

Responsible AI, Built for Better Student Outcomes

Navigate360 AI Is Your Force Multiplier for Capacity, Coordination, and Outcomes

Navigate360 is higher education’s leading CRM built from decades of best-practice research. Embedded directly in Navigate360’s proven workflows, our **agentic AI bridges the gap between insight and action** so that teams move faster with greater precision and students get personalized support whenever they need it.

AI That Was **Designed to Be Different**



Scan and **watch our short video** to learn more



Unmatched Context for Every Student Journey

Navigate360 captures **more student data than any other CRM**—integrating SIS, LMS, and other engagement signals into a single context-rich view. Our AI is fueled by this context, providing more accurate risk detection and better recommendations.



Research-Backed, Responsible AI

Our AI is built on **20+ years of research** and informed by a Collaborative of 850+ higher education institutions. This expertise shapes a principled AI approach grounded in fairness and transparency.



Grows Capacity for High-Impact Conversations

Each Navigate360 staff user gains back **10+ hours per week** by letting our AI handle routine tasks. Because our AI comes fully embedded in Navigate360 workflows, there’s **nothing new to learn**—just less busywork.



Immediate Value, Configurable Approach

Navigate360 AI comes **ready to deliver value on Day 1**, with pre-built agents that support enrollment, retention, and more. It’s also highly configurable to your unique processes, with expert EAB support at every step.

Meaningful gains from AI Innovation

25%+

average capacity increase for staff using Navigate360 AI

50%

less time crafting routine student communications

10 hours

back per staff user per week to dedicate time to higher-impact work

15K+

student questions answered by the AI Assistant and Chat Agent in one term

“We’re a very decentralized campus, so being able to utilize **Navigate360 AI to help us support students is critical** to those efforts.”

*AVP for Enrollment Management and Student Success,
Louisiana State University*



Meet the AI Smart Network Powering Navigate360

Turn Real Student Signals into Coordinated Action Across the Student Journey

Navigate360 connects signals across SIS, LMS, and student engagement into one student story, then strengthens it with conversational AI. When a student misses a step, gets stuck, or stops responding, the Smart Network can reach out in real time, understand what's getting in the way, and report on insights your team can act on. The result is less noise, smarter prioritization, and faster, more coordinated support without adding headcount.

Close the Gap Between Insight and Action

1 AI CAPTURES SIGNALS WHEREVER STUDENTS ENGAGE

Identify progress, friction, and "I'm stuck" moments immediately into one complete student story



Fails to submit needed documents



Misses a required enrollment step



Needs help but hasn't scheduled an appointment



Indicates uncertainty in a check-in



Seems confused about financial aid



Stops responding to outreach

Pull signals from:

LMS activity + progress reports

Forms and portal activity

AI Assistant for Students

Campaign and response data

Student journeys and milestone tracking

+ Much more

2 CONVERSATIONAL AI TRIAGES NEEDS

Turn conversations into prioritization, case creation, and routing at scale



Asks for context in text and AI Assistant conversations



Identifies the student's blocker



Routes context to Navigate360 workflow to launch next steps

3 COORDINATED CARE ENABLES ACTION

Intervene at the right level with Navigate360's Coordinated Care Network



Self-Service Resolution

- Answer questions instantly based on your governed knowledge bases
- Escalate questions quickly when needed, with context that matters



AI-Powered Interventions

- Automatically route students to the right next step
- Launch personalized outreach without extra staff work
- Trigger alerts, tailored messages, journeys, appointments, and more



Direct Staff Intervention

- Create cases and referrals to connect students with the right person or office
- Make every interaction more efficient and more impactful

4 NAVIGATE360 AI IMPROVES OUTCOMES AT SCALE WITHOUT STAFF BURNOUT

Faster results, less busywork, and better outcomes for students

2%–12% Typical retention rate improvement

5:1 Typical ROI

3%–5% Typical graduation rate improvement

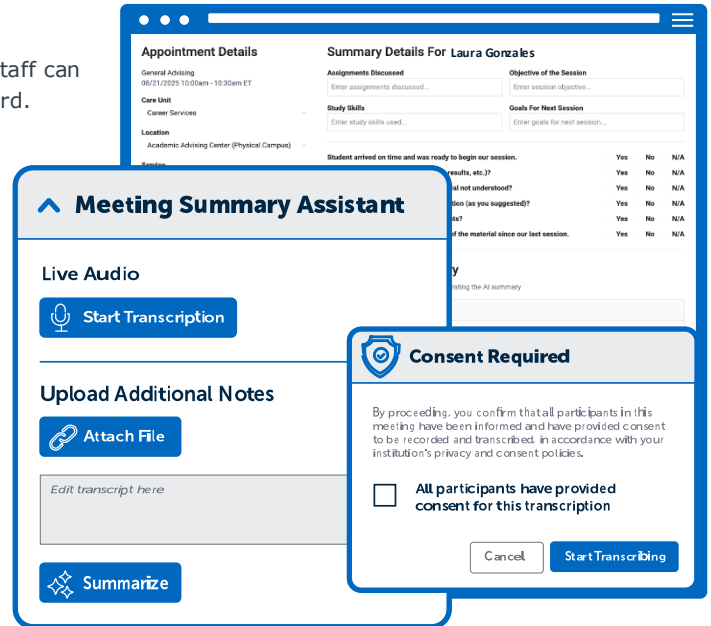
Navigate360's Agentic AI Assistants

Designed for the Tasks That Stand Between Students and the Support They Need

AI Assistant for Staff

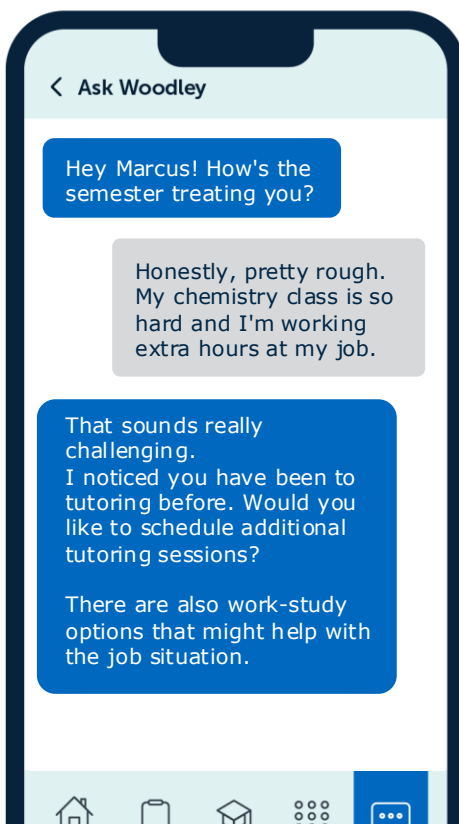
Embedded directly into Navigate360, the AI Assistant for Staff works inside the workflows your team already uses. No coding. No setup lift. You see time savings and faster action from Day 1.

- **Reclaim hours spent writing notes**
Use live transcription + AI to summarize meetings and notes; staff can always edit AI-generated text before saving to the student record.
- **Make student outreach easier**
Instantly draft and tailor emails or campaigns in your institution's voice.
- **Walk into every meeting prepared**
Surface digestible student insights so interactions feel informed and students feel heard.
- **Turn "I need a report" into answers in minutes**
Generate reports using natural language to then visualize results and trigger outreach directly from the findings.
- **Let repetitive tasks run in the background**
Handle tasks and follow-ups automatically so advisors and staff stay focused on students.
- **Help students find their path to graduation**
Personalize course plans from interests and degree audit data (*available with Navigate360 Program Advising*).



AI Assistant for Students

Available 24/7 wherever students are, the AI Assistant provides your enrolled students with personalized, actionable guidance informed by your institutional policies and student records—in 60+ languages.



- **Get informed answers without the wait**
Students receive clear next steps instead of waiting for office hours.
- **Meet students where they are**
Students describe what they need in their own words and are guided directly to the right office or resource.
- **Provide proactive support for every student**
Reminders, key deadlines, and recommended actions help all students, including high-need populations, stay on track.
- **Experience less confusion, more confidence**
Clear, consistent guidance reduces confusion and builds confidence navigating campus processes. Answers are limited to your institution's knowledge base, thus giving you guardrails and control.
- **Initiate intervention before escalation**
Quickly activate additional support when students express uncertainty or concern (*available with Navigate360's Student Engagement Hub module*).

75% of students' questions are raised outside of business hours—and the agent interprets each student's full record to deliver context-aware guidance and next steps instantly.

Navigate360's AI Chat Agent for Higher Education

Answers Questions Instantly, So Teams Can Focus on More Impactful Interactions

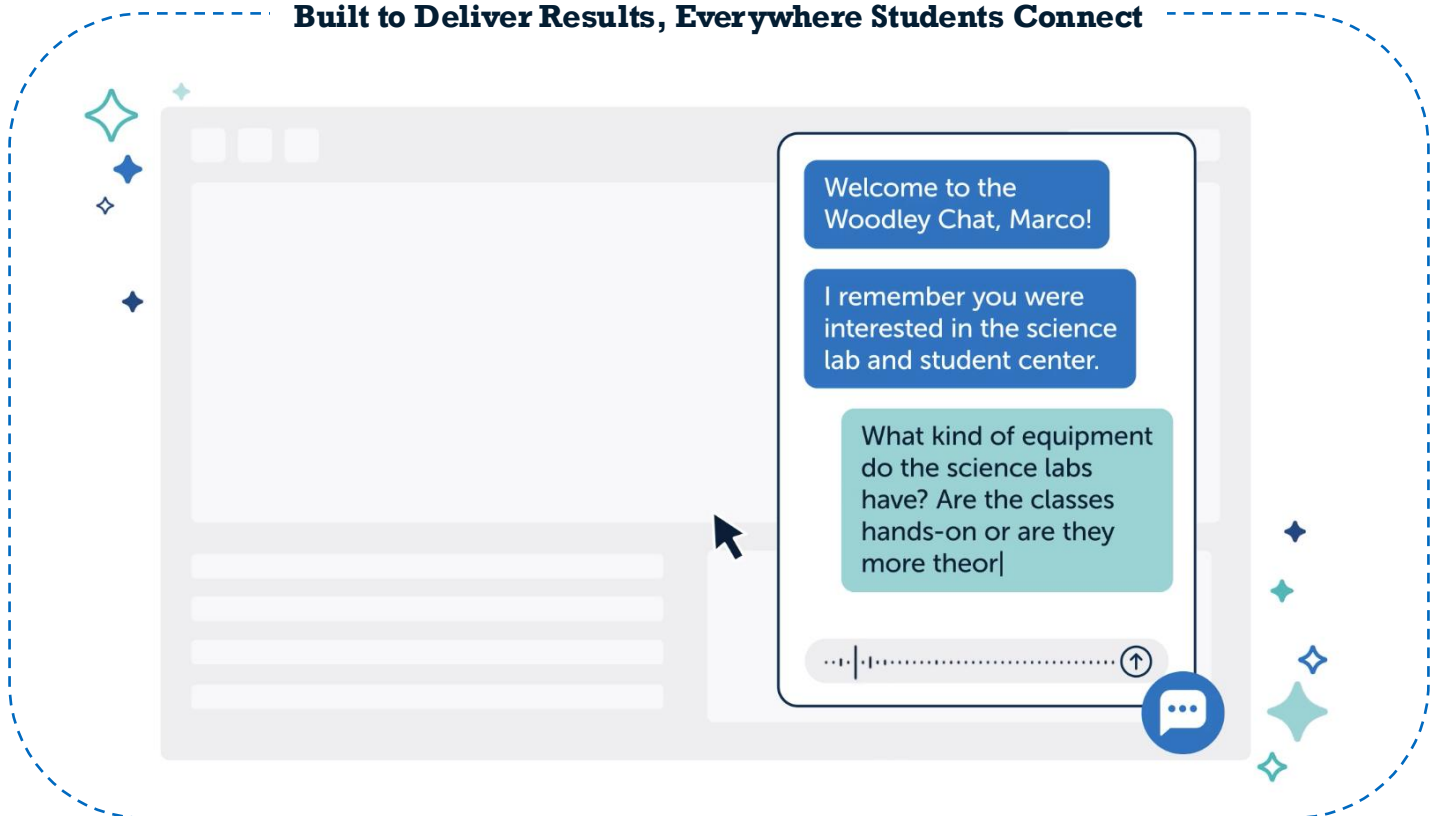
AI Assistant for **Students and Families** from First Contact to Alumni Engagement

Backed by EAB expertise and ready to launch in a single day, our AI Chat Agent engages any website visitor instantly and around the clock, capturing leads and driving outcomes.

- Customize up to 10 separate Chat Agents to embed on institution URLs
- Turn chat transcripts into actionable intel—spot common questions, uncover sticking points, and refine your outreach strategy
- Answer student, prospect, or alumni questions anytime
- Launch the Chat Agent in one day with your EAB team's expert guidance and support
- Ensure answers are always up to date with automatic refreshes to knowledge sources
- Customize each agent with institution-specific knowledge sets and branding

AI Chat Agents are available as an add-on module for any Navigate360 partner.

Built to Deliver Results, Everywhere Students Connect



To learn more about Responsible AI in Navigate360 and **request a demo** visit EAB.com/Navigate360-AI or email Navigate360@eab.com.