

IS IT OSPREYS NAVIGATE OR ?

This guide helps faculty and staff determine if a student concern should be submitted through Ospreys Navigate or Stockton Cares.

Initial faculty outreach to students (via email or in-person conversation) Initial Faculty Response:

- Direct outreach to student:
 - "I noticed you missed the last three classes. Would you like to meet during office hours to discuss the material you missed?"
- Document incidents and conversations:
 - "Emailed student on 1/15, met on 1/17, student expressed difficulty with course concepts."
- Allow student to explain or modify behavior:
 - "Thank you for letting me know about your family situation. How can I support you in catching up?"

Once the student responds, the faculty will establish either a formal or informal (conversations) plan with the student to address concerns and support improvement.

To document faculty outreach to students, use Ospreys Navigate - add either a Note or Appointment Summary on the student's profile to make the record visible to other faculty/staff.

If initial attempts to engage the student are not successful. Faculty/staff may consider submitting a referral to either Ospreys Navigate or Stockton Cares, see details for Course and Non-Course Concerns

COURSE CONCERN

For course concerns, use

- Student responsive but needs more support:
 - Attends office hours but scores below 60% on exams or is otherwise not making satisfactory academic progress.
- Declining performance:
 - For example, the student needs help with calculus despite attending lectures.
- Referral to Tutoring Center
- Academic services
 - Preceptor
 - Faculty Office Hours
 - Tutoring Services
 - Student Success Scholars
- Administrative questions:
 - Financial aid/FASFA, tutoring, academic advising.
 - Questions about dropping/adding courses, course registration.

Learn more about Ospreys Navigate at stockton.edu/ospreys-navigate.

Initial Assessment & Response

- Ospreys Navigate (Course):
- Tutoring Center (writing/math support)
 - Academic Advising
 - Course scheduling
 - Preceptor/Course Instructors
 - Financial Aid office

- Case Closed When Students:
- Regular tutoring attendance
 - Improved grades
 - Regular class attendance
 - Engaged with academic supports

Note: Course concerns should be initiated through Ospreys Navigate, where Student Affairs also monitors cases and will transfer any non-course related cases to the Stockton Cares case management system for continued support. Conversely, non-course concerns should be initiated through Stockton Cares, where Student Affairs will transfer any course related cases to Ospreys Navigate.

NON-COURSE CONCERN

For non-course concerns, use

- No response to faculty outreach:
 - For example, no reply to three emails over two weeks about missing assignments.
- Mental health concerns:
 - Behavioral/emotional changes:
 - Normally engaged student becomes withdrawn.
 - Erratic/disruptive behavior:
 - Appears disoriented, makes concerning comments.
 - Crisis signs:
 - Mentions feeling hopeless, shows dramatic personality changes.
- Basic needs issues:
 - Food/housing insecurity:
 - Mentions living in car or not eating regularly.
- Financial hardship:
 - Unable to buy textbooks or pay rent.
- Academic changes due to:
 - Death in family, physical/mental health, personal circumstances.

Learn more about Stockton Cares at stockton.edu/stockton-cares.

Initial Assessment & Response

- Stockton Cares (Non-Course):
- Basic Needs:
 - Food Assistance Program/Campus pantries
 - Emergency Loan Program
 - Student Relief Fund
 - Housing assistance
 - Health & Wellness:
 - Uwill teletherapy
 - Counseling Services
 - Student Health Services
 - Learning Access Program

- Case Closed When Students:
- Immediate needs addressed
 - Connected to ongoing resources
 - Regular check-ins completed
 - Student reports stability
 - Periodic follow-up plan established

- Case Management Flow:
- Referral Received
 - Initial Outreach (24-48 hours)
 - Resource Connection
 - Regular Check-ins
 - Progress Monitoring
 - Case Closure
 - Follow-up Support (Stockton Cares)



Emergency Protocol:

- Immediate Safety Concerns:
 - Contact Police/911
 - Submit Stockton Cares referral at stockton.edu/stockton-cares
- Emergency intervention
- Transition to ongoing support