

# EAB Navigate360 Student Quick Start Guide

Guidance for Setting Up Your App to Serve Your Needs and Preferences

Follow these steps to start using the Navigate360 app today!

## Log In to Navigate360 Two Ways

- 1 Download the Navigate Student app from your device's app store.



Search for your institution's name in the drop-down menu. Use your QCC Microsoft login credentials.

- 2 Access your institution's site online: **qcc.navigate.eab.com**

Use Chrome or Firefox browser for best results. Use your QCC Microsoft login credentials.



***Trouble logging in? Email [Help@qcc.mass.edu](mailto:Help@qcc.mass.edu) for help!***

## Complete the Intake Survey

The first step to setting up your app is completing the intake survey. You will see this when you log in. You only need to complete this once, the first time you log in. Tell us about yourself! You cannot access core platform features without completing the survey. After you've completed the survey, use the following pages in this guide to set up other features.

# What You Can Do and See in Navigate360



## Make an Appointment

To schedule appointments, click the purple **Appointments** icon on the left navigation menu and answer questions about your preferred service, date, time, and location.

## Other Appointment Options

You can also view available drop-in times or request appointment times for your preferred service.

## Appointment Invitations

Your Success Team (e.g., assigned advisors, instructors) may also request you meet with them. When this happens, you will receive an appointment invitation for which you only need to choose a time that works for you!

Appointment Invites	
Appointment Invitation for Campus NAV QA TUT Serv 2 Please respond by 01/31/2021	>
Appointment Invitation for Course-based Tutoring Please respond by 02/28/2021	>
Appointment Invitation for Campus NAV QA Serv 2 Please respond by 12/31/2021	>

< New Appointment

What can we help you find?

Choose the type of support you need. \*

Service \*

Pick a Date ⓘ

Monday, January 4th 2021

Find Available Time

Other Appointment Options

View Drop-In Times

Request Appointment Time

Meet Your Success Team



## Set Up Notifications

- 1 Choose the **Account** button on your app or on the website.
- 2 Select **Notification Settings**. Scroll to find content categories like *Upcoming To-Dos and Events*, *Personal To-Dos*, and *Study Buddies*.
- 3 Select your preferred method of notification.  
**Note:** You can select as many notification methods as desired. If you choose more than one, you'll receive multiple notifications.
- 4 If you select the **Text** option, check that your cell phone number is accurate in Navigate360. You can do this by choosing **Edit** next to *Add Your Phone Number*.

Notification Settings ⓘ

Update Your Contact Information

Add Your Phone Number Edit

Upcoming To-Dos and Events ⓘ

Text Messages On

Email Off

Personal Reminders ⓘ

Text Messages On

Email Off

Academic Planner Messages ⓘ

Text Messages On

Email Off

Study Buddies ⓘ

Text Messages On

Email Off

Update Settings

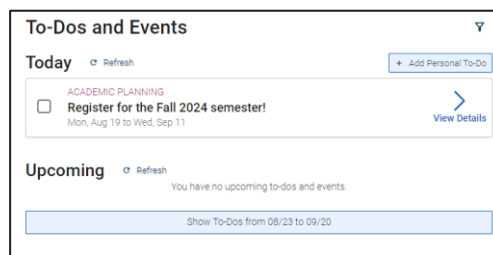


## To-Dos

See important tasks and check them off as you complete them. Check to-dos regularly to stay on track.

## Events

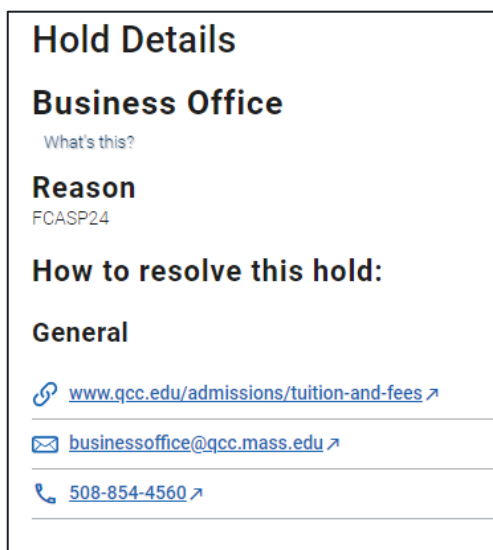
See a list of key dates and deadlines on the To-Dos page. Add events to your personal calendar for more info.



## Hold Center

See a list of your current holds in the Hold Center. Get more information about how to resolve them by reviewing the details.

**Note:** Navigate360 takes up to 24 hours to reflect any changes if your Hold has been resolved.



## Join Study Buddies

Identify classmates who are interested in group study and access their contact information directly in the app.

- 1 Opt-in to Study Buddies for the courses for which you would like to connect with your classmates to study.
- 2 Once other students have opted into Study Buddies, select the names of the students you want to contact.

You will be directed to email these students.



## Hand Raise

Let specific people or services on campus know that you need additional assistance by "raising your hand." This can be accessed either by clicking the "+" sign on the top right of your screen or by clicking the Hand Raise icon on your homepage. Once do this, choose the reason you need help with.

If you select "I need help with access codes for course software" or "I need help improving my computer skills," an Academic Tech Coach will respond to you.

If you choose "I need my transcripts!" you will receive an email containing information about how to get your transcript.

If you select "I need help using library resources," you will receive an email about how to get help from a QCC librarian.

If you choose "I need help with my math class," "I need help with subject tutoring" or "I need help with writing or reading assignments," you will receive an email from the appropriate Tutoring Center about how to get tutoring help.

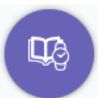
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## Resources

See a list of important services and locations on campus. The **People** tab shows a list of your assigned staff (e.g., advisors and instructors). Click the heart icon to favorite a resource. You can find your favorites in **Settings > Favorites**.

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## View Your Class Schedule

See your course schedule at a glance or get additional details such as meeting time, location or instructor.

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## Notifications

See messages from staff and faculty. Messages older than 90 days are cleared from Navigate360.

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## Surveys

You may be asked to respond to surveys. If so, you can answer specific college-related questions, share opinions, or determine choices.

# Navigate360 Alerts

Instructors can use alerts to contact you if they have concerns about or want to congratulate you on your academic progress. These alerts are not saved in Navigate360. If an instructor issues an alert for you, you will see it in your QCC student email inbox. Please note: the "To" line for this email is not your instructor's email address. These emails are sent from "**Quinsigamond Community College Navigate Student Success.**" Here's what the "To" line of the email will look like:



Quinsigamond Community College - Navigate Student Success<no-reply@navigate.eab.com>

**Please use the table below to determine what to do if you receive an alert.**

Alert	Email Subject Line	What to Do If You Receive This Alert
Applause - Keep Up the Good Work	Keep up the good work!	No action is needed.
Applause - Outstanding Academic Performance	Outstanding job!	No action is needed.
Applause - Showing Improvement	Keep it up!	No action is needed.
Applause - You Can Do This!	You Can Do This!	No action is needed.
Flag - Attendance Concern (In-Person/Blended Class)	I am concerned about your attendance and participation!	Please contact your instructor to discuss this.
Flag - Attendance Concern (Online Class)	I am concerned about your online activity and participation	Please contact your instructor to discuss this.
Flag - Low Midterm Grade	I am concerned about your mid-term grade in [course name]	Please contact your instructor to discuss this and respond to your academic advisor if they contact you.
Flag - Missing/Late Assignments	You are missing assignments in [course name]	Please contact your instructor to discuss this.
Flag - Take Action to Improve Your Grade	[course number] Action Needed to Improve Grade	Please contact your instructor to discuss this and respond to your academic advisor if they contact you.
Referral - Academic Tutoring: Math Center	Let's connect with the Math Center!	<a href="#">The Math Center</a> is available on your Blackboard course list page. It is all done virtually and tutors can even share screens with you. No appointment is necessary.

# Navigate360 Alerts

## (continued)

Alert	Email Subject Line	What to Do If You Receive This Alert
Referral - Academic Tutoring: Subject Tutoring	Let's connect with Tutoring!	To view all tutoring availabilities for this class, schedule an appointment, or access online tutoring links, visit the Subject Tutoring Center website. For more information, call 508-854-4279 or email <a href="mailto:subjecttutoring@qcc.mass.edu">subjecttutoring@qcc.mass.edu</a> .
Referral - Academic Tutoring: Writing Center	Let's connect with the Writing Center!	<a href="#">The Writing Center</a> is free support for students who may be looking for help with their writing and reading assignments for any course. The Writing Center offers in-person and online services. You can view drop-in hours or make an appointment here: <a href="http://qcc.trac.cloud/trac/">qcc.trac.cloud/trac/</a>
Referral - Career Services	Let's connect with Career Services!	Please schedule an appointment with Career Services through Navigate360 or connect via email at <a href="mailto:careerservices@qcc.mass.edu">careerservices@qcc.mass.edu</a> .
Referral - Credit for Prior Learning	Let's connect with Credit for Prior Learning!	Connect with a Credit for Prior Learning (CPL) Specialist to determine if your prior experience may be eligible for academic credit by scheduling an appointment through Navigate or emailing <a href="mailto:experience@qcc.mass.edu">experience@qcc.mass.edu</a> .
Referral - Mentoring	Let's connect with Mentoring!	Reach out to the <a href="#">QCC mentoring program</a> at <a href="mailto:Mentoring@qcc.mass.edu">Mentoring@qcc.mass.edu</a> . They can provide you with more information and set you up with a Mentor.
Referral - Northstar Digital Literacy Free Software Program	Northstar can help you improve your computer skills!	Within a few days of receiving this email, you will receive another email directly from Northstar with information about how to login. Once you have access to Northstar, feel free to look around and even start a module if you want. With Northstar, you choose which topics you want to learn more about and complete self-paced lessons when it is convenient for you. If you need further assistance getting started with Northstar or would like an overview of how to use this program, please contact the Academic Tech Coaches at <a href="mailto:AcademicTechCoaches@qcc.mass.edu">AcademicTechCoaches@qcc.mass.edu</a> .

# Navigate360 Alerts

## (continued)

Alert	Email Subject Line	What to Do If You Receive This Alert
Referral – Reference Librarian	Referral - Reference Librarian: Let's connect with a Librarian!	<p>You can visit one of the library locations to get help from a librarian. You can find the operating hours for both the Downtown Library and Alden Library on the library homepage at <a href="https://www.qcc.edu/library">https://www.qcc.edu/library</a>. Please note that not everyone who works in a library is a librarian, so when you enter the library, just ask if you can speak with a librarian.</p> <p>Another option is to set up an appointment to work with a librarian one-on-one. If you would like to do this, you can email <a href="mailto:Reference@qcc.mass.edu">Reference@qcc.mass.edu</a>. Please let them know if you would like to work in person or in Zoom. The Librarians will then set up an appointment for a day and time that's convenient for you and let you know when this is scheduled for.</p>
Referral - Student Accessibility Services	Student Accessibility Services is here to help!	<p>Visit the SAS website and click on the application link under the Registration Steps: <a href="https://www.qcc.edu/support/specialized-support/student-accessibility-services">https://www.qcc.edu/support/specialized-support/student-accessibility-services</a>. You will receive an email from a Student Accessibility Services staff member within one (1) business day of completing the application with next steps. Please call or email the office at 508-854-4471 or <a href="mailto:SAS@qcc.mass.edu">SAS@qcc.mass.edu</a> with any questions.</p>
Referral - Transfer Services	Let's connect with Transfer Services!	<p>Please schedule a workshop via Navigate360. Click on "Appointments" and you will be directed to sign up for a workshop.</p>