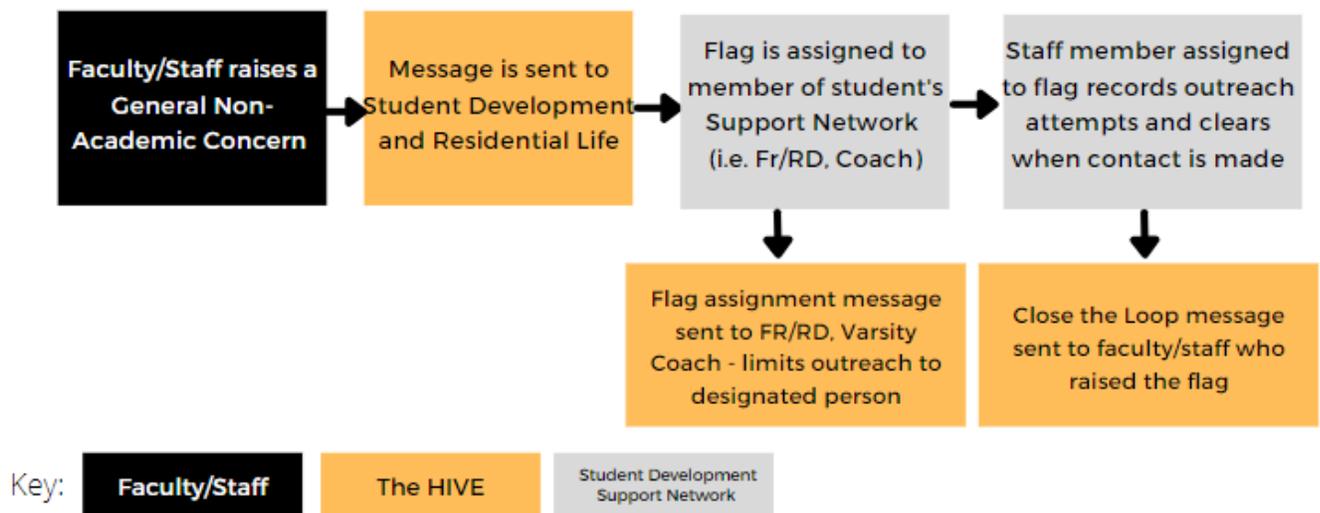


General Non-Academic Concern Workflow

Use to document and communicate baseline concerns regarding student wellness, behavior or social concerns that are not of a sensitive/critical nature. This may include but is not limited to homesickness/trouble connecting, roommate concerns that the student does not seem to be navigating on their own, chronic lateness to student employment, or other items that do not rise to the level of a Sensitive Discreet Student Concern but have risen to a level where a check in from member of the Student Development Team (or the Students Support Network) would be of benefit.

1. Faculty/Staff person raises a General Non-Academic Concern Flag, states their concerns and what they hope to see happen as a result of raising flag.
2. Email sent to Dean of Students and Residential Life (RD/FR) by outlook email. While the notice is sent when the flag is raised, please keep in mind that due to the volume of emails and individuals schedules immediate response is not guaranteed. Always call if you have a concern that requires immediate attention.
3. No message is sent to student. The flag does not display to student in The HIVE. However, as with all items in The HIVE, the flag information may be requestable via FERPA protocols.
4. Flag is assigned by the Dean of Students or their designee to an FR/RD, the Dean of Students, or other member of the support network that has a direct connection with the student as appropriate. **Note – a member of the support network who is in contact with the student, such as a FR/RD or athletics coach, may assign the flag to themselves and take the lead on outreach should they see the flag before has been assigned.*
 - Outreach is done via phone/email to Student
 - Assigned person documents the results of each outreach using the flag comment feature.
 - Staff doing outreach clears the flag when they have successfully made contact.
 - Assigned staff should clear alert and close the loop with alert faculty/staff who raised the flag.
5. Flags that are not cleared will remain active and will be reviewed for clearing at the end of the semester by the Student Success System Administrator and the Dean of Student or their designee.



Message Template: Student Concern **Sent to Dean of Students and Residential Life when flag is raised**

Subject: [Flag Name] – [Student Last Name]

Attention a [Flag Name] has been raised for [Student Full Name], Banner ID: [Student Id]

Flag Creators Comments: [Raise Notes].

You are receiving this notice as part of the students support network or due to your role in support services on campus. Please use the Comment feature to add relevant information to this flag in The HIVE if you have contextual information related to this flag.

If you are connected to this student and able to offer them support, you can assign this flag to yourself and add a comment so that others in the student's support network are aware you are attempting to connect with the student. If you are able to help the student navigate the concerns raised successfully, please clear the flag as appropriate.

Students contact information: [student phone number], Students email: [campus email address]

Alert Creators Name: [Name of Faculty/Staff who raised flag]

Alert Creators Email: [flag creators email]

Alert Creators Phone: [flag creators phone number]

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 Template – Fac Staff Assigned to Flag **Sent when a flag has been assigned to for follow up.**

Subject: [Flag Name] has been assigned to [Assigned] To [Assigned By]

[Recipient First Name]

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

[Assigned To]

[Raise Notes]

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.
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 students 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.