

Executive Summary

While Navitas is known for its mission of accelerating the internationalization of university campuses, providing greater opportunity and access to high-quality learning experiences, and bringing global perspectives to the university community, what is truly outstanding is how these goals are achieved.

Navitas is a global leader in creating diverse, equitable, and inclusive communities that offer an unparalleled number of comprehensive, integrated supports services to address the complex challenges international students face throughout the course of their studies.

Interwoven throughout the entire student journey is the perspective that the students' holistic well-being, both academically and personally, will profoundly impact their success and retention. Comprehensive, timely, and supportive communication is available to students, families, agents, and stakeholders throughout every step of the student life cycle.

Navitas programs not only offer a soft landing for students as they transition to moving to a new country and academic system, but also provide extensive support for students who are navigating the psychosocial transition from high school to university and from adolescence to adulthood. Students studying in Navitas pathways are taught a multitude of social emotional skills and cultural nuances that are often taken for granted as engrained in the socialization of domestic students from childhood.

The principles of proactive advising largely inform how the academic support programming is built to provide multiple touch points allowing staff to build meaningful connections with students to support them throughout their studies. Creating strong connections is fundamental to ensure students are prepared for the transition to life in Canada and that they are accessing key resources that will help them to build a network of support, community, and connections, all increasing their chance of success. Students are continually encouraged to reach out for personal help, ask questions, seek support, speak about health and well-being, and address any other issues that personally impact them.

In addition to limited class sizes, the learning and support that occurs outside of the classroom also provides students with instrumental skills that support their ability to overcome the challenges and difficulties they inevitably face as they move through their educational journey. Students learn how to advocate for themselves, build resilience, leadership skills, effective communication, seek support, problem solve, manage their time, build community and more. The skills students learn through engaging in student leadership programs, engagement activities, social programming, support tutorials, mentorship programs, and other extracurriculars all positively impact their sense of belonging and in turn their retention, academic success, and overall satisfaction with the Navitas program.

As the global pandemic continues to evolve, it is clear there has been a group of students whose educational journey had been gravely impacted and disrupted, while some have been prevented from beginning all together. Removing as many barriers to access as possible at this stage will allow students to benefit from the stability, strength, and quality of the Navitas program to give them their highest chance of success. Navitas is well positioned to continue to adapt swiftly to changing global circumstances which afford students the opportunity to achieve their academic goals as we look to the future of international education in Canada.

Table of Contents

Student Success	3
Academic Misconduct.....	3
Attendance	4
Proactive Advising.....	5
Student Follow Up & Drop in Advising	6
Tea & Talk	7
Guidance Advisors	8
Student Experience.....	9
Orientation.....	9
Student Leadership Programming	11
Academic Success	12
Case Competition.....	12
Model UN.....	13
Wellness.....	14
Shared Services	15
Admissions	15
24-Hour Reply Policy.....	15
Placement Policy.....	15
Finance.....	16
Finance Office Hours.....	16
Marketing.....	17
International Marketing Officer Program.....	17
Pre-Arrival Correspondence	18

Student Success

Academic Misconduct

The Academic Misconduct procedures determine what consequences students face when they are accused of academic dishonesty. To empower instructors to come forward with these allegations, and to ensure students are given a fair chance, these procedures are handled by an objective third party, usually the advising team.

Academic Misconduct is considered a serious offense at all Canadian post-secondary institutions. Navitas colleges take allegations of cheating and plagiarism very seriously and have severe repercussions for repeat offenders. The college has a fair, progressive and clearly communicated policy regarding Academic Misconduct. Academic misconduct is defined at length in the colleges Academic Integrity Policy.

There are usually three stages of consequences – First Offence, Second Offence, and Third Offence. In some cases, a “Warning” may be recommended, and a note is made in the student’s account, and a penalty may be determined by the instructor. For a First Offence, the student receives a “0” grade on the assignment. For a Second Offence, the student receives an “F” grade in the course. For a Third Offence, the student can be expelled from the college.

Evidence must be provided to prove that a case of Academic Misconduct occurred. In cases of plagiarism, instructors will attach the essay/assignment and the website or text from which it was copied. In cases of cheating, they will usually attach a copy of the student’s exam with a note indicating how the cheating occurred.

To determine the consequence, the advisor must open the student’s account to see if there are any previous academic misconduct notes. Students receive the next progressive consequence; for instance, if the student has already committed a first offence, they would receive a second offence and a failing grade in their course.

Regardless of which consequence the student receives, the advisor invites them in for a meeting. During the meeting, a Letter of Allegation should be signed by the student and afterward by the instructor and serves as both a written record of the event and as an admission of guilt. It provides the student’s information, a description of what Misconduct occurred, and the outcome of the Misconduct. Unless the student successfully appeals their case, the Misconduct will be noted on the student’s account even if they refuse to sign the LOA.

Attendance

Attendance is an important tool for advisors; missing a significant amount of class time can be an indication that students need academic or personal support. Regardless, consistently tracking attendance creates an opportunity to practice proactive advising.

Monitoring attendance allows advisors to reach a greater number of students throughout the semester simply by having a reason to contact them. This, in turn, enhances the community at Navitas by opening a dialogue.

The first week especially is a vital time to track attendance. It is essential to contact students who miss high percentages of their classes in the first week. Reaching out to these students to confirm if they intend on attending helps waitlisted students get into classes faster, maintains budget accuracy by clearing these students' accounts, and impacts the royalties remitted to the partner institution.

Attendance also continues to be monitored for the rest of the semester. 'Chronic Absenteeism' is the title given to students who miss 50% or more of their classes for more than four weeks. After this point, a note is permanently placed into their file. Each week, invite students who have missed half of their classes to see an advisor. Remind them of the 80% attendance policy at Navitas and inform them that if they continue to miss classes, they are putting themselves at academic risk.

For students who do not reply to emails and continue to miss a majority of their classes, try to reach them in any way possible, including phone calls and in-class drop-ins. Navitas works hard to make sure it is clear that they provide a community that supports all of its individuals, and its students can come forward at any time to ask for help. If the student continues to miss class and has not responded to any communication, the case may need to be further escalated.

Tracking attendance, while helpful for keeping students on track, is also essential for keeping students safe and additional benefits include:

- Identify at-risk students early on
- Increased opportunities for proactive advising
- Decreased chronic absenteeism
- Increased retention
- Increased engagement
- Community of support is created

Proactive Advising

Choosing a theoretical advising model that aligns with the core of the institution's educational mission is fundamental to providing support for international students. Proactive Advising is based on the theory of Intrusive Advising, which aims to break down the stigma of asking for help by reaching out to students before support is needed. Reaching out for help can be intimidating for anyone, but especially for students who come from cultures where there may be shame or hesitancy surrounding seeking support.

Proactive advising is about creating opportunities for students to engage with staff, faculty, and other students, in environments that are conducive to developing authentic relationships. Building a strong social support system is an indicator of personal and academic success and is an essential part of the Navitas experience.

This holistic model should start before students arrive by providing guidance and support through the recruitment, admissions, and Orientation processes.

To determine what types of activities the students want, give staff time to wander around the campus to chat with students and ask them directly. This creates familiarity between staff and students, starts the relationship building process, and provides valuable insight about how students want support. Proactive advising requires initiative, confidence, and a friendly tone.

To reach as many students as possible, try various approaches. Some students feel safer in a large group, whereas others prefer more intimate experiences. Use the suggestions students have provided to offer a range of engagement activities.

The benefits of proactive advising include:

- Proactive advising helps keep the students safe – not everyone knows how or where to ask for help
- Students are more likely to ask for help if they know who to ask and feel comfortable with those people
- Students feel that their school cares about their well-being in addition to their academic success
- Creating authentic relationships contributes to the community feel on campus
- Students are less intimidated
- Large numbers of students can be engaged at the same time
- Students get to know staff in a social setting, building rapport
- Encourages involvement in student programs

Student Follow Up & Drop in Advising

Part of the Proactive Advising initiative, Student Follow-Up is a preventative measure that supports Navitas students on their path to success. Advisors follow up with students for a multitude of reasons, including but not limited to those who are exhibiting at-risk behaviours, missing classes, demonstrating a change in behaviour, failing academic assessments, requiring medical insurance support, on a semester break, or have been flagged for requiring additional support by an instructor. Follow up aims to start a dialogue between advisors and students.

Drop-in advising has also been an effective method for advisors to be available and accessible to students, without limitations on appointment length so students feel comfortable knowing the student success team is there to support the student through the challenge they are facing.

Follow up is effective because Navitas staff genuinely care for their students; all communication should be caring in tone. These guidelines are here so students know who and where to go for support, whether the support needed is academic or personal in nature.

- First contact
 - Advisors send an email inviting the student in to see an advisor due to their recent behaviour.
 - The tone is friendly and caring.
- Second contact
 - Students who do not come in to see an advisor and do not adjust their at-risk behaviour are sent an additional email explaining the consequences that can occur if they continue. For instance, if a student misses 50% of their classes or more, they are considered chronically absent, and a note is placed in their file.
 - The tone is friendly and concerned.
- Additional contact
 - Students who do not reply to advisors and continue to exhibit at-risk behaviours are contacted any way possible, including phone calls and classroom visits.
 - Use discretion reaching out in these ways; the intensity of following up should reflect the intensity of the situation.
 - The tone is caring, concerned, and serious.

Tea & Talk

Tea & Talk is a psychoeducational support group founded on the idea of group therapy and community support. Hosted weekly, the program creates a safe space where students can have an honest discussion about their experiences as an international student.

Relationships, social support, and mental health all contribute to academic performance. Tea & Talk aligns with Navitas' objective to support students holistically in addition to providing a platform for students to connect with and support each other.

International students face unique challenges as they begin their educational journey in a different country. One of the objectives of Tea & Talk is to normalize these experiences and prevent isolation by helping students connect with others in similar situations. Talking openly and honestly about one's experiences enhances coping abilities while facilitating authentic connections.

Tea & Talk is a drop-in event that staff host weekly. The facilitator should begin each session by introducing themselves, explaining the purpose of the group, introducing the students, and clarifying rules and expectations. Snacks and refreshments are provided to attract newcomers and contribute to the welcoming environment of the group.

Students are encouraged to talk openly about whatever they like, but especially adjusting to their new education and culture. The facilitator should encourage communication and connection and allow the students to guide the conversation as appropriate.

Additional benefits of the Tea & Talk program include:

- Increase student's support systems
- Create a comfortable environment where students can have honest discussions about the highlights and challenges associated with being an international student
- Increase student's levels of emotional intelligence
- Establish a non-evaluative space for students to practice speaking English

Guidance Advisors

The Guidance Advisor Program is a one-year volunteer opportunity available to Navitas alumni who have successfully transferred to the partner university. Guidance Advisors (GAs) provide personal and academic support to current Navitas students by using their own experiences to offer relevant advice and their position as peers to relate in a different way than staff members can.

Guidance Advisors complete a thorough training about Navitas programs, transfer requirements, volunteer opportunities, attendance, and medical insurance. This knowledge combined with their personal experiences enables them to support Navitas students as they adjust to university life and work towards transferring to the partner university.

Guidance Advisors are expected to track each of their advising appointments, including the advice and resources given out. This data is reviewed carefully and consistently to monitor the quality of advice and information that is provided to students.

They typically commit to one two-hour shift each week in addition to a monthly meeting. Monthly meetings are an opportunity to build relationships with other advisors, ask questions, and receive additional training. Guidance Advisors also work closely with the professional advising team, fostering an atmosphere of mentorship between current students, alumni, and staff.

Guidance Advisors are a huge asset to the Navitas community. Students develop a different type of relationship with peers; speaking to a peer advisor can be less intimidating than speaking to a staff member.

The Guidance Advisor Program helps volunteers gain valuable work experience and develop interpersonal skills while simultaneously allowing the school to support a greater number of students throughout the year.

Additional benefits include:

- Receive relevant training in mental health, response and referral skills, medical insurance, and university information
- Making a positive difference in student's lives and the Navitas community
- Gain volunteer experience
- Gain interpersonal skills
- Earn a local reference
- Networking opportunities

Student Experience

Orientation

Orientation is a student's first glimpse into what their life will be like at college. Although this is an exciting time, it can be overwhelming to be away from friends and family for the first time. Providing a warm welcome and cultivating a community of support helps Navitas students transition smoothly to university life.

Navitas seeks to provide holistic care for all students, and Orientation Day provides an opportunity to establish this from day one. As one of the best stress mediators for undergraduate students is peer social support, the primary objective of Orientation Day is for everyone to make at least one friend. Building a support network increases resilience to stress, which in turn positively impacts mental well-being and academic success.

Staff Involvement: Everyone at Navitas forms a community, and Orientation Day is a perfect opportunity to celebrate. Inviting staff to welcome the new students creates an atmosphere of support right from the start, simultaneously working to remove any barriers that could cause the experience to feel impersonal.

Faculty Involvement: Orientation is an opportunity to celebrate and welcome new members into its community. To demonstrate that the community cares about their well-being in addition to their academic success, invite faculty to participate in Academic Presentations.

Orientation Leaders: Orientation Leaders establish a fun and welcoming environment for the new students. These leaders act as role models, demonstrating how much fun it is to get involved in the Navitas community. Orientation Leaders act as a friendship facilitator. They should discuss university life, volunteer opportunities, and their favourite places in the city. It is their responsibility to ensure everyone feels included and is participating.

Senior Orientation Leaders: The Senior Orientation Leaders (SOLs) are students who have earned communication, public speaking, leadership, or event planning skills from previous experience. SOLs help create an atmosphere of mentorship in the student leadership community; Orientation Leaders can look up to them for guidance. A 7–10-day commitment, SOLs enthusiastically execute Training Day, Academic Presentations, and Weeks of Welcome.

Orientation Managers: The Orientation Management Team (OMT) is responsible for developing and overseeing Orientation Day and the Weeks of Welcome activities. A two-semester volunteer commitment, these students spend their semester breaks planning how best to help the new students feel welcome. They

are responsible for coordinating the Orientation Leaders and Senior Orientation Leaders and receive guidance from Navitas staff throughout the entire process.

Making Friends: Moving away from home, adjusting to a new culture, and learning how to balance classes with university life can cause an extreme amount of stress in undergraduate students. Having a social support system other than one's family is one of the most effective ways to mediate this stress. Therefore, the primary objective of Orientation Day is for every new student to make at least one friend. Having a social support system predicts greater personal well-being and academic success as stressors increase throughout the semester.

Academic Presentation: Academic Presentations are split up into six sections, with an overarching theme called "Your Roadmap to Success." allowing students to learn tips for academic success and resources for their overall well-being.

Campus Tour: The Campus Tour aims to familiarize students with their new home in a way that encourages engagement and connection. Visits include the resources covered in the Academic Presentation, like advising and the library, so students know where their supports and resources are.

Services Fair: The Services Fair aims to minimize transitional issues that could hold international students back as they start their educational journey. Students may need a new phone plan, bank account, or transit pass, and it can be difficult to know how or where to set these up or find time to do so once the semester starts. To balance out the information booths, the Services Fair also has several games and food. The students can wander around, ask questions, play a game, or grab a snack.

Food: Many of the students attending Orientation were in their home country with their families and favourite foods less than one week before. The overarching goal is for everyone in attendance to feel nourished and comfortable to maintain energy and focus throughout the day. Holistic care, on Orientation Day, includes making sure every student is fed and hydrated.

Family Orientation: Family orientation is designed as a separate event for parents or other family member accompanying students. The goal is to inform families of what the students will experience in their time at Navitas, teach them how best to offer support, reassure them that the students are in good hands and coach families on how to guide their children back to the college support services.

Weeks of Welcome: An extension of Orientation, Weeks of Welcome seeks to engage all students by providing a platform for them build relationships and community. These diverse events take place throughout the first 1-4 weeks of the semester and help the students develop authentic friendships based out of similar interests.

Student Leadership Programming

The Student Leadership Programs offer opportunities for students to gain experience, confidence, and leadership skills in a fun, supportive atmosphere. Creating an environment of learning and positivity encourages a greater number of students to get involved for a longer amount of time. Students gain skills that they carry with them long after finishing their education and encourages and supports other students to follow in their steps.

- Applications open in Week 4 for the following semester
- Leadership programs are a way for students to increase their capabilities, therefore there are no GPA requirements
- Programs offer positions with different levels of responsibility ensures there is a position for all applicants
- Every new member will attend Student Leadership Training
- Every new member will attend program-specific training
- All members receive early enrolment privileges
- Every program is thrown an Appreciation Event at the end of the semester

Student Leadership Training: All of the Student Leadership programs are based off of Relational Models Theory, which stresses the importance of creating positive relationships within an organization. SLT is where students start to understand that they are a part of more than their program; they are part of a community of student leaders, college students, and Navitas representatives

Peer Education: Peer Education is a student-run mentorship and tutoring program that helps Navitas students achieve success. Participants learn communication, presentation, time management and goal-setting skills while developing connections within the Navitas community.

IT Squad: The IT Squad is dedicated to providing technological support to students, staff and instructors.

Photography Team: The Photography Team is comprised of student photographers and videographers who want to gain experience by documenting and promoting college events. Members have the opportunity to positively impact prospective and current students' perception of while attending workshops pursuant to their passion.

Awareness Campaign Team: The Awareness Campaign Team (ACT) raises awareness about issues within the community by hosting events and campaigns that encourage engagement. As these issues can affect student's personal and academic lives, the events seek to inform, educate, and facilitate discussion.

Academic Success

Case Competition

In the Universal Case Competition (UCC), students research and present solutions to common problems experienced by a majority of the world. Case Competitions are a common practice in business school, but the Navitas version focuses on universality; all students from all programs are welcome to participate.

The opportunities created are nearly endless: teams gain presentation experience and receive feedback from school alumni and instructors; volunteers earn experience planning and executing a large-scale event; faculty connect with students outside the classroom; and coaches and judges learn how to provide constructive feedback.

The Universal Case Competition occurs over several weeks of the semester and engages students, staff, faculty, and alumni.

Teams comprised of 2-3 students have one week to review the case, research a solution, and build their presentation. Presenters are expected to conduct themselves in a professional manner throughout the competition – including dress code – and part of their score is derived from this.

The faculty member who is overseeing the competition prepares the cases. Any topic is fine, permitting it applies to a majority of people; however, because of this stipulation, the cases are usually related to environmental issues. Past topics include water, climate change, and natural resource depletion.

Model UN

Model UN, based off the work of the Security Council of the United Nations, is an educational simulation that allows students to build and present a set of arguments about recent or current international issues. This activity is not meant to intimidate, but rather, to allow students to develop their research, writing, debate and presentation skills.

Model UN events happen all over the world at many educational institutions. The event can be scaled to work with a small amount of people, or it can be executed in its entirety as a multi-day affair if there is a large student population. This document details how to plan a small-scale Model UN.

The organizers will be responsible for the following to successfully plan and execute a Model UN event:

- Assigning the resolution and countries
- Recruiting a panel of judges
- Recruiting volunteers, if necessary
- Building a schedule
- Facilitating the event

Once the organizers are in place, host an information session to explain what the United Nations does so students understand the premise of the international organization. Sign up teams of two, and pair any individuals together. Go through the flow of debate so everyone knows how to properly prepare for the event, including how to write a policy paper.

At the end of the meeting, reveal the semester's resolution and assign each team a country to represent. As a motivational incentive, inform teams that there will be prizes awarded for the Best Policy Paper, Best Speaker, and Best Overall Team.

Wellness

Mental health concerns are becoming increasingly prevalent in both our societies and on college campuses. Stress, depression, and overwhelm are impacting students' abilities to succeed academically; 80% reported feeling overwhelmed, with 45% feeling hopeless. 31% experienced depression so strongly that it was difficult to function (National Alliance on Mental Illness).

Navitas strives to support its staff and students holistically and implementing a Wellness department and program is one of the most effective ways to do so. Mental health concerns impact a student's ability to succeed academically and otherwise, but too often, students do not seek help. Therefore, one of the main objectives of a Wellness department is to increase awareness and decrease stigma so a greater number of students seek support.

This initiative sees the best results when the entire college community is informed; mental health knowledge is critical for everyone, but especially for staff and instructors, who support students on a regular basis. Educational workshops should be developed specifically for staff and instructors in addition to the workshops offered to students. The Wellness office would also work collaborative with the Academic Success team to oversee academic accommodations.

As international students face unique challenges while studying abroad, in addition to those commonly experienced by local students, it is highly recommended that Navitas colleges work towards hiring a Counsellor or Case Manager. The ability to provide on-site counselling drastically improves accessibility.

Hiring a Counsellor or Case Manager, or implementing Wellness programming such as educational workshops, is an effective way to support the Navitas community while working towards the destigmatization of mental illness.

Shared Services

Admissions

24-Hour Reply Policy

The Navitas Admissions teams have a 24-hour reply policy for new applications. As many international students accept the first offer they receive from any institution, this gives Navitas an edge above competition, simultaneously establishing communication between students and the school.

In addition to the competitive advantage, the 24-hour reply policy quickly creates a connection between Navitas and potential students. Whether students are given an offer or asked to send additional documents for consideration, the process is much more engaging than submitting an application and waiting days or weeks to hear; fast replies lead to a greater number of accepted offers.

SalesForce can be used to track the incoming applications and keep track of how long it takes to reply. This is especially useful in busy times when the actual response time may be closer to 48 hours. This is supplemental.

The 24-hour reply policy cultivates engagement, communication, and a greater number of accepted offers.

Placement Policy

Navitas accepts students from diverse backgrounds who vary in academic achievement and English language proficiency. To account for this diversity, Navitas has programming in place to target students at different stages of their educational journey. Diverse programming furthermore ensures that each student has an academic journey tailored to their qualifications, which improves their chances of successfully transferring to the partner university.

To make sure the points of entry are supporting the greatest number of students, the admission requirements are reviewed and updated on a regular basis. These entry points target students at different stages of academic achievement and English language proficiency and are set according to academic programming.

All Navitas colleges have different entry requirements. Entry requirements are set to be slightly lower than those of the partner university, and student data is reviewed periodically to identify any changes needed to best support the greatest number of students on their academic trajectory.

Finance

Finance Office Hours

Students often have questions about tuition, late fees, and refunds. To enhance their experience, the Finance department holds office hours to answer student inquiries. These office hours support the students, advisors, and the Finance department.

The length and frequency of Finance Office Hours are determined by the needs of the students, but offering two one-hour sections a week is a good place to start. Office hours are drop-in only, so students must arrive shortly beforehand to have their name added to the waitlist.

If it is possible, host office hours in the same area as advising. Having support services in one area makes it easy for students to know where to go if they have any questions or concerns. Collaborating with advising also allows both departments to provide students with the most accurate information.

The Finance Officer is responsible for tracking all conversations. This data is used to determine the office hours schedule in addition to a list of frequently asked questions. Once common questions have been identified, the Finance team can share these, along with accurate responses, to Navitas staff. This maximizes the efficiency of office hours because time is not spent on simple answers.

Prior to launching office hours, communicate the new process to all staff members. Relevant staff may need additional updates or training, such as the advising and finance teams. Ensure everyone understands the process and has access to any necessary resources.

In addition to supporting students and advising, office hours support the finance team. By dedicating certain times to engaging with students, the finance team is able to spend the rest of their time working on processing and other responsibilities without getting interrupted, which increases efficiency.

Finance Office Hours increase collaboration between departments and enhances the student experience by creating opportunities for students to connect with Navitas staff while receiving accurate information.

Marketing

International Marketing Officer Program

The International Marketing Officer (IMO) Program is a paid work placement that can be offered independently or in conjunction with the partner university's co-operative education program. Open to all faculties, this position offers students the opportunity to make money while gaining practical work experience as they visit their home country for the summer.

The IMO reports to the SCO (Source Country Office) in their home country. They are responsible for building presentations, hosting pre-departure information sessions, and recruiting new students through implementation of the Navitas conversion strategy.

The ability for potential students and parents to have a conversation with a current student creates a different perception than reading information from a website. Opening this dialogue turns the school selection and preparation process into an engaging experience. It is reassuring for the potential students and their parents to talk with someone who has successfully navigated the path they are considering.

To apply for the IMO position, students should submit an application, resume, and cover letter describing their positive experiences with Navitas and the partner university, including whether they were part of any on-campus clubs or programs. The goal is to find an enthusiastic individual who has plenty of positive experiences to share. Although it is preferable that they attended Navitas before transferring to the partner university, it is not a requirement. However, the IMO must have completed at least one year at the partner university to be considered.

Invite qualified applicants to an interview. Interviews are conducted individually with a staff member from the college and a representative from the SCO's office. The goal is to assess individuals based on enthusiasm, storytelling abilities, and professionalism. This student will go on to represent Navitas and attract new students by sharing their story.

The successful applicant will be hired from the SCO office in conjunction with Navitas. The IMO is usually paid a monthly honourarium, half of which is paid by the SCO and half by Navitas.

Pre-Arrival Correspondence

New students have a lot to prepare before they arrive, such as enrolling in courses, paying tuition, and taking the necessary placement tests. To support them throughout these processes, there is a series of informational emails that are released by the Academic and Marketing departments. These processes align with Navitas' Proactive Advising initiatives by supporting the students before they arrive to their new home.

These processes furthermore seek to engage the students in the Navitas experience before they set foot on campus.

A series of informational emails are sent out to new students as they prepare for arrival at Navitas. These emails support students by opening communication pathways and setting clear expectations. The goal is for new students to be set up for the semester by the time they arrive for Orientation. These emails focus on preparation for enrolment, Orientation, and the Math Assessment Placement test.

The benefits of having a coordinated and supportive communication plan for incoming students include:

- New students feel supported
- Expectations are clearly communicated
- Communication increases between Navitas staff and new students
- Students who have accepted offers but not paid tuition fees are encouraged to do so, increasing conversions
- Accurate reporting for Admissions, Marketing, and Finance teams
- Students are engaged in the Navitas community as they prepare for arrival