

# Rise Student Navigator Network

**The RISE Student Navigator Network (SNN)** is a student-led, high-touch, one-on-one case management program. Rise launched the SNN in 2020 in response to the needs of students during the COVID-19 pandemic. SNN follows a student-led case management model. College students are trained as “Navigators,” a paid work-study position. Navigators provide peer-to-peer services and assist fellow students to identify, apply for, and access resources, public benefits, and emergency aid.

## Program Services

- Peer-to-peer services to assist fellow students access public benefits, loan and financial aid assistance, emergency funding, and community resources
- Comprehensive training on case management tactics

*“It's really about having a family. They know who I am. They know what I've been through. Fulfilling my purpose is amazing, and it's great to help all these students, but also having my own family and being able to benefit from the resources that I give out has been really beneficial.”*

– Student Navigator

## California higher education institutional partners



Los Angeles Valley College,  
Valley Glen



Mount San Antonio College,  
Walnut



# Rise is impacting student access to basic needs supports

## The peer-to-peer model exposes more students to resources on campus.

Representatives from SNN partner institutions find that the peer-to-peer model increased student awareness and access to resources on campus and in the broader community.

*“Our student navigators are in the classrooms talking with their peers and they’re able to spread the word about the services that we provide. More students are aware of the resources available to them.”*

– Institutional partner

## Student Navigators learn new skills while supporting fellow students.

Student Navigators value the opportunity to support their peers and to learn case management skills and how to access services themselves.

*“Rise has impacted my college experience by preparing me to do my job and show empathy, giving me much-needed support, preparing me to face real-life problems, and enlightening me to support my students with a strength-based approach.”*

– Student Navigator

## SNN increases institutional capacity to support students’ basic needs.

Representatives at an SNN partner institution report that their partnership increased their capacity to support students’ basic needs by connecting more students to basic needs services sooner and allowing campus social workers to focus on high-needs students.

*“At some point when we only had our social workers, there were students who had appointments four or five weeks out. Now students are able to get services quicker. And we are able to focus on high-needs students.”*

– Institutional partner

