



Faculty Guidelines for Closing Cases in Ospreys Navigate

All documentation in Ospreys Navigate is protected by FERPA and is part of the student's academic record. While students do not have direct access to view case notes, this information can be subpoenaed.

Criteria: Academic Support Cases

When to Close an Academic Support Case

Faculty should close academic support cases when there is clear evidence that the student has achieved stability and improvement in their academic performance.

Specifically, cases should be closed when students demonstrate:

- 1. Regular tutoring attendance**
- 2. Improved grades**
- 3. Regular class attendance**
- 4. Engagement with academic supports**

Faculty should use their professional judgment to determine when a student has made sufficient progress to warrant case closure, even if all criteria are not fully met. If faculty do not feel comfortable closing a case, believe they lack sufficient information, or determine that adequate progress has not been made, they should leave the case open and assign others as warranted. Additional support offices will continue to assist with the case and may close it when appropriate.

General: Example of Appropriate Case Closure - Academic Support

Alert: Academic Concern

Scenario: Student John was referred due to poor performance in Chemistry 101.

Appropriate Case Notes:

Closing case after meeting with student on 10/15. The student has attended three Chemistry tutoring sessions and reports better understanding of core concepts. Recent quiz score improved from 65% to 78%. Student has developed a study plan for the remainder of the semester and knows how to access academic resources if additional support is needed. Will continue to monitor through regular teaching activities.

More Specific: Examples of Appropriate Case Closures - Academic Support

Example 1: Regular Tutoring Attendance

Alert: Academic Concern

Scenario: Student John was referred due to poor performance in Chemistry 101. After intervention, he has attended 5 consecutive weekly tutoring sessions.

Appropriate Case Notes:

Closing case: Student has maintained consistent attendance at Chemistry tutoring for 5 consecutive weeks (9/15, 9/22, 9/29, 10/6, 10/13). Tutor reports active participation and improvement in understanding core concepts. The student has committed to continuing with scheduled sessions through the semester.

Example 2: Improved Grades

Alert: Academic Concern

Scenario: Student Maria was struggling with calculus assignments, scoring below 60% on early assessments.

Appropriate Case Notes:

Closing case: Student has shown significant grade improvement in Calculus I. Initial quiz scores averaged 58%, but after intervention and support, midterm exam score was 84%. Most recent homework assignments have been submitted on time with scores above 80%. Will continue to monitor through regular teaching but intervention no longer needed.

Example 3: Regular Class Attendance

Alert: Academic Concern

Scenario: Student Tyrone had missed 4 of the first 6 classes but has since improved attendance.

Appropriate Case Notes:

Closing case: Student has achieved perfect attendance for the past 4 weeks (8 consecutive class sessions) after initial attendance concerns. Student reports that transportation issues have been resolved through carpooling arrangement with classmate. Participation in class discussions has also improved significantly.

Example 4: Engaged with Academic Supports

Alert: Academic Concern

Scenario: Student Aisha was struggling with writing assignments and was referred to the Writing Center.

Appropriate Case Notes:

Closing case: Student has fully engaged with recommended academic supports. They have attended 3 sessions at the Writing Center, met with me during office hours twice to discuss paper outlines, and joined the weekly study group. The student's latest essay showed marked improvement in structure and citation format. Student now demonstrates self-advocacy in seeking appropriate resources.

Best Practices for All Case Closures:

- **Meet and document** - Have a direct conversation with the student before closing a case and document the date and key discussion points
- **Record improvements and resources** - Note specific changes in behavior or performance and list campus resources the student engaged with
- **Respect privacy while being thorough** - Include necessary details while maintaining appropriate confidentiality
- **Establish next steps** - Note any follow-up plans and the student's ability to self-advocate moving forward

Important Reminders:

- The primary purpose of case management is to support student success
- Faculty have discretion to close cases when student needs appear to be adequately addressed
- Consider the whole student and their individual circumstances when evaluating readiness for case closure
- Documentation should be clear, concise, and include all relevant interventions and referrals
- When in doubt, consult with appropriate campus partners (CARES team, academic advisors, student success team, etc.)
- If issues recur after case closure, don't hesitate to create a new case as needed