



# Course Navigators in Career and Technical Education Programs



**WAUBONSEE**  
COMMUNITY COLLEGE

September 2023: East Peoria, IL  
CTAE: Stronger Together

# SESSION PRESENTER



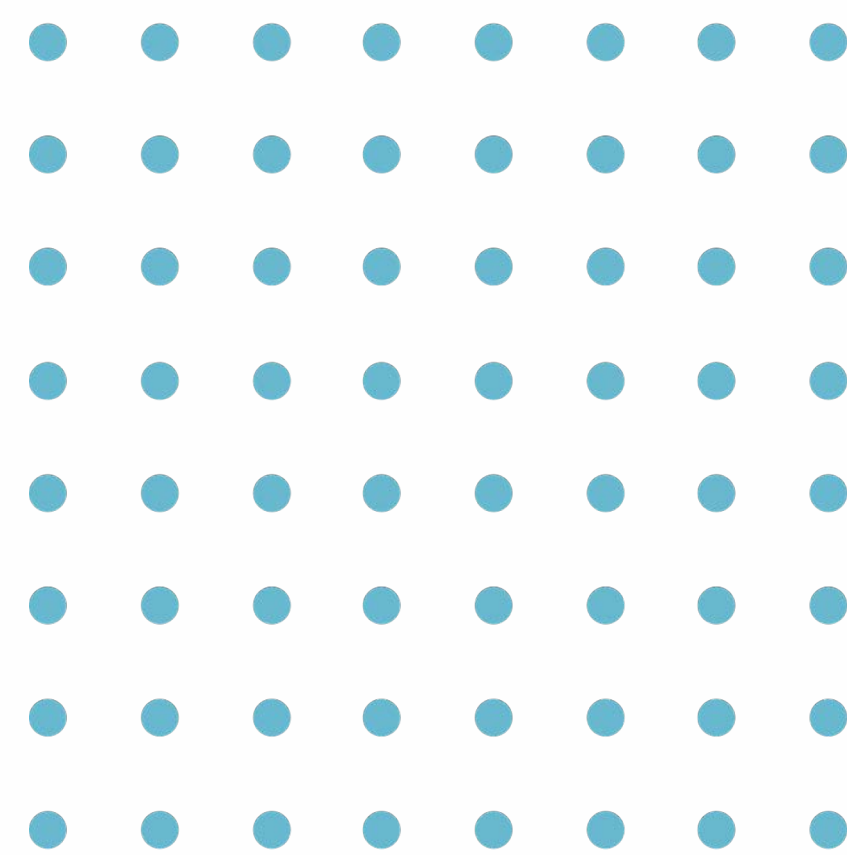
**DR. CHASSIE SHERRETZ**

**ACADEMIC SUPPORT MANAGER  
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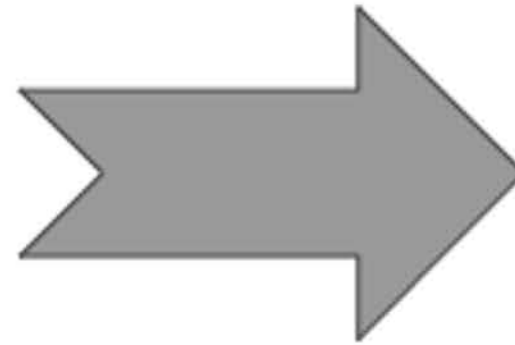
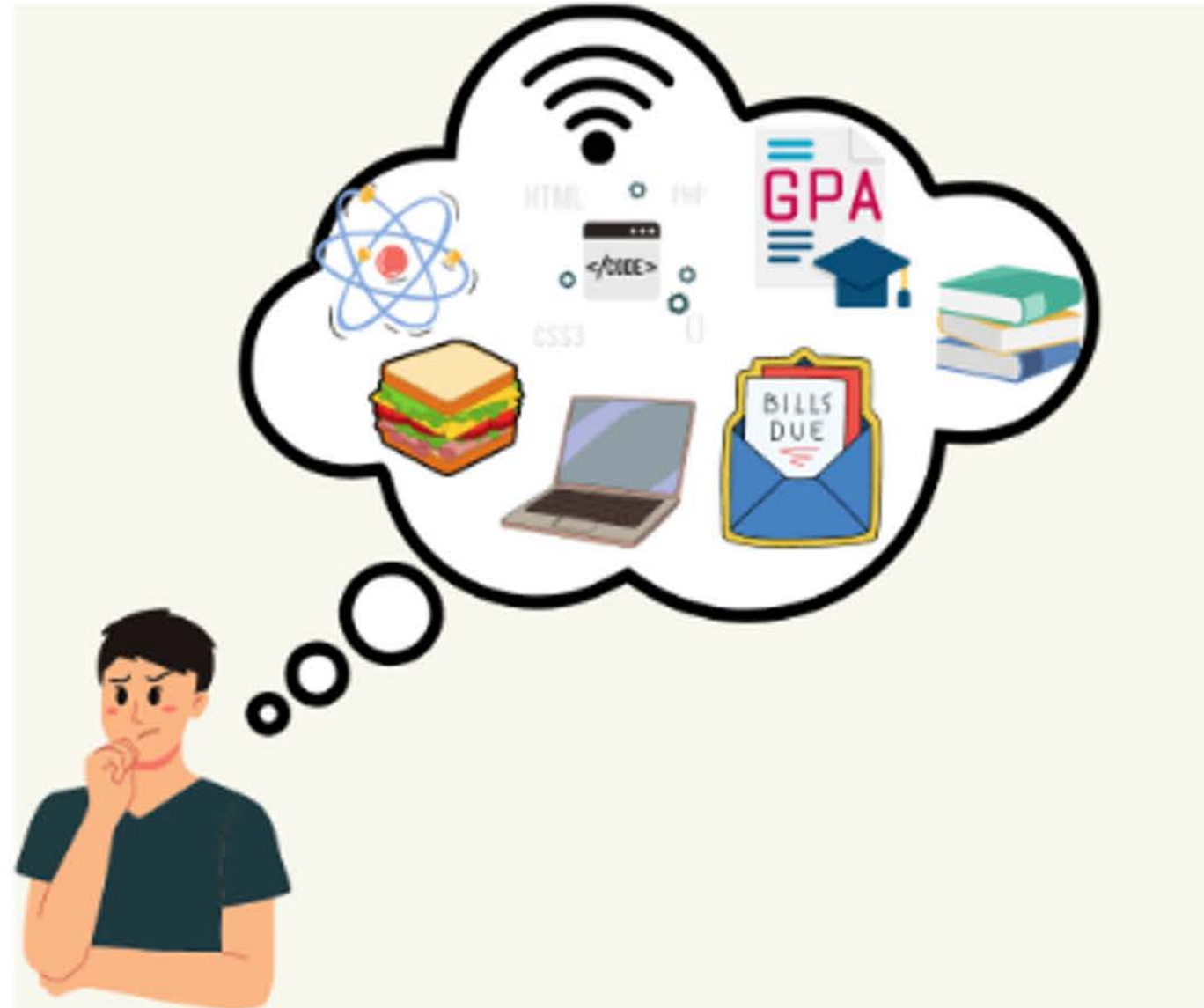


# SCENARIO

Charlie, a CTE student, is feeling extremely overwhelmed with their first biology class. The pace is very quick, and they feel they are falling behind. They are also having trouble understanding the biology terms, and spotty Internet connection is not helping. In addition, this class is part of the Inclusive Access Program, which means all the materials are supposed to be accessible via Canvas. However, Charlie has been having difficulty with their access code, and nobody seems to be able to help. The midterm may pass before they can log in, because their top priority is getting to work so they can buy groceries.



# HOW CAN WE BEST SERVE CHARLIE?



# What is a Course Navigator?

In Spring 2020, 100% of Waubonsee courses, programs and services were impacted by COVID-19, which caused stagnation in student and faculty progression. Our college had to pivot to online courses and services. Many students were not familiar or actively engaged in online learning. Many students started to suffer academically. We, as a college, had to find equitable ways to help students through their academic challenges caused from the pandemic. The **navigator program** was born.

## Navigators:

- Embedded in courses
- Support students in Navigating the technology of the school
- Support students in accessing 3rd party course materials/access codes
- Other things agreed upon by faculty and Navigator
- Some have a specialized area they support
- Not all Navigators are Coaches



# Types of Academic Navigators

All Navigators are embedded in Canvas. All work together to support students. Built-in Services. Their navigator hours were paid through grants and other resources

Academic Coaches/Navigators	Tutor Navigators	Tech Navigators	Special Assignment Navigators
<ul style="list-style-type: none"> <li>● All coaches navigate</li> <li>● Work with faculty</li> <li>● Help students gain executive functioning skills.</li> <li>● Create resources for faculty canvas shells.</li> <li>● Technology support</li> <li>● Webinars/ Workshops</li> <li>● Up to 75% of their time is navigating</li> </ul>	<ul style="list-style-type: none"> <li>● Dual Roles</li> <li>● Tutor in content area</li> <li>● Work with faculty</li> <li>● Technology support</li> <li>● Up to 10 hours a week for navigation</li> </ul>	<ul style="list-style-type: none"> <li>● Dual Roles</li> <li>● Very knowledgeable about student tech needs</li> <li>● Work with faculty</li> <li>● Technology support</li> <li>● Webinars/ Workshops</li> <li>● Up to 10 hours a week for navigation</li> </ul>	<ul style="list-style-type: none"> <li>● Specialized staff</li> <li>● More knowledgeable about additional campus resources</li> <li>● Provides support from their area of expertise</li> <li>● Work with faculty</li> <li>● Five hours a week for navigation</li> </ul>

# Relationship/Foundation Building

Faculty	Student	College Community
Meet prior to the beginning of the semester	Help lessen anxiety and gain access to campus and community resources	Collaboration with other departments to provide resources for students
Look at students needs and make a game plan to assist students	Assist with digital components (LMS, Publisher Platforms)	Being proactive about on-demand services

**Navigators create a synergy through these relationships.**



# Who We Support

## Examples of working with faculty:

- Creating pathway between students and tutors - communication log for faculty, students receive additional time on assignments.
- Provide ideas on academic support for student success

## Examples of working with students:

- One-on-One meetings to create individualized strategies
- Provide referral to other resources on campus

## Examples of working with Community:

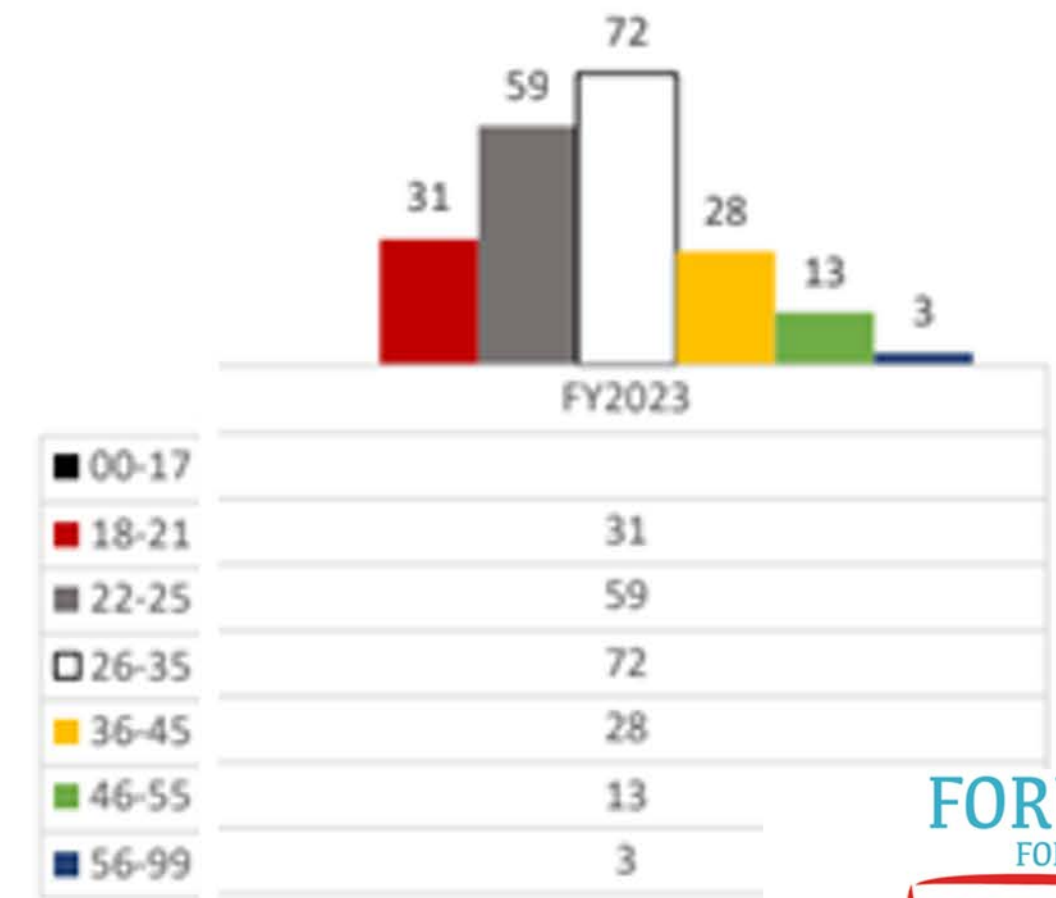
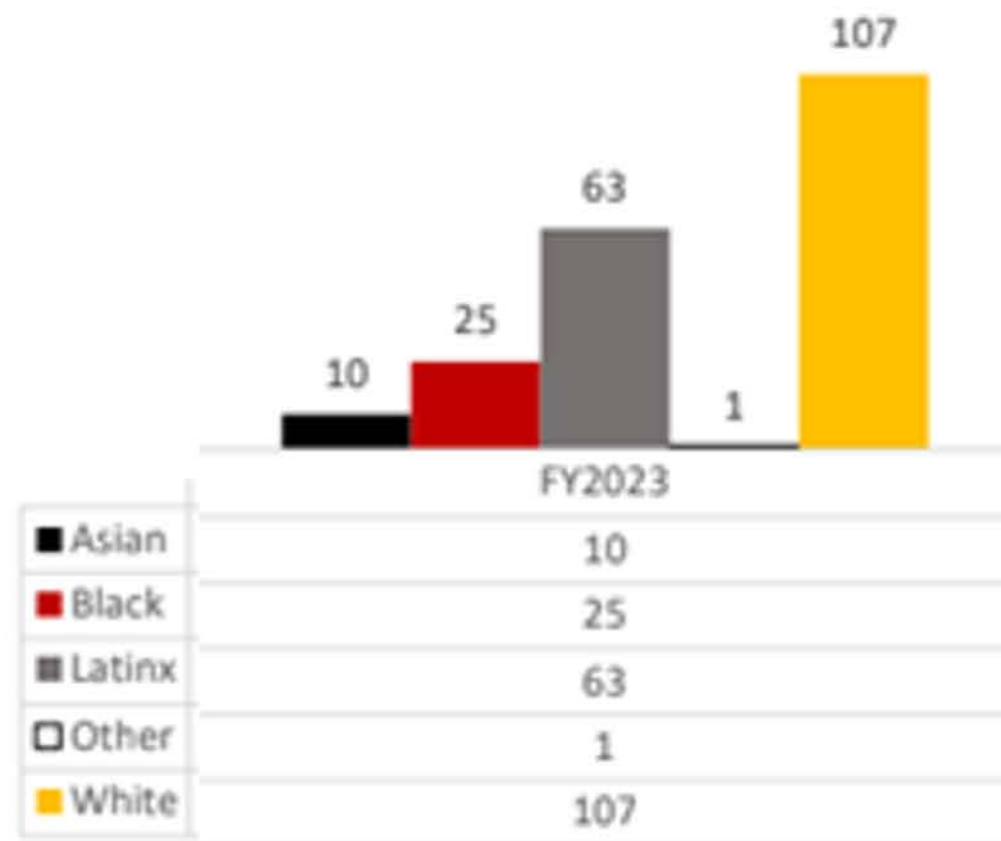
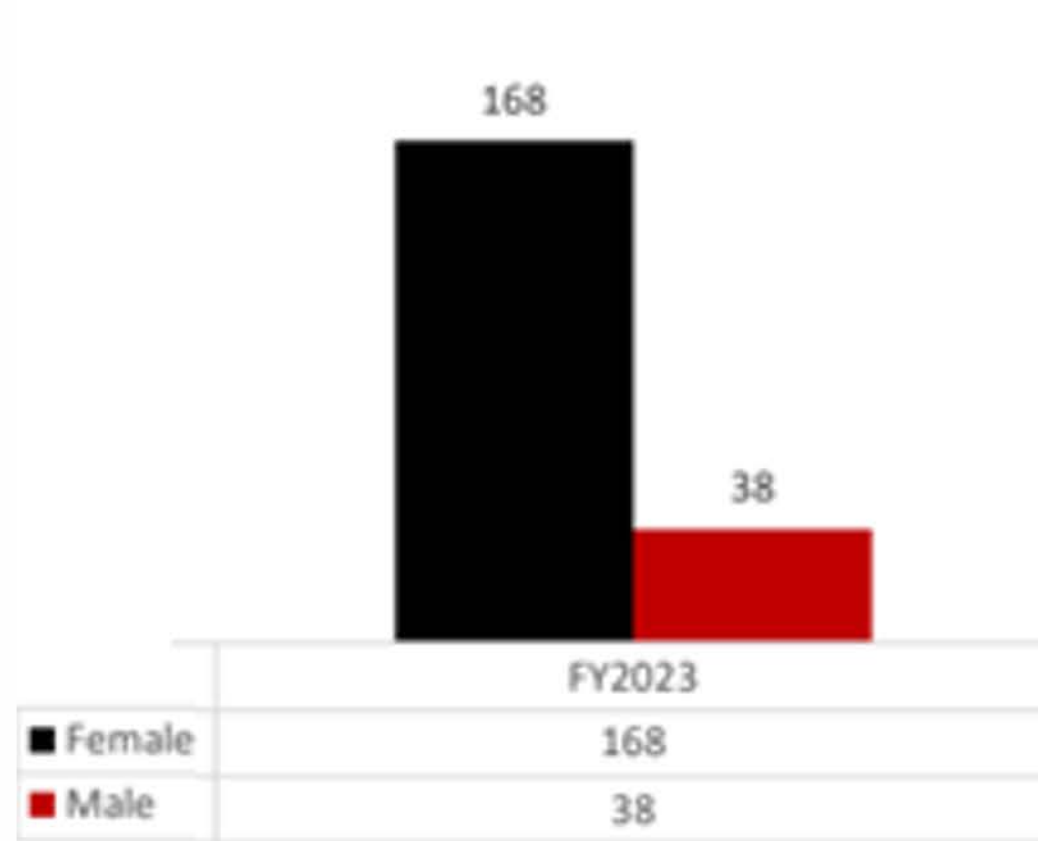
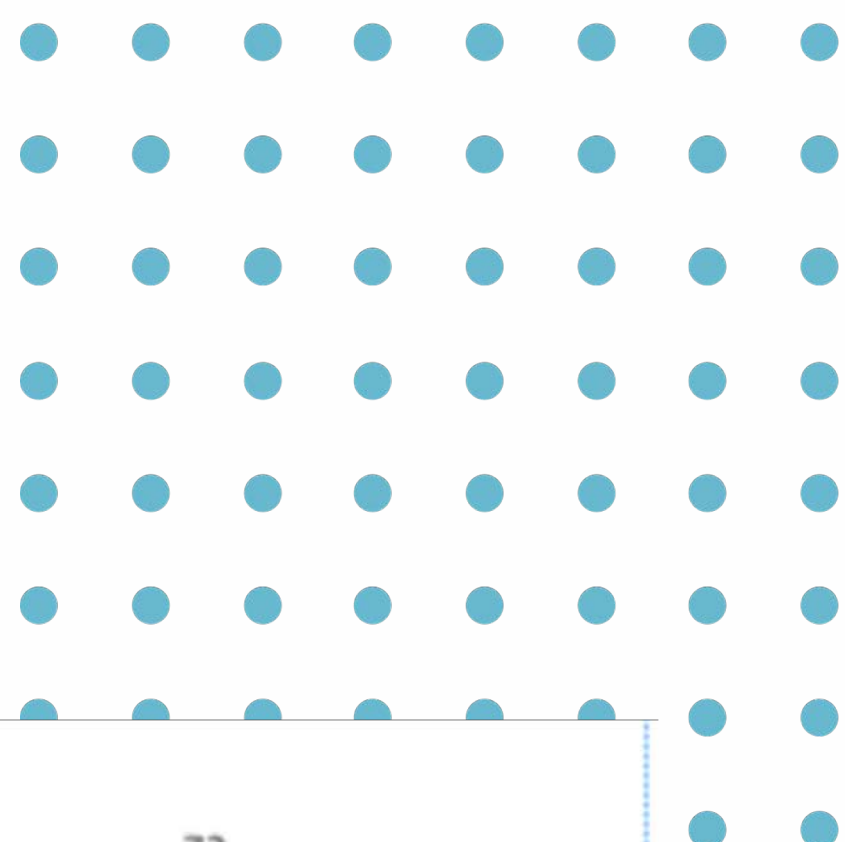
- Available for registration rally for all incoming students
- Automotive open house
- Nursing program 50th year celebration





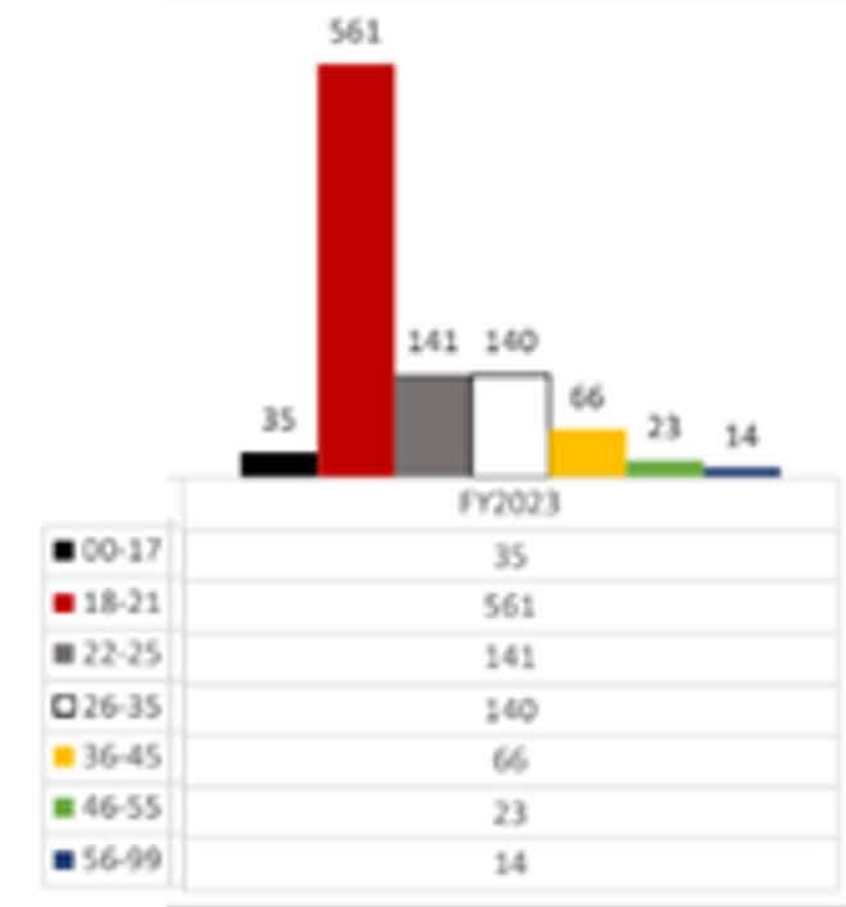
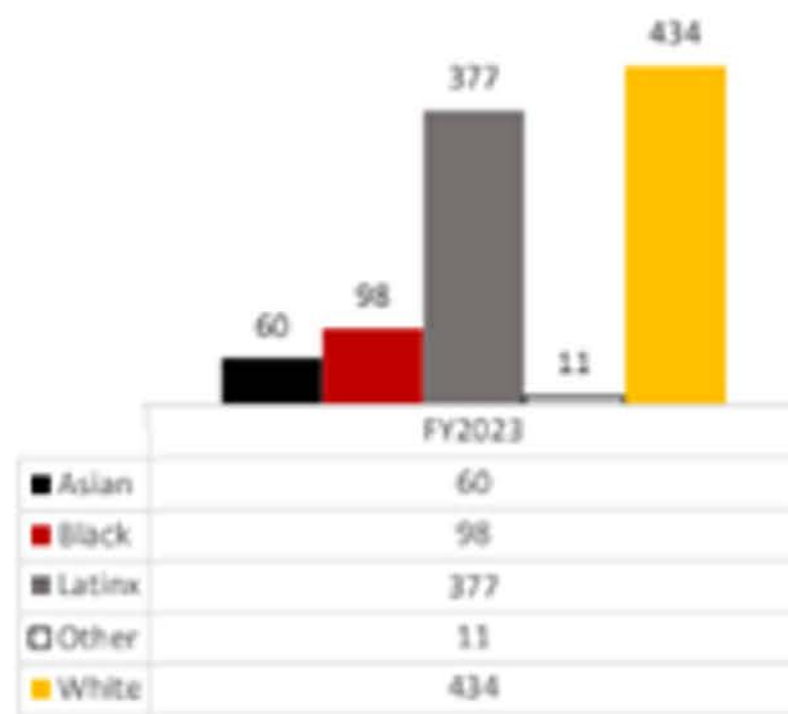
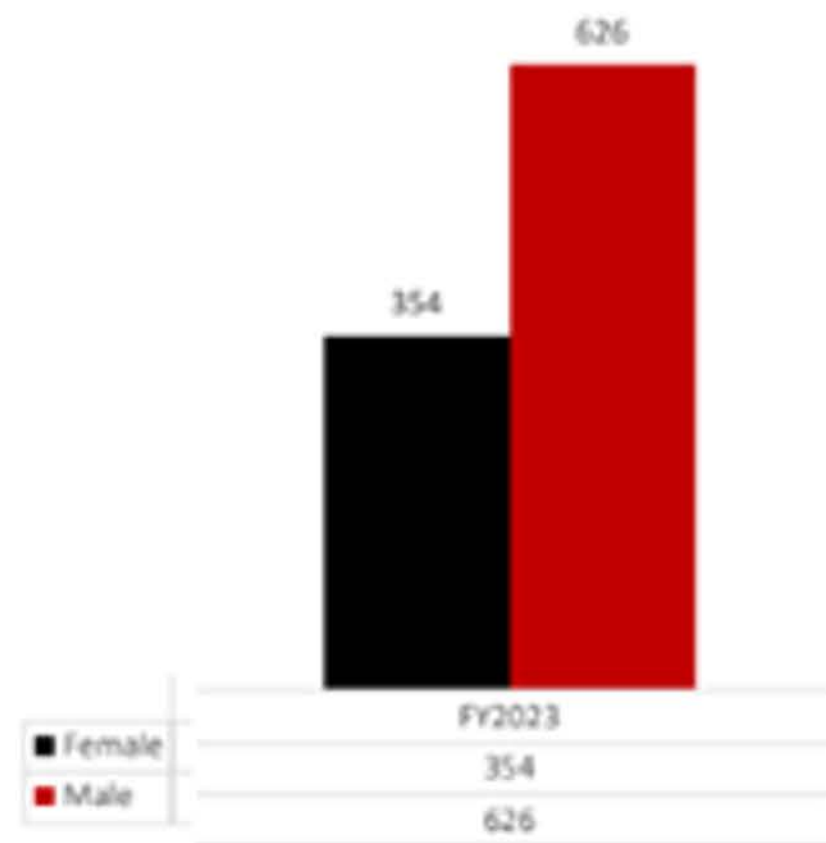
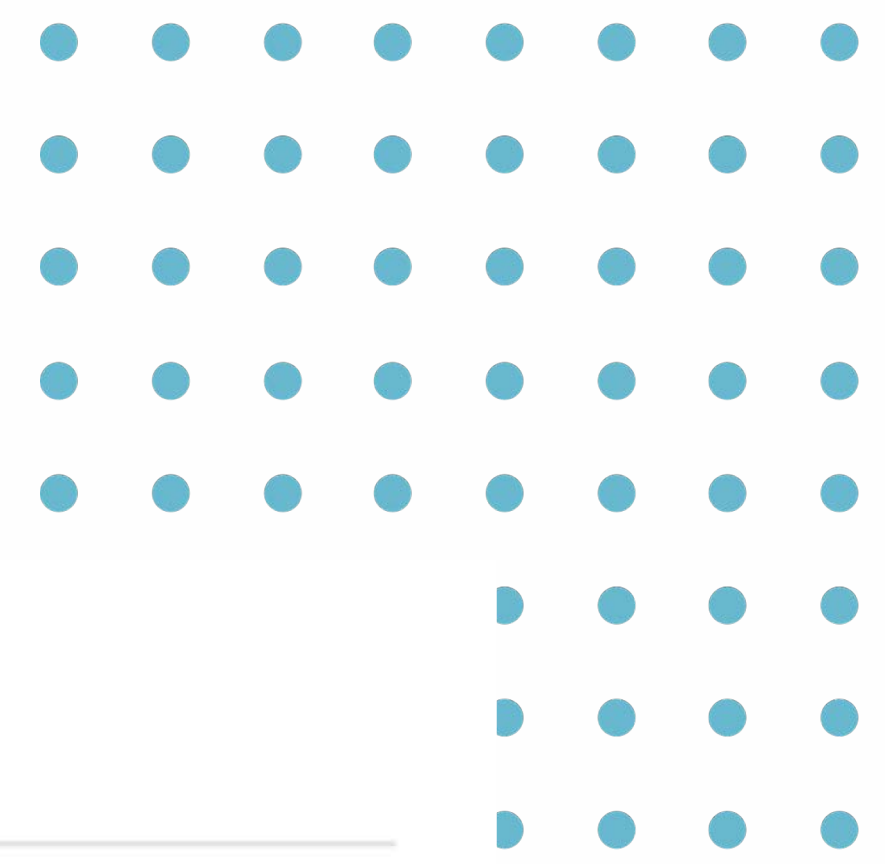
# Equity Report

## Nursing



# Equity Report

## Computer Information Systems



# VISITS AND CONTACT HOURS

<b>Data detail Fall 2022 and Spring 2023</b>			
CTE - Health Sciences - Navigating Total - , Academic Coaching -			
CTE - BTWE - Navigating Total - , Academic Coaching -			
<u>Academic Coaching Detail:</u>		<u>Total Student/Faculty Contact Count:</u>	
Student Visits -	332	Academic coaching -	1,306
Unique Visits -	41	Academic Coaching Faculty -	656
Scheduled Hours	130	Navigating -	30,480
		Navigating Faculty -	380
<u>Navigator Detail:</u>		Total contacts -	
Student Visits -	692		32,822
Unique Visits -	162		
Scheduled Hours	241		



# STUDENT COMPLETION/PERSISTENCE RATES

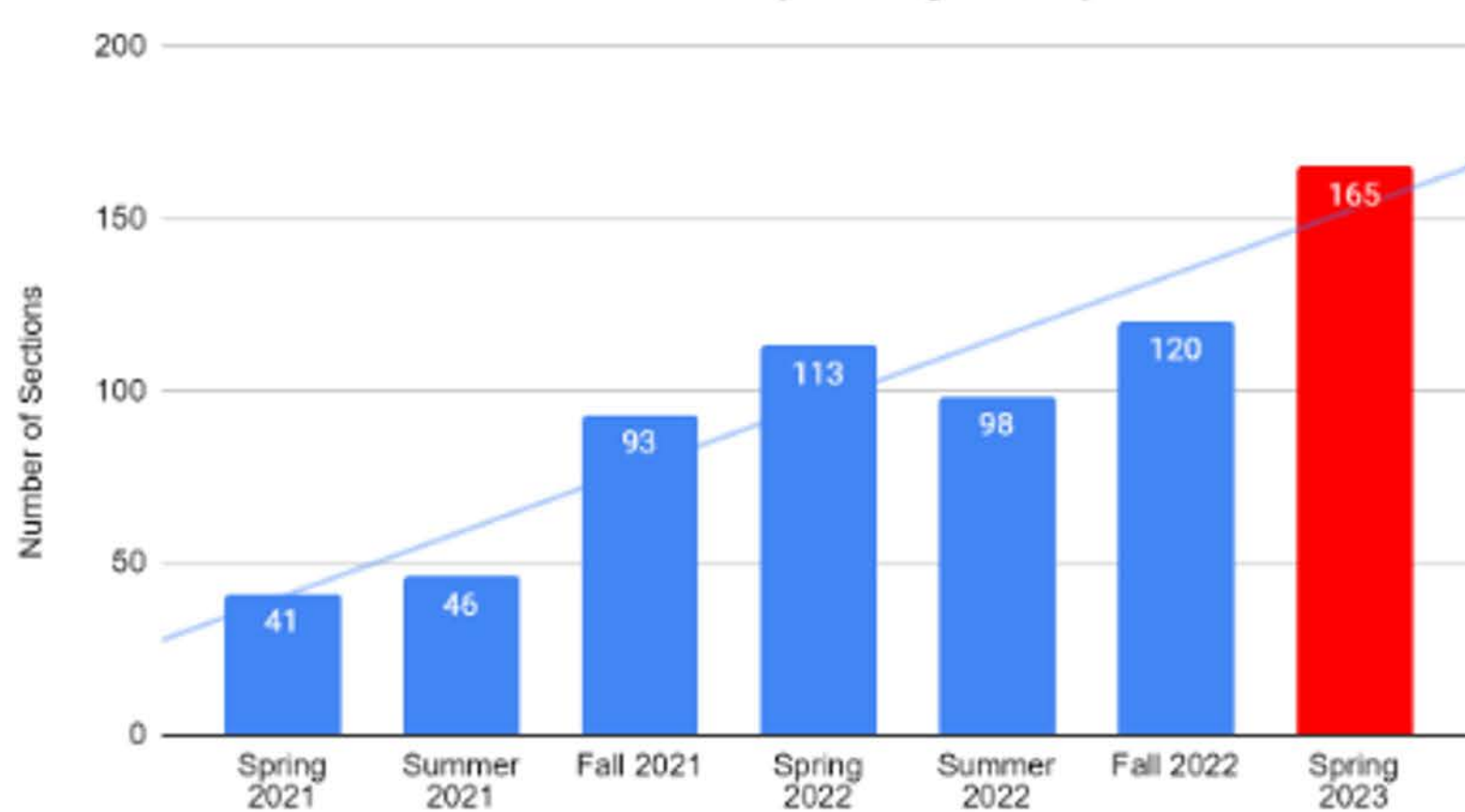
COMPLETION RATES BY SEMESTER	OLN	NON-OLN	OVERALL
Summer 2020	74%	84%	79%
Fall 2020	89%	80%	85%
Spring 2021	94%	88%	91%
Summer 2021	86%	89%	88%
Fall 2021	73%	76%	75%
Spring 2022	88%	88%	88%
Fall 2022	82%	69%	76%
Spring 2023	81%	79%	80%



# STUDENTS SERVED IN COURSES WITH NAVIGATORS

## WCC Review: Student Usage

Number of Sections Served by Navigators per Semester



In Fall 2021, Navigators met with **238 unique students for a total of 563 sessions.**

In Spring 2022, Navigators met with **253 unique students for a total of 457 students.**

In Summer 2022, Navigators met with **68 unique students for a total of 140 sessions.**

In Fall 2022, Navigators met with **137 unique students for a total of 259 sessions.**

In Spring 2023, Navigators met with **136 unique students for a total of 217 sessions.**

# STUDENTS SERVED IN COURSES WITH NAVIGATORS

One of the key ways that Navigators support students is through making sure they have the ability to access their course. This can be shown in a variety of ways, including the following:

- Helping students better understand their syllabus
- Breaking down how the class operates (such as a hybrid or flex class) and how they should access that class
- Troubleshooting technology issues (see above)
- Bridging the communication gap between instructor and student in order to make sure they are still engaged in the course

# NAVIGATOR SURVEYS

## WCC Review: Student Interaction

We create student surveys for each term. The student survey results showed support for having navigators embedded in courses. The results below suggest that navigators play a huge role in providing a supportive learning environment for students, including increasing awareness of campus resources.

### Spring 2023:

**64%** of students have utilized their navigator

**80%** of students read the announcements use other resource recommendations



# NAVIGATOR SURVEYS

## WCC Review: Faculty Interaction

- **85%** of faculty recommended their navigator to the students
- **71%** of faculty saw improvement with students' classroom experience
- **71%** of faculty expressed having a navigator allowed them more content-focused time.
- **86%** faculty were satisfied with their embedded navigator





# NAVIGATOR SURVEYS

## Student Feedback/comments:

- “Thank you [Name]! Thank you for the useful **information and encouragement**. Just saying “Thank you” is an understatement! :) (History student)”
- “Thank you so much for helping me out with all of this. I **appreciate** it a lot! (Student having difficulty communicating with faculty)”

## Faculty Feedback/comments:

- “I have courses that are 16-weeks, 8-weeks & 4-weeks, which means that I have courses starting up all semester long. Having an navigator available throughout the term for these various course start ups is **priceless** to me! I truly hope that the online navigator is not only a continued program for faculty & students but is expanded to be available for all faculty who desire to participate. **I can’t imagine not having an navigator now that I have had one!**”
- “This being my second semester working with (the navigator) , I just wanted to let you know what an **invaluable resource** he is for my DevEd students. He makes himself more than available, is a wealth of knowledge, and is beyond encouraging and responsive. Having a course navigator/support coach like this has made such a **difference in my courses** over the summer and this fall. I wanted to commend him as well as this incredible program! I have noticed such a difference and I feel like it **makes me a far better instructor**, too!”



# RETENTION DATA

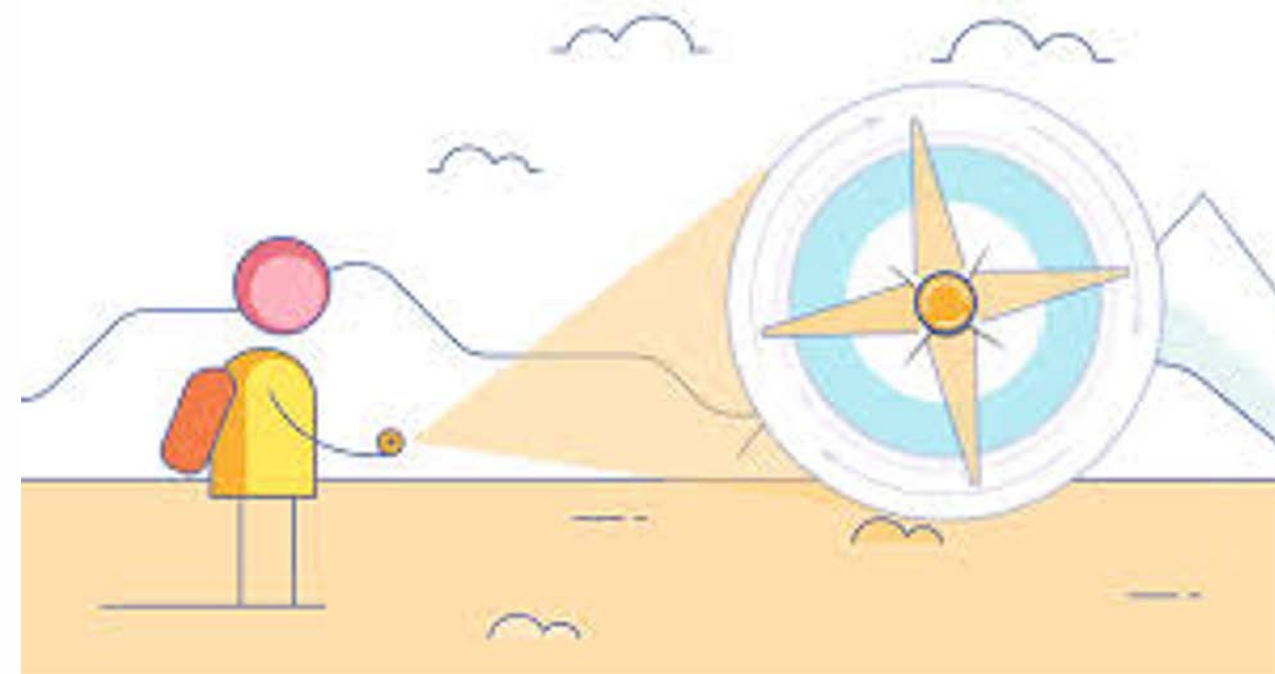
Fall 2022 to Spring 2023 retention data:

1. Students in Navigator courses = 71.99 %
2. Students in non-Navigator courses = 71.76%



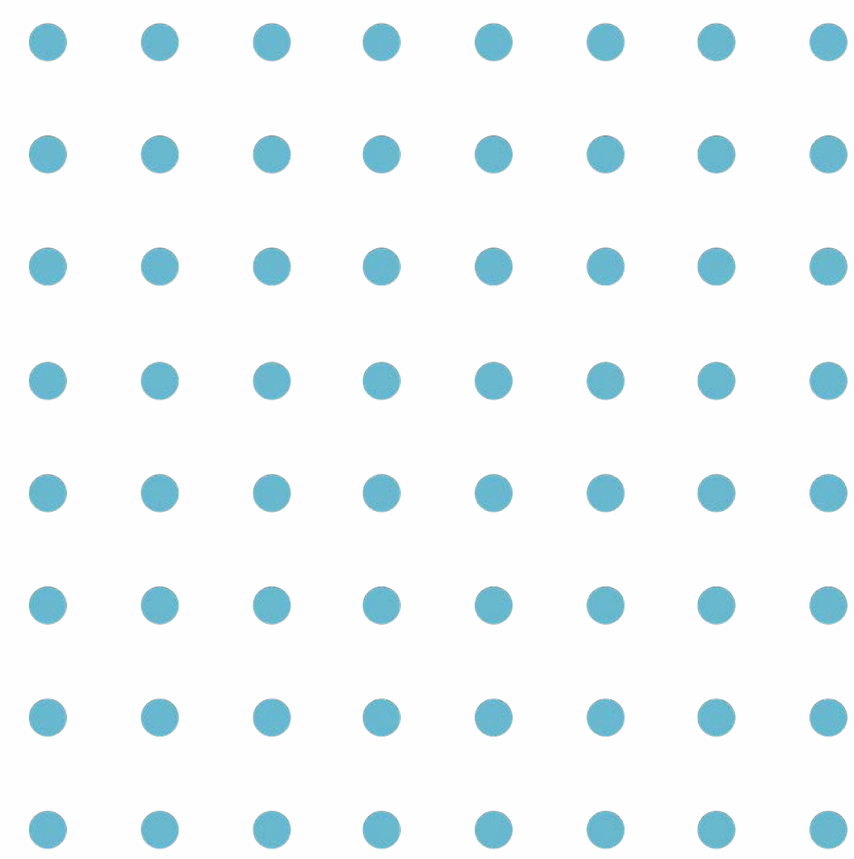
# Recap: Strengths of the Program

- Embedded Link for services
- Available in All Course Modalities
  - Accessibility
- Flexible Delivery Model
- Program targets the course, not students
  - DWF1
- Just in Time support for students
- Collaboration
  - Staff, Faculty, Community



# CHARLIE'S FUTURE!





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