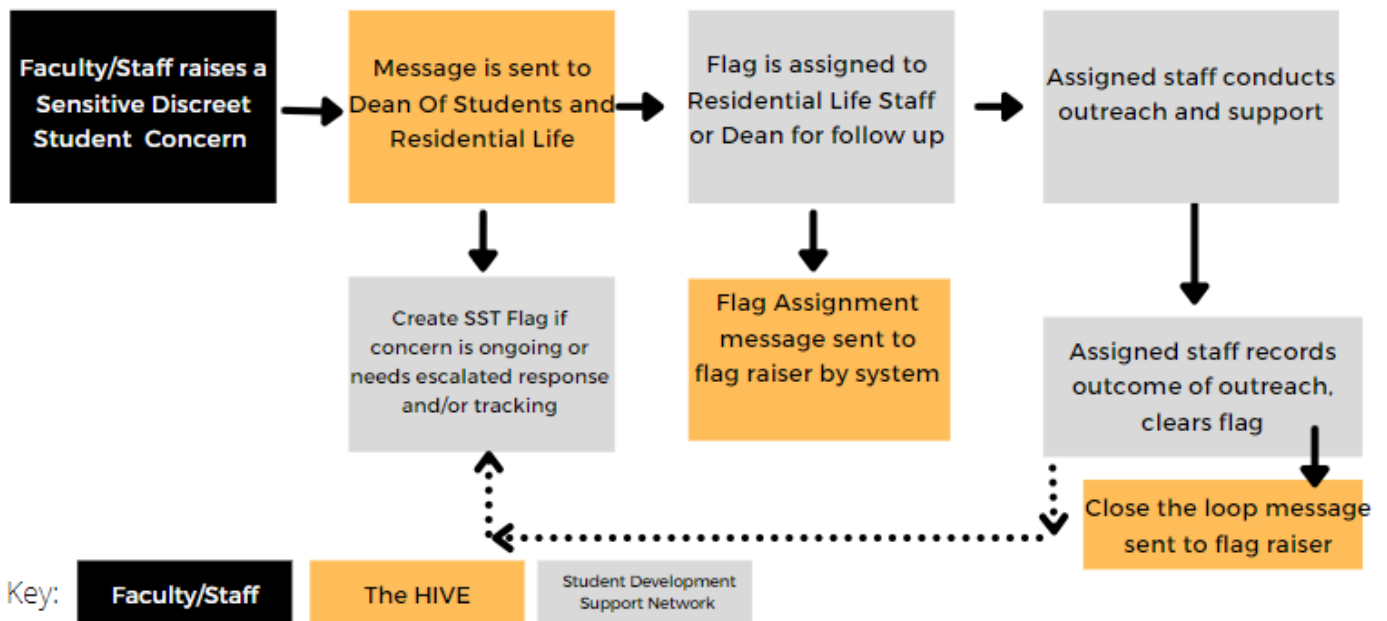


Sensitive Discreet Student Concern Workflow

To be used for Sensitive or Critical Discreet Student Concerns of a non-academic nature. Use to document concerns related to a student when you believe discreet follow up is needed by a member of the Student Development Staff. **As always, if you have an immediate or life-threatening concern for someone's well-being, please call CSB Security (ext. 5000) or SJU Life Safety for assistance (ext. 2144).** Concerns this alert could be used a variety of concerns including changes in behavior or hygiene, suspected substance abuse or eating disorder, emotional distress, safety concerns, and so forth.

1. Please relay any urgent concerns via a direct call to Student Development and/or Residential Life and then document in The Hive.
2. When created, an email is sent to Dean of Students and Residential Life (including the 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 a staff member in Residential Life, the Assistant Dean of Students, or the Dean of Students. Note – the flag raiser is notified when a staff person is assigned to the flag. **Flag raiser is not able to read or review the comments added to flag - they receive notice flag has been assigned and if the assigned staff elects to check the box they get a close the loop message.**
 - 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

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]

Message Template – Fac Staff Assigned

Sent to those in workflow for flag when assigned

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.

Message Sent to Flag Raiser when Alert has been assigned to staff:

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

[Assigned To] has been assigned to connect with the student by [Assigned By] to coordinate support and resources. If you have any questions or further information that is relevant to this alert, please contact [Assigned To].