

OSPREY'S 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”

