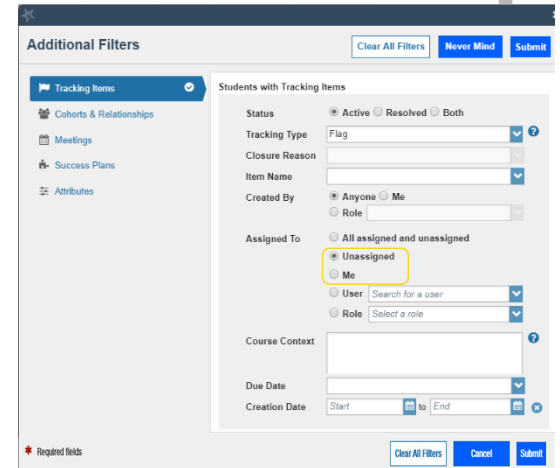
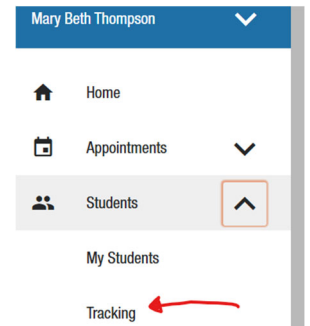
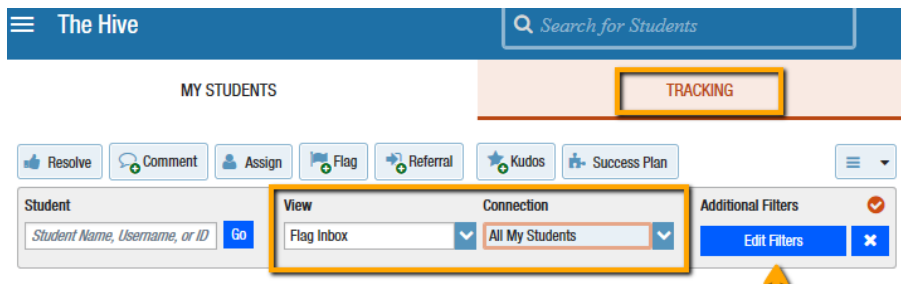


How to add comments and clear flags:

Filter to see students with a flag

1. Go to The Hive
2. Click ☰ menu button in the top left, click Student, and then click Tracking
3. Select View: Flag Inbox or Created by Me or other available options to limit your view. You can also refine the list by your "Connection" to students or by using additional Filters available by clicking on the blue Add Filter button to the right to refine your results further.

Note- After clicking Connection or Add Filters the View will change from "Flag Inbox" to "Custom". If you set any filters, they will remain on or in place until you clear them.

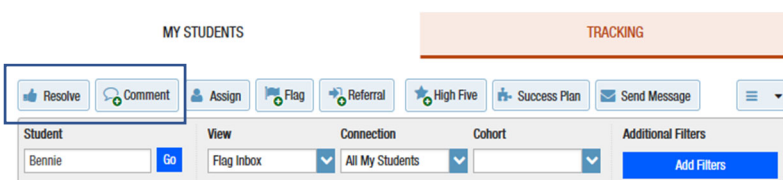
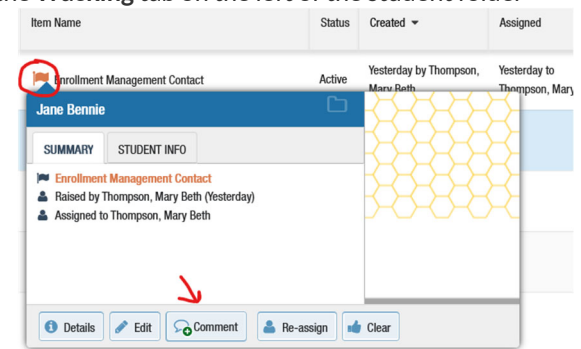


5. After adding any additional filters Click Submit in the right corner
6. On the Student list click Student in the top left corner to sort the list by the name of the students' and group their flags together
7. To open a students file click on their name.
8. Follow-up with the students and document follow up as described in the next section

Following-up with a student

1. To prepare for meeting/call with the student open the file for the student you are contacting either by finding them on the My Students list as described above or by searching for their name in the search box at the top right of the Hive.
2. Once on their file, click on the **Notes** tab on the left of the student folder to view any Tracking Comments, Meetings Outcomes, or Notes which you have permission to view.
3. Contact the student. When you speak with the student, **provide holistic support** (not focusing only on the any flags you are following up on, but supporting the student with the root issues that led to the flag and how to stay on track to complete their courses and degree). Let the student know you will share some details of you conversation with other in the student support network and with the instructor(s) who were concerned and raised a flag.
4. To document your conversation and add details to a flag or other alert – click on the **Tracking** tab on the left of the student folder and hover over the **Flag** icon at the bottom then go to the +comment button to add your comments.

- If you are not the flag creator or you were not assigned to the flag as the point person for follow up, you may still add any details you have regarding a student's situation but please do not clear or resolve the flag.
- If you are the flag creator or if you have been assigned as the point person for follow up, you can clear the flag when the matter has been addressed or resolved. Do this by clicking on The Clear button on a tracking item rather than +comment. Select the reason for closure from the list provided. Add your comments and submit. You have the option to **Send a message** to the flag raiser with the closure details as well.



Tip: If you have several Flags to Assign or Clear all with exactly the same details, close the students file by clicking the X in the top right. On the student list from the Tracking Tab, check the boxes in front of all the Flags where you wish to take the same action and add the same notes. Then click **Resolve** or **Comment** as appropriate on the top tool bar, add your comments and submit.