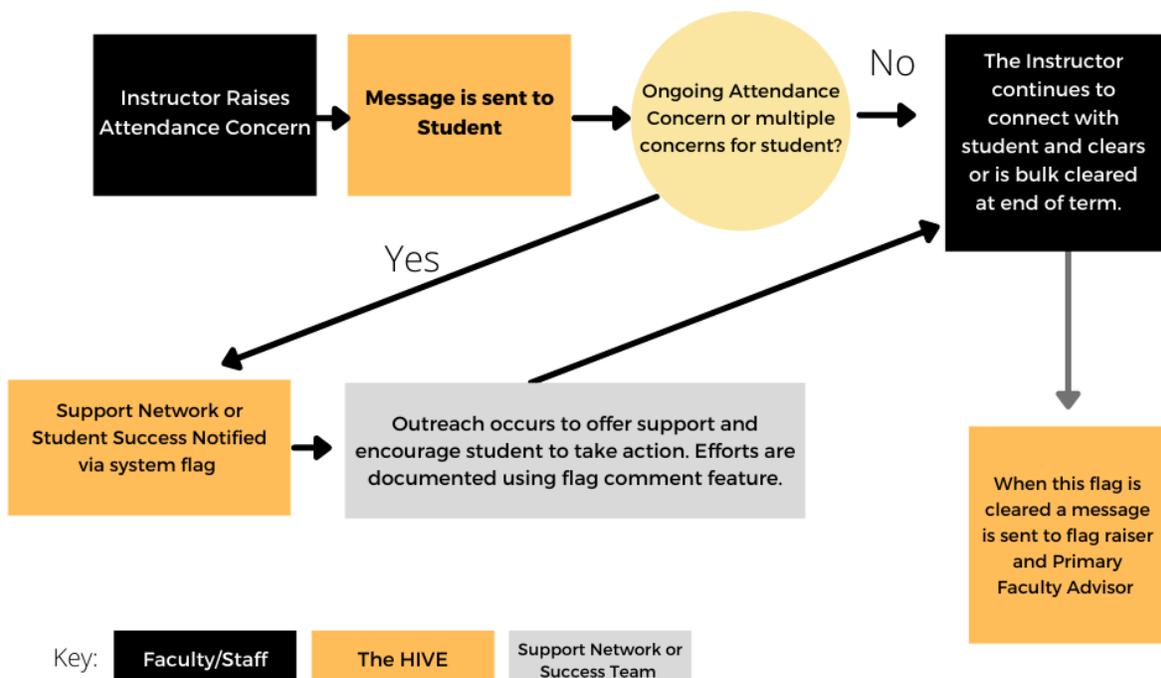


Attendance Concern Workflow

1. Instructor raises Attendance Concern when a student has missed a consecutive week of class (2 to 3 sessions) or has regular on-going attendance concerns.
2. A message is sent from the HIVE to the student. This message includes the Instructors Comments.
3. Students who have significant/ongoing concerns or concerns in numerous courses may be contacted by members of the campus support network. **A comment should be added to let others know this is occurring.**
 - › Outreach via phone/email to Student to discuss and give student recommendations on next steps
 - › Those doing outreach documents the results of their attempt to connect with the student using the flag comment feature.
 - › Other members of the support network can also add any additional information they may have using the comment feature.
4. The Instructor should continue to connect with and follow up with the student regarding this concern in the context of their academic interactions.
 - › Instructor should add comments regarding any response from student.
 - › Instructor can use comment feature to send additional messages/continue outreach to student.
 - › **The instructor should clear the flag when/if the student returns to class.**
5. Flags that are not cleared by instructor will remain active and bulk clear at the end of the semester
 - › If a student drops the class, the flag will be cleared by the system when their enrollment in the class ends.



Attendance Concern Workflow

Message Template: Attendance Message to Student

Subject: The Hive – {Course Name} attendance

{Student Name},

You are receiving this message because your instructor, [Raiser Name], for [Course Name] has raised a concern about your attendance. Attending class is an essential part of succeeding at CSB/SJU. When students miss class, grades and academic performance suffer. Connect with your instructor to get back on track for the semester. Also, please know that the Student Success Network at CSB/SJU is here to help you by providing access to tools for academic success. Go to [The Hive](#) to access these tools and connect with [your Support Network](#).

- Student Success Team

Message from Your Instructor: {Raiser Comments i.e. Rachel, I hope you are okay. I have an attendance concern: You have missed X classes so far this semester. Any further absences may—and probably will—impact your final grade. Please contact me to review the steps needed to get back on track this semester. Here’s a link to The Hive’s appointment scheduler. I hope to hear from you and meet with you soon.} - {Raiser Name}

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from EAB.. Click [here](#) to learn more.

Message to Flag Raiser after flag creation

[Flag Raiser Name]

Thank you for raising a [Flag Name] for [Student Full Name] Banner ID: [ID#] . As the student responds to you and/or takes action to address your concerns please clear/resolve the flag as appropriate. If the student does not respond/act, clear the flag indicating a negative outcome and raise a new alert to reflect ongoing or growing concerns for their success.

Alert Creator Comments: Rachel missed 3 classes this month.

Course Context for Alert: Introduction to Microbiology

To add comments and/or clear this alert follow the instructions below:

1. Log into the Hive
2. Once in The Hive navigate to Students-Tracking Items (from top left hand menu).
3. Next search for the student referenced above.
4. Hover over the flag icon, this should open a pop out window.
5. Slide to the button for the action you want to take (comment or resolve/clear) .
6. When your comments are complete click submit.

Note - Students who have multiple academic flags from more than one instructor may be contacted by members of their support network or staff from offices in the support network. Those doing outreach should document the results of their attempt to connect with the student using the flag comment feature. The instructor should continue to connect with and follow up with the student regarding this concern in the context of their academic interactions.

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from EAB. Click [here](#) to learn more.

Message to Faculty Advisor/Coach re: their advisees/athletes

Subject: The Hive - - Rachel Lands Attendance Concern

[Faculty Advisor/Coaches name],

The following [Flag Name] has been created by [Flag Raiser Name] in reference to [Students Name] [Banner ID: Students ID].

Alert Creator Comments: [instructors' comments]

You have been included on the communications for this alert as you are listed as the [student's name] [faculty advisor/Varsity Athletics Coach]. Connect with the student as appropriate to offer resources and support. Please add any observations or information you have to **The Hive**. To add comments to this Alert follow the instructions below.

1. [Log into the Hive](#) look for the yellow log in button from csbsju.edu/the-hive
2. Once in The Hive navigate to Students-Tracking Items (from top left hand menu).
3. Next search for the student referenced above. Now you can add your comments to the Attendance Concern by checking the box in front of the student's name for the corresponding flag and using the **+comment button** at the top of the page.
4. Please click the box to send a response to the Flag Raiser.
5. When your comments are complete click submit.

Message to Flag Raiser and Academic Advising when flag is cleared

From: HiveNotification@starfish.csbsju.edu

Subject: The Hive - Attendance Concern - FLAG CLEARED - [student last name]

This is a notice that the [flag name] for [student full name] ID: [Banner Id] has been cleared.

Cleared on: [date and time of clearing]

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from EAB. Click [here](#) to learn more.