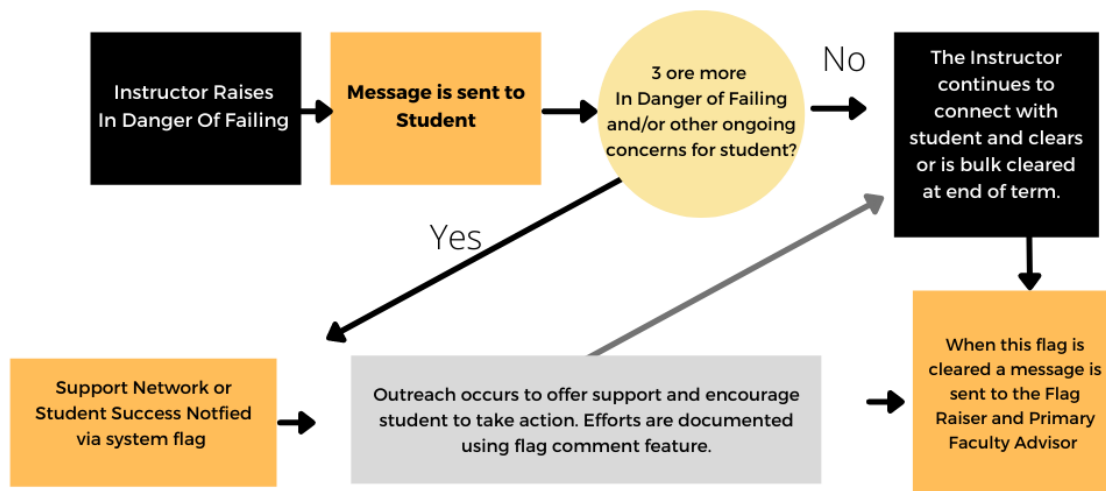# In Danger of Failing Workflow

1. May be raised as part of a response to progress survey(s) or at any time during the term from the student file. Meant to be raised by an instructor when a student is in danger of failing a course.
2. This flag may be raised by a student's instructor.
3. A message is sent to the Flagged Student. This message includes the Flag Raiser's Comments.
4. Students who have significant/ongoing concerns or concerns in numerous courses <u>may</u> 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.

5. The Instructor should continue to connect with and follow up with the student regarding this concern in the context of their academic interactions.

    › **If the student responds and makes a plan with instructor to get back on track the instructor should clear this flag.**

    › **If the student takes action and their status improves in class, the instructor should clear this flag.**

6. 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.

In Danger of Failing Workflow

Student Message Template: In Danger of Failing Message to Student

Subject: Action Required in [Course Name]

[Student First Name],

You are receiving this message because your instructor, [Raiser Name], has indicated that you are at risk of failing [Course Name]. 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 as you navigate your options. Your Success Network believes that you can be successful in your academic studies and are here to help.

- Student Success Team

Message from Your Instructor: {Raiser Comments *i.e. Rachel, you have not done well on the last two exams and are missing coursework. You need to complete all remaining coursework and pass the last two exams with a B or better to earn a C for this class. My office hours are M & W from 1 to 3. Please set up a time for us to visit using scheduling feature in the Hive.}*

 [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.*

*Students will get a direct link to their "My Success Network Page in the HIVE.

Message to Instructor after they raise flag:

Subject: The Hive - - Rachel Lands Attendance Concern

[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.

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 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.*