transition to college with timely, customized support. Alert notifications remind students about important deadlines and overdue tasks.

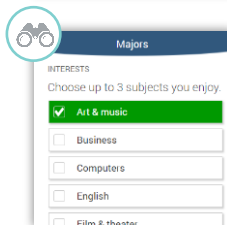
The experience is customized based on student SIS and intake survey data; the timeline dynamically updates based on student progress and in-app activity.



Pivotal Moments Path and Term-to-Term Tools

Post-onboarding, students can see important college milestones disaggregated into tasks and alerts to help them plan their term.

Self-service tools allow students to connect with their personal success team, schedule their week, and receive customized guidance.



Program Explorer

The Program Explorer mobile tool simplifies the major selection process, allowing students to make simpler, smarter decisions early in their college experience.

After capturing students' interests and career preferences, the Program Explorer generates a customized list of best-fit programs and job recommendations.

Members Seeing Rapid Adoption and Robust Usage Among Their Students

86%

Of first-time freshmen downloaded the mobile platform at orientation

ABILENE CHRISTIAN UNIVERSITY

93%

Of freshmen downloaded the mobile platform in first-year seminars

ROBERT MORRIS UNIVERSITY

80%

Of steps completed by students in the mobile platform on average

METROPOLITAN STATE UNIVERSITY OF DENVER

+13K

Steps completed in the mobile platform during orientation

UNIVERSITY OF MARY WASHINGTON



Strategic Care for Faculty, Advisors, and Staff

Workflow Tools Enable Targeted Interventions and a Network of Support



Smart Student Profile

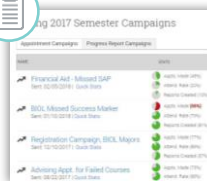
We provide a 360-degree view of the most actionable student data (academic, financial, and behavioral) to support holistic and strategic student care. The Smart Student Profile includes:

- Personal information
- GPA and credit trends by term
- Key academic indicators including predicted risk
- Alerts and cases
- Unofficial transcript and class information
- Assigned advisors and tutors
- Mobile app engagement data



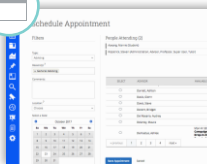
Coordinated Care Network

Coordinate campus-wide student support through observational early alerts, case referrals, closed-loop reporting, and centralized interaction records like notes, documents, and customizable permissions.



Campaign Management

Improve advisor efficiency and promote proactive advising with targeted mass outreach to students, including responsive scheduling and tools to monitor campaign results.



Appointment Scheduling

Provide faculty and staff with flexible appointment scheduling and tools to promote better planning and availability management.



Multi-Modal Student Communications

Engage with individual and groups of students through email, text, or click-to-call directly through the platform.

Staff Embedding Strategic Care Tools into Their Daily Work—Leading to Impressive Results

100%

Of full-time advisors using the system daily

BOWLING GREEN STATE UNIVERSITY

22

Percentage point increase in student satisfaction with advising

UNIVERSITY OF SOUTH CAROLINA

8

Percentage point increase in four-year graduation rate

VIRGINIA COMMONWEALTH UNIVERSITY

\$674K

In additional tuition revenue with zero increase in staff

SAMFORD UNIVERSITY



Keep in mind



- All student data in Navigate is sent from **Banner** in a **nightly feed**
- User input, however, has no delay (appointments, messages, notes, early alerts)
- What you can see and do in Navigate depends on your **user role**
- Only sync your calendar in the **Production site**
- Today we are in your **Production site**; messages will be sent to students
- Everyone will receive a Quick Start Guide after the training

