

# IS IT OSPREYS NAVIGATE OR STOCKTON CARES ?

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](https://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](https://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](https://stockton.edu/stockton-cares)
  - Emergency intervention
  - Transition to ongoing support

