

The Student Navigator Program at Illinois State University

Jill Benson, Associate Dean of Students

Lawrence Landfair, Student Program Coordinator for 2022-2023

Existing ISU services and initiatives

- (1) Dean on Duty (weekday, daytime ombudsperson service for students and family members)
- (2) Care Team (interdisciplinary team that meets weekly)
- (3) Case Managers (on/off campus specialists who implement care and intervention recommendations of Care Team)
- (4) Food Insecurity Task Force (ad hoc group formed in 2020) that aimed to:
 - a) Educate campus leaders
 - b) Build infrastructure – discovered RISE organization
 - c) Develop marketing
 - d) Scale up campus services
 - e) Conduct assessment



Who is the basic needs insecure student?



1

Chronically Poor

Increased access brings more low-income students to college



2

Newly Struggling

High costs overextend middle-class families, so basic needs insecurity is often just one unforeseen expense away



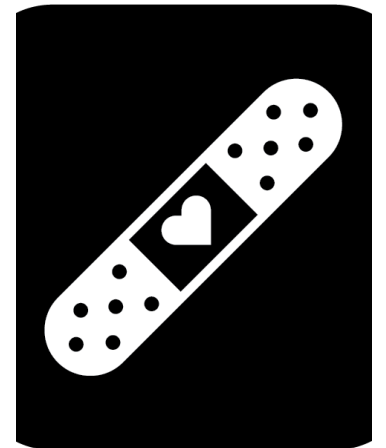
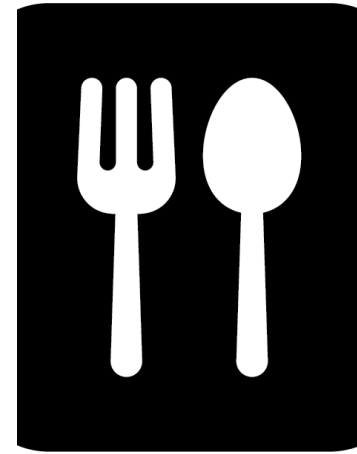
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In Crisis

Some students unexpectedly lose necessary support (e.g., LGBTQ students, victims of domestic violence)

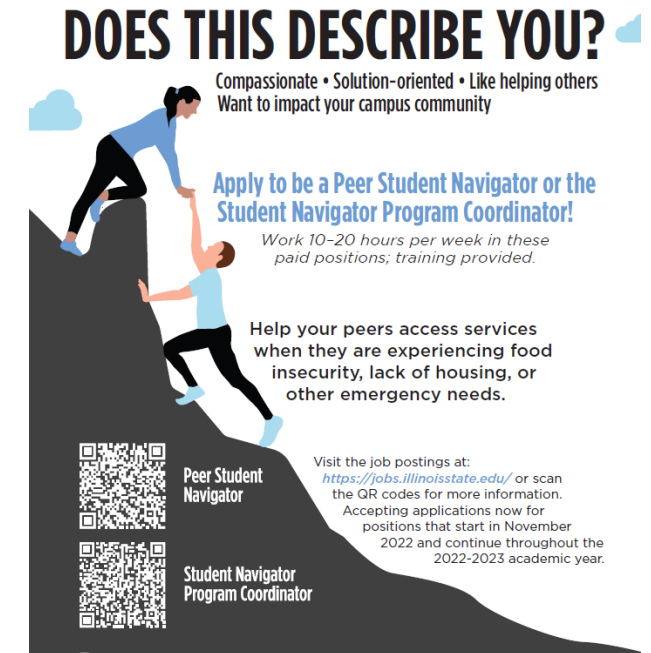
Foundational concepts in our approach to addressing basic needs:

- (1) Students often have compounding basic needs
- (2) The expressed need may be only one layer of need
- (3) Students need information they can get in real time and help navigating additional resources



Origins of the Student Navigator Program

- Created by [RISE organization](#) to connect students affected by Covid-19 to resources and public benefits
- ISU partnered with RISE in 2022
 - ISU to hire, pay, and co-supervise Student Navigators
 - RISE to provide program structure, case management model, technology, and co-supervision
- Student staffing hired in late fall 2022 (Student Program Coordinator; 3 Navigators)
- Staff trained by RISE in January and technology prepared for soft launch in February
 - Student Program Coordinator to build campus partnerships, researches resources, develops infrastructure
 - Navigators hold 10 office hours/week, meet with student clients, assist with ad hoc projects
 - Meet weekly as a team for case management and program development
- Early March notification that RISE would cease their support of the program



DOES THIS DESCRIBE YOU?

Compassionate • Solution-oriented • Like helping others
Want to impact your campus community

Apply to be a Peer Student Navigator or the Student Navigator Program Coordinator!

Work 10-20 hours per week in these paid positions; training provided.

Help your peers access services when they are experiencing food insecurity, lack of housing, or other emergency needs.

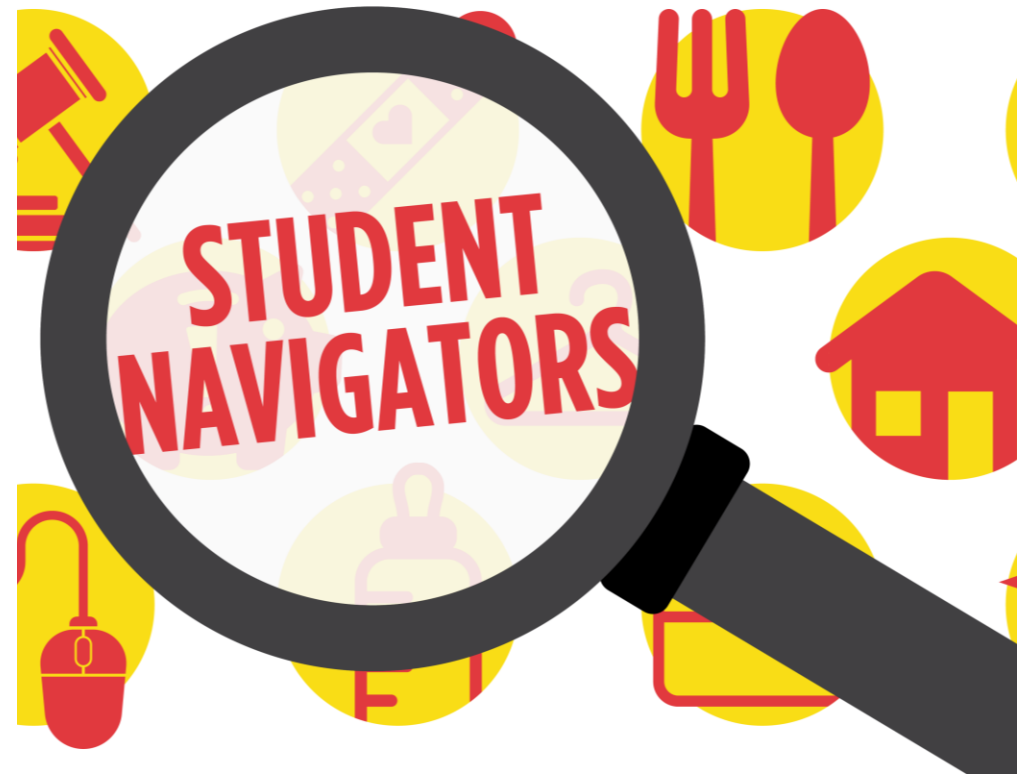
Visit the job postings at:
<https://jobs.illinoisstate.edu/> or scan the QR codes for more information.
Accepting applications now for positions that start in November 2022 and continue throughout the 2022-2023 academic year.

Peer Student Navigator

Student Navigator Program Coordinator

Pivot of the Student Navigator Program

- In March ISU pivoted to institutionalize the program
- Transitioned to technology already available
 - Microsoft Bookings for online appointment scheduling
 - Qualtrics for intake form
 - Outlook accounts and shared email inbox
 - Teams for team communication and resources
 - Symplicity Advocate CARE module for case management documentation
- Workflow to complement Dean on Duty/Case Management system already in place
- Marketing that was driven by student input
- Utilization of campus EDI funds and fundraised dollars



Benefits of the Student Navigator Program

QUICK ACCESS TO SOME AVAILABLE RESOURCES



VISIT THE SCHOOL STREET FOOD PANTRY

SCHEDULE WITH STUDENT HEALTH SERVICES



FIND SCHOLARSHIPS YOU MAY BE ELIGIBLE FOR

APPLY FOR EMERGENCY GRANTS OR SHORT-TERM LOANS

CONTACT STUDENT COUNSELING SERVICES

WELLTRACK

TOGETHERALL




Currently or anticipating being unhoused?

Connect with a Dean of Students Office staff member who specializes in homeless assistance. For more information reach out to jathom2@IllinoisState.edu with your ISU email.

- Complements on-campus resource knowledge already held by Dean on Duty/Case Managers
- View Student Navigators as basic needs specialists; similar to Students' Attorney role
- Allows for a tailored deep dive into students' basic needs and ongoing case management (not possible with Dean on Duty/Case Managers' workload)
- Incorporates peer-to-peer model to remove barriers
- Provides 24/7/365 access through online intake form and website with some resources

CHOOSE TIME

YOUR INFO



Connect with a Student Navigator from ISU

< February >

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

Meeting duration

30 mins

What time works best?

UTC -06:00 Central Time ▾

9:30 am

9:45 am

10:00 am

10:15 am

10:30 am

10:45 am

11:00 am

CHOOSE TIME

YOUR INFO

Can you please share about your current situation, including what resources you are seeking? *

What is your major? *

City

County

Postal code

< Back

Confirm

Case management model



Student accesses through dedicated [Basic Needs website](#) or Dean of Students Office website



Student schedules an appointment with a Navigator and submits a short, barrier-free online intake form



Navigator researches resources in advance of meeting



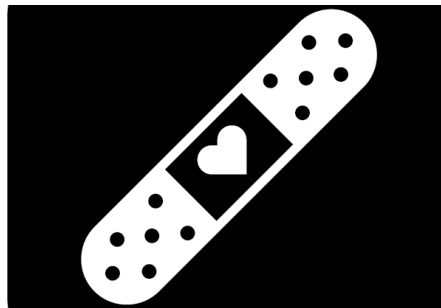
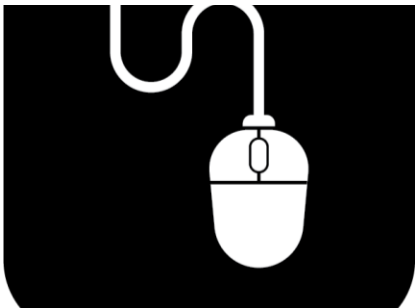
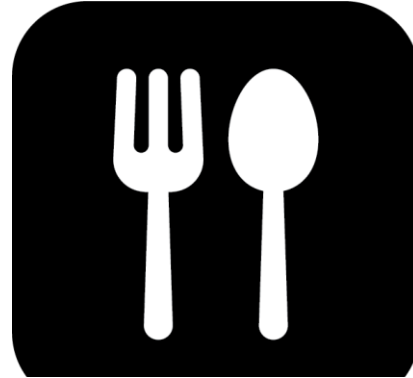
Student/Navigator meet to explore needs and resources



Student is encouraged to use their own sense of agency based on Navigator referrals



Navigator follows-up with student to assess additional needs



Navigators address a range of basic needs, including:

- Technology
- Textbooks
- Childcare
- Health care
- Hygiene/personal products
- Legal assistance
- Mental health
- Commencement regalia

Building the program through the Student Program Coordinator role



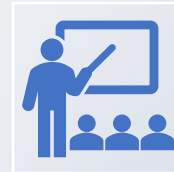
Connect

Connect with community organizations to build database of local resources for students



Consolidate

Consolidate basic needs resources created by university entities for students



Correspond

Correspond with government officials to ascertain current resources for students and find what more can be done



Coordinate

Coordinate outreach with Navigators to expand the program's reach across campus

A graphic featuring a magnifying glass with a black handle and frame. The lens is centered on the text "STUDENT NAVIGATORS" in a bold, red, sans-serif font. The background is white with several yellow circular icons containing red symbols: a hammer, a fork and spoon, a house, a baby bottle, and a graduation cap. There are also faint, light-colored icons of a heart and a person. A grey, torn-edge shape is on the left side.

STUDENT NAVIGATORS

Questions?