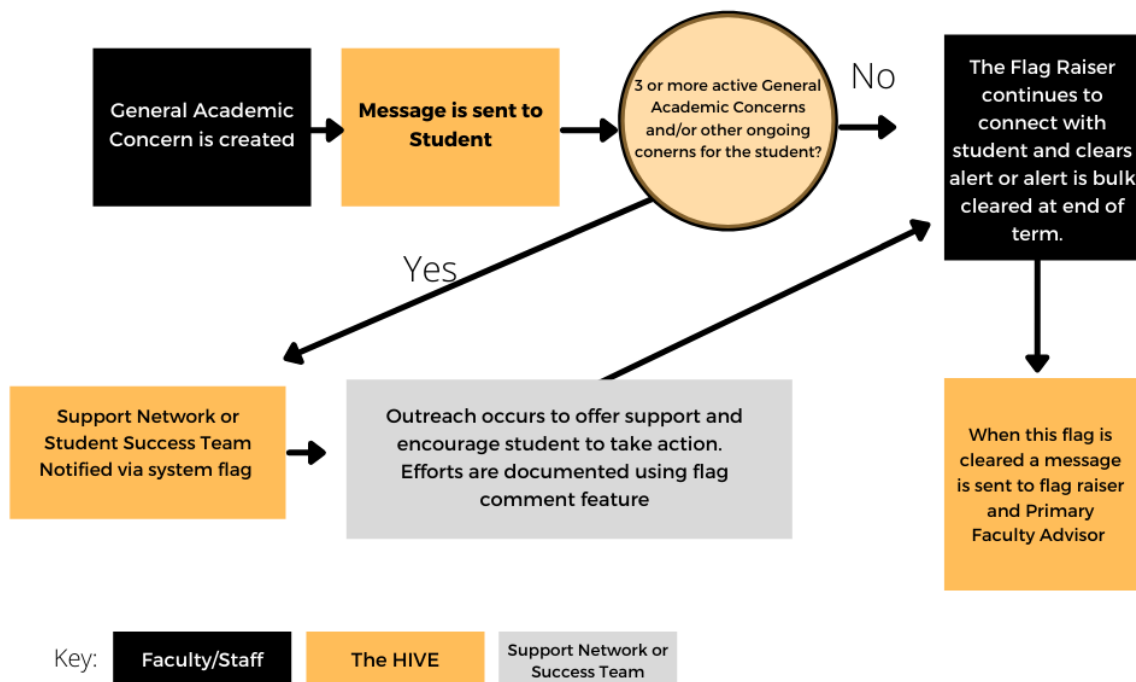


General Academic Concern Workflow

Use this flag to express any academic concerns you have about a student. This alert may be raised as part of a response to progress survey(s) or at any time during the term from the student file. Examples of reasons one may raise this alert include, but are not limited to, concerns about low test scores, a pattern of missing/late assignments, a noticeable change in participation, and so forth.

1. This flag may be raised by a student's instructor.
2. A message is sent to the Flagged Student. This message includes the Flag Raiser's 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 Flag Raiser 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 Flag Raiser should clear flag if improvements are made and the concern is resolved.**
5. Flags that are not cleared by instructor/support network 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.



General Academic Concern Workflow

Student Message Template: General Academic Concern

Subject: General Academic Concern

[Student First Name,]

You are receiving this message because [Raiser Name] {, your instructor for [Course Name],} has raised a concern about your progress this semester. Please take action to review your options and develop a plan for the rest of the term. Your Success Network wants to see you succeed. Use [The Hive](#) to contact your [support network and campus support services](#)* if you need assistance.

Student Success Team

Message from Faculty Member: {Raiser Comments i.e. Rachel, you have missed several classes this semester and have 4 missing assignments. I am concerned that unless you take action you will not be able to earn a passing grade. Please contact me to review the options you have and steps you need to take to be successful this semester.} - [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.

**This is a direct link for students to "My Success Network" in The HIVE.*

Message to Instructor after they raise flag:

[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/staff assign when alert is assigned:

Subject: The Hive - [Flag Name] has been assigned to [Assigned To] by [Assigned By]

[Recipient First Name]

The following [Flag Name] has been created by [Raiser Name] in reference to [Student Full Name] [Student Id].

[Raise Notes]

[Assigned To]

[Assigned Note]

If you are the person assigned to this alert, please connect with the student as appropriate to offer resources and support. Add any observations or information related to this alert to **The Hive**.

To add comments or clear this Alert follow the instructions below.

1. Log into The Hive - go to csbsju.edu then [TOOLS](#) and select The Hive. Then click on the yellow Log Into The Hive button towards bottom of page.
2. Once in The Hive navigate to Students-Tracking Items (from top left-hand menu).
3. Next search for the student referenced above.
4. Add your comments to the [Flag Name] by checking the box in front of the student's name and using the **+comment button** at the top of the page. If the alert is ready to be cleared, you can select the **resolve/clear** button and then select the closure reason and add comments regarding the outcome.
5. Please click the box to send a response to the Flag Raiser.
6. When your comments are complete click submit.

Message to Flag Raiser and Faculty Advisor 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.