

## Documenting Meetings and Interactions with Students

When adding notes or comments in The Hive please keep in mind that your comments may be viewable to others and are always part of the student record in relation to FERPA (please also see [The Hives Privacy Statement](#) for more details). Keep in mind for each Flag, Referral, Note or other record, The Hive will show you with whom that communication is shared. The rules for whom items are shared with are defined for each type of alert and then further defined by role and relationship.

**Student View:** The student can view this item and the notes entered above.

**Permissions:** People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

- Primary Faculty Advisor
- Retention Committee
- Student Support Team
- Academic Advisor

The Description for why a meeting will occur are always viewable to the student. If you have set up office hours and the student schedule with you online, the Detailed Description is where any notes they add about the purpose of the meeting will appear.

**Detailed Description**

Enter a detailed description about the appointment.

This is viewable by you and the student with whom the appointment is made.

**Outcomes** – record your meeting notes on the Outcomes Tab on the Appointment Record. The outcomes you record from student meetings/appointments are viewable to those with a shared view of the appointment. You can elect whether you want to send a copy of the notes to the student as well.

### Edit Appointment

Cancel Submit

Scheduling Outcomes SpeedNotes

Time  to

Attendance  Student missed appointment

Email  Send a copy of note to student

Comments

Comments are notes about the appointment, viewable only by you and other people with whom the appointment is shared. These notes can be edited only by you before or after the appointment for record-keeping purposes.

Testing how this is viewable prior to meeting to student...

Permissions: People with the following roles may be able to see this appointment if they have a relationship with the student(s):

- Primary Faculty Advisor
- Secondary Faculty Advisor

\* Required fields

Cancel Submit

**SpeedNotes** - After recording your notes on the Outcomes tab of an appointment record use the SpeedNotes tab to quickly document additional meeting outcomes. SpeedNotes have been tailored for each appointment type in The Hive. Faculty/staff can simply check off the relevant points of conversation following student meetings on the SpeedNotes Tab and click the Submit button. SpeedNotes are not viewable by the Student. SpeedNotes can also be used when recorded Event attendance in the Hive. SpeedNotes Reports leveraged by your Chair or Director may identify reoccurring themes and conversations with your students. This may identify needs for new or additional programs or interventions based on the needs of students.

## What should I keep in mind?

As you record comments from meetings or add advising notes please keep in mind how you are writing and what you are recording about a student. Please record the details that are relevant to the student's success.

For most appointments your comments will be 2-3 sentences and may include:

- Recording the details and items discussed not covered by the SpeedNotes
- What was the purpose of the meeting and was the question or concern the student sought assistance with resolved as a result of the meeting?
- Did you make or do you plan to make any referrals/create a success plan?
- What follow-up needs to be done and by whom? Have you planned/communicated this follow-up with the student?
- Does Academic Advising need to be alerted of possible attendance concerns or other academic success concerns?

Be aware when recounting a personal challenge or behavioral concern that was discussed or observed, please be respectful of the student while relaying enough information to describe the nature of your concern. Remember that what you say and write, or don't say or don't write can be understood for something you didn't mean. Please give clear, concise but complete details.

## Writing Tips

- Be factual. You are creating a document that will be taken as an objective account of an interaction with a student to be used in follow-up conversation with advisors, instructors or those following up in the student welfare process. Faculty or Staff who will meet with the student may not have prior knowledge of the situation, documenting details in a clear, factual manner will assist the advisor/faculty/staff when following up with the student.
- Write in first person, keeping in mind that you can only speak to what you have observed, heard, felt, and thought.
- Things to avoid: non-essential details, as well as interpreting others' emotions. For example, "student was upset with their grade can be interpreted several ways", but "Student X was disappointed in their performance in the class. We discussed the challenges they have to overcome to pass the course and made plan to guide them. A referral to the writing center will also be created." is more concrete. Both students are upset but the second example better relays what approaches, interventions or referrals for support may be needed.

## Using Notes

There may be times you have notes or information to record that do not correspond with a meeting. Depending on your relationship in The Hive with a student, you will have different note types available to add a note to a student's record. Notes can be added by instructors, advisors, residential life staff and so forth. A note provides information but does not raise an alert (flag/high five/referral). Use a note when you want to file information that can be used or accessed should another part of the student's support network access their file at a later time.

Notes can also be used to send and document communication with a student via the Hive – to do this click the box to "send copy of note to student" when creating the note. This will send a message to their outlook email and a copy to the Hive.

**Private Button** – some functions (appointments and notes) have the option to mark an item as private. This means it won't be viewable to others on the student's profile – however remember that all items in The Hive are always part of the student record in relation to FERPA, are viewable by system admins and are ultimately part of a shared system. See also <https://www.csbsju.edu/the-hive/about-the-hive/faq#FERPA>. There may be times where use of the Private feature is appropriate, however please keep in mind the value of using the Hive is the interconnected support that can be gained for each student when faculty and staff working with the student are able to collaborate and share elements of the student's file.

## What if I have a concern, referral to make or want to recognize success for a student? Submit a Flag, Referral or High Five

- See [Creating Alerts](#) on the Faculty or Staff pages on The Hive's website
- Also see
- Access The Hive via the login button at <https://www.csbsju.edu/the-hive>