

Eastern Washington University: Aligning Student Support Efforts with EdSights and Navigate360



4 Year
Public

Type of Institution

7,400
Students

Population

Cheney,
Washington

Location

Eastern Washington University (EWU) has long been committed to fostering student success through proactive support strategies. EWU relies heavily on Navigate360 to monitor student performance and identify potential challenges, drawing insights on information about students from faculty observations. While Navigate360 provides valuable information, EWU recognized an opportunity to further enhance its student support efforts by capturing information directly from students.

An Opportunity to Enhance

To build on the strengths of Navigate360, EWU integrated EdSights to add a critical layer of student self-disclosure that now flows directly into their existing early alert processes. With its fully managed messaging framework that systematically checks in with students and uncovers barriers, EdSights helped eliminate the need for EWU staff to design and manage messaging, freeing up limited staff hours for high-impact student support. In addition to helping EWU uncover barriers to persistence at the individual student level, EdSights' auto-generated persistence insights give EWU a comprehensive understanding of students' needs, enhancing their ability to address student issues proactively. Ultimately, this approach of more effective, holistic support has positively impacted student retention.

Streamlining Student Support: A Unified Approach

EWU developed an effective workflow to merge insights from both EdSights and Navigate360, creating a cohesive support system:



Weekly Coordination and Data Collection: Students receive EdSights' targeted check-ins weekly via text message from EWU's AI chatbot, Swoop, that are designed to capture their perceptions on academic, financial, wellness, and engagement challenges.



Alignment with Navigate360: EWU staff review EdSights' pre-analyzed reports highlighting students who need additional follow-up. These students are seamlessly surfaced in Navigate360 and automatically become alerts based on the specific concerns they shared. This seamless process ensures timely, informed action on student voice data.



Customized Alerts for Targeted Support: EWU has built custom Alerts in Navigate360 to align with EdSights terminology and interventions like "EdSights Academic Follow-up" and "EdSights Financial Follow-up." This helps staff quickly recognize the origin of an Alert and respond appropriately to student needs.



Streamlined Prioritization and Response: Once these Alerts are created in Navigate360, they are handled the same way as other Alerts within EWU's existing workflow. All outreach and outcomes are logged in Navigate360's case management system.

Outcomes and Impact of Pairing Edsights & Navigate

Dual Reporting: Faculty Data and Student Self-Disclosure

EAB Navigate360 provides valuable staff and faculty-reported data, while EdSights allows students to self-report their challenges directly. This combination offers a more comprehensive view of student needs, enhancing the effectiveness of interventions and support.

Targeted Financial Outreach

Financial Alerts from EdSights have enabled the financial aid team to conduct more precise and effective outreach, addressing the most common area where students struggle.

Enhanced Support Prioritization

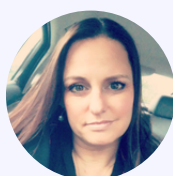
Direct student feedback captured by EdSights allows EWU to prioritize and adjust support based on specific student comments, allowing for timely, tailored interventions, and a more impactful, student-centered support system.

Looking Ahead at EWU

Eastern Washington University is excited to continue integrating EdSights into the Navigate360 Early Warning System, enhancing the ability to connect with students where they are, provide timely outreach, and better meet their individual needs. By allowing students to self-report through EdSights, this system helps them feel heard and valued, empowering them to share their challenges directly. This not only ensures personalized support but also strengthens student retention, creating a win-win scenario where students are more likely to persist and succeed, benefiting both their academic journeys and the institution as a whole.



"Integrating EdSights with Navigate360 has been a game-changer for us at EWU. Even though we were already using Navigate360, EdSights added a critical layer of student self-disclosure that we didn't have before. **It has allowed us to proactively address student needs in a way Navigate360 alone couldn't.** With a solid early warning system already in place, there's some front-end work, but it's pretty seamless to integrate. EdSights doesn't replace Navigate360; it enhances it, making things more efficient and your student support system more comprehensive and effective."



Jossie Brown
Assistant Director



EDSIGHTS AT A GLANCE



96%

Client Retention



97%

Student Opt-in



62%

Active Engagement

If you're interested in learning how EdSights can help your institution leverage AI to enhance student success, email learn@edsights.io or visit www.edsights.io.