

SDSU

San Diego State
University

Fall 2022

**SDSU Navigate
Chairs & Directors Orientation**

Wednesday, August 17

Division of Academic Affairs

EAB: Then & Now

	AY 2020-21	AY 2021-22	% CHANGE
ACTIVE USERS ¹	332	1041	213% Increase
APPOINTMENTS ²	31,368	59,908	91% Increase
MESSAGES SENT	419,641	483,882	15% Increase ³
ADVISING SUMMARIES	27,136	50,198	85% Increase
CAMPAIGNS ⁴	75	160	113% Increase
LOCATIONS	~12	143	1091% Increase

Why EAB? An Overview

EAB FUNCTION	VALUE ADDED
Student Information	Categories (e.g. International, EOP, Commuter) = better know students Quickly identify/explore data Develop/manage contact lists Students easily identify & contact different advisors (e.g., Coordinated Care, Major, EOP Counselor)
Advising: Scheduling	Simplify appointment making or promotion of drop-ins Sync to google email/calendar Promote availability to students Directs students to the right people, the first time One stop, connection to multiple people/areas
Advising: Reports + Notes	Record/share info about student contacts, referrals Reduce answer shopping Reinforce FERPA Communicate administrative notes/actions with advising faculty/staff (e.g. Leave of Absence, Medical Issues)
Advising: Outreach	Streamline communication about university-wide outreach (e.g. 120+ units, under enrolled, AP) Simplify targeted outreach to highest need students Custom campaigns to meet college/department needs
Advising: Success Centers	Kiosks for student check-in Free swipe devices Pair attendance info with critical data (e.g., level, GPA) Appointment center view: simplify management of multiple staff in one location
Advising: Alerts & Cases	Issue alerts to elevate concerns/issues Consistent messaging to students Case management: multiple staff collaborate & share notes on student issues Quickly reference steps taken to address complex student issues
Assess & Plan: EAB Reports & Analytics	Data-driven resource requests & allocation Assess advising loads & understand student demand Highly customizable reports: adjust for specific issue-types, locations, staff or date ranges Historical and Population Dashboards

Faculty & EAB

****Faculty can log in to EAB with SDSU ID (SSO)--
No approval process required!****

Professor Home



JOHN, please respond to the following progress report request(s):

- BOBBY SMITHERAN would like you to complete 1 progress report(s) by **Tuesday, March 15, 2022**
- DANIEL OLIVEIRA would like you to complete 9 progress report(s) by **Sunday, March 20, 2022**

[Fill Out Progress Reports](#)

[Fill Out Progress Reports](#)

Courses

Term: Spring 2022 (Current ...)

COURSE NAME	TIME	ROOM
(ACCTG-0508:34763) ACCT NOT-FOR-PROFIT ORGS	W 4:00pm - 6:40pm PT	SH-109
(ACCTG-0530:38683) ETHICS IN ACCOUNTING	R 4:00pm - 6:40pm PT	LH-339

Actions

I want to...

[Issue an Alert](#)

Quick Links

Take me to...

[Learn @ SDSU Advising](#)

Students In My Courses

Term: Spring 2022 (Current ...)

Actions				
<input type="checkbox"/>	INDEX	STUDENT NAME	CATEGORY	COURSE(S)
<input type="checkbox"/>	1	[REDACTED]	FOREIGN STUDENT, Graduation Candidate, SSP:COMMUTER	ACCTG-0202:27880-01, ACCTG-0508:34763-01
<input type="checkbox"/>	2	[REDACTED]	FOREIGN STUDENT, SSP:COMMUTER	ACCTG-0202:27880-01, ACCTG-0508:34763-01

STAFF HOME SCREEN

- Complete Progress Reports for specific students in a class
- List of Courses / Calendar
- Class Rosters w/ added detail about students
- Issue Alerts

Faculty & EAB: Student Profile

Overview

BUSINESS ADMINISTRATION
(ACCOUNTING) [221908]

BS
BUSINESS ADMINISTRATION

Major History ▾

STUDENT ID
8151

CLASSIFICATION
SENIOR

MOST RECENT ENROLLMENT
Spring 2022

Categories

First Generation, Graduation Candidate

Tags

@F19LEAVE, @F20LEAVE, @S20LEAVE

Enrollment Status

Full Time

Enrollment Goal

BS

Staff Alerts 0

I want to...

Message Student

Add a To-Do to this Student

Report on Appointment

Schedule an Appointment

Issue an Alert

Student Info

Student ID: 815153866
Address:
10130 austin drive apt 3
Spring valley, CA 91977
Email: aabeltran@sdsu.edu
Cell: 6198784938

Your Success Team

MERCADO, SARAH
Major Advisor

STUDENT OVERVIEW TAB

- Major / Major History
- Existing Alerts/Cases
- Action menu: message, add reminder, report, schedule, alert
- Assigned Advisors, etc.
- Categories
- Tags

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Faculty & EAB: Alerts / Referrals

Actions

I want to...

Issue an Alert

ISSUE ALERT

Student

Please select a reason

Is this associated with a specific class?

Additional Comments

Please enter a comment.

Academic Support Referral

At-Risk to Fail

CARES: Health / Wellness Referral

ECRT: Economic Stress / Basic Needs Insecurities Referral

Financial Aid Referral

Leave of Absence / Departure Referral

Registrar Referral

Cancel

Submit

My Issued Alerts

ISSUE DATE	STUDENT	ALERT REASONS	CASES	PROGRESS REPORT
03/03/2021			0 Open Cases	View Progress Report
03/03/2021			0 Open Cases	View Progress Report

ALERTS

- Some open cases, some send emails (consistent information) to students
- Get an email when a case is closed|peace of mind

Faculty & EAB: Student Profile

DURAN's History ▾



COMPARATIVE INTERNATIONAL
STUDIES [117002]

BA
ARTS & LETTERS

HISTORY TAB

- Alert/Case History
- Administrative Notes
- Chairs / Directors can request access to see grade/advising history

▼ Expand All

Filter by Type

Mar 2022

Alert Issued ▴

Tue, Mar 8, 2022

At-Risk to Fail

Issuing Evaluation:
Duran needs to turn in all assignments and improve exams performance.

View Details

LUCIANO CRUZ

Dec 2021

Note Added ▴

Fri, Dec 10, 2021

Comments:
Student working with ECRT in 11/2021 and / or 12/2021

DUSTIN ADKINS

End

EAB Wrap Up!

- **Help get the word out to faculty:**
 - [Faculty Resources Website](#)
 - Faculty Orientation: 9/21/22 (9-9:30am)
- **Use Alerts and/or Cases Reports:** review targeted students in your college/department.
- **Use Other Reports & Analytics:** staff availabilities, weekly report of summaries, trends in advising

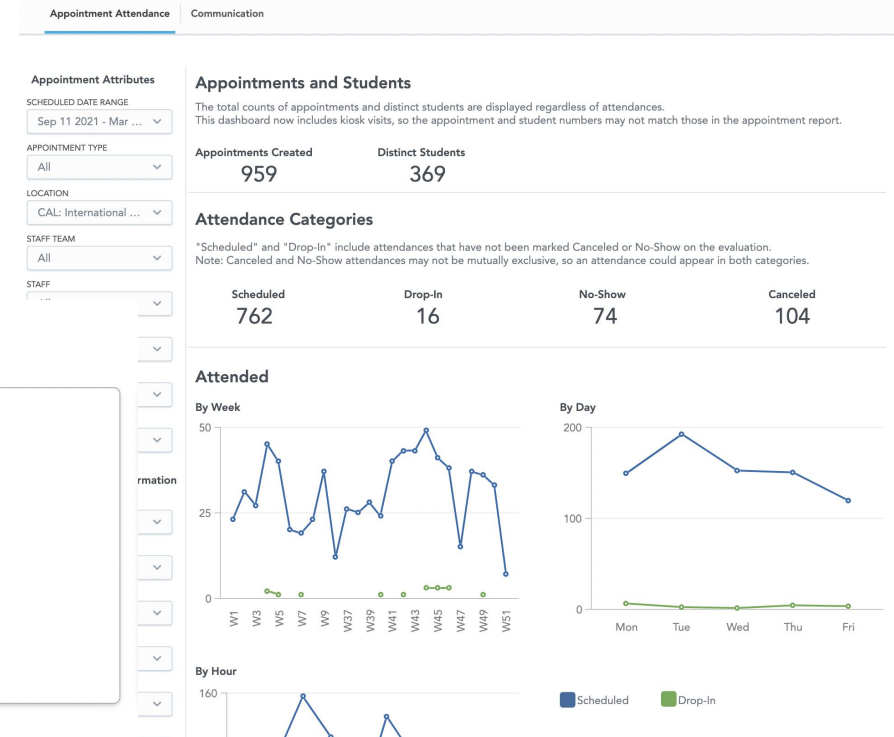
Reports

Appointment/Visit Reports

- [Appointments](#)
- [Appointment Summaries](#)
- [Appointment Requests](#)
- [Appointment Campaigns](#)
- [Check-Ins](#)

Staff Reports

- [Availabilities](#)
- [Calendar Statistics](#)



EAB: Resources

- **Need Access to EAB? Schedule a Department or College training?**

[Submit an EAB Help Ticket](#) from our website:
studentsuccess.sdsu.edu/navigate-sdsu

- **Need Training?**

Access self-paced, asynchronous training in the CANVAS Advising Homeroom.
Recommended: video tutorial on using Reports and Analytics in EAB. Self-enroll in the homeroom here: <https://sdsu.instructure.com/enroll/EMHDDP>

- **Help for faculty:**

Faculty Resources Webpage + Download the Faculty Guide to SDSU Navigate:
https://studentsuccess.sdsu.edu/navigate-sdsu/faculty_sdsunavigate