

# Student FAQ Answer Bank

## Helping Staff Answer Common Student Questions

**Purpose of the Tool:** College administrators, faculty, and staff on campus may be unsure of how to describe Navigate to their students, or how to answer questions that may arise. The answer bank outlines common questions that may arise about the Navigate platform when college staff are talking about it with students., as well as common questions students may have once they start to access Navigate. The goal of the answer bank is to help staff provide clear and consistent information.

**Intended Audience:** This tool is meant to serve as reference for college staff only; we do not recommend sharing the document directly with students.

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### What is Navigate?



Navigate is an online platform specifically created for community college students to guide them through the enrollment process, choose the best major, pick the right classes, create a schedule that takes into account other obligations, and register for classes (coming soon).

### Who can use Navigate?



Every students at our college—dual enrollment, new, returning, transfer - anyone - this technology is meant to guide all students through some of the most difficult parts of being a student: picking (or confirming) the best major, registering for classes, knowing approaching deadlines, getting plain-English descriptions of confusing vocabulary, and gaining access to campus resources. Navigate was built to recommend, remind, and guide you through your community college path.

### Why use Navigate? What's the benefit?



Navigate has made enrolling and registering for classes easy and is personalized to your goals and interests. It's the ultimate guide to build a path to graduation—and stay on that path.

- 1. Guides You to Day 1 of Class:** Navigate provides all the steps to successfully starting classes in one easy view—now there's a clear timeline of what you need to do, and when!
- 2. Helps You Find the Right Fit:** Navigate's Major Explorer tool connects your interests and goals to the best major at the college—fill out a short survey and Navigate takes it from there!
- 3. Makes Scheduling Easy:** Navigate's Scheduler takes into account students' priorities and responsibilities outside of school, including work, family, and even commuting time.
- 4. Allows One-Click Registration (coming soon):** Once a student goes through all the other steps, s/he will be just one click away from registering for classes. Review your selections and click "Register"!
- 4. Getting You Ready to Register:** Once a student goes through all the other steps, s/he will have an outline of their course selections —bring to your advisor for approval and registration.

### How can I access Navigate? Where do I start?



Web link: [highlands.navigate.eab.com](https://highlands.navigate.eab.com)  
App: Search "Navigate" on device's app store  
Login in with your MyGHC login (your GHC email address and password)

# Student FAQ Answer Bank (Cont.)

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### Help, I can't log in to Navigate!

Can you get to the school's sign-on webpage? If you get this far but your credentials are rejected by your college's sign-on page, there is an issue with the school account. Try resetting your password.

If the problem persists, connect with EAB through the "Need some help?" box on the top right side of the screen. Your request will be triaged to the appropriate staff member who will work to resolve your issue in 24-48 hours.

#### My Plan

#### Need some help?

Please fill out the info below and we will get back to you as soon as we can! Please be sure to include your full name and ID number given to you by your institution (if applicable).

Your Name

Your E-mail

Type your question here.

*If the problem persists, direct students to click the "Need some help?" box to submit their issue.*

### The Steps I'm seeing don't look right to me...

What term of college are you in? Did you select the wrong term? Go to "My Profile", and then click on "My Path Settings".

There, students can update their path starting term by scrolling down a drop-down menu of terms. Select the correct term and the student's term will update.

### What does it mean if a Step is an "autocomplete task"?

Some important Steps in Navigate can be automatically marked as complete based on the school's official record stored in the student information system (SIS). You can mark these Steps complete, but they will remain in the Path until the school has an official record of this Step being complete in the SIS.

### I just resolved a Hold, why is it still showing up?

Holds are updated every 24 hours in Navigate, so check back tomorrow to see if it's successfully been resolved in Navigate. If the issue persists, click on the "Need some help?" button.

### How do I change my notification settings?

In "My Profile", click on "Notification Settings", there you can personalize your notification preferences.

You can also opt into text messaging if you prefer text to receiving an email. After you select text messages you will be prompted to enter a valid cell phone number.

#### Notification Settings

#### Notification Settings

Send me...

#### Really Important Stuff

We will only send you reminders about the things that are most important!

Text Messages

Email

### Something is wrong with "My Plan."

Click on the "Need some help?" button and type in a description of the issue you need fixed. If you registered for classes using another system besides Navigate, the course schedule will update overnight and will reflect changes the following day.

### Still need help?

Email [navhelp@highlands.edu](mailto:navhelp@highlands.edu)