

# Referrals - Connecting Students to Services



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.

A referral is the act of sending someone to another person or place for assistance, treatment, help, advice. Use “**Referrals**” via The Hive to help students easily connect with the resources and tools on campus. The student will then need to take the next step to schedule an appointment or visit resources to obtain the support they need.

When a “**Referral**” is created a message is sent to the student via outlook, the referral displays on the students “**Dashboard**” in The Hive and the referral message is also copied to their “**Messages**” tab in The Hive. Referral messages will include the raiser’s comments. The entity to whom the student is being referred (office or center) will also receive a copy of the referral message. A referral is made with the intention of connecting the student to the right resource and that the student will then take action to complete the referral. Ideally, the office or center to which the student has been referred to may also reply/reach out with an invitation to the student to connect following receipt of a referral.

Examples of Referrals that can be sent via The Hive: Academic Advising, Student Accessibility Services, Financial Aid.

As students schedule appointments and completes the referral, staff in the service area are able to add comments to the referral record in The Hive and they can also clear the referral. Any open or incomplete referrals at the end of term that have not been closed by services will be cleared by the system administrator.

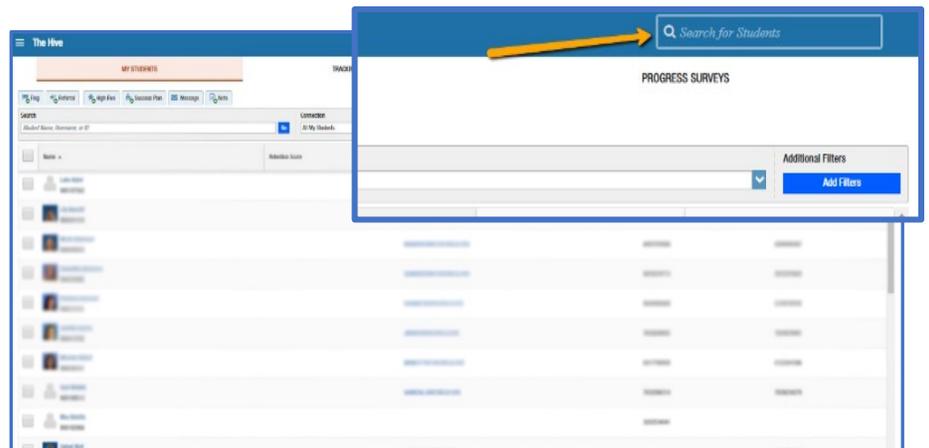
[When you want to create a referral to connect students to specific resources on campus follow the steps below.](#)

1. Click on the Students tab on the “Students” page to see your list of students. Filter as needed by your connection to students.

OR

Find the desired student by typing the name into the Search box.

3. Click on the student’s name to bring up the Student Folder. OR if raising the same referral for multiple students, check the box in front of the name for any student for whom you wish to raise the referral.



4. Click the Referral button. A list of referrals that you have permission to raise for the student(s) will be displayed.

5. Select the desired Referral from the list.

6. If relevant, select a course from the Course Context, drop down list, and enter notes in the Comment box. There may be default comments that appear – you may add to these as needed with your personal message. Referral messages to students will include the name of the flag, the name of the person making the referral, the date of the referral, the course name if connected to a course, and the comments created when raising the referral.

For more details on message templates for messages sent via The Hive, including referrals, please see the document on The Hive website: [Alert Details \(flags/referrals/high fives\): Workflow and Communications](#) (updated and revised based on faculty feedback March 2020)

7. Click the Save button.