

OSPREYS **NAVIGATE**



Osprey's Navigate is a web-based tool that facilitates a campus-wide coordinated student support network by allowing faculty, advisors, staff, and other professionals to share summary notes. These notes document interactions and other relevant information. The benefits of a single, accessible repository for referrals and notes include improved communication, coordination, efficiency, transparency, and a more personalized student experience.

Why Create a Note?

- Record the important information that you provided to the student, this includes referrals, resources, and recommendations.
- Record the outcomes of your efforts to resolve a student's question/challenge.
- Communicate important information and next steps to the student.

Create notes with FERPA in mind:

Notes are considered part of a student's educational record and are subject to Family Educational Rights and Privacy Act (FERPA) access and restrictions. All information noted is part of the student's permanent record and protected by FERPA. This means that students can request access to inspect, amend, and these notes remain part of the student's file.

Keep notes factual, impersonal, and assume that students, parents, and/or colleagues will read and/or everything you document. It is suggested that entries should be timely and purposeful, utilizing a professional and objective description of the facts to clearly convey relevant. Personal and/or sensitive content, whether reported by the student or assumed by you should NOT be included in the student's academic record.

Ask yourself the following questions:

- Is this something the student would want other people to know?
- Is this something another advisor would need to know? Why?
- Is this something that is within my scope of practice to say?
- Do I have the necessary training, and is this something germane to my area of professional expertise?
- Are the details in my notes based on fact or do they merely represent my own observations, perspectives, guesses, predictions, diagnoses, etc.?

“Describe, don't evaluate”

“When in doubt, leave it out”

DO	AVOID
<p>Briefly summarize what was discussed as it relates to student success for future reference by the student, other faculty/staff, and future preceptors.</p>	<p>Summarizing everything that was discussed. Notes are intended to be a brief record of advising contacts highlighting recommendations, referrals, and follow-up plans.</p>
<p>Recommendations: Recommended the student take MATH 1100 to create amore solid mathematic foundation before enrolling in MATH.</p> <p>Discussed the importance of enrolling in XX in the Spring term so that the student can enroll in YY in the Fall. Courses are sequenced. Recommended student register for BIOL 1400 & 1405 in the fall term.</p> <p>Advice: Cautioned against taking 20 credits this semester given work schedule.</p> <p>Record referrals made and resources shared.</p> <p>Shared information about the Wellness Center and the Food Pantry.</p> <p>Referred to Financial Aid Office.</p> <p>Referred to Counseling & Psychological Services. Action Plans: Student plans to follow up with tutoring</p> <p>Kudos: Commended the student for excellent grades last semester.</p>	<p>Avoid including unnecessary, subjective, or extremely personal details.</p> <p>Avoid reporting problems with specific instructors.</p> <p>Avoid using acronyms students and other campus support staff may not understand</p> <p>Avoid including speculation, subjective opinions, or judgements:</p> <p>"I don't think she is very motivated this semester."</p> <p>"His personality isn't a good fit for STEM fields. I think he'd feel more at home doing something artistic or creative."</p> <p>"She has probably been avoiding advanced science course because the student struggled in X."</p>
<p>Summarize specific course recommendations Spell things out information</p> <p>Write fact-based academic-related notes</p> <p>Student is concerned about grades in two courses. I recommend the student repeat XX course for credit.</p> <p>Student needs to successfully complete PSYC 1100 before enrolling in PSYC 2301.</p> <p>Use general language concerning sensitive material</p> <p>"Student reported extenuating circumstances related to their academic progress this semester."</p> <p>"Student disclosed a personal situation that's having an impact on how things are going this semester."</p>	<p>Avoid including sensitive information, personal concerns, private matters.</p> <p>"Student was recently diagnosed with an autoimmune disorder."</p> <p>"Little financial support from family. First Generation student with significant debt building up."</p> <p>Avoid including negative judgements about student behaviors</p> <p>"She seems like she just blows off advising appointments. I can't get her to be serious and plan ahead."</p> <p>"He seems pretty uninformed about the real world after college and hasn't followed through with plans to get information from his Sociology professor. I think he needs to be more realistic."</p>