

## NAVIGATE U™ TRANSFORMING HOW STUDENTS CONNECT TO RESOURCES

By providing an intuitive and accessible navigation experience for students during moments when they find themselves in need of support, the Navigate U™ platform seeks to quickly and efficiently connect students to relevant resources.

## LIMITATIONS TO STUDENT RESOURCE DIRECTORY SYSTEMS

The standard way students are expected to find, navigate, and access their institution's essential student services is **ineffective in three important ways:**



### COMPLEX SYSTEMS

Students are overwhelmed trying to find resources they need through current systems, which are complex and often not what they need.



### STUDENT VULNERABILITY

When students are in need, they often experience a moment of vulnerability. They may worry about being negatively judged for being in need or feel stigmatized as they imagine they are the only ones accessing some of these services.



### DYNAMIC NEEDS

Students' needs are sequential and dynamic, not static. Financial aid is a common example – most students don't know exactly what they need and when. They need transparency and guidance to make timely and effective progress.

CIN is conducting a pilot with three schools to develop and test the efficacy of this platform. The minimum viable product is scheduled for initial testing during the Fall 2022-Spring 2023 academic semesters.

# THE SOLUTION

Our team is building a technological platform, Navigate U™, as a solution to the limitations identified above. Improving on previous models, we have developed wireframes showing the types of features that can meet students' needs.



## PROBLEM

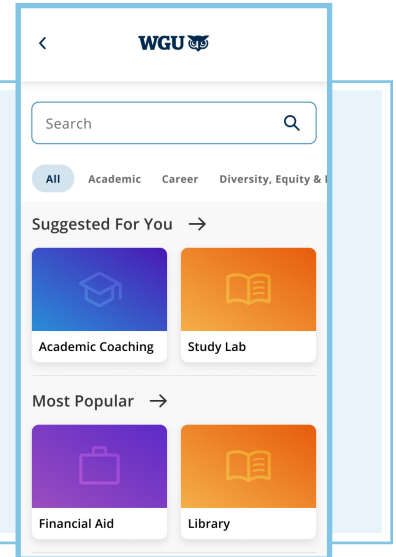
### COMPLEX SYSTEMS

*"I don't even know where to start."*

## SOLUTION

### TARGETED SYSTEMS

Student-specific targeted results informed by student-specific data and past usage data with a refined search function and proactive recommendations.

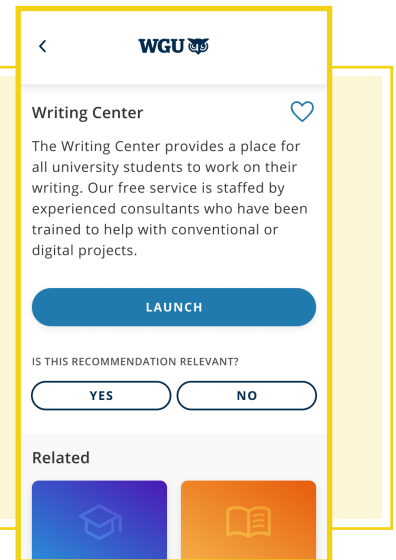


## STUDENT VULNERABILITY

*"Am I the only one who needs help?"*

## NORMALIZING SUGGESTIONS

Results are framed as having been selected by an intelligent AI engine that offers the resources known to lead to the greatest success. These resources are normalized by being presented as "popular" and a metric indicating how many other students have taken advantage of these supports.



## DYNAMIC NEEDS

*"That isn't even what I'm looking for right now."*

## SEQUENTIAL GUIDANCE

Step by step suggestions based on dynamic student needs will show required steps and track students' progress (e.g., to submit financial aid requests successfully or determine course completion processes).

