



# Coordinated Care

Tuskegee University

2022 Navigate HBCU Summit

# Introductions



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- Located in Tuskegee, AL
- Private HBCU serving over 2,700 students

# Holistically Supporting Student Success

1

## Care Units Framework

- TU has 9 total Care Units built into platform – including:
  - Advising
  - Faculty
  - Athletics
  - Financial Aid
  - Counseling
  - *And more...*

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## Empowering Students

- Actively launching the Navigate Student mobile app so that students can more easily access services across campus
- Ensuring that staff/faculty have active “Availability” in Navigate so that students can easily find who they’re looking for

2

## Alerts Framework

- Beyond traditional classroom concerns, have built options for counseling, financial, registration, technology challenges, judicial problems, etc.

The screenshot displays a 'MANAGE CASE' window for a student named Laura Gonzales. The case owner is Jack Whitten. The 'Case Activity' section shows a list of events: Jack Whitten opened the case on 01/07, Jack Whitten added a comment stating 'Laura's family is having some trouble and speak with a counselor to discuss college', Jack Whitten assigned the case to Financial Aid on 01/15, Financial Aid added a comment 'Emergency funding issued', and Financial Aid Office closed the case. An 'ISSUE AN ALERT' dialog box is open, showing a dropdown menu for 'Please select one' with options: 'Care Services', 'Failed Midterm', 'Financial Aid', 'Emotional Issues', 'Excessive Absences', 'Medical Issues', 'Needs Tutoring', 'Positive Alert', and 'Please select one'. The 'Care Services' option is selected. The dialog also includes a text area for 'Additional Comments' and 'Please enter a comment.', and 'Cancel' and 'Submit' buttons.

# Coordinated Care Spotlight



## R.E.A.C.H. Road from Early Achievement to a Career High



### Get Assistance

Scheduling for virtual appointments, tutoring (REACH) and Writing Center

[Log into Navigate \(EAB\)](#)



## 2021-2022 ALL-ACADEMIC HONORS

81 Tuskegee Student-Athletes Earn SIAC All-Academic Honors

# Open Discussion

## Creating a Coordinated Care Network

1. What are your biggest successes to date re: adding new offices/departments to Navigate?
2. How have you overcome barriers to adding new offices/departments – what are your most successful strategies to engaging others?
3. What is your team's support structure for adding new Care Units? i.e. what have you found most successful re: managing new offices/departments?
4. Is using Navigate optional or mandatory at your institution – and how has this impacted overall adoption?

College can  
be tough.

**Navigate  
is here  
to help.**



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