

Faculty and Staff Guides to the Hive – Profile, Email & Appointment Settings



Editing Your Profile: Faculty and staff can create and customize a profile. This will display when students drill down on their support network. Your profile can include contact information, a photo, and other information students should know about you.

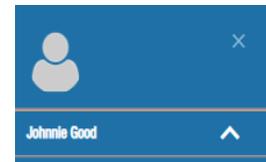
To create your profile, click on the menu (three lines on the top left portion of your home page). Next select the drop-down area next to your name. Now select the Institutional **Profile** tab in the navigation menu to open the institutional profile page. From here you can customize the following profile information:

Profile Settings: You can reset you preferred landing page when you login from “Home” to one of the Appointments Channels or your Student Channels in The HIVE if you should wish to do so.

Here you can also turn on “Share Links”. This displays a link to your profile and/or your appointment scheduling link to other faculty and staff. They can use the link to copy and paste it into messages when connecting students with you.

Contact Information: Your username and institution email are pre-populated by The Hive from SIS and cannot be edited in The Hive. The phone number text boxes will accept standard phone numbers both US and international. You can use any standard phone number characters (like “-”, “(” and “.”). Please be certain to update your office phone number. We recommend that you leave cell phone and home phone fields blank. Only complete these fields if you want to be contacted there by students.

Time zone: The time zone field will by default be the time zone associated with CSBSJU (Central Time), but you can change it if you are in a different time zone (for example if you on or leading a study abroad program through CGE. Note- you may need to turn on the “display all time zones” option if you are outside of the U.S.) When students go to scheudle with you online the meeting times will adjust as needed if the student is one time zone and you are in another. Please make sure the time zone is current to your location.



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Profile Photo: Photos will be imported and will display your Banner ID photo. Putting a face to your name makes students feel more comfortable making an appointment with you. Faculty and Staff can adjust the photo from their ID photo to a professional headshot or other professional looking picture that will allow students to recognize you on campus.

Overview and Biography: A brief biography can help students get to know you. This may include your educational background, fellowships, postdoc work etc. This does not need to be long rather a short description of your areas of interest and expertise. The general overview can be used to indicate what help you can offer students, for instance programs for which you serve as an advisor, if you advise any clubs/orgs, what campus are you located on, and so forth.

Save Your Changes: After making updates to any settings, make sure to click the SAVE CHANGES button. Note that you must click SAVE CHANGES for each individual tab within the profile. **Again, before you proceed to the next tab, be sure to save on each page by clicking submit.**

Appointment Preferences:

Office Hour Defaults: Next you can set your default appointment preferences. Click on the Appointment Preferences tab.

Select a "Minimum Appointment Length" from the drop-down choices. Your selection here will be the default for the Office Hour blocks you set.

Select a desired "Scheduling deadline" if you want to create a cutoff for when students can add meetings into your office hours.

Check the box to allow Drop-In appointments so you can record drop-in appointments after the scheduling deadline as needed.

Calendar Sync: As a staff member you can set preferences for both appointment and tracking item email notifications by clicking on the Email Notifications tab within your Hive Profile.

Before starting this section, we recommend that you go into Outlook 365 to share your busy time with The HIVE. To get to Office 365 in a new window or tab go to csbsju.edu. Go to the menu at the top right and find "Tools". Next go to Email. Log into the Web Version of your email. Once in your email click on the Calendar Icon. Next find and click on "Share" along the right side of the page above the calendar. Then type in starfish@csbsju.edu, click share. Share Full Details (students do not see details of your calendar but you and anyone you assign to manage your HIVE calendar will). **Return to the Hive.**

To sync your busy times from outlook to The HIVE (and vice versa) check all three boxes in the Calendar Sync Box.

TIP: If you do not want your outlook calendar to be blocked out for your office hours in OUTLOOK there are ways to manage this, contact the Student Success System Administrator for details.

Academic Calendar and Class Schedule: It is also recommended that add the Academic Calendar and Your Schedule to your Outlook Calendar. For Instructor's, your class times will then be "busy times". See details on how to do so [here](#) in the IT Services Knowledge Base.

Locations: After you update your Office Hours Defaults and save, scroll to the section labeled My Locations.

Click on the Add Location button to bring up the Add Location dialog box.

Select the Type of location from among the choices listed.

Enter a Name for each location you may use for individual or group meetings and events. The name should be recognizable and clear to students or others who might be managing your calendar. Include helpful Instructions for the location (i.e. Please check in with office coordinator in Quad 123 upon arrival).

Tip: You can add additional locations as needed using these same steps. These locations will then be available as options when you set up your office hours.

Save Your Changes: After making updates to any settings, make sure to click the SAVE button before you go to the next tab. Note that you must click SAVE (Save Changes) for each individual tab within the profile.

The screenshot displays the 'Appointment Preferences' settings page, organized into several sections:

- Office Hour Defaults:** Includes a 'Minimum Appointment Length' dropdown set to '15 minutes', 'Scheduling Deadline' options (No Deadline, 'The day before the office hours at' with a 5:00 pm input, 'The day of the office hours at' with an 8:00 am input, and 'Hour(s) before the office hours' with a 1 input), and a checked checkbox for 'I want my schedule deadline to be flexible and allow drop-ins after deadline has passed'.
- Calendar Sync:** Contains 'The Hive Calendar Sync' (checked), 'External Calendar Sync' (checked), and 'Outlook Calendar Sync' (checked) sections, each with instructions and a 'Click here for further instructions' link.
- My Locations:** Features an 'Add Location' button and a table with columns for Name, Type, and an edit/delete icon. The table lists:
 - CSJ Quad 204 (Office): Instructions: 'This is an example. Type in your office Building and Number as it appears in the campus directory.'
 - CSJ MaryC 205 (Office): Instructions: 'If door is closed please wait in the blue chair outside the office. I will be with you shortly.'
 - Meet by Phone (Phone): Instructions: 'Please call 202-362-5422 at the time of our appointment.'
 - Zoom Meeting (Online): Instructions: 'Join Zoom Meeting https://csbsju.zoom.us/j/2926254123'
- Calendar Management:** Includes an 'Add Calendar Manager' button and a list of calendar managers with names and email addresses, each with an edit/delete icon.

Notifications: Here you will customize notifications of The Hive Activity and verify the accuracy of contact information in your profile.

Appointments: Choose how you are emailed reminders about your calendar appointments. If you already get appointment reminders in outlook you may want to opt out of these reminders to avoid multiple reminders & sounds.

- Planning Reminders Select one of the following options:
 - Don't send me planning reminders
 - Send me a notification individually for each appointment
 - Send a digest of all appointments
- Alert Reminders: Specify whether to send an alert just before the appointment is scheduled (from 15 minutes up to an hour).

Tracking Item Notifications: In the section titled "Tracking Items," you can specify when and how you will receive a summary of notifications associated with individual tracking items. The institution has set a default frequency and a time when you will receive a digest of tracking item email notifications for the period selected. Depending on your role and workflow, you may want to modify this.

The content of your summary emails is based on how each individual tracking item is configured and your role/relationships with each student.

You can review the list of tracking item rules you are included in by clicking the "Show List of Tracking Items I may receive" link. This will open a dialog box which tells you the names of Flags where you are included. If any of the Flags in your list show the icon for "emergency notification" you will receive an email right away when the Flag is raised, regardless of your daily/weekly settings. To see the description for an alert, click on the blue arrow icon

Save Your Changes: After making updates to any settings, make sure to click the SAVE CHANGES button.

After you click SAVE CHANGES, a dialog box will confirm your information is saved, but the current profile tab will remain open. Click Home from the top-level navigation to return to your Home page.



Notifications
Customize notifications of The Hive Activity and verify the accuracy of contact information in your profile.

Email Notifications
Send to my CSBSJU Email:
JG0000@CSBSJU.EDU
You can provide a valid personal email to receive notifications to a preferred inbox.
You will receive emails about The Hive activity, such as appointment reminders and tracking item updates, depending on your institution's settings and your preferences.

Preferences
Set preferences for text and email notifications.

Appointments
Customize appointment notification preferences.

Planning Reminders
Choose how you want to receive reminders about your appointments.
 Don't send me planning reminders
 Send me a notification individually for each appointment
 Send me a digest of all appointments

Alert Reminders
Specify whether you want an alert just before the appointment starts.
 Notify me before the start:
15 minutes

Tracking Items
Customize tracking item notification preferences.

Summary Email
Send me a digest of all my Tracking Item activity:
 Daily at 7:00 am
 Weekly at 8:00 am on Monday
 None

Tracking Item Updates
These may be emails and/or texts based on your institution's settings and permissions to the items displayed below.
Send me an immediate notification for every:
 New item raised
 Item cleared
 Item assigned to me

Hide Tracking Item List
Indicates an emergency item; you will be notified immediately regardless of your notification preferences.

Tracking Item

- Attendance Concern
- Confirm Registration Intent
- General Academic Concern
FLAG: ACADEMIC
Use this flag to express any academic concerns you have about a student. Message is sent to Student, their Primary Faculty Advisor and Academic Advising. Message includes Raiser Comments. Reasons for raising this flag include but are not limited to concerns about low test scores, a pattern of missing/late assignments and a noticeable change in participation and so forth. Generally the Flag Raiser (often an Instructor) would continue to connect with and follow up with the student regarding this concern in the context of their academic interactions. The Flag Raiser should clear the flag if the concern has been resolved. Flags that remain active at the end of the term will be cleared from system.
- I have questions/need help with my schedule
- I need help with an issue outside the classroom