



## General Ospreys Navigate Terminology

### Ospreys Navigate

**Ospreys Navigate** is a FERPA-compliant student success management platform that helps coordinate student support services. The system enables faculty and staff to track, support, and provide timely interventions to promote student success.

### Maxient

**Maxient** is a secure records management system that helps track and manage student conduct and well-being cases while complying with federal privacy laws (FERPA). It's used by Stockton Cares and other offices to maintain non-academic student records.

### Care Unit

Offices/groups across campus (Financial Aid, Academic Advising, Career Center, Academic Schools, Tutoring, etc.)

### Alerts

**Alerts** serve as an early warning system to identify students who might need additional support or attention. When faculty or staff notice potential concerns during their interactions with students, they can issue alerts to flag these situations.

Students can be flagged for various reasons, such as risk of losing financial aid, need for academic support through tutoring, or expressing intentions to withdraw from the institution. It's important to understand that raising **an alert doesn't automatically trigger formal action or the opening of a case** - it simply helps identify students who might need attention.

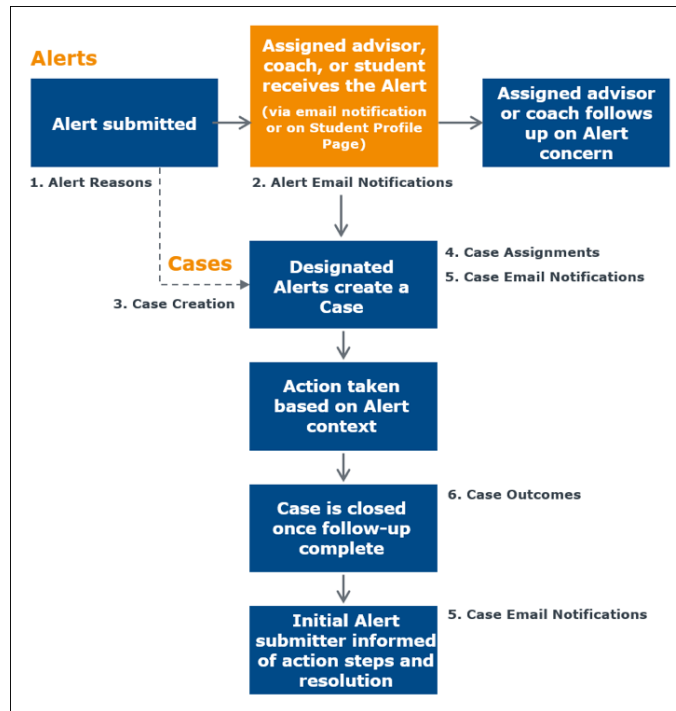
However, in cases where more structured support is needed, certain alerts will initiate a case management process. These cases are then directed to specific departments or staff members who will follow up with appropriate interventions and support services.

### Cases

A **Case** is an electronic case file where staff across departments (e.g., financial aid, bursar, tutoring, counseling) can coordinate and collaborate on the follow up with the student. **Cases create a formalized next step for action or intervention** on the issued Alert, should that be needed.



**Warning!** Any information you enter into the Ospreys Navigate platform pertaining to a student becomes a part of their official student record and may be subpoenaed by that student, as outlined in the Family Educational Rights and Privacy Act (FERPA).



### **Appointment Campaigns**

**Appointment Campaigns** is a scheduling tool in Ospreys Navigate that streamlines meeting coordination between faculty/staff and students. Faculty can set specific criteria like availability, location, and appointment duration, while using Advanced Search to target specific student groups. For Preceptors, this tool is especially valuable as it tracks preceptee scheduling status, sends automatic reminders to students who haven't made appointments, and syncs with your calendar to prevent double-booking during classes or other commitments.

### **My Availability**

**Availability** lets faculty/staff indicate the days, times, locations, and services they offer when they meet with students.

**Note:** To create an Appointment Campaign you must have your availability updated in Ospreys Navigate and your calendar synced.



There is significant flexibility when you create availabilities. Faculty/Staff can choose the length of the availability's duration, which can range from a specific set of dates to forever. Availability can be set for appointments, drop-in visits, and/or appointment campaigns. Faculty can create course-specific availability such as course-based tutoring. For group appointments, faculty can set the maximum number of students for a single appointment slot.