To Faculty and Staff at CSB/SJU,

As we are navigating the process transitioning to online courses due to COVID-19, I wanted to reach out to offer my support and share the ways in which The Hive may be utilized to assist you in your work with students during this time. Where Canvas is designed to support classes, the Hive is designed to support connections with students in a broad way, connecting them and their support network (Faculty, Residential Life Staff, Advisors) to the tools, resources and messages that students need.

Here are a few things that you can do via The Hive to provide remote support to students.

Scheduling Online or Phone Appointments:

- You can add a Phone and/or Zoom location to your office hours. This will allow students to use the Hive to sign up for the times you make available to them for meetings and allows them to connect with you via phone/zoom.
- You can Add Office Hour Instructions that students will see as they make appointments – this can be useful to communicate specific instructions on how to connect/call or for communicating meeting procedures/expectations.
- Students can make appointments with you using their phone, tablet, or computer as the appointments feature in The Hive is mobile responsive.
- You can send a link to students that will link them directly to your personal profile page or to your appointment scheduling page. You can find your personal links by going to your Institutional Profile Page in The Hive under the "Share Links" heading. Copy the link to your clipboard to paste the link into an email to students or to place the link in your signature line in outlook.

Sorting your Student List, Using Notes, and Alerts

- **Sorting Your Student List** – When you go to the Students page in the Hive you can limit your view to the students with whom you have connections such as advisees, any student for whom you are their instructor, specific class sections, your residents, and so forth. You can use the select all function to send a message or create a course note/advising and check the box to send a message to all students. You can take action on a single student or a group of students from the "Student" view.
- **Notes** - You can use a note to add to a students electronic file folder so that as others meet with students, they can have a full picture of how the student is doing. A few note types include: Attendance Note, Course Related Shared Note, Faculty Advising Note, and General Note. Notes add information to a file but do not result in a message going out or alert being raised to other faculty/staff. Each note will display if it is shared and tell you who it is shared with in the blue box at the bottom of the dialog box.
- **Alerts** (flags/high fives/referrals) - Use to notify others (including the student) of an item that needs attention. Alerts send a message (via email) to alert students and their support network about concerns or to recommend connecting with resources. Each alert will display if it is shared and tell you who it is shared with in the blue box at the bottom of the dialog box.
- **Updated Templates**: On March 10th we completed updating the message templates for alerts and the detailed information regarding each items workflow. These changes were based on the feedback from the Hive Advisory board with attention given to concerns raised on the faculty list serve as well as on feedback gathered during in person meetings with departments. The updated messages are from the Student Success Team with a separation and clear heading for the Instructors Comments so that it is clear what messages are from the system and the Instructors Comments are their own. See here for templates and details.

    Links to Resources: https://www.csbsju.edu/the-hive/faculty   and/or https://www.csbsju.edu/the-hive/advisors-and-staff

    - How to Update Your Office Locations in The Hive for Zoom Meetings
    - Setting up Office Hours
    - Writing Notes in a Shared System
    - Message Templates and Alert Workflows
    - Hive User Tips

I will be available to answer questions and assist you during this time of online instruction and telecommuting. I can call you, meet via zoom or answer questions via email. Please let me know how I can assist you in using The Hive to support students now and in the future.

Best,

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